

Ralph M. Sabatino

November 12, 2007

**Mustapha Bounit
Bounit Brothers Transportation
P.O. Box 606138
Cleveland, OH 44106**

Dear Mustapha:

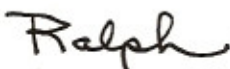
I wanted to take this opportunity to extend my sincere thanks and gratitude to you for the outstanding services that you provided to family, my friends and me during my recent surgery at the Cleveland Clinic. Over the course of one week you shuttled nine people back and forth to the airport, to restaurants and elsewhere all in a timely and courteous manner. Your impeccable style and professionalism is outstanding. Each and every one of us commented on the extraordinary service you and Sonny provided.

As I've reflected back over my time at the medical center I took great comfort in knowing that everyone who is important to me was in your good hands. No request was ever turned down and no task was ever too difficult from your perspective, you always had a solution and a smile. I remember during my first trip to Cleveland in August that the high recommendation you received was well deserved. You made my personal challenges much easier to deal with. It is so obvious that your commitment to your clients and the untiring approach you take to insure the client's satisfaction is exemplary. In my opinion you possess the spirit of a true entrepreneur and the implementation skills of a seasoned professional – it's a winning combination.

As I become more active and involved in my day-to-day activities it is my intention to pass this message onto Dr. Cosgrove and other executives at the Cleveland Clinic who should be made aware of your contributions to the reputation of the institution. You are providing an unrecognized value-add service that adds to the quality of the Cleveland Clinic experience and I hope that others take notice of this fact.

On behalf of all of us we say thanks again for a job well done and wish you much continued success.

Warmest regards,



Ralph M. Sabatino