



Sales Support

May 18, 2005

To Whom It May Concern:

With corporate America in the midst of so many mergers, most associates fear the worst. In March of 2001, Blue Cross Blue Shield of Georgia became part of the WellPoint Health Care Network family. One of the positive outcomes of this merger was my introduction to James Lloyd.

In September of that year, I had the distinct pleasure of meeting James Lloyd. He was a keynote speaker at our 2001 Leadership Conference held at The Cloister, Sea Island, GA. This conference was comprised of our top brokers, hospital administrators, and executives in the provider community, along with the officers of Blue Cross Blue Shield of Georgia. Since that time, I have tried to use James as many times as possible on any major event that we sponsor during the year. In fact, I have used James eight times since the first September I met him.

Words cannot express the talent, the energy, and the message that he brings, but more importantly, the take-home message that everyone receives and that can be applied on a daily basis to our personal and professional lives. James has ALWAYS scored the highest in all of our meeting surveys. He has a unique delivery of a multitude of topics that always hits the bull's eye. It doesn't matter if the message deals with customer service or personal growth; he has the ability and arsenal to hit a grand slam every time.

In my current position, I have had the opportunity to experience hundreds of speakers and I can say without a doubt that James is the finest. He has such a genuine and heartfelt delivery of his message that I'm hoping to leave this earth before James does so that he can deliver my eulogy! I say this with a smile, but want to strongly endorse James Lloyd's work and thank you for your consideration of this recommendation.

Sincerely,

A handwritten signature in blue ink that reads "Phillip T. Jones".

Phillip T. Jones
Regional Vice President
Sales Support