



CLIENT SERVICE EXCELLENCE AWARDS Q1 2010

	Office	Retention (Last 12 Months)
National Leader	Midtown, NY ⁶	100.00%
(95% or higher retention, profitability*)		
Excellent Performers	Asheville, NC ⁴	100.00%
(93% or higher retention, profitability*)		
	Brooklyn, NY ⁴	100.00%
	Cedar Rapids, IA	100.00%
	Columbia, SC ⁷	98.89%
	Worcester, MA ⁸	98.65%
	Philadelphia, PA ⁶	98.34%
	Stamford, NY ¹²	97.68%
	Richmond, VA	97.32%
	Sacramento, CA	96.70%
	Atlanta-Decatur, GA ⁶	96.59%
	Ft. Myers, FL	95.86%
	Kalamazoo, MI	95.69%
	Wheeling, WV ²⁴	95.69%
	Upland, CA ²	95.28%
	Willow Grove, PA ⁴	94.62%
	Gainesville, GA ²⁴	94.43%
	Orange County, CA ⁴	93.91%
	Oregon/Washington ²	93.56%
	Wilmington, DE ⁷	93.05%
	Wisconsin ²	93.00%

* 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.