



**Clinton Memorial
Hospital**

Laura Martin, Esq.
Direct Dial: 937-382-9209
Facsimile: 937-382-6633
E-mail: lamartin@cmhregional.com

VIA U.S. MAIL

February 13, 2007

Jenifer Goldsmith, R.N.
Claims Specialist
The Risk Management and Patient Safety Institute
6215 West St. Joseph Hwy
Lansing, MI 48917

Dear Jenifer:

This letter is to express my appreciation for the excellent service and professionalism you have consistently demonstrated while working as our claims manager with MHA Insurance Company. Your customer service standards, along with excellent personal judgment, make you an asset to MHA.

Without fail, you respond timely to all calls for assistance and notifications. In addition, when we're seeking counsel from other departments of MHA, you take the initiative to ensure appropriate follow-up is provided.

Your early and proactive assistance in resolving potential compensables before they extend into active suits adds significant value to MHA services. Your ability to blend an objective assessment of the claim, along with your straight-forward, yet empathetic, demeanor with patients, is so helpful when engaging in direct conversations and negotiations with patients.

We truly appreciate the high quality service you provide and believe your personal skills have made a difference in our successful handling of claims. We look forward to a continued successful relationship.

Sincerely,

Laura Martin
General Counsel, Risk Manager & Compliance Officer

LHM/sjc

cc: Timothy J. Crowley, President & CEO