



Debby Pratt
BSR Property Controller
BSR Trust
1400 West Markham, Suite 202
Little Rock, AR 72201
5/3/2019

RE: Endorsement of Christina Robinson-Race

Christina and I had the pleasure of working together over the last 4 years. I am the Property Controller for BSR Trust which owns and manages 51 properties over the sunbelt states. Christina was our Account Manager with Conservice.

Christina is simply amazing. When I started at BSR, I did not have a back ground with utility billing processing or the multi-family industry, as I was an accountant with a background in different industries. Christina was very patient and extremely helpful to me- bringing me up to speed on both sides (utilities & multi-family) often times answering both the question on the table, but also anticipating the next question and explaining that as well.

What I think speaks volumes about Christina is how she handled problems when they did occur. I think that is a mark of a professional account manager, as we all know even despite the best laid plans, things will occur from time to time. I could always count on her to get to the root issue and correct immediately. She was available to me via text, email, or a phone call between 7 am and 11pm, which is well outside of the normal working hours. This is just one of the ways that she went above and beyond the call of duty. She also worked great across the multiple departments within Conservice, she always had a close contact within every department and I could tell they all had tremendous respect for her. Finally, she always had a sense of urgency on our prioritized list.

She is a high performer who delivers excellent results. She has great energy and is filled with a lot of enthusiasm. It is our loss at BSR to have lost such a great Account Manager.

If you would like additional information about Christina, you can telephone me at 501-371-6317 or 501-269-0508. Please leave a voice mail if I am not available, and I will be sure to return it as soon as possible.

Sincerely,

A handwritten signature in black ink that reads 'Debby Pratt'. The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Debby Pratt
BSR Property Controller M.A.Acct.

