

Raymond [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? DOD

What is your position (manager, supervisor, police officer, judge, etc.)? Supervisor

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.)? INSUBORDINATION

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? Ngai Otieno

Did the claim end in your favor and were you satisfied with the representation you received?  Yes  No  
If you answered "No" please explain

It was Reduced to a letter of Reprimand with No findings of INsubordination

Would you recommend CareerGuard® to your colleagues?  Yes  No  
in a heartbeat!

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

it was the best purchase that I have made.

Thank you

[Signature]  
Signature

8 Nov 016  
Date