

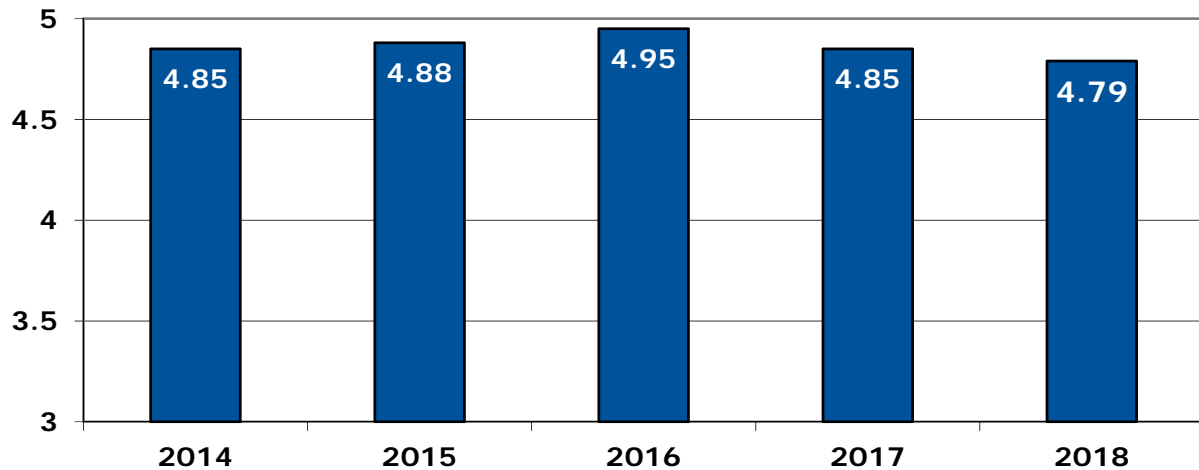


## 2018 Customer Satisfaction Survey Results

Strategic Risk Solutions (SRS) undertakes an annual survey of clients to gauge satisfaction with the firm's services and to identify areas for improvement. The 2018 survey was conducted in December 2018 and January 2019. We are publishing the results of the survey for the benefit of current and future clients.

### Overall Level of Satisfaction of SRS

99% respondents to the 2018 survey said they were either satisfied or highly satisfied with the services provided by SRS. Over 80% were highly satisfied. The average satisfaction ratings for the past five years have been as follows.

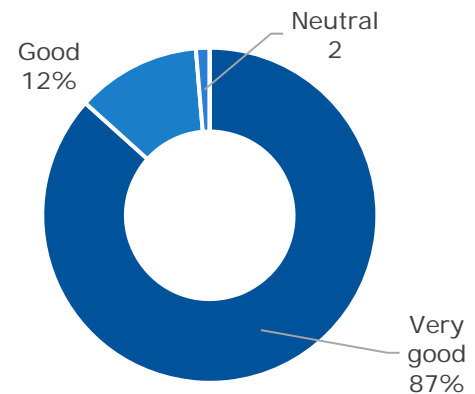


(1 = highly dis-satisfied; 2 = dis-satisfied; 3 = neutral; 4 = satisfied, 5 = highly satisfied)

### Quality and Level of Staff Interaction

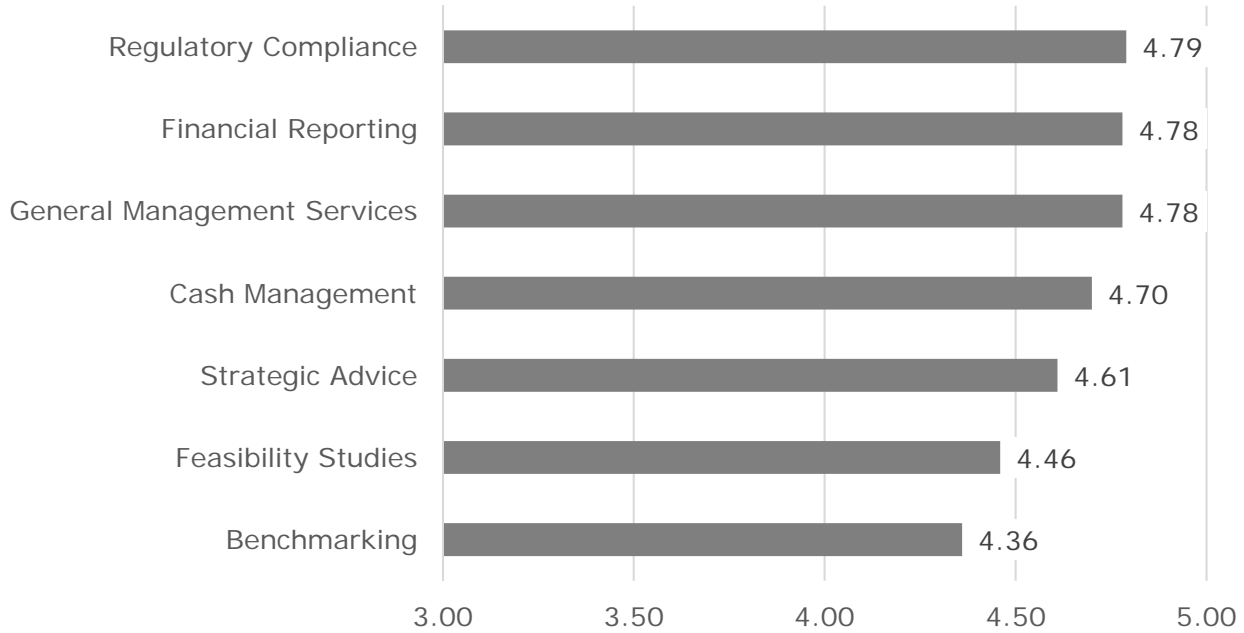
99% of respondents rated the quality and level of interaction with SRS staff as either good or very good.

On a scale of 1-5 (1 = very poor, 2 = poor, 3 = neutral, 4 = good, 5 = very good) ratings for the quality of staff and staff interactions averaged a 4.85.



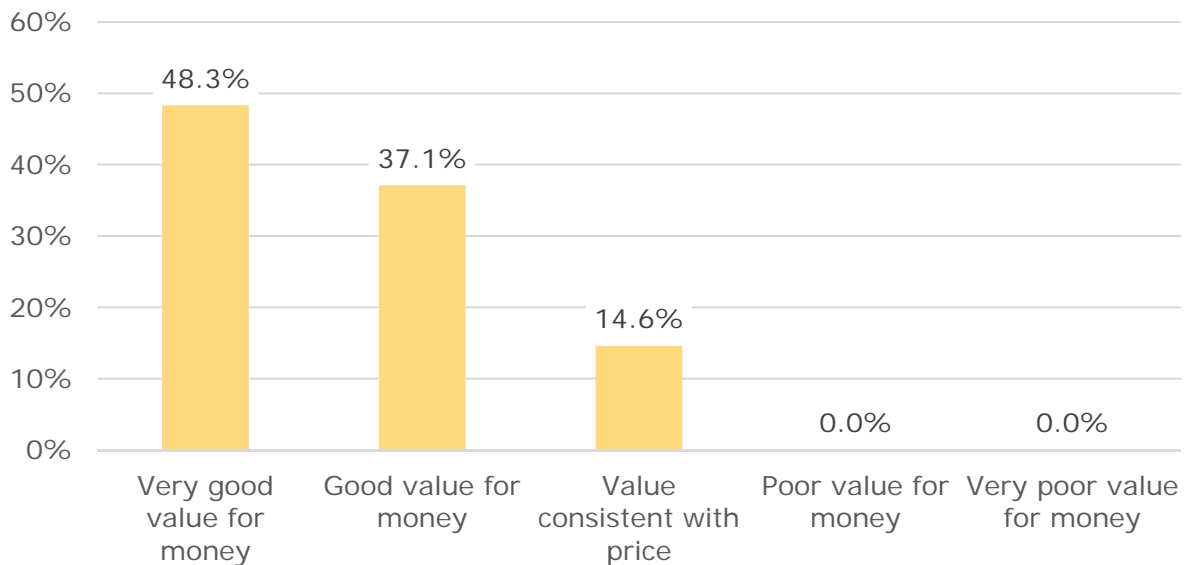
## Service Quality

Respondents were asked to rate the quality of different aspects of captive management and consulting services provided by SRS. Ratings were given on a scale of 1-5 (1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied). The average ratings were as follows.



## Value for Money

Respondents rated the value of the services provided by SRS compared to the price of the services. The distribution of responses was as follows.



## Participation

The survey was sent to all SRS clients who had been with the firm for a minimum of six months at the time of survey. There were 151 respondents to the survey, representing a response rate of 37.1%, which is an increase in the response rate from the 2017 survey (35.7%). The 2018 survey had the highest number of respondents for any of our annual surveys.

## Contact

For more information about our 2018 customer satisfaction survey, please contact Brady Young at [brady.young@strategicrisks.com](mailto:brady.young@strategicrisks.com) or 781-264-1398.

## About Strategic Risk Solutions

SRS is a leading independent captive management firm with representation in all major onshore and offshore domiciles. It provides financial reporting, regulatory compliance and underwriting management services to existing and prospective captive insurance companies.

For more information, please visit our web-site at [www.strategicrisks.com](http://www.strategicrisks.com).