



13 April 2007

Dr. Michael Chung, D.D.S.  
Softouch Dental Care  
2946-E Chain Bridge Road  
Oakton, VA 22124

Dear Dr. Chung,

I wanted to take this opportunity to convey my sincere thanks for a wonderful experience at Softouch Dental Care. My wife and I were very hopeful that our visit would be as enjoyable as we thought it might be from what we had heard and read, but I must admit that it surpassed all expectations. You have done an excellent job in naming your practice for it truly reflects the way in which patients are treated.

As with any good business owner, you have surrounded yourself with exceptional talent and the staff should be commended. From the time we walked through the door to our exit, courtesy and professionalism are the only terms that come to mind. From someone who has historically shown a rather noticeable hesitation in maintaining a standard dental visit schedule, the Softouch staff assuaged all apprehension. Your calling last evening to "check in" and see how I was doing was so foreign that it caught me completely off guard. It exemplifies a level of concern very rarely seen today and I appreciated it very much.

Please convey my sincere thanks to all of your very talented and caring staff and know that my wife and I are genuinely excited as to the possibilities that wait in the visits to come. I know she is deserving of a gorgeous smile and we are convinced that we have finally found the right team. You guys are the best.

Sincerely,

Bob Denson  
President, CEO  
DTech Labs, Inc.

DTech Labs, Inc.  
22876 Shaw Road  
Sterling, Virginia 20166-9463

Phone: (703) 709-5805  
Fax: (703) 709-5807  
[www.dtechlabs.com](http://www.dtechlabs.com)