



General Hospital

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3/16/2007

Re: Recommendation of Collection Services

To Whom It May Concern:

My name is Cathy Theriot and I am the Director of Patient Financial Services for Lady of the Sea General Hospital and Medical Clinics. I have been a client of Louisiana Recovery Services since March 2006.

My experience with Louisiana Recovery from the initial consultation, conversion, concurrent placements, payment reporting, and the interaction of my staff with the staff of Louisiana Recovery Services has been exceptional.

I am very pleased with the total recovery process of my accounts – their recovery rate super exceeds my expectations, since traditionally the recovery of a clinical account is very difficult. Their customer service is unmatched as compared to other collection vendors – the staff of Louisiana Recovery Services excels in the delivery of customer service. Their customer service department is always available to handle any concerns voiced by members of my staff, and I am especially satisfied with the communication I have with them - they listen and address my needs. They did not only want my business – they want to keep my business. Therefore, they provide the service and education in the complexes of health care collection.

I highly recommend Louisiana Recovery Services for your collection needs. Their professionalism and experience guarantees satisfaction.

Sincerely,

Cathy Theriot
Director of Patient Financial Services
Lady of the Sea General Hospital

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