



December 10, 2008

To Whom It May Concern:

Mr. David M. Gross recently presented an extensive **Web Based** Monarch training class to eight of my staff over a two day period. The hands on class covered beginner through advanced topics of data extraction and analysis using Monarch.

The class consisted of auditing personnel and a person from IT, all with varying degrees of technical expertise. Mr. Gross presented the material in a clear and complete manner keeping all participants engaged and challenged irrespective of their background.

Mr. Gross has a complete grasp of what Monarch can do. He took "off the wall" questions very well and without previous knowledge of some of our data analysis requirements was able to take that material and answer our questions completely. Several participants saw an immediate need for Monarch and how it will save us a great deal of time and contribute towards our revenue stream.

Mr. Gross is very professional and personable. He is very enthusiastic and maintains a lively atmosphere that is very conducive for learning and growing. He took command of the training and made sure everyone had a clear grasp of the material while keeping everyone fully engaged. He also provided after class support for two of the trainees assisting them with projects that they immediately implemented.

I strongly recommend Mr. Gross for any of your Monarch training or consulting requirements. I believe the training he provided will have a direct and measurable effect on how our staff does their jobs. He was a pleasure to work with and I would not hesitate to bring him back should the need arise.

Sincerely,

A handwritten signature in black ink that reads "Julie L. Holly".

Julie L. Holly, CPA
System Director Reimbursement
CHRISTUS Health