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March 27, 2009

Glen Missner
The Missner Group
5520 W. Touhy Avenue
Skokie, IL 60077

Dear Glen:

I want to personally thank you and your team on behalf of the Illinois Bone & Joint Institute for providing such high-quality service, expertise and construction on our new three-story medical facility in Des Plaines, Illinois.

The construction of a medical facility requires a specific level of knowledge and experience as well as a significant amount of planning and coordination in the design process. For example, not only did our space need to accommodate a variety of uses, it also necessitated the installation of heavy medical equipment, both of which require specific design considerations. Your firm's ability to adeptly meet these challenges, do so within our budget, and produce a superior product are among the many reasons I would highly recommend The Missner Group.

The attentiveness of your firm and its principals demonstrated from concept through completion is unmatched. The time, coordination and effort that you allocated to this project are evident in the detail of the design and the quality of the construction. We are very proud of the professional, modern and comfortable space from which we are able to serve our clientele. Thank you.

Sincerely,

Maureen Zizzo
Administrator
Illinois Bone & Joint Institute