



**Brown & Brown of Central Oklahoma, Inc.**  
**710 Cedar Lake Blvd, Suite 110**  
**Oklahoma City OK 73114**

September 30, 2009

Efile

Attn: Edenson M. James  
One Research Drive, Suite 202B  
Westboro, MA 01581

Re: Efile

Dear Edenson:

Our agency has been using Efile since May 2007 and although there was a little resistance at first over giving up having paper files for our clients, now we don't know how we have worked all of these years without it. The productivity in our office has increased by at least by 25% because the electronic filing system that we have in place now. Gone are the days of having to pull paper file out of a drawer, having to hole-punch the papers, organize them and file everything. It has helped us cut down on mail items being misplaced on our desks because everything is scanned in and kept in an electronic mailbox that sets on the screen right in front of our faces.

Some of the features that we love about Efile are the annotation tool bar, the bookmarking feature, the workspace. Because Brown & Brown requires us to show documentation on the policy that it has been checked and by whom, the rubber stamp and adding text features on the annotation tool bar really come in handy. It has a highlighter that allows us to highlight the policy forms that are attached to the policy, which is another Brown & Brown requirement. The bookmarking feature comes in handy when there is a large policy with several coverage sections. We also love the fact that you can file a document away with just three clicks of the mouse.

The Efile search feature has really helped us save time when it was crucial to get information stored in our system to the company or to an insured. One of our account managers had an experience when her insured disagreed with audits over a two year period and needed to supply the company with documentation to convince them to revise the audits for both years. By simply launching a description search and searching for all of the "audits" for that client, we had copies of the audits, the audit worksheets and the notes to confirm the correct audit figures and emailed them to the company in a matter of minutes. Our insured was pleased with how quickly we obtained the information and the company was somewhat shocked at our prompt response to their request for all supporting documentations. Without Efile, something that took us minutes to provide would have taken us hours if we had to search through a paper file, provided we could find all of the files from the two prior years. Efile has definitely proven to be a huge time saver, which in turn improves efficiency as well as time management of our staff.

Thank You Efile,  
Kiesha Wallace  
SBU Manager

**P.O. Box 16340 Oklahoma City, OK 73113**  
**Phone (405) 607-6314 \* Toll Free (866) 678-5862**  
**Main Fax (405) 607-6353 \* Producers Fax (405) 607-6315**