

October 16, 20—

Mr. Brandon T. Wright  
District Manager  
206 South Rock Road  
Wichita, KS 67210

Dear Mr. Wright:

Several of our service representatives have indicated on our Web site chat room that new clients are becoming increasingly more interested in the criteria to consider when evaluating their insurance carriers. All-City has prided itself in years past on its reputable service record with its policyholders, and the service representatives have undoubtedly shared this record with prospective customers. However, we want to be certain that other characteristics about All-City are also shared with these potential policyholders.

Please be sure that your representatives share the following service characteristics with potential customers:

- Our claims are handled quickly and with a minimum of “red tape.”
- Our ratio of number of policies to number of complaints is the highest in the industry.
- No disciplinary actions have been taken against All-City in the past 50 years.

Please share this information with your service representatives and inform them that updated information on our services is provided on our home page for their use or for their policyholders’ use.

Sincerely,

Ellen B. Boldt  
Executive Vice President

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