



September 21, 2011

Dear John

Thank you for agreeing to work on your day off. Your participation in the ground breaking ceremony for Emily's house was truly appreciated by Emily, her family, AmbuTrans and all involved in this very special event.

The below are excerpts from two of the emails I received from Emily's mother, Lindsay regarding the occasion:

"Had Emily not attended the event on Thursday, it would have been an entirely different kind of occasion; she was the punctuation mark.

And John and Ray were SO IMPRESSIVE!"

"I wrote the story as completely as I could, with an enormous tribute and huge thanks to you and all the wonderful, caring people at AmbuTrans, on the blog just now.

Heartfelt gratitude and appreciation, always!!!!"

Please continue the good work!

Sincerely:

A handwritten signature in cursive script that reads "Debra Forrest".

Debra Forrest
Client Liaison Manager

CC HR File (John Lam)