



ISSUE 1, VOLUME 1



THE ACCESS CONNECTION

DECEMBER 23, 2010

2010 THANK YOU

As the snow begins to whiten the roads in Chicago and holiday preparations are in high gear, we take a moment to reflect on how far we have traveled together in 2010. We at American Access are grateful for many things this year. In the midst of some very tough economic conditions, American Access continues to grow and thrive, reaching milestones of \$100 million in premium and servicing 150 thousand customers. We'd like to take this time to thank all of those involved in making this year a truly special one.

To our 150 thousand customers, thank you. In these difficult times, you have taken on the responsibility for protecting you, your family, and those around you. And you have entrusted us with that responsibility for being there just in case. We commit to you to continue to improve our service in your time of need. We are proud that more and more of you are choosing American Access and more importantly staying with us when it comes time to renew your policy.

To our thousands of insurance agents both new and old who choose to offer our products, thank you. You have many choices of insurance carriers, and yet our partnerships continue to grow. You are there for the insured offering them the best company and coverage that is right for them. We commit to you to continue making doing business with American Access more convenient and accessible.

To our employees at American Access, thank you. At the end of the day, it's the employees that must deliver the best service possible for our insured and our agents. From the customer service representatives to the underwriters to the IT helpdesk who answer your questions, to the adjusters and appraisers

that make sure the claims are handled quickly and professionally, to the marketing representatives who build strong relationships

Thank You

with our agents, to the developers that make our systems easier to use, to the accounting team that makes sure we are financially strong and the supervisors who make sure their staff continues to learn and grow...it is truly a team effort.

We are grateful for all of you, your efforts and your business in 2010. We look forward to continuing to improve in 2011. And we wish you and your family a wonderful

holiday season and a very happy new year.

LOOKING FORWARD TO 2011

While 2010 has been a fantastic year, we look towards 2011 to build upon that foundation and keep the momentum going. In 2011, we look forward to continuing to improve our service, enter new markets, expand our products with great offerings such as our new roadside assistance program and our recurring credit card program, and ensure that we are offering these services at a price that is affordable for our insured.

We recognize that many of the improvements that we have made in the past are because of suggestions directly from our valued customers and agents. We welcome feedback. Email us at feedback@aains.com anytime or visit our website at www.aains.com. Thank you again for your business!



In this photo: Sam Cardullo VP of Distribution (left) / Farrah Sayeed Underwriting Manager (right)