



August 22, 2007

Dear Potential Client:

The purpose of this letter is to document our experience with Murray Company during the various construction projects that have been accomplished at Greenville Regional. In order to select a construction management firm we researched several, narrowed it to three finalists for presentations and selected Murray based on their fit with our organization, their track record in health care organizations our size and their ability to answer direct questions about the projects.

Our main construction project consisted of about \$10 million building 34,000 square feet. The project included specialty clinic physician space, a remodeled front entrance and registration area, three new surgical suites and a new emergency room. The challenge for Murray was to keep the hospital's patient access to services flowing while building this project across the front of the existing hospital.

Our staff was greatly impressed with the process that Murray used and the cooperation they exhibited during this chaotic demolition and construction project. We give Murray and A+ for communication and understanding customer service issues as well as infection control issues. Our on site construction manager was always ahead of needs and changes in the project and kept us well informed of the need to change entrances and route patients and visitors.

Construction meetings every two weeks provided a forum for our facilities staff and our nursing staff to ask and get answers to questions. Minutes were kept and issues were addressed and not lost. The quality of work was high and Murray assumed the responsibility for assuring that the subcontractors performed according to drawing specifications. Murray also communicated appropriately with the Illinois Department of Public Health regarding construction issues. In addition, Murray is coordinating a \$1 million remodel for the Laboratory department and a \$2 million remodel for the Radiology department.

If you are considering Murray Company for your project, you are headed in the right direction. If further information is needed and you would like to talk to us directly, please feel free to call us or visit our campus.

Sincerely,

Jim Hayes
President and CEO