



ESI CANADA®

May 17, 2006

Dear Fazila,

As the Privacy Officer at ESI Canada, I feel compelled to write you this letter to encourage other organizations to use PrivaTech's services.

Having worked with you over the past several years, I feel ESI Canada has made significant strides towards developing a culture of respect for privacy within our company.

Given the sensitive personal health information we hold, privacy compliance is critical for our business. PrivaTech has helped us bring our practices into line with the laws in Canada and with customer expectations. We are thrilled that we chose your services.

You have been instrumental in building privacy awareness within our organization by designing an effective staff training program involving department specific training sessions, and regular e-mail tips for staff on protecting privacy. You also continue to provide us with extremely trustworthy advice on privacy issues as they arise.

Your expertise, professionalism and sound business judgement have greatly assisted us in making critical decisions that have an impact on privacy.

PrivaTech's newsletter service, PrivaTalk, also provides us with timely information about privacy law developments in Canada, and decisions of the Federal Privacy Commissioner that affect our business.

Thank you for your continued support. The position of Privacy Officer comes with a great deal of responsibility. Time constraints and the rapidly changing privacy landscape make such support invaluable. I strongly believe that there are many Privacy Officers within Canadian businesses that could greatly benefit from your services.

Sincerely,

Louise Turgeon  
VP Corporate Business and CFO  
Privacy Officer