

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, 2018

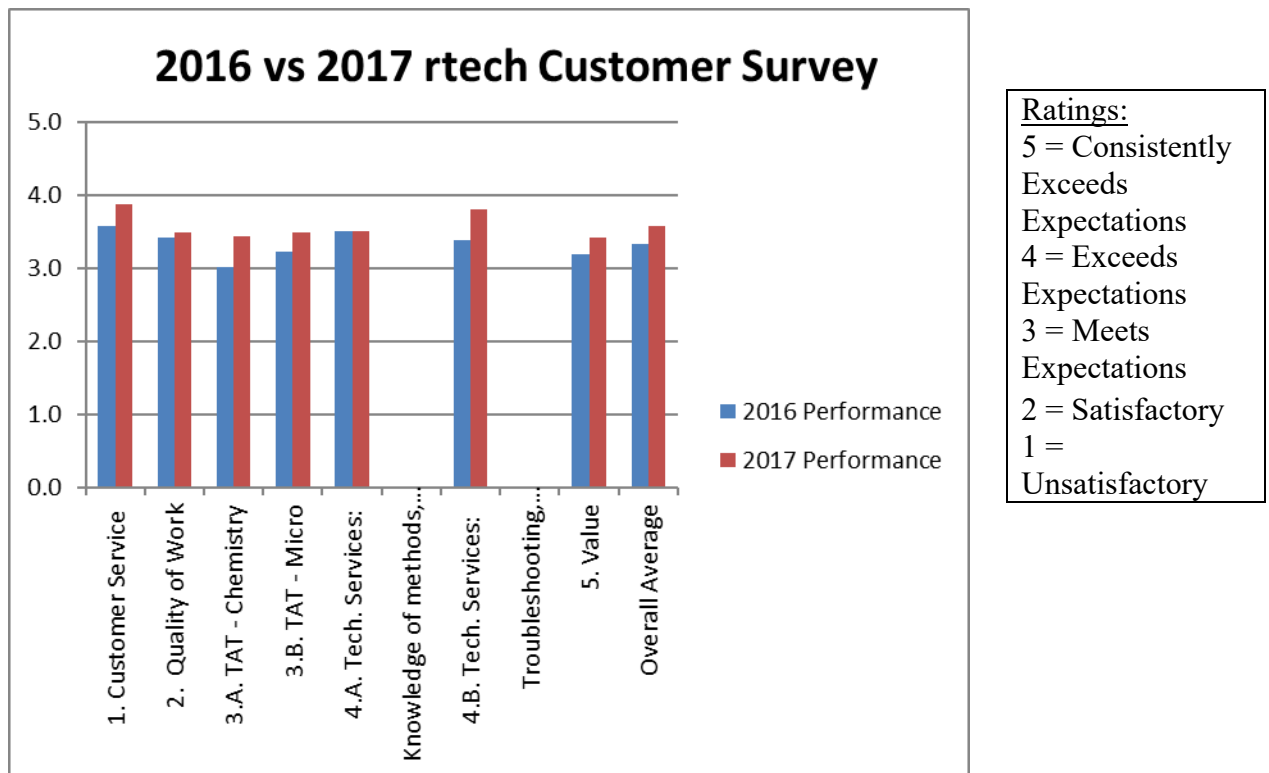
Dear Customer:

Thank you to all who participated in the 2017 rtech Analytical customer survey. We received a 40% 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 2016 to 2017.

We stayed the same or improved in all categories as reflected in the graph below.



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

- *Information on measurement uncertainty or precision of methods performed at rtech is available upon request. Please call our customer service staff at 1-800-328-9687 or arsass@landolakes.com to request this information.*

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- *We strive to be a full- service lab, but some analyses are just not feasible for us to run because they are very low volume tests. We typically will provide you information on a lab that performs that analysis or we will subcontract the analysis for you when requested.*

 - *We enjoy sharing the following comments from our 2017 Customer Service Survey on “Why our customers choose rtech Labs over other commercial labs”:*
 - *Accuracy.*
 - *Reliable.*
 - *Trust.*
 - *Location and excellent customer service.*
 - *Flexibility, service, quality and turn-around time. They are very easy to work with.*
 - *Great reputation.*
 - *Recommendation from a colleague.*
 - *Our dairy based clients trust the results.*
 - *Relationship with the company.*
 - *They test the things we need and offer it at a fair cost.*
 - *Easy to work with and close by.*

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