



20 December 2016

Mr. Perry Hoover
Alpine Building Maintenance
3006-A West Division
Arlington, TX 76012

Dear Perry:

Has it really been 15 years? As I head into my long-anticipated retirement, I want to pause to thank you and your staff for all those years of service to Carter BloodCare.

It hasn't always been easy. As a company that's regulated, inspected, and audited by numerous agencies at the local, state, and federal levels, we can be very demanding. Kudos to Alpine for always being willing to go the extra mile for us.

You have listed me as a client reference for years now. Whenever one of your prospective customers contacts me, I am brutally honest. I tell them that no one is perfect, but that I can always count on Alpine to be responsive to any problem that needs to be corrected or any new need that arises. And that's huge.

Thanks again for so many years of service, and here's hoping that there are many more.

Sincerely Yours,

A handwritten signature in blue ink that reads "D. Knowles". The signature is fluid and includes a long, sweeping underline.

Drew Knowles
Director, Facilities & Fleet Services
Carter BloodCare