

Royal Care Services, Inc.  
18356 Oxnard St., Unit #1  
Tarzana, CA 91356  
ATTN: Don Harari

Oct. 1, 1996

Dear Don,

My client and I are so pleased with the level of professionalism, quality of work, and friendliness of your staff that we have just experienced with your company. You went the "extra mile" to satisfy us, and this is well recognized among such professionals as myself and my client.

The treatments that you have recommended for us, and therefore what we used, were well-explained by you, and are performing wonderfully.

Thank you for helping to show the level of professionalism and quality that I expect for my clients, as a reflection of my reputation as well.

Sincerely,



Laurel Neiswander, ASID