



March 6, 2007

Sandy Perchinig, Program Installer,  
BROKER SHIELD PROGRAM,  
10 South Front Street, Suite 301,  
BELLEVILLE, ON K8N 2Y3

Dear Sandy:

Thank you for having completed the Broker Shield process with our Executive Team.

Although we were confident that our office is well run and that work processes are complete and efficient, the Broker Shield process forced us to complete and audit that was deeper and more methodical than anything we had previously done. We chose to take this on as an Executive Team project, dividing the work between the various members. At the end of the process, we were more confident in the ability of our firm to withstand an Errors & Omissions challenge; but an additional benefit was the improvement to some potential weaknesses that the Broker Shield process forced us to confront.

Thank you for guiding through the process!

Yours respectfully,

KNOX INSURANCE BROKERS LTD.



**Randy Bushey, AIIC**

General Manager

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