

Independent Client Survey Results - Mid 2006 The Paragon Alliance Group, LLC

Paragon's clients participated in an independent survey conducted nationally. Independent means that our firm did not create the survey questions, nor do we know who actually responded. Paragon's average score across all categories was 4.36 out of a possible 5. **When compared to other industry leading TPA firms, our services as rated by our clients outperformed in each one of the 9 categories. The Survey also revealed that 90% of our clients would recommend our services.**

For reference, following are the questions and how we scored for each Key Performance Indicator (KPI) asked in the survey.

Key Performance Indicator	Survey Question	Our Average
1. Understanding	How well do you believe your Third Party Administrator (TPA) understands your company's retirement plan needs?	4.36
2. Business Relationship	How comfortable do you feel talking about your company's retirement plan needs with your TPA? What is the level of trust between yourself and your TPA?	4.53
3. Technical Knowledge	What level of technical knowledge do you believe your TPA has in relation to your company's retirement plan needs? This includes the knowledge contained within the firm, and its network of associates.	4.46
4. Range of Financial Services	How well do you think the range of products and services your TPA offers matches your retirement plan needs?	4.26
5. Implementation of Solutions	How well do you believe your TPA has followed through and implemented solutions to your company's retirement plan needs? This may include the time taken to implement a solution, the process that was followed, and whether you received what you expected.	4.26
6. Professionalism of Business Practice	How do you rate the overall professionalism of the firm? This may include image, brand, website, office premises, location, etc.	4.47
7. Standard of Support Staff	How do you rate the standard of the support/administration staff in terms of timeliness of responses, professionalism, dependability and courteousness?	4.55
8. Financial Review Process	How well does your TPA keep up to date with your changing retirement plan needs? Do they regularly review your changing retirement plan needs?	4.06
9. Communication	What is the standard of communication you receive from your TPA regarding relevance, quality and frequency of communication (including letters, newsletters, emails, telephone calls, seminars, website) etc.?	4.36

WHAT OUR CLIENTS SAID ABOUT US

- Excellent knowledge of our Plan. Prompt response to telephone calls and inquiries. Excellent service with ongoing needs and with annual accounting and tax forms. Personnel are very professional, courteous and friendly.
- Enjoyed the training in previous years.
- Our TPA is great. Every time I have a question or just need general help, they always help me the right way.
- The conversion from our Target Plan to Profit Sharing was handled in an outstanding manner. We had issues trying to get payoffs and their assistance and guidance was great. They went above and beyond to help make the transition as easy as possible.
- The staff is easy to reach and respond quickly to all requests.
- Keep up the great work!
- We are overall very pleased with Paragon. For mistakes / problems that have happened on either side, they have diligently worked to resolve them.
- Very happy with TPA's service, very responsive.
- I receive an email with my solutions before I even finish asking the question.