

March 12, 2010

John Bartelt  
1301 W. Lafayette St.  
Sturgis, Michigan 49091

Mr. Bartelt:

I wanted to express my appreciation for the service I received from your firm, specifically Larry Russell. The process of selling my aircraft could not have been any easier and my satisfaction is entirely due to my interaction with Larry. I'm sure the entire Bartelt organization was integral to the service he delivered.

Larry's thorough explanation of the process began from the first contact and continues even today. He takes time to explain each step, respectfully requests more information when required, and patiently counsels when incorrect or incomplete information is provided. He took the time to personally discuss details and offer thoughtful, unbiased advice when needed. He was above board, honest, and encouraging. I believe he wanted the best for me the seller as well as the purchaser and he succeeded in both regards. I never felt pressured, quite a change from other fast talking brokers and salesmen I've dealt with.

Larry Russell and Bartelt will be my first call when I am ready to purchase a Saratoga again.

Sincerely,

Jonathan Nichols  
Muncie, IN