



**Illinois Department of Financial and Professional Regulation**  
**Division of Professional Regulation**

PAT QUINN  
Governor

BRENT E. ADAMS  
Secretary

DONALD W. SEASOCK  
Acting Director

January 5, 2011

Lupco Steriev  
PO Box 30312  
Chicago, IL 60630-0312

RE: MEERA G MADAPPALLIL  
M MAHER NAJJAR  
Case 2011-00107

Dear Lupco Steriev:

This letter acknowledges the receipt of your recent complaint. The Department of Financial and Professional Regulation has referred your complaint information to the appropriate division for initial screening to determine if any applicable state regulations may have been violated.

A review of your complaint may or may not result in the opening of an investigation. The information you have provided is being evaluated by our staff to determine the most appropriate course of action. If the Department is unable to proceed with your complaint, you will receive a letter advising of such.

Should your complaint result in the opening of an investigation, you may be contacted by a Department investigator seeking additional information. At that time, your cooperation will be required. The Department will then conduct an investigation to determine whether the allegations violated the respective state statute.

The file reference number that has been assigned to your complaint can be found listed above; please refer to this number in any future communication with the Department.

Thank you for bringing this matter to our attention.

Sincerely,

Complaint Intake Unit



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RE: MEERA G MADAPPALLIL + MAHER NASSAR } STAFF  
 M MAHER NAJJAR }  
 Case 2011-00107 ANIMAL " HOSPITAL GOTTLIB MEMORIAL

Dear Lupco Steriev:

The Department of Financial and Professional Regulation would like you to be familiar with our Patient Advocate Liaison Program which is available to provide you with service in the area of advocacy, guidance and support.

As your Patient Advocate Liaison, I can provide you with information regarding the status of your case and answer questions you may have. I am here to guide you through the administrative process by providing you with orientation and support.

Please feel free to contact me for assistance. The file reference number that has been assigned to your complaint can be found listed above. Kindly refer to this number in any future communication with us.

Sincerely,

Jessica Pantoja  
 Acting Patient Advocate Liaison  
 312/793-8723

OFFICIALLY REGISTERED!  
 ☺  
 2011