



TECHNOLOGY SOLUTIONS
FOR MEDICINE

Via US MAIL

December 9 2002

William Ganz, III
Associate Consultant
The Chapman Group
9881 Broken Land Parkway
Suite 302
Columbia, Maryland 21046

Dear Bill,

Having worked with the team at Chapman for the past months during our strategic market research project, I wanted to take a moment to let you know how pleased I am with the interaction with Chapman Group and the final work product. Chapman delivered this most challenging program on time and according to budget.

Internally, we had reviewed potential new markets time and time again; coming up with the same conclusions. You were able to take a completely 'out of the box' approach to potential new opportunities. We are currently pursuing the candidates identified and are excited about the opportunities they represent.

It is with great pleasure that I pass along a well-deserved 'Thanks!' I look forward to working with you and the rest of the Chapman Group on future projects.

Best Regards,

A handwritten signature in black ink, appearing to read "TE Handel", is written over a horizontal line. The signature is fluid and cursive.

Thomas E. Handel
Vice President, Sales

Cc (Chapman Group):

Dennis Chapman, President & CEO
Al Sneddon, Sales Consultant