

December 1, 2016

Please let us know how we are doing on your behalf as a policy holder of CareerGuard®. Your responses may be used in future advertisements / marketing materials unless you specify otherwise (personal information would not be exposed other than first name). Thank you in advance.

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? USDA, Forest Service

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

How would you rate our "Customer Service"?  Below Average  Average  Outstanding

Have you ever have the need to file a claim under your policy?  Yes  No

If you answered "Yes", how long did it take for the attorney to contact you once you submitted your claim?  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 issue, Bivens, use of force, insubordination, conduct unbecoming, etc.)? \_\_\_\_\_

For a covered claim, 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? \_\_\_\_\_

Did the claim end in your favor and were you satisfied with representation you received?  Yes  No  
Additional comments on representation: \_\_\_\_\_

Would you recommend CareerGuard® to your colleagues?  Yes  No

Thank you for taking your time with our brief questionnaire. Feel free to list any additional comments below.

I have never had to use your services but my wife did and your service was timely, professional and outstanding

Ariel [Redacted]  
Signature

12/16/2016  
Date