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Telephone (662) 846-0061

CreditWatch University
4690 Diplomacy Road
Fort Worth, TX 76155

May 26, 2011

Dear Victor,

I would like to thank you for the two Collection In-service Education classes you have done at Bolivar Medical Center. The classes were very informative and useful. My staff really liked the one on one you did with them and the additional information on the follow up class helped them to find different approaches to patients.

Collecting money is never an easy task and is even harder in the Emergency Room. Your flexibility with your follow up visit was helpful to me because I was able to have you work strictly with the ER staff as a whole and hands on with lowest collectors as they perform their registration task.

The areas my staff wrote on the evaluation sheets they enjoyed the most were role paying, approach on collection, taking control of the situation, and customer service skills.

Look forward to seeing you in 45 days.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Melton". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Melton
BOD/Bolivar Medical Center