

November 26, 2008

Dear Customer:

It is with deep sadness we inform you that Tom Mueller, President of Laboratory Systems Group, Inc., passed away on Monday, November 17, 2008. Tom battled malignant melanoma for the past six months and had to endure two major surgeries to replace cancer-stricken vertebrae on his spinal cord. With Tom fighting his cancer since May 2008, it became necessary for the rest of the team to oversee the direction and management of Laboratory Systems Group, Inc.

Tom started Laboratory Systems Group, Inc. in 1983 with his business partner David Stevens CDT. Dave since retired in 1997, at which time Rosalie Mueller (Tom's wife) stepped in as Vice-President and Chief Financial Officer. She is now the President of Laboratory Systems Group, Inc.

Tom's dream from the very beginning was to develop a user-friendly software package that meets all the needs of dental laboratories. He devoted his passion to his company, which now serves over 2600 loyal customers.

We will continue Tom's vision to provide the highest quality software, paper, and envelope solutions, and our endeavor remains to continue working with cutting-edge technology.

The memorial service will be held on Friday, December 12, 2008 at 10:00 AM at Living Streams Church 7000 N Central Ave, Phoenix, AZ 85020. A reception will follow.

In lieu of flowers, memorial contributions may be made to:

Living Streams Church  
7000 N Central Ave  
Phoenix, AZ 85020  
(602) 957-7500

Hospice of the Valley  
1510 E. Flower St  
Phoenix, AZ 85014  
(602) 530-6900

Thank you for giving us the opportunity to serve you, as we continue to look forward to a successful future with you.

Sincerely,

**Laboratory Systems Group, Inc.**

Rosalie Mueller  
President

Mandi Johnson  
Sales

Richard Lee  
Support

Janet Parkerson  
Support