

July 24, 2008

Dear Valued Agent:

A few weeks ago we sent you notification that, **as of July 1, 2008, BISYS Specialty Programs is now known as 5Star Specialty Programs**, a division of Crump Insurance Services, Inc. and is now operating under the insurance licenses of Crump Insurance Services. If you have not updated your records of this change, please do so at your earliest convenience.

At this time, we wanted to notify you of some additional changes related to our new name, and to remind you to update other important information.

New Email Addresses:

Part of the change to our new name includes the change of our email addresses. Please update our contact information to reflect that all former BISYS Specialty Programs email addresses containing @bisys.com are now to be @5StarSP.com.

All @bisys.com email addresses should be updated to be firstname.lastname@5StarSP.com

Please make this change as soon as possible as @bisys.com emails will not work after 8/31/08.

Name and Licensing Changes

5Star Specialty Programs now operates on the Crump Insurance Services licensing platform. Again, please update your records of this change. Also, if your company currently has any contractual agreements with Crump, then the former BISYS Commercial related entities, as part of Crump, will honor and continue to be subject to those terms. If Crump does not currently have an agreement with your company, we ask that you accept an assignment of the current BISYS Commercial contract to Crump. If you so require, we are prepared to amend such agreements to clarify our contractual relationship.

Systems and Accounting

Please **download** the updated payee information for each program operation to assist with proper remittance of premiums. Please note that the former BISYS Commercial entities and Crump will continue to operate on separate accounting systems for some period of time. **If you are doing business with both firms today, we request that you keep us separate within your systems and not merge your recordkeeping until we notify you that we have unified our systems, in order to avoid any confusion and to ensure that invoices for premium and other payments are received and applied correctly.**

We're Now the Nation's Largest Insurance Wholesaler

The former BISYS commercial insurance, Life Insurance Services and Retirement Services operations (now known as Ascensus) and the former Crump Insurance Services organization were combined to make up **Crump Group, Inc.**, now **the nation's largest insurance wholesaler** and a leading provider of retirement plan services. 5Star Specialty Programs is the nation's 4th largest MGA with over \$400,000,000 in written premium, representing over 30 carriers and 10 specialty programs.

Again, we are more committed than ever to being your solution provider of choice. We look forward to continuing to deliver unique value to our customers in the form of specialty underwriting, industry expertise and responsive service as we move forward. Should you have any questions, please contact your existing underwriter or myself.

Sincerely,



David R. Tooley
President