



February 17, 2003

Andrea Nathanson
Executive Director
Qualicare Inc.
48 Hetherington Crescent
Thornhill, Ontario
L4J 2M2

Dear Andrea,

I am writing to let you know how much I appreciate your help in coordinating my mother's health care. Your attention, commitment and knowledge have helped her considerably, and been most reassuring for me. I am especially gratified to see the trust and confidence my mother has developed in you in just four months.

I might add, that of your many valuable services, the co-ordination of my mother's appointments and the creation and maintenance of her medical profile have already proven to be invaluable.

Thank you very much for all your support both for my mother and me.

With best regards,

Larry Smith

LS/lld.