



July 1, 2009

Robin Ernst
Thrive, An Advertising Company
PO Box 5663
Bellevue, WA 98006

Dear Robin,

We want to thank you and share with you how pleased we are with our partnership with Thrive, An Advertising Company. You have not only delivered what you promised, you have exceeded our expectations. We are delighted with the value you have brought to our organization.

Although, I knew your role as our media buyer sounded wonderful, it was at first difficult to understand how you could do this at no cost to us. Clearly, we are pleased with the value add you have brought to our marketing efforts and just as you promised, with no fees! Having you follow up with the many requests I receive in a week to discuss advertising opportunities, has lighted my load. I know from experience that we are in excellent hands. Your expertise and support has provided me with more time to focus on the area that is near and dear to my heart, client services. I now have more time to work with physicians and their staff, so to assure we are meeting their needs and expectations in the care of their patients. With your background, reputation and knowledge of the media industry, you have assisted us in maximizing our marketing dollars.

Working with you has been a wonderful experience. We look forward to the great things our partnership with Thrive; An Advertising Company will bring to Olympic Physical Therapy. Thank you.

Best Regards,

A handwritten signature in black ink, appearing to read "Linda", with a long, sweeping horizontal line extending to the right.

Linda Madison
Director of Client Services