

January 29, 2016

Steven Sohn 36 Wellington Court Brooklyn, NY 11230

Dear Steven:

First and foremost, please accept my sincerest condolences on your loss of Mopsey.

The bond between humans and pets is a strong one. Having lost pets, I understand the profound sense of grief that you must be feeling. Only those of us who have pets can truly understand how difficult it is to say goodbye.

Please rest assured knowing that Mopsey was treated with the highest quality medical care and compassion and the dedication and care that you provided was admirable.

Again, please accept my sincerest condolences and I hope that you remember Mopsey well and strong. It is clear that Mopsey was a wonderful dog and a treasured member of your family and is greatly missed.

Sincerely,

Kathryn Coyne

Chief Executive Officer