



**PINNACLE QUALITY INSIGHT**  
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**February 20, 2019**

To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Aaron Manor regarding their satisfaction levels.

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Aaron Manor has qualified for a **Pinnacle Customer Experience Award™** in the following service area:

**Professional Therapy Services**

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Aaron Manor for achieving this honor.

**Chris Magleby**

*CEO*

Pinnacle Quality Insight

2019



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**AARON MANOR**

for achieving best-in-class  
customer satisfaction standards in

**PROFESSIONAL THERAPY  
SERVICES**

A handwritten signature in blue ink, appearing to read "CMAGLEBY".

CHRIS MAGLEBY, CEO