

Crawford, Merritt and Company
Certified Public Accountants

April 5, 2013

Dr. Dana Kind
North Atlanta Chiropractic Center
1553 Pleasant Hill Road, Suite 100
Duluth, GA 30096

Dear Dr. Kind:

I could hear the anxiety in my Mother's voice as she called to fill me in on the day's events. My father had been in the hospital for a week and he wasn't improving, why was he there...severe back pain. We started brainstorming about how he could improve as it seems he was just getting pain medicine to kill the pain but not treat the problem. That conversation reminded me of the words I had heard from you on many occasions. Fix the problem don't mask the pain.

You called me the next day after my email asking for insight. You listened to his symptoms, asked questions and suggested a brace might help and explained why it might help. I texted the information to my mother before we even hung up the phone and four hours later, with the blessing of his orthopedic surgeon, my dad had the brace, six hours later he had significantly less back pain.

My experience highlights your proficiency at what you do. You took the time to understand exactly what the nature of my father's problem was, sight unseen. I appreciated that you told me an adjustment was probably not in his best interest due to the fracture. Most especially, you provided suggestions that have greatly improved his quality of life...sight unseen. The depth of your knowledge and understanding of the spine, pressure points and treatment were overwhelmingly evident in our conversation. I can only imagine how much you could have helped had he just come to you before going to the hospital. I would unquestionably trust you with my closest relative, oh wait, I already have.

Sincerely,

Crawford, Merritt & Company

A handwritten signature in black ink that reads "DA Crawford". The signature is written in a cursive, flowing style.

Diana A. Crawford, CPA