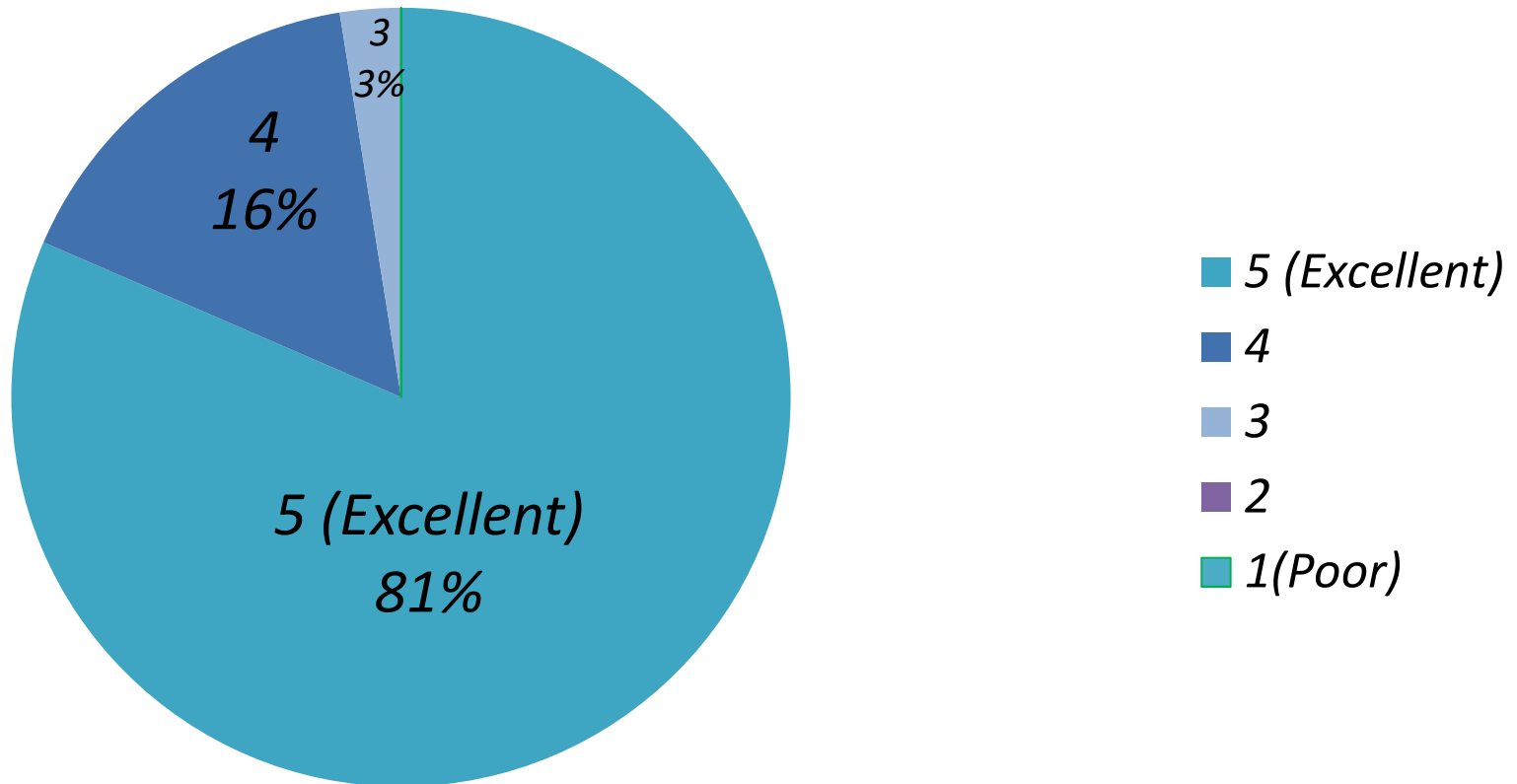


Overall Satisfaction with OIL Claims Handling

Chart represents 119 closing surveys completed between January 2011 and December 2019



OIL's claims overall satisfaction was rated either excellent or very good by 97% of respondents.

Feedback on claims is sought to enable OIL to continually improve its level of service.

OIL is committed to providing the highest quality service to its members.