



CERTIFIED
MASTER

PARTS MANAGER

Dear Mr. Hickey,

I wanted to thank you for all of your efforts working on my case. I believe my Mom would be pleased with the changes we recommended to the cruise line. Hopefully, they will make the changes needed so that no other family has to endure such a difficult tragedy resulting from what should have been a happy vacation; as my Mother enjoyed to travel and visit with family; both of which she did on a regular basis. I know you and your staff worked long hours and gathered a lot of information so that you were able to get us the best settlement possible; and ensure changes are made at the cruise line. Sandy and your staff were great and always kept me informed with what was next. You have a great team. This was especially helpful at such a difficult and emotional time. I would highly recommend your firm to anyone that needs assistance with such difficult circumstances; specifically you and your team.

My family and I greatly appreciate you and your team's hard work, diligence, and patience. Once again, thank you for everything you have done to help us in our time of need.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Rick Scouten', written over a horizontal line.

Rick Scouten and Family
Camden, Delaware