

experience.

The Frick Company was founded on the belief that capable and dedicated employees are the key to a successful business. As our commitment to attracting and developing the most talented and experienced personnel has grown, so has our client list. As a 100 percent employee-owned company, our employee owners have a deep, vested interest and a stake in the company, which compels them to strive for the highest level of customer service.

Today, we are 700 employee owners who work in a partnership with our clients to create solutions that assist them in reaching their business goals.



experience.
service.
solutions.

For more than 35 years,

The Frick Company has specialized in providing employers with the best business solution programs in the industry. We start by focusing on the solutions our clients need – not on the services we want to provide. This requires that we stay constantly in tune with your organization, so we may provide you the help you need when you need it.

service.

Since all of our clients are unique, each client is assigned a dedicated service team of industry experts. This service concept allows us to take a multi-dimensional service approach. The first step is to develop a model of your business by evaluating your needs and assessing your system and operational capabilities. We then integrate this model with our state-of-the-art systems and operations to meet your business objectives.

This approach allows us to be continually aware and anticipate changing needs. We then work to adapt and respond to those needs as necessary.



solutions.

Our relationship with our clients is a partnership: together we work to achieve maximum results. By listening and adapting to our clients' needs, we have developed a number of value added services, including those offered by our Employer Tax, Software Consulting, Unemployment Cost Control, and VeriFacts Divisions.

As the leader in our industry, we realize we must create, anticipate and embrace change to enhance the vision of the customers we serve.



www.frickco.com

To learn more about The Frick Company and how we can assist you, please visit our Web site at www.frickco.com, or contact us at (314) 997-2100.

THE FRICK COMPANY



EMPLOYER TAX SERVICES

SOFTWARE CONSULTING

UNEMPLOYMENT COST CONTROL

VERIFACTS SERVICES

THE FRICK COMPANY

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Founded in 1966 to provide employers with the best business outsource solutions in the industry, The Frick Company is a sophisticated solutions company offering a complete range of valuable employer services. To best meet our clients' changing needs, we have continuously broadened our scope to include cost-efficient services. Our talented and dedicated employee-owners are committed to providing solutions that blend only the highest levels of quality, integrity, innovation and performance, backed by a long history of quality customer service that is second to none.



THE FRICK COMPANY

Employer Tax Services

Because The Frick Company believes strongly in focusing on our employers' needs, we have expanded our tax services to provide support on a variety of tax issues. We offer a high-quality, low-cost alternative to the current resources available in the marketplace by providing services that are specific to each client's needs.

Our Employer Tax Services Division specializes in the recovery of employment tax refunds for companies who have engaged in past mergers, acquisitions and reorganizations. We also provide unemployment tax planning strategies for future transactions, as well as complete business registration services, payroll consulting and outsource solutions for Secretary of State annual report filings, qualifications and withdrawals.

Software Consulting

At The Frick Company, we believe the practice of "Ready, Fire, Aim" is all too common in the software projects undertaken by most companies. Developing a customized solution first requires a strong understanding of your company's needs and a team capable of satisfying those needs. Our Software Consulting Division provides an established framework for identifying, analyzing and building applications that enhance the value of other service deliverables that meet your needs.

The rapid development of the Internet has opened a world of possibilities for today's businesses. Interactive technologies make it possible to expand your company's processes in new and innovative ways. However, these technologies

We believe in cultivating a strong partnership with our clients to maximize savings, exert the highest level of control over employer taxes, and consolidate the workload associated with various business taxes.

The Frick Company is committed to attracting and developing the most talented and experienced personnel in the tax arena. Due to an ever-expanding client base, our Employer Tax Services Division employs more than 60 tax personnel, averaging over 15 years of experience, with expertise in many different areas. It is through our talented staff of professionals that we can achieve our mission: to reduce your federal, state and local tax costs by analyzing and using all applicable tax laws to your full advantage.

also create new problems, costs and security concerns. It is essential that you find the right organization to provide you with honest answers. More importantly, it is essential that you work with an organization that has been down the path before. This is the experience we provide.

But professional experience is only half of the picture. Our *service* experience has taught us to listen and be responsive. We apply this simple concept to our software development process, and whether you need assistance with custom application development, Web site construction, PeopleSoft consulting or one of our existing software products, we help you build a quality solution *on time* and *on budget*.

Unemployment Cost Control

Since our establishment 35 years ago, The Frick Company continues to be regarded as the best in the unemployment compensation cost control industry. To maintain our leading status, we continually invest in technology and resources. This, coupled with our commitment to developing talented employee-owners, has resulted in an ever-growing client list with an annual retention rate of more than 98 percent.

Every Frick client is assigned a Dedicated Service Team of industry experts, including an Account Executive, Service Coordinator and Tax Analyst. This concept enables us to offer the highest level of flexibility and provide detailed follow-up regarding any aspect of the client's

unemployment cost control program. Through evaluation surveys and quality/benchmark reports, our management staff closely monitors the effectiveness of our program and provides recommendations for continuous improvement.

The extent of our services varies to meet your business objectives -- from online database interaction to full-service claims processing, unemployment hearing services, benefit charge checking, tax rate analysis, management reporting and education. By integrating our state-of-the-art systems and operations with our sharp focus on customer needs, we cultivate a partnership that achieves the highest level of control in this cost-sensitive area.

Verifacts Services

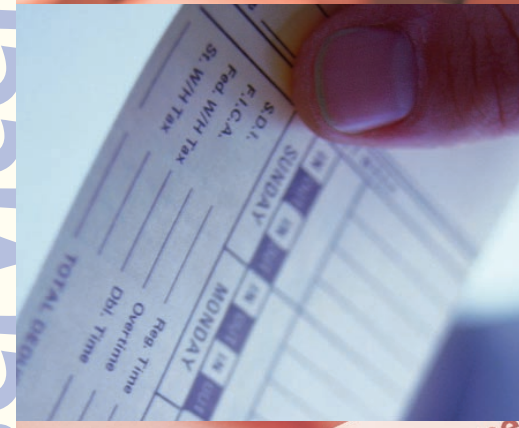
Is your company struggling with too much paper flow? Throughout its history The Frick Company has dedicated its resources to providing employers with industry-leading solutions to workflow-related burdens. Our VeriFacts Services Division provides automated solutions for such tedious human resource/payroll processes as employment and wage verification, W-2 reprinting, and new hire reporting.

VeriFacts allows our customers to outsource these labor-intensive tasks, which add no value to their business. By automating these processes, employers benefit from a reduced cost of doing business, and your payroll and human resource personnel are free to perform more productive tasks.

As with all Frick Company services, programs are structured around employers' individual needs. From detailed management reporting to customized implementation methods, VeriFacts is committed to treating our customers with the individuality they represent. This includes assigning them a dedicated service team to assist them with implementation and ensure ongoing service excellence.

The customer service, information systems, application design, and database management expertise gained from our years of experience serves as the foundation for our VeriFacts Services Division. Our top-notch service, leading-edge technology and unparalleled innovation allows us to achieve the most effective workflow solutions in our industry.

experience, service, solutions.



Mission Statement

The Frick Company is committed to providing our customers with services that blend the highest levels of quality, integrity, innovation and performance. Our commitment to developing a strong partnership can only be attained by adapting to the unique needs of specific industries and clients.

To our employee-owners we pledge a work environment that will cultivate personal growth, the opportunity to contribute solutions and a tangible stake in the success of the company.

Using these objectives as The Frick Company's guiding principle, we will strive to:

Provide the Complete Service Package.

Utilizing our experienced staff and the extensive information we have compiled, we will continue to develop complimenting programs that focus on delivering the total solution for our customers' human resource and tax needs.

Provide Access to the Latest Technology.

Our capabilities must give our customers the opportunity to outsource tasks that do not add value to their business or product. We will continue to maintain state-of-the-art hardware, software and talented system developers to take advantage of processing breakthroughs.

Provide Bottom-Line Results.

Everything we do is designed to improve results and save time for our clients. The final measurement of success will be the reduced expenses and increased profits enjoyed by our customers and heightened prosperity of our employee-owners.