



April 11, 2007

On behalf of The Board of Directors at CSIO it gives me great pleasure to announce Steven Kaukinen as our new President, effective April 23, 2007.

Steve brings with him a wealth of experience in all aspects of the P&C Business. Most recently he was President and CEO of Baldwin Janzen Insurance Services in Vancouver. Prior to that, Steve was Vice President - Competitive Insurance at ICBC. With 20 years of experience in our business he has shown strong leadership skills. Managing diverse teams in technology, underwriting and marketing roles for both Canadian and US insurers.

Steve received his MBA from The University of Western Ontario in 1999.

We believe this well-rounded background, coupled with a proven track record of successes in the areas of systems and business process innovation, make Steve uniquely qualified to continue the evolution of CSIO on behalf of our industry.

A handwritten signature in black ink, appearing to read 'Bob Fitzgerald', is written in a cursive style.

Bob Fitzgerald  
Chairman of the Board  
CSIO

*The Centre for Study of Insurance Operations (CSIO) is Canada's national standards organization supporting the property and casualty insurance companies, broker management system vendors and independent insurance brokers. Since 1981 CSIO has been dedicated to improving efficiencies in the independent broker distribution channel by overseeing the development, implementation and maintenance of industry standards for EDI, XML and forms design. CSIO provides services nationally in both French and English with offices in Montreal and Toronto. For more information please go to our website [www.csio.com](http://www.csio.com)*