

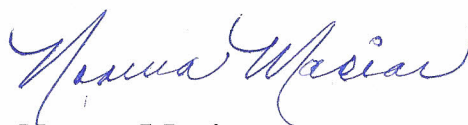
January 16, 2012

To Whom It May Concern:

It is with deep appreciation and gratitude that I am writing this letter to you today. To thank you, from the bottom of my heart for my hearing aids. Wow!!!! What a big difference to come out of a silent world, to a world of the living with all it's sounds and sights you tend to forget when you are deaf. (I have been without hearing aids for almost 3 years).

Thank you so very much again. I am looking forward to joining in conversation, watch TV with my family and also to become more involved in different ministries at my church, be able to attend meetings and not miss half of it. I already experienced the Sunday services and it bring tears to my eyes with an almost overwhelming feeling to be able to hear everything, thank you for improving my life.

Gratefully Yours,

A handwritten signature in blue ink that reads "Norma Macias". The signature is written in a cursive, flowing style.

Norma Macias