

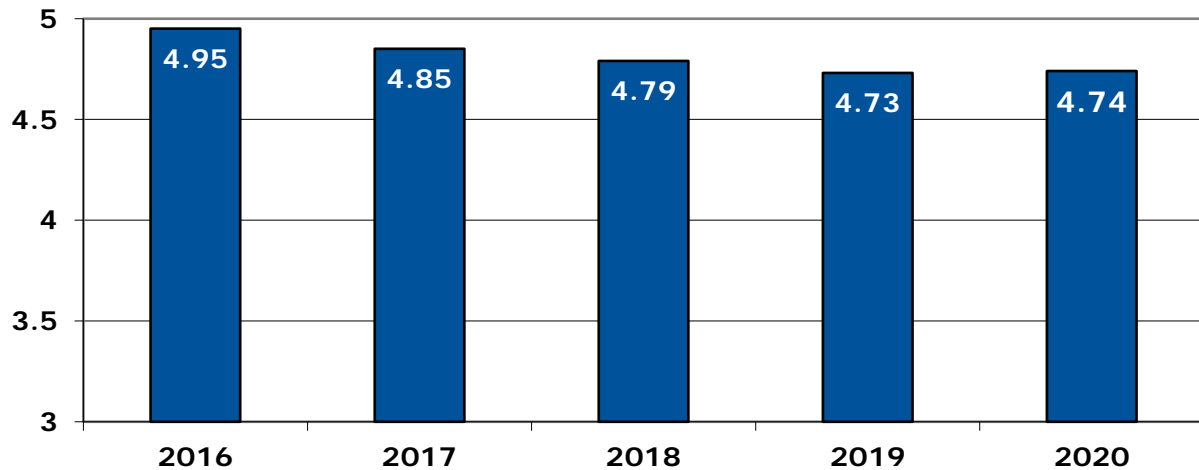


2020 Customer Satisfaction Survey Results

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 2020 survey was conducted in January 2021. 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 2020 survey said they were either satisfied or highly satisfied with the services provided by SRS. The average satisfaction ratings for the past five years have been as follows.

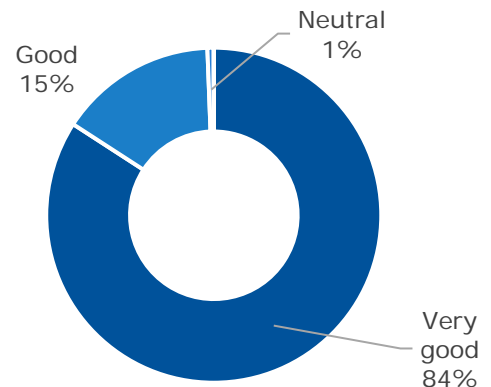


(1 = highly dis-satisfied; 2 = dis-satisfied; 3 = neutral; 4 = satisfied, 5 = highly satisfied)

Quality and Level of Staff Interaction

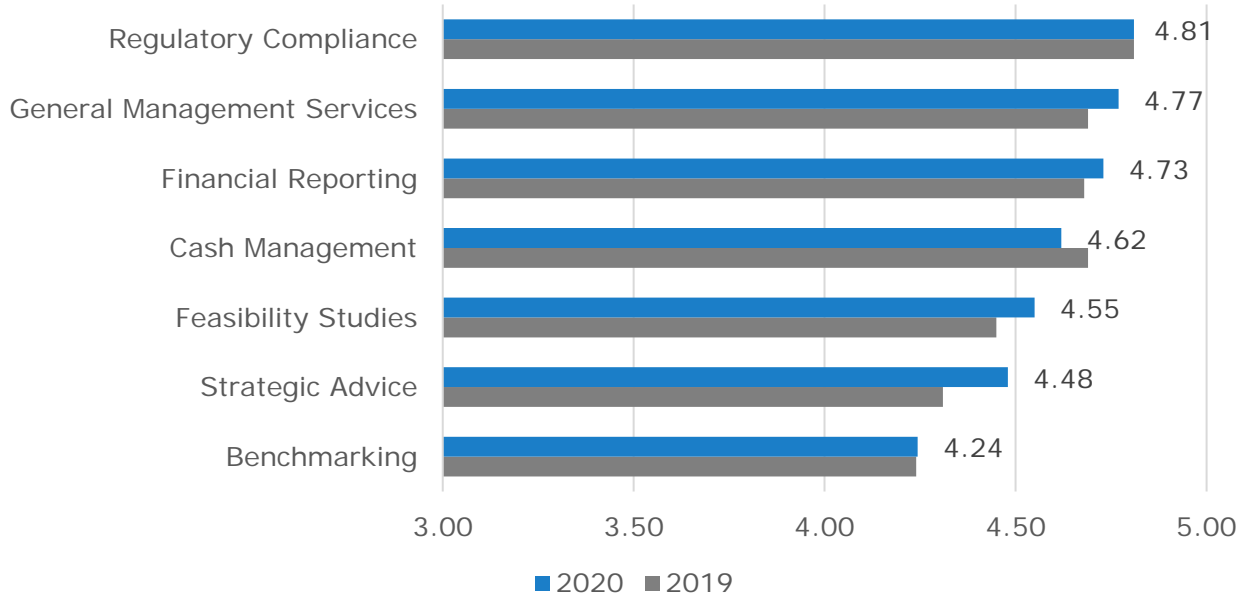
99% of respondents rated the quality and level of interaction with SRS staff as either good or very good.

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 4.83



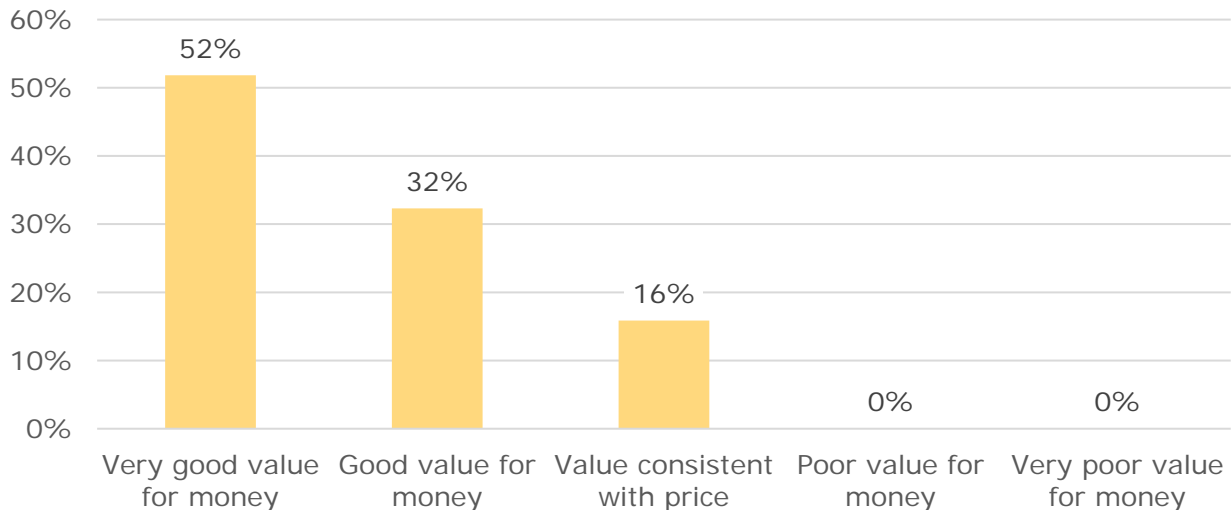
Service Quality

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). Ratings improved in four service areas during 2020, were remained the same in two (regulatory compliance and benchmarking) and declined in one (cash management). The average ratings were as follows. Figures shown for 2020 year.



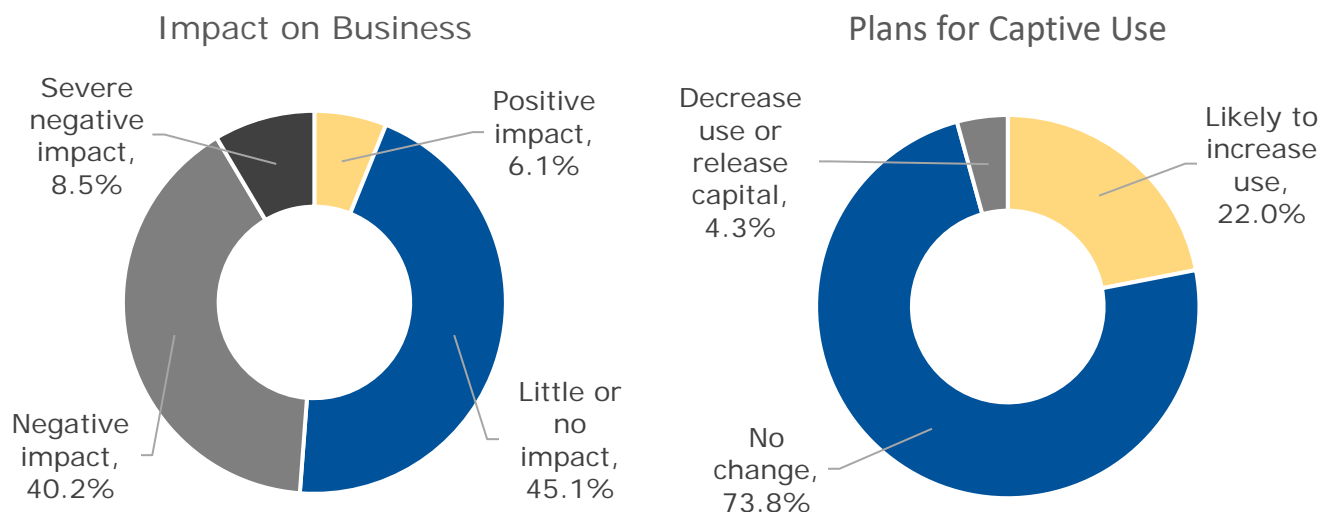
Value for Money

Respondents rated the value of the services provided by SRS compared to the price of the services. Over half of respondents rated SRS services as very good value for money in 2020 compared to 39% in 2019. The distribution of responses was as follows.



The Impact of the Covid-19 Pandemic

With the widespread disruption caused by the Covid-19 pandemic during 2020, we asked respondents about the impact of the pandemic on their businesses, the future use of their captives and the level of services maintained by SRS. While approximately half of respondents reported the pandemic having a negative or severe negative impact on their business, less than 5% said they planned to decrease the use of their captive.



94% of respondents said SRS maintained the same level of service during the pandemic, with the remainder being split between service levels falling and service levels improving.

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 as well as clients of Dyna Management Services. There were 164 respondents to the survey, representing a response rate of 39.4% which was up from the response rate for the 2019 survey (35.7%).

Contact

For more information about our 2020 customer satisfaction survey, please contact Brady Young at 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.