**September 11, 2013**

**To whom it may concern:**

**On July 2, 2013, a nightmare happened upon our family, when my three biological boys, were abducted from a Florida playground by their biological mother, after being abandoned almost 3 years prior.**

**After being bounced around from state to state and office to office, we called your office and was blessed to be connected with Ms. Nona Best. From the start Ms. Nona seemed like a concerned parent as opposed to an agent behind a desk. She was very relatable, often at times finishing my sentences of familiar situations and frustrations.**

**Ms. Best was also very professional while keeping other professionals accountable for their role in this process.**

**On behalf of my family, I would like to thank your office and Ms. Best, for the above and beyond service provided in helping us find and retrieve our sons. This process, although long and uncertain at times, it was comforting to have someone who was willing to assist and not pass us long from office to office.**

**Every time I look at my boys now, I will remember that there was an angel in your office that helped us find them.**

**Sincerely,**

**Marland Maurice Brailsford**