



Client Appreciation Night at the Iowa Chops



FREE TICKETS FOR KRIST CLIENTS!

At Krist Insurance we love our hockey and we support all forms in Des Moines: Inline, Youth, Buccaneers, and the Iowa CHOPS. We play, we coach, we live it!

Do you know how good this CHOPS team is? How fun they are to watch? Des Moines, we need to support our local hockey team to keep this high quality program vibrant and alive ... and we are here to help this goal.

BOBBY RYAN BOBBLE HEAD NIGHT

is part of Krist Insurance Services Client Appreciation night. It is our way to say get out and get a piece of history. If you are a hockey fan, you know that Bobby Ryan played 14 amazing games in Des Moines, did some unbelievable moves while he was here, continues his amazing play in the NHL and is on the way to win the Rookie of the Year award! Bobby holds the record for the World's Fastest Hat Trick —



3 goals in under 2 minutes — and this new phenomenon, this future hall of famer, started in DES MOINES! Right here in River City. You'll never see another Bobby Ryan Bobble Head in a Chops uniform! What a collectors item!

COME GET ONE ON KRIST INSURANCE.

The first 1000 to the game on April 11 get one. Come in and get signed up early on APRIL 11. Look for the Krist Insurance logos at special sign-up tables in the arena.

If you have never seen a CHOPS game or are a hockey fan, give us a call. As a Krist Insurance client, you will get in free as part of our client appreciation night free. That's right, free! Call our office, 515-270-0909, for your free tickets.

Enjoy a game on Krist Insurance and the CHOPS.

*Jamie Krist
President, Krist Insurance Services*

KRIST INSURANCE SERVICES — SERVICE²

[AS IN TIMES ITSELF]

- We promise to return your phone calls within 1 business day.
- Voicemail will be returned within 1 business day.
- We promise to answer your e-mails within 1 business day. If we received your e-mail with a request for follow-up, we will advise you of when we started your request, and will provide an estimate for your turnaround time. *For example: You inquire about a risk or underwriting issue, we will confirm receipt of your request and then advise the estimated turnaround time.*
- Commercial Certificates requests will be processed and disseminated within 1 business day unless certain requirements, not anticipated, obligates us to get underwriting involved.

We look forward to hearing from you at kristinsurance@kristinsurance.com.

Announcing a New Service Level — KristInsurance@KristInsurance.com

ONE-STOP ELECTRONIC COMMUNICATION
We are pleased to announce
kristinsurance@kristinsurance.com.

Place this in your e-mail contacts and utilize it for every insurance request (such as certificates, auto id cards, changes to your policy) — your one stop Krist resource for your commercial and personal lines needs. You no longer need to remember your Account Manager or Agents e-mail address or contemplate *who should I send this to*. This e-mail addressed is monitored to ensure you receive the service expectations you value from us.

Krist Insurance Services strongly believes that service to our client is critical. To deliver service performance, service standards have been developed to ensure we exceed your expectations. Beside service standards for all colleagues at Krist, we have:

Effective November 1, 2008, gone paperless for our Commercial and Personal Lines book of business. All faxes and mail are scanned when received and assigned to a Krist colleague. This allows colleagues to readily know at their finger tips what is in their work queue. They can quickly see

critical or urgent work on their desk top.

It also allows management to oversee and assist the workflow to ensure we are meeting our service promises. No more rummaging through paper!

Certificates: We have designated one individual to handle all of the certificate of insurance requests that do not require carrier approval or specialize wording. We are pleased through our testing period that these types of certificates have been processed in a half a day.



Krist Insurance Group of Iowa, LLC
 6600 Westown Parkway, Suite 250
 West Des Moines, IA 50266

WE BELIEVE THAT SERVICE IS THE KEY TO A COMPETITIVE ADVANTAGE IN THE MARKETPLACE — THAT'S WHY IT'S PART OF OUR NAME

Krist Insurance Services Partners With InFocus Partners



PEO Strategic Alliances Professional Employer Organizations incorporate Human Resources; Workers Compensation and Group Benefit solutions into an integrated resource for start-up, small- and mid-sized business owners that are looking for innovative and cost effective services.

Krist Insurance Services has recently partnered with InFocus Partners to provide a mutually beneficial strategic alliance. This alliance assist in providing expertise and product to this PEO which allow you to focus on your business.

Contact Krist Insurance to obtain a proposal for these services.

InFocus Partners offers:

- Payroll Administration
- Tax Preparation and Compliance Services
- Employee Benefits Administration
 - Workers Compensation
 - *Loss Control and Risk Management*
 - Group Benefits/Employee Benefits Administration
 - *Health Insurance*
 - *Ancillary Benefits which include life, dental, disability and work site products*
- Human Resources Services
 - Including employee manuals, training, counseling, hiring and firing.*
- Information Technology Services
 - Network and IT administration

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to reserve your free tickets!**

APRIL 11, 2009