



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

5 August, 2010

Dr. Jacob Ransom, D.P.M.
New Braunfels Podiatry
1524 N. Walnut Avenue
New Braunfels, TX 78130

Dear Dr. Ransom and staff;

I am writing to commend you, and more importantly to thank you, for the level of care and concern that I have consistently seen during my recent surgery and now somewhat infamous recovery(sans cast!) The level of interaction and the quality of the care I am receiving is beyond what I was expecting.

For me, opinions of a new doctor are heavily influenced by staff long before I actually meet the doctor. In fact, some relationships have been over before the first appointment. The support team at NBP have done an exceptional job of juggling appointments and priorities in coordinating their availability and mine. Thank you for your discretion and care.

Having said that, all doctors stand on their own merits when they enter the treatment room. Surroundings and staff will only carry a physician to a certain point, and then they must perform. Dr. Ransom, you have stepped up to that challenge repeatedly with me. The quality of the surgery you performed, is exceptional. I also appreciate the time you took to ensure that we agreed on the course of treatment. However, most amazing to me, has been your willingness and ability to personalise my treatment, while taking care not to compromise my outcome. It is rare in today's health care system, to feel that one is getting such a personal experience.

So all that to say, BRAVO to you Dr. Ransom, and your team. I truly do appreciate the remarkable experience you have created for me in responding to my healthcare needs. It is always great to be engaged with a team that takes such pride in their work.

All the best,

A handwritten signature in black ink, appearing to read "Robert".