



Private Client Services
111 East Wayne Street
MAC N8622-031
Fort Wayne, IN 46802
800 595-6369
260 461-6678 Fax

McCulloch Systems, Inc.
Attention: Manager

RE: Move for Merle Long

We recently worked with your company for the first time, in handling the move of Merle Long from his home to assisted living quarters at Covington Commons.

Two of your employees, Dan and Nick, arrived on the morning of December 20th, to proceed with the move. I personally arrived at the premises around 9:30 a. and was not able to get Mr. Long to open the door. Dan and Nick arrived around 9:50 a. and immediately indicated they were early and would just wait. For another half hour we tried desperately to get an answer at the door, all to no avail. I finally contacted my office and they brought out a key, and we were able to get in. I told the Dan and Nick they were welcome to stay outside, as I didn't know what I would find. One of them immediately said he was a medic person and would follow me in. We all proceeded to go in the home and found Mr. Long at the bottom of the basement stairs. Dan and Nick immediately took over by checking with Mr. Long and calling emergency help.

These two gentlemen were absolutely outstanding throughout the entire time, with the way they appropriately took charge, their professional manner, their calmness, their reply to me when I apologized for the delay.. "no problem, don't worry about it", and their very careful handling of the property being moved, and much, much more. There were just terrific.

I know my office is now fully aware of how well this move was handled, and will use your services in the future, if needed.

Again, I just wanted to give credit to these two GREAT employees, who certainly help make the situation more comfortable for me.

To all, my best wishes for a Happy and Successful New Year!

Sincerely,

Marcille D. Buuck
Trust Assistant - Wells Fargo