

From: Jorge *****

Sent: Saturday, June 11, 2011 10:21 AM

To: 'S. Amos - Air Ambulance 1'

Cc: Albert; 'Vesga, Edgar '

Subject: Successful completion

Sharon,

Last night, at approximately 11:00 pm (CST), I was able to confirm the safe arrival of my in-laws, Mr. Cesar ***** and his wife, to the designated hospital in San Salvador. Mr. ***** is under the proper care and doing well and Mrs. ***** noted that, the flight was smooth and the crew was wonderful. She commented that everyone, from the paramedics in Houston to the ones in El Salvador, were very professional, polite and extremely helpful and caring. This, after all, is what really matters to us. From my point of view, your attentiveness to my request and sense of urgency, the expediency on making it happen and your constant updates were top notch.

Once again, thank you Sharon for your assistance and service. I wish you and your company all the best.

Regards,

Jorge H. Ungo