



TEXAS ASSOCIATION FOR
HEALTHCARE FINANCIAL ADMINISTRATION

May 24, 2001

James Lloyd
Director O.D.& T.
WellPoint Health Networks
4553 LaTienda Drive
Thousand Oaks, CA 91362

Dear Mr. Lloyd:

The TAHFA Education Committee and the TAHFA Board of Directors thank you for your presentation at our Annual Meeting, "Healthcare: We Want a Recount!" which was held at the Westin Riverwalk Hotel in San Antonio April 29 to May 1. A roster of our attendees is enclosed for your information.

Your presentation, "The Magic of Customer Service" was our top-rated presentation of the conference, an "excellent" 4.9 on a scale of 5.0. Five responses to the question "What is the best thing you are taking home from this meeting?" were "customer service enhancement ideas." Other written comments included, "James Lloyd - excellent speaker, very enthusiastic" and "Could have listened to James Lloyd longer." Four attendees responded "customer service - James Lloyd" to the question, "What topics or speakers would you like to see presented at future TAHFA conferences?" What can I add, you were FANTASTIC !

You came highly recommended, and you lived up to that reputation. We appreciate your participation in the 2001 TAHFA Annual Meeting and hope to have you on our faculty at another conference.

Sincerely,

A handwritten signature in cursive script that reads "Linda M. Dunahoo".

Linda M. Dunahoo CPS
Executive Director

Enclosure

Affiliated with the Texas Hospital Association

