

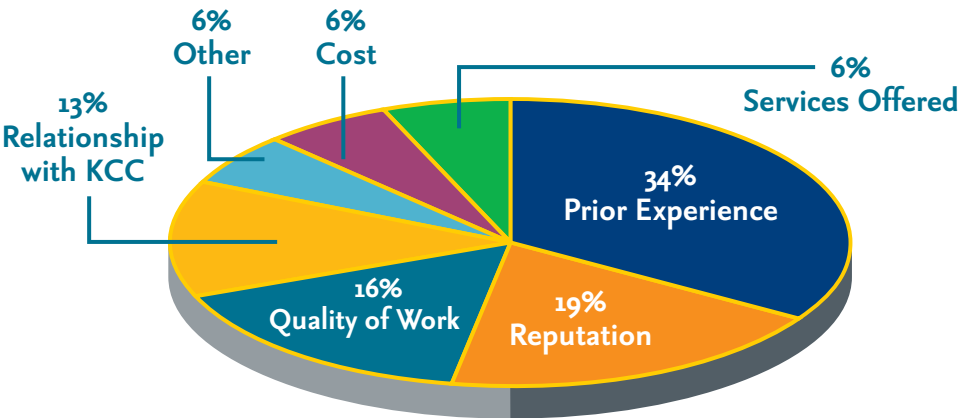
# CLIENT SATISFACTION SURVEY

2010 Results

# KCC SURVEY METHODOLOGY

We conduct an annual client satisfaction survey to offer financial and legal professionals the opportunity to provide their feedback on our services team and technology systems based on their recent engagement with KCC. We utilize the comments to improve our service levels and bring to market specialized services to meet the evolving needs of today’s corporate-restructuring professionals. Our sixth annual survey results reveal that KCC continues to provide a best-in-class client experience that adds value to the corporate restructuring process.

## 1 Top Reasons for Choosing a Claims Agent



“KCC is always very diligent and provides a seamless experience. We trust in the KCC team.”

One-third of respondents stated they select a Claims Agent based on prior experience with the provider.

## 2 Satisfaction Level with KCC’s Corporate Restructuring Services

100% Satisfaction



- ▶ Schedules/SOFA Preparation
- ▶ Official Committee Services
- ▶ Disbursement Services

More than 90% Satisfaction



- ▶ Noticing
- ▶ Pre-Filing Preparation
- ▶ Solicitation/Ballot Tabulation/Plan Confirmation
- ▶ Claims Administration

“The KCC team members were extremely knowledgeable of the Chapter 11 bankruptcy process as well as responsive to our requests.”

Clients, who utilized KCC corporate restructuring services, revealed high satisfaction levels with the company’s offerings.

### 3 Satisfaction Level with Features of KCC CaseView

“It was great to use a platform that was thorough and easy to customize.”

100% Satisfaction



- ▶ Timely Access to Claims Data
- ▶ Search and Reporting Features

Users of our proprietary technology, KCC CaseView, have access to the latest technological updates including updated Claims/Creditors search functionality, bankruptcy court document search from all historical and recent KCC cases and case precedent search for court filings by key words, jurisdictions, dates and more.

### 4 Satisfaction Level with KCC's Consulting Team

“I am always impressed with KCC's knowledge of local bankruptcy court requirements and have found their expertise to be a great asset throughout the case.”

Highly responsive

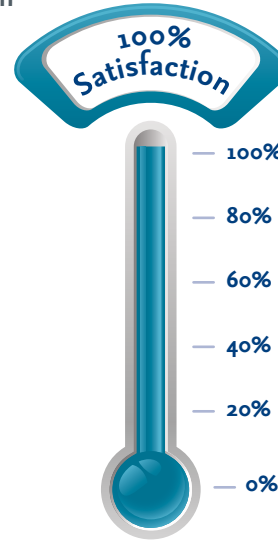
On-time delivery of materials

Resourcefulness in problem solving

Experienced in Chapter 11

Reliable & Accessible 24/7

High-quality work product



KCC consultants achieved 100% client satisfaction levels in areas including level of responsiveness, on-time delivery of high-quality materials, resourcefulness in problem-solving, experienced in the corporate restructuring process and highly reliable and accessible.

### 5 KCC's Top 3 Strengths

“I heard from colleagues that KCC was the best in the business and after working with KCC, I agree. I was impressed by their responsiveness, quick turnaround time on requests and excellent customer service.”



For 5 years, KCC has earned the reputation for being the most responsive claims agent compared to its competitors.

## CONCLUSION

We appreciate the insights provided by our clients and we would like to thank those who participated in the 2010 survey. For more information about the survey results, please contact us at 866.381.9100 or [info@kccllc.com](mailto:info@kccllc.com).

### About KCC

Kurtzman Carson Consultants LLC (KCC) [www.kccllc.com](http://www.kccllc.com), a Computershare company, provides administrative-support services that help legal professionals realize time and cost efficiencies. With an integrated suite of corporate restructuring, class action and legal document management solutions, KCC alleviates the administrative challenges of today's legal processes and procedures. KCC has gained client and industry recognition for its industry expertise, professional-level client service and proprietary technologies.

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