

>>> "Mike Miller" <MikeMiller[REDACTED] 10/20/03 08:55PM >>>

To whom it may concern:

I called your Orlando, Troop D, office on Saturday, October 18, 2003 at about 4:30 PM to report a minor accident. An operator named "Paula" answered my call. Paula was extremely courteous and helpful to me. She relayed the pertinent information regarding my options for reporting the accident and stayed on the line while I relayed the information to the other person involved in the accident. Paula was very patient and professional throughout the phone conversation. I was very impressed and pleased with the service I received. I regret not getting Paula's full name but I hope you will forward my comments to her and her superiors. I am extremely grateful for the job you do and I know how busy you are. I hope that all of your employees are as professional and courteous as Paula. She is a credit to your organization and to the citizens of Florida.

Respectfully,

Mike Miller
[REDACTED]
[REDACTED]