

June 30, 2011

Preferred Case Management
Nancy McAllister and Barbara Hubbuch
139 W. Lake Lansing Road
Suite 100
East Lansing, MI 48823

Re: Therese Dawe and Case Management Services Provided

Delivered via E-mail

Dear Ms. McAllister and Ms. Hubbuch:

I am writing you to let you know how much I have enjoyed working with Therese Dawe. I contacted your company in 2004 requesting a local case manager to follow one of my more medically fragile clients. Therese Dawe was assigned to our case. Since that time I have had the absolute pleasure of meeting Therese directly and working with her to coordinate the care of our client for over 7 years. Therese has been very knowledgeable, detailed, timely, consistent and compassionate. Her services for my client have been invaluable.

My company has served as a Trust Protector or as a part of a Trust Advisory Committee member for hundreds of cases nationally. I have had the opportunity to work with many case managers over the years and Therese Dawe has impressed me the most.

I am now no longer directly involved in the Michigan case outlined above however prior to my resignation I highly recommended Therese to the new Trustee Wells Fargo Bank. I recently had communication with the trust officer at Wells Fargo and she indicated Therese has been "invaluable" and a true "god sent".

I don't often take the time to write an employer regarding how impressed I am with their employee but I felt compelled to do so in Therese's case. She is a terrific and wonderful asset to your company and one I hope you appreciate as much as I do.

Unfortunately, I will not continue to have ongoing contact with Therese. But I will never forget her and will recommend her highly whenever the opportunity arises.

Warm regards,

Kate Dussault

Kate Dussault, President

