



DENVER OFFICE EARNS THE LEGALSHIELD 2011 WOW SERVICE AWARD OF EXCELLENCE



From Left to Right: Rick Poormon, Aimee Fitzsimmons, Laura Little, Sarah Kieny, BJ Sommars, and Sharon Hamm.

November 4, 2011 – The LegalShield 2011 Provider WOW Awards Banquet was held at the Westin Crown Center in Kansas City, Missouri. We are pleased to announce that LegalShield awarded RANTOL's Denver, Colorado office with the **2011 WOW Service Award of Excellence** in the Large Market category. This award acknowledges the firm with the highest provider survey rankings, most positive feedback from LegalShield members, and the best adherence to LegalShield corporate service standards.

The award program is based on the LegalShield "WOW Service from the Heart" training program which was created in 2007 by Leslie Fisher, LegalShield Vice President of Provider Services. According to Fisher, "Through a sophisticated system with real time monitoring, surveys and unsolicited customer communications, LegalShield is able to maintain a data-driven record of performance and best practices among our provider law firms. Our annual awards recognize the highest quality work by our provider law firms in serving LegalShield members."

LegalShield's Provider Awards Banquet honors the top 10 provider law firm award winners among the 40 independent law firms that provide legal services to the estimated 1.4 million members throughout the United States and four provinces of Canada.

Congratulations are due to Rick Poormon and the rest of the management team and employees in Denver for receiving this honorable award and acknowledgement from LegalShield.