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Dr. Anne Keller
President, Medical Staff Association
The Toronto Hospital (General Division)
Eaton South 1- 445
200 Elizabeth Street
Toronto, Ontario M5T 2S8

Dear Dr. Keller,

I want to thank you for drawing my attention to the availability of security planning services for members of the medical staff. It came at a time when I was disabled due to cancer surgery and therefore feeling particularly vulnerable to the harsh uncertainties of aging, illness and politics all of which threaten my capacity to care for myself and my family.

Robert Zinner was not only readily available and actively interested in all aspects of my situation, but brought a high level of professionalism to the task of assessing where I stood. He is exceptionally thorough, knowledgeable and efficient as well as being a good teacher—empathic, responsive to questions, organizing and explaining things clearly and respecting his "student's" timing. He is not pushy but simply makes available the relevant information and expert resources needed to decide for oneself. Mr. Zinner was also very good at the intuitive-imaginative-practical brainstorming that could lead to alternative marketing of skills that our governments seem so bent on devaluing.

The consultation process was one that helped catalyze and focus a long-overdue review that turned out, in my case, to be quite comforting and encouraging. I was not on as shaky ground as I had feared, at least in terms of the retirement and estate planning I had in place. It is also good to know that as conditions change, Mr. Zinner and his computerized analysis and anticipation of my financial future will be available for periodic review.

I would encourage anyone who, like me, finds it difficult to know how or where to start to get a handle on financial matters, to take advantage of the opportunity you and he have made available.

Yours sincerely,



John A. Sloane, M.D., FRCPC

cc. R. Zinner