

Wm Sullivan & Son
funeral directors since 1906

May 27, 2004

Attn: Ms. Linda Mauldin
Fortis Family Administrative Office
2000 Wade Hampton Blvd.
Greenville SC 29615

*Linda + the North
Central Team —*

*Congratulations on the
great feedback.*

Dear Ms. Mauldin:

I just want to express my thanks for the North Central Team in Greenville, South Carolina. You all do a great job!

I have been writing for Fortis for over seven years now. I would never know you are not Fortis! I have always received the best of service. Often when I call I will speak with Cheryl Johnson, Stephanie Donald, Michelle Porter, or Lynn Miller. (I hope I didn't leave anyone out.) They are always courteous, kind, attentive to details, answer any question I may have, and see to it that the policies are issued promptly. When I have called on a death claim I receive an answer on the dollar amount in less than a minute, two at the most.

When I call I thank the ladies for all the help they give me, but I thought as their supervisor, you would want to know the quality of service they provide. My thanks to all of you. Keep up the great job!

With thanks and appreciation,

Donna L. Ellett

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Pre Arrangement Coordinator