



Our Ref: NHA.NEW56.1
Your Ref:

17 November 2009

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Dear Sirs

Re: Verification of online testimonials

We refer to our recent examination of a client testimonials folder which you provided to us for our consideration.

We confirm that the testimonials we have examined are from clients that have been treated in your clinic for various addictions and dependency upon nicotine, alcohol and drugs and the testimonials we have examined appear to have been collected/received by you over the past 5 years or so. The folder contained testimonials from ex- and current clients of yours and from a variety of sources including emails, hand written notes and letters from clients, together with website feedback forms.

In our consideration of the original documentation, we noted that the ageing condition of the original correspondence varied greatly as did the handwriting, the date and time of the correspondence, the nature of the same in terms of the size of the documents and the colours of the paper. We are satisfied upon consideration of the same that these documents are from a variety of different sources as would be expected of testimonials from hundreds of different people. We confirm that there were hundreds of different testimonials contained within the folder that we had the opportunity to consider visually, and these were dated across a period of 5 years.

We thereafter conducted a comparison of various samples of the original correspondence to correspondence that had been copied for our use. We confirm that the copy testimonials provided to us were genuine copies of the originals. We thereafter conducted an examination of the copy correspondence with the online text of the client testimonials contained within your website. We confirm that the testimonials contained on the website are an accurate representation of the comments made by your clients in the testimonials that we have had the opportunity to examine, and we are happy to confirm that these are genuine testimonials.

We trust this is satisfactory but should you require any further clarification, please do not hesitate to contact us.

Yours faithfully

PEARSON HINCHLIFFE

