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Dear Doug,

It has been just over a month since you presented to our 250 National Therapy Directors here in Dallas, and we are still *getting* great feedback from your presentation. Our folks loved you, and as I said in my introduction of you, you delivered a special message to each and everyone in the audience.

As I think back on why you were so successful, I realized it was your pre-meeting preparation, and started when you interviewed us about the meeting, about our therapists, what our theme was, and what our goals were for the meeting. Information that you skillfully weaved through your presentation so you were really speaking directly to each individual.

Doug, I have been present for at least four of your presentations that you have done for Concentra, and (in addition to having my spirit lifted each time), I always learn a new "pearl" This one was awesome. Your point that a sales call is just an opportunity to "help out a new friend". It was a WOW moment for me, and one we are using as we ask our therapists to go out in the community and "help out a new friend" as they speak to doctors.

Lastly, I have to speak to the energy in the room during the breaking exercise. It was electric and palpable, and our folks could not have had a better way for Concentra to say thank you to them *then* have you present on our last day of the conference.

Great job Doug, and thank you again.

A handwritten signature in blue ink that reads "Gary".

Gary C. Zigenfus, MS, PT
Senior Vice President/National Therapy Director