

**HEIDI & DONALD PFISTER**  
**37 Highwood Road**  
**East Norwich, NY 11732**

January 7, 2016

To Whom It May Concern:

I met Ben Andujar of East Coast Dog Trainers after receiving a mailing flyer and calling him. Our german shepherd puppy, Klaus, was fourteen months old at the time and became quite unruly, stealing food out of our hands, jumping on top of kitchen counters, and the final straw, pulling my disabled husband, Don, down when walking him outside. After speaking for an hour, Ben came over to evaluate Klaus on April 21, 2014. After seeing what Ben could do in one session, we immediately signed up for his five week plan.

What Ben accomplished in five short weeks is nothing short of a miracle. There is a saying that you get what you pay for but with Ben, you get so much more. He is a fantastic trainer who truly loves his work and has an innate understanding of dogs. The difference between our prior trainer and Ben was that Ben takes the time to explain to you what the dog is thinking, seeing, what YOU are doing wrong and how to rectify the problem. Our prior trainer, who we hired for weekly sessions over 7 months, would just tell us what to do but never explained WHY. Because of this Ben's training sessions stuck with us since we finally understood why we shouldn't be doing certain things.

Once done with the initial five weeks, we signed up for another five week session. The transformation of our dog in ten weeks was amazing. Every suggestion Ben had for us was completely on point and correct. It was during this second five week period, that I mentioned to Ben that I would love to have Klaus trained as Don's service dog. My husband's health has been rapidly declining and unfortunately the medical profession can only keep him "comfortable" since he has been deemed inoperable. My growing concern being the sole breadwinner in the family was to have my husband fall or become incapacitated while alone in the house for hours on end.

Ben walked me through the entire process and explained step-by-step what needed to be done, who to see and where to go. He was extremely detailed and put me in touch with all the necessary individuals to see if Klaus would be a suitable service dog candidate. After clearing the physical criteria, in June, 2015 Ben drove Klaus to Phillips Command Dogs in Olean, NY, where Klaus lived and trained with Stephen Phillips and his son, Ryan, every day for three months – walking three miles a day to work on his stamina, building muscle and strength, public manners and advanced obedience. In addition, Ben would drive to Olean one week out of every month to train with Klaus for Don's specific disability needs.

In October, 2015 Ben drove Klaus back to Long Island where Klaus lived with Ben, his wife, Christine, and his two dogs, Tumba and Conga, while continuing to train with Ben and another trainer, Judy Schreier, whom Ben hired for retrieval work. In November, 2015 Klaus moved back home with us while Don, Ben and Klaus trained for an additional two months going to restaurants, stores, various malls and working scenario training sessions at our home.

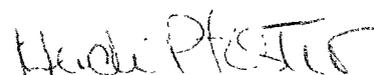
Klaus is now a mobility assistance service dog who can assist Don throughout the day with balance issues, can “brace” Don should he fall, retrieve the phone when asked and should my husband become unconscious, hit a “panic” button that directly goes to the fire department and help is immediately dispensed. Klaus has made my husband more confident in moving around inside and outside the house. Oh, and did I mention the peace of mind I have knowing that my husband has the best and most loyal friend watching over him 24 hours a day, seven days a week? I have Ben to thank for the most awesome, complete, loyal and dedicated dog I could have ever imagined possible.

I am forever indebted, grateful and thankful for Ben for all his time, dedication and unwavering commitment to excellence. Most people do not recognize when they are in the presence of greatness, I do. To see where we were and to what Ben has done in the less than two years of first meeting him, is a true testament to his knowledge, skill and devotion. He holds a very special place in my heart for what he has done for me and my family. My husband and I have a life again – going out to restaurants, football games, and socializing with friends and family!

It is because of all of these reasons and my experience with Ben that I give my highest recommendation to Ben Andujar of East Coast Dog Trainers and East Coast Working Dogs.

Thank you Ben for everything you have done for us!

Best warmest regards,



Heidi Pfister