

May 24, 2012

John Bartelt

Bartelt Aviation

Kirsch Municipal Airport

1301 Lafayette St.

Sturgis Mi, 49091

Dear John:

I sincerely want to thank you, your company and employees for such an exemplary level of dedication and customer service over the years. Nine years ago, we came to you from California to purchase a Piper Saratoga. Right from the start, you and your company exhibited a high level of knowledge, friendliness, professionalism, patience, and caring in assisting us in our purchase.

You were so cooperative and hospitable in allowing our mechanic to come to your facility in Sturgis to complete a pre-purchase inspection and in doing that, our mechanic became another fan of yours. After we made the purchase, we experienced more professionalism from your pilot training staff and your service department. Even after departing with the aircraft, and over the years, you and your staff have eagerly assisted us with our technical questions and have genuinely followed up to see how we were doing. That professionalism and genuine human connection had us convinced that if we were to ever purchase another aircraft or to sell the one we had, we would return to your company to do business. We did end up returning to you to sell our aircraft and experienced the same outstanding customer service.

Again John, thank you so much for what I think is an award winning experience.

Sincerely,

A handwritten signature in blue ink that reads "Larry Berlin". The signature is fluid and cursive, with the first name "Larry" and last name "Berlin" clearly distinguishable.

Larry Berlin

Valley Air LLC