



October 5, 2009

Whom it may concern:

USA Volleyball is very pleased to be able to provide this letter of recommendation for Entertainment and Sports Insurance eXperts (ESIX). We have been a client of ESIX for over ten years and the experience has been outstanding.

ESIX serves as our risk manager. They do not just help us place insurance. They are involved with almost every facet of our organization, helping us to understand and evaluate the risk we are undertaking. To demonstrate, I have listed a few of the challenges ESIX has helped us resolve:

- **Electronic processing of our membership application, waivers and certificates of insurance** – USA Volleyball, through its regions, processes over 15,000 certificates and enrolls over 250,000 members. ESIX has helped USAV create the electronic processing of these systems to allow certificate issuance and waiver acceptance 24/7.
- **Background Screening** – ESIX was instrumental in introducing USAV to this process and in developing our background screening process.
- **Rules and Bylaw Changes** – USAV is confronted by a multitude of rule changes. ESIX is called upon as our risk manager to review and make recommendations to the proposed changes.
- **An Extension of USAV Staff** – USAV has forty regions and each possess its own unique challenges. ESIX works on behalf of USAV to convey our directives to each region.

These services are in addition to the normal insurance placement responsibilities. There is seldom a day that goes by that we are not in contact with ESIX. Their service has been exemplary, and our experience with ESIX over the years has been outstanding. I would highly recommend their services to any National Governing Body.

Marjorie Mara

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