

April 5, 2010

Dear Sir or Madame:

Please accept this letter of recommendation for Joan Burge, CEO and Founder of Office Dynamics. When I arrived at Humana Inc. in 1999, I immediately saw a need for Joan's expertise in teaching the Executive Assistants how to become a professional reflection of our top company officers and executives. Joan more than exceeded my expectations with her work and expertise.

From the Star Achievers Program she implemented in 2000, the Executive Assistants to our officers have enhanced the overall professionalism of our company's Fortune 100 image. Through Joan's best-practice methods and her train-the-trainer approach, we have been able to leverage her expertise through the Certified Executive Administrative Professional certification. Our program is funded each year due to the results we have achieved across a broad group of administrative associates throughout the company.

I offer my highest recommendation for Joan Burge. Please feel free to contact me should you desire additional information.

Sincerely,



Bonnie C. Hathcock
SVP & Chief Human Resources Officer
Humana Inc.