



Results of 2010 customer satisfaction survey

Since 2003, MEDICA has conducted an annual satisfaction survey of all of its clients: patients, residents and their relatives. The results of the customer satisfaction survey support the opinion of MEDICA employees, who are very attached to the interpersonal and technical nature of their profession.

This year the customer satisfaction survey was conducted at the same time as a social climate survey. The CSA Institute was contracted to conduct this anonymous survey, which had a total of 6700 respondents.

The very high satisfaction rate was confirmed in 2010.

The 2010 results show that MEDICA's core values of kindness and respect are largely shared by its teams and acknowledged by its clients.

Clients affirmed the professionalism and dedication of MEDICA employees. 97% of the respondents of the satisfaction survey agreed that MEDICA teams are friendly, warmhearted and attentive with regard to residents and their relatives.

They also noted an improvement in the availability of MEDICA staff: the satisfaction rate rose from 88% in 2007 to 91% in 2009 and 93% in 2010. 95% of respondents expressed satisfaction with MEDICA's respect for the privacy and dignity of the elderly during personal care.

For the past 10 years, MEDICA has worked determinedly to become a reference and symbol of excellence in terms of personal care and quality of life within its establishments. To achieve this ambition, it has set up structured procedures to develop quality standards in all its establishments and to promote corporate values shared by all.

An analysis of the survey by establishment supports these very strong results and shows that the 121 short-term and long-term dependency care centres participating in the survey had an average satisfaction rate of 96%. Of these, 57 have achieved excellence with a recommendation rating of nearly 100%. These positive results contrast sharply with public opinion of convalescent and nursing homes, with only 32% agreeing that the services provided by dependency care centres are excellent, very good or good.* As a result, MEDICA teams are encouraged to continue pursuing their efforts, building on the group's momentum of the past 10 years.

()Cercle Santé – Europ Assistance survey*

About MEDICA

Created in 1968, MEDICA is a leading provider of long and short-term dependency care in France. It operates in both the long-term care sector, with 127 nursing homes in France and Italy, and in the post-acute and psychiatric care sector, with 37 facilities in France. Together, these facilities offered a total of 12,300 beds at 30 June 2010.

MEDICA has been listed on the NYSE Euronext Paris stock exchange since February 2010 –
Compartment B – Eligible for the Deferred Settlement Service.

MEDICA is included in the CAC Mid 100, SBF 250 and MSCI France Small Cap indices.

Symbol: MDCA – ISIN: FR0010372581 – Reuters: MDCA PA – Bloomberg: MDCA FP

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