



FLORIDA'S ONLY SOURCE FOR *Mercer's* WINE ICE CREAM

June 25, 2010

Dear Dr. Pientka,

You have my deepest appreciation for the outstanding service your team provided.

Not only did your staff provide world-class customer service, but you came up with a cost-effective solution to a real problem. My spare pair of glasses (having lost my primary pair already) were destroyed three days prior to a business trip to NY. I knew I needed an exam and figured after I get my new prescription, I'll run over to a big-box eyeglass place so I can have the glasses for my trip. Dr. Pientka came up with a great solution that got me in glasses in 48 hours. Rae Smith expertly fitted me, made the final adjustments and sent me on my way for less than what I would have paid at the big eyeglass store.

You'll be caring for my family's eyes for years to come. It's a pleasure to work with a group of people like you and your staff. Thank you.

Cheers!

A handwritten signature in black ink that reads "Paul Levin". The signature is written in a cursive, flowing style.

Paul Levin
Serendipity Ice Cream Distributors, LLC