

Friday, October 14, 2016 at 11:07:10 AM Eastern Daylight Time

Subject: Thank you

Date: Wednesday, October 12, 2016 at 9:29:19 PM Eastern Daylight Time

From: Donna [REDACTED]

To: John Ross

Dear John,

I wanted to take a moment to thank you for your kindness, caring and professionalism today. You spent a great deal of time with my son so that you could get to know him a bit and so that you could conduct a fair and proper evaluation. As you are aware, Billy suffers from a tremendous amount of anxiety (in fact, he has a documented/diagnosed anxiety disorder). I have no doubt that when working with clients like my son, your job is more challenging and it takes a great degree of skill, experience and knowledge to conduct the examination. It is because of your patience and willingness to spend the time needed to do the job properly that an honest outcome was achieved. This is the first time since this whole ordeal began that I saw a genuine smile from my son! And just so you know, he ate quite the big burger tonight!

I thank you again sincerely for your expertise and for your work today.

Best Regards,

Donna [REDACTED]