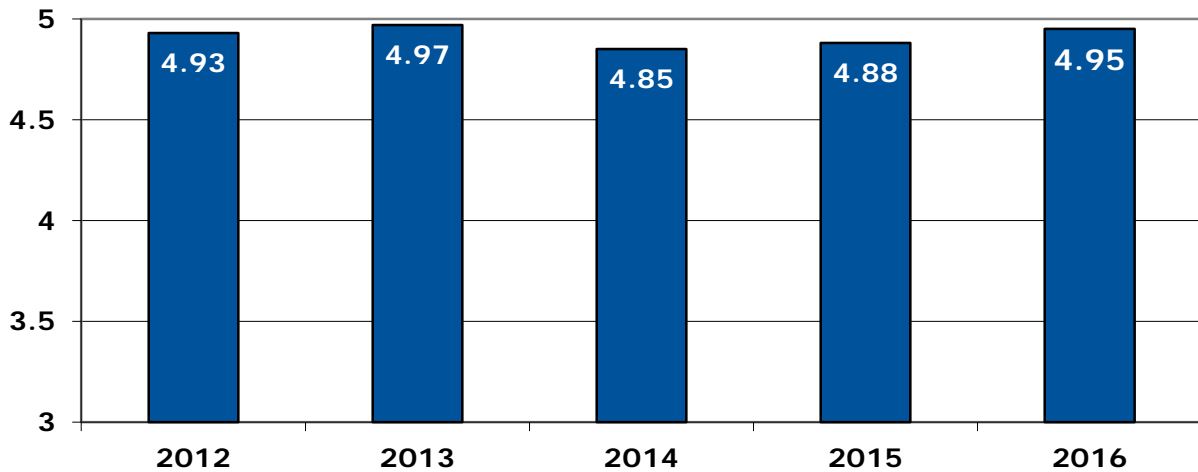


Strategic Risk Solutions 2016 Customer Satisfaction Survey Results

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 2016 survey was conducted in December and January 2017. We are publishing the results of the survey for the benefit of current and future clients.

Overall Level of Satisfaction with SRS

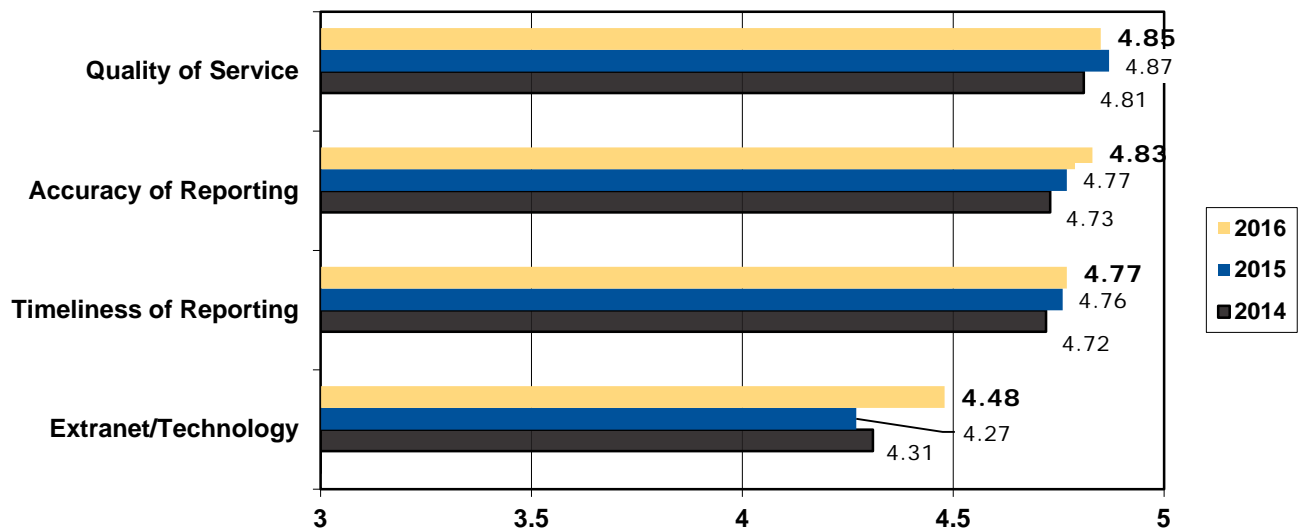
97% of respondents to the 2016 survey said they were highly satisfied with the services provided by SRS. The average satisfaction ratings for the past five years have been as follows.



(1 = highly dis-satisfied; 2 = dis-satisfied; 3 = neutral; 4 = satisfied, 5 = highly satisfied)

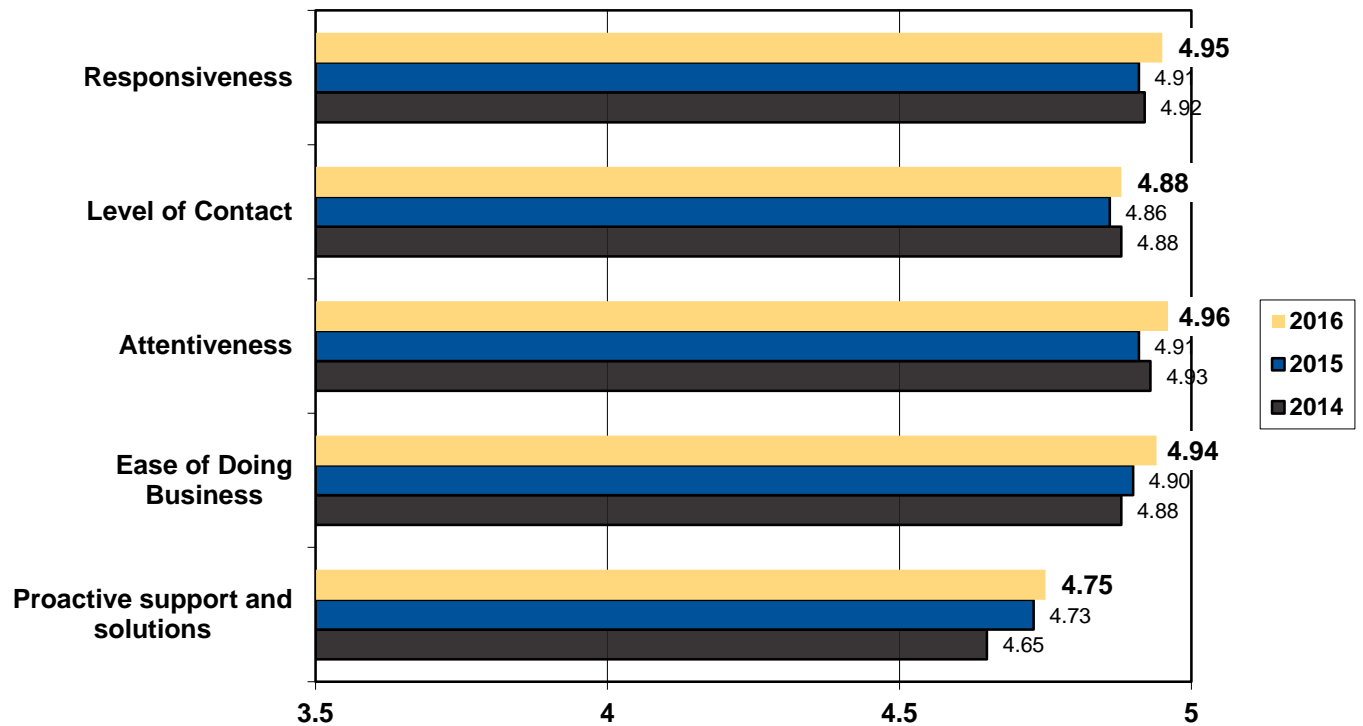
Services

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.



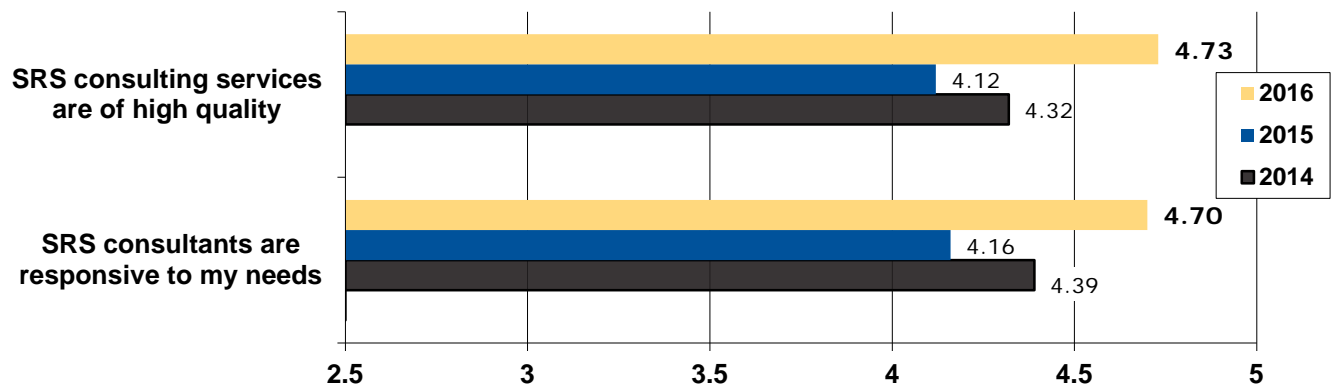
Quality of Staff

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.



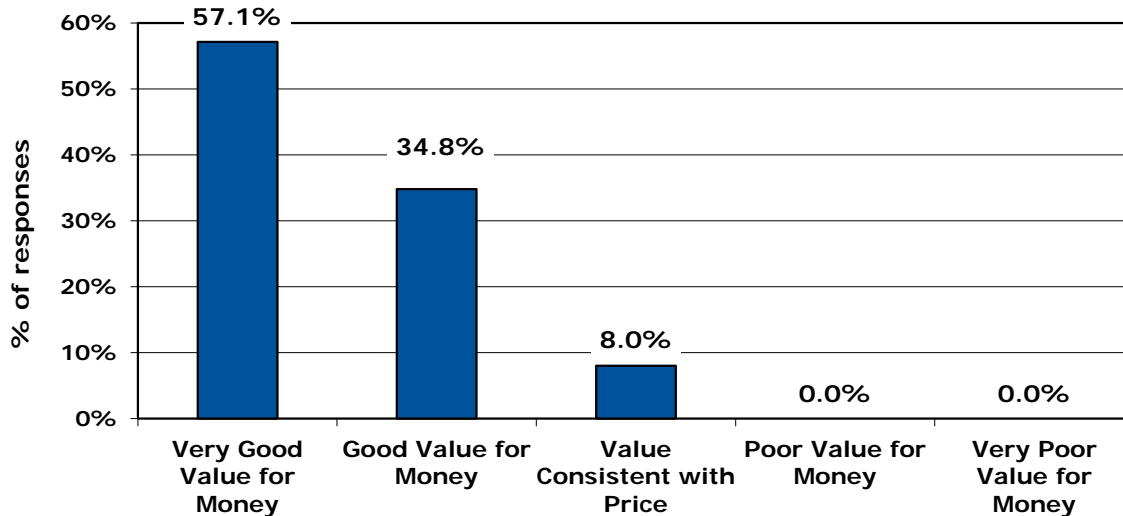
Captive Consulting and Advisory Services

Respondents were asked to rate the degree to which they agreed with statements regarding the quality and responsiveness of our consulting services. The average rating for those using these services was as follows using a scale of 1-5 (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree). Ratings for 2016 increased from prior years.



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 112 respondents to the survey, representing a response rate of 32.1%. The 2016 survey had the second highest number of respondents for any of our annual surveys.

Contact

For more information about our 2016 customer satisfaction survey, please contact Brady Young at 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