

Richard [REDACTED]

November 3, 2016

Congratulations on the completion and settlement on the claim you filed under your policy. We would like your feedback on the service and representation you received throughout the claim process. Your answers may be used in future advertisements/marketing materials. Your personal information would not be disclosed other than first name.

How long have you been a CareerGuard® policyholder? 1 to 3 years 3 to 5 years 5 to 10 years 10+ years

What department or agency are you employed by? DEPT OF THE ARMY

What is your position (manager, supervisor, police officer, judge, etc.)? DIRECTOR OF EMERGENCY SERVICES

How would you rate our "Customer Service" upon notifying us of your claim? Below Average Average Outstanding

Once you submitted your written claim notification to us, how long did it take for the attorney to contact you? 1-2 hours 2-5 hours 5-10 hours 10-24 hours next day +

What was the substance of your claim (i.e., EEO complaint, security clearance, Bivens, use of force, conduct unbecoming, etc.)? Wildfire

How was your experience with the law firm Avery, Dooly, and Noone and the legal representation you received? Below Average Average Outstanding

Name of attorney that represented you? PETER NOONE

Did the claim end in your favor and were you satisfied with the representation you received? Yes No
If you answered "No" please explain The guidance from Peter was instrumental to my situation

Would you recommend CareerGuard® to your colleagues? Yes No

Thank you for taking your time with our brief questionnaire. Feel free to make any additional comments in the space provided below.

Thank you for the outstanding representation!

Richard [REDACTED]
Signature

8 Nov 2016
Date