



Hillsboro Properties
A California Limited Partnership

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Ms. Donna Rand
Vice President, Employee Benefits Division
Suhr Risk Services of California
1338 Bayshore Highway
Burlingame, California 94010

Dear Donna:

In your job and mine we usually only get correspondence from customers when they have a complaint. Thus, I wanted to take this opportunity to thank you for the terrific job you, Elizabeth and Suhr did for me. When my daughter Dana's COBRA benefits were expiring a few weeks ago, my wife, Joanne, and I were terribly concerned that there would be a period between carriers when Dana wouldn't be covered. The challenge was compounded by the fact that Dana works for a company in New York City and the parent corporation for her company which handles the paperwork is in Miami, Florida. You and your associates worked beautifully to coordinate with the old carrier, the new carrier and the Miami corporate office so that all necessary paper work was completed in a timely manner. Your efforts allowed Dana to have a seamless transition from one health carrier to another.

Dana, Joanne and I truly appreciate the care and professionalism everyone at Suhr displayed.
Thank you again.

Sincerely,



John Green

cc. J. Carter, President