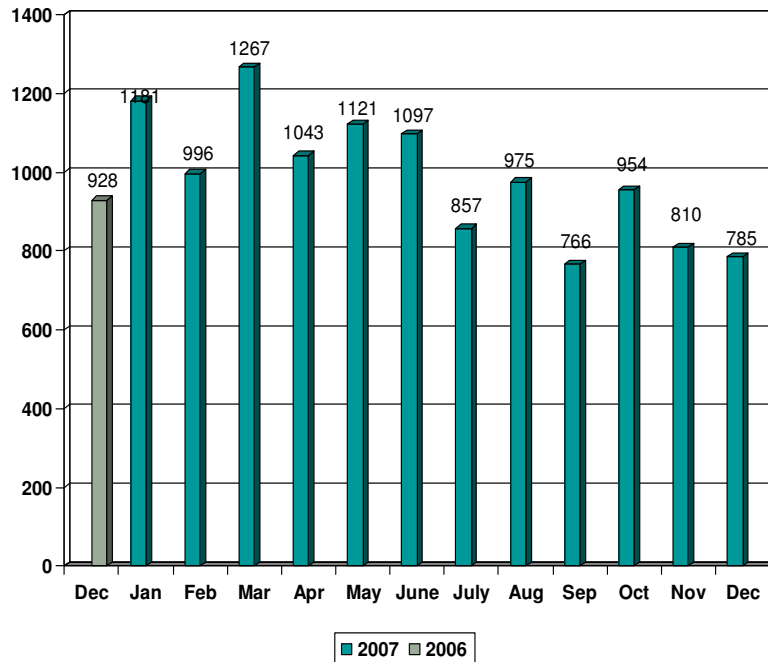


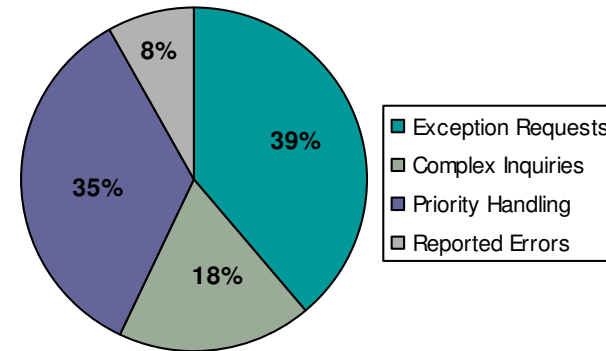
Divisional Service Consultants & Case Resolution Team December 2007 Monthly Dashboard



DSC Total Cases by Month



Total DSC Cases by Type



Case Resolution Team

	Dec.
Total Cases	394
Financial	276
Non-Financial	118
Reported Financials	202

Top 4 Reported Financials

	Dec.
Wrong Dollar Amount	54
Overlooked	34
Reinstatement	32
Applied to Wrong Contract	25

- Staffing Changes:
Paul Wainwright – new DSC for NE Planner Wholesalers
- Special Projects:
Pimco bad price– CRT
Client Services ARI project – CRT
Problem Resolution focus groups with Sales and Ops
- Analysis/Trends:
300 exceptions were requested, 234 (78%) were approved
Inflated by 117 rider related requests and reinstatements