

ALPHABET SOUP CHILDCARE CENTER

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11 September 2006

Dear Chase, Clarke, Stewart & Fontana,

I write this letter to you with regards to my recent dealings with your company. You see, a few months ago my husband and I purchased a commercial building from which I now operate a group childcare center.

Prior to the opening, I was faced with a couple of different insurance related situations; one, was that my family childcare liability insurance expired with no option to renew; secondly, I was in need of liability as well as property insurance for the group center. Ironically, in the midst of my situation, I received a letter from Paul P. Petell II, one of your representatives. I followed up on this letter and the rest of this story is nothing but pleasant.

Paul was able to answer several of my questions upon the initial phone call. As a family child care provider, I had serious scheduling restrictions; however, Paul accommodated my needs by being extremely flexible. It was so nice to have the convenience of meeting with him in my home. He walked me through the paperwork (several applications) and readily answered any and all questions that I threw his way.

My decision to go ahead with your company is mainly due to the pleasant experience I had and continue to have with, Paul Petell II. And, of equal importance, I can honestly say I never felt an ounce of pressure throughout the entire process.

I thank you for guiding me in the right direction as I take the first steps in owning and operating Alphabet Soup Childcare Center. I look forward to many years of continued service to come.

Sincerely Yours,

Bobbi Rougeau
Owner/Director

