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## **Kaplan Compliance Solutions Adds Client Concierge To Provide World Class Services**

INDIANAPOLIS – (January 27, 2009) – Kaplan Compliance Solutions (KCS), a leading provider of services and technology solutions for the insurance and securities industries, today announced the unveiling of its newest customer service offering, the Client Concierge. An additional level of support within the Client Services Department, the Client Concierge will work closely with select clients to provide an enhanced level of communication and oversight of the account. As the “owner” of the client relationship, the Concierge will be responsible for developing and communicating an understanding of the client’s business needs and how best to align KCS products and services with those needs. Client Concierge is available immediately as a premium support product for KCS Compliance Management System Generation 2™ (CMS G2™) customers.

“We’ve added the Client Concierge division to our Client Services organization as part of our ongoing initiative to anticipate our clients’ needs and provide world-class products and services to meet them,” says Lisa Hastings, Vice President, Client Services. “Everyone is looking for ways to be more efficient. While our CMS G2 software solutions have made it possible for clients to streamline their processes, from the initial onboarding process through the entire compliance process, we realized that there was an opportunity to do more by enhancing our customer service offerings. The Client Concierge role provides an additional level of service for select clients whose solutions require a higher level of attention and oversight.”

The Client Concierge role is part of Kaplan Compliance Solutions' larger Client Services organization, which also includes Client Support and Production Support. The Concierge will work with staff in these roles and in other internal departments to help ensure that the client's needs are being met. As the client's advocate within Kaplan Compliance Solutions, the Client Concierge will interact with the relevant departments within KCS, monitoring activities related to the client, such as implementations, work orders, support tickets, as well as ensuring that the client is kept abreast of product and regulatory changes that affect their business. The Client Concierge also will serve as the client's point of escalation in the event of a critical business need.

### **About Kaplan Compliance Solutions**

Kaplan Compliance Solutions provides services and technology solutions for the insurance and securities industries to help manage the producer/representative onboarding process and career cycle. Recognized by InformationWeek as a Top Innovator in Business Technology, Kaplan Compliance Solutions is a trusted partner of the nation's largest insurance companies and securities firms. Kaplan Compliance Solutions is a part of Kaplan Professional, a leading provider of education and compliance solutions to businesses and individuals in the accounting, insurance, securities, real estate, financial planning and information technology industries. Kaplan Professional is a division of Kaplan, Inc., a global education services provider and a subsidiary of The Washington Post Company. For more information, go to <http://www.kaplancs.com>.

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