

Pharmacies
Southern California Region
9521 Dalen Street
Downey, California 90242-4894



August 30, 1999

Mr. David Morgan
MORGAN AIR FREIGHT CORPORATION
P.O. Box 10205
Pleasanton, CA 94588

Dear Dave,

I would like to formally thank you and your staff on the excellent response and courtesy you recently extended me in forwarding my antique furniture to Southern California.

I feel that this effort is typical of the service Morgan Air Freight has provided the Kaiser Permanente Medical Care Program since 1994.

From the initial request for pick up to the final delivery, your team exhibits a high level of professionalism and efficiency. Your on time record, condition of goods, and follow up service has consistently and constantly been of superior quality. In addition, your pricing structure has assisted Kaiser Permanente in striving toward its financial objectives.

As you expand your business in the Los Angeles area, please feel free to use Liz Otterson or myself for a recommendation.

Yours truly,

A handwritten signature in blue ink that reads "Howard W. Switzky".

Howard W. Switzky, R.Ph., FCSHP
Manager, Drug Distribution Services
Kaiser Permanente Medical Care Program
California Division - South