



**NORTH MISSISSIPPI
HEALTH SERVICES**

**MARION REGIONAL
MEDICAL CENTER**

December 22, 2003

Mr. Ken Dulaney, Sales Manger
Alliance Collection Service, Inc.
P.O. Box 49
Tupelo, MS 38802

Dear Ken:

This is a letter of recommendation for Alliance. Diane Karr, Business Office Director and I could not be more pleased with Alliance. We've been working together for several months now, and I have to say it has been a smooth transition to your company! Since we've used several collection companies in the past, it is easy to say yours is a breath of fresh air!

We particularly are impressed with your staff's professionalism and approach. You provide suggestions for our registration staff. You produce timely trending reports. Alliance has even communicated with the Management Information System staff at our corporate level to suggest changes in registration templates/fields to facilitate collection. But most importantly, you and your staff return phone calls and are always available. We are collecting more and more due to our respective efforts.

Please use me as a reference for Alliance. Diane and I look forward to a long and mutually beneficial relationship!

Sincerely,

Donald J. Jones
Administrator