

KEITH & CHERIE JOHANSEN

November 14, 2006

Dr. Lorin Berland, Dr. Sarah Kong & & Staff
Dallas Dental Spa
2100 Ross Avenue
Suite 960
Dallas, Texas 75201

Dear Dr. Berland, Dr. Kong, and Staff (Dina, Bonita, Dusty and Babette):

Words cannot express how much I appreciate your kindness, your understanding and your sincere concern for me. All my life I have been terrified of dentists, and in just one day you completely erased all those years, removed the terror, and I actually enjoyed a visit to the dentist for the first time in my life.

Your very talented “family” not only offers personalized customer service, they also offer an incomparable level of knowledge and expertise. The way you all took care of me, made me feel so welcome, diagnosed my dental health, and set me on the path to a beautiful new smile, was outstanding. All of my concerns were addressed, my questions answered, and my fears eliminated. I feel a deep appreciation for all the many years of hard work, studying, and dedication that you put forth into achieving your degrees, and even more so the way you all go the “extra mile” for your patients. Not only that, but I am impressed with your follow-up calls to be sure that I am comfortable, and doing well after treatment.

Your pricing is competitive, response time is second to none, and rapid service is not readily found in today’s business climate.

You are all a joy to be with, and I can’t thank you enough for all you do. I can’t wait to see my new smile for the very first time!

Warmest Regards,

Cherie S. Johansen