

Ontario Cancer Institute / Princess Margaret Hospital

Institut du Cancer de l'Ontario / Hôpital Princess Margaret

Thursday, October 24, 1996

Mr. Robert Zinner
Medical Staff Association
Security Planning Consultants
238 Strathallan Wood
Toronto, Ontario
M5P 2N3

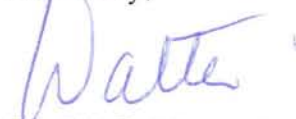
Dear Mr. Zinner:

This is a letter of thanks for the exceptional service you offered recently in assessing my financial and insurance goals. I found your approach, tact, and understanding to be a refreshing departure from the industry standard.

In particular your presentation methods quickly highlighted both the positive and negative attributes of my existing portfolio. Your efforts in explaining the variety of plans available to me, allowed me to make the appropriate decision that was the best fit for myself and my family.

In addition, your attempt and success at lobbying insurers on my behalf for special case coverage has certainly cemented my respect for your overall understanding of the needs of your clients. Please feel free to use this letter as a presentation to other potential clients who may be interested in your services.

Sincerely,



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