



SOUTHERN ILLINOIS
HAND CENTER

NASH H. NAAM, M.D., F.A.C.S.
Diplomate, American Board of Surgery
Certificate of Added Qualifications in Surgery of the Hand
Member - American Society for Surgery of the Hand
American Society for Reconstructive Microsurgery
American Association for Hand Surgery

Mr. Paul Grunloh
AKRA Builders, Inc.
E. Route 40
Effingham, IL 62401

Dear Mr. Grunloh:

On behalf of myself and my partners in Medical Park Plaza, I would like to express to you and to your organization our deep thanks and appreciation for the wonderful work that you did in constructing our office building. We are extremely pleased with the excellent workmanship and superior construction of our building. In fact, we had numerous complimentary comments about the building from people who are knowledgeable in the building industry. They all confirmed that the workmanship is absolutely superior. We are also equally pleased with the level of cooperation and understanding that developed between us throughout the whole process of construction and even after. In spite of the fact that the building is already three years old, we still call you with questions regarding minor problems; and you and your crew have never said no to any request of help.

On a personal level, we were extremely impressed throughout the whole construction process with your dedication and the level of cooperation that developed between us throughout the whole process. We found you, Paul, to be a perfect gentleman. You are always there for us. You answered all our questions. You alleviated our apprehension and anxiety (understandably when you have three physicians being partners in the same project). We grew to love you, and by the end of the project you became a dear friend rather than a business associate.

We were also extremely impressed by the level of cooperation and help at the upper level of management of the organization. The Superior level of cooperation and support made the whole process of constructing the office building a very pleasant one. If in the future we need any business construction, you will definitely be our first and only choice.

Thank you again, Paul; and please say thank you to everyone in your excellent organization. Keep up the good work, and God bless you.

Sincerely,

Nash H. Naam, M.D., F.A.C.S.