

Charles [REDACTED]

February 7, 2017

Please let us know how your experience has been 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. Please return this form in the enclosed postage paid envelope.

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

What department or agency were you employed by? Department of Veteran Affairs Health Admin - Chaplain Service

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

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

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

If you answered "Yes", was your claim covered under the policy? Yes No If a claim was not covered, please describe the reason or by what exclusion of the policy was it not covered? _____

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 plus

Name of attorney that represented you? Ngai Otieno

Would you recommend CareerGuard® to your colleagues? Yes No *I have already done it*

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

Ngai did an outstanding job -
I felt like I was his only client, he gave me his full attention.

Signature

Date