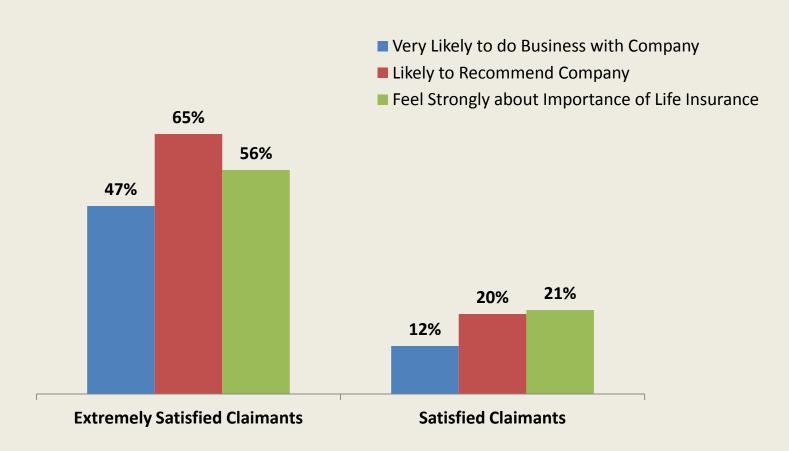
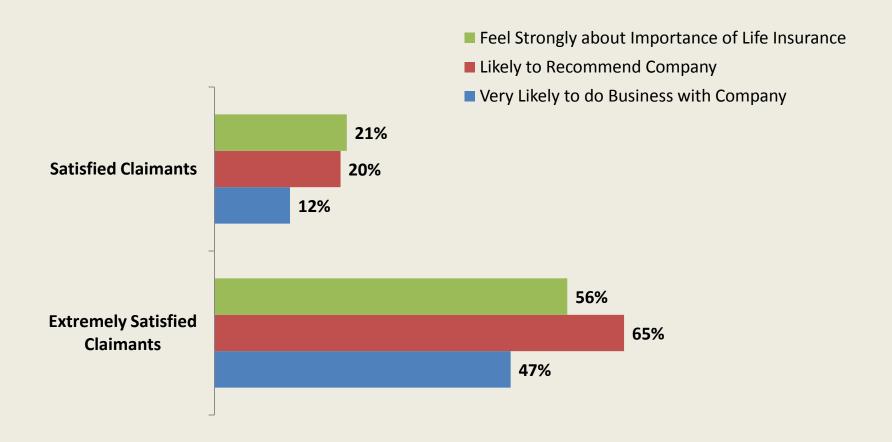
## An "Extremely Satisfied" Life Insurance Claimant Means Greater Opportunity for Company





Source: LIMRA: The Moment of Truth: Individual Life Insurance Claimant Satisfaction, 2013

## An "Extremely Satisfied" Life Insurance Claimant Means Greater Opportunity for Company





Source: LIMRA: The Moment of Truth: Individual Life Insurance Claimant Satisfaction, 2013