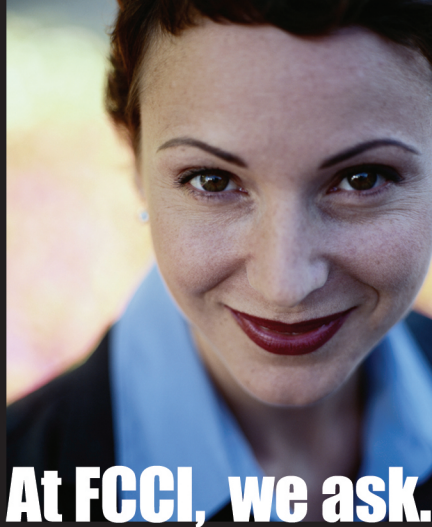


**Most  
companies  
tell you how  
they're doing.**



**At FCCI, we ask.**



Bar graphs represent agent feedback from an independent survey conducted in October, 2004 by Protocol, Inc.

**At FCCI, we ask you how we're doing and we listen to your answers.**

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