

From: Catherine Schmidt-Jones [mailto:██████████@gmail.com]
Sent: Thursday, August 25, 2016 11:41 AM
To: manager@pinnacle-travel.com
Subject: Re: After Sales Service from Pinnacle Travel_BF23922

Yes, thanks for checking, our recent trip to Malaysia went very smoothly and we all had a great time. In particular, I would like to note that the food was delicious at the kelong, and they made a tremendous effort to make sure that I was able to eat in spite of my severely restricted and unusual diet. For health reasons, I don't often these days get to eat food prepared by someone else, so that was a real treat for me. I would also like to say again that Sarah has always been super helpful in preparing and reserving our trips, even when we have special requests like a restricted diet or a tricky set of flights to arrange. We would be happy to give Pinnacle a great rating, but unfortunately we do not do Facebook or Google Plus. Will certainly recommend you to friends, though, and continue to book our own and family travels with you.

Warm regards,
Catherine Schmidt-Jones