

Enova



Systems, Inc.

December 5, 2007

Delos M. Cosgrove, M.D.
Chief Executive Officer and President
Cleveland Clinic
9500 Euclid Avenue/H18
Cleveland, OH 44195

Dear Sir:

There are certain instances that occur in life that I believe are important to pass on to emphasize how important they were to me. Over the past three years I have been coming to Cleveland Clinic to deal with an irregular heart beat and was lucky enough to have Dr. Natalee, who performed three heart ablations on me. As I am sure you are very aware, this can be very stressful on an individual/family. My experiences with the Clinic have been outstanding and I continue to return.

There has been one experience that I feel that I must call to your attention. Having taken my first trip from the airport to the hospital in a filthy, beat up cab; when my sister came to be with me for my first surgery, I was not going to put her in that same cab to return to the airport. I inquired at the Guest House, where we were staying, as to the safest way to get my sister back to the airport and we were lucky enough to have Mustapha Bounit of Bounit Brothers Transportation recommended. This turned out to be an outstanding recommendation! We have continued to use Mustapha over the past three years and have only been more pleased each time we use him. He is there on time. If he personally cannot make it one of his drivers were there, all of which were extremely professional and caring in the way they handled our needs.

I would like to point out one very specific experience that we had, when I was unexpectedly told on Wednesday that Dr. Natale would do a third ablation on Friday, which happened to be the week of the Women's Basketball finals in Cleveland. Every hotel room in town was booked solid. Mustapha made phone calls to hotels to help us find a room so that we could stay and I could have my surgery. I owe him a great deal of thanks. He was very caring and made sure that my wife was safely back to the hotel downtown when I stayed overnight in the hospital.

Our experience continues to be nothing less than outstanding with this company and recommend you continue to make their services available to your patients in the future.

Sincerely,

Edwin O. Riddell
President and CEO