



P.O. Box 55069 Seattle, WA 98155-0069

To Our Valued Clients,

We are proud to announce that Kohout Insurance Agency will be merging with Pachner & Associates on October 1, 2005. We are both smaller brokers that emphasize personal service and professional results. I will be associated with the combined operations in a sales and consulting capacity after a well-deserved 6 month sabbatical from the insurance business.

Why are we merging two smaller, full service insurance agencies that specialize in guides, outfitters, not-for-profit outdoors organizations and other outdoor-related companies? We feel strongly that our customers will benefit from the same level of personal and professional service that you have come to expect from Kohout Insurance Agency. Don and I will each be able to focus on the part of the business we do best, while leveraging our larger size to provide new service enhancements.

Mike will focus on sales, while Don will focus on running the firm behind the scenes, servicing your business, working with insurers and administering flexible communication options so rare in a smaller firm. Mike's customers will now have 24/7 secure internet access to their account (including access to certificates of insurance, accounting and claims) and a toll free 24/7 emergency service line and toll free fax line.

This will truly be a merger of East and West...I am located in Seattle and Idaho, while Don's base of operations is in New York. Together, we will be better able to assist you across the country, wherever you may operate in the United States and overseas.

Effective October 1, 2005 we will change our mailing address, email addresses, phone and fax numbers to reflect our new operating responsibilities. Feel free to call either Mike or Don personally should you have any questions about the merger or wish to discuss any insurance-related issues. If you don't reach us, which is rare, feel free to leave a message for Don to call you back. All calls are forwarded to Don's cell phone when he's out of the office.

We are enclosing a brochure and a little background information about Don's insurance industry background and outdoors focus, as well as a little information about our office's enhanced service capabilities.

We look forward to serving your insurance needs for years to come and wish you continued success in the outdoors business!

Kind Regards,

Mike Kohout, Kohout Insurance Agency  
Encl.