



PINNACLE QUALITY INSIGHT
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February 1, 2013

To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Adair Home Health regarding their satisfaction levels.

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Adair Home Health has qualified for a Pinnacle Customer Experience Award™ in the following service areas:

Communication
Specific Care Issues
Caring Staff

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Adair Home Health for achieving this honor.

Stan Magleby
CEO
Pinnacle Quality Insight

2013



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

ADAIR HOME HEALTH

for achieving best-in-class
customer satisfaction standards in

COMMUNICATION

A handwritten signature in black ink, appearing to read "S. Magleby".

STAN MAGLEBY, CEO

2013



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

ADAIR HOME HEALTH

for achieving best-in-class
customer satisfaction standards in

SPECIFIC CARE ISSUES

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STAN MAGLEBY, CEO

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CARING STAFF

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STAN MAGLEBY, CEO