



Maureen A. Hegarty  
Vice President – Claim Operations

July 20, 2009

Linda Diekmann  
Premier Prizm Solutions  
10 East Stow Road, Ste 100  
Marlton, NJ 08053

Dear Linda:

I am pleased to announce that Electric Insurance Company's Personal Lines Claims Department recently won the Stevie<sup>®</sup> Award for the Customer Service Department of the Year in the 2009 American Business Awards<sup>™</sup>! The Stevie Awards (from the name Stephen, derived from the Greek for "crowned") are presented each year to honor and generate public recognition of the achievements and positive contributions of organizations and business people worldwide.

I am extremely proud of our associates who work in and support our claims operation. While this award is a terrific validation of our unyielding focus on delivering an exceptional claim experience for our policyholders, it would not have been possible without the contributions of partners like you, who work together with us, to help our customers at their greatest time of need.

Thank you for sharing our same passion to provide exceptional service to our policyholders!

Regards,

A handwritten signature in black ink, appearing to be "Maureen A. Hegarty".

Maureen A. Hegarty