Denise Strasser

From: Lisa Bean
Sent: Tuesday, January 13, 2009 2:30 PM
To: information@[redacted]
Cc: Denise Strasser
Subject: FW: Thank you

Good afternoon Paul,

I hope your day is going well. I have contacted a few of our customers and they would be happy to talk with you. The first young lady I spoke with is Luz Zimmermann from Novartis her telephone number is [redacted]. The second young lady I spoke with is Margarita Virgil from PRA International (Abbott) her telephone number is [redacted]. I would be more than happy to provide you with more contacts if you wish. Please let me know if there is anything else that I may do for you. Look forward to talking with you soon.

Have a fantastic afternoon.

Warm regards,

Lisa Bean
Customer Relationship Specialist

Coast IRB, LLC | www.coastirb.com
5475 Mark Dabling Blvd. Suite 351
Colorado Springs, CO 80918
[redacted]

Please visit www.coastirb/service and let us know how we are doing!

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Hello Paul,

Thank you for your inquiry. I will do some investigating on my end and see what I can put together for you in the means of references/referrals. If in the meantime you should need any additional information please feel free to contact me. I will be in touch soon.

Have a fantastic evening.

Warm regards,

Lisa Bean
Customer Relationship Specialist

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5475 Mark Dabling Blvd. Suite 351
Colorado Springs, CO 80918
P [redacted]
F [redacted]
[redacted]

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-----Original Message-----
From: information [redacted]
Sent: Monday, January 12, 2009 9:50 AM
To: Lisa Bean
Cc: Denise Strasser
Subject: Re: Thank you

Lisa,

I hope you've been having a great New Year. Thank you for the information on Coast's customer service. It was very helpful! I was also looking at your web site and saw on your "Clients" link that you've done some work for some pretty big companies (AstraZeneca, Eli Lilly, GlaxoSmithKline, Johnson & Johnson, Merck, Novartis, Pfizer, etc). Do you have any referrals/references at those companies, people we could speak with regarding their experiences with Coast? That would be a big help.

Thanks again for all of your help,

Paul

Paul Jennings
Device Med Systems
5746 Union Mill Rd
Clifton, Virginia 20124

> Good afternoon Paul,
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>
> I hope that your day is going well. I want to thank you for choosing
> Coast IRB for the review of your study.
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> Please find attached a couple of brief pieces that describe Coast IRB.
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> Coast IRB was recently named by INC Magazine as one of the fastest
> growing companies in America. This prestigious accolade is due to our
> desire to stick with the 3 main philosophies that our founder Darren
> McDaniel used to start Coast IRB; speed, quality and flexibility. Our
> board meets twice per week and documents are shipped the day following
> the board meeting. Coast IRB is big enough to have individual account
> teams that are assigned to your project but small enough to allow you
> flexibility in how documents are processed, shipped, etc. All
> documents are checked for quality up to 3 times prior to release to our customers.
>
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>
> If you want an IRB with experience, Coast IRB has it. Coast IRB has
> worked on over 1000 multi-center trials ranging in size from 5 sites
> to over 400 sites in all phases of development. Coast IRB has
> approved over 15,000 Primary Investigators and we are currently
> servicing over 400 ongoing clinical trials.
>

>
> A couple of months ago we sent an email to several customers asking
> for them to fill out a survey on the quality of our service. We
> expected to receive a few responses per week from the busy Clinical
> Research Associates that we work with daily. To our delight, we have
> received 81 positive responses and 1 negative response which was
> corrected the same day. Below are just a few of the comments that we
> have received. Would you say these statements about your current IRB?
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> "Thank you very much you guys are the quickest IRB I have ever worked
> with and I have done this 7 years! Thanks"
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> There has been such great service to date."
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> "EXCELLENT!!!!!!!!!"
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> "I have been satisfied with Coast's service throughout study start-up
> and continuing review."
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> I am always appreciative of the helpfulness and friendliness of the
> staff at Coast.
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>
> I want to thank you all for your fabulous work on this project. I
> understand that we have been asking a lot from you lately and you have
> handled it with grace and poise every time. I know from my own
> experience working in a Central IRB, that all of the abovementioned
> tasks take time and a lot of effort from the staff. Thank you again
> for all of your help with these matters. Your efforts are greatly
> appreciated!
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> I hope the information provided has been inspiring. We look forward to
> continuing business with you.
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> Have a wonderful Holiday Season! :-)
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>
> Warm regards,
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>
> Lisa Bean
>
> Customer Relationship Specialist
>
>
>
> Coast IRB, LLC | www.coastirb.com <http://www.coastirb.com/>
>
> 5475 Mark Dabling Blvd. Suite 351

> Colorado Springs, CO 80918
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> Please visit www.coastirb/service <http://www.coastirb/service> and
> let us know how we are doing!
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