

Dear Petar ChernaeV and Extreme Care Ltd,

I am writing to thank you sincerely, for the professional, honest and warm care that you have provided both my sister and I through the difficult process of funeral repatriation of our father from Bulgaria to the UK.

From the very start of our communication with you we have felt well informed and cared for. We have put total trust in your advise and knowledge and we have been right to do so. Your service in assisting our bereaved family has gone above and beyond. Our sadness and utter confusion at where to start this process in a foreign country has been put at ease by you at every step. Having a loved one pass away so far from home is traumatic but you have put our minds at rest and we feel our father has been treated with utmost respect. We thank you from our hearts for this.

One of the things that we have really appreciated about your service has been the upfront information regarding costs. This initial step by step break down of financial details has taken away the need to consider such issues during our time of grief. We also value your informative, yet clear and concise emails telling us exactly how long each stage of this process will take as this allowed us precious time to rest and grieve without unnecessary disturbance and administration tasks.

You have been wonderful at every stage of this very difficult time and we are ever grateful to you for this.

Kind regards,

Jo Mee and Deborah Youl.

A handwritten signature in blue ink that reads "DJ Youl". The signature is written in a cursive style and is underlined with a single horizontal stroke.