



May 2, 2011

Mr. Bob O'Halloran, Vice President of Claims  
Summit Consulting  
P.O. Box 988  
Lakeland, FL 33802-0988

Dear Mr. O'Halloran:

Having served as the President/CEO of the Volen Center, a busy nonprofit agency serving the South Florida community, for the past 13 years; I have seen my fair share of worker's compensation claims come and go. I have dealt with numerous attorneys, claims adjusters and carriers. To say that I was disenchanted with the entire system is an understatement. When Mr. David Rigell was assigned to represent the Volen Center last year, that all changed.

Mr. Rigell is an outstanding lawyer, but more than that, he is one who is interested, communicative, involved and cares about representing and defending the interests of my business as much as I do. That cannot be said for the other attorneys who I have come in contact with over the years for other claims. Never before had an attorney come and met with me at my office. Never before had an attorney explained the process, the steps, the laws, the options and the potential outcomes. Never before did I receive telephone calls and e-mails updating me on dates, times, processes and procedures.

After 13 years, I truly thought I had seen it all and that there was literally no hope that any attorney representing our Center in a worker's compensation claim actually had any interest in the details of the claim, the information we had to share about the claim, nor what the eventual outcome of the case might be. In prior cases, I did not even know the name of the attorney assigned, nor did I have any contact with them whatsoever.

No business owner ever wants to deal with litigation of any sort, let alone worker's compensation. It is not something one looks forward to or enjoys in the least. However, Mr. Rigell made the experience understandable and palatable. He was responsive and took the time to explain things to us. He also took the time to listen, which makes him unique among his peers.

In the end, the Center and the carrier experienced what I believe to be a truly remarkable and positive outcome, given the circumstances of the claim. I attribute this all to the experience and legal acumen of Mr. Rigell. Although I hope to never have to deal with another worker's compensation claim, I know that it is probably not very realistic. Having met and worked with Mr. Rigell, I can tell you that I have a renewed confidence in the system and in the support I have from the carrier. I only hope that you will engage the services of Mr. Rigell for our agency should the need ever arise again in the future and would strongly encourage you to utilize him for the other businesses you cover. You and your clients will not be disappointed.

With deep appreciation,

A handwritten signature in blue ink that reads 'Elizabeth L. Lugo'. The signature is written in a cursive, flowing style.

Elizabeth L. Lugo  
President/CEO