

**METHODIST
HEALTHCARE SYSTEM
PATIENT ACCOUNT SERVICES**

"Serving Humanity to Honor God"

6000 NW Parkway, Suite 124 • San Antonio, Texas 78249
(210) 581-4000 • Fax (210) 581-4900

September 12, 2000

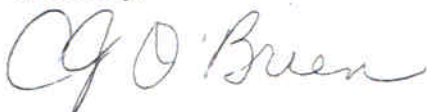
Mr. Michael E. Sawtelle
The Pinnacle Group
120 Austin Highway, Suite 106
San Antonio, TX 78209

Dear Mike:

I would like to express my appreciation of your office facility consulting services. Your comprehensive services have "streamlined" our entire facility decision process. We have especially benefited from your "apples to apples" analysis of facility options as well as your negotiation skills, advice and guidance, and supervision regarding architects, attorneys, moving consultants, landlords, etc.

Your ongoing attention to our needs and concerns has been invaluable and we consider The Pinnacle Group a permanent extension of our Real Estate Department.

Sincerely,



C.J. O'Brien
Executive Director