FILED
Bd of Funeral, Cemetery & Consumer S.
DATE: July 21, 2015
Initials of DFCCS staffer: CLR

STATE OF FLORIDA
BOARD OF FUNERAL, CEMETERY AND CONSUMER SERVICES

DEPARTMENT OF FINANCIAL SERVICES,
BOARD OF FUNERAL, CEMETERY, AND
CONSUMER SERVICES,

Petitioner,

DFS Case No. 164113-14-FC
164279-14-FC

vs.

TAYLOR SMITH WEST FUNERAL HOME,
License No.: F040752

Respondent.
_____/

FINAL ORDER

THIS CAUSE came before the BOARD OF FUNERAL, CEMETERY AND CONSUMER SERVICES (hereinafter referred to as the "Board") at a duly-noticed public meeting on June 25, 2015, in Tallahassee, Florida, for a hearing not involving disputed issues of material fact in accordance with Sections 120.569 and 120.57(2), Florida Statutes, pursuant to Petitioner's Motion for Waiver of Rights and Final Order.

Petitioner had filed an Administrative Complaint seeking disciplinary action against the above referenced license. A copy of said Administrative Complaint was duly served upon Respondent in the manner specified by law (ATN 23773). In the case at bar, service was completed by means of certified mail. The Respondent waived the right to request a hearing on the material facts alleged by failing to respond to the Administrative Complaint within 21 days of service. Both the Petitioner's Motion for Waiver of Rights and the Administrative Complaint are attached hereto as Exhibits "A" and "B" respectively and made a part of this Final Order by reference.

Board members present were **Joseph "Jody" Brandenburg, Jean Anderson, Andrew Clark, Lewis "Lew" Hall, Powell Helm, Ken Jones, Keenan Knopke, Richard "Dick" Mueller**

and Vanessa Oliver. As a member of the probable cause panel that initially reviewed the matter, Ms. Anderson was recused from participating in the proceedings. Legal advisor to the Board was **Tom Barnhart**, Special Counsel, Office of the Attorney General. The Petitioner was represented by **Melissa Dembicer, Esq.** Assistant General Counsel. The Respondent was neither present nor represented by counsel at the proceedings.

FINDINGS OF FACT

1. This matter was properly noticed pursuant to chapter 120, F.S. and chapter 28, F.A.C.

2. The material facts are not in dispute. The Respondent was duly served with the Administrative Complaint and has waived the right to request a hearing by failing to respond to the Administrative Complaint within 21 days of service. (Rule 28-106.111 F.A.C.)

3. The allegations of fact set forth in the Administrative Complaint are approved, adopted, and incorporated herein by reference as the findings of fact by the Board.

4. There is competent, substantial evidence to support the Board's findings and conclusions.

CONCLUSIONS OF LAW

5. The Board has jurisdiction of this matter pursuant to section 120.57(2), F.S., and Chapter 497, F.S.

6. The conclusions of law alleged and set forth in the Administrative Complaint are approved and adopted and incorporated herein by reference as the conclusions of law of the Board.

7. The violations set forth in the Administrative Complaint warrant disciplinary action by the Board.

8. Based upon the Findings of Fact, the Board concludes that the licensee violated sections 497.152(1)(a), 497.152(1)(b), 497.152(5)(d), 497.152(9)(f), 497.152(11)(a) and 497.380(15)(a), F.S.

9. The Board is empowered by section 497.153, F.S., and chapter 69K-30, F.A.C., to impose a penalty against the licensee.

10. The following factors warrant a departure from the disciplinary guidelines specified in Rule 69K-30.001, Florida Administrative Code:

a) The severity of the violation;
b) The danger to the public;
c) The violations reach all levels of management;
d) A representative of the licensee delivering to the Consumer the body of a decedent in a body bag wrapped in a blanket; and
e) On multiple occasions, a representative of the licensee providing consumers with incorrect cremains.

11. The Board has the authority pursuant to section 497.153(5)(a)8, F.S. to permanently revoke a license.

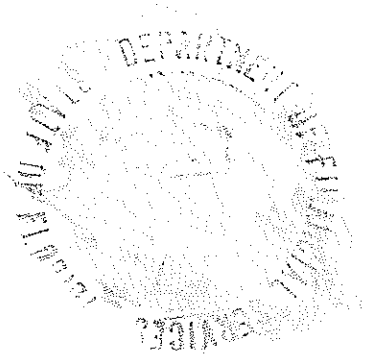
THEREFORE, IT IS HEREBY ORDERED AND ADJUDGED that:

1. Petitioner's Motion for Determination of Waiver and for Final Order is GRANTED.

2. **Revocation**. The above referenced license of Respondent is hereby permanently REVOKED.

This Final Order shall become effective upon filing with the Clerk of the Department of Financial Services.

DONE AND ORDERED this 21st day of July, 2015.



BOARD OF FUNERAL, CEMETERY AND CONSUMER SERVICES

For

DOUGLAS SHROPSHIRE
EXECUTIVE DIRECTOR

NOTICE OF APPEAL RIGHTS

PURSUANT TO SECTION 120.68 FLORIDA STATUTES, A PARTY WHO IS ADVERSELY AFFECTED BY THIS FINAL ORDER IS ENTITLED TO JUDICIAL REVIEW UNLESS WAIVED. PROCEEDINGS ARE GOVERNED BY THE FLORIDA RULES OF APPELLATE PROCEDURE. SUCH PROCEEDINGS ARE COMMENCED BY FILING ONE COPY OF THE NOTICE OF APPEAL WITH THE AGENCY CLERK OF THE DEPARTMENT OF FINANCIAL SERVICES AND A SECOND COPY, ACCOMPANIED BY FILING FEES PRESCRIBED BY LAW, WITH THE DISTRICT COURT OF APPEAL, FIRST DISTRICT, OR WITH THE DISTRICT COURT OF APPEAL IN THE APPELLATE DISTRICT WHERE THE PARTY RESIDES. THE NOTICE OF APPEAL MUST BE FILED WITHIN THIRTY (30) DAYS OF RENDITION OF THE ORDER TO BE REVIEWED.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. Mail to **Taylor Smith West Funeral Home, 900 Martin Luther King Boulevard, Belle Glade, Florida 33430;** by interoffice mail to **Melissa Dembicer,** Assistant General Counsel, Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0333; and **Tom Barnhart**, Special Counsel, Office of the Attorney General, PL-01, The Capitol, Tallahassee, Florida 32399-1050 this 22nd day of July, 2015.

Crystal Grant

Crystal Grant
Administrative Assistant II

STATE OF FLORIDA
BOARD OF FUNERAL, CEMETERY, AND CONSUMER SERVICES

IN THE MATTER OF:

TAYLOR SMITH WEST FUNERAL HOME
(License Number: F040752)

CASE NOS.: 164113-14-FC
164279-14-FC

_____/

MOTION FOR DETERMINATION OF WAIVER AND FOR FINAL ORDER BY HEARING NOT INVOLVING DISPUTED ISSUES OF MATERIAL FACT

COMES NOW, the Department of Financial Services (the "Department"), by and through its undersigned counsel and moves the Board of Funeral, Cemetery, and Consumer Services (the "Board") to determine that Taylor Smith West Funeral Home (the "Respondent") has waived the right to elect a method of disposition of the pending Administrative Complaint, to determine that no material facts are in dispute, to conduct a hearing not involving disputed issues of material fact, and to enter a Final Order thereafter. As grounds therefore, the Department states:

1. An Administrative Complaint, a copy of which is attached hereto as Exhibit "A", was filed against the Respondent on May 4, 2015.

2. A copy of the Administrative Complaint, including an Election of Proceeding form, was sent to the Respondent, by Certified U.S. Mail and Sonya Rumph signed for the Administrative Complaint. The proof of service is attached hereto as Exhibit "B".

3. The Respondent has not filed an Election of Proceeding form or other responsive pleading in this case to dispute the allegations contained in the Administrative Complaint.

4. The Respondent has been advised, by a copies of this motion sent to the Respondent's address of record with the Division, that a copy of the investigative file in this case shall be furnished to the Board to establish a *prima facie* case regarding the violations as set forth

in the Administrative Complaint.

5. The Department has determined that there are no material facts in dispute and has concluded that Respondent has waived the right to elect the method of resolution.

6. The Department requests that this Motion and a hearing be placed on the agenda for the next meeting of the Board to be held on June 25, 2015, in Tallahassee, Florida.

WHEREFORE, the Department respectfully requests that the Board find that Respondent has waived the right to elect a method of resolution of this matter, find that there are no material facts in dispute, hold a hearing not involving material issues of disputed fact based on the information contained in the investigative file, find that Respondent violated chapter 497, Florida Statutes, and Rule 69K, *Florida Administrative Code* as alleged in the Administrative Complaint, impose discipline in accordance with the disciplinary guidelines, including consideration of aggravating and mitigating factors, and enter a Final Order.

Respectfully submitted this 11th day of June, 2015.

Melissa E. Dembicer, Esq.
Florida Department of Financial Services
Division of Legal Services
200 East Gaines St.
Tallahassee, Florida 32399-0333
(850) 413-5829

CERTIFICATE OF SERVICE

HEREBY CERTIFY that a true and correct copy of the foregoing Motion for Determination of Waiver and Entry of Final Order Following Hearing has been furnished by First-Class U.S. Mail, postage pre-paid, to Taylor Smith West Funeral Home at 900 Martin Luther King Blvd., Belle Glade, Florida 33430, this 17th day of June, 2015.

Melissa E. Dembicer

CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

FILED
MAY 04 2015
Docketed by

IN THE MATTER OF:

CASE NOs.: 164113-14-FC
164279-14-FC

TAYLOR SMITH WEST FUNERAL HOME
(License Number: F040752)

ADMINISTRATIVE COMPLAINT

TO: Taylor Smith West Funeral Home
900 Martin Luther King Blvd.
Belle Glade, FL 33430

Taylor Smith West Funeral Home (the "Licensee"), is hereby notified that the Division of Funeral, Cemetery, and Consumer Services (the "Division") has directed an investigation in connection with the license issued to the Licensee to operate as a Funeral Establishment. The allegations below are based on the investigation.

GENERAL ALLEGATIONS

1. The Board of Funeral, Cemetery, and Consumer Services (the "Board"), created within the Division, and the Department of Financial Services (the "Department") have jurisdiction over the Licensee's license as a Funeral Establishment and the subject matter of this proceeding, pursuant to the provisions of section 20.121, and chapter 497, Florida Statutes (2014).[1]

2. The Board has the authority to determine through probable cause panels whether probable cause exists to prove a violation of chapter 497, Florida Statutes, and whether a

[1] Unless otherwise specified, all statutory references are to the 2014 version of the Florida Statutes.

Exhibit "A"

proposed administrative prosecution of a licensee shall go forward, pursuant to sections 497.103(1)(v) and 497.153(3), Florida Statutes.

3. A probable cause panel on January 20, 2015, found probable cause to charge the Licensee with violations of chapter 497, Florida Statutes, and chapter 69K, *Florida Administrative Code*, and directed the Department to prosecute the matter.

4. At all times relevant to the allegations of this Administrative Complaint, the Licensee was licensed as a Funeral Establishment, license number F040752, pursuant to the provisions of chapter 497, Florida Statutes.

5. At all times relevant to the allegations of this Administrative Complaint, the Licensee was located at 900 Martin Luther King Boulevard, Belle Glade, FL 33430.

6. At all times relevant to the allegations in this Administrative Complaint, James West was a licensed Funeral Director and Embalmer.

7. At all times relevant to the allegations in this Administrative Complaint, James West was the Funeral Director in Charge ("FDIC") at Taylor Smith West Funeral Home.

8. At all time relevant to the allegations in this Administrative Complaint, Sonya Rumph was a secretary at Taylor Smith West Funeral Home.

9. At all times relevant to the allegations in this Administrative Complaint, Sonya Rumph did not possess any license issued by the Division of Funeral, Cemetery, and Consumer Services.

10. Pursuant to section 497.005(40), Florida Statutes, "License" includes all authorizations required or issued under this chapter, except where expressly indicated otherwise, and shall be understood to include authorizations previously referred to as registrations or certificates of authority in chapters 470 and 497 as those chapters appeared in the 2004 edition of the Florida Statutes.

11. Pursuant to section 497.005(41), Florida Statutes, "Licensee" means the person or entity holding any license or other authorization issued under this chapter, except where expressly indicated otherwise.

12. Pursuant to section 497.153(7), Florida Statutes, the acts or omissions of any person employed by or under contract to the licensee shall be treated as acts or omissions of the licensee.

COUNT I

13. The above General Allegations are restated as if fully set forth herein.

14. On or about July 5, 2014, S.B. Jr., the son of T.M. and S.B. Sr., passed away.

15. Thereafter, T.M. and S.B. Sr. (hereinafter "the family") discussed cremation services at a meeting with the Licensee.

16. During the meeting with the Licensee, the family met with Sonya Rumph, secretary for the Licensee.

17. The Division has not issued any license to Sonya Rumph.

18. On or about July 11, 2014, the Licensee and the family agreed on cremation services for S.B. Jr. The family paid the Licensee six hundred dollars ($600) for cremation services to be performed.

19. The Licensee failed to provide the family with a signed contract.

20. Over the course of several weeks, the family inquired as to the status of the cremation for S.B. Jr.

21. The Licensee informed the family that Edgley Cremations performed the cremation of S.B. Jr.

22. The family visited Edgley Cremations and requested the cremains of S.B. Jr.

23. Edgley Cremations informed the family they did not perform the cremation nor were they contracted to perform the cremation of S.B. Jr.

24. The family visited the Licensee and demanded an explanation.

25. The family met with Sonya Rumph, once again.

26. On or about September 18, 2014, Sonya Rumph provided the family with an urn and cremains represented to the family as S.B. Jr.

27. A Certificate of Cremation did not accompany S.B. Jr.'s cremains.

28. The family took the urn to Edgely Cremations.

29. Edgely Cremations informed the family the provided cremains were not those of S.B. Jr.

30. On about September 22, 2014, the family visited the Licensee and demanded an explanation.

31. At this time, the Licensee, through Sonya Rumph, provided the family with the body of S.B. Jr. in a body bag wrapped in a blue blanket.

32. The Licensee attempted to deceive the family and provide incorrect cremains as those of S.B. Jr.

IT IS THEREFORE CHARGED that Taylor Smith West Funeral Home has violated one or more of the following provisions of the Florida Statutes, which constitutes sufficient grounds for the suspension or revocation of its license as a Funeral Establishment in this state:

(a) Section 497.152(1)(a), Florida Statutes, which provides that it is a violation to fail to comply with any provision of chapter 497 or any lawful order of the board or department or of the statutory predecessors to the board or department.

(b) Section 497.152(1)(b), Florida Statutes, which provides that it is a violation to commit fraud, deceit, negligence, incompetency, or misconduct in the practice of any of the activities regulated under chapter 497.

(c) Section 497.152(9)(f), Florida Statutes, which provides it is a violation to directly or indirectly [make] any deceptive, misleading, or untrue representations, whether oral or written, or employing any trick, scheme, or artifice, in or related to the practice of a profession or occupation regulated under this chapter, including in the advertising or sale of any merchandise or services related to the practice of the profession or occupation.

(d) Section 497.152(5)(d), Florida Statutes, which provides it is a violation to aide, assist, procure, employ, or advise any person or entity to practice a profession or occupation regulated by this chapter without required licensure under this chapter.

COUNT II

33. The above General Allegations are restated as if fully set forth herein.

34. On or about June 1, 2014, A.M. passed away.

35. On or about June 1, 2014, R.M, daughter of A.M., (hereinafter "the family") met with the Licensee, through Sonya Rumph, to discuss funeral and cremation arrangements.

36. The Licensee agreed to perform the funeral and cremation services for A.M.

37. The family paid the Licensee five thousand six-hundred dollars ($5,600) for the aforementioned services to be performed.

38. The Licensee failed to provide the family with a signed contract.

39. On about June 21, 2014, the Licensee performed the funeral services of A.M.

40. On about June 23, 2014, the Licensee informed the family that the body of A.M. was to be cremated at Edgley Cremations.

41. On or about July 4, 2014, the family called the Licensee and spoke with Sonya Rumph about the status of A.M's cremains.

42. Sonya Rumph informed the family that the cremains had not been received from Edgley Cremations.

43. On or about July 7, 2014, the family visited the Licensee and met with Sonya Rumph in order to select a necklace as well as an urn for A.M.'s cremains.

44. On or about September 3, 2014, the Licensee provided the family the necklace but not the urn.

45. At this time, the family requested the cremains of A.M.

46. The Licensee failed to provide the family with the cremains of A.M, but instead informed the family there was a delay at Edgley Cremations.

47. The family called Edgley Cremations to request the status of A.M.'s cremation.

48. Edgley Cremations informed the family they were never contracted to perform the cremation of A.M.

49. On or about October 3, 2014, the Licensee, through Sonya Rumph, provided the cremains represented to be A.M.

50. The Certificate of Cremation attached to the A.M.'s cremains included the incorrect name and address of the crematory. Additionally, the Certificate of Cremation failed to contain a permit number or a tag number.

51. The owner of Edgley Cremations confirmed that he did not issue the Certificate of Cremation. Furthermore, the owner confirmed that his signature was forged on the Certificate of Cremation.

52. The Licensee forged the Certificate of Cremation and attempted to pass it as the owner of Edgley Cremations.

53. On or about October, 15, 2014, the Licensee sent the body of A.M. to Treasure Coast Crematory for cremation.

54. On or about October 17, 2014, Treasure Coast Crematory cremated the body of A.M.

55. The Licensee failed to provide the family with the correct cremains for A.M. on October 3, 2014.

56. The Division was unable to determine whose cremains the Licensee provided the family on October 3, 2014.

IT IS THEREFORE CHARGED that Taylor Smith West Funeral Home has violated one or more of the following provisions of the Florida Statutes, which constitutes sufficient grounds for the suspension or revocation of its license as a Funeral Establishment in this state:

(a) Section 497.152(1)(a), Florida Statutes, which provides that it is a violation to fail to comply with any provision of chapter 497 or any lawful order of the board or department or of the statutory predecessors to the board or department.

(b) Section 497.152(1)(b), Florida Statutes, which provides that it is a violation to commit fraud, deceit, negligence, incompetency, or misconduct in the practice of any of the activities regulated under chapter 497.

(c) Section 497.152(9)(f), Florida Statutes, which provides it is a violation to directly or indirectly [make] any deceptive, misleading, or untrue representations, whether oral or written, or employing any trick, scheme, or artifice, in or related to the practice of a profession or occupation regulated under this chapter, including in the advertising or sale of any merchandise or services related to the practice of the profession or occupation.

(d) Section 497.152(5)(d), Florida Statutes, which provides it is a violation to aide, assist, procure, employ, or advise any person or entity to practice a profession or occupation regulated by this chapter without required licensure under this chapter.

COUNT III

57. The above General Allegations are restated as if fully set forth herein.

58. On or about October 16, 2014, the Division conducted an inspection at Taylor Smith West Funeral.

59. The Division determined that the Licensee committed the following violations:

(a) The Licensee failed to have a properly appointed Funeral Director in Charge.

(b) The Licensee failed to list the Funeral Director in Charge at the front entrance.

(c) The Licensee failed to provide signed contracts to customers.

(d) The Licensee failed to have proper bio-hazard receptacles in the preparation rooms.

(e) The Licensee failed to provide proof of certified operational personnel.

(f) The Licensee allowed unlicensed individuals to perform activities restricted to those properly licensed by the Division.

IT IS THEREFORE CHARGED that Taylor Smith West Funeral Home has violated one or more of the following provisions of the Florida Statutes, which constitutes sufficient grounds for the suspension or revocation of its license as a Funeral Establishment in this state:

(a) Section 497.152(1)(a), Florida Statutes, which provides that it is a violation to fail to comply with any provision of chapter 497 or any lawful order of the board or department or of the statutory predecessors to the board or department.

(b) Section 497.152(1)(b), Florida Statutes, which provides that it is a violation to commit fraud, deceit, negligence, incompetency, or misconduct in the practice of any of the activities regulated under Chapter 497, Florida Statutes.

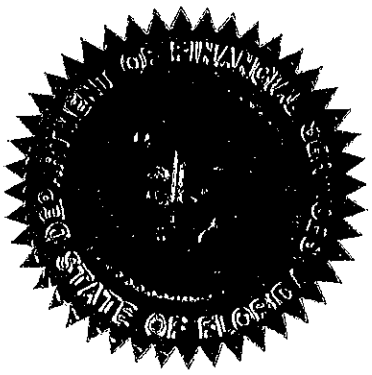
(c) Section 497.152(11)(a), Florida Statutes, which provides that it is a violation to fail to furnish, for retention, to each purchaser of burial rights, burial or funeral merchandise, or burial or funeral services a written agreement, the form of which has been previously approved if and as required by this chapter, that lists in detail the items and services purchased together with the prices for the items and services purchased; the name, address, and telephone number of the licensee; the signatures of the customer and the licensee or her or his representative; and the date signed.

(d) Section 497.380(15)(a), Florida Statutes, which provides that a funeral establishment and each funeral director and, if applicable, embalmer employed at the establishment must display their current licenses in a conspicuous place within the establishment in such a manner as to make the licenses visible to the public and to facilitate inspection by the licensing authority.

(e) Section 497.152(5)(d), Florida Statutes, which provides it is a violation to aide, assist, procure, employ, or advise any person or entity to practice a profession or occupation regulated by this chapter without required licensure under this chapter.

WHEREFORE, the Department respectfully requests the Board enter an order imposing one or more of the following penalties upon Taylor Smith West Funeral Home: revocation or suspension of license; imposition of an administrative fine not to exceed five thousand dollars ($5,000) for each count or separate offense; issuance of a written reprimand; placement of Taylor Smith West Funeral Home on probation; assessment of costs associated with investigation and prosecution; requirement that Taylor Smith West Funeral Home make restitution; and/or such other penalty or condition as is authorized under section 497.153(5), Florida Statutes.

DATED and SIGNED this 4th day of May, 2015.



J. Paul Whitfield
Deputy Chief Financial Officer

NOTICE OF RIGHTS

The Licensee has the right to request a proceeding to contest this action by the Board pursuant to sections 120.569 and 120.57, Florida Statutes, and Rule 28-106, *Florida Administrative Code*. The proceeding request must be in writing, signed by a representative for the Licensee, and must be filed with the Department within twenty-one (21) days of receipt of this notice. Completion of the attached Election of Proceeding form and/or a petition for administrative hearing will suffice as a written request. The request must be filed with the Department Agency Clerk, Julie Jones, Florida Department of Financial Services, 200 East

Gaines Street, Tallahassee, Florida 32399-0390. The Licensee's written response must be received by the Department no later than 5:00 p.m. on the twenty-first day after receipt of this notice. Mailing the response on the twenty-first day will not preserve the right to a hearing.

FAILURE TO RESPOND IN WRITING WITHIN TWENTY-ONE (21) DAYS OF RECEIPT OF THIS NOTICE WILL CONSTITUTE A WAIVER OF THE RIGHT TO REQUEST A PROCEEDING ON THE MATTERS ALLEGED HEREIN AND AN ORDER OF SUSPENSION OR REVOCATION WILL BE ENTERED.

If the Licensee requests a proceeding, information must be provided that complies with the requirements of Rule 28-106.2015, *Florida Administrative Code*. As noted above, completion of the attached Election of Proceeding form conforms to these requirements. Specifically, the response must contain:

(a) The name, address, and telephone number, and facsimile number (if any) of the respondent (for the purpose of requesting a hearing in this matter the Licensee is the "Respondent").

(b) The name, address, telephone number, facsimile number of the attorney or qualified representative of the respondent (if any) upon whom service of pleadings and other papers shall be made.

(c) A statement requesting an administrative hearing identifying those material facts that are in dispute. If there are none, the petition must so indicate.

(d) A statement of when the respondent received notice of the administrative complaint.

(e) A statement including the file number to the administrative complaint.

If a hearing of any type is requested the Licensee has the right to be represented by counsel or other qualified representative at its own expense, to present evidence and argument, to

call and cross-examine witnesses, and to compel the attendance of witnesses and the production of documents by subpoena.

If a proceeding is requested and there is no dispute of material fact, the provisions of section 120.57(2), Florida Statutes, apply. Oral or written evidence may be submitted in opposition to the action taken by the Board or a written statement challenging the grounds upon which the Board has relied. While a hearing is normally not required in the absence of a dispute of fact, if the Licensee feels that a hearing is necessary, one will be conducted in Tallahassee, Florida, or by telephonic conference call upon request.

However, if the Licensee disputes material facts which are the basis for the Board's action, an adversarial proceeding must be requested pursuant to sections 120.569 and 120.57(1), Florida Statutes. These proceedings are held before a State Administrative Law Judge of the Division of Administrative Hearings. Unless the majority of witnesses are located elsewhere, the Department will request that the hearing be conducted in Tallahassee, Florida.

Failure to follow the procedure outlined with regard to the response to this notice may result in the request being denied. All prior oral communication or correspondence in this matter shall be considered freeform agency action, and no such oral communication or correspondence shall operate as a valid request for an administrative proceeding. Any request for an administrative proceeding received prior to the date of this notice shall be deemed abandoned unless timely renewed in compliance with the guidelines as set out above.

Mediation of this matter pursuant to section 120.573, Florida Statutes (2014), is not available. No Department attorney will discuss this matter with you or your representative during the time frame in which you have to request a hearing.

UNITED STATES POSTAL SERVICE

Date: May 8, 2015

Sandra Yon:

The following is in response to your May 8, 2015 request for delivery information on your Certified Mail™ item number 9171999991703271678328. The delivery record shows that this item was delivered on May 7, 2015 at 12:10 pm in BELLE GLADE, FL 33430. The scanned image of the recipient information is provided below.

Signature of Recipient :

Address of Recipient : 900 SW MILL BLVD

Thank you for selecting the Postal Service for your mailing needs.

If you require additional assistance, please contact your local Post Office or postal representative.

Sincerely,
United States Postal Service

Exhibit "B"