

Carol,

Thank you again for all of your service during the planning for our mother's health care as she now approaches the age of 95. Your persistence and attention to detail proved vital in our application to the Veteran's Administration for benefits. Although I knew that securing these benefits was no guarantee, I feel that your organization was instrumental in making the difference in the successful final outcome. My wife and myself would in no way have been able to do the application process on our own.

These benefits will allow the nursing home to give our mother additional care in the future, even when her personal funds run out. As an additional note, I have always admired your prompt responses to any questions that we had for you. Unfortunately, many businesses have a "lag time" problem in these current times; I have never experienced this from your organization and I thank you for it. Please feel free to use this reference as you see fit.

Thank you,
William Butler
Tempe, Arizona
July 24, 2014