



March 24, 2009

Mr. Doug Hanson  
Doug Hanson Performance Group  
3106 Huntington Court  
Katy, TX 77493

Dear Doug,

Thank you for participating in Humana's Large Group/Key Accounts Spring Sales Summit. Your session was the highlight of our event! I heard incredibly positive feedback and I believe the reason is that the messages you shared with us regarding success versus failure were equally relevant to each person individually as well as professionally. "Breaking the board" is a wonderful visual illustration of the reality that the greatest thing preventing any of us from achieving our goals in life is our own mind.

We look forward to working with you in the future.

Warmest regards,

A handwritten signature in cursive script, appearing to read "Rick Remmers", written in dark ink.

Rick Remmers  
VP/National Practice Leader  
Commercial Large Group/Key Accounts

RR/bf