

January 8, 2009

Mr. John Shiels
Conklin Bros. Carpet
1100 Selby Street
San Francisco, CA 94124

Dear John:

I'd like to take this opportunity to thank you for the excellent service you and your team at Conklin Bros. have provided us here at Delta Dental over the course of the last 10 years.

Your knowledge of the product lines and ability to present us with multiple options within our budget has always given us flexibility and choices.

Your assistance with getting custom color carpet tiles and competitive pricing for our hi-rise restack project enabled us to get a great product at a great price. Additionally your ability to schedule the work in a phased manner during the multi-floor project enabled us to keep the project on track for both the vacant and occupied spaces. Even when things didn't go quite as planned, you were here personally to work through the issues and help us resolve them in a timely manner.

I certainly would not hesitate to recommend Conklin Bros. to any of my peers, and look forward to more projects together.

Sincerely,

Amy Gottlieb
Facilities Manager

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