

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

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.)? conduct

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? Robert Fiedler

Did the claim end in your favor and were you satisfied with representation you received? Yes No

Additional comments on representation: Robert was outstanding, he over called me when he was on vacation

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.

[Signature]
Signature

12/6/2016
Date