

**MIDDLE ALABAMA  
AREA AGENCY ON AGING**

15863 HIGHWAY 25  
CALERA, AL 35040

TELEPHONE (205) 670-5770 ~ FAX (205) 670-5750

1-866-570-2998

June 22, 2012

William H. Hurd  
Troutman Sanders LLP  
Attorneys at Law  
Troutman Sanders Building  
1001 Haxall Point  
P.O. Box 1122 (23218-1122)  
Richmond, VA 23219

**Re: HomeServe USA Corporation**

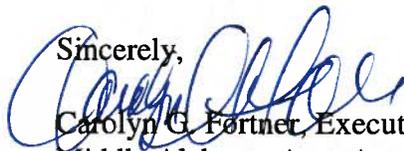
Dear Mr. Hurd,

I am responding to the letter sent by your law firm to Ms. Letha Stuckey, SMP Program Director for the State of Alabama. The SMP listserv post regarding your client, HomeServe USA Corporation, originated from my office (the local SMP Project) and not from the Alabama Department of Senior Services nor from the State SMP Program Director.

Regarding the post, I think my SMP Coordinator's intent was to obtain feedback from her peers. Regardless of her intent, however, I do apologize to your client and will work with my SMP Coordinator and my other staff members to ensure that this does not occur again. Specifically, we will review with her and other relevant staff the guidelines for listserv posts, appropriate posts, and scope of responsibilities to ensure that we do not overstep boundaries of professionalism and, as you point out in your letter, simple fairness.

If you have any questions regarding this matter, please feel free to contact me.

Sincerely,

  
Carolyn G. Fortner, Executive Director  
Middle Alabama Area Agency on Aging

cc: Letha Stuckey, SMP Program Director (Alabama)  
Aleatha Dickerson, SMP Director (Rhode Island Dept of Elderly Affairs)  
Larry Grimaldi, Chief of Information and Public Relations (Rhode Island-DEA)  
Neal Morrison, Commissioner Alabama Dept of Senior Services