



# CLIENT SERVICE EXCELLENCE AWARDS Q3 2008

	Office	Retention (Last 12 Months)
<b>National Leader</b> (95% or higher retention, profitability*)	Atlantic City, NJ <sup>5</sup>	100.00%
	<b>Excellent Performers</b> (93% or higher retention, profitability*)	Wheeling, PA <sup>19</sup> 100.00% Univ of Pittsburgh, PA 99.86% Columbus, OH <sup>14</sup> 98.94% Phoenix, AZ 98.82% Pittsburgh, PA <sup>12</sup> 98.09% Joplin, MO <sup>11</sup> 97.17% Denver, CO <sup>2</sup> 96.32% Atlanta-Decatur, GA <sup>3</sup> 96.30% Lakeland, FL <sup>16</sup> 96.27% Buffalo, NY <sup>15</sup> 95.81% Orlando, FL <sup>7</sup> 94.60%

\* Profitability based upon Manager's tenure:

6-12 mos. - 6%

13-18 mos. - 7%

19-24 mos. - 7.5%

25+ mos. - 8%

Number footnoted next to branch name indicates number of awards received, including this award.