

# L'ORÉAL CANADA

**Minter Dial**  
Senior Vice President & General Manager  
Professional Products Division

November 11, 2004

Dear Dr. Lombardi,

I just wanted to thank you for your exceptional services. The combination of Active Release Therapy, acupuncture and chiropractic – not to mention your dexterity – is clearly a very powerful combination. Thanks to you, I have been able to cancel a second surgery on my shoulder. Moreover, I am now playing squash again after a hiatus of over 10 years. I am not only avoiding surgery, but I am back in shape.

As you know, I live in Montreal and it is with great pleasure that I make the trip down to Hamilton to see you. Not only are your services exceptional, you are a great person with whom to interact and your dedication is second to none. How many people, much less a doctor, would sacrifice time on their own personal weekend away in Montreal to come over not once but twice to give a treatment at home?

You have a true admirer in Montreal.

Yours truly,



/NMD