



Care Center Administrator,

Please accept this letter of introduction to the Field Services Unlimited (FSU) representative assigned to your location. The FSU representative should present a business card with their name along with this letter for your review. Feel free to ask for additional picture ID.

FSU is the vendor selected by Humana and Conviva to complete the interior survey of your building. The survey includes taking pictures or video, measurements of interior spaces and casework as well as an inventory of the furniture. Prior to today you should have received notification(s) via e-mail regarding the scheduling of this interior site survey. The survey results will be studied and incorporated into the Conviva re-branding effort.

It is our intention to be as non-invasive as possible as it relates to your daily operation. The surveyor has been briefed on the importance of PHI, please bring any concerns to the attention of the surveyor or myself. Should you have any questions or concerns regarding this survey feel free to contact your regional director or myself at 630-699-9918 or Charles.Keller@cushwake.com. Should you need to confirm that the person sent to survey your location is employed by FSU please contact Ian Mahan at 303-355-7274 or imahan@fsusurveyor.com.

Thanks for your help and support!

Best Regards,

A handwritten signature in black ink, appearing to read "Charlie Keller".

Charlie Keller

Senior Project Manager

Humana Workplace Solutions / Cushman & Wakefield

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