



To Whom It May Concern:

Incentive Services and West Boca Medical Center have worked together to create the UMatter! Program which motivates and recognizes West Boca Medical Center employees for going the extra mile. West Boca Medical Center has used the Incentive Services Technology Platform to integrate various recognition and performance initiatives into one comprehensive platform. The platform provides managers a consistent, easy to use tool for recognizing employees. Additionally, the platform aligns with all initiatives with the mission of West Boca Medical Center.

Incentive Services continues to help West Boca Medical Center achieve bottom line results as follows ...

- Employee satisfaction scores have improved
- The employee retention goal is 89% and the current score is 91%
- West Boca Medical Center has saved \$200,000/year by moving from a cash based program to the UMatter! Program.

The Incentive Services team has collaboratively worked with West Boca Medical Center on the planning, design, implementation and ongoing program management for the UMATTER program. This on-going process insures the program is on target for our culture and organizational skills.

Regards,

Stephanie Sherman  
Chief Human Resources Officer  
West Boca Medical Center