

LAW OFFICES

WILLIAM ESTRELLA

A PROFESSIONAL SERVICE CORPORATION

150 TETUAN STREET
SAN JUAN, PUERTO RICO 00901

P O BOX 9023596
SAN JUAN, P R 00902-3596

TELEPHONE 787-977-5050
FACSIMILE 787-977-5090
WEBSITE www.welo.net

PARTNERS

WILLIAM ESTRELLA
ALBERTO G. ESTRELLA*
KENNETH C. SURIA*
GERARDO J. HERNÁNDEZ*

ALSO ADMITTED IN
*WASHINGTON, D.C. & VIRGINIA
*NEW YORK & NEW JERSEY
*WISCONSIN

SENIOR STAFF ATTORNEYS

ODEMARIS CHACÓN
LUIS M. MORERA
ANDRÉS J. COLBERG
THOMAS TREBILCOCK

STAFF ATTORNEYS

PEDRO A. BARCELO
LIBARDO HERNÁNDEZ
YASTHEL I. GONZÁLEZ
VIDAL VÉLEZ

OF COUNSEL

HERIBERTO TORRES, MBA, CPA
LUIS E. MIGENIS-LÓPEZ

July 13, 2007

REGULAR MAIL

Dr. Delos M. Cosgrove, MD
Chief Executive Officer
and President
Cleveland Clinic
9500 Euclid Avenue H18
Cleveland, Ohio 44195

Dear Dr. Cosgrove:

The purpose of this letter is to recommend to you the use of mister Mustapha, from Bounit Brothers Transportation, LLC, as a resource for the Cleveland Clinic as transportation for its patients.

When I arrived on June 28, 2006 at the Cleveland Airport, in an emergency trip from Puerto Rico, due to an urgent kidney condition, mister Mustapha, who had been referred to us by some friend, transported us to the Intercontinental Hotel and Conference Center. Since then, he has provided transportation to me and my family every time we have visited the city of Cleveland. The services offered by mister Mustapha and his associates have been of excellence, not only because of the formality, professional and courteous way said services have been provided, but also in view of the fair rates they charge. In December 2006, and also now on July 2007, when I returned to the Cleveland Clinic for follow-up checkups, mister Mustapha has provided transportation for us. This, not only from the airport to the hotel, but also within the city of Cleveland. Consequently, knowing your personal interest in

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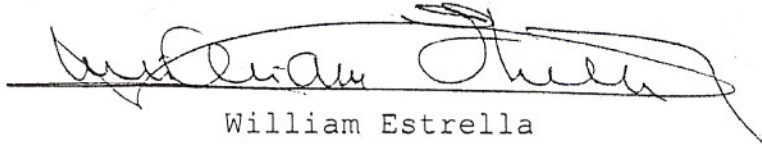
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Cleveland Clinic providing the best quality of services, I have no reservation at all to recommend that the services of mister Mustapha and his associates (Bounit Brothers Transportation, LLC), be considered as an additional resource for transportation of the Clinic's patients.

I also take this opportunity to express to you my personal satisfaction for the high quality of care and services I have always received at Cleveland Clinic.

Cordially,

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

William Estrella

✉ westrella@welo.net

c Mister Mustapha
(Bounit Brothers Transportation, LLC)