



November 18, 2018

GBM Services, Inc.  
Attn: Mike Pergola

Dear Mike,

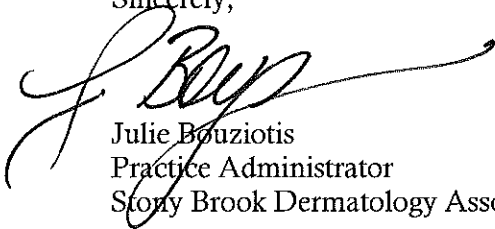
We are in an environment now where customers usually only speak up to complain or to suggest how a service could have been delivered or performed better but, not always. Albeit not as often, customers actually *do* take the time to share positive feedback when they are impressed or when their expectations have been exceeded. I am one of those customers who wants to take the time to share with you and your team how happy we have been with your services.

When we met last April I knew that you would be good to your word, that you were likeable and honest, and that you were above all, fair. Since then every interaction we have had either with you or your staff whether by phone, email or face-to-face has been a positive experience.

Every employee from GBM who has worked in our space has been professional and hard-working, unexpected issues have been addressed with immediacy and the personal follow-up to ensure satisfaction has been truly fantastic. You have wonderful leadership amongst your managers and we are really grateful to have been referred to you!

Over the course of this past year I have recommended GBM to other large practices seeking new cleaning service providers and I am grateful to work with such a great company...thank you.

Sincerely,



Julie Bouziotis  
Practice Administrator  
Stony Brook Dermatology Associates