



Friday, September 1, 2017

Artin Safarian, CEO  
Arminco Inc.  
45449 Severn Way, Unit 155  
Sterling, Virginia 20166

Dear Art,

It's our second week in our new office space now and I now, have a moment to take the time to sit down and write a most adequate Thank You letter to you and your team at Arminco Inc. I did not want to do a rush job on writing a quick thank you note because that would not be fitting for the level of service I felt we have received from Arminco. "TOP NOTCH!" As my husband, owner of RxWellness Spine & Health have publicized on his Facebook Review about your company.

I usually don't go into my husband's office and sit for a week. But after the 1<sup>st</sup> day of being office last week, he begged me to come in to see the level of sheer joy, sincere congratulatory words and compliments we've received from his patients. Every single patient was blown away by this office! The look, the design, the details, everything was loved by our patients! Thank you, thank you, thank you!! Arminco has executed my vision for our practice efficiently, effectively and with great care to customer service.

Art, I think you have set the tone since the beginning of our meeting, telling me that you will make sure your team takes care of us. You and your team deliver those words 120%! From Contracting to Design to Project Management and Execution, I have been happy every step of the way.

1. Contracting: Mark Lussier- easy to work with, accommodating;
2. Design: Zehra and Robbie team: great listener and artistic interpretation and rendering of my vision was spot on! I had concrete vision of what I wanted but the details in design, I had not worked out in my mind. Zehra and Robbie came up with those details to complete my vision. At times when I wasn't sure of their direction and reasoning behind certain selections, Zehra was sure to educate and enlightened me on her reasons and how taken as a whole, a particular choice of color or option would be better when pulled all together. I highly respect her young, fresh talent and truly believe this young lady will be going places with her creativity and forward thinking approaches to design.
3. Project Management & Execution: I cannot say enough to praise the Project Manager who was assigned to this project- Kevin Sears is OUTSTANDING! He came into the project with a tough historical precedent of having to deal with a past failed relationship with the Building Management Company (not of his doing but a prior contract). Kevin quickly earned their Project Director's respect and immediately put the past failed relationship on a positive direction,



resulting in the Management Company asking for Arminco to bid on another project for one of their prospective customers. Now that's an feat to beat! I will expand on my personal past experience, to lend to Kevin's credit as a top notch project manager. Prior to my taking over this role to lead the expansion for my husband's company, I have been in the IT Consulting Industry for 23 years, managing Multi-Million dollar projects for Top tier consulting companies. My contracts usually range from \$2M-10M and as a Program Executive Director for these programs, I usually manage teams ranging from 5 to 50 contractors at a time, with Project Managers reporting up to me. So, I have had my fair share of understanding and experience with Great PMs and not so great PMs. Before meeting Kevin, I held an open mind, knowing that Construction PM can be similar to IT PM, but horror stories about construction delays gave me a bit of a radar up on what I could be experiencing with Construction projects. As soon as I met Kevin, my concerns were relayed. At our first meeting, he had what I expected from a seasoned PM had in hand: a project plan with dates, critical milestones defined, tracked and dates committed to memory; he had defined project progress meetings with owner scheduled and on the books; he had all of our design details on site and walked through with us; expectation setting and validating is key with PMs and he passed that test with flying colors. More music to my ears was him asking me for all the key outside contacts who were involved with IT, Xrays, Cables, Furniture, etc...so he can be sure to coordinate all parties involved so we do not miss a beat with timeline. I have been around long enough to know managing Fixed Fee contracts takes talent in order to make the company money. It is crucial that the PM is with attention to details and eyes on many balls to land in 1 place at the right time is an art as well as a science. Kevin NAILED IT! He delivered in Force, with zealous execution, never losing sight of Customer Satisfaction. He went beyond the call of duty and mediated several instances of form over function in design for my spouse and I even! 😊. All I can say is: Art, give this man a medal for going beyond the call of duty, for being a constant professional and always, with a smile in his face! My husband and I are a big fan of Kevin Sears and we will need him on our future project with Arminco!

From the bottom of our heart, Art, thank you...to you, the "A" Team you've given us to make our Dream Office a reality in a short period of time and of value. We wish you the best of luck on all your future projects and we look forward to working on the next office with you team!

Sincerely,

Phoebe Casey, CMO / COO

Philip Golinsky, D.C. / Owner

RxWellness Spine & Health