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3711 Glenwood Avenue  
La Crescenta, CA 91214

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Sheila Murphy  
Lotus Clinical Research  
100 W. California Blvd., Unit 25  
Pasadena, CA 91105

Dear Sheila Murphy:

It is hard to believe that a whole week has passed since I received my surgery in the bunion pain medication research program. It is my opinion that I am experiencing a successful recovery because of the excellent after care being provided. To say the least I am grateful.

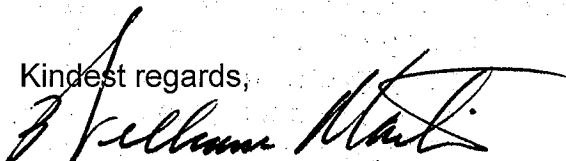
I also want you to know that from my initial screening to my current recuperation at home, I cannot stop thinking about how my expectations were and continue to be exceeded. I can truly say that I have only received the "Wow" treatment on every level through the kind and authentic consideration and professional dedication by all who cared for me. I felt it important to express my genuine gratitude to the entire organization of Lotus Clinical Research.

Specifically, I cannot say enough about how impressed I was with every staff member involved with my experience. From all the doctors, nurses and support staff, everyone made me feel like the most important patient in their care. To be honest I thought this compassionate treatment would not last, and surely there would be inconsistencies somewhere in the program. Even very top rated business organizations have complaints and service issues from time to time with unhappy customers. Well, to my amazement, that never occurred while I was in the care of the Lotus staff.

In closing, I would hope to participate at the appropriate time for my left foot, because knowing what I do now, I would not hesitate to become involved again. Simply put, I see the Lotus Clinical Research group as the best people serving people best by exceeding all expectations. I cannot point out specific individuals for praise as everyone would have to be mentioned.

Again, thank you and please share my sincere thoughts with everyone there.

Kindest regards,



William Martin, S.P.H.R.  
Senior Human Resources Counsel