

JANUARY 4, 2002

MAJOR RICK GREGORY  
TROOP D  
133 SOUTH SEMORON BLVD.  
ORLANDO, FLORIDA  
32807

DEAR MAJOR GREGORY,

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR THE HIGH DEGREE OF PROFESSIONALISM AND COURTESY SHOWN TO MY FAMILY AFTER WE WERE INVOLVED IN A VEHICLE ACCIDENT ON DECEMBER 8, 2001 BY TROOPER DAVID BREWER OF YOUR AGENCY.

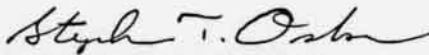
THIS VEHICLE ACCIDENT WAS AT THE INTERSECTION OF POINCIANA BLVD. AND HWY 17-92 SOUTH OF KISSIMMEE AT APPROXIMATELY 1830 HOURS.

TROOPER BREWER WENT ABOVE AND BEYOND THE EXPECTATIONS OF HIS JOB. WHILE TROOPER BREWER DID HIS INVESTIGATION OF THE ACCIDENT, HE LOANED ME A FLOOR JACK TO CHANGE A DAMAGED TIRE. TROOPER BREWER PROVIDED ME WITH INFORMATION ON THE ACCIDENT WHICH INCLUDED THE OTHER DRIVERS INVOLVED, INSURANCE INFORMATION ON THE DRIVER AT FAULT IN THE ACCIDENT, AND THE ESTIMATE OF DAMAGE TO MY VEHICLE.

THIS SITUATION WOULD HAVE BEEN MUCH MORE DIFFICULT TO DEAL WITH HAD IT NOT BEEN FOR TROOPER BREWER'S MUCH VALUED HELP.

THANKS AGAIN.

SINCERELY,

  
STEPHEN T. OSBORN