



# VERGE INSURANCE GROUP

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November 9, 2006

Implementing the CLIPS program in our Commercial Lines department has been the best move we could have made. It has allowed us to standardize our procedures giving Management more control over the finished product that is delivered to all our clients. In addition, it has provided our Account Managers with much needed technical support and organization. It has allowed them to take control over their paperwork rather than being controlled by it.

The training process was painless as there was excellent interaction between our trainer (Justin Porter) and our Account Managers. Working with live data enabled the staff to remain current while implementing the new procedures thus alleviating any stress related to implementing change.

I would recommend this program to any brokerage with a Commercial focus.

Sincerely,

Andrée Senn  
Vice President-Operations



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