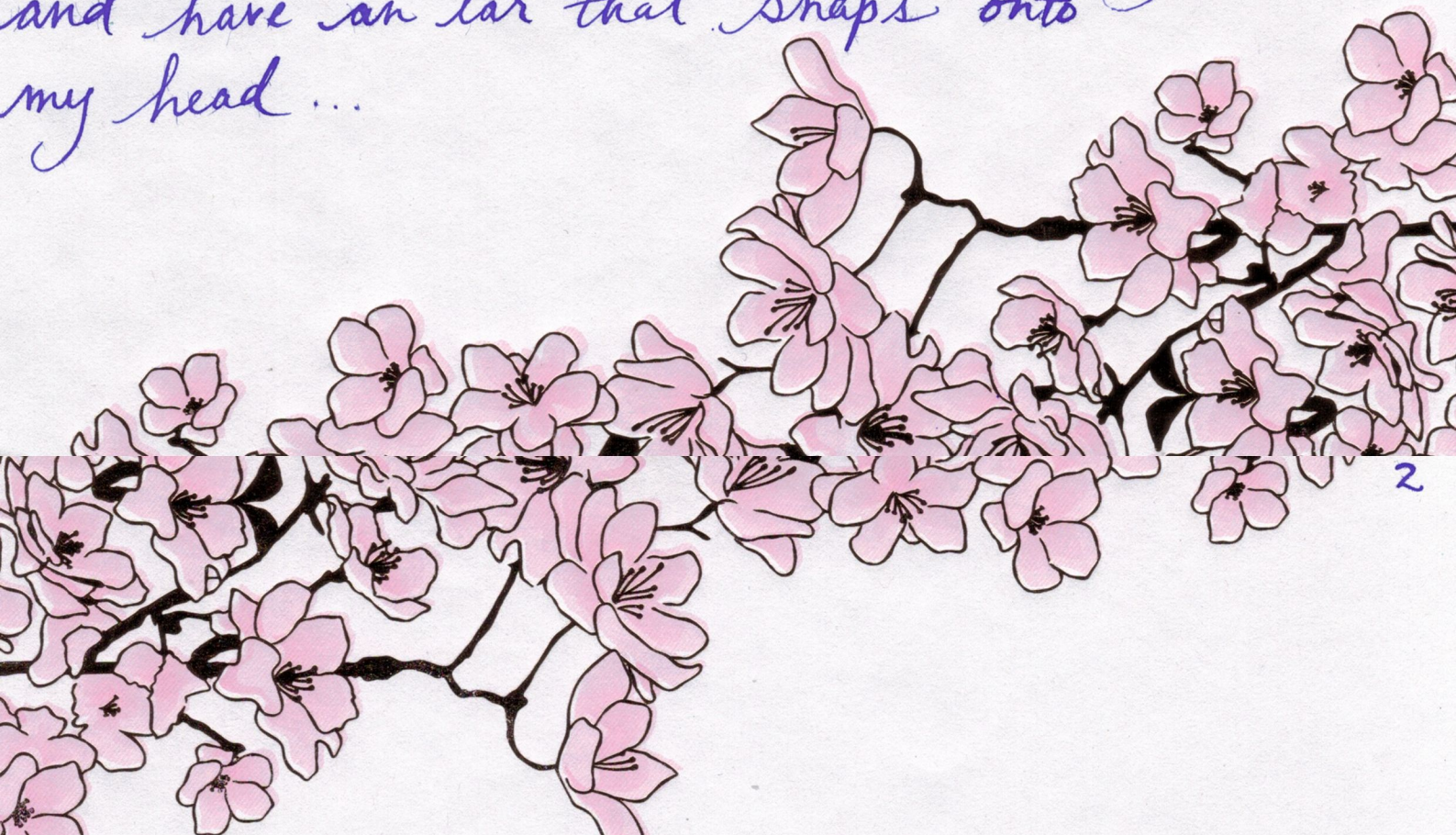


January, 2018

Dear Bob,

How do you thank someone for impacting your life in such a positive way? By making my prosthetic, you have literally transformed me. After a horrific, freak industrial accident that scalped me, I was left permanently bald, and minus one ear. After the wounds healed, I was able to wear wigs to cover the scars. However, the options for prosthetic ears was pathetic. Some included having a human ear grown on the back of a lab rat, grafted onto me, and taking anti-rejection meds for life. Another was to attach bolts to my skull, and have an ear that 'snaps' onto my head...



In light of these unappealing choices, I opted to go without. A decade later, in a bizarre twist of 'six degrees of separation', I was introduced to you. Your level of professionalism is unsurpassed. You also have a fascinating history, and your assistant, Ramona, is a wonderful and genuine woman.

You have given me, and countless others, a renewed sense of self-esteem and hope, where both may have been lost. With tears in my eyes, I have to give you the biggest Thank You

Always,

Crystal

