

# SULLIVAN COUNTY COMMUNITY HOSPITAL

November 11, 2008

Ms. Patricia Lawrence  
Senior Director, Customer Service & Sales Support  
FinCor Solutions  
6215 W. St. Joseph Highway  
Lansing, MI 4917

Dear Ms. Lawrence:

I am writing to express how thoroughly impressed I am with FinCor Solutions and the products and services that Mary Sherman Hospital d/b/a Sullivan County Community Hospital has received since partnering with them. We have been purchasing our medical professional and general liability coverage through FinCor Solutions for the past three years. Due to our satisfaction with their liability insurance, we have recently decided to purchase our workers' compensation policy through FinCor Solutions as well. They have assisted our facility by making sure we have the appropriate coverages needed and that we receive them at a competitive rate.

As it usually does, price did play a factor in our decision to purchase our policies through FinCor Solutions. They offered the policies that Sullivan County Community Hospital needed at a reasonable price. Since our move to FinCor Solutions, they have provided us with a knowledgeable team of consultants that are willing to assist us at the drop of a dime. Someone is always available to help with questions and inquires, which makes working with FinCor Solutions simple and enjoyable for me, as well as the rest of the staff members at Sullivan County Community Hospital. It is obvious that FinCor Solutions is a very customer service oriented company. They have proved their dedication to our facility by providing nothing less than first-rate service.

FinCor Solutions also goes another step above by offering a risk management package with our insurance policy. Through The Risk Management and Patient Safety Institute (The RM&PSI), they provide us with easy-to-use resources that are available to us at anytime online, on-site assessments and presentations, and proactive and innovative ideas to ensure our hospital staff is as successful as possible in daily routines and tasks. Our risk manager has expressed how pleased she is with the tools that have been provided to her and her team, as well as the valuable information that has been brought to her attention. The risk management services provided is a great benefit that really enhances our hospital's experience with FinCor Solutions.

I would highly recommend FinCor Solutions and The RM&PSI to any hospital in need of medical professional or general liability coverage. It is a great experience to work with a company that provides the level of service that they do. Please feel free to contact me with any questions regarding my experiences with this outstanding company.

Sincerely,

Alan Montella  
Assistant Administrator - Finance  
Sullivan County Community Hospital