

SEPTEMBER 22, 2026

To Whom It May Concern:

Re: Letter of Recommendation for Travis Lee Howard

On behalf of the executive team at Case Status, we are pleased to recommend Travis Lee Howard. Over the past nine months we have worked with Travis in three capacities: as a customer champion for Case Status inside Cheney Galluzzi & Howard (CGH Injury Lawyers), as a law firm operator, and as a speaker, both to our own team and at our annual CX Summit conference. In each one, the trait that stands out is the one your organization should be built around. Travis practices the real version of accountability, not the performed one. He names his own gap before anyone else does, assigns the fix to a specific person, and changes his own behavior first.

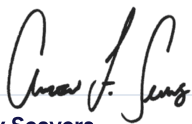
As a customer champion. When a transition on our side put his firm in a difficult position mid-implementation, Travis told us plainly what he needed and why, then gave us room to deliver. He held his own firm to the same standard. When adoption inside CGH stalled, he owned the fact that the firm had not built an internal champions team, rewrote his own client welcome letter, and handed the champions effort to his operations manager, stepping into a support role behind her. Five weeks later CGH was fully implemented, and the firm is now one of our strongest advocates.

As a law firm operator. As Partner and COO, Travis runs CGH on standards he measures rather than assumes, including a commitment to respond to every client text within 24 hours. He treats paralegals as the heart of the firm and develops leaders on purpose; he identified his current operations manager as a future leader a full year before she stepped into that role. The result is a firm whose standards hold when he is not in the room.

As a speaker. Travis spoke to our company at Summer Sessions and led a session at CX Summit, "Gift Givers & Firefighters: Why Culture Is the Outcome, Not the Recipe." The premise of his upcoming book, *Your Team Comes Last*, sounds backwards at first: self, then customer, then the machine, then the team. Once he explains it, it lands: a leader who has not done the work on himself has nothing solid to hand his people. Before Summer Sessions he gathered candid input from several of our leaders rather than build his talk on a single data point. He reminded our team that we sell both a product and a promise, and that the promise runs all the way to the client on the other end of every message a firm sends.

We recommend Travis without reservation. If you are evaluating whether he has learned accountability, our honest answer is that he has been teaching it to the rest of us.

Sincerely,



Andy Seavers
Chief Executive Officer



Charlie Lee
Chief Operating Officer



Paul Bamert
Chief Marketing Officer



Jason Sweet
Chief Customer Officer