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### **IWIF earns 91 percent satisfaction rate from policyholders**

(TOWSON, Md.)—IWIF’s overall customer service satisfaction rate among policyholders reached an all-time high of 91 percent, according to the company’s survey results.

“This satisfaction rating is a testament to the hard work and dedication IWIF employees put forth every day to service policyholders and their employees,” said George Matthews, IWIF Executive Vice President of Insurance Operations. “IWIF employees know the market is competitive, and they believe providing superior service gives IWIF an edge in the marketplace.”

IWIF measures customer satisfaction among 400 randomly selected policyholders who had at least one claim and whose premium ranged from \$2,500 to \$25,000 and above. IWIF uses an independent market research firm to conduct the surveys. The study measures customer satisfaction and perceptions of IWIF. The results enable IWIF to develop strategies that better meet policyholders’ needs and expectations.

IWIF is the largest provider of workers’ compensation insurance in Maryland and is a fully self-supporting insurance company that operates solely from premium and investment income.

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