

Dr. Jeffrey P. Giller, D.D.S  
340 Dogwood Avenue  
Suite 101  
Franklin Square, New York 11010

Dear Dr. Giller:

This letter is to not only thank you for the wonderful work you have done to restore my teeth and gums to a healthy state, but also thank you for eliminating the fear I had of going to the dentist.

When I first came to your office back in May 1990 on the referral of my dentist, Dr. Piskin, my teeth and gums were so bad, it was even hard to know where to begin. And, to make matters worse, I needed Crown Lengthening Surgery.

Surgery -- that word and pain became synonymous. But you explained the procedure and what to expect and how long the surgery would take. You understood perfectly well my apprehensions and fears and you never adopted that cold, clinical attitude that some doctors do. I sensed you truly cared about making this as least unpleasant for me as you could.

June 28, 1990 - Surgery Day. I was scared. I brought my mother with me figuring after the surgery I would be in no condition to drive (or walk). But you walked in smiling and comforting and promised me everything would be fine. You gave me a few shots of novocaine and just about immediately started the surgery. I remember thinking "he shouldn't be starting yet - he just gave me the shot." But I didn't feel a thing. I really began to relax since the real fear of pain was eliminated. All through the surgery you let me know the progress and saying things like "half way finished" and "almost done" made the whole procedure feel much shorter.

I walked out feeling fine. I drove home. An hour later was eating soft foods and that evening I could have gone dancing. I felt great.

My next surgery was in October 1990 and I was so relaxed that after the surgery I actually walked out of your office laughing.

You have done another surgery since then, and again, you have continued to make me completely unafraid.

I'm at your office every three months for my cleaning and Dr. Giller, you and your entire staff make me feel so welcomed. You all have a warmth for your

Dr. Giller

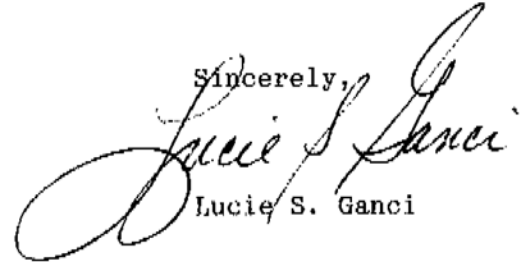
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patients that make us feel you genuinely care. I have several friends that are also your patients and we all feel the same way. Coming to your office is never a bad experience.

If ever you have a patient who wants to know what they can expect to experience, please feel free to have them call me. There is no one -- and I mean no one -- who could have more fear and apprehension than I did.

Again, I thank you for getting my teeth and gums back to a healthy state and I thank you for your patience and kindness.

Sincerely,

A handwritten signature in cursive script that reads "Lucie S. Ganci". The signature is written in black ink and is positioned above the printed name.

Lucie S. Ganci