



October 17, 2007

Dr. Delos Cosgrove
CEO & Chairman of the Board
The Cleveland Clinic Foundation
9500 Euclid Ave
Cleveland, OH 44195

Dear Dr. Cosgrove:

I wanted to take a moment to bring to your attention an exceptional individual, Mr. Mustapha Bounit, a driver I routinely employ for transportation when I am in Cleveland. Mustapha is the first and last face when ever I visit the Cleveland Clinic via Hopkins International Airport, and he always leaves an indelible positive impression.

When my company is sponsoring a physician training seminar at the Clinic, he promptly and cheerfully chauffeurs around town doctors from the Mayo Clinic, Moffitt Cancer Center, Fox Chase, UCI Chow Cancer Center, Scripps Clinic, Amsterdam Medical Center, Columbia University, and many others.

Mustapha Bounit represents all of the qualities of a dedicated, customer-centric employee I endeavor to hire into CSA Medical. Imagine my surprise when I learned he is not an employee of the Cleveland Clinic but merely an entrepreneurial ambassador.

Should you ever have reason to need a ride to the airport, I suggest you call Mustapha at 216-789-0811. He will meet you clutching your boarding pass in one hand and a hot cup of coffee in the other. This is exactly how I first met Mustapha at 4:30 one frigid February morning!

Sincerely,

CSA Medical, Inc.

A handwritten signature in black ink, appearing to read "Timothy E. Askew", written over a horizontal line.

Timothy E. Askew
President/CEO