



October 20, 2020

Mr. Frank Garcia [fgarcia@unitediii.com](mailto:fgarcia@unitediii.com)  
11767 S. Dixie Hwy. Ste 105  
Pinecrest, Fl. 33156

Dear Frank,

I want to take this opportunity to thank you again for completing our annual October Benefits & Medical Coverage.

Frank, over 16 years ago, you have managed us through smartest renewals & negotiations starting with our 35 employees, and today with 176 hourly's and 7 management. Several specifics of what we appreciate so much from you is your consistent guidance year over year, bringing & displaying a minimum of 5 individual manuals of Summaries of Benefit cost comparisons explaining why we would change or keep the existing coverage. I must mention that after our selection, if a new Plan is confirmed, you personally return speaking to our employees in groups, speaking their language is so well regarded. Most of our employees have over 18 years seniority, and they listen, accept, & respect your explanations supporting our Plan.

You are a Friend, and a Real Broker.

Sincerely,

A handwritten signature in black ink, appearing to read "James R. Niles", is written over the typed name.

James R. Niles

Elite Airline Services of Fl. Inc.

cc: S. Marchesini