

## ***Nancy A. Engel***

March 5, 2007

Eleana Hall  
Chairman, Small Business Council  
Manatee Chamber of Commerce  
P. O. Box 321  
Bradenton, Fl 34206

Regarding: Small Business of The Year

Dear Madam Chairman,

Please accept this as a letter of recommendation on behalf of Brian Claybaugh of Pet Express Concierge. I have been using Pet Express for over a year now and have been thoroughly impressed by Brian's services.

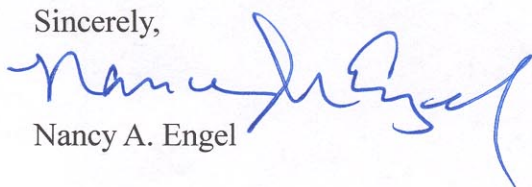
Prior to engaging Pet Express, I had been taking my dog (Brie) to a kennel, but found the time constraints very difficult to work with on my schedule. On the occasions I need to work late at the office and can't get home to let Brie out or need to get her to the vet, a simple phone call to Brian takes care of the situation. Not only does Brian thoroughly understand customer service, he has a passion for his job and the pets that are under his care. On the occasions that a trip to the vet is necessary, Brian will stay to talk with the veterinarian or if I'm picking her up, he will call and check on her well-being.

This last year, there were several times we had family emergencies that included trips to the hospital and never once did I have to worry about who was taking care of Brie because Brian saw to it that she was covered.

I am certain that if you talked with other clients of Pet Express, you would hear numerous stories of how Brian and his team went out of their way to help meet the needs of Pet Express's clients, both the human and four legged kind.

Brian is building a great reputation and business on customer service, honesty and integrity.

Sincerely,



Nancy A. Engel