



Client Focused Risk Solutions

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Cheryl Haydock
The MIHI Group
10 South Front St. Suite 301
Belleville, ON K8N 2Y3

Dear Cheryl,

As I'm sure with most who are introduced to the CLIPS program, we began the week curious but somewhat skeptical of the change that could be introduced, and implemented, within a short 5 day period. To say that we were believers by the Friday is only partially true, we became real users.

The nature of our business is focused primarily on larger commercial accounts. We have a strong desire to grow this segment of our operations through account maintenance and increased sales opportunities. Implementing the CLIPS program has helped to restructure the office in such a way that Producers have increased confidence in CSR's ability to maintain a high level of client service enabling them to be freed from the office to provide more face to face service with our top clients, as well as developing new prospects. The confidence the CLIPS system provided has had an overwhelming affect on the team dynamic.

The CSR's are now completely organized and have a system to deal with (and eliminate) backlogged paperwork, allowing for increased sales opportunities and improved customer service. We now have real time to spend with our clients and prospects.

CLIPS is an outstanding process that has transformed the back office and brought consistency to our workflows, which has lowered stress levels and potential E&O issues. We are anxious to continuing working with the CLIPS system to realize it full benefits to our team productivity.

Participating in the CLIPS program is a win for the company and our team and a win for our clients.

Sincerely,


Peter Redmond
Purves Redmond Limited