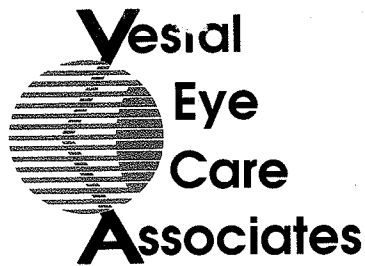


Robert A. Goodman, O.D., F.A.A.O.
Ronald A. Meeker, O.D.



John C. McPherson
Optician

File

Michael R. Buglione, D.D.S.
521 Clayton Avenue
Vestal, NY 13850

8/24/92

Dear Mike,

It is common knowledge that those of us in service professions are much more likely to hear from unhappy patients than satisfied ones. You and your staff deserve an exception. As you know, I had been concerned about my daughter's reaction to her last visit to your office. In fact, my wife and I had discussed taking her to a different office, simply for a "fresh start". I'm very glad we decided against that. Everyone in your office made Bailey feel very special at her recent visit. It was apparent that they truly cared. Marilyn did an exceptional job making sure that the recent visit instilled positive memories of the dentist's office for Bailey. Speaking from experience as a doctor with a large pediatric patient base, I was impressed by the whole staff. Thanks again for a job well done.

Best personal regards,

Ronald A. Meeker, O.D.