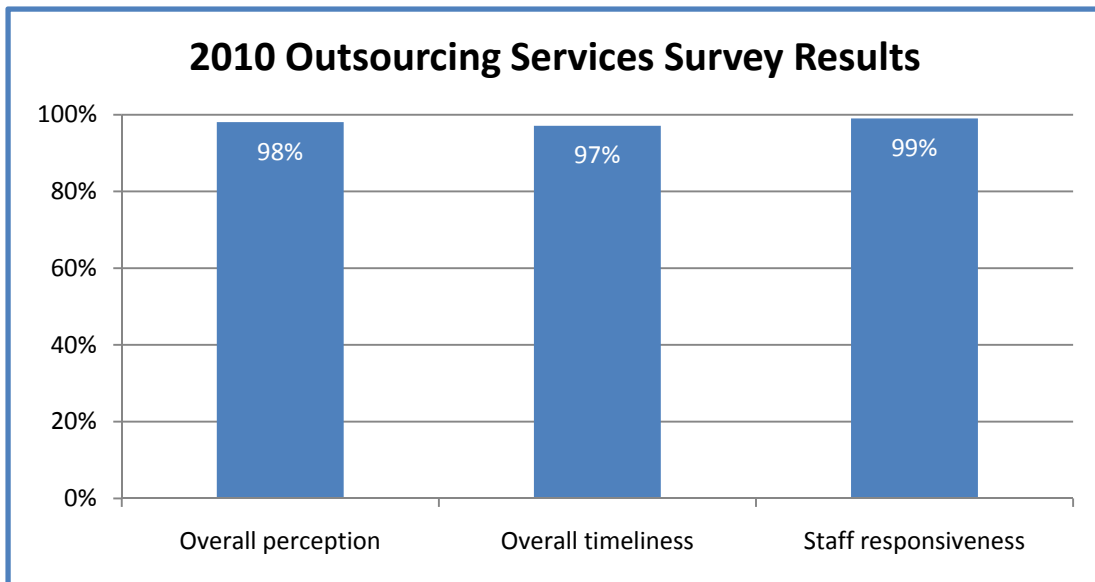




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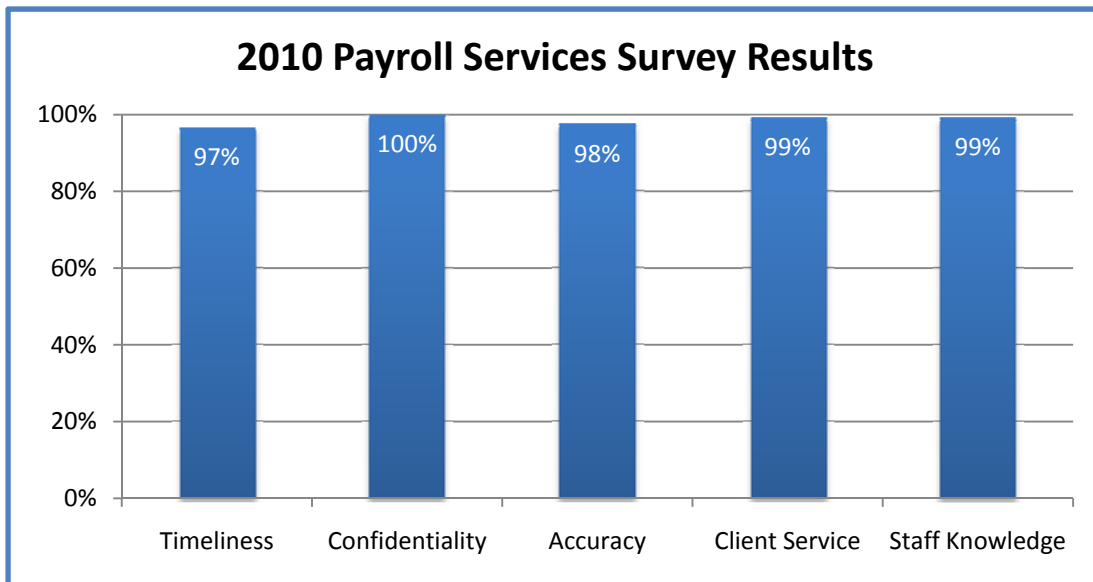
Outsourcing Services Department Client Survey Results





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Payroll Services Department Client Survey Results



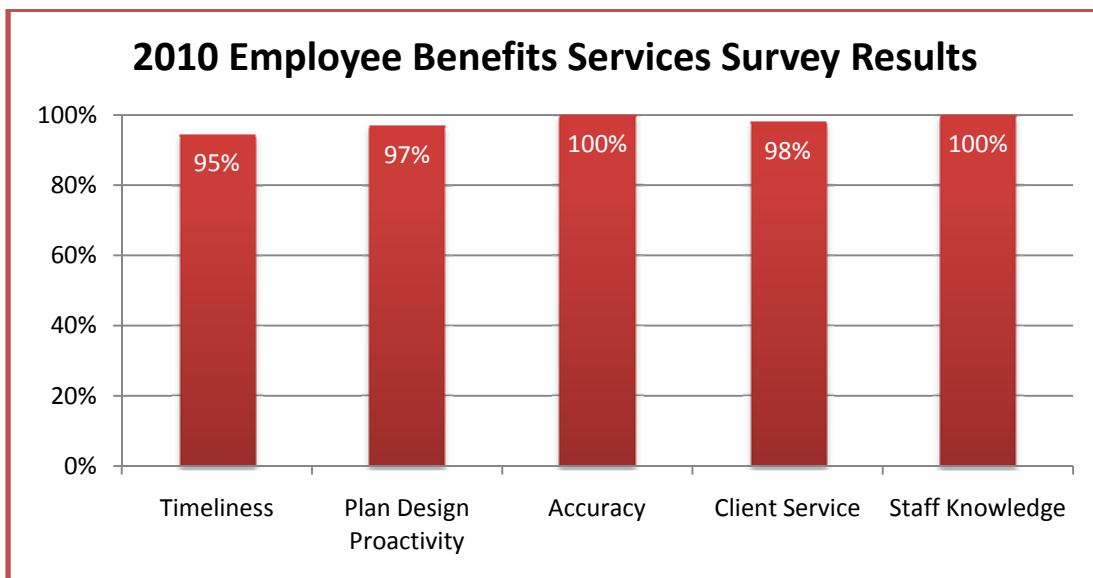
See What Our Clients Are Saying!

- ✓ Personnel are quick to respond to questions and issues.
- ✓ Prompt service – always very accommodating and friendly.
- ✓ It only takes 1 phone call to get questions answered.
- ✓ Very responsive, great customer service. Rhonda and Kim are outstanding!
- ✓ They are knowledgeable on payrolls and keep their clients informed.
- ✓ Jason Wilkerson does a great job with all of our questions and issues.
- ✓ The people are the best.
- ✓ They're always there to answer any question.
- ✓ Responsive to notices received as well as internal questions – inquiries are handled promptly.
- ✓ The people – Rhonda, Kim and Pat – are great to work with each week. They do a great job keeping us informed of new tax changes.
- ✓ Everyone is very friendly and helpful. Payroll is always done quickly and correctly.
- ✓ Works very well for us. Accuracy is outstanding. Knowledge is outstanding.
- ✓ They can be counted on – friendly and cooperative.



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Employee Benefits Services Department Client Survey Results



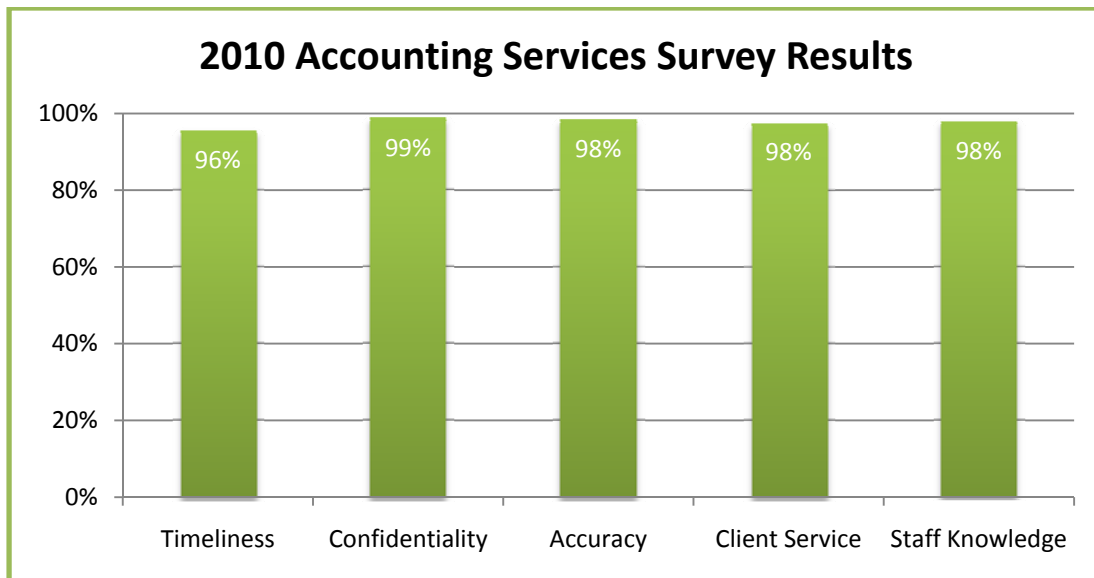
See What Our Clients Are Saying!

- ✓ They have fast responses to questions.
- ✓ The quick response when a question arises and the willingness to help.
- ✓ Mat and Chris are great!
- ✓ Helpful staff!
- ✓ Timeliness of service is great. The staff has a great amount of experience in this area. The staff are very easy to work with and are accommodating.
- ✓ They keep us compliant.
- ✓ Promptness in answering questions.
- ✓ Punctual, good advance, patience, and assistance filling out forms, especially 550C and 401(k).



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Accounting Services Department Client Survey Results



See What Our Clients Are Saying!

- ✓ Peggy always responds to my questions in a timely and professional manner.
- ✓ Friendliness and vast access to information from several different areas of expertise.
- ✓ They can help with and use QuickBooks files.
- ✓ Prompt, accurate and expert service advice.
- ✓ I trust them! They respond to questions promptly.
- ✓ If I have a question there is always someone to answer a question.
- ✓ Timeliness.
- ✓ Everyone is very nice and helpful.
- ✓ Friendliness of staff. Jo Ann Meth and Shannon Rock are great!
- ✓ I have a high level of trust in the work performed.
- ✓ Lisa Frank is very knowledgeable and professional.
- ✓ Excellent service and fast turnaround every time we need something.
- ✓ Shannon is very pleasant to talk to. I could ask her anything and she responds with a good attitude and a lot of knowledge on what she's doing.
- ✓ Personal calls answered promptly by Shannon.
- ✓ Friendly and knowledgeable.
- ✓ Immediate access to people. Needs and questions and answered very timely.
- ✓ I get answers and solutions to my questions and problems.

- ✓ Jane Hildenbrand is the best! I have also worked with Terri and Jo Ann and found them exceptional as well.
- ✓ Nice group.
- ✓ They do a great job!
- ✓ Availability and timeliness in responding; patience; always makes me think I have smart questions, even if the questions are not!
- ✓ Key asset to our company and well recognized in the community.
- ✓ The people.
- ✓ Angie Gardner is great! Always so helpful. Cyndi is great too.
- ✓ Timeliness and accuracy.
- ✓ You all are very knowledgeable and timely to respond to any accounting questions I might have. Super friendly, and Melanie is always a pleasure to have around.
- ✓ Quick response/ turnaround time.
- ✓ I am completely confident in Peggy DeWig. She is always courteous, on time, extremely competent – and I have recommended her to fellow associates.
- ✓ Your staff is wonderful to deal with.
- ✓ Very professional and knowledgeable.
- ✓ Your friendly staff are always there to help us and we appreciate it very much.
- ✓ The professionalism and friendly attitude.
- ✓ Thanks for all you do.
- ✓ Professional, knowledgeable, and friendly.
- ✓ Terri Koch answers all my question timely and to my understanding.
- ✓ Lisa Frank has been great to work with. She knows our business and is able to help us account for those things that are important.