

September 30, 2019

Dear Ryan, Elizabeth and Shelley,

I wanted to say thank you to you guys for all your care, love, empathy and superior legal advice and direction during this last year. It has not been easy but one thing we held onto was that you guys were always there for us no matter what. You would go the extra mile to help us out and get the best possible results for Aaron.

You all listened, returned calls and emails quickly, you took out of control emotions seriously and we thank you for that.

You created a miracle in front of our eyes and God has used you in many ways to get us through this situation with fantastic results.

Aaron is doing GREAT. He is settled in with his new Probation Officer, his new therapist, and he and Jasmine have figured out some of the difficulties they were facing a little over a year ago and their relationship is moving along. Aaron is in his fourth week at Summit University and doing well. I am so proud of him and the changes he has made with a good attitude.

I wanted to share one very personal thing with you about Aaron. When he was at Red Wing DOT and making lots of changes and taking a good look at himself he was determined that he was never going to come back there. He decided that he would tattoo something on his arm that he could look at if he were every tempted to turn back. (Aaron hates needles and has never wanted a tattoo) so this was a significant decision.

At first he thought he would put his OJD number there but after some thought he wanted to be more positive and chose a symbol. The symbol that is now tattooed on his arm has a special meaning:

**You have to face setbacks to be able
To go forward.**

And that is exactly how he is setting up his life right now.

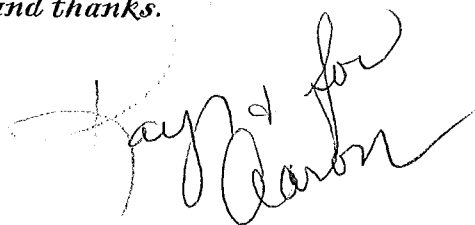
Again, my heartfelt thanks and may God bless you as you serve other good people in a bad situation.

I am planning on writing a review on your web site with five stars.

Our sincere appreciation and thanks.

Kay and Aaron Rands

And the Rands family

A handwritten signature in cursive script that reads "Kay and Aaron". The signature is written in dark ink and is positioned to the right of the typed names.