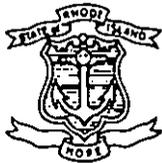


Filing Fee: \$75.00

ID Number: 70721



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Office of the Secretary of State Matthew A. Brown
Corporations Division
100 North Main Street
Providence, Rhode Island 02903-1335

SEP 17 1 13 PM '03
SECRETARY OF STATE

BUSINESS CORPORATION

APPLICATION FOR
AMENDED CERTIFICATE OF AUTHORITY
(To Be Filed In Duplicate Original)

Pursuant to the provisions of Section 7-1.1-111 of the General Laws, 1956, as amended, the undersigned corporation hereby applies for an Amended Certificate of Authority to transact business in Rhode Island, and for that purpose submits the following statement:

- 1. The name of the corporation is Sterling Risk Management Services, Inc.
- 2. It is incorporated under the laws of Delaware
- 3. A Certificate of Authority was issued to the corporation by the office of the Secretary of State of the State of Rhode Island December 16, 1992, authorizing it to transact business in Rhode Island under the name of: Sterling Risk Management Services, Inc.

- 4. The corporate name of the corporation has been changed to Citizens Management Inc.
(If no change, so indicate.)

- 5. The name, if different, which it elects to use in Rhode Island is:
 - (a) *If the name of the corporation in its jurisdiction of incorporation does not contain the word "corporation," "company," "incorporated," or "limited," or an abbreviation thereof, then list the name of the corporation with the addition of one of the above corporate endings for use in Rhode Island:*
 - (b) *If the corporate name is not available in Rhode Island, then set forth below the fictitious name under which the corporation will qualify and transact business in Rhode Island as stated in the "Fictitious Business Name Statement" to be filed with this Application:*

- 6. The corporation desires to pursue in the transaction of business in Rhode Island other or additional purposes than those set forth in its prior Application for a Certificate of Authority, as follows:
(If no other or additional purposes are proposed, insert "No Change.")

No Change

FILED

SEP 17 2003

By m6298

7. If there has been an increase in the authorized shares of the corporation, list the total number of authorized shares, including the increase (If there has been no increase in shares, insert "no change"):

Total Number of Authorized Shares	Class	Series	Par Value or Statement that Shares are without Par Value
No change.			

8. (a) An estimate of the value of all property to be owned by the corporation for the following year, wherever located, is \$ \$60,663.00.
- (b) An estimate of the value of the corporation's property to be located within Rhode Island during the following year is \$ 0.
- (c) An estimate, expressed as a percentage, of the proportion that the estimated value of the property of the corporation to be located within this state during the following year bears to the value of all property of the corporation to be owned during the following year, wherever located, is 0%. [divide (b) by (a) and multiply by 100 to obtain the percentage]
9. (a) An estimate of the gross amount of business to be transacted by the corporation during the following year is \$ 9,800,000.00.
- (b) An estimate of the gross amount of business to be transacted by the corporation at or from places of business in Rhode Island during the following year is \$ 0.00.
- (c) An estimate, expressed as a percentage, of the proportion that the gross amount of business to be transacted by the corporation at or from places of business in this state during the following year bears to the gross amount thereof which will be transacted by the corporation during the following year is 0%. [divide (b) by (a) and multiply by 100 to obtain the percentage]
10. Except as herein modified, the original Application for Certificate of Authority continues in full force and effect and is hereby confirmed, ratified and incorporated by reference into this Application for Amended Certificate of Authority.

Date: September 2, 2003

Sterling Risk Management Services, Inc.
 Print Exact Name of Corporation Making Application

By [Signature]
 President or Vice President (check one)

By [Signature] AND
 Secretary or Assistant Secretary (check one)

STATE OF Massachusetts
 COUNTY OF Worcester

In Worcester, Massachusetts, on this 2nd day of September, 2003, before me personally appeared Charles F. Cronin who, being duly sworn, declared that he/she is the Secretary of the above-named entity and that he/she signed the foregoing document as such authorized agent, and that the statements herein contained are true.

[Signature]
 Notary Public Linda L. Luperchio
 My Commission Expires: 01/07/05

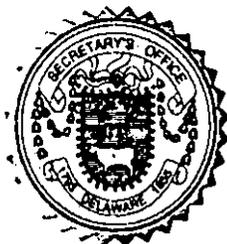
LINDA L. LUPERCHIO
 NOTARY PUBLIC

Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "STERLING RISK MANAGEMENT SERVICES, INC.", CHANGING ITS NAME FROM "STERLING RISK MANAGEMENT SERVICES, INC." TO "CITIZENS MANAGEMENT INC.", FILED IN THIS OFFICE ON THE SIXTH DAY OF AUGUST, A.D. 2002, AT 4 O'CLOCK P.M.



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030584914

Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 2626970

DATE: 09-10-03