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February 8, 2008

Mr. Shelton R. Blackwell, Jr., President  
Kent Security Services  
14600 Biscayne Boulevard  
North Miami Beach, FL 33181

Mr. Blackwell:

As a ten year resident of L'Hermitage I Condominium, I thought I had experienced just about everything that one can expect to happen while living in a high-rise condominium. On Wednesday, February 6<sup>th</sup>, I found myself stuck in the 10 stack elevator with no easy way out.

Three of you personnel, Aly Aguste, Yves Castel and Stan Smith played an important part in my "rescue". Aly acted above and beyond the duty of his job. He actually had me hold onto his shoulders as he lifted me out of the elevator. Yves held the elevator door so that I had an opening to go through. Stan took my cell phone call and immediately relayed the distress message to Yves and Aly.

I take this opportunity to thank your company for having such conscientious employees. Needless to say, I have personally thanked each one privately.

Sincerely yours,

