

**John Hancock Life Insurance Company**

John Hancock Mid-Atlantic General Agency

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**Robert C. Turner**  
Managing Director



Hot Tub Heaven  
Bridgewater Plaza  
Smith Mountain Lake, VA 24121

Dear Keith and Steve,

I just wanted to drop you a note to let you know how pleased Dawn and I are with our new hot tub. Not only do we love our Great Lakes hot tub but we appreciate all the effort you two have put into the whole process. The price of our tub was better than any where else we checked. In addition, the installation went smoothly and was exactly what we were looking for. But most importantly your service has gone beyond anything that we would have expected.

As you know this is the second hot tub that we have purchased from you. Based on the exceptional value and service provided by your company I would recommend you to anyone. Should Dawn and I need another tub in the future, Hot Tub Heaven will be the only company we will call.

Thanks for all your help and professionalism.

Sincerely,

A handwritten signature in cursive script that reads "Robert C. Turner".

Robert C. Turner

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Advisory Services offered through Signator Investors, Inc., Member  
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