



January 23, 2017

Annette Zemen
WCMC, Inc.
7447 Fourth Street North
Oakdale, MN 55128

Dear Annette:

We, again, want to pass along our deep appreciation of your services to our agency.

We are now in our fourth year of utilizing your services and we have seen a significant drop in our MOD due to your prompt handling and effective management of our claims.

Plus, you have achieved that which you said you would. You have literally become like a staff member and enjoy full access to all of our managers who place complete confidence in their interactions with you.

Thank you, again, for all that you are doing for us.

Sincerely,

A handwritten signature in blue ink, appearing to read "Charles H. Jakway", is written over the typed name and title.

Charles H. Jakway
Vice President