



Date: July 7, 2005  
To: Jon Petz  
From: Raymond Smithberger  
Telephone: 614-██████████  
Subject: CQI Team Meeting

Jon, I wanted to send you a quick note to say thank you for your great talk at my CQI Team Meeting in Columbus. The team enjoyed your examples and insight on thinking and staying outside the box. Your ZY was an X Warrior was a hit as we quizzed each other on the morning after. Just FYI – everyone passed.

Overall, your delivery mixed with humor and excitement set the day off on the right tone for our tactical planning sessions scheduled during the remainder of the day. Once again, I greatly appreciate your time and look forward to possibly having you come back and speak with us again.

Raymond E Smithberger  
CQI Leader, CIGNA