



**PINNACLE QUALITY INSIGHT**  
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**January 28, 2016**

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 Pleasant Meadows Senior Living 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 Pleasant Meadows Senior Living has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

**Activities**

**Response to Problems**

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 Pleasant Meadows Senior Living for achieving this honor.

**Chris Magleby**

*CEO*

Pinnacle Quality Insight

2016



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

### PLEASANT MEADOWS SENIOR LIVING

for achieving best-in-class  
customer satisfaction standards in

### ACTIVITIES

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

CHRIS MAGLEBY, CEO

2016



## CUSTOMER EXPERIENCE AWARD

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### RESPONSE TO PROBLEMS

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CHRIS MAGLEBY, CEO