

**Analytical Laboratory**

P. O. Box 64101, St. Paul, MN 55164-0101  
Phone: 1.800.328.9687 or 651.375.2207  
Fax: 651.486.0837

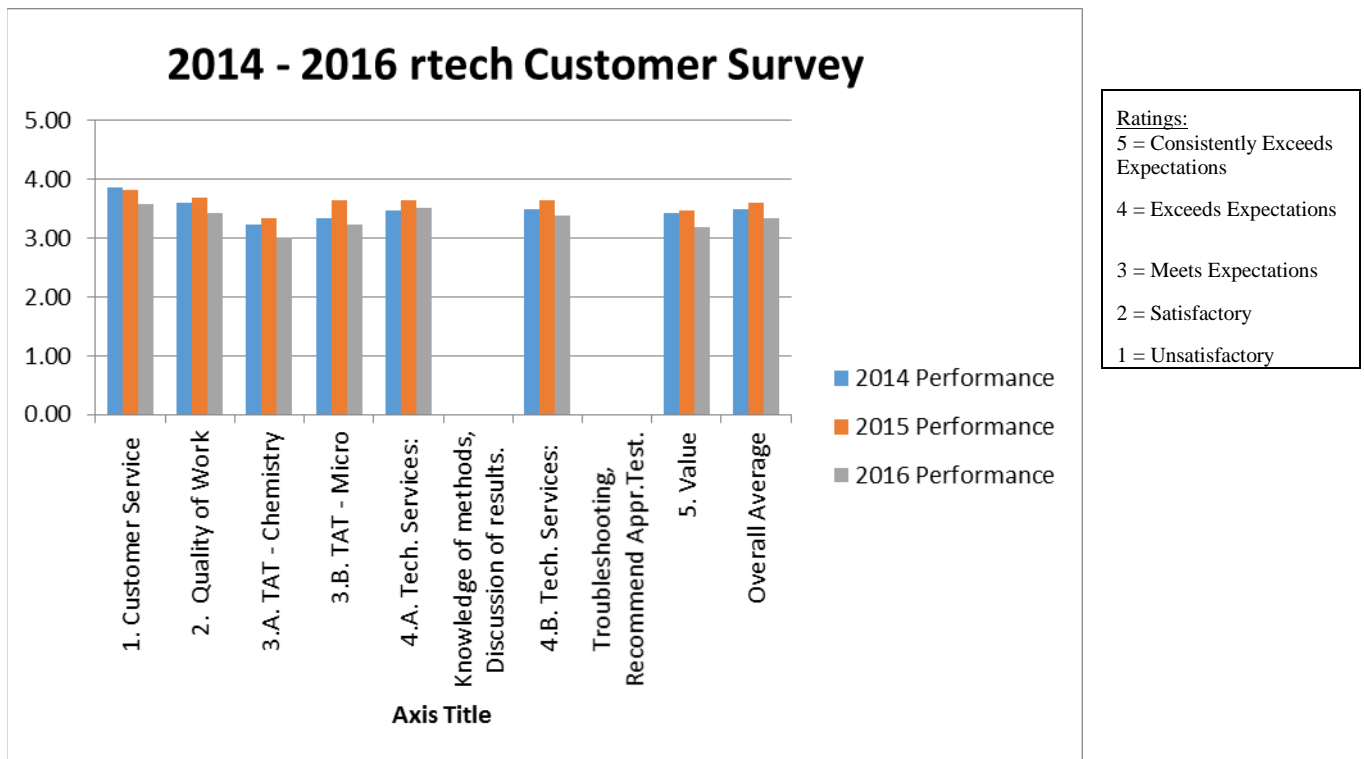
January 18, 2017

Dear Customer:

Thank you to all who participated in the 2016 rtech Analytical customer survey. We received a 44% response to the survey.

We are still meeting our customer expectations for all categories but we understand that we still have improvements to make. We would like to note that 100% of our customers surveyed said that they would recommend rtech labs to others!!

Below is a comparison of results from 2014 to 2016.



In response to comments received, we felt that it was important to note the following:

- Please call our customer service staff at 1-800-328-9687 or [arsass@landolakes.com](mailto:arsass@landolakes.com) with any technical questions or need any information about rtech Laboratories services and capabilities. We also have our price list, request form and other information on our website at <http://www.rtechlabs.com/>

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- With the new nutrition labeling ruling finalized last year, there are questions about Vitamin D analysis which will be mandatory on a nutritional label beginning mid 2018. We are developing a method for Vitamin D that will be available this year.
- We are excited to announce that later this year customers will be able to complete an on-line submission form from a link on our website. An announcement will be made when this is implemented.
- We understand that Turn-around time (TAT) is of utmost importance to customers. In response to comments on this survey, we are making TAT improvements a focus for 2017 team goals.
- Here are some real life comments from our survey on Why Customers Choose rtech:
  - Better accuracy and specialty in whey powders.
  - Close to our facility, good reputation, consistent data and reasonable cost.
  - Knowledge of dairy products. Good quality service over many, many years.
  - I trust their work with dairy whey powder and other dairy products.
  - I have used rtech labs for 8 years and trust your results.

If you have any questions, please contact Customer Service at 1-800-328-9687 (651-375-2207). We appreciate your input and look forward to your continued business!

Sincerely,



Annette Sass  
Customer Services Supervisor  
Analytical Laboratory  
Rtech Laboratories