



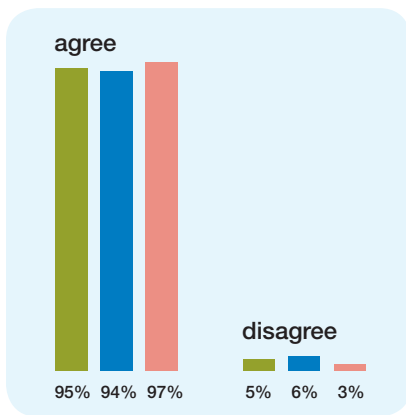
At Cultural Care Au Pair, our priority is to provide the highest quality experience for our host families and au pairs. Since our program began over 20 years ago, we have found that the feedback provided by our program participants has been instrumental in allowing us to become the largest of the U.S. government-approved au pair sponsors as well as a leader in the au pair program community.

In a continued commitment to gathering feedback in a more systematic way, we developed an extensive customer satisfaction survey which was launched in the spring of 2008. Developed in partnership with Discovery Surveys, Inc., this survey seeks to understand the host family perspective on being a part of the Cultural Care program from how they feel about our printed materials to how they rate the quality of care they receive from their au pair. Our families embraced this new way to share their opinions, and their comments, positive or negative, continue to help us shape the future of our program and enhance the experience of our participants. The results have been incredibly insightful and we look forward to launching this survey each Spring and Fall of every year and developing ways to respond to the growing and changing needs of the Cultural Care host family.

Please take a moment to review some of the results of our first three customer satisfaction surveys. We think the results speak for themselves.

key: ■ Spring 2008 (participation rate of active host families: 38%) ■ Fall 2008 (participation rate of active host families: 39%) ■ Spring 2009 (participation rate of active host families: 45%)

We are satisfied with the quality of childcare that our au pair provides:



We could not have made a better choice with Steffi. The love, care and attention she gives to our children can only be compared to the love, care and attention that we provide as parents. I feel 100% confident and comfortable that our children are receiving excellent care during the day as well as being loved and nurtured.

— The Luciano Family in CT

We are thrilled with our au pair and are extremely happy with the screening and training process.

— The Edwards Family in MD

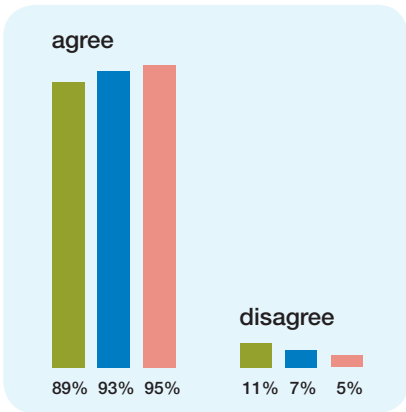
Our current au pair is a true gem and we are deeply saddened to see her go! She has been instrumental to the growth of our little boy and has become a part of our immediate and extended family.

— The Willis Family in NH

Our au pair has far exceeded our expectations, and she has become a member of our family. She is a lovely, responsible, smart and affectionate woman who will thrive in life. We are so happy she came to us.

— The Knowles Olney Family in CA

Overall, we are satisfied with the support provided by our local childcare coordinator:



Jackie has been a wealth of information to my family. She has helped us right from the beginning of the process up until now. I feel that a huge part of the success we have had with our au pair is due to all of the help we have received from Jackie. She is excellent!

— The Fitzgerald Family in TX

Maria is a superstar LCC. She goes above and beyond to help a host family or an au pair. We are with this program because of her effort.

— The Cremins Family in CT

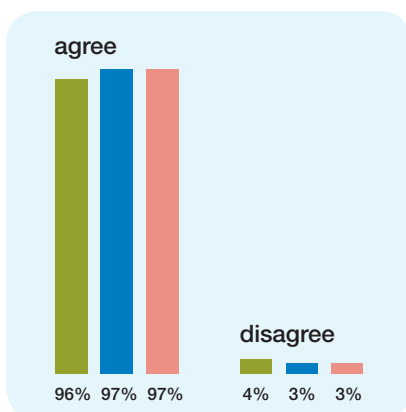
Rebecca is really dedicated to her job. She gives us great care and it's obvious the commitment she has to our host family as well as to our au pair. She has gone above and beyond her call of duty on many occasions.

— The Johnson Family in PA

Belma is fabulous, and she was very supportive during our last au pair matching cycle. She's always pleasant when she visits and on the telephone, and I feel I can call her with any question or issue.

— The Kelekis Family in NJ

The information provided by Cultural Care Au Pair prepared us to become a host family:



My husband and I were only casually looking into the au pair route, however, after just a few talks with local coordinators we were sold on the idea. We were prepared to receive an au pair into our home, and given tons of support through online, written material, and access to the local coordinator.

— The Steinhel Family in WA

Felicia, our au pair, has been great. And the advice and handbook makes communication much easier and helps with our scheduling.

— The McGeary Family in NY

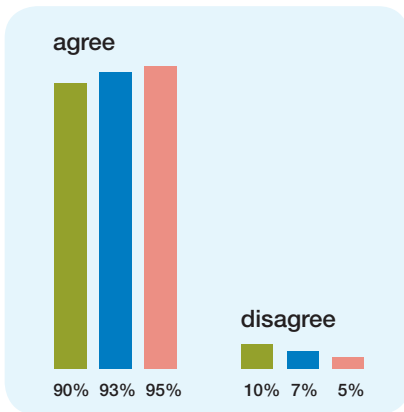
Cultural Care has many more resources now and much more information on InfoSource regarding the au pair insurance, driving, etc.

— The Holder Family in CA

I received a lot of valuable support from the Cultural Care Au Pair office when trying to match with my current au pair. The individualized attention that your company devotes to matching families with au pairs is the distinguishing factor that made me choose your company over others.

— The Yurk Family in PA

When we interact with the Cultural Care Au Pair office, we are treated as a valued customer:



Every time we have called the Cultural Care office, the representatives were always courteous and professional and the matter has always been handled in a timely manner.

— *The Zedde Family in SC*

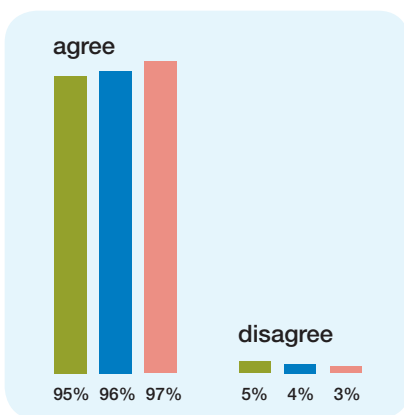
I am impressed by Cultural Care's rapid and personal service. For example, I had a question about my au pair's education requirements and her ability to extend. Kamila and Dinesh on the Extension Team answered my questions within the day. They helped resolve our issue AND completed our extension renewal. Wow!

— *The Debley Family in WA*

My initial contact with Cultural Care was amazing. We were with another au pair agency but I called Cultural Care for some visa advice for my au pair because my agency did not provide me with thorough answers. Even though I was not a Cultural Care host family, your Account Service Representative was exceptional. The individuals who helped me were nothing but nice and extremely informative. This exceptional level of service convinced me to switch agencies and I have been incredibly pleased thus far. Keep up the good work!

— *The Kipershtein Family in IL*

We are pleased with the choice we made to use the services of Cultural Care Au Pair:



I have used other agencies in the past and Cultural Care is definitely the best one for us. Our LCC is GREAT and the service we received has always been good.

— *The Lykins Family in OH*

We LOVE the program. It has enriched our lives in ways we never bargained for. When our four kids grow up, they will have friends all over the world.

— *The Hosmer Family in NH*

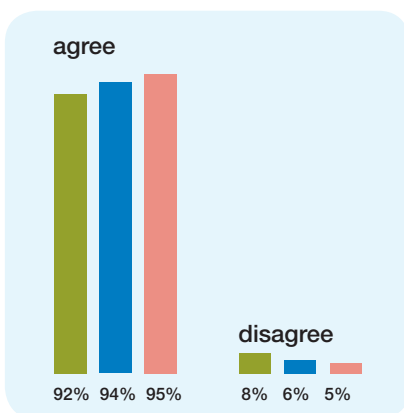
We switched from another agency because we did not like their matching process. The selection process at Cultural Care Au Pair has worked much better for us.

— *The Chadwell Family in AZ*

Our first au pair experience has been great and we look forward to working with Cultural Care in the future.

— *The Retherford Family in NC*

We would recommend the services of Cultural Care Au Pair to other families:



I talk to anyone who will listen about how wonderful Cultural Care is as a childcare option. We are 100% satisfied! Keep up the great work!

— *The Wilson Family in VA*

We have had four exceptional au pairs and I recommend Cultural Care Au Pair enthusiastically to other families.

— *The Short Family in IN*

We are in our fifth year as a host family and just signed up to extend with our current au pair. We have thoroughly enjoyed our experience with Cultural Care and recommend the program to anyone who asks. Particularly, the Albany LCC team is great and very easy to work with.

— *The O'Connor Family in NY*

We have recommended Cultural Care Au Pair to over five additional families over the years!

— *The Mann Family in NC*



For the second year in a row, the International Au Pair Association (IAPA) chose a Cultural Care au pair as their "Au Pair of the Year" award winner! In March 2009, the 2008 Au Pair of the Year, Cultural Care au pair Linda Falter from Germany, handed over her title to Ricardo Silva de Araújo, a Cultural Care au pair from Brazil. Cultural Care is proud that out of over 50,000 au pairs nationwide, IAPA has chosen Ricardo as their winner for 2009. IAPA is the global trade association for qualified au pair agencies and companies, and, since 2004, their "Au Pair of the Year" award is one way this organization has been able to highlight the incredibly positive impact au pairs have on their host families.