



January, 2012

Dear Valued AUA Client,

The last few weeks have certainly been very interesting here at AUA, Inc. I would like to take a few minutes to share with you a few of the things that we have been dealing with here and reinforce our undying commitment to you our loyal client.

Over the last two weeks several of our clients received "Notice of Cancellation" statements from their insurance company. These statements were sent to clients as a result of an accounting dispute between AUA, Inc. and the insurance company. All parties involved never anticipated this dispute dragging on long enough to affect our treasured clients; however, ultimately the notices were indeed sent out before the situation was completely resolved. AUA, Inc. has now resolved this situation with your company and all of the notices are being rescinded as quickly as possible. There was absolutely no lapse of coverage during this period.

I would like to extend my deepest apology on behalf of the entire AUA, Inc. staff for any inconvenience's caused by this issue. Every member of the team here is deeply committed to delivering to you the highest level of customer service and we will not rest until we have completely convinced you of our value as your chosen agency.

Thank You for your Gracious Understanding!

*Rick Rushing*

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