

**Thomas J. Bonda**  
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Accountable Home Health Care  
Buddy Maver, Executive Director  
8353 Cloveridge Rd.  
Chagrin Falls, OH 44022

Dear Buddy,

Accountable Home Health Care has been providing personal health care assistance to my father, Ted Bonda, for the last nine months. Unfortunately, we will no longer require your companies' services as we are moving my father to a different facility. However, I cannot let our relationship end without letting you know how much my family has appreciated working with your company, and more importantly, compliment the level of care your providers have given our father. The three main caregivers, Rosina Lovelace, Kelly Strickland and Endia Hill, have been outstanding in their work, always showing our father the highest level of care, going above and beyond what is expected to make sure he is comfortable. They have also always been punctual and dependable, which is so very important when we count on someone to always be with our father.

Kelly, Rosina and Endia have always been pleasant to be around and receptive to any ideas or suggestions we have given them. There has never been a question that their first interest has always been our father's care and well being. Your office personal have also been of great assistance when we have needed to talk with them.

Once again, thank you for your assistance. If you ever need a reference and anyone has any questions about your service, please do not hesitate to have them contact us.

Very truly yours,

A handwritten signature in black ink that reads "Tom Bonda". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Tom Bonda