

CARDIOLOGY AT SPRING CREEK

Randolph S. Martin, M.D., S.C.

2901 Old Jacksonville Road, Suite D
Springfield, IL 62704
(217) 546-0750
(217) 546-0894 (Fax)

Mr. Bud Ridgley
Ridge Aire
PO Drawer 361, Highway 69S
Cherokee County Airport
Jacksonville TX, 75766

Dear Mr. Ridgley,

I would like send you this letter commending your company for the professionalism and courtesy that was shown to me while acquiring my Citation II.

This acquisition was not "my first rodeo" at this. In fact, N112SH is the fourth Citation that I've owned in the past 15 years. I have spoken to, met, and interacted with many brokers during that timeframe as you may well imagine, so when I say that my experience working with your company stands head and shoulders above the rest, it is not something said without a lot of experience.

From my first phone call to you, to my most recent email with your son Brian, my experience reflects what a customer appreciates, and is looking for, when looking to buy an aircraft. The quality that I want to acknowledge above all others is the commitment that Brian made, in word and in action, to working through even the smallest of details that made me feel comfortable buying the plane. His numerous phone calls to all the contacts that needed to be made (including the shop where my maintenance will be done, Cessna, Dallas Airmotive, Insured Aircraft, etc.) were far more than any broker that I have worked with in the past had done. In an industry with quite a bit of lip service, Brian's involvement, and focus, remained solid. He worked through all of the glitches that invariably are part of a transaction of this nature, displaying patience, honesty and reliability. I am someone who always does what he says he will do. I pride myself on that trait. Your company, through Brian is very much like that. It did not go unnoticed. I would recommend your company to anyone looking for a broker to buy or to sell an aircraft.. If I am fortunate enough to "trade up" down the road (or unfortunate enough to "have to sell"), Brian will be my first phone call.

Thanks for the great work.

Randolph Martin, MD

