



North Memorial
Health Care

January 14, 2010

Mr. Mark Ludlow
Ludlow's Island Resort
PO Box 1146B
Cook, MN 55723

Dear Mark,

As I near retirement and reminisce with physicians and leaders at North Memorial, a topic that often arises is the physician seminars that we held for 18 years each June at Ludlow's Resort. The intent of this letter is to recognize and thank you, your wife, Sally, and your staff for the outstanding service and accommodations you provided for us and our guests at Ludlow's Resort. Your comprehensive attention to customer service and the beautiful, natural setting on Ludlow's Island was repeatedly given the highest rankings by our guests in their conference evaluation forms. The uniqueness of your resort played a large part in our ability to provide an informal setting for outstanding learning and networking. We were always appreciative of your willingness to meet with our conference planners each year to explore opportunities to improve the experience.

I wish you the very best for your continued success and hope to continue to visit Ludlow's on a personal basis with my family and friends in future years.

Sincerely,

Jerry D. Moen
Vice President, Primary Care Services
North Memorial Health Care

JDM/dmp