



December 10, 2015

Ben Fry, President
Fry Construction Company, Inc.
3212 Commander Drive
Carrollton, TX 75006

Dear Ben,

My name is Deb Lief and I am the individual that coordinated, from the Texas Back Institute side, the remodeling of our Boardroom space and installation of our new MRI equipment. Now that the project is virtually complete I wanted to reach out to both of you and tell you how pleased I am with how smoothly the project went. While I am the Director of Operations (and also a Registered Nurse) all remodeling, build-outs, and new construction fall under my supervision. Over the past 2 years I have overseen multiple big and little projects over the last 2 years and have become experienced in the usual ups and downs of working with construction companies and crews.

My experience with Fry has only been positive. Ryan Stevens who was my primary contact during the project was absolutely excellent to work with. He was professional at all times, delivered what he promised when he promised it, and managed all his crew members proficiently. The true 'test of the pudding' was the day our machine was delivered and installed. I arrived at 6 AM that morning to find him already on the job and ready to coordinate the day's activities. Everything that day proceeded like clockwork, by 5:00 PM on that same day the work he was responsible for was complete, our outside windows were back in and everything was ready for our technical crew to come in complete installation. Based on previous experience, I expected a hiccup or two during the day – they just didn't happen. I couldn't have asked for it to go any smoother. I might also add that all of this was accomplished with very little disruption to patients having to access the building and hospital during the whole process.

I just can't say enough positive things about the work Ryan did for us. I also oversee the quality performance of the employees in our clinic and I must say, Ryan proved himself to be conscientious and totally quality oriented. I can't say this about any of the other project supervisors associated with the other construction companies I have worked with.

Texas Back Institute is a dynamic, ever changing, ever growing business. As more clinic construction projects are identified, based on my experience with Ryan and Fry, I will always approach you to bid the work.

Thank you for being a quality company.

Sincerely,

Deborah J. Lief, RN
Director of Operations