



August 3, 2004

Bob Matthews
HIPAA Services Manager
HIPAA Academy

Dear Bob,

I just wanted to let you know how pleased I am with the HIPAA Security Policies Templates I purchased from HIPAA Academy. The policies were formatted so that the specific HIPAA requirements were met and were customized for my company as well. Everything was done in such a timely manner that I can begin working on my policies immediately. Thanks again for an excellent product and wonderful service!

Sincerely,

Laura Altemus
Information Security Administrator
Blue Cross Blue Shield of Delaware