



1ST IMPRESSION DENTISTRY AND DENTURES

ANTONIA KOOB, D.D.S., P.A.

2500 W. PARMER LANE

SUITE 140

AUSTIN, TEXAS 78727

TELEPHONE: (512) 837-6100

August 12, 2003

Mr. Norman Gelfand  
President  
Gelfand Group Commercial Real Estate  
12002 Ladrido Lane  
Austin, Texas 78727

Dear Norman:

Thank you again for working with me on the lease for my dental practice. I can honestly say that you successfully negotiated each and every element of the lease contract that was important to me. You exceeded my expectations and I am very happy with the results. In addition, your customer service has been excellent - including after the lease was signed. You have helped me follow-up on multiple issues that have arisen since the lease was signed, and I am especially appreciative of that.

It was a pleasure to work with and completely trust a professional like you. Please consider me a reference for Gelfand Group; I believe all dental professionals can benefit from your commercial real estate services.

Sincerely,

A handwritten signature in cursive script that reads 'Antonia Koob'.

Dr. Antonia Koob, D.D.S.