

May 24, 2010

Susan [REDACTED]
[REDACTED]

Little Rock, AR [REDACTED]

Michael J. West

Arkansas Investigations

400 West Capitol, Suite 1700

Little Rock, AR 72201

Dear Michael West,

It is a genuine pleasure and honor for me to recommend you as a Private Investigator. I never thought I would have to hire a private investigator, but there came a point that I needed answers, and knew I would need help in finding them. After searching the Internet, I came across your website and was impressed with your references. Since it was Sunday, I doubted anyone would answer my phone call, but to my surprise you picked up right away and answered in person. From first contact, your kindness and calmness was apparent. You patiently took time to answer my all questions, even when I asked them twice. When I called you back later that evening, you spent over a half hour on the phone going over all the information before I had even paid you. You answered every last one of my questions, no matter how inane without making me feel inferior. Along with your experience and credentials, I found you to be experienced, knowledgeable, courteous, and organized. These qualities instilled the confidence in me to hire you.

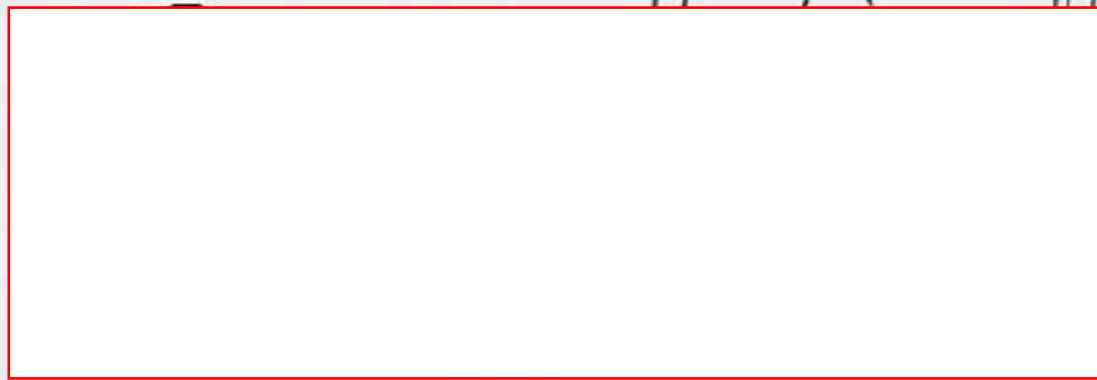
Within hours of beginning the initial surveillance, you confirmed my suspicions. I realize it doesn't always happen so quickly, but I was grateful that you were able to find the information I was searching for. Although several states away, you kept in constant contact via text and phone regardless of the time of day or night letting me know when you began the surveillance, where you followed the suspect, and when you finished. Of particular note was the night you had finished and close to home 20 minutes away when I realized I needed you to return and continue the surveillance. Even though your day had been long, you cheerfully returned without hesitation, and it's that level of service that I so deeply appreciated. Another night I was afraid for my safety and you stayed in the immediate area keeping watch over my children and me until the next morning. Beyond that, you helped arrange for an alarm

monitoring company to install an alarm the next day. Again, you did so much more for me than just surveillance; you provided me with peace of mind and that is priceless.

After you had finished the all surveillance, you were kind enough to meet with my lawyer and myself to present the final report. It was thorough and cohesive, including dates, times, and video stills – all organized in a systematic and easy to read manner. I was equally impressed with both your actual surveillance work as much as the final report.

I hope I never find myself in a situation so dire that it requires a private investigator, but if I do, I will definitely call you again. You consistently went above and beyond the call of what I expected, and did it with kindness, compassion, and somehow even a little humor at times. You helped make the difficult situation I was in at the time more manageable by providing much needed information. I can't thank you enough for not only the service you provided, but also for the considerate and sensitive way you preformed that service. Thank you is an understatement when it comes to expressing the gratitude I feel for the work you've done, and I would enthusiastically recommend you to family and friends who need help finding answers.

Thank you ever so much,

A rectangular area of the document is redacted with a white box and a red border. To the right of the box, there are handwritten scribbles in black ink, which appear to be the beginning of a signature.