



April 18, 2012

Ms. Erika Smith
Senior Investigator, Republican Staff
Senate Judiciary Committee
327 Hart Senate Office Building
Washington, DC 20510

Dear Ms. Smith:

Here are the responses of Aspen Dental Management, Inc. ("ADMI") to the follow-up questions raised in your April 13, 2012 email to our attorney, Dan French.

1. ADMI does not receive fees from any third-party lender. In fact, the practices we serve pay fees to the lender so that they will offer their products to patients. In our original response to Senator Grassley, we provided the current fee schedule.

To our knowledge, this is the arrangement in all of the roughly 90,000 dental practices that offer Care Credit to their patients, including those served by ADMI. It is identical to a retail merchant who pays a fee, commonly called a "discount fee," to a credit card company when a customer uses that form of payment.


2. ADMI provides management services to 73 practices owned by 76 licensed dentists. These practices are comprised of a total of 334 offices in 22 states. Numerous dentists own multi-office practices. The "lead doctor" at a practice may be an owner or an employee of the dentist-owner as is the case in any multi-office professional practice.
3. ADMI and the practices it serves maintain a rigorous and diligent process for resolving patient dissatisfaction issues. Complaints or concerns are ideally resolved at the office level, but patients may also contact the Patient Satisfaction department at ADMI's Practice Support Center in Syracuse, NY. If a complaint is clinical in nature, the caregiver involved is contacted to review the situation and is consulted on the complaint resolution.

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4. At this time, we are not aware of any active state investigations into ADMI.

I hope you find these responses helpful. I would be pleased to meet with you to discuss these matters if you would like to discuss them further.

Sincerely,



Robert A. Fontana
President and CEO