

----- Forwarded Message -----

**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Monday, May 20, 2013 9:45  
**Subject:** YOU WILL BE HEARING FROM OUR ATTORNEY

Mark Rowe,

Despite our efforts to resolve your past due account, payment on this account has still not been made.

We are informing you that we have run out of patience. This matter has now been turned over to our lawyer in the united states and legal action will be introduced.

Thank you

Sincerely,

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Monday, May 13, 2013 12:42  
**Subject:** Re: FINAL NOTICE BEFORE LEGAL ACTION

Dear Shawn,

We are working on getting funds to you.

Please give us till the end of this week to make amends, we promise we will have your funds forwarded to you.

Thank you.

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Friday, 10 May 2013, 9:40  
**Subject:** FINAL NOTICE BEFORE LEGAL ACTION

Mr Rowe,

We have repeatedly advised you of your long overdue balance in the amount of \$ 2,162,230. Since you have not made payment we have turned this matter over to our attorney and instructed them to commence suit without further delay.

There is still time, however, to avoid suit if you contact us within the next 3 working days. This will be your final opportunity to resolve matters without the expense of court proceedings.

Sincerely,

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Tuesday, May 7, 2013 11:38  
**Subject:** Re: NOTICE OF LITIGATION

Hello Shawn,

How are you today?

I will be in a meeting for the next 2 hours, I promise to give you a call once am out to give you a proper explanation of why things have been this way.

Please do not proceed with any legal action, as we hope to resolve this matter soonest.

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Monday, 6 May 2013, 10:36  
**Subject:** NOTICE OF LITIGATION

Mr Mark Rowe,

All of our efforts to settle this matter amicably have turned out unsuccessful. We have made numerous calls and, to date have not had the courtesy of a call back. We have delayed legal proceedings up to now based on your assurance that we would be paid in full by the end of the month.

Please be advised that you have left us no choice but to file suit against you immediately. Our

patience has now reached its limit.

This matter is now being handled by our attorney. While I regret the necessity of this action I must advise you to govern yourself accordingly.

Regards,

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Monday, April 15, 2013 9:33  
**Subject:** Re: COLLECTION LETTER

Shawn,

The reason for this delay is because of the economic situation of the country presently but we promise to have payments sent to your company not later than the 30th of this month.

Please bear with us as we wish to resolve this issue amicably.

Sincerely,

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Friday, 12 April 2013, 4:24  
**Subject:** COLLECTION LETTER

Mark,

This is a reminder for the repayment of the part payment for goods that was supposed to be supplied to our company which was not. The amount of \$ 2,162,230 which is already due. We value your business and hope to keep you as a supplier. However, we do require payment according to the terms of our invoices. Please send us payment promptly.

Sincerely,

Shawn Caver  
Manager

DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Thursday, April 11, 2013 3:28 PM  
**Subject:** Re: CONTRACT TERMINATED

Dear Shawn,

We are deeply sorry for the pain and damage this must have caused you company and we want to assure you that we are going to have your funds refunded since you have cancelled your order.

We were having troubles collecting monies owed to us and therefore caused us to slow down on production, which has resulted to not meeting up with demands.

We assure you that you would have your funds in less than 5 working days.

Thank you for your understanding.

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Wednesday, 10 April 2013, 9:11  
**Subject:** CONTRACT TERMINATED

Mark,

It is more than a week past the delivery time and we still have not gotten the goods we ordered. I must say this is a great disappointment. We are hereby terminating the contract and demand repayment of the 50% down payment that was made by my company to yours. If we do not have funds in 5 working days you would be hearing from our lawyer.

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Tuesday, February 12, 2013 3:03  
**Subject:** FUNDS RECEIVED

Shawn,

This is to confirm that we have received funds and also assure you that you would have your goods at record time.

Thank you

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Monday, 11 February 2013, 14:57  
**Subject:** Re: SALES CONTRACT AND WIRE INSTRUCTION

Mark,

Find attached copy of the executed contract and proof of payments for your records.

Please start processing our order as we need those goods here at record time.

Regards,

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Friday, February 8, 2013 8:59  
**Subject:** SALES CONTRACT AND WIRE INSTRUCTION

Dear Shawn,

Sorry for my tardy response, I was out of the office all day and could not meet up.

Find attached copy of the sales contract and wire instructions. I have already signed so all you need do is sign and have a copy sent back to us for our records together with the wire confirmation of the down payment required to proceed.

Thank you

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Tuesday, 5 February 2013, 10:44  
**Subject:** Re: QUOTATION ACCEPTED

Mark,

We did not get any email or contract from you as promised in your previous email.

Please have that sent soonest.

Thank you

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Monday, February 4, 2013 9:40  
**Subject:** Re: QUOTATION ACCEPTED

Shawn,

We are glad your board accepted our quotation.

I will have a copy of our sales contract sent to you by noon today via email for signing.

Thank you once again.

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** Mark Rowe<MRowe@Benco.com >  
**Sent:** Friday, 1 February 2013, 8:35  
**Subject:** Re: QUOTATION ACCEPTED

Mr Rowe,

Your companies quotation has been approved by our board. So kindly have your sales contract sent to us via email or Express mail for our perusal and signing.

We look forward to working with you.

Regards,

Shawn Caver  
Manager  
DHB - Oral Healthcare  
Bemin House Cox Lane, Chessington, Surrey, KT9 1SG  
United Kingdom

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**From:** Mark Rowe<MRowe@Benco.com >  
**To:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**Sent:** Wednesday, January 30, 2013 11:24  
**Subject:** Re: QUOTATION REQUIRED

Dear Shawn,

Please find attached our quote. If the attached is satisfactory then we would have our contract sent to you for signing after which you can then proceed with payment.

Do not hesitate to contact us for further information you may require.

Thanks & best regards

Mark Rowe  
Director of Sales  
Benco Dental Supply Company

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**From:** Shawn Caver<Shawn.caver@dhboralhealthcare.co.uk>  
**To:** "Mark Rowe" <MRowe@Benco.com >  
**Sent:** Tuesday, 29 January 2013, 9:57  
**Subject:** QUOTATION REQUIRED

Dear Mark Rowe,

We need a quotation for the items and the exact manufacturer listed below to be delivered to the United Kingdom ASAP.

(900 Pcs) AZENIC DISPOSABLE HP BX12 Manufacturer: AZENIC DHP001D  
(600 Pcs) INSERTS SLIM 25K SLI ASST PK3 Manufacturer: DTSPLY 79293  
(3000 Pcs) AMNIOMTM TISSUE MATRIX 0.25ML Manufacturer: SUREST AG-010025  
(80 Pcs) LUXATOR 1L-K1 SET Manufacturer: JS 1L-K1  
(800 Pcs) RONGEUR BLUMENTHAL 6" Manufacturer: INTEGRA 22-480  
(1000 Pcs) ISOLATION BLOCK DOUBLE BL CS12 Manufacturer: ISOBLK 002156  
(300 Pcs) N-H CASTROVIEJO 5.50" STR Manufacturer: INTEGRA 18-1828  
(1000 Pcs) ORTHO SIG CASSETTE BLU Manufacturer: HUFRIE IMORTHO8  
(750 Pcs) MOUTH GAG DENHARDT Manufacturer: INTEGRA 2-154  
(420 Pcs) MOUTH GAG MOLT CHILD Manufacturer: INTEGRA 63-15

We hope to hear from you soonest.

Kind regards,

Shawn Caver

Manager

DHB - Oral Healthcare

Bemin House Cox Lane, Chessington, Surrey, KT9 1SG

United Kingdom