

January 06, 2009

Dear Patrick,

Since we're beginning a new year, it is our custom to look back at the year just ended and note the significant events. This last year had many with some being painful and some surprisingly joyful. Working with you was among the joyful and we are very grateful for all you accomplished on our behalf. When we came through your doors to update our will, we expected a short conversation and some repositioning of our will's context since our children are now grown. We no longer needed the focus to be guardianship of them but instead distribution to them. While clearly addressing this context change, you took the time to discuss and teach us about so many other considerations of genuine importance. We were very pleasantly surprised given we had been through the process before with a different attorney and we had also prepared ourselves by reading on the subject. Your estate planning services are as thorough and complete as any service of its kind could be. You addressed issues as they arose in a most timely manner via phone or e-mail. Your effort to understand each client as a unique unit and apply your knowledge to inform them of options they might wish to consider is very professional. The discussions are done in friendly atmosphere, where no question is a bad question, making discussion of difficult topics comfortable. We feel, from our first meeting in your conference room to the final signing of the new documents, that you went above and beyond our expectations and certainly earned much more than the fixed fee you charged.

While working with us to address our estate needs, we were struck by how caring you are for each client. This was reinforced many times as we worked together. It was for this reason, when our daughter bought her first condominium, that we asked if you would be able to review the real estate documents. There was only one week provided to do the review of the sales agreement and you were out of town representing another client's estate. We expected you would decline given the situation, but instead you said to send over the documents. To our complete amazement you did the review with time to spare. Again, your services were thorough and complete from first review to closing. You made the trip to Wheaton to close at Chicago Title. Since this was our daughter's first purchase of a home she had buyer's remorse and you were very kind in calming her down. The entire process again demonstrated your willingness to go above and beyond any reasonable expectation.

We have found it to be a great pleasure to work with you. The results have been first rate quality work product. We would recommend you without qualification based on our own experience. Given this is the case we wanted to express our gratitude directly in written form. We wish you the best in the new year!

Bill and Cindy

Bill

Cindy