

February 13th, 2020

Her Royal Highness Princess Reema bint Bandar bin Sultan bin Abdulaziz Al Saud  
Ambassador of the Kingdom of Saudi Arabia to the United States of America  
601New Hampshire Avenue NW  
Washington, D.C. 20037

Dear Ambassador bint Bandar:

We respectfully wish to introduce you to our organization, the Shirley Ryan AbilityLab (SRAlab), the #1 rehabilitation hospital in the United States for 29 years. We have had the honor of serving countless patients with physical disabilities from the gulf region and are currently helping develop greater rehabilitation capacity in the region. We reach out to you now on two topics: The first relates to the critical mandate of building rehabilitation infrastructure and clinical best practices in KSA and the second, regards a Saudi citizen from abroad who was treated at our preeminent research hospital.

SRAlab understands and embraces the 2030 Vision for the Kingdom and we are aligned with KSA in our shared mission to improve post-acute care and rehabilitation in Saudi Arabia. We are delighted to be working with Gulf Development International (GDI) in planning the International Academic Medical Center (IAMC) project. As you know, this transformative project will create new infrastructure and capabilities in rehabilitation and will bring \$4.9 Billion SAR investment to KSA. Along with GDI, we enthusiastically invite you to visit us in Chicago to observe our unique approach to rehabilitation.

Secondly, per the recommendation of Saudi Health Mission leadership in Washington, we are seeking your assistance to close a very complicated case for which SRAlab has not received substantial reimbursement. Specifically, the patient is Tulin AlAlharet, date of birth: 5/25/2016, SHM File # 33677.

Tulin is a 3 year old female patient, requiring mechanical ventilation. She was originally referred by the Saudi Health Mission (SHM) for evaluation of spinraza treatment at Lurie Children's Hospital (LCH) in Chicago. During the time Tulin was being evaluated for spinraza, SHM authorized her admission to SRAlab for rehabilitation. When it was determined that spinraza was not an option, her parents refused to leave SRAlab, placing us in the untenable and unprecedented position of having a patient we could not discharge.

On 12/8/2018, Tulin was transferred from SRAlab to the emergency room at Lurie Children's Hospital. Once stabilized at Lurie, Dr. Zaki of the SHM requested that SRAlab re-admit Tulin from Lurie so that she could continue to receive rehabilitation while the SHM and SRAlab worked together to develop a safe discharge plan and secure Tulin's parents' cooperation. Throughout the subsequent ten month period, we worked closely with SHM's medical team and directly with its Medical Attaché at the time, Dr. Fahad

Altamimi to discharge Tulin. During this period, Dr. Fahad asked us to collaborate with him while he applied pressure to the family to leave. He explained that he would not be providing any additional Letters of Financial Coverage in order to pressure Tulin's parents to return to KSA but repeatedly and consistently assured us that SRAlab would be paid for the entirety of her stay. In sharing this strategy with us, he asked for SRAlab's continued understanding and cooperation, which we provided in good faith.

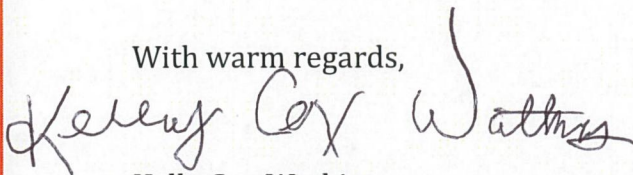
Over the ten months that Tulin was in our facility without a Letter of Financial Coverage, we had many conversations with Dr. Fahad re-confirming the understanding that we would be fully reimbursed once the patient was discharged (see attachment for details and timeline of conversations). In spite of all of our collective efforts to convince the family to leave, SRAlab ultimately retained legal counsel to facilitate the discharge process; thus, SRAlab incurred additional expenses.

We still have not been paid for services provided from November 16, 2018 through September, 15, 2019. Prior to his recent re-assignment, Dr. Fahad assured us that he had referred the case to the MOH in Riyadh in October 2019 for approval of full and complete payment, however we have not heard anything further. The outstanding balance of \$1,237,473.00 USD is extremely large for our organization and is a significant concern to our executive leadership.

We respectfully come to you, seeking your help in resolving this issue. We are very aware that Your Highness has many pressing matters to attend to, but we are also confident that you will see the importance of interceding in this very concerning situation. Throughout this process, we treated Tulin and her parents with the utmost care, patience and respect while following the direction of Saudi representatives and relying on their clear assurances that SRAlab would be reimbursed for the unpaid balance. We know this situation is not reflective of our longstanding relationship and the exciting future we share.

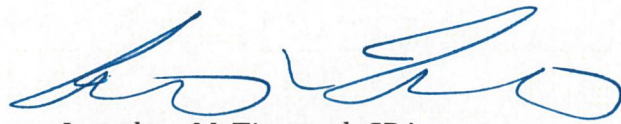
We would welcome the opportunity to speak with you in person or over the phone to resolve this case. My cell phone number is (630) 835-7074, and my email is [KWatkins@sralab.org](mailto:KWatkins@sralab.org). We look forward to hearing from you. If you or your designee could kindly follow up in the next week, we would be very appreciative.

With warm regards,



Kelly Cox Watkins

*Vice President, Market Development*



Jonathan M. Tingstad, CPA

*Senior Vice President, Chief Financial Officer*