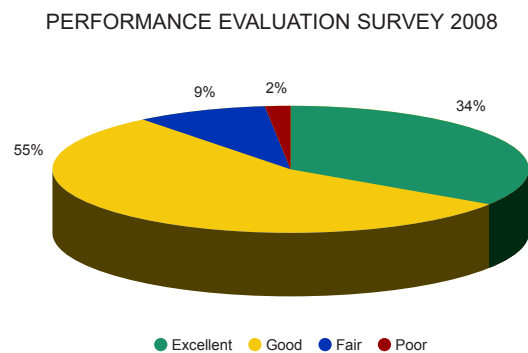


FEEDBACK – PERFORMANCE EVALUATION SURVEY

We have now completed the Performance Evaluation Survey for 2008 and are pleased to report on the following findings.

- GB received a response rate from clients of 37%
- Of those clients, the average number of questions answered was 11 (there are 14 in total)
- Clients were requested to break down their answers into categories “excellent, good, fair and poor”
- The chart opposite shows those results



As with other years, GB encouraged clients to put forward their views or comments on any part of the services provided, or any other improvements they would like to see. Where such comments have related to claims or risk control issues, these have been passed through to the relevant departments and have been dealt with directly.

With regard to “centrally related issues”, i.e. Risx-Facs issues, coding etc. these have been followed up by Account Management. It was found that many related to fairly straightforward Risx-Facs queries and running of reports and we have now solved many of the queries. It did, however, appear to us that there was an overall need for further knowledge on the Risx-Facs system and further training schemes are currently being considered. If you or your colleagues would be interested in further Risx-Facs training, perhaps you could e-mail us at crm_uk@gbtpa.com.

We would like to thank those clients who took part in our annual survey and hope that you continue to be satisfied with the service you are receiving from Gallagher Bassett. However, if you feel there is anything you would like to discuss with regard to the service you are provided with, or any other general issues, please do not hesitate to contact either your local Branch Manager, or the Account Management Department.