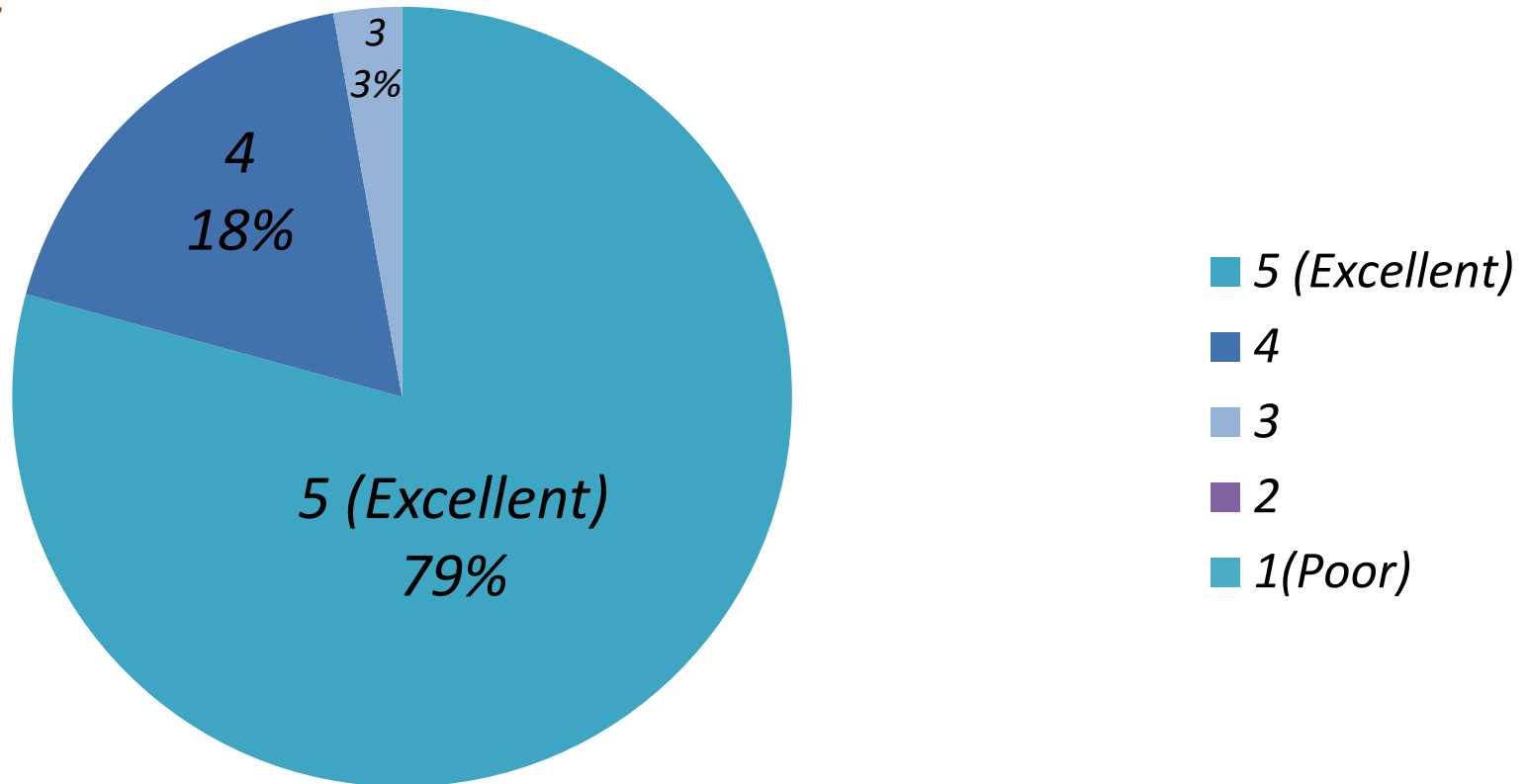


## Overall Satisfaction with OIL Claims Handling

Chart represents 106 closing surveys completed between January 2011 and December 2018.



From January 2011 to December 2018, OIL's claims overall satisfaction was rated either excellent or very good by 97% of respondents. Service satisfaction levels are measured on claims to enable OIL to continually improve level of service. OIL is committed to providing the highest quality service to its members.