



Leticia G. Ruffolo  
Vice President  
Business Relationship Manager  
Business Banking

May 17, 2016

Ms. Courtney Avery  
Administrator  
Illinois Health Facilities & Services Review Board  
525 W. Jefferson St. 2nd Floor  
Springfield, IL 623761

Dear Ms. Avery

My name is Leticia Ruffolo, I'm a Business Relationship Manager with Chase Bank. I've been with Chase for over 20yr. I'm currently managing Dr. Alausa's accounts for all his Kidney Care Centers/ Home Dialysis centers. It's been a pleasure to work with Dr. Alausa & his staff.

Dr. Alausa kidney Care Centers have a strong relationship with the bank since 2004, and growing to this date. All of the Kidney Care Centers accounts have always been in good standing. Between all the Home Dialysis Care Centers they have in excess of \$1,180,000 in balances.

If you should have any additional questions I can be reached at 708-579-4272.

Sincerely,

A handwritten signature in black ink that reads "Leticia Ruffolo". The signature is fluid and cursive, with a large, stylized "L" and "R".

Leticia Ruffolo  
Business Relationship Manager  
Vice President Business Relationship Manager III|Chase Business Banking  
14 South La Grange Rd LaGrange, IL 60525 (:708.579.4272 | E-fax.877-837-5158  
Leticia.g.ruffolo@chase.com

CHASE BANK, NA • 14 S. LaGrange Rd, LaGrange, IL 60512

Telephone: 708-579-4272 • Facsimile/ E-fax: 877-837-5158

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