



To Whom It May Concern;

I am delighted to give this letter of reference for Ambassador Worldwide Protection Agency, Inc. (AWPA). The Memphis Area Transit Authority (MATA) contracted services with AWPA in July 2014 through June 2019, and were very impressed and completely satisfied with their performance, their professionalism, appearance, and with the manner in which they interacted with members of our management team, field staff, employees, and their interaction with our approximately (6) six million customers that utilize our transportation system annually. Also, we received praises for the Memphis Police Department for our selection.

Ambassador provided terminal services, onboard bus security services, and other security services for many of our events, including community meetings, and functions of our overall operations. Ambassador played a major role in providing security services for the testing and in bringing our revived trolley system back on line and in service for the Memphis Downtown area, which was an add-on to their contract.

Whenever a problem would arise, Ambassador's management or supervisory staff would address and correct it in an expeditious manner.

Again, I am happy to recommend Ambassadors' services. If you have any questions, please feel free to contact me.

A handwritten signature in black ink, appearing to read "Shelia Maclin", with a long horizontal flourish extending to the right.

Shelia Maclin
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