

October 6, 2010

Dato' Beh Chun Chuan
Chairman
BP Healthcare Group

Dear Dato' Beh Chun Chuan,

RE: CONGRATULATIONS – 2010 MALAYSIA FROST & SULLIVAN CUSTOMER VALUE ENHANCEMENT AWARD IN DIAGNOSTICS

On behalf of Frost & Sullivan, we are pleased to announce that **BP Healthcare Group – BP Diagnostic Centre** has been awarded the **2010 Malaysia Frost & Sullivan Customer Value Enhancement Award in Diagnostics**.

The Frost & Sullivan Award for Customer Value Enhancement of the Year is presented each year to the company that implements strategies that proactively create value for its customers with a focus on improving the return on the investment that customers make in its services or products. This award recognizes the company's inordinate focus on enhancing the value that its customers receive, beyond simply good customer service, leading to improved customer retention and ultimately customer base expansion.

The recipient of this Award has excelled based on one or more of the following criteria:

- Expansion of customer base
- Implementation of a new or unique product bundling strategy
- Launch of a new product(s) to offer a “one-stop shop” in response to customer demands
- Launch of a new service protocol to improve overall customer ownership experience

Wishing you every success. We look forward to working closely with you in the future.

Thank you.

Sincerely,



Cindy Gan
Director
Asia Pacific Best Practices and Events
Frost & Sullivan