

Thomas E. Hatley, M.D., MPH
Manager, Occupational Health Division
Federal Aviation Administration
Mike Monroney Aeronautical Center
Oklahoma City, Oklahoma

11/05/2009

Re: Mike Ryan / BSA & Associates
Federal Benefits workshop/ Analysis & Consultation.

Dear Mike,

I want to send this thank you letter in an effort to not just say thank you, but to encourage you to share this with others via your Website or any other method. No Agency, HR Department, or Financial Advisory firm has ever come close to helping me to the extent and level that you have. I can't begin to express my gratitude for all you have done for me and my family's future. Your services have allowed me to become much more knowledgeable and efficient regarding all of my benefits and retirement planning needs.

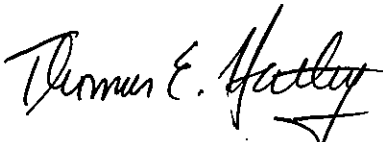
From the outstanding and informative presentation you provided at the FAA, along with the follow-up consultation and analysis, you have personally helped me save thousands of dollars while securing my future. I am now on track to a much better retirement that I will be able to enjoy even more thanks to you!

Your integrity, knowledge, experience, and work ethics are greatly appreciated and very refreshing to say the least.

Please share my sincere appreciation and support to the Union that sponsored your workshops to our group as many of my co-workers have expressed their gratitude and desire to get your help..

Thanks again!

Sincerely,

A handwritten signature in cursive script that reads "Thomas E. Hatley". The signature is written in black ink and is positioned above the typed name.

Thomas E. Hatley, M.D., MPH