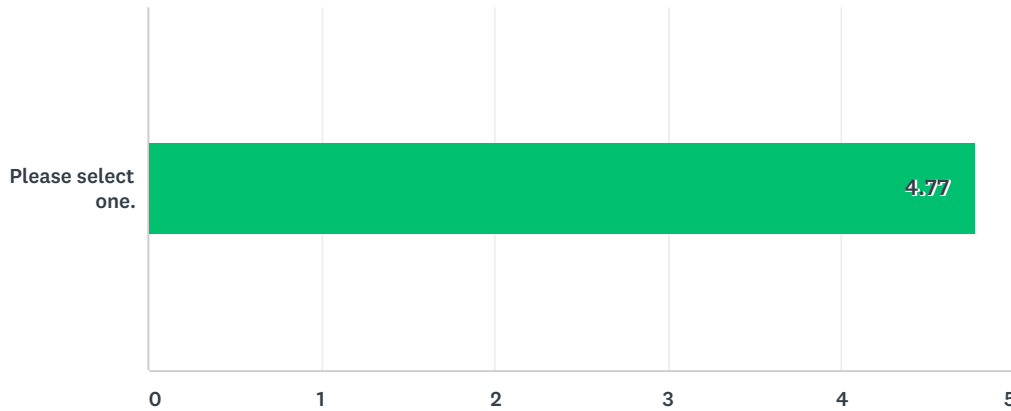


# Q1 Overall, how often are you satisfied with our services?

Answered: 60 Skipped: 0

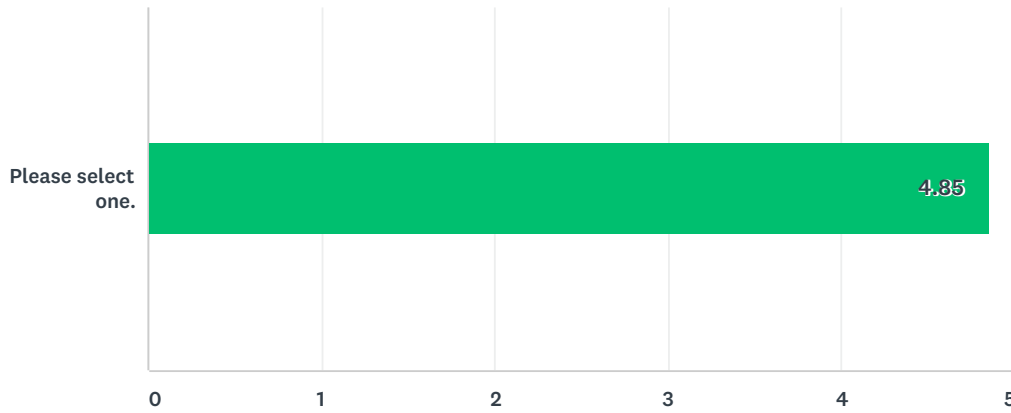


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	23.33%	76.67%	60	4.77
	0	0	0	14	46		

#	COMMENTS	DATE
1	I appreciate how consultants are always ready to help and provide quick responses	8/3/2018 1:46 PM
2	I rarely take such an extreme view on any service I utilize, but it's sincere and true in this case.	7/23/2018 10:49 AM
3	Almost always! Hard to say "always" over a long tenure as ours!	7/20/2018 1:47 PM
4	I expected a more proactive approach on communication on the Dec Tax law changes	7/19/2018 4:07 PM
5	With Tom D. back on our team this may go higher.	7/19/2018 3:26 PM
6	You always do a great job for us! Very knowledgeable and responsive. Always good people to work with.	7/19/2018 3:22 PM
7	one of our most reliable and cost-effective partnerships	7/19/2018 3:12 PM
8	Your firm has consistently said what they will do and then did what they said.	7/19/2018 2:43 PM

## Q2 Do we provide timely delivery of services?

Answered: 60 Skipped: 0

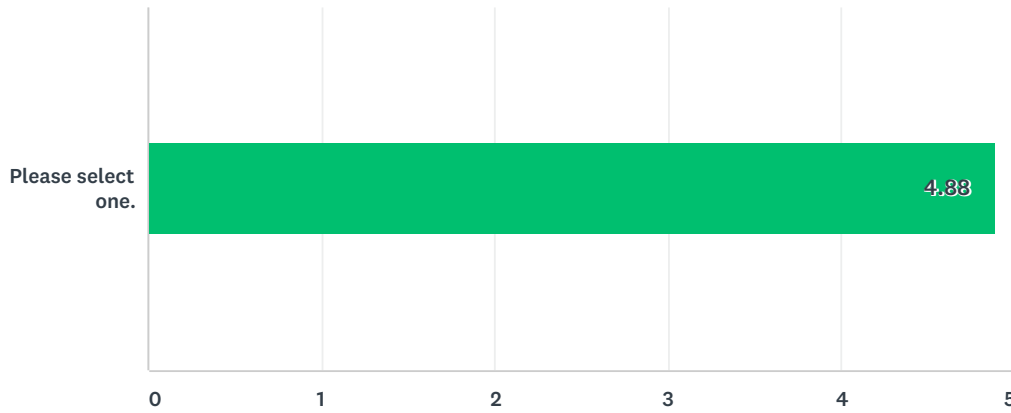


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	15.00%	85.00%	60	4.85
	0	0	0	9	51		

#	COMMENTS	DATE
1	Only issue has been scheduling conflicts, which are a normal part of year end wrap-up.	8/9/2018 6:08 PM
2	deliverables always on time - excellent management of our expectations	7/19/2018 3:12 PM
3	Responsiveness is a trait of Strohm Ballweg.	7/19/2018 2:43 PM

### Q3 Do we respond timely to your calls or email inquiries?

Answered: 60 Skipped: 0

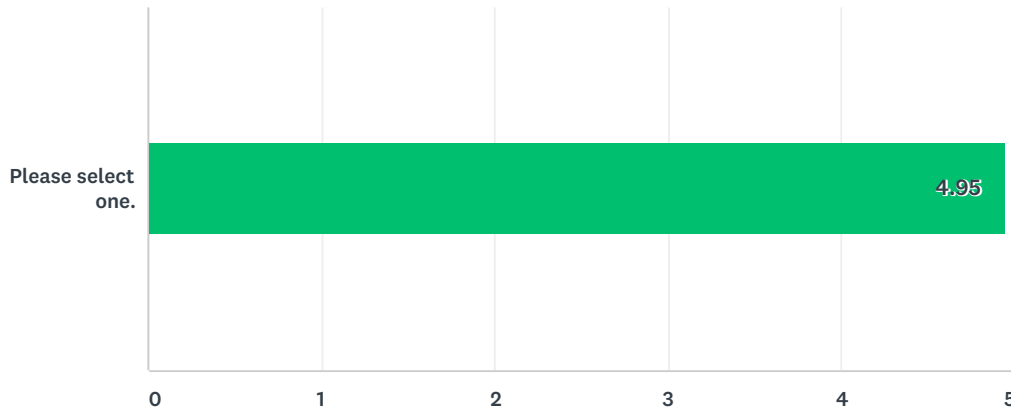


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	11.67%	88.33%	60	4.88
	0	0	0	7	53		

#	COMMENTS	DATE
1	Quick responses for business issues and even other, less critical communications.	8/9/2018 6:08 PM
2	even to the Carl Gerbschmidt emails	7/19/2018 3:12 PM
3	Usually the same day or within 24 hours.	7/19/2018 2:43 PM

### Q4 Is our staff considerate of your time?

Answered: 60 Skipped: 0

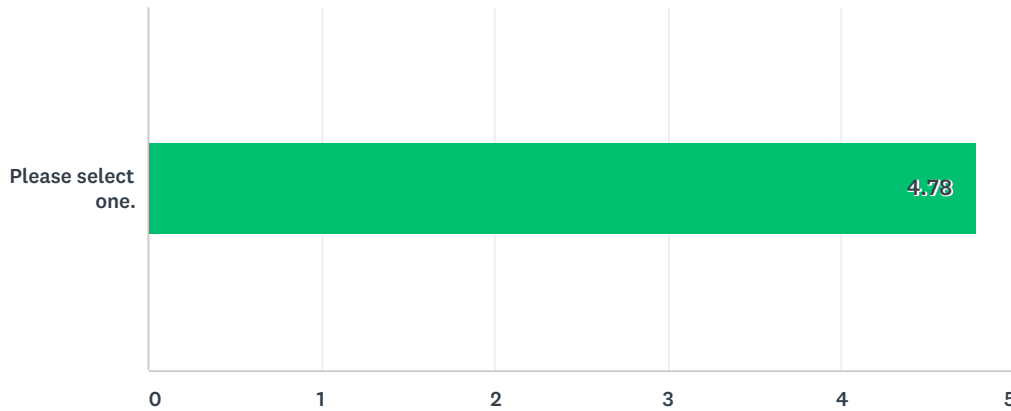


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	5.00%	95.00%	60	4.95
	0	0	0	3	57		

#	COMMENTS	DATE
1	Your staff is courteous and considerate of our staff.	7/19/2018 2:43 PM

## Q5 Is our staff prepared and knowledgeable?

Answered: 59 Skipped: 1

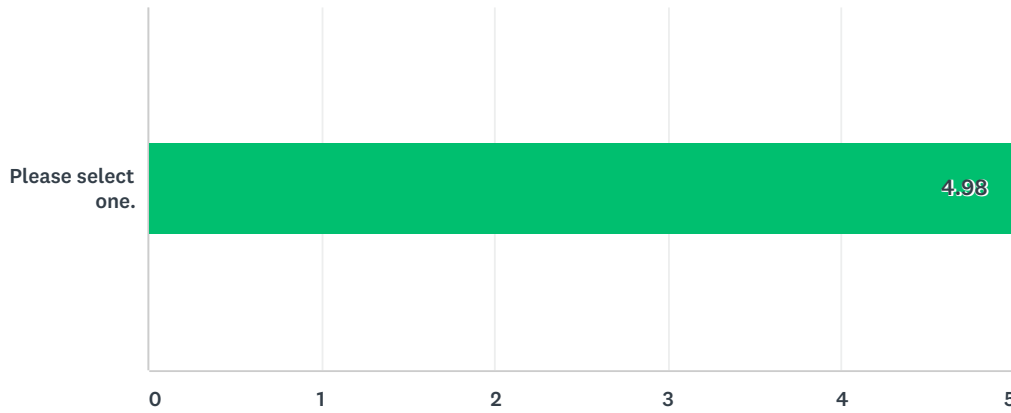


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	22.03%	77.97%	59	4.78
	0	0	0	13	46		

#	COMMENTS	DATE
1	I don't know that it's possible to be prepared and knowledgeable all of the time - that's a pretty high bar. That said, Strohm Ballweg's team is well prepared and quick with follow up should they need to research an issue.	8/9/2018 6:08 PM
2	Its a lot to know all the time, by all levels of staff. Can't be 'always"	7/20/2018 1:47 PM
3	Sometimes the PBC list is a bit dated.	7/19/2018 8:48 PM
4	They typically have an answer for our questions. On occasion they may need to do some research or consult with other team members.	7/19/2018 2:43 PM

### Q6 Is our staff professional?

Answered: 59 Skipped: 1

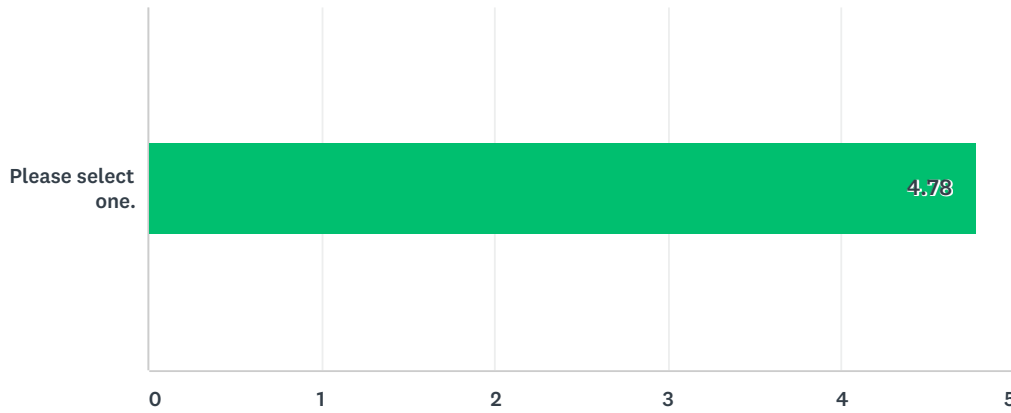


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	1.69%	98.31%	59	4.98
	0	0	0	1	58		

#	COMMENTS	DATE
1	except for the gloating about Bucky	7/19/2018 3:12 PM
2	We have found your staff to be extremely professional.	7/19/2018 2:43 PM

### Q7 Does the continuity of the engagement team meet your expectations?

Answered: 58 Skipped: 2

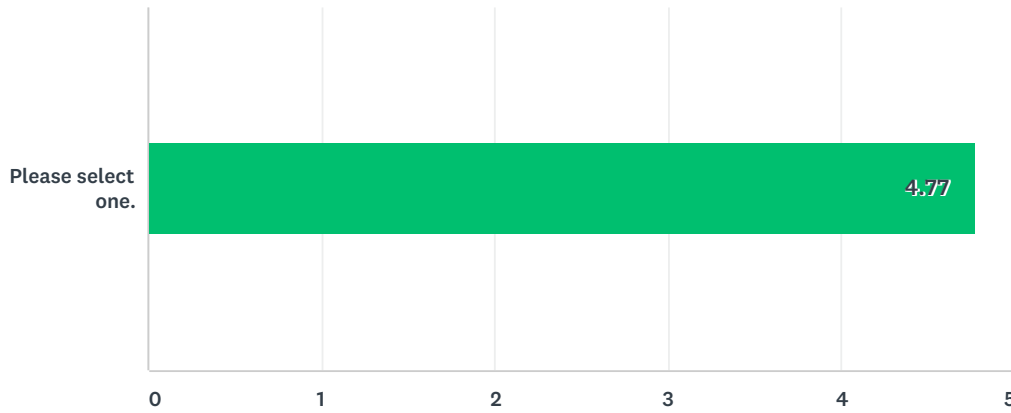


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	22.41%	77.59%		
	0	0	0	13	45	58	4.78

#	COMMENTS	DATE
1	This is especially impressive given the required rotations that must take place. It's always been seamless when a new partner takes the lead.	7/23/2018 10:49 AM
2	Aw we have discussed, the first year we experienced heavy turnover after indications that would not happen. Since the first year, continuity has been as advertised.	7/19/2018 2:43 PM

## Q8 How do you rate the quality of the work product?

Answered: 60 Skipped: 0



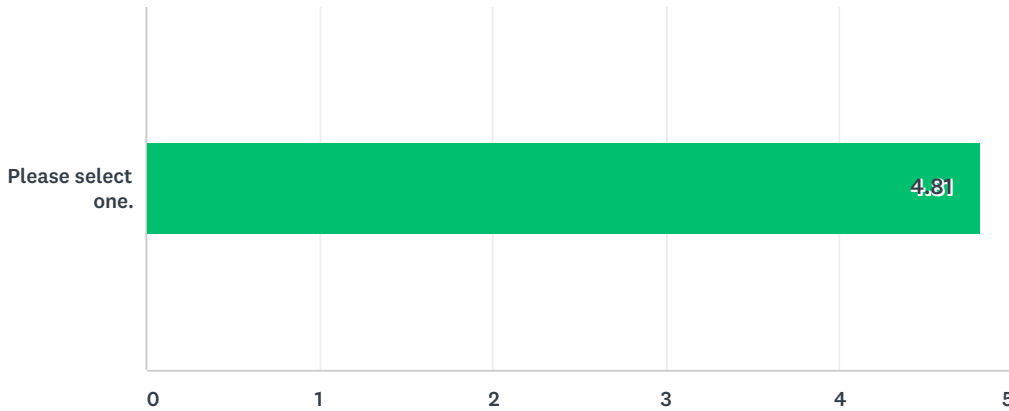
	POOR	OK	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	23.33%	76.67%	60	4.77
	0	0	0	14	46		

#	COMMENTS	DATE
1	A few errors on the preliminary audited financial statements that might be avoided.	7/19/2018 8:48 PM
2	We are pleased with your work product.	7/19/2018 2:43 PM



## Q9 How do you rate our communication with you in relation to the services we provide?

Answered: 59 Skipped: 1

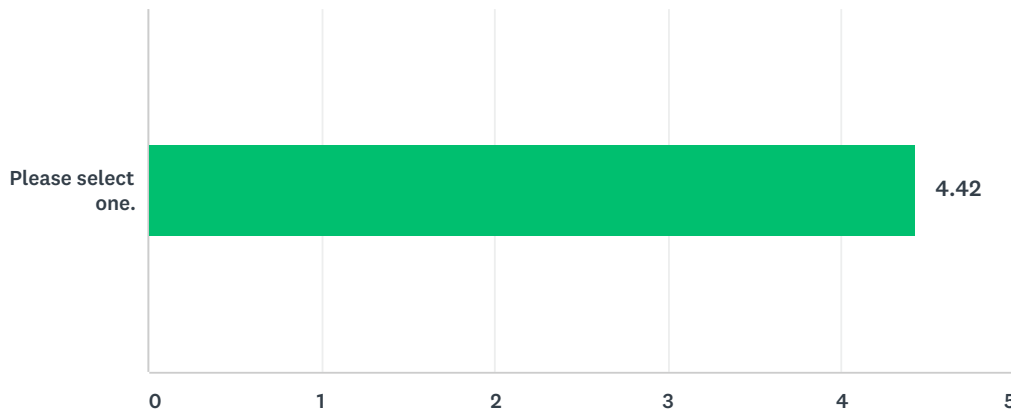


	POOR	OK	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	1.69%	15.25%	83.05%	59	4.81
	0	0	1	9	49		

#	COMMENTS	DATE
1	When an issue comes up that might require additional research or review your team always points us in the right direction.	7/23/2018 10:49 AM
2	see Question 1 comment	7/19/2018 4:07 PM
3	that includes the interactions with our Audit Committee and helping them as that group has transitioned through normal member movement.	7/19/2018 3:12 PM
4	Your staff is responsive and promptly communicates significant findings.	7/19/2018 2:43 PM

### Q10 Do you believe you receive good value for the services we provided/fees charged?

Answered: 60 Skipped: 0

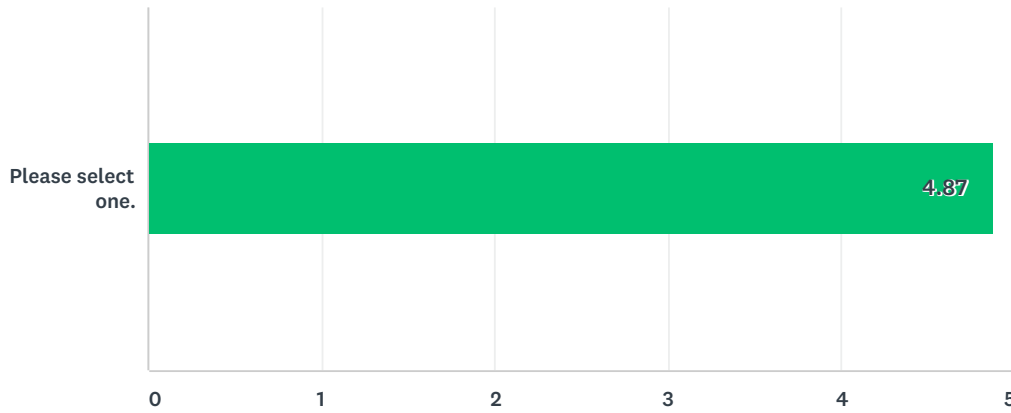


	NO	SOMETIMES	GENERALLY YES	YES	ABSOLUTELY	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	8.33%	41.67%	50.00%	60	4.42
	0	0	5	25	30		

#	COMMENTS	DATE
1	I believe that your services are priced within reason.	7/19/2018 2:43 PM

## Q11 Are you satisfied with our industry expertise?

Answered: 60 Skipped: 0

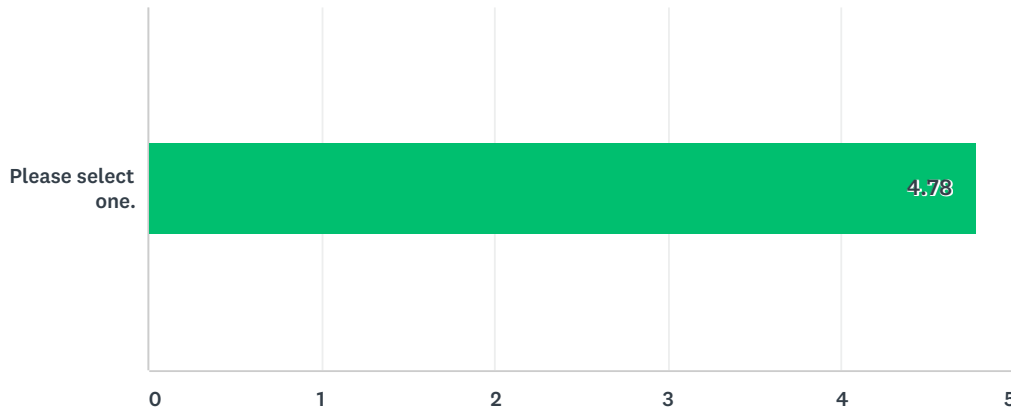


	NOT SATISFIED	SOMEWHAT SATISFIED	GENERALLY SATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	13.33% 8	86.67% 52	60	4.87

#	COMMENTS	DATE
1	Your understanding of the insurance business, in particular for fraternal, is exceptional.	8/9/2018 6:08 PM
2	Your involvement with NAIC and WI OCI speaks to the expertise you bring to the table.	7/23/2018 10:49 AM
3	particularly our needs in the pension area, and more recently, in non-traditional reinsurance	7/19/2018 3:12 PM
4	You have excellent insurance industry expertise.	7/19/2018 2:43 PM

## Q12 Would you recommend our firm to others?

Answered: 60 Skipped: 0



	NO	MAYBE	PROBABLY	YES	ABSOLUTELY	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	21.67% 13	78.33% 47	60	4.78

**Q13 If you were to recommend our firm, what would you say? We may want to use your comments as a personal testimonial on our web page or other printed materials. If you approve, please also provide your name (as the survey is otherwise anonymous).**

Answered: 19 Skipped: 41

#	RESPONSES	DATE
1	I have recommended Strohm Ballweg to a fellow fraternal benefit society and I think it helped in their deliberations. The team at Strohm Ballweg consistently outperforms larger firms since they know their clients so well. They build collaborative relationships based on their understanding of the strategies and challenges faced by their clients, balanced with an outside, seasoned perspective of the insurance business. The consistency of our engagement team from year to year is truly exceptional in the world of public accounting. -- Mike Ahles, Catholic United Financial	8/9/2018 6:08 PM
2	While few organizations would say they look forward to their audit, your firm makes it a relatively painless experience. We appreciate the flexibility and consideration for the other things our team has going on when it comes to scheduling. More importantly, the ability for us to be able to bounce questions and ideas off of intelligent and informed professionals, at almost a moment's notice, is what really helps to set SB apart from other firms. Chris Anderson	8/6/2018 7:14 AM
3	Strohm Ballweg is more than an audit firm, they are an important resource to help us understand the ever-changing regulatory and insurance environment. Our reporting and governance are much stronger due to their support and advice. Rick Parks - Society Insurance	7/23/2018 10:49 AM
4	sure, ( of course). As you know, I look at S/B as an extension of LWMMI -- and very proud to do so Dennis Tweedale	7/23/2018 10:14 AM
5	I am a CPA also. In my practice I deal with many other CPA firms. If I were to rank them Strohm would be at the top of the list. They meet my expectations of competence, timeliness and professionalism. The staff are a pleasure to work with.	7/22/2018 6:52 AM
6	In my experience, there is no other firm that comes close to the insurance-specific knowledge provided by Strohm Ballweg. The quick response times from Staff Accountant all of the way to Partner are unheard of among larger firms. Their expertise inspires confidence as we continue to grow as a company.	7/20/2018 4:42 PM
7	Knowledgeable, professional, willing to listen, and cost effective.	7/20/2018 1:47 PM
8	Strohm Ballweg is a great business partner. They are responsive to questions and issues providing valuable guidance in a timely manner. Their audit team is very thorough, but also very respectful of our other operations and our sta	7/20/2018 11:50 AM
9	Staff is very easy to work with and professional.	7/20/2018 11:46 AM
10	We are completely satisfied with your services.	7/20/2018 9:27 AM
11	If you are an insurance company in need of accounting or audit services you should talk to Strohm Ballweg.	7/19/2018 3:51 PM
12	Would note all of the above items numbered 2-9.	7/19/2018 3:45 PM
13	See comments in question 1	7/19/2018 3:22 PM
14	SB is a right-size firm; it delivers uncompromising and steadfast professional results. Their teams are well-organized and they have earned a seat at our partnership table. They never take us for granted, and it feels as though they try to earn, and "re-earn", our business every year. Harald Borrmann, CEO, Catholic United Financial	7/19/2018 3:12 PM
15	Strohm Ballweg only works with insurance clients and they have excellent knowledge of statutory accounting and the insurance industry as a whole.	7/19/2018 2:43 PM

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16	<p>Strohm Ballweg's staff are professional courteous, and knowledgeable. I have always been able to receive timely and accurate responses to any inquiry I may have. When working on our audit the audit team is well prepared and always considerate of our time. As a small company our employees must serve in many capacities and the team from Strohm Ballweg always keeps this in mind and schedules there time in our office so we can maximize our employees time and yet be efficient with the audit tasks. I would highly recommend Strohm Ballweg to any insurance company looking for quality auditors and consultants. Craig A. Pohl Financial Reporting Manager Partners Mutual Insurance Company</p>	7/19/2018 2:34 PM
17	<p>Their industry knowledge is exceptional.</p>	7/19/2018 2:24 PM
18	<p>We switched from a big four firm and our service level has never been better. I also believe the quality of the audit and service we receive is superior to what we had before.</p>	7/19/2018 2:11 PM
19	<p>We switched to Strohm Ballweg after being with the same accounting firm for decades. When we came to your firm I had very little knowledge of the "bones" of a financial statement let alone the NAIC statement. Your firm guided me through the process of preparing our own financial statement and also completing the NAIC statement in a matter of months. Everyone was very patient with all my questions and has taught me a lot. Lori Scheibe, Marysville Mutual Ins.</p>	7/19/2018 2:08 PM

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