



PINNACLE QUALITY INSIGHT
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To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Lemont Nursing And Rehabilitation Center regarding their satisfaction levels.

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Lemont Nursing And Rehabilitation Center has qualified for a **Pinnacle Customer Experience Award™** in the following service area:

Professional Therapy Services

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Lemont Nursing And Rehabilitation Center for achieving this honor.

Chris Magleby

CEO

Pinnacle Quality Insight

2016



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

LEMONT NURSING AND REHABILITATION CENTER

for achieving best-in-class
customer satisfaction standards in

PROFESSIONAL THERAPY SERVICES

A handwritten signature in blue ink, appearing to read "Chris Magleby".

CHRIS MAGLEBY, CEO