



February 27, 2008

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Announcement of the New NCRB-NCRF-NCIGA Websites

In an effort of continuing our commitment to service, we are launching a newly redesigned website on **March 3, 2008**. The aesthetic and functional enhancements of the site should prove to offer end-users a much more satisfying experience through:

- A more user-friendly interface that utilizes dynamic menus to better support the delivery of information
- A multi-functional website that effectively promotes and accurately represents the three organizations NCRB, NCRF, and NCIGA
- A better navigational plan and improved structure and organization of information that allows quicker and easier access to important information
- A better opportunity for providing current information to people and organizations that rely on services offered via the website
- A robust and user-friendly "Search" tool
- A more effective means for delivering, posting and updating "Latest News and Updates" on the Home Page
- A means to submit "Customer Service Request" via email to the Information Center for support issues that cannot be located on the website or are unique by nature of request
- A better solution for providing timely and useful information to the interested customer

We welcome you to the new NCRB-NCRF-NCIGA website and encourage you to provide feedback to us on the site so that we can continue to meet your needs. It is our hope that the newly redesigned site will effectively provide the information you seek in an easy-to-use setting.

Sincerely,

Sue Taylor

Director, NCRB Insurance Operations

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