

## 2024 STROHM BALLWEG CLIENT SATISFACTION SURVEY

Questions were ranked on a scale of 1-5, with 5 being the highest score.

■ Overall, how often are you satisfied with our services?	4.94
■ Do we provide timely delivery of services?	4.94
■ Do we respond timely to your calls or email inquiries?	4.94
■ Is our staff considerate of your time?	4.97
■ Is our staff prepared and knowledgeable?	5.00
■ Is our staff professional?	5.00
■ Does the continuity of the engagement team meet your expectations?	4.93
■ Are you satisfied with the services and related communications we provided to you from a remote setting?	4.86
■ Are you satisfied with our industry expertise?	4.97
■ Do you believe you receive good value for the services provided/fees charged?	4.84
■ How do you rate the quality of the work product?	5.00
■ How do you rate our communication with you in relation to the services we provide?	4.97
■ Would you recommend our firm to others?	4.94



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### We asked our clients if they were to recommend our firm, what would they say?

- If you want a firm that knows insurance, is willing to be flexible as your needs change, and effectively delivers information to your Board, you need to talk to Strohm Ballweg. I have and will continue to recommend Strohm Ballweg, without reservation.
- The service provided has no rival and the continuity of the engagement team from year to year allows us to build relationships that make the audit process efficient and as stress-free as an audit can be.
- Strohm Ballweg provides great value. Knowledgeable and professional staff with very good staff continuity.
- Highly professional and experienced in NAIC reporting. Service charge is reasonable. We love working with Strohm and its staff.
- Strohm Ballweg provided professional independent auditing services with a knowledgeable team. I would recommend them to other insurance carriers looking for a quality firm.
- Great team .... very competent.
- They have been very responsive to any questions and they have great industry knowledge in insurance accounting.
- Very professional and always willing to help with any question we have.
- SB is great, definitely insurance experts, thoughtful, creative, and very diligent. Would definitely recommend them!
- We appreciate Strohm Ballweg's insurance expertise, which is very helpful to us as an insurance client. Their employees are professional and have always responded quickly to our questions on accounting and tax matters.
- Strohm Ballweg has been our auditors for 20 + years, always friendly, easy to work with, great at explaining the numbers or any questions I may have regarding the financials. Very helpful throughout the year if I have questions on anything. Usually have the same audit team as much as possible which is great to have those connections throughout the years. I would highly recommend them to anyone in need of their services.
- Your firm is amazing... glad to have you on my team!

