

Thomas E. Spignesi, D.M.D., L.L.C.
800 Cottage Grove Road
Suite 511
Bloomfield, Connecticut 06002

August 14, 2013

Mr. Bruce Bonafiglia
2495 BonaDent Drive
Seneca Falls, New York 13148

Dear Mr. Bonafiglia,

I am taking the time to express to you my thoughts about your company. Please understand that in my thirty years of dental practice I have never been motivated to write to a company for any particular reason. However I feel strongly the need to express to you how extremely pleased I am to be able to partner with Bonadent.

My first contact with your company was in a response to an e-mail inquiry I had sent and Kathleen Sinicropi became my contact person. In short, she has been wonderful - always quick to respond and extremely helpful at all times. To this day we have quite a pleasant working relationship and I know if I ever need a question answered that she is the "go-to" person.

Scott Johnson is my main contact person in the lab and again wonderful to work with - it seems that results of high quality are the norm with Scott. He to is always quick to respond when I need to discuss a case. Now I realize some of my cases are at times compromised but he and his team are always positive and willing to work to achieve successful results.

What has continued to impress me is the fact that I am a solo practitioner so therefore I am not a high volume practice. But the way I am received at each and every phone call you would think otherwise. In addition, it seems that personal pride and care may not be as evident with some companies but that is not so with Bonadent. As an outsider looking in Bonadent appears to

be a company always striving to achieve the highest quality - both in product that is produced but also with respect to each employee.

So congratulations and thank you for assembling such a high quality company - it is truly a pleasure to do business with Bonadent day in and day out. I hope this letter finds you and your family well and enjoying these last days of summer!

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas E. Spignesi". The signature is fluid and cursive, with a prominent initial "T" and a long, sweeping underline.

Thomas E. Spignesi, D.M.D., F.A.G.D.