

CASTLEBAY CONSULTING

Insurance Solutions Experts

CastleBay Consulting Earns High Marks in Novarica ACE Rankings

CastleBay receives a score of 95 out of 100 for “overall customer satisfaction”

Austin, TX, May 27, 2009 — CastleBay Consulting Corporation, a consulting services firm specializing in providing high impact consulting services to the Property & Casualty insurance market, today announced that it has received impressive scores in the Novarica Average Customer Experience (ACE) Ranking Report™ published in May 2009. In addition to earning a score of 95 out of a possible 100 for “overall customer satisfaction,” CastleBay also received a score of 92 for “overall staff,” and 93 for “overall organization.”

The Novarica ACE Rankings™ were based on an online survey of senior technology and operational executives at five insurer clients who have had direct experience with the CastleBay services and organization. ACE Rankings provide a transparent, un-edited picture of how well a solution or provider meets its users' needs.

“We are pleased to include CastleBay Consulting in our Novarica ACE Rankings report as the first consulting firm to be ranked,” said Matthew Josefowicz, director of insurance practices, Novarica, and lead researcher for the Novarica ACE Rankings effort. “We asked those insurers surveyed to rank his or her experience with CastleBay, resulting in an impressive score of 95 for overall customer satisfaction.”

“We are extremely pleased to have received such high marks from our client family and to be the first consulting firm to be included in the Novarica ACE Rankings. On behalf of the CastleBay team I’d would like to thank Novarica for the recognition and our clients for their support,” said George Grieve, CastleBay’s CEO. “Our high scores are very gratifying and we will continue our commitment to provide only the highest quality services to our clients.”

To download a copy of the Novarica ACE Ranking on CastleBay please visit:
<http://www.castlebayconsulting.com>.

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About Novarica ACE Rankings

Novarica ACE Rankings are produced independently and are not sponsored by vendors. Novarica solicits rankings directly from its own network of insurer contacts as well as offering vendors the opportunity to direct clients to the survey. Vendors have no input into the results of the survey other than the opportunity to direct clients to the survey. Individual client responses are kept confidential from the referring vendor. For more information on Novarica and on the ACE Rankings, please visit <http://www.novarica.com/acerankings.shtml>.

About CastleBay Consulting Corporation

Austin, Texas based CastleBay Consulting was founded in 1998 to provide high impact consulting services to the Property & Casualty insurance market. Services include strategic systems planning and acquisition; quality management; program and project set up, management and assessment; business process and requirements analysis; and related software implementation services.

CastleBay's consultants average more than 25 years of insurance industry experience and represent a wealth of experience as executives and officers from world-class vendor and insurance carrier companies.

To learn more about CastleBay Consulting's services, call 512.329.2619 or visit the website at www.castlebayconsulting.com.

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