

October 22, 2009

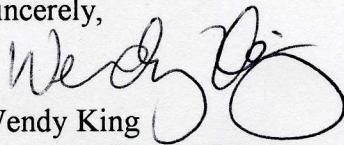
Ms. Donna Pearson
Pearson Safety Services
31-L Bowling Drive
Jackson, TN 38305

Dear Ms. Pearson,

I took your First Aid and CPR class in May of this year, and I want to let you know how well it prepared me for a real-life emergency situation recently. I am an assistant manager at BBVA Compass Bank, and my training allowed me to help a customer in need when those around me were not trained to do so. Ms. Davis, an 82-year-old woman, came into my branch to make a transaction, and as she was walking through the lobby, she tripped and fell. We quickly determined that nothing was broken and she was able to sit up. However, the medication she was taking made her skin very thin and fragile, and her purse strap sliced a portion of skin open on her arm when she fell.

Remembering my first aid training, I first instructed one of my employees to call 911 and stayed with Ms. Davis to assess her injuries. I quickly went to get my first aid kit, put on my gloves, and held compresses on her arm to stop the bleeding. By the time that the paramedics arrived, I had stopped the bleeding, and Ms. Davis was seated comfortably in a chair. She and her family were very grateful to me and my staff for being able to take such good care of her, and I am grateful every day to you for the training you gave me. I know now that in a true emergency, I have the knowledge and skills necessary to help a person in need. Please keep doing what you do. With every class you teach, you are helping not only those in the room with you, but the hundreds of people with whom they come into contact on a daily basis.

Sincerely,



Wendy King
Customer Service Manager
BBVA Compass
Eastwood Village Banking Center