



02-01-12 12:00:53... 045-276-7887... 1-123-1000-456789



[Redacted]
Dental

general dentistry • implant dentistry • cosmetic dentistry

[Redacted]

Mr. Frank Shiner, President
Retriever Medical/ Dental Payments, Inc.
115 East Stevens Ave. 3rd Floor
Valhalla, NY 10595

Dear Mr. Shiner,

It is with great pleasure to offer our most sincere appreciation and gratitude to the dedication and outstanding service that we have been given by your company for the past 15 months.

Retriever has exceeded our expectations in every way. Our new payment portal, which has enabled us to process credit cards while updating our patient files in our practice management system has not only saved us thousands of dollars, but was a seamless transition accompanied by excellent, personal customer service.

We also can attest to the fact that you are a company of your word, with the highest integrity we have seen in a long time. Your Cancellation Fee Reimbursement Policy Guarantee is simply the best peace of mind when deciding to take a leap of faith to a new service, and you far surpassed that guarantee promise to us, reimbursing our company over \$ [redacted] when we switched to you. You are truly an asset to our business, and we look forward to a very long business relationship.

Thank you again,

[Handwritten signature and redacted name]

Dr. Michael [redacted]

[Redacted]
Ph: [redacted] - Fx: [redacted]
www.[redacted].com