

October 20, 2016

Dear Former Clients of HFM Counseling Center:

My name is Peter Kiely and I am co-owner of a company in Austin called Centex Records Management. We provide off-site records retention services in a secure facility in Austin. Among our customers is His Fullness Ministries, Inc. (HFM) DBA also as HFM Counseling Center. They had contracted with us to ensure that their past client records were stored and maintained properly.

HFM entrusted us with the secure storage of documents including your client records. Recently, we were in the process of transferring all of our customers' records, including those of HFM, from one secure location to another. Unfortunately, during this procedure which took place on October 15<sup>th</sup> of this year, the HFM documents were inadvertently destroyed.

However, because your documents were destroyed rather than stored insecurely or mistakenly delivered to third parties, you can take solace in the fact that your client records were secure and remained so until destroyed. We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred.

We are very distraught about the mistake that we made. We are working with HFM to make sure that everyone is notified of the situation. If you have questions regarding any of this, please feel free to call me at 512-796-3717 or email me at [pkiely@centexrecords.com](mailto:pkiely@centexrecords.com).

Regards,

A handwritten signature in black ink, appearing to read 'Peter Kiely', with a long, sweeping underline that extends to the right.

Peter Kiely