



March 30, 2024

To Whom It May Concern:

Schooley Mitchell of Louisa, (Lee and Marla Balaklaw) have been our business optimization consultants for many years now. Specifically, Schooley Mitchell has optimized telecom and waste for us. They have also evaluated our merchant services account and determined that our incumbent vendor is providing us with excellent pricing.

To this point, Schooley Mitchell has saved us tens of thousands of dollars. They have dealt with our wireless accounts, our internet and telephone accounts. They continue to make recommendations for optimizing our services. They obtain credits for us on an ongoing basis from our vendors, when there are mistakes on bills. When we moved from one telecom vendor to another in 2021 Schooley Mitchell obtained hundreds of dollars in credits from our former vendor.

In terms of waste, they helped us with the evaluation of our dumpster costs. They recommended a new vendor and oversaw the implementation of those services. When inflation caused prices to go up with our new vendor, they renegotiated with the new vendor to keep costs in line and below what we had been paying previously. When there was a billing error where costs were billed, that should not have been, Schooley Mitchell stayed on top of the vendor, and got the billing corrected. Then they obtained a credit over \$1200.00.

As important as the monetary savings have been, Lee and Marla have saved us a great deal of time so we can remain focused on our flooring business. We appreciate the time and effort that they put in to look out for our best interests. They provide great customer service for us.

I highly recommend that other businesses engage Schooley Mitchell of Louisa to reduce their costs, enhance their services, and save them time with their knowledge.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sam O'Krent', written over a light blue horizontal line.

Sam O'Krent
President