



**ENSERV**

Redefining Medical Waste Solutions™  
A MedServe Company



**SOLID WASTE TECHNOLOGIES**

An ENSERV Company

January 2010

To Our Valued Customers,

We are pleased to announce, ENSERV and Solid Waste Technologies are now part of Stericycle, Inc. Together, with the combined national infrastructure of our medical waste companies, we can provide even more convenience, value and services that you'll appreciate.

Over the coming weeks, we will be integrating the companies. Our teams are working closely with Stericycle's transportation, operations and account management teams to ensure the least amount of disruption to your business—and Stericycle will honor pricing under the terms of the agreement that you signed with ENSERV for Regulated Medical Waste service.

Someone from the ENSERV/Stericycle team will be reaching out to you to help facilitate a smooth transition. There are many more exciting developments to come that will provide you with even greater confidence that your waste is being managed safely and you're in good hands. Along the way, we'll keep you informed about changes that might affect you.

Together, we are one team—and Stericycle is a company with sound values, outstanding capabilities, and a desire to earn your business and trust by providing standout customer service.

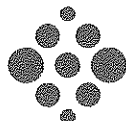
Thank you for your support and for your business.

Sincerely,

James G. Hortenstine  
Vice President Operations  
Ensenv, LLC

Robert A Tangredi  
Corporate Vice President  
Stericycle, Inc.

P.S. If you have any immediate questions or service-related issues, please call **1-877-783-7411**. You'll be connected with ENSERV/Stericycle's special team for ENSERV customers—we are eager to welcome you and help you get what you need.



**Stericycle**®  
Protecting People. Reducing Risk.™



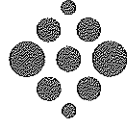
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**Stericycle®**

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**Together, we are one team.**

*It's our mission to help protect people and reduce risk every single day.*

**Here are some everyday facts about Stericycle and the advantages you'll enjoy as we move forward together.**

- **Packaging Systems:** Stericycle offers a variety of containers to meet your specific requirements. Your driver will provide Stericycle bar-code labels specific to your facility that will allow tracking of your medical waste containers from pick up to disposal.
- **Online Manifest Archive:** Manifests are typically available for viewing in our online archive within 2 weeks of waste being processed. You will receive instructions on how to access the Stericycle Online Manifest Archive in the coming weeks.
- **Invoicing:** When ENSERV merged with Stericycle, we made a commitment to honor pricing under the terms of the agreement that you signed with ENSERV. That commitment is being honored. Stericycle is preparing to assume responsibility for invoicing at the end of February 2010. The annual increase scheduled on your current ENSERV agreement was postponed for two months, but will be reflected on your next invoice. If you have any questions about your invoices, please call the phone number printed on your bill.
- **Ordering Replacement Sharps Containers and Ancillary Products:** As you have in the past, call **1-866-210-1280** or email [plintz@medserve.com](mailto:plintz@medserve.com) to place your product orders.

**An IMPORTANT NOTE about SaferAndSmarter,** ENSERV's Business Solutions for Healthcare Professionals: All customers relying on ENSERV's compliance products, training and practice management tools will continue to be served. Your login and access rights remain valid unless otherwise notified.