

December 6, 2010

To: Silvergate Retirement Residence

Re: The Veteran's Friend
Galen Maddy
760-434-8831

This is a letter of recommendation to veterans who served during a period of wartime or to their surviving spouse. If you are currently residing in an assisted living facility or require assistance, I strongly urge you to contact Galen Maddy. You may qualify to receive Aid and Attendance benefits from the Department of Veteran Affairs.

My mother recently became a resident of Silvergate. This was very stressful for all of us. The emotions that accompany such an event as well as the financial concerns were overwhelming. We had no idea that she might qualify for financial assistance from the VA. Fortunately, the admissions manager gave us Galen Maddy's telephone number. I cannot begin to express my gratitude.

Galen and his assistant, Kate are two of the most wonderful people that I have ever done business with. Their knowledge and eagerness to help was obviously greatly appreciated. However, more than that is their personal touch. Not only did they walk me through the process one step at a time; but more importantly was the constant reassurance and understanding that was a part of every conversation. Every question or problem was handled promptly and as though I was their only concern. I could have never gotten through this without them. They absorbed many of my worries. They went *above the call of duty* in my mother's behalf on several occasions.

I feel as though they are truly my friends, not an organization without a face.

Thank you, Galen.
Thank you, Kate.

Debby Waite
775-783-0030

cc: The Veteran's Friend, Galen Maddy