

Thomas J. McAfee
Vice President, Administration

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Mr. Tim Panzica, Executive Vice President
Panzica Construction Company
735 Beta Drive
Mayfield Village, Ohio 44143

Dear Tim:

Congratulations on another successful completion of the renovations for the new Maternity Healing Hospitality Suite renovations designed by Westlake Reed Leskosky architects. Hillcrest Hospital has a long-standing relationship with Panzica Construction Company in a multitude of projects. Your firm put forth a team effort resulting in a project of which we can all be proud.

Panzica Construction Company's ability to maintain an extremely aggressive construction schedule is unsurpassed. Your superintendent Rick Dines could not have been more accommodating to our staff and Rick truly understands the constraints of working in areas that are constantly full to capacity.

Your assistance in dealing with the city and obtaining the proper approvals allowed the project to start and proceed without delay.

Panzica Construction Company is truly committed to total customer satisfaction. Your project manager was always available to answer questions and deal with any situations that arose and exhibited the highest level of professionalism. You certainly demonstrated your ability to deliver on your commitment "on time and on budget".

I look forward to working with your firm again in the future and would be most happy to recommend Panzica Construction Company to anyone seeking a qualified construction manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas J. McAfee", is written over the typed name and title.

Thomas J. McAfee
Vice President
Operations and Professional Services