



Diverse Facility Solutions

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May 30, 2016

Mr. Alan Brill
Brill Hygienic Products, Inc.
601 North Congress Avenue
Building 306
Delray Beach, FL 33445

Dear Mr. Brill:

I'm writing this letter to say thank you for providing us with a product that has not only met but has surpassed our expectations.

As you know, we installed your automated restroom seat covers in Terminal 5 at O'Hare International Airport after utilizing several of your competitor's products. Not being happy with the maintenance, cost and broken promises from your competitors, we were somewhat skeptical to make another switch when we heard about your product. After extensive research and speaking with many colleagues in our industry, we've received nothing but positive feedback about your seat covers. I can now say, I wish we had made the decision sooner. Since switching to your product we have received nothing but positive feedback from our customers and building service personnel. As a result, customer satisfaction is at an all time high and we very rarely have maintenance issues with the units. You have truly made our task of keeping restrooms clean so much easier.

Thank you again for such a great product and customer service. Our employees and customers greatly appreciate it.

Regards,

A handwritten signature in black ink, appearing to read 'Mark S. Wright', is written over a horizontal line.

Mark S. Wright
President / CEO