



**Mark S. Davis**

President & Chief Executive Officer

March 10, 2005

Dear EMSI Colleagues:

Subject: **Organizational Changes and Promotions**

As we near completion of our 2005 Fiscal Year, and the strategic planning and budgeting for the 2006 Fiscal Year, we continue to seek all opportunities to strengthen and grow our Company. Clearly, significant progress has been made and equally true there is more to accomplish. You have heard me speak about the need for the proper alignment of our people and our financial resources as a requisite of success. The following organizational changes are design to better position our Company for growth and reward our people for extraordinary effort. These changes will take effect on Wednesday, March 16<sup>th</sup>.

**ICS**

**Skip Fitzpatrick** will move from Vice President and General Manager of ICS to the role of Senior Vice President of Business Development and Acquisitions reporting directly to me. Skip will focus 100% of his time pursuing strategic acquisitions and alternative business opportunities for ICS and EMSI. Skip's industry experience knowledge and business relationships will prove to be valuable in our efforts to enhance our growth within ICS and all of EMSI. Please join me in congratulating Skip on his new role.

**Greg Vachon** has been promoted to Vice President and General Manager of ICS reporting directly to me. He will be located in the National Service Center in Irving, Texas. Greg will be responsible for the day-to-day operations, and profit and loss of ICS. In addition, Greg will focus his efforts on beginning to build the standard operating model for our ICS operational sites. Greg has done an extraordinary job managing the operational improvements in Application Solutions over the past thirteen months. Greg has also managed several claims investigation office locations over an eleven-year period improving operational effectiveness and service excellence. He has a proven track record in managing and enhancing operational capabilities throughout his career. Please join me in congratulating Greg on his new role with the Company.

**John Powers** has been promoted to the position of Vice President Sales, Claim Services, reporting directly to Robert Brook, Executive Vice President, Chief Development Officer. John is a proven sales leader and will focus his efforts on expanding our ICS sales force, national partnerships with key customers, and implementing a local sales plan. John came to EMSI approximately one year ago through the InPhoto acquisition. He has substantial industry experience, strong business relationships and is a recognized industry expert in surveillance and claims investigations. John is located in our Chicago ICS site.

Examination Management Services, Inc.

## **MRR**

**Tina Holcomb** has been promoted to Vice President of Application Solutions in Waco, Texas and will be located at our Pantherway site. Tina will report directly to Kevin Malone, Vice President, General Manager of Medical records. Tina has a proven track record as a supervisor and manager, has accepted increase responsibility throughout her career at EMSI, and has contributed in the strategic planning process for MRR.

**Dana Furnace** has accepted a new role as Operations Manager in the MRR division and will report to Susan Brook, Vice President, Medical Records. Dana is transferring from the Quality and Performance Excellence division. Dana has demonstrated an ability to work closely with operations in the past and will now utilize her skills directly in MRR operations.

It is a dynamic and exciting time at EMSI. We are changing for the better; our quality is improving and our customers are noticing. Great companies continue to change, improve processes and continually work towards assuring they have the right people in the right positions. We are committed to this approach which will provide opportunities to our valued employees that contribute to our success.

The organizational changes described, as well as the commitment of capital for key strategic projects and funding to strengthen our internal systems demonstrates the commitment of management to taking our Company from "Good to Great".

Thank you for everything that you do and again, please congratulate Skip, Greg, John, Tina and Dana on their new roles with our Company.

Warm Regards,

A handwritten signature in black ink, appearing to read "Mark A. D.", is positioned below the text "Warm Regards,".