



November 6, 2007

Mike Rutz, Managing Director and Vice President of Marketing  
Washington Casualty Company  
6520 226<sup>th</sup> Place SE, Suite 200  
Issaquah, WA 98027

Dear Mike:

Among Samaritan's core values are collaboration, efficiency, and the creation of value itself. When we partner with other organizations we look for these qualities to ensure there is a fit between us and that the relationship will further our pursuit of service and operational excellence.

In our many years with Washington Casualty Company we have seen these great qualities and more. WCC approaches their work with Samaritan in a way that differentiates them from the marketplace. Specifically, it's the unusually attentive customer service, knowledgeable and responsive staff, affordable and high quality array of insurance policies and coverage, accessible and effective risk and claims management services. I've always believed – and WCC continues to demonstrate – that you're looking out for our best interest, always. That's the kind of partnership we expect and receive from Washington Casualty, something that is all too rare these days.

Washington Casualty's connection with the nationally known Risk Management & Patient Safety Institute gives us access to best-in-class advice. Through our policy we've received complimentary risk management services that have been very beneficial. The Institute not only helps us meet our patient safety goals, it also sets WCC apart from other insurers.

WCC has been a long-time, strong supporter of Washington's hospitals and health care facilities, as well as the Washington State Hospital Association. WCC takes great pride and care in the facilities that they insure. I appreciate that support.

When you encounter others in the healthcare industry considering a partnership with WCC for any of your services, please pass along this brief message: you can't do better. I recommend Washington Casualty without reservation.

Sincerely,

John White  
President and CEO