

June 22<sup>nd</sup> 2010

To Whom it May Concern at Surgery Host:

I would like to convey my deepest gratitude for the excellent care and service I received as a customer of Surgery Host and especially to Lorena Rule for taking such good care of me. Four weeks ago, I found out that I had a hernia. Surgery Host referred me to one of the best, if not best, surgeons in Guadalajara. I was driven to the doctor's appointment by Lorena and she translated for me as I do not speak Spanish and the doctor spoke very little English. A week later, I was taken to 2000 Country Hospital for my surgery. Lorena took me and my husband to the hospital, got me signed in and into a nice room and stayed with me throughout the surgery and several hours after to make sure that I was ok.

If I had wanted or needed it, she would have stayed with me all night. The next morning, she got me checked out and brought me back home and made sure everything was ok with me. Since I had a minor complication from the surgery, I was required to make several more visits to the doctor and Lorena took me each time and stayed with me for the consultations. I don't know what I would have done without her terrific help and care. I felt as though a family member was with me at all times and she made my experience (which I was scared to death of) very comfortable and pain-free. I hope that Surgery Host will keep up the good work of personal attention that I was given. This service is greatly needed by the retirement community of Chapala.

Thank you again for the excellent service.

Sincerely,

Julie A. Zobel