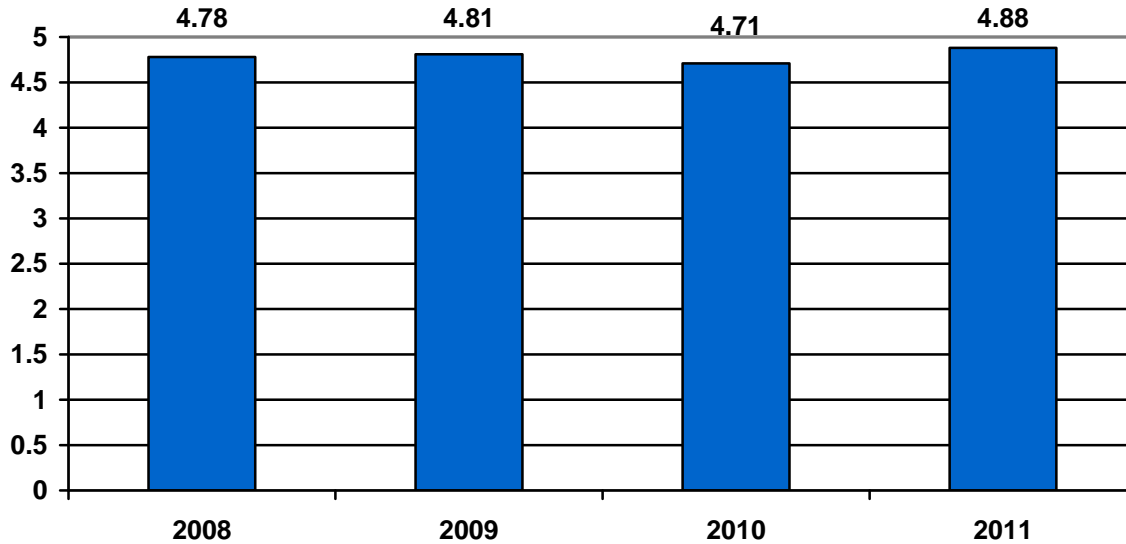


## Strategic Risk Solutions – 2011 Customer Satisfaction Survey Results

Strategic Risk Solutions (SRS) undertakes an annual survey of clients to gauge satisfaction with the firm's services and to identify areas for improvement. The 2011 survey was completed in November. We are publishing the results of the survey for the benefit of current and future clients.

### Overall Level of Satisfaction with SRS

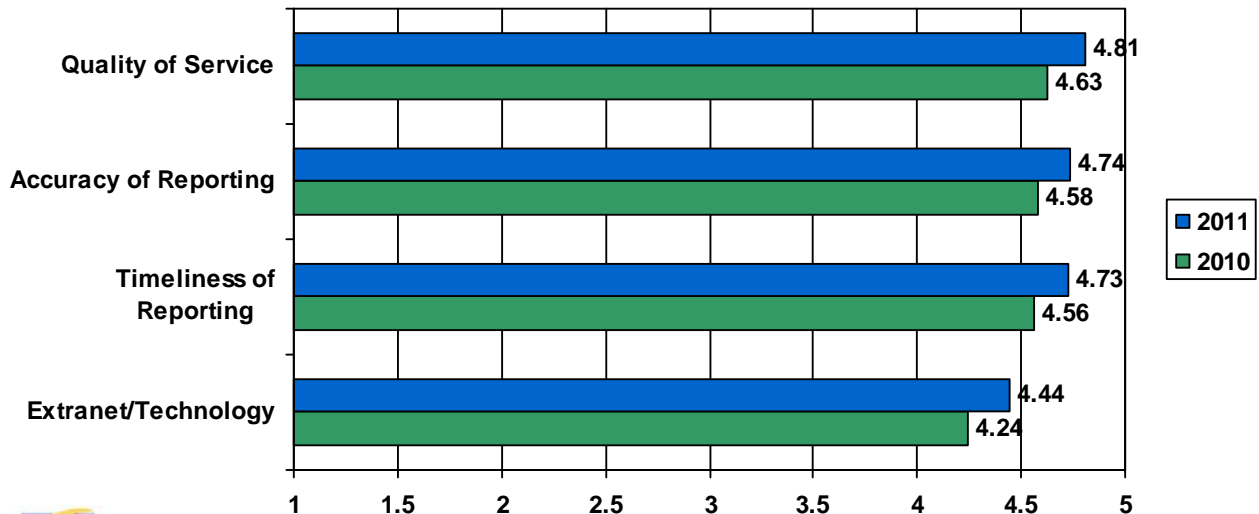
All respondents to the 2011 survey said they were satisfied or highly satisfied with the services provided by SRS. The average satisfaction ratings for the past four years have been as follows.



1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied

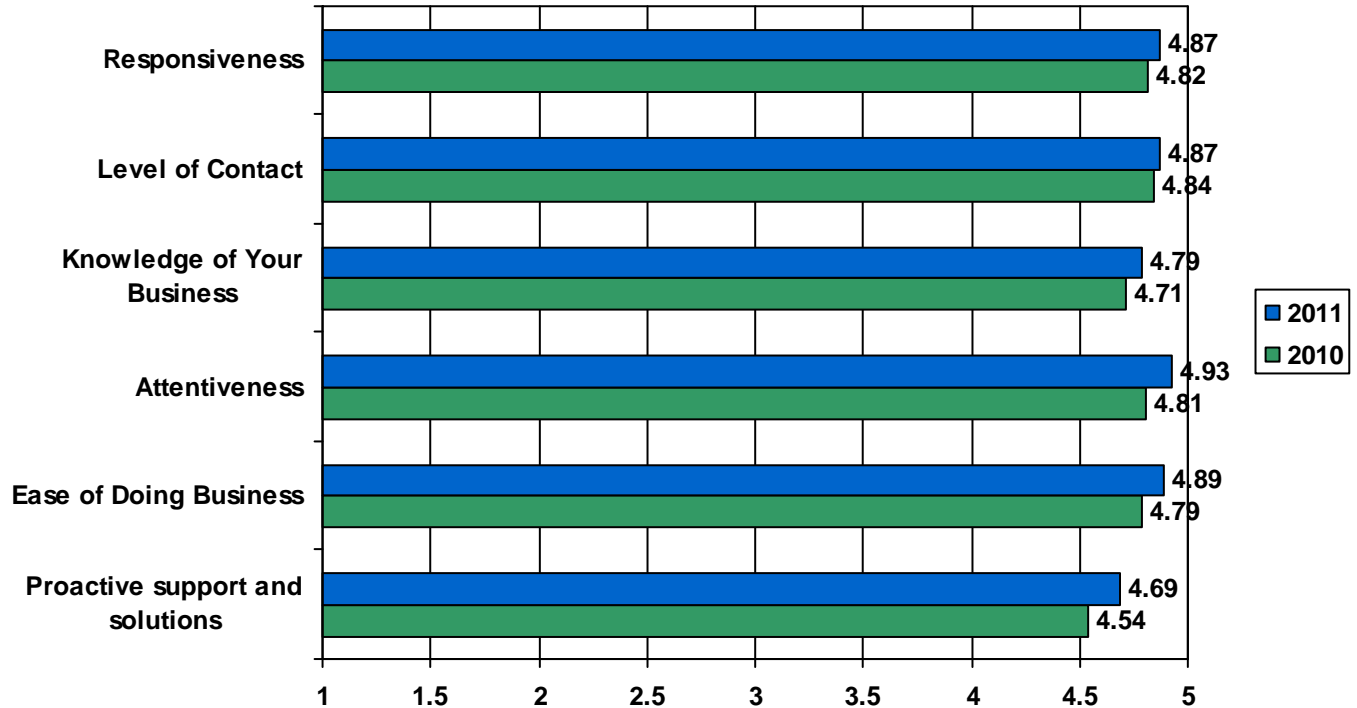
### Services

Respondents rated our services in four areas on a scale of 1-5 (1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied). The average ratings were as follows.



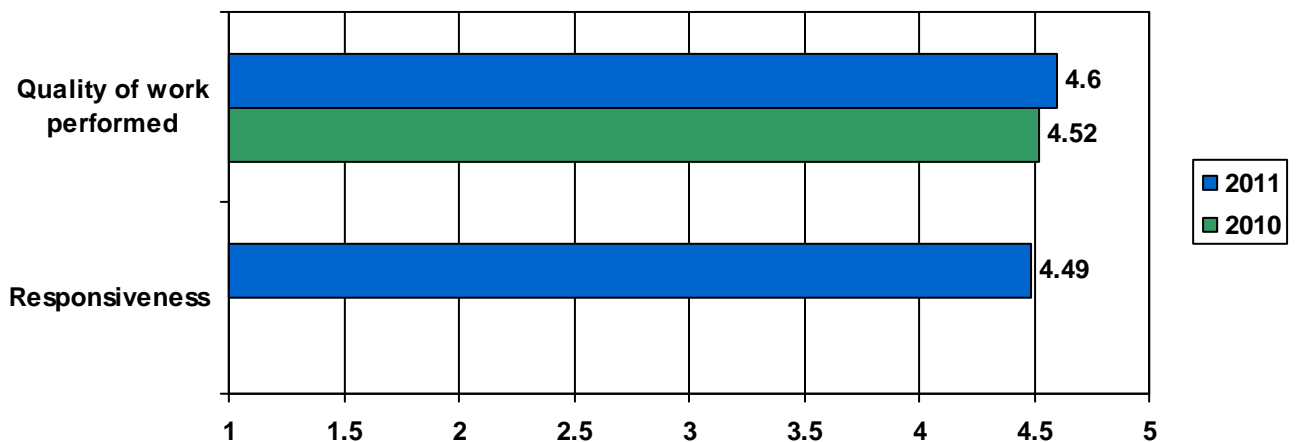
## Quality of Staff

Respondents rated the quality of our staff and client interactions in five areas on a scale of 1-5 (1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied). The average ratings were as follows.



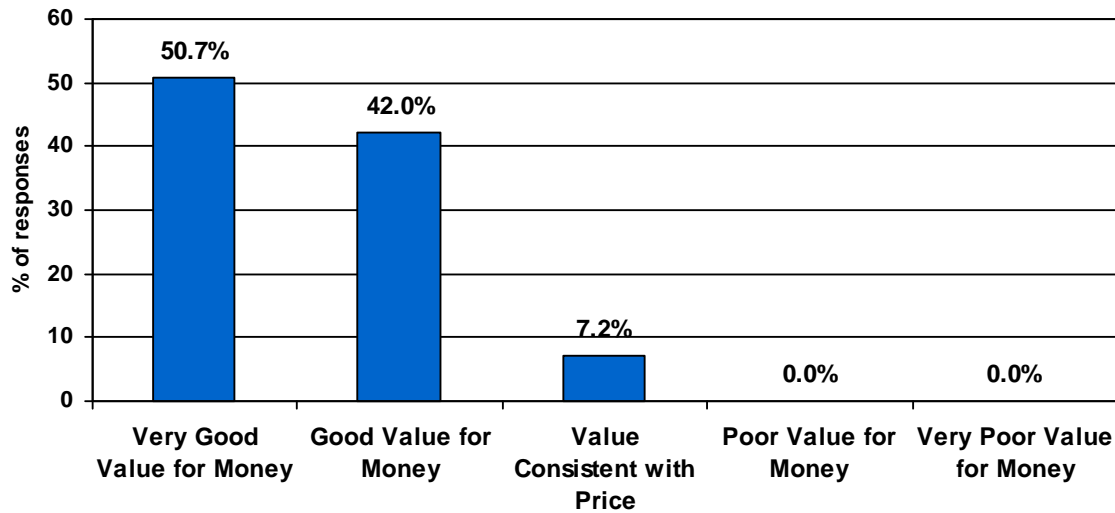
## Captive Consulting and Advisory Services

Respondents rated our captive consulting and advisory services on the quality of the work performed and our responsiveness on a scale of 1-5 (1 = very poor, 2 = poor, 3 = neutral, 4 = good, 5 = very good). The average ratings were as follows.



## Value for Money

Respondents rated the value of the services provided by SRS compared to the price of the services. The distribution of responses was as follows.



## Participation

The survey was sent to all SRS clients who had been with the firm for a minimum of six months at the time of survey. There were 70 respondents to the survey. As SRS has grown over the years, the number of respondents to our annual survey has increased. The 2011 survey had the highest number of respondents for any of our annual surveys.

## Contact

For more information about our 2011 customer satisfaction survey, please contact Brady Young at [brady.young@strategicrisks.com](mailto:brady.young@strategicrisks.com) or 781 264 1398.

## About Strategic Risk Solutions

SRS is a leading independent captive management firm with representation in all major onshore and offshore domiciles. It provides financial reporting, regulatory compliance and underwriting management services to existing and prospective captive insurance companies.

For more information, please visit our web-site at [www.strategicrisks.com](http://www.strategicrisks.com)