



Anthem National Accounts

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21555 Oxnard St.
M/S CAAC10-010F
Woodland Hills, CA 91367

Date: Feb 3, 2015

TO: Kim Dickey
FR: Cindy McCormick
CC: Greg Armer, Hope Kragh, Michael Fillhardt

SUBJECT: Values in Action award

Kim,

It is our pleasure to provide an acknowledgement award to you for your superior service to our team, client communications support and attitude.

You truly impress me every day and provide exceptional support to us on United Launch Alliance, as well as being their "go to" person for many custom communications and strategy ideas in which you excel. You are always extremely responsive in providing the communication documents, ideas to enhance them to meet the client's initiatives and manage all their changes to finalization of the document.

As ULA sends out quarterly newsletters, you continue to provide them with ideas and exceptional insight to make their newsletter interesting and educational. I appreciated your partnership in my request to create a "New Year Welcome" letter to provide health & wellness and education on Anthem's member's tools that is available to them. This was a letter that ULA was extremely pleased with and made us shine.

Additionally, we want to let you know how much we appreciate your partnering with us and Healthy Lifestyles for their Wellness challenge and in past years how you have supported ULA on this communication effort as well as custom T-shirts and prizes.

This is also to acknowledge your commitment in attending our ULA Biweekly Wellness Campaign meeting and basically providing majority of the materials, updates and leads this call with ULA and our support. I truly believe this call could not be what it is nor successful without YOU!

Kim, you are an integrated part of our team and your time and effort has highly contributed to our success with ULA's satisfaction. They LOVE you as much as we do and many times has expressed their appreciation of your skills, partnership and innovative ideas.

Our team throughout the year relies on you and your support to the West National team; you have truly excelled in your position and are a team player. We see you go above and beyond every single day, keeping us laughing with healthy food creating idea pictures and your strong "wit".

It is a blessing to have you on our team and want to take a moment to give back to you our gratitude and recognize you for all you do for the West Team and our clients.

Thank you,
Cindy