

2-21-2005

Temple Development Company, LLC
Attn: Michael Temple

Dear Michael;

I wanted to thank you for all the individual efforts and attention you have provided to our account here @ Paramount Health Care. The senior management team and I are very pleased with the outcome of the GoldMind 6.5 upgrade, not only with the implementation of the software onto our systems, but also the internal training you have provided our GoldMine users. As you know we had a heightened sensitivity with you training, and working directly with our internal IS team so they could support the software going forward, and I think we have accomplished this goal.

I am glad we spent the necessary amount of time discussing template layout to maximize efficiency, and support management reporting capabilities. This will give our management team the real time tools required to query ongoing sales and client retention efforts.

Finally Michael, I wanted to thank you for the seamless way you integrated with our internal teams to minimize disruption, and placate various stakeholders in the process. Your ability to "blend in" with the team harmony and PHC culture was very well received. I look forward to moving into phase II training in the spring of 2005.

Sincerely:

Jeff O'Connell
Director, Marketing
Paramount Health Care