



November 9, 2007

William L. Buchanan, DDS
6818 Austin Center Blvd., Ste. 204
Austin, TX 78731

SUBJECT: Recommendation – Gelfand Group Commercial Real Estate

MARK PEPPARD
DDS, FAGD

4005 Spicewood Springs Road
Building C, Suite 500
Austin, Texas 78759

512.835.9557 OFFICE
512.836.6414 FAX
drpep@pepdds.com

Dear Dr. Buchanan,

I would like to open this letter by stating that I am a very satisfied client of Norman Gelfand, President of Gelfand Group Commercial Real Estate. I want to share my story with you so that you'll understand why I highly recommend him for your future commercial real estate needs.

Several years ago, I considered relocating my practice and purchasing dental space. After much thought and prudent planning, I felt it was not quite the right time to move ahead with such a commitment. I had met Norman on several occasions and had heard nothing but good things about him. When I decided it was the right time for me to commit to purchasing a dental office and relocating, a dental equipment vendor, based here in Austin, I had recently spoken with said ... "you gotta have Norman help you buy your property – he's the best". Norman DID help me purchase my property; and, he truly IS the best healthcare real estate broker in Austin.

Norman did so much more for me than locating property, submitting a purchase contract, and attending the closing. I had previously selected the property I wanted to buy, which is only the tip of the iceberg for property acquisition, as most of you know. He recommended proven service providers to help me through the property inspection to determine suitability, i.e., zoning, utilities, signage, etc. Norman took the lead in evaluation of the market value of the property. As a consequence, he was able to negotiate a fair value as well as recommend fair arrangements for property improvement compensation. Due to his expertise in the Austin healthcare market, his negotiation skill and excellent reputation, he was able to secure a 10% savings on acquisition costs. Norman diligently worked to expedite movement of paperwork between parties and once the closing was scheduled, I discovered the real value of Norman representing me. I emphasize Norman's commitment to representation. He does not represent the seller, he does not represent the companies financing the project, he represented me and helped me make decisions that were in my best interest.

During the closing, an issue arose between the seller and an existing tenant of the property. Norman worked easily with the seller and the lender, as well as my lawyer. He kept me constantly updated and skillfully guided the process forward.

I enthusiastically recommend Norman and Gelfand Group to any healthcare professional in need of commercial real estate brokerage, contract negotiation, or consulting services. Gelfand Group is a full-service healthcare real estate brokerage firm that understands the needs of healthcare professionals and has a proven track record of delivering results.

I am enclosing some information about Gelfand Group for your consideration relative to your future commercial real estate needs.

Sincerely,

Mark Peppard, DDS

Enclosure