



November 30, 2006

The MIHI Group
10 South Street, Suite 301,
Belleville, On
K8N 2Y3

Attn: Liz Saunders

"When first introduced to CLIPS we were skeptical about the concept of focusing on endorsements one day, renewals one day, etc. Now that we have been working this system for a few months we are amazed at how normal it has become.

It has allowed our staff to focus on completing work on a daily basis and at the end of the day they are left with a sense of accomplishment. For us the crystallizing of the workflows and forms that CLIPS brought to us has improved the flow of work between Producer and CSR. Everyone knows what and how they are supposed to be processing information, which has increased our productivity overall.

The best payoff is that we are now on top of our renewals allowing us to be proactive in doing reviews with our client and negotiating renewal terms with our companies. This allows us to deliver a professional renewal to our client on time which greatly improves retention and increases the opportunity to cross sell and obtain referrals!"

Sincerely,

A handwritten signature in blue ink, appearing to read "Sharon Walker". The signature is fluid and somewhat abstract, with a large loop at the end.

Sharon Walker
Operations Manager

