



December 1, 2010

To Whom It May Concern:

With the implementation of the Red Flag Rule on Identity Theft Protection, we needed to expand our hospital policies, educate all of our staff, and conduct a full risk assessment of our facility. I knew the amount of time and effort this would take for my very small office, having had to do the same for HIPAA. So, when I got an email from THA endorsing ID Theft Solutions of America for Red Flag Rules training, I gave them a call. I was very impressed with Jason Lavender and the program he outlined to me for our hospital. I called a couple of hospitals that had used IDTSOA to get their recommendations. The good feedback led to the decision to sign on. I didn't know how they would pull off training all our employees in just two weeks, but they assured me that they would.

The team showed up fully prepared and the training sessions were well done. The speakers were well informed and very customer service oriented. In addition to the training being mandatory, it was also excellent information for our employees to utilize in their daily lives at home as well as at work. I was very impressed with the time the team was willing to spend after each session answering questions for those who attended the sessions. Exit surveys were overwhelmingly positive. I felt very comfortable with the team and the information being shared in the sessions. The ID Protection plan offered to our employees as a payroll deduction was presented well and there was no pressure in any way to sign on.

I plan to continue my association with IDTSOA and could certainly recommend them

Sincerely,

A handwritten signature in black ink, appearing to read "Barbara Dingman". The signature is fluid and cursive, with a large initial "B" and a long, sweeping underline.

Barbara Dingman, Chief Compliance Officer
Medical Center Hospital
500 W. 4th Street
Odessa, Texas 79761