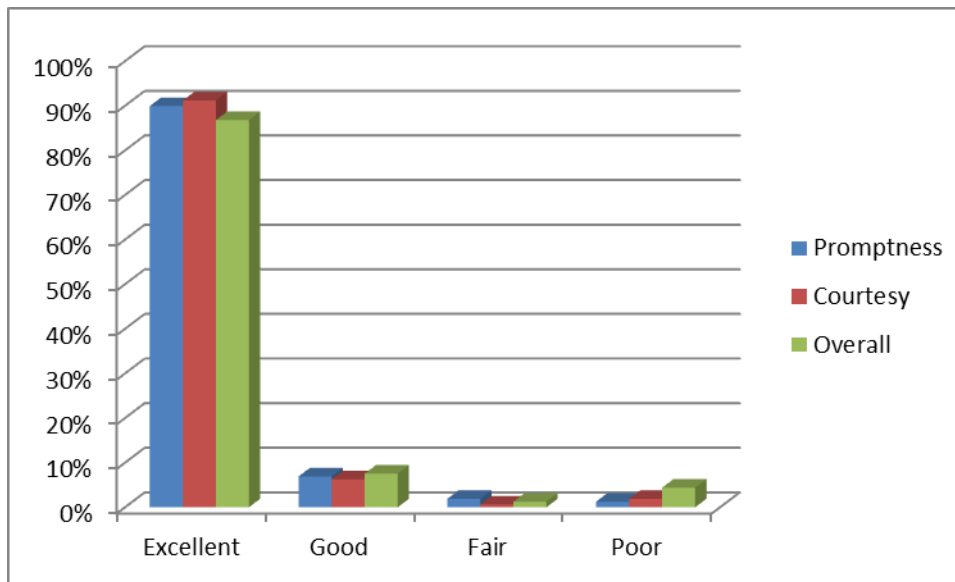




CLAIMS SURVEY RESULTS

As a way of obtaining feedback on our claims process, CPIC routinely sends out claim survey cards to claimants who have had experiences with our claim department. In 2011, we sent out 600 cards and a total of 270 were returned to us--- a return rate of 45%. The results of the survey are as follows:



Comments about our staff include the following:

- “All the employees should be praised. Beth handled the claim to more than ym satisfaction. I believe all in the office went the “extra mile.”
- “This was my first insurance claim & was surprised how quickly it was resolved. Thank you very much for the prompt service.”
- “Outstanding Service”
- “Keep up the good work.”
- “Thank you for being compassionate for my loss, and for the situation causing it. Beth did her job above & beyond. Thanks.”
- “I couldn’t be happier with the way my claim was handled.”
- “Beth is a fantastic rep. for you. Perfect job in every way.”
- “Your company is the best ever. I always recommend you whenever possible.”
- “Your insurance company should be the model for the “Big Box” Insurance Co’s”