

Press Release

Date: March 31, 2003
For Release: Upon Receipt
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Trumbull Services L.L.C. and Credit Collection Services (CCS) To Provide Subrogation Automation and Outsourcing Services For Farmers Insurance Group

Windsor, Conn. March 31, 2003 – Trumbull Services L.L.C., a leading provider of outsourcing and technology services to the property and casualty insurance industry, announced today that it has entered into a multi-year agreement to provide its Web enabled *Subsource*SM Subrogation Software to Farmers Insurance Group. *Subsource* will be hosted by Trumbull and used by 400 Farmers' subrogation professionals in six national locations. In addition, Credit Collection Services (CCS) of Newton, Mass., announced entering into a multi-year agreement with Farmers to provide subrogation recovery services. CCS is the largest subrogation recovery services firm serving the property and casualty industry.

Bob Evoy, Farmers' vice president, Shared Services, states, "We have selected Trumbull and CCS because both are technology leaders and have demonstrated cost effective service of the highest standards. We are convinced they will help us achieve our strategic goal of consistently improving results while lowering cost and providing outstanding service to our customers. *Subsource* will enable Farmers to significantly improve results and staff productivity. Our return on investment is very impressive."

"Additionally," adds Evoy, "we are very pleased with the selection of CCS as our exclusive outsource recovery vendor and a complement to our investment in *Subsource*. The ability of both vendors to collaborate to deliver a seamless comprehensive solution for the Farmers will pay significant dividends in the future."

Subsource is a powerful combination of workflow, strategies and data, and identification and scoring that is accessed through a suite of account management tools to provide a total solution to the claim subrogation process. The software streamlines the workflow process enabling insurance companies, third party administrators and other claim payers not only to increase their recoveries, but also reduce the time and effort involved in the process. As a result, companies like Farmers can achieve a significant return on investment (ROI) over both the short and long term. Trumbull hosts *Subsource*, which speeds the implementation and makes the benefits available to clients in a quicker timeframe. *Subsource* will provide Farmers' claims professionals with a valuable tool to help maximize their loss recovery efforts. "We are extremely pleased to establish this important strategic relationship with Farmers and to have an opportunity to contribute to its continued success and growth." said Stephen Holcomb, president of Trumbull.

Steven Sands, president of CCS said: "We have gained market prominence over the years by providing outstanding service and results to our insurance clients. We are particularly pleased that we were selected to provide a tailored solution to meet the unique needs of the Farmers."

About Farmers Insurance Group

Farmers Insurance Group of Companies® is the nation's third-largest Personal Lines Property & Casualty insurance group. Headquartered in Los Angeles and doing business in 41 states, the insurers comprising the Farmers Insurance Group of Companies provide Homeowners, Auto, Business, Life insurance and financial services to more than 10 million households through 17,000 exclusive and independent agents and district managers. For more information about Farmers, visit our web site at www.farmers.com.

About Trumbull

Trumbull is a Windsor, Conn. based company providing business process outsourcing (BPO) and application service provider (ASP) solutions to the insurance industry. Insurance services and technology solutions include policy administration, subrogation recovery, billing and collections, loss control, premium audit, bureau and statistical reporting and flood insurance service. Trumbull, the Trumbull "t" design and "Subsource" are service marks of Trumbull Services L.L.C. For more information about Trumbull, contact Beth Bartlick at 888-410-2963 x 73824, or visit its web site at www.trumbull-services.com.

About Credit Collection Services (CCS)

CCS is a Newton, Mass. based company providing outsource recovery solutions to the insurance industry for over 35 years. Insurance outsource solutions include premium recovery, subrogation recovery, billing administration and policyholder support services. For more information about CCS contact Steven Sands at 617-965-2000 x2105 or visit its web site at www.ccsusa.com.