

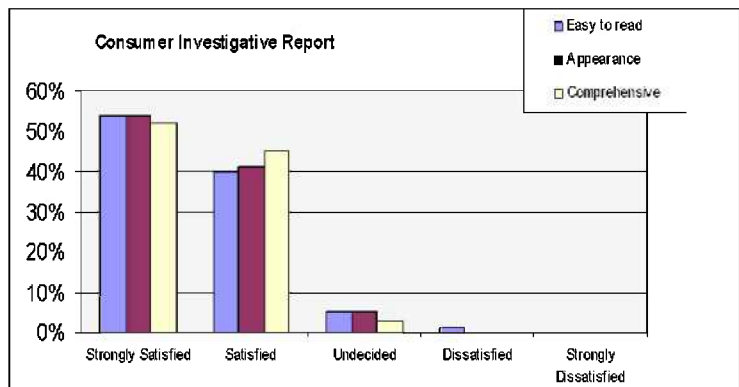
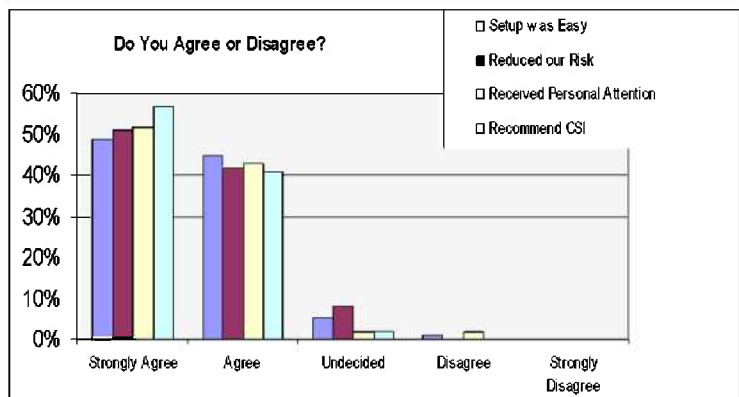
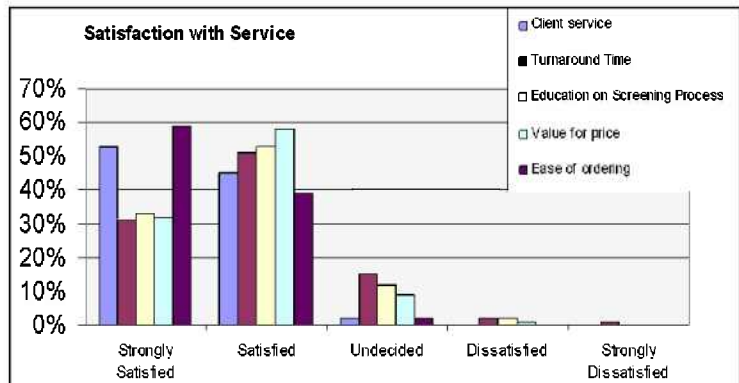
## **SURVEY SAYS: Client Satisfaction High, Some Room for Improvement**

April 2007

Recently, Creative Services, Inc. (CSI) invited our clients to respond to an email survey regarding client satisfaction. We were extremely pleased with the number of responses, which represented a statistically significant sample, as well as with the nature of the responses, which were overwhelmingly positive. After tabulating the results, we conducted individualized follow-up with those clients who provided their identification to discuss any concerns expressed, so that we could take corrective action.

Highlights of the survey results include:

- **A gratifying 98% of respondents indicated they were satisfied or strongly satisfied with the quality of service and ease of ordering**
- **90% were satisfied or strongly satisfied with the value of our service in relation to price**
- **82% of respondents were satisfied or strongly satisfied with the turnaround time and 86% similarly rated the education provided on the background screening process**
- **94% agreed or strongly agreed that it was easy to set up their accounts, 95% agreed that the level of personal attention needed was received, and 93% agreed that using CSI has reduced their risk**
- **Between 95-98% were satisfied or strongly satisfied with the comprehensiveness, appearance and ease in reading CSI's consumer reports**
- **A resounding 99% of respondents indicated that questions were addressed in a timely manner**
- **98% would recommend CSI's services to others**



While these findings indicate that we are on the right track, some comments also revealed areas where there is room for improvement. The most frequently cited suggestions identified the need to continue to invest resources and streamline processes related to (i) managing turnaround time, (ii) simplifying the status report terminology and (iii) communication on pending reports. Through our CSI quality control programs, we are consistently reviewing and implementing procedures that will result in improvements in all of these areas.

Another area receiving multiple comments was in regard to an online ordering system. Fifty-four percent of survey respondents indicated they are likely or very likely to implement online ordering. In response, CSI is pleased to introduce our expanded web-based client access application, “eClientLink,” which makes it easier than ever to submit applicant information, order specific services, retrieve and review results, generate management reports, and facilitate quicker communication, all with enhanced data security. We invite you to speak with a Client Services Representative to learn more about “eClientLink.”

Finally, we are delighted that many survey respondents either provided or are willing to provide testimonials regarding our services. We would like to share a few of the comments with you:

*“Creative Services has made our HR tasks related to background screenings seamless and very efficient. CSI is easy to work with, has excellent response time, is professional and willing to help out at a moment’s notice for additional requests.”*

Human Resource Manager, Financial Process Automation Technology Company

*“CSI’s investigative and drug screening programs have greatly reduced our statistical security and safety risk profiles. CSI’s follow up program, which ensures we stay compliant with all aspects of the FCRA, continues to be an incredible value.”*

Director, Security and Safety, Jewelry Manufacturer

*“CSI delivered a terrific orientation for our managers, to help us improve our pre-employment screening. Their expertise, coupled with the quality and depth of their reports, has produced measurable improvement in our hiring process.”*

President, Warehousing and Distribution Company

*“I have been working with Creative Services for over five years and found the staff to be very knowledgeable, friendly and patient. They are a great asset to any company that needs support with background investigations.”*

Human Resource Manager, Food Services Company

*“CSI has provided us with comprehensive reports in a timely manner. We were able to obtain information on our hires that we otherwise wouldn’t have received, prohibiting us from making one hire that may have been very detrimental to our business.”*

Employment Coordinator, Speech and Imaging Technology Provider

*“Background checks were a new part of our hiring process and CSI helped us set up and implement the program seamlessly and smoothly. We often receive our results before we expected them, which helps with quick decision making in staffing.”*

Human Resource Administrator, Video, Voice and Data Technology Provider

We sincerely thank everyone who participated in the survey and welcome your feedback, whether positive or negative, at any time. Your comments are invaluable in allowing us to fulfill our commitment to provide our clients with a superior background screening product, the most efficient and cost-effective service, and unequalled personal attention.