



2000 N. M-63
Benton Harbor, MI 49022-2692

September 20, 2007

Mrs. Mary Smith
1011 Madison Drive
Benton Harbor, MI 49022

Dear Mrs. Smith:

Happy Birthday from all of your colleagues at Whirlpool!

As a company, we have been happy to be able to provide complimentary health exams for our employees. We believe that a healthy workforce leads to a healthier, more efficient company and are proud of the past success of the program. Now we are excited to announce an all-new program that will better serve our employees and the Benton Harbor community. With a new structure for the program, this brings a fresh outlook to the health initiatives at Whirlpool. As a perk of this new program, spouses of employees will also have to opportunity to receive no-charge physicals.

Healthy family living is contagious and we believe that this service will improve the wellness of our people and their families. We simply need your help to spread the word to your spouse because we need your help to make this program a success.

We know that your main concern with the wellness program is the confidentiality of your records. Our new program has streamlined the handling of the records so they go straight from the Whirlpool nurses in a sealed confidential envelope in the mail to your mailbox. There will be absolutely no other uses of your records. If our healthcare staff does find an issue with your health records or tests, you will personally be contacted and will have the choice to be reevaluated by our company doctor or a doctor of your choosing. Also, your records will be kept separate and confidential from your spouse's file.

We believe our new system at Employee Wellness Program will better serve our employees and your families. We welcome any feedback you have on the new program. To schedule an appointment at the center, please call (269) 555-1234 as we will now have expanded hours to accommodate your spouse's schedule.

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Thank you for your support thorough this change and we look forward to serving you better in the future!

Sincerely yours,

Dana Donnley
Director of Employee Communication, Whirlpool Corporation

cc: Brian Buck