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January 21, 2004

Dan Morley  
bfi  
133 Rahway Avenue  
Elizabeth, NJ 07202

**Re: Ms. Gail Levine**

Dear Mr. Morley:


It is a common misperception among the wider populace of the world that psychologists rely upon the evocative magic of "the couch." The true nature of our daily grind places "the chair" in the preeminent role. Accordingly, we are in the perpetual quest for the most supportive place upon which to rest our laurels in the conduct of a very sedentary practice.

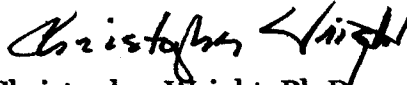
On Friday, January 9<sup>th</sup> this very same quest took us to an appointment at the bfi office in Parsippany. The sales representative with whom we made our appointment was, regrettably and unavoidably, delayed. We hardly noticed her eventual arrival because of the good graces and thoroughly professional demeanor of Gail Levine.

Mind you, we have suffered competent and highly skilled sales persons in our wide ranging quest. Ms. Levine, sensing our shell-shocked wariness, gently and comprehensively took care of us. Her natural courtesy allowed us to feel right at home as she explained, to our satisfaction, the workings, the upholstery and the comparative assets of the chair we had requested to see- all of this and handling her responsibilities in her role as receptionist. In short, she made our experience a pleasure.

We would simply like to sing Ms. Levine's praises. We feel that she is an asset to your organization and thank the fates that she took the initiative to handle our needs with such professionalism and gentle and courteous authenticity.

Appreciatively,

  
Wendy E. Bedenko, Psy.D.  
Psychologist

  
Christopher Wright, Ph.D.  
Psychologist