



Monday September 15, 2008

Note from Brent Borgstedte, GBS Insurance, to XDimensional Technologies:

Just got a bit of a break from claims phone calls and I wanted to let you know how well Nexsure has worked for us during this disaster (Hurricane Ike).

We setup a disaster route with AT&T a while back to forward our calls to the CAA Austin office in the event of an emergency such as this.

I left for San Antonio on Friday to stay with relatives and waited to see if we would have power at the office by Sunday. We did not so we forwarded the phones to CAA in Austin. One of our personal lines CSR's came over to Austin to stay with in-laws during the storm so she and I showed up this morning at the CAA offices with a couple of laptops and setup shop. The calls started rolling in like crazy and with Nexsure and our remote hosted exchange services, we were in business. Our clients were shocked that they could get us on the phone since most phones are still down in Houston.

Not only could our clients get us, we had complete access to their policy information and in most cases, the complete policy through e-services. I emailed a policy to one insured whose policy had just renewed 9-1 and he was completely blown away.

Needless to say, we are delighted that we had this kind of access to our customer accounts!

Thought you might like to know.

Regards, Brent