

MARILYN A.W. GAAR
11126 BROOKWOOD AVENUE
LEAWOOD, KANSAS 66211

January 5, 2008

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

Dear Mustapha,

Warm wishes for a very happy, very successful, and very fulfilling New Year!

My husband and I want to thank you for welcoming us to Cleveland and to the Cleveland Clinic as if we were old friends.

You put a human face on an otherwise impersonal institution, making us feel at once comfortable and at home. And special thanks for looking after us when we were not in your care, just strolling around the campus!

We especially appreciate the arrangements you made for us to celebrate in the evening. We enjoyed a delicious dinner and delightful view of the city decorated for the holidays.

If we should return to your city, we will call upon your services, that is, if you haven't been promoted to Cleveland Clinic CEO!

Most sincerely yours,

Marilyn A.W. & Norman E. Gaar