

11 May 2023

Dear Sir/Mdm,

I would like to thank Acorn and for being our insurance Advocate , Buyer and Consultant. We have derived tremendous value from having Acorn acting as our "insurance and risk management department "

We experienced Acorn's advocacy on our behalf during our insurance purchases as well as when we have claims. It's very comforting to have experienced insurance professionals representing us and fighting alongside us when dealing with loss adjusters and insurance claim managers.

The "Gap Analysis " gave us a helicopter view of the different attitudes towards risks from our different constituents and allowed us to develop an insurance and risk management philosophy to guide us in managing risk. The greater value for us came when Acorn helps us :

1. Identify potentially dangerous risk
2. Rank the risks for treatment
3. Design appropriate insurance program
4. Optimise premium dollars
5. Eliminate and /or reduce overlaps in insurance coverage.
6. Ensure that the insurance program remains relevant.
7. Gave us savings in insurance premiums.

In short , Acorn acts as our technical buyer for insurance and risk solutions.

Acorn is objective and independent and there are times when they suggested non-insurance risk solutions where insurance would have not been the best solutions for us. We value this objective, rational and professional approach to risk management.

We have been using Acorn since and we continue to receive responsible and responsive service from you and your team and we will be happy to recommend Acorn to any organisation who may wish to outsourced the insurance risk management functions to a professional firm."

I would also like to give credit to David Ong and his team that they will be there to follow up on matters whenever we need their support despite having so many clients to attend to.



Dennis Low

Finance Manager