



16<sup>th</sup> June 2010

Dear valued Customer,

Re: Name change from, Hospital & Rehab Pty Ltd. trading as 'Lifehealthcare' - to Aidacare Pty Ltd

We are pleased to let you know that the name of the business will change from the 1<sup>st</sup> July 2010. This is a 'name' change, so all other ASIC details remain the same.

### **Background**

Hospital and Rehab Pty Ltd trading as 'Lifehealthcare' was set up for the business when it was separated from its Lifehealthcare Pty Ltd parent last year in July and the 'Lifehealthcare' name was licensed to the business until June this year. This is understandable as Lifehealthcare Pty Ltd is a company in its own right.

### **Why the name Aidacare?**

We wanted a name that was neat, short, easy to say and hear, and had some meaning. We found the word AIDA which had a couple meanings of interest and relevance -

1. **Aida** – is the latin word for Helper or Care Giver, from which the English word AID is derived.
2. **AIDA** – is a well known Sales training acronym standing for "Attention, Interest, Desire, Action" for engaging a customer.

In this respect I confirm that it is only the 'Company name' that is changing – the ABN 40 134 398 833 and all other ASIC details relating to the business remain exactly the same. The contracting entity supported by the ABN is unchanged.

Bank Account details remain the same apart from the name change and there will be no impact on electronic transfer payments made to our account.

It would be appreciated if Cheque payments could be made out to the new name, preferably from 1<sup>st</sup> July however, Westpac will accommodate the old name on cheques through a transition period to ensure a smooth transition.

We appreciate the relationship we have with you and look forward to continuing to work with you. We apologize for any inconvenience this causes. Please contact us on 1300 133 120 if you have any further enquiries.

Kind Regards,

Bill Garland (Executive Chairman)

**'We care for your care'**