



CLIENT SERVICE EXCELLENCE AWARDS Q1 2009

	Office	Retention (Last 12 Months)
National Leader (95% or higher retention, profitability*)	Atlantic City, NJ ⁷	100.00%
Excellent Performers (93% or higher retention, profitability*)	San Mateo Union, CA ⁴	100.00%
	Wheeling, WV ²¹	100.00%
	Univ. of Pittsburgh, PA ³	99.86%
	Midtown, NY ²	99.25%
	Tulsa, OK ⁸	98.03%
	Savannah, GA	97.49%
	Wilmington, DE ⁴	97.33%
	Woodbury, NJ ⁵	97.33%
	Lakeland, FL ¹⁸	96.82%
	Chicago, IL ¹⁴	96.69%
	Columbus, OH ¹⁶	96.27%
	San Mateo/East Bay, CA	96.15%
	San Mateo, CA ²	95.18%
	Jacksonville, FL ²	95.17%
	Knoxville, TN ¹⁰	94.28%
Allentown, PA ¹⁰	94.11%	
Pittsburgh, PA ¹⁴	93.52	

* Profitability based upon Manager's tenure:

6-12 mos. - 6%

13-18 mos. - 7%

19-24 mos. - 7.5%

25+ mos. - 8%

Number footnoted next to branch name indicates number of awards received, including this award.