

November 2009

Dear Customer:

We greatly appreciate your business and support for our products, including the MedQuist Voice Writer or other MedQuist legacy dictation system you currently own. As you know, these systems have been in use for many years, and customers such as yourself have achieved significant efficiency gains and returns from them over a long period of time.

Please be aware that your legacy system lacks both a contemporary technology foundation and many features that today's dictation and transcription environments demand. In addition, it is becoming increasingly difficult to service and support due to limited availability of parts and compatible remote diagnostic tools. While we actively maintain your service contract, we want to continue to support you with the best possible service and solutions.

So to reward your loyalty and maintain our relationship, we would like to make the following proposal to upgrade your core dictation system to current technology for the same annual fee as you are paying today:

- MedQuist will replace your MedQuist legacy system with a current DocQvoice™ system sized by us to fit your existing configuration and needs.
- **No investment** on your part for the new system.
- **No charge** for the implementation.
- In return, you agree to sign a service contract for a three-year period at the same value and terms as on your existing installed system contract. MedQuist will own the system during this three year period, after which you will have the option to buy it outright.

Gain the same benefits hundreds of hospitals realize with DocQvoice

DocQvoice is a complete, current-generation dictation system with open architecture, industry-standard operating and database systems, and web foundation for convenient remote access from multiple facilities. It has been used successfully by hundreds of hospitals and other organizations. Highlights of benefits you gain by moving to DocQvoice include:

- **Considerable additional functionality.** Such as highly flexible work routing to better utilize staff and optimize turnaround times, multi-site administration, advanced document distribution options, and a dashboard feature that allows managers to obtain a quick system-wide view.

- **A convenient and robust upgrade path** that enhances your ability to fit your dictation capabilities into your organization's EHR strategy. DocQvoice permits integration with our advanced DocQment Enterprise Platform to gain the benefits of high-performance transcription as well as speech recognition and other advanced technologies.
- **Better remote support.** DocQvoice is easily supported remotely, which means better ability to troubleshoot problems and provide quick resolution.
- **Ability to access MedQuist's leading services.** With DocQvoice, you are able to take advantage of MedQuist's large and skilled workforce to handle overflow transcription needs as these arise.

DocQvoice users have realized substantial productivity gains from the system. Here is just one example:

"DocQvoice makes us better managers because it enables us to use the information we have more effectively. We can see where we have overflow, or in some cases, under used capacity. Now we shift resources to the highest need areas quicker, without disruption to our system of care."

Wanda Newton, HIM Director, Maury Regional Healthcare, Columbia, Tennessee

Enclosed is a brief informational sheet on this system.

Additional Incentives

To help make this offer as advantageous for you as possible, you will also be eligible for additional incentives to help you adopt other MedQuist solutions that you may already be investigating. At any time *within twelve months* of signing the DocQvoice upgrade agreement, you will be entitled to the following significant offers:

- 30% off list price in effect at time of sale for acquisition of SpeechQ for Radiology™ -- our real-time interactive speech recognition solution, one of the industry leaders today, and a real timesaver for radiologists.
- 40% off list price of any DocQvoice accessories.
- Discounted rates on the per line charge to convert to MedQuist's DocQment® Enterprise Platform offered on a centrally hosted basis. Ask us for more details.

I urge you to visit www.medquist.com to learn more about the DocQvoice system or contact us at 866-542-7253. I have also asked one of our representatives to call you shortly as a courtesy to make sure you have received this important information and to help guide you on any questions you may have. Thank you very much for your continued support of MedQuist.

Sincerely,

Peter Masanotti
CEO