

Date: March 16, 2009

To: Lisa Ramsey  
Medi-Cal Consulting Services  
17130 Van Buren Blvd. #181  
Riverside, California 92504  
(951) 283-6020

From: John and Patricia Arico  
30215 Tenaya Lane  
Highland, Ca. 92346  
(909) 864-9804 (H)  
(909) 633-6713 (C)

Re: MaryAnn Arico

Dear Lisa,

Wow, where do we start. John and I want to thank you and your team so very much for all the assistance and information you have provided us. Mom has been at Braswells for two months now and we are so very pleased with the care she is receiving. The fact they admitted her while you were working on her case tells us how much they (Braswells) know about and respect your business.

I had originally filed for Medi-Cal for mom in December 2008. I wish I could say I was able to pay the \$6,000.00 a month for her care but, this just isn't the case. I ran into many block walls and experienced so much frustration and stress. I was constantly being requested to provide documents and had no problem providing these documents. We were finally denied care for her. This is a woman with nothing to her name but has always paid taxes and worked. To make a long story short, I was so very fortunate to be referred to your company by "A Place for Mom". Your concern for our case and frustration was like a breath of fresh air. We were still so very nervous about getting her approved and you truly set our minds at ease. We were contacted by your office one time for needed documentation and before we knew it, she was approved. During the process you helped us get her placed into a skilled nursing facility so she could receive the care she needed and again help relieve our stress. You and your team are truly professional people and I would be more than happy to speak to anyone who may want to use your services. Again, we can't thank you enough.

Sincerely,  
John and Patricia Arico