

From: Ron Troxell [mailto:rtroxell@fabmasters.net]

Sent: Thursday, August 13, 2015 3:46 PM

To: John Bartelt <john@barteltaviation.com>

Subject: Lance Sale

John,

I appreciate how you handled the sale of my aircraft. It is so refreshing and rare to work with someone who really knows what customer service is. You kept me informed of the progress every step of the way and I never once had to “track you down” to get an update of the progress. It is easy to understand why you are a leader in aircraft sales.

Respectfully,

Ron Troxell