

## THE GLASS FINANCIAL GROUP PRIVACY PROMISE FOR CLIENTS

While information is the cornerstone of our ability to provide superior service, our most important asset is our client's trust. Keeping client information secure, and using it only as our clients would want us to, is a top priority for all of us at Glass Financial Group.

Here, then, is our promise to our individual clients:

1. We will safeguard, according to strict standards of security and confidentiality, any information our clients share with us.
2. We will limit the collection and use of client information to the minimum we require to deliver superior service to our clients, which include advising our clients about our products, services and other opportunities, and to administer our business.
3. We will permit only authorized employees, who are trained in the proper handling of client information, to have access to that information. Employees who violate our Privacy Promise will be subject to our normal disciplinary process.
4. We will not reveal client information to any external organization unless we have previously informed the client in disclosures or agreements, have been authorized by the client, or are required by law or our regulators.
5. We will always maintain control over the confidentiality of our client information.
6. We will not use or share - internally or externally - personally identifiable medical information for any purpose other than the underwriting or administration of a client's policy, claim or account, or as disclosed to the client when the information is collected, or to which the client consents.
7. We will attempt to keep client files complete, up to date, and accurate. We will tell our clients how and where to conveniently access their account information (except when we're prohibited to do so by law) and how to notify us about errors which we will promptly correct.

We will continuously assess ourselves to ensure that client privacy is respected. We will conduct our business in a manner that fulfills our Promise in all areas in which we do business.