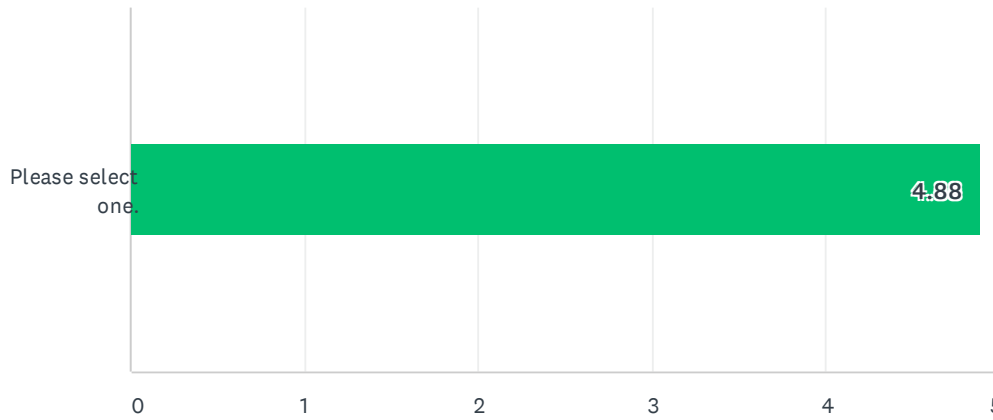


# Q1 Overall, how often are you satisfied with our services?

Answered: 60 Skipped: 0

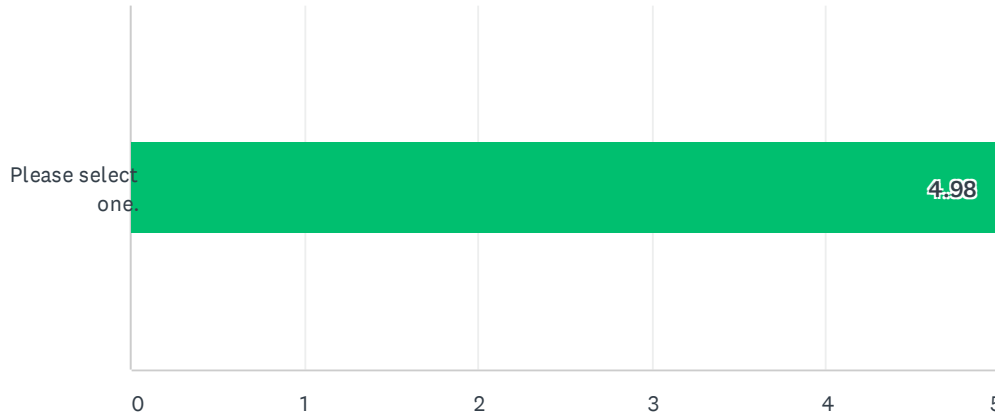


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	11.67% 7	88.33% 53	60	4.88

#	COMMENTS	DATE
1	Not sure if it was more on us than you but the GAAP revenue recognition issue being worked on in January was late in my mind.	6/22/2020 3:34 PM
2	Quick but well thought out responses. Great partnership!	6/18/2020 2:10 PM
3	The Strohm Ballweg team - Russ, Erin and Julie, do a great job.	6/18/2020 8:26 AM

## Q2 Do we provide timely delivery of services?

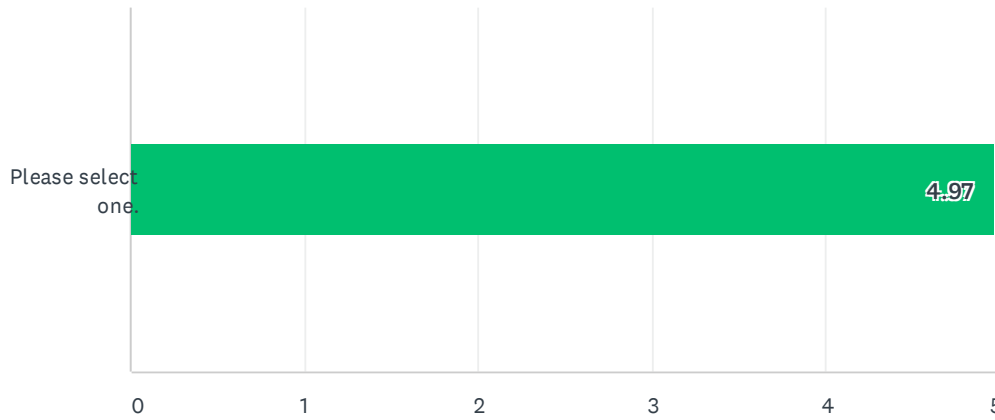
Answered: 60 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	1.67% 1	98.33% 59	60	4.98

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

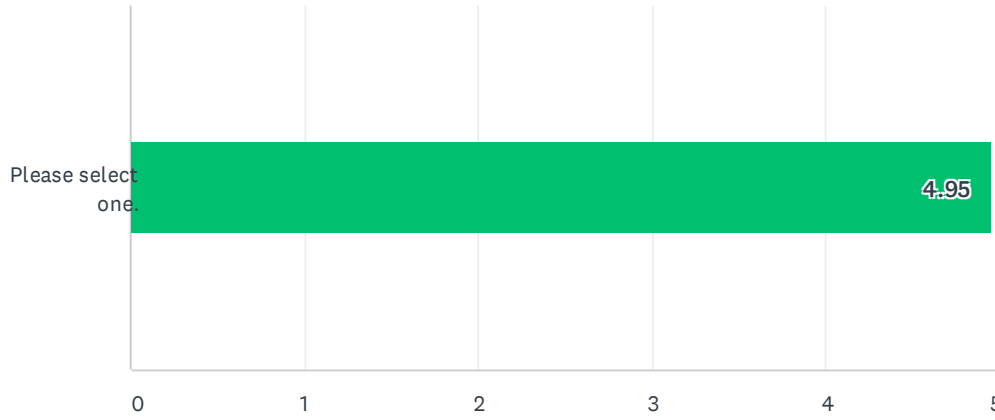
Answered: 60 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	3.33% 2	96.67% 58	60	4.97

## Q4 Is our staff considerate of your time?

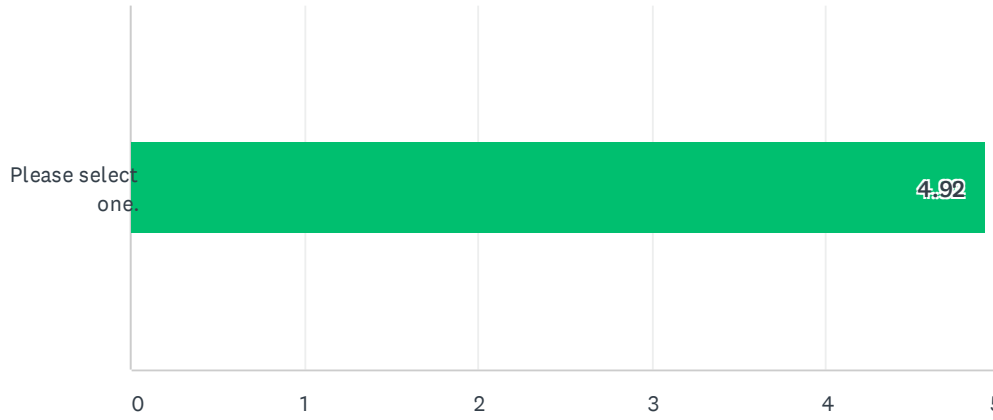
Answered: 60 Skipped: 0



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

### Q5 Is our staff prepared and knowledgeable?

Answered: 60 Skipped: 0

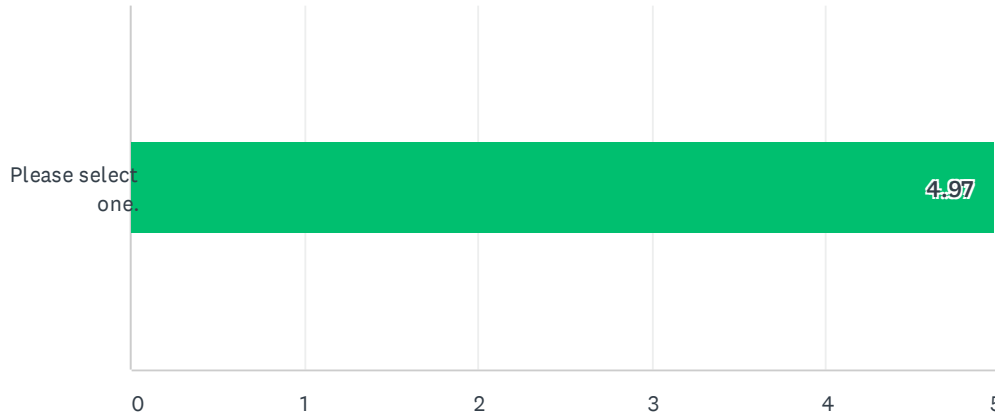


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	8.33% 5	91.67% 55	60	4.92

#	COMMENTS	DATE
1	This isn't a slight. There are always circumstances that will require additional research based on questions that may arise.	7/7/2020 10:42 AM

### Q6 Is our staff professional?

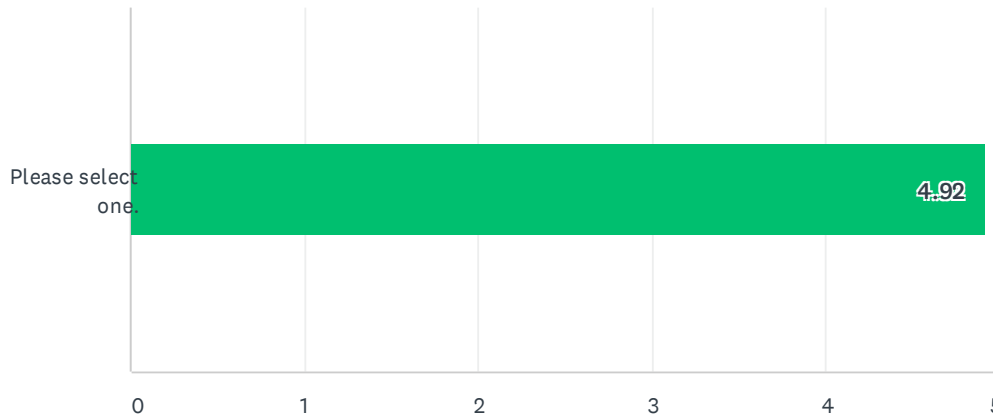
Answered: 60 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	1.67% 1	0.00% 0	98.33% 59	60	4.97

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

Answered: 60 Skipped: 0

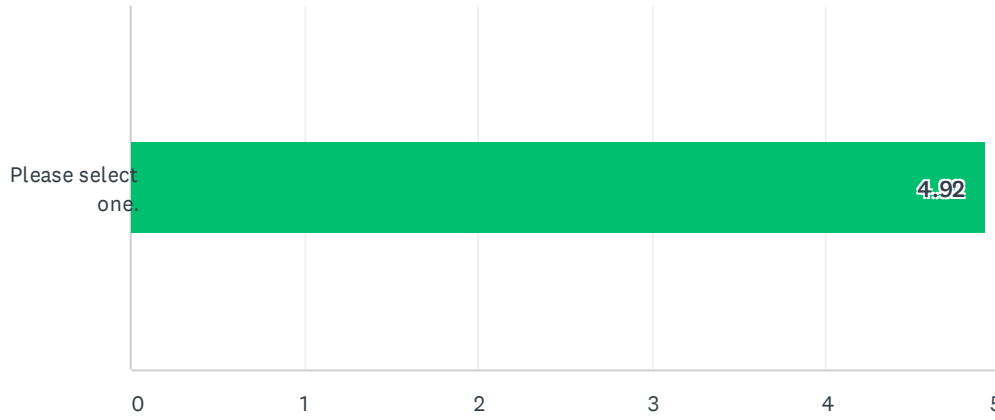


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	8.33% 5	91.67% 55	60	4.92

#	COMMENTS	DATE
1	The engagement team is extremely knowledgeable of new Accounting pronouncements, as well as, Tax strategy. Most recently, they made us aware of the favorable NOL carryback provision of the CARES Act.	6/18/2020 12:40 PM

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

Answered: 60 Skipped: 0

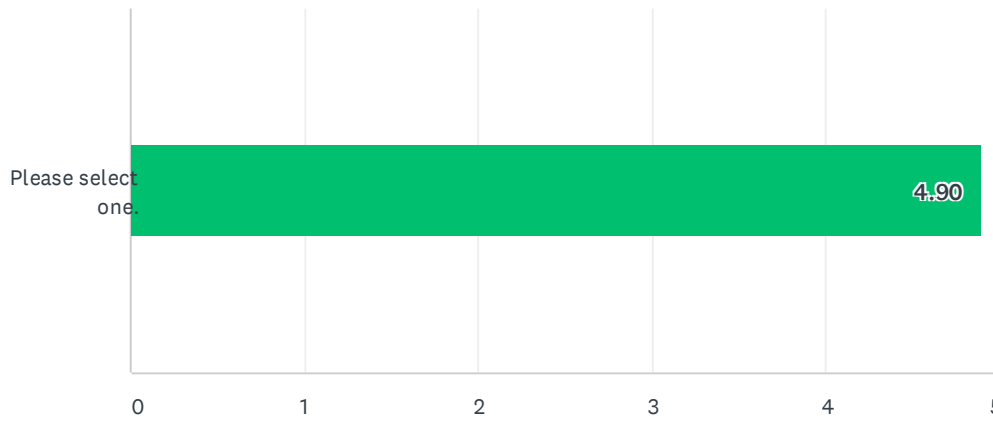


	POOR	OK	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	8.33% 5	91.67% 55	60	4.92



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

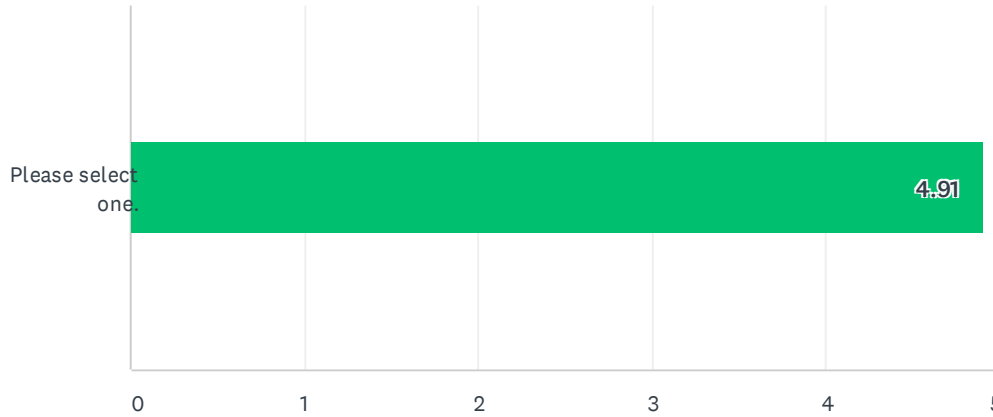
Answered: 59 Skipped: 1



	POOR	OK	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00%	0.00%	0.00%	10.17%	89.83%	59	4.90
	0	0	0	6	53		

# Q10 Were you satisfied with the services and related communications we provided to you from a remote setting?

Answered: 59 Skipped: 1

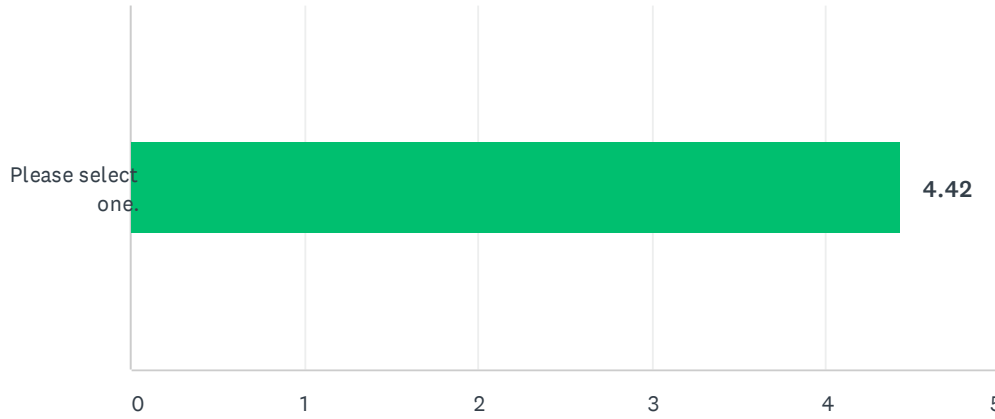


	NOT SATISFIED	SOMEWHAT SATISFIED	GENERALLY SATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	6.78% 4	66.10% 39	27.12% 16	59	4.91

#	COMMENTS	DATE
1	you are very flexible and make the exchange of information really easy to do for the client	7/14/2020 10:29 AM
2	The best was made of a difficult and unpredictable scenario. The one consistent comment I heard from my team was that it was time consuming to always email responses. Things that would have been a quick and easy conversation during a normal audit took much longer to answer. Hopefully technology can benefit this process should remote audits become necessary for the near future.	7/7/2020 10:42 AM
3	The use of an online meeting would have been preferable as opposed to conference calls. From a remote work environment, making pdf's of screen shots to provide for the audit was very time consuming. If screen sharing over Teams or Zoom was an option, that would be a time savings. But overall, the remote audit went very smoothly!	6/18/2020 8:32 AM

# Q11 Do you believe you receive good value for the services we provided/fees charged?

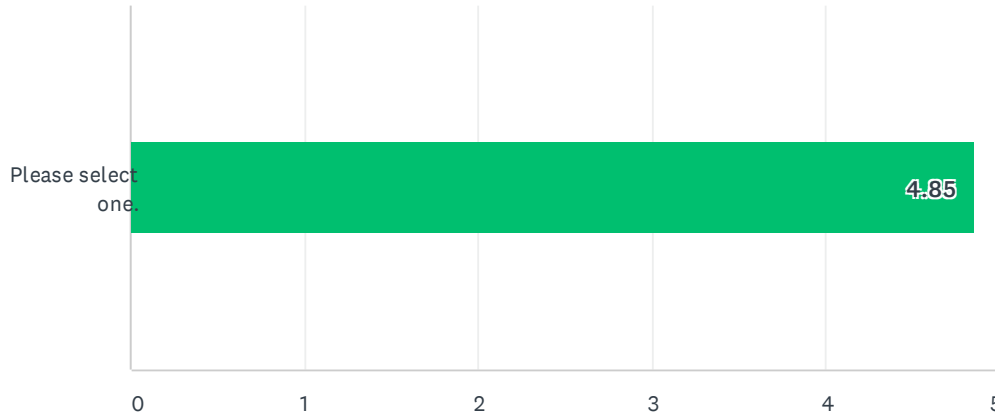
Answered: 60 Skipped: 0



	NO	SOMETIMES	GENERALLY YES	YES	ABSOLUTELY	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	1.67% 1	6.67% 4	40.00% 24	51.67% 31	60	4.42

## Q12 Are you satisfied with our industry expertise?

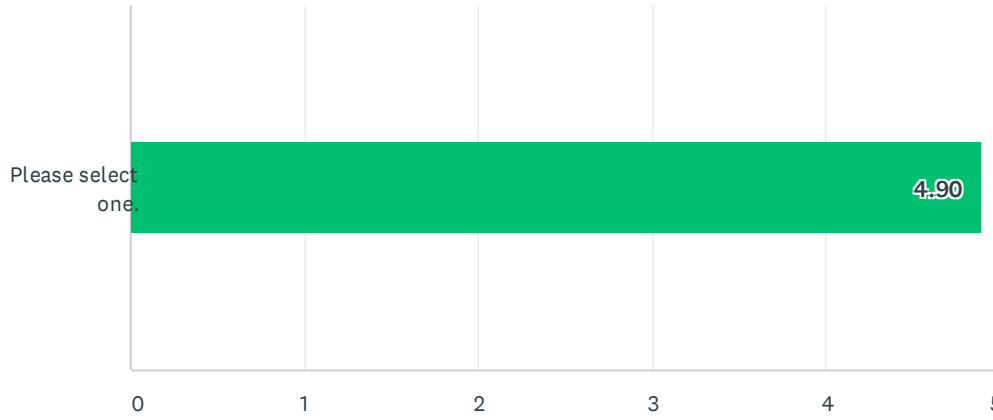
Answered: 59 Skipped: 1



	NOT SATISFIED	SOMEWHAT SATISFIED	GENERALLY SATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Please select one.	0.00% 0	0.00% 0	0.00% 0	15.25% 9	84.75% 50	59	4.85

### Q13 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	10.00% 6	90.00% 54	60	4.90

Q14 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: 17 Skipped: 43

#	RESPONSES	DATE
1	Strohm Ballweg has been an invaluable business partner for the Society, and a critical part of the success we have achieved during my tenure as President & CEO. They have provided great advice and direction on a multitude of topics, from Corporate Governance to Annuity Reinsurance to Defined Benefit Pension Plan Funding/eventual Termination, and Reserve Strengthening, in addition to their outstanding annual audit work. We are blessed to work with such a great team, led by both Heather and Gary at different times as policy rotations require. Sincerely, Kevin Marti Gleaner Life Ins. Society	7/14/2020 12:02 PM
2	Strohm has always provided the most professional and timely service. They are on top of current issues and continually provide guidance we feel we would not have received otherwise. They are a great business partner during these challenging times. Paul Taliaferro, CPA, CPCU, CGMA CFO and Treasurer Farmers Alliance Companies McPherson, Kansas 67460 (800)362-1075 x1511	7/14/2020 10:34 AM
3	As long-time clients of Strohm Ballweg we have appreciated the consistency and low turnover of their own staff. This makes for a much stronger working relationship from year to year and also tells me that the partnership provides an environment that their staff can thrive in and one that encourages employees to stay with the firm. Chris Anderson	7/7/2020 10:42 AM
4	Very efficient and polite when on site. Very mindful of our work flows, so we can still operate our mutual with the audit going on. Lisa Westenberg Lebanon Clyman Mutual Insurance Company	6/23/2020 3:16 PM
5	SB knows the insurance market intimately, understands the challenges small to mid-sized carriers face, and works to provide valuable guidance and counsel in addition to auditing services.	6/22/2020 4:09 PM
6	Best auditor there is for p/c insurers with under \$1 billion in assets and less than \$500 million in premium. They might be the best for larger p/c insurers too but that is the space we operate in.	6/22/2020 3:34 PM
7	We are very pleased with the professionalism of the whole team. Their response is very timely and they do not leave any loose ends. They keep us up to date on any accounting changes in the insurance industry as well as tax compliance.	6/22/2020 9:42 AM
8	The Strohm Ballweg team is great to work with. They are friendly, knowledgeable and respectful of your time.	6/19/2020 9:29 AM
9	Everything addressed in this survey are the key reasons... true partnership! Experience of staff is phenomenal; response time is exceptional. Your team thinks outside of the box during the audit to not make extra work so you can check a box from an audit perspective; you discuss what your need is matched with what our current process/support is to see how we can meet in the middle without excess work but still meet the needs of the audit.	6/18/2020 2:10 PM
10	Over the past fourteen years of our relationship; I have never been disappointed with any of the services provided. We receive a high quality product and advice for a more than reasonable price. I highly recommend them to others as opportunities arise. Joseph Percy AIG Insurance Management Services	6/18/2020 12:40 PM
11	Strohm Ballweg is always professional, extremely knowledgeable a very nice group of people to work with.	6/18/2020 12:32 PM
12	Strohm Ballweg's team	6/18/2020 11:35 AM
13	Nearly every vendor I work with oversells their abilities and under-performs on service. This has never been the case with Strohm Ballweg. As a 20 year client, I have never been disappointed with your service. Thanks for being such a great partner. Patrick Rounds, CEO PMMIC Insurance	6/18/2020 10:39 AM
14	Strohm Ballweg takes the necessary time to understand our operations and takes the right amount of time to explain how and why they audit our systems and why changes are necessary. Always professional and polite and willing to listen to our concerns and questions.	6/18/2020 10:08 AM
15	We are pleased that our audits have been completed in an efficient manner. It has helped us to have an audit firm that has expertise in the insurance industry and is staying up-to-date on accounting and audit developments. We have also found their personnel to be respectful of our staff and our time.	6/18/2020 8:52 AM

16	Great people, always professional, knowledgeable, very helpful, lots of expertise and always appreciate their help/assistance/consultative approach to us. They are true consultants to us beyond the audit.	6/18/2020 8:35 AM
17	Everyone is very enjoyable to work with and very responsive.	6/18/2020 8:26 AM