



TD Bank Financial Group

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March 20th, 2003

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

Dear Andrea,


I am writing to express my appreciation for the executive health care service you recently provided to us. Our experience with Qualicare is worthy of special mention.

Your professional expertise enabled us to address a family health issue which had become a stressful distraction for our executive employee.

From the moment we requested your assistance, you were responsive, caring and complete. You were able to assess the situation accurately and action it properly so that our executive knew he had the right help, which gave him the peace-of-mind he required. With your ownership of the situation and your prompt attention to every detail, the matter was effectively stabilized and in a timely manner.

On behalf of the family you cared for and our company, thank you for listening attentively, addressing our needs properly and for the high level of service that you provided.

Yours truly


K. J. Wilson
Human Resources
TD Bank Financial Group

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