



EMAIL and US MAIL

Future Care Inc  
757 Third Ave  
New York NY 10017

As we proceed into 2011, I wanted to take this opportunity to thank all of you at Future Care for your outstanding assistance and performance.

I have had the opportunity to work with your group since 2005 and have found all of my experiences to meet or exceed expectations.

To those on the First Response team who make medical or transportations arrangements for injured or ill crew-members wherever in the world they may be, to the nurse case managers who interface between the doctors and our company's case managers, to your bill review team who watch the bottom line and help us contain our costs, to your assistance with the new Section 111/Medicare reporting, I have only outstanding comments to make regarding your guidance and service.

Thank you for your continued support and I look forward to continue working with all of you at Future Care.

Sincerely  
American President Lines, LTD., APL Maritime

A handwritten signature in blue ink that reads "Kathy Dong".

Kathy Dong  
Claims Manager