



[Redacted]

Mr. Frank Shiner
President and CEO
Retriever Medical and Dental Payments, Inc.
P.O. Box 288
Chappaqua, NY 10514

Dear Mr. Shiner:

I only wanted to tip my cap to Retriever Medical and Dental Payments for their commitment to their customers.

We wanted a change from our credit card processor who was charging our small practice exorbitant fees, but were stymied by the early termination penalties imposed by this processor. Our Retriever representative was not only able to give us a better, money-saving arrangement for our credit card processing, he promised that he would reimburse us for any fees imposed by the other company.

When the other company hit us with these stiff termination fees, Retriever remained true to their word and reimbursed us for the full amount of the penalty. This was in spite of the fact that our original representative was no longer with the company.

You just don't see that kind of integrity any more.

Without reservation, I fully recommend Retriever to any practice out there as a credit card processor to be trusted. Not only for the most reasonable in credit card processing costs, but as a company that has demonstrated their trustworthiness to their customers.

Sincerely

[Redacted signature]

[Redacted] DDS
Dental Associates

[Redacted] DDS
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