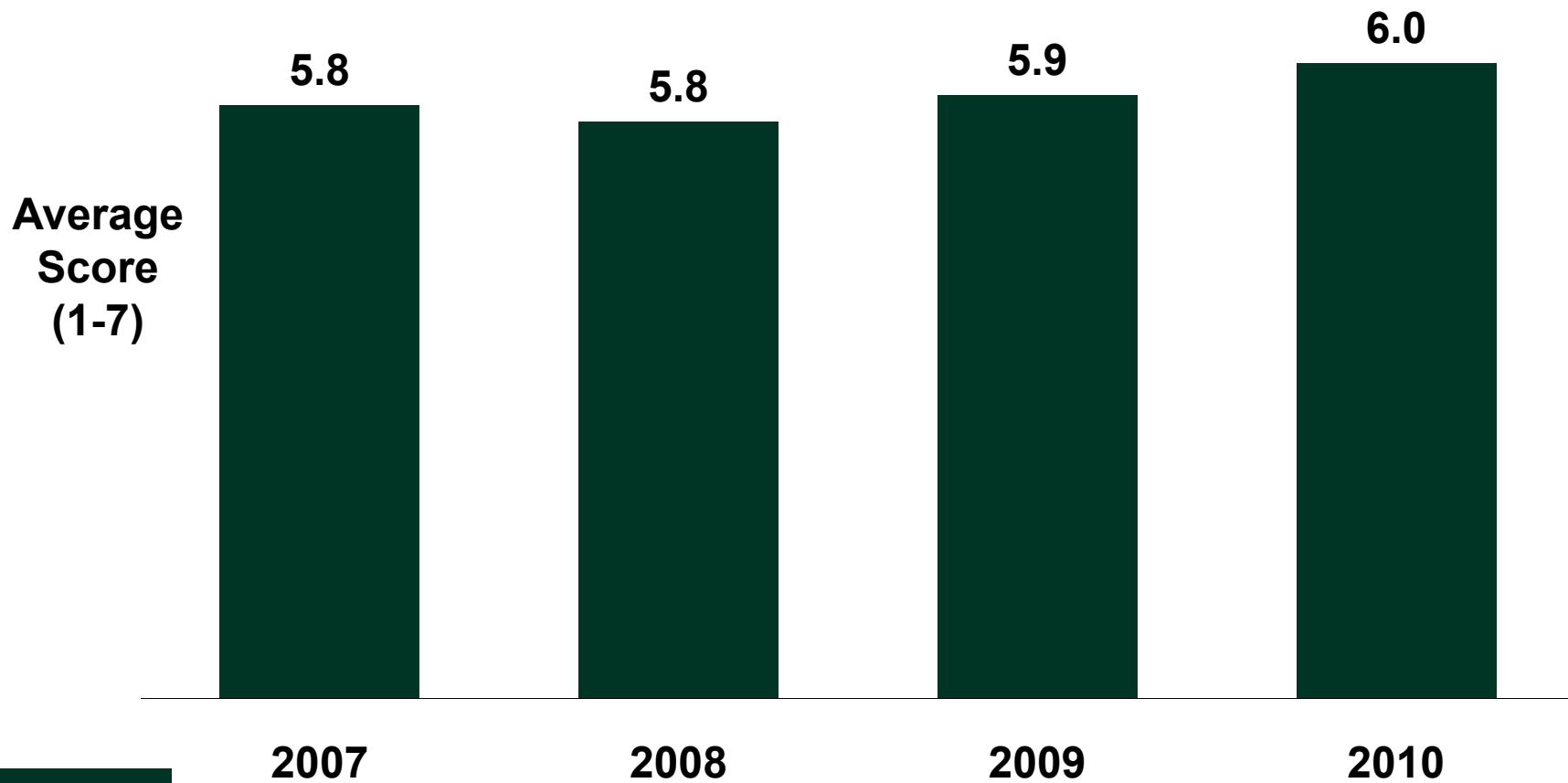
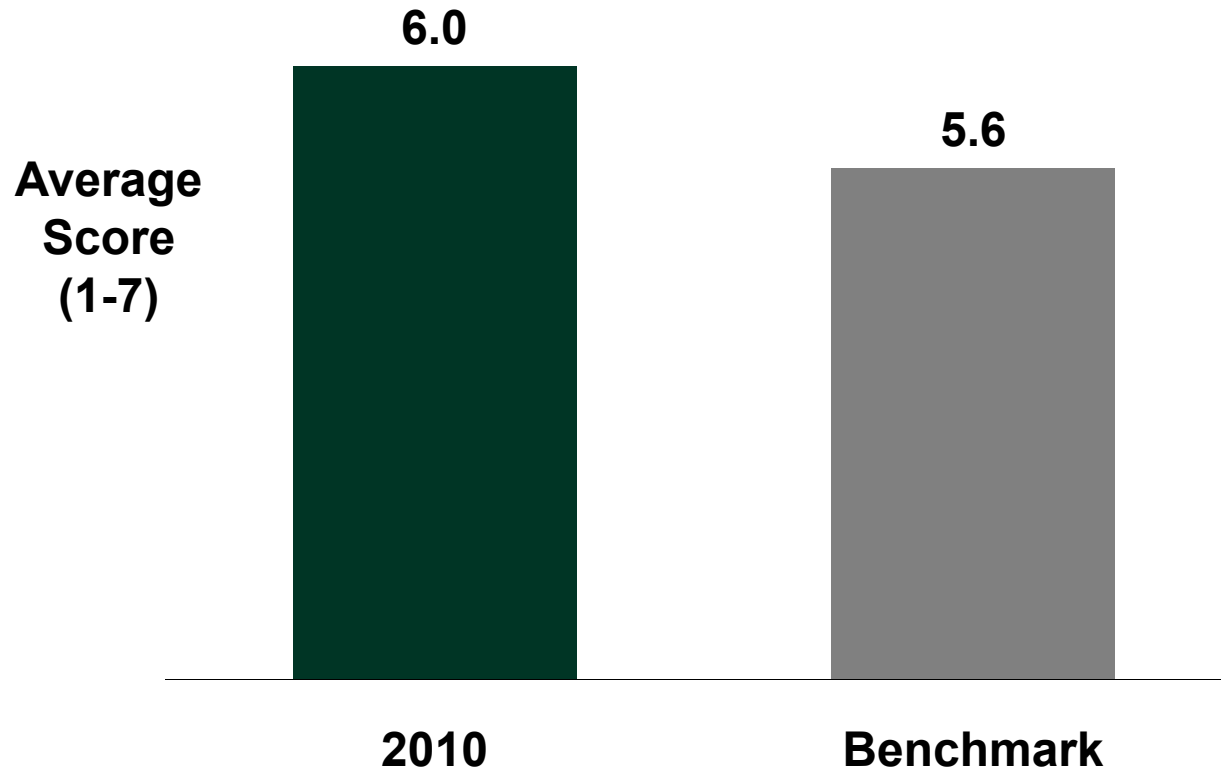


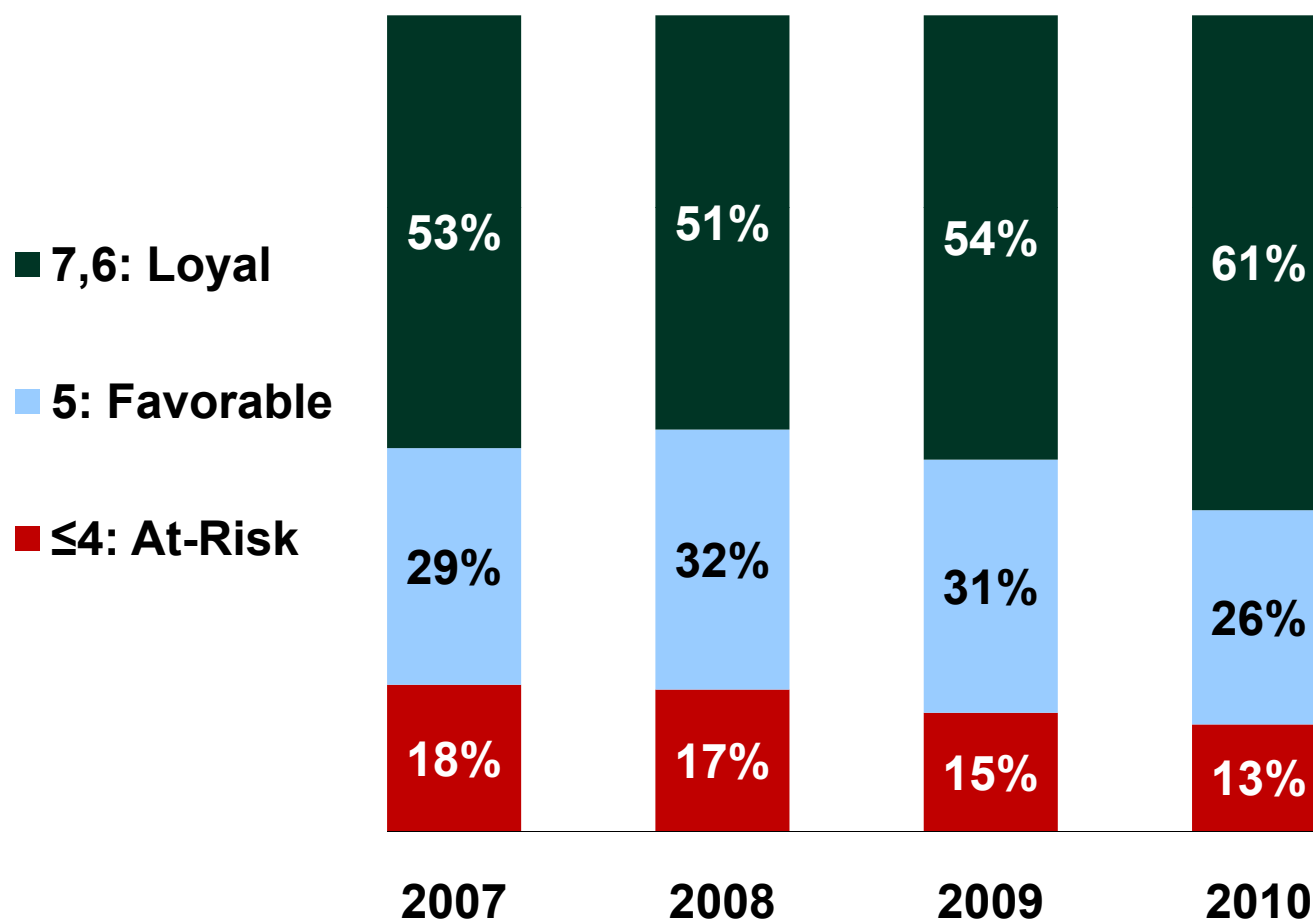
**Chart 1. Chatham Clients'
Overall Satisfaction with Provider
Year-to-Year Comparison**



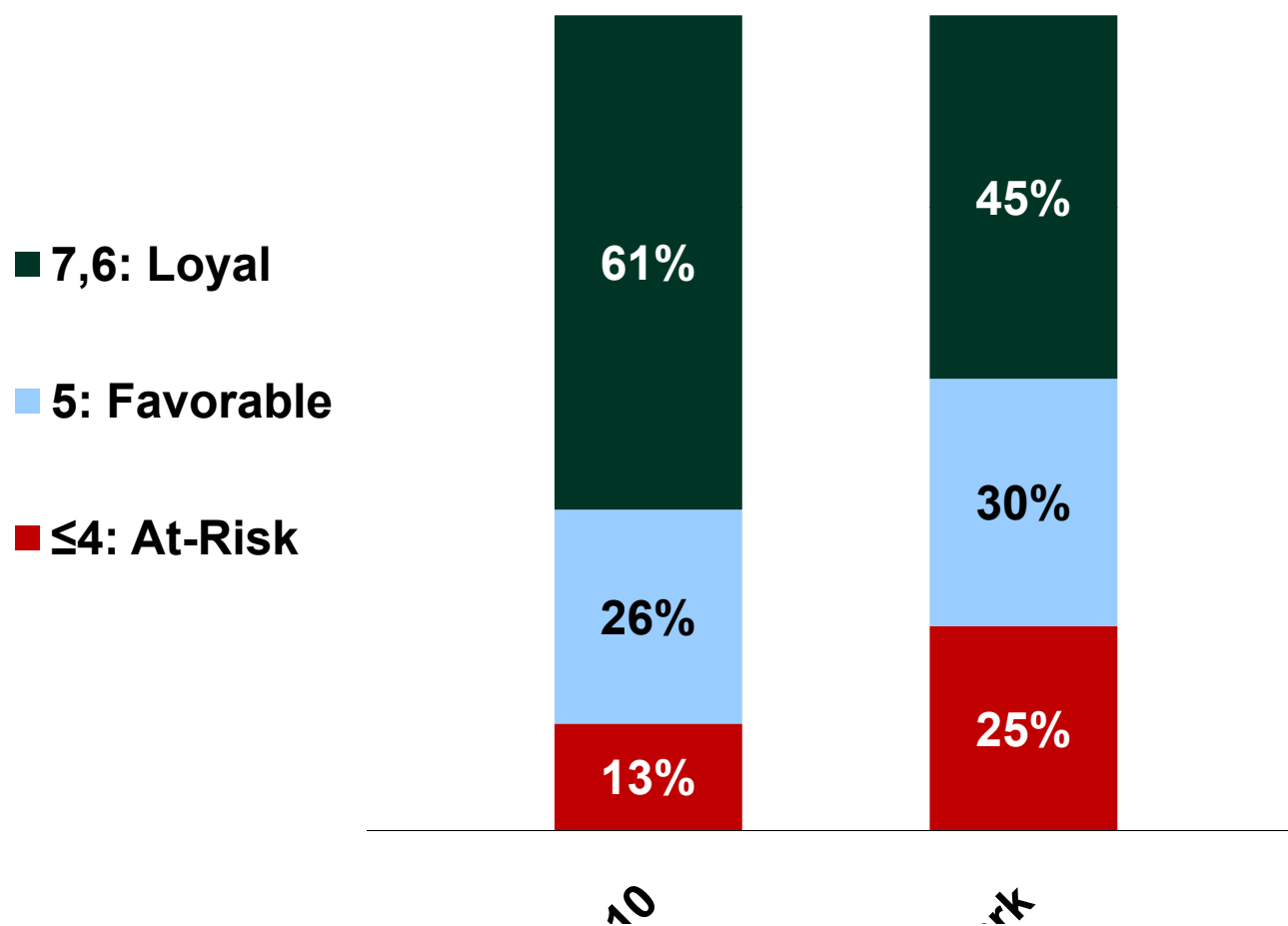
**Chart 2. Overall Satisfaction with Provider
2010 Chatham Score vs. Benchmark**



**Chart 3. Chatham Client Loyalty Matrix
Year-to-Year Comparison**



**Chart 4. Chatham Client Loyalty Matrix
2010 vs. Benchmark**



**Chart 5. Chatham Client Loyalty Matrix
2010 vs. Benchmark (NPS)**

