



April 7, 2005

Please find below a press release by Royal & SunAlliance announcing new functionality in accessing their broker web portal from Custom Software Solutions Inc.'s (CSSI) agency management system, The Broker's Workstation.

If you are currently a CSSI client and would like this added functionality with Royal & SunAlliance please contact CSSI support at 888-291-3588 or e-mail support at support@cssionline.com. If you do not currently use The Broker's Workstation and are interested in discussing the benefits of this agency management system please contact sales at 888-291-3588 or email us at sales@cssionline.com.

Yours truly,

Custom Software Solutions Inc.

Royal & SunAlliance makes WebBusiness easier for brokers using The Broker's Workstation

April 6, 2005 -- Royal & SunAlliance today announced direct, single-click access to WebBusiness and to Bravo, Royal & SunAlliance's broker portal, from within Custom Software Solutions' agency management system, The Broker's Workstation.

This functionality, known as Web Connect, allows brokers using The Broker's Workstation to take advantage of the direct access capability and automatically connect to WebBusiness and the client inquiry tools housed on the Royal & SunAlliance portal.

"This enhancement makes it easier and faster for brokers to transact business in real time for their Royal & SunAlliance policyholders," said Shawn DeSantis, Vice President, Personal Insurance, Royal & SunAlliance. Web Connect is the latest in a series of online initiatives that Royal & SunAlliance is offering brokers to make it easier for them to transact business including client, policy and billing inquiry on the Bravo portal and the real-time business processing tool WebBusiness. Royal & SunAlliance is also actively participating in the development of the CSIO portal.

This functionality is available at no additional charge to brokers using The Broker's Workstation.

About Royal & SunAlliance

The Royal & SunAlliance Canada Group includes Roins Financial Services Limited, Royal & Sun Alliance Insurance Company of Canada, Quebec Assurance Company, Western Assurance Company, Ascentus Insurance Ltd., Agilon Financial and is part of Royal & Sun Alliance Insurance Group plc. The Royal & SunAlliance Canada Group employs over 2,000 people and is represented by a large network of independent brokers nationwide. In 2003, the Canadian Group wrote \$1.5bn in direct premiums with assets exceeding \$4bn. Internationally, Royal & Sun Alliance Insurance Group plc employs around 38,000 people and transacts business in more than 130 countries with assets of approximately \$127bn CAD.

About Custom Software Solutions

Custom Software Solutions was founded in 1991 and has been actively selling automation software to property and casualty brokers since 1999. The company boasts a team of highly experienced programmers, insurance industry professionals, and certified computer

technologists. CSSI services its growing clientele of over 300 broker offices from its offices in Virden, MB, Saskatoon, SK, and Toronto, ON. For more information, visit its website at www.cssionline.com.

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