



FOR IMMEDIATE RELEASE

CONEXIS GOES PERFECT 4-FOR-4 IN 2008
National Leader in Benefits Administration Achieves Performance Record

DALLAS, Texas – Feb. 19, 2009 – CONEXIS, a division of The Word & Brown Companies, announced another perfect quarter of performance results, meeting or exceeding all 71 performance standards for the quarter and all 284 performance standards for 2008.

CONEXIS, a national leader in quality benefits administration services, pioneered the industry's first and only performance standards and guarantees program for all clients, regardless of company size. The performance standards established by CONEXIS provide defined, measurable standards for critical service metrics such as average speed to answer participant calls, process claims, and post payments. If CONEXIS does not meet or exceed these established service benchmarks, it promises to return to clients more than \$1 million in collected fees.

“Our performance standards and guarantees not only set us apart from competitors, but set the bar for our organization as a whole,” said Michael Close, president of CONEXIS. “Our perfect record for the past six quarters is a testament to that excellence.”

To ensure performance results are measured and reported accurately, CONEXIS has a department dedicated to monitoring standards of performance versus actual results on a daily basis. The Quality, Performance and Risk Management Department reports directly to the Chief Compliance Officer of CONEXIS and consists of an independent internal audit team that monitors and reports on operational performance. Six members of the team hold American Society of Quality designations as Certified Quality Improvement Associates. Two members hold the certification of ISO 9001-2000 Internal Quality System Auditor.

“The performance standards and guarantees provide our clients and business partners a means of measuring our service and operational efficiency. Providing *Service of Unequaled Excellence* is not just a tagline, it's a commitment,” Close said.

(more)

About CONEXIS

CONEXIS, a division of The Word & Brown Companies, provides benefits solutions to more than 20,000 clients nationwide, representing more than 5 million covered lives. For more than 20 years, CONEXIS has delivered a wide range of employee benefits administration solutions to clients ranging from small businesses to multi-national corporations, third-party administrators (TPAs), business outsourcing partners and health plans. With a dedicated focus on performance, service excellence, and compliance, its expertise includes COBRA and HIPAA Administrative Services; Direct Bill Services; and Flexible Benefits Administration, including Flexible Spending Accounts (FSA) and Section 132 Commuter Benefits.

CONEXIS was the nation's first outsourcing provider to offer benefits administration on a single Web-based, fully-integrated system and is the only benefits administrator to offer performance standards and guarantees to all clients, regardless of company size. It is headquartered in Dallas, Texas, with offices in Orange, Calif. For more information, visit www.conexis.com.

About The Word & Brown Companies

The Word & Brown Companies, headquartered in Orange, Calif., provides services to nearly 55,000 employers covering more than 6 million people across the nation. During its more than 20-year-span, The Word & Brown Companies has become the nation's recognized leader in developing and offering innovative technology and health benefit plan models and the nation's most sophisticated employee benefits services to companies of all sizes. **The Word & Brown Companies includes: The Word & Brown General Agency; CHOICE Administrators®; CONEXIS; and Quotit® Corporation.** Visit <http://wordandbrowncompanies.com> for information.

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