



Rutland Regional Medical Center

An Affiliate of Rutland Regional Health Services

160 Allen Street
Rutland, VT 05701
802.775.7111

July 2, 2013

Lee Accavallo, Sr.
The Royal Group, Inc.
150 Woodstock Avenue
Rutland, VT 05701

Dear Lee:

This note is a bit tardy, but I feel I still need to write it to you. The purpose is to thank you and your entire team for the exceptional job as our vendor for the Psychiatric Intensive Care Project. From the inception of the project, either you or one of your team members were at the table with us discussing, sharing ideas, understanding costs and coming up with solutions to meet our needs.

This project was extremely complex, and you and your team put in tireless hours to meet and in most cases exceed our expectations.

Royal's understands what customer service is all about with each and every transaction. We at RRMC are so proud to have you servicing our account, but most importantly we are extremely pleased with the relationship we have developed over the years.

Thank you for being such an important part of our facilities work. You are awesome.

Sincerely,

Mary T. Nemeth
Vice President, Corporate Support Services

MTN:tlh