

CLYDE K. EMERY JR., MD., FACS

THORACIC • CARDIAC SURGERY

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November 12, 2004

Laurence Fishman
Trident Laboratory
12000 Aviation Blvd.
Hawthorne, CA 90250

Re: Fidel Montiel
Kim Swehla

Dear Mr. Fishman:

Just a brief note re. my ten years of experience with your laboratory.

I received my first Valplast flipper about ten years ago, from Trident. It took considerable effort on my part to avoid an "invasive" procedure from that dentist. I left that dentist.

The past ten years I have probably seen about five different dentists. Most all Strongly Recommend "invasive" procedures. But I remained comfortable and confident with my Valplast.

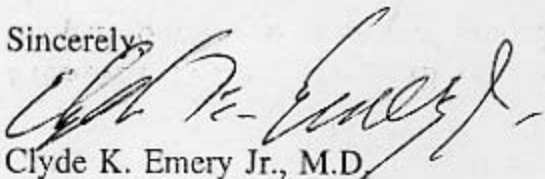
I have a bad habit of loosing my flippers, ie. lost three the past ten years. Each time my dentist insisted, first on "invasive", second on using His laboratory. I insist on Trident. The compromise is the dentist will make the impressions and I hand deliver them to Trident. Upon receiving the new flipper I show it to the dentist, at that time, and advise the dentist he should give Trident a try.

Over the years I have met several of your lab technicians, ie. Mike, Andy, and recently Fidel Montiel and Kim Swehla. My last Valplast, October 2004, is exceptionally comfortable, small, light.

The service I received from Fidel and Kim was **Exceptional**.

I just wanted you to know you have Created an outstanding laboratory and superb customer service. My present dentist (the best yet) is impressed and hopefully she will become a Trident supporter.

Sincerely,



Clyde K. Emery Jr., M.D.