

March 3, 2016

Mr. Frank Vero, Sr.  
Aurora Contractors, Inc.  
100 Raynor Avenue  
Ronkonkoma, NY 11779

Subject: Neiman Marcus at Roosevelt Field, NY

Dear Frank,

We did it! We successfully built our 42<sup>nd</sup> new Neiman Marcus store.

I want to take this opportunity to thank you and Aurora Contractors, Inc. for not only building our beautiful new store on time and with quality workmanship but also for partnering with us all the way.

Aurora's partnering approach to this project made it an enjoyable experience for us and the other participants in the construction of this store. The Aurora project leadership created a positive cooperative atmosphere on this project and with all participants. This is the main reason why the construction went so smoothly even as we came across a few challenges along the way.

It is easy to have a positive partnering atmosphere when things are going well. What sets Aurora apart was its ability to continue that positive partnering atmosphere when a challenging issue arose. It's easy to be in denial or to point fingers, but Aurora always took the high road on all issues and maintained its professionalism and for that we are grateful.

Your positive partnering atmosphere extended beyond just Aurora. The subcontractors exhibited this mindset as well. The subcontractors demonstrated a positive can-do attitude and had respect for one another. This project was one of the most cooperative projects amongst the trades that I have worked on throughout the nation and in my 35 years in retail construction. They executed their work with high quality and care. They all should be very proud to have built such a beautiful store. Please thank them for us and let them know how much we enjoyed working with them and how we appreciate their quality work.

The Neiman Marcus logo, featuring the brand name in a stylized, cursive script.

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Change orders are always a concern on our Lump Sum contracts, but Aurora took the time to prepare and present fair change order requests. Of the 153 change order requests submitted over 18 months, we challenge no more than a hand full or so, which allowed us to maintain change orders current and avoided a reconciliation meeting at the end of the project to sort unresolved requests after construction. This has saved both our companies much time and headache.

We greatly appreciated the attention Aurora put on this project. You clearly staffed this project for success. What was pleasantly obvious to us was how your business philosophy of client relationships was evident in each and every one of your people that we interacted with. You should be very proud of the synergy that is instilled in your people. It is impressive and exceptional!

We are extremely pleased to have had Aurora Contractors construct our latest store and we want to thank each and every person at Aurora who worked on our project. Please share my letter with your entire Roosevelt Field team.

Job well done!

Frank, we look forward to future opportunities with Aurora Contractors, Inc.

Thank you very much!

Clifford J. Suen



Vice President, Property Development

**Neiman Marcus**

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*Neiman Marcus*