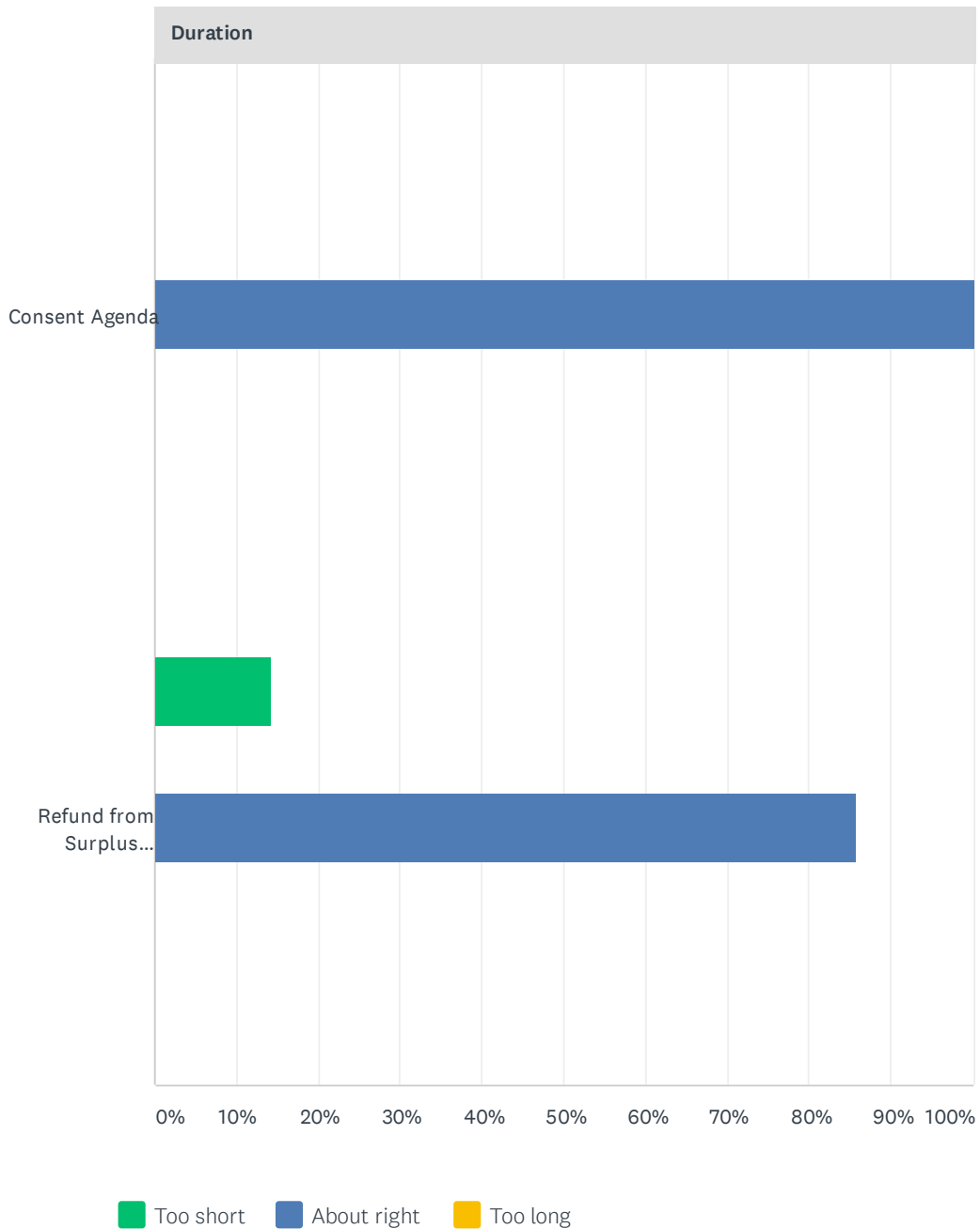
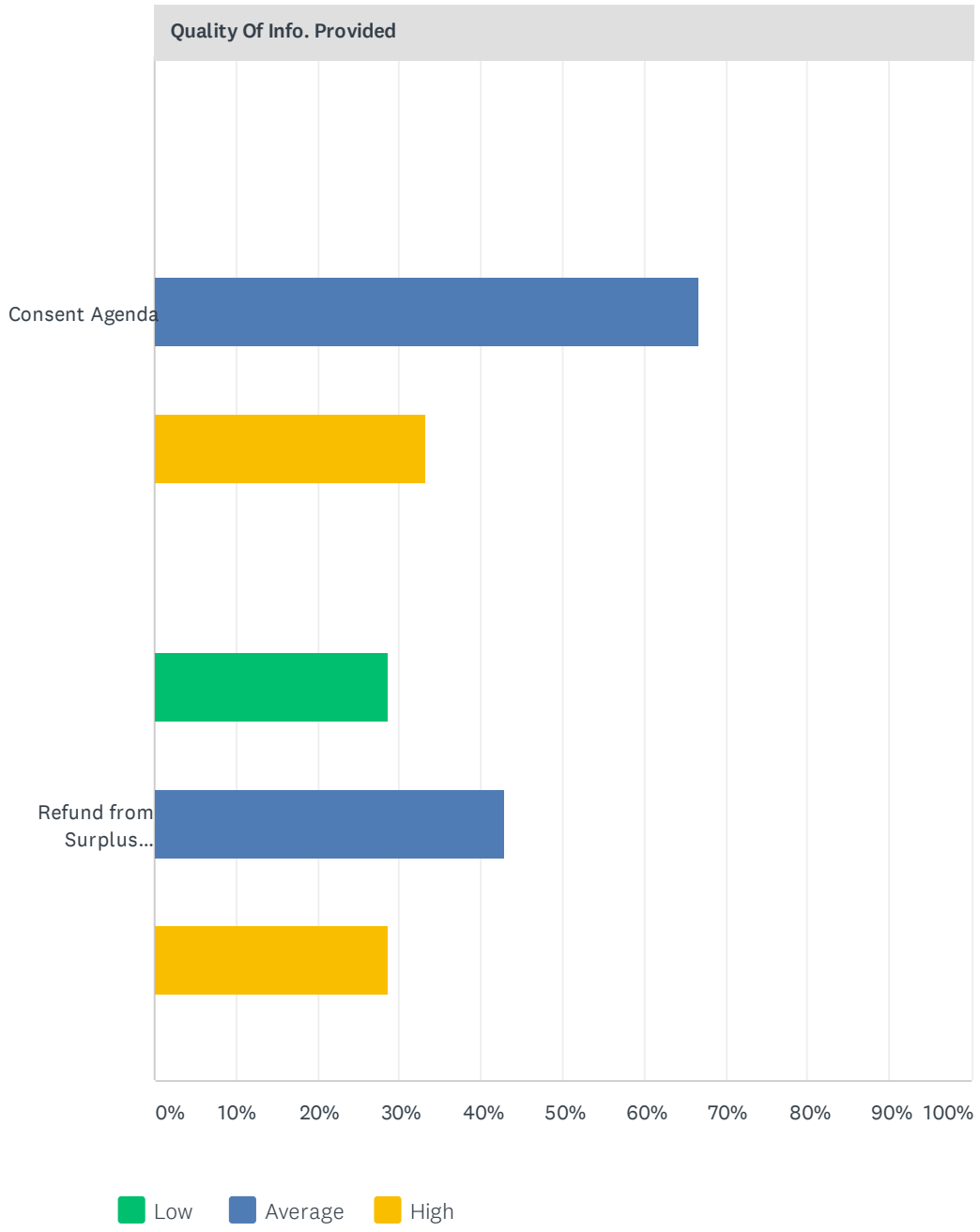


Q1 Please rate the following agenda items. Choose the quality of written and/or verbal information provided as well as the amount of that information. And finally, how was the discussion around the topic too detailed (operational) or not enough detail. Comment on anything you gave an unsatisfactory response to.

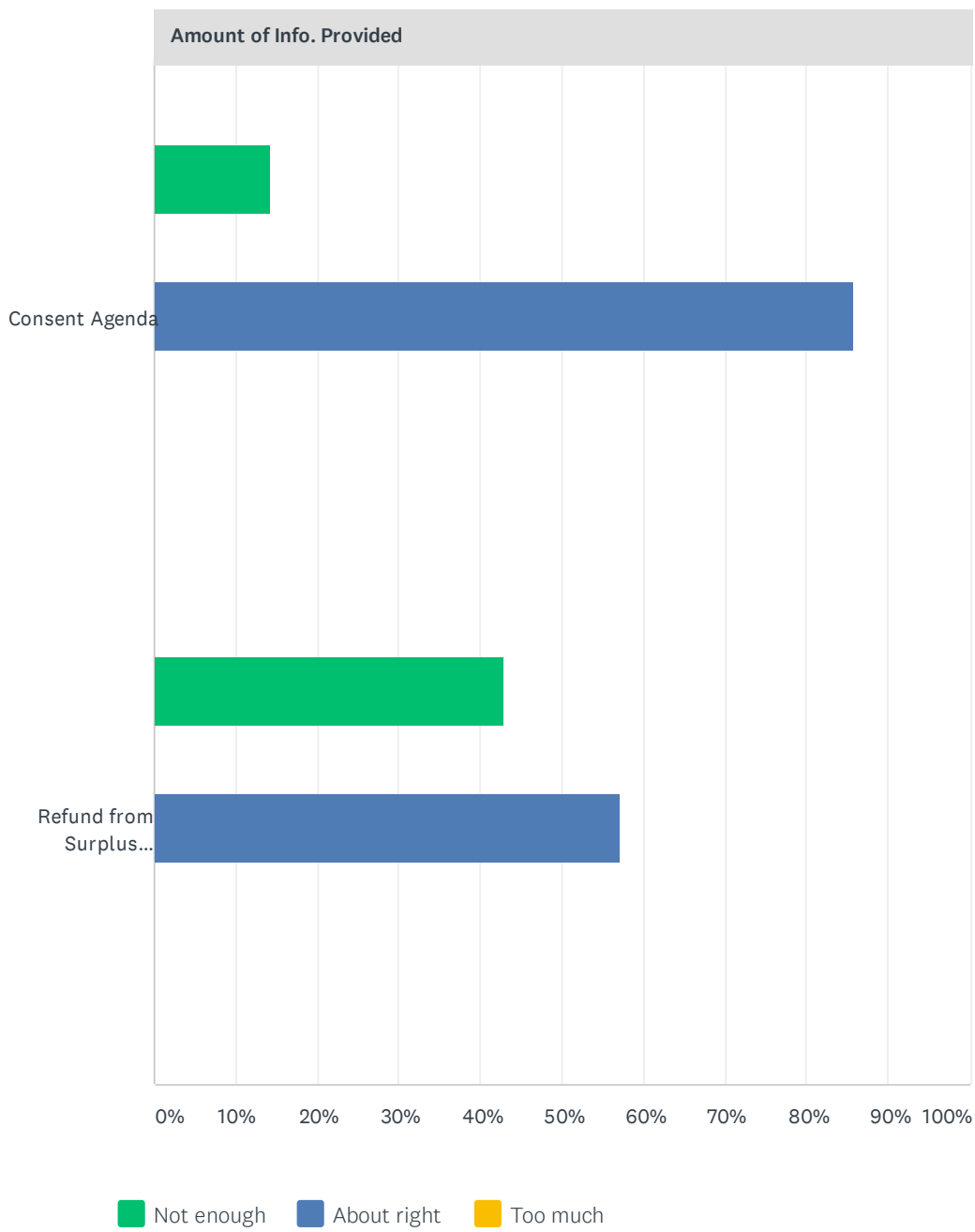
Answered: 7 Skipped: 0



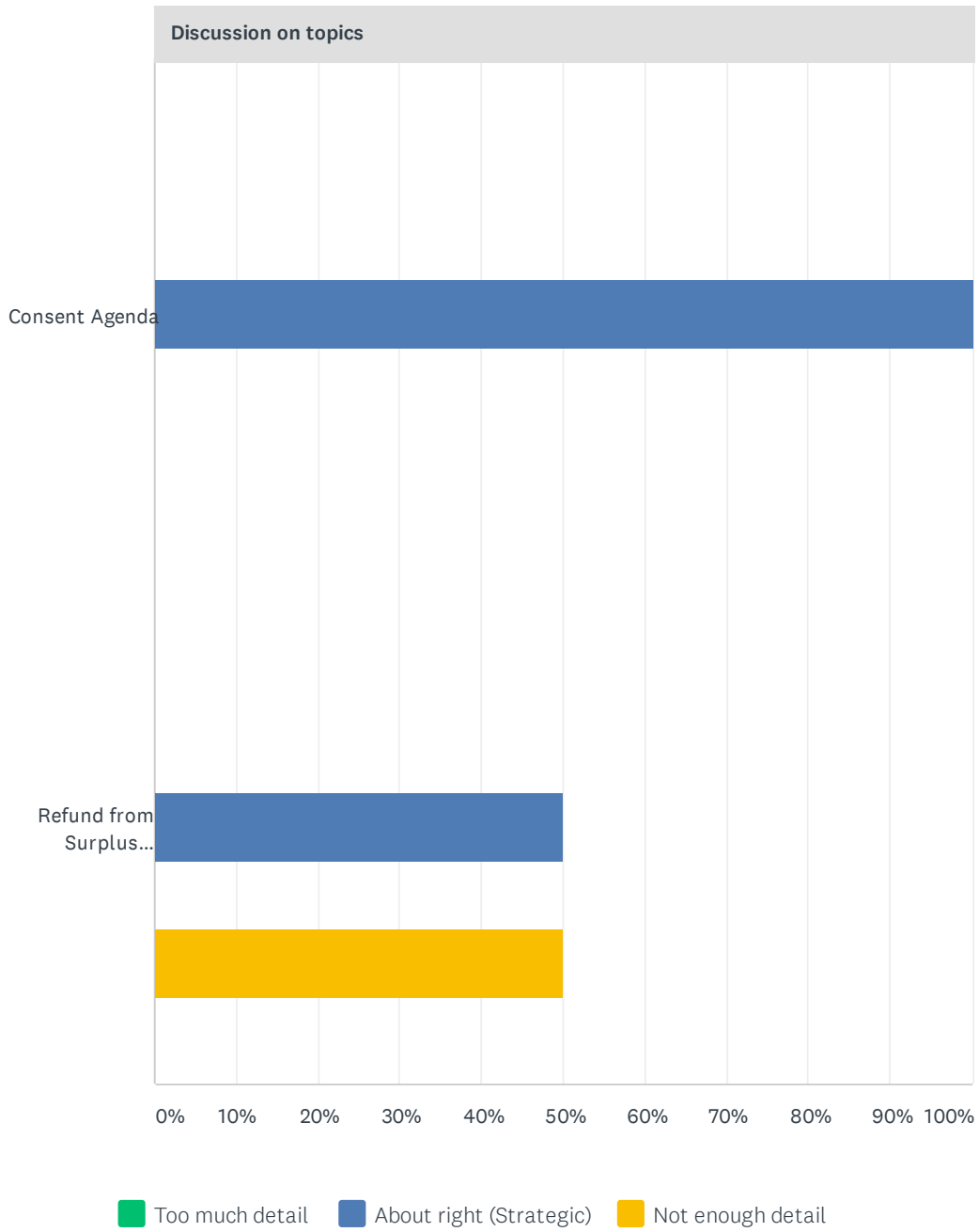
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Duration				
	TOO SHORT	ABOUT RIGHT	TOO LONG	TOTAL
Consent Agenda	0.00% 0	100.00% 6	0.00% 0	6
Refund from Surplus Conversation	14.29% 1	85.71% 6	0.00% 0	7
Quality Of Info. Provided				
	LOW	AVERAGE	HIGH	TOTAL
Consent Agenda	0.00% 0	66.67% 4	33.33% 2	6
Refund from Surplus Conversation	28.57% 2	42.86% 3	28.57% 2	7

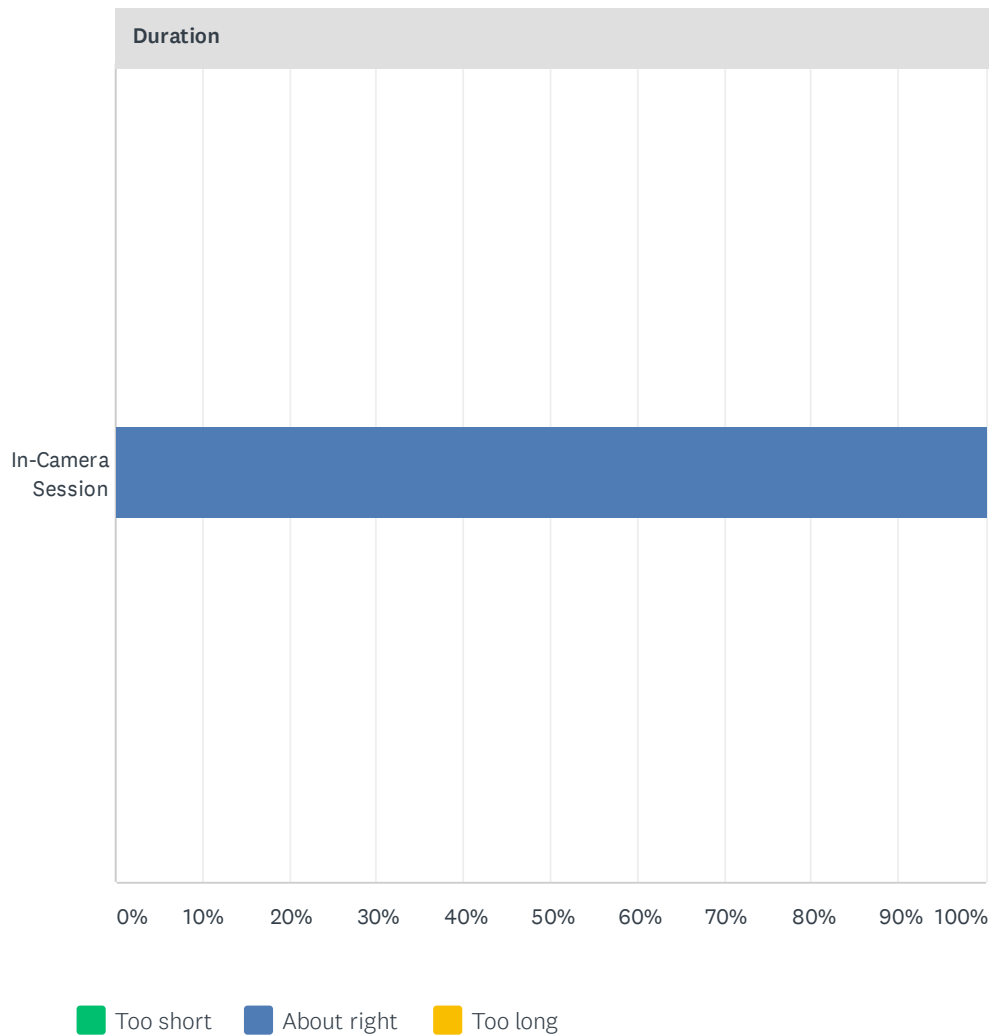
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Amount of Info. Provided				
	NOT ENOUGH	ABOUT RIGHT	TOO MUCH	TOTAL
Consent Agenda	14.29% 1	85.71% 6	0.00% 0	7
Refund from Surplus Conversation	42.86% 3	57.14% 4	0.00% 0	7
Discussion on topics				
	TOO MUCH DETAIL	ABOUT RIGHT (STRATEGIC)	NOT ENOUGH DETAIL	TOTAL
Consent Agenda	0.00% 0	100.00% 7	0.00% 0	7
Refund from Surplus Conversation	0.00% 0	50.00% 3	50.00% 3	6

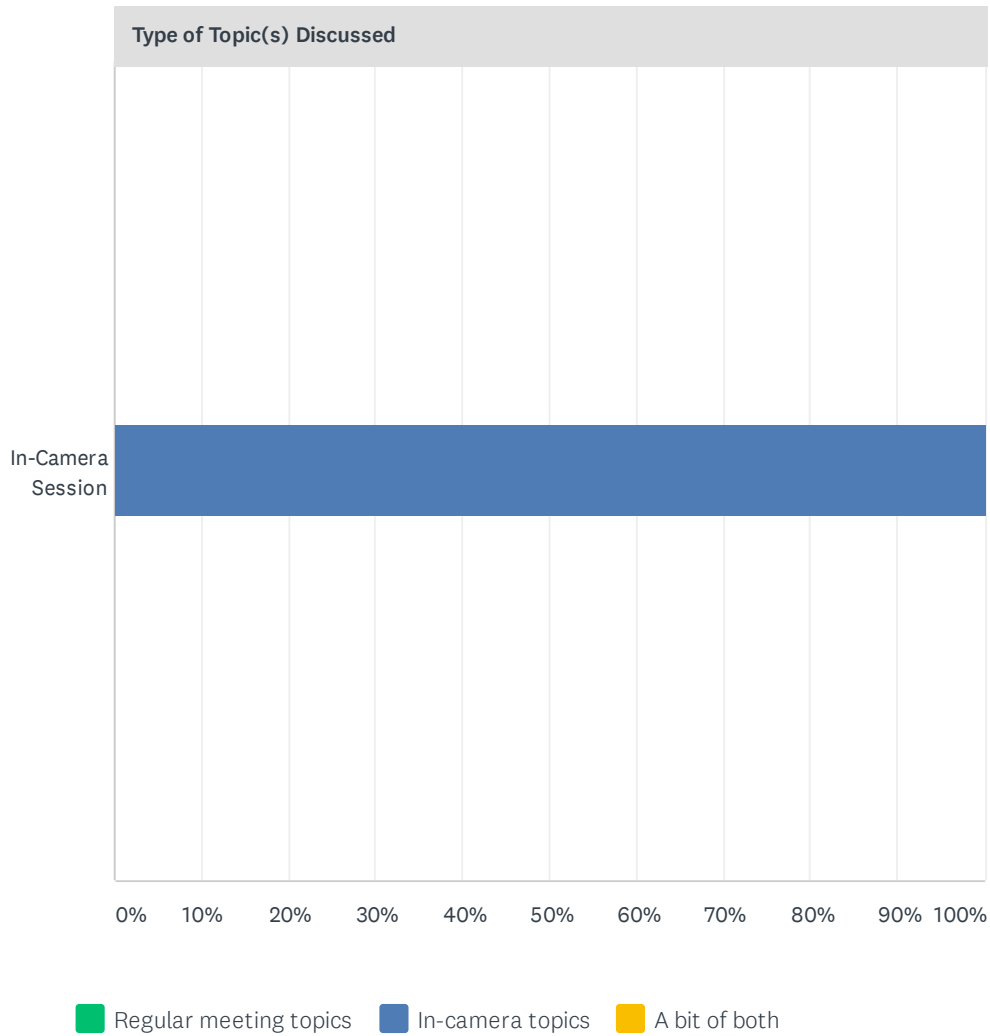
#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	No action taken.	5/17/2021 6:34 AM
2	We basically restated comments and opinions presented earlier. The board requested a formal or trigger to activate a refund. Such a trigger would also give us a better perspective as to if all policy holders would be included or only as it related to profitable lines. If you didn't have a claim , length of time as a policy holder ect And give us a idea of number of insured getting a refund the size of refund of coarse after a maximum amount determined to refund. But having said this I feel the topic is not a stand alone item but part of a bigger plan and should be discussed in strategic planning	5/16/2021 1:37 PM
3	Discussion on refund will give us info to move ahead with this topic	5/13/2021 6:12 PM

Q2 Please comment on the in-camera session. Make any suggestion for improvement if you gave a unsatisfactory score.

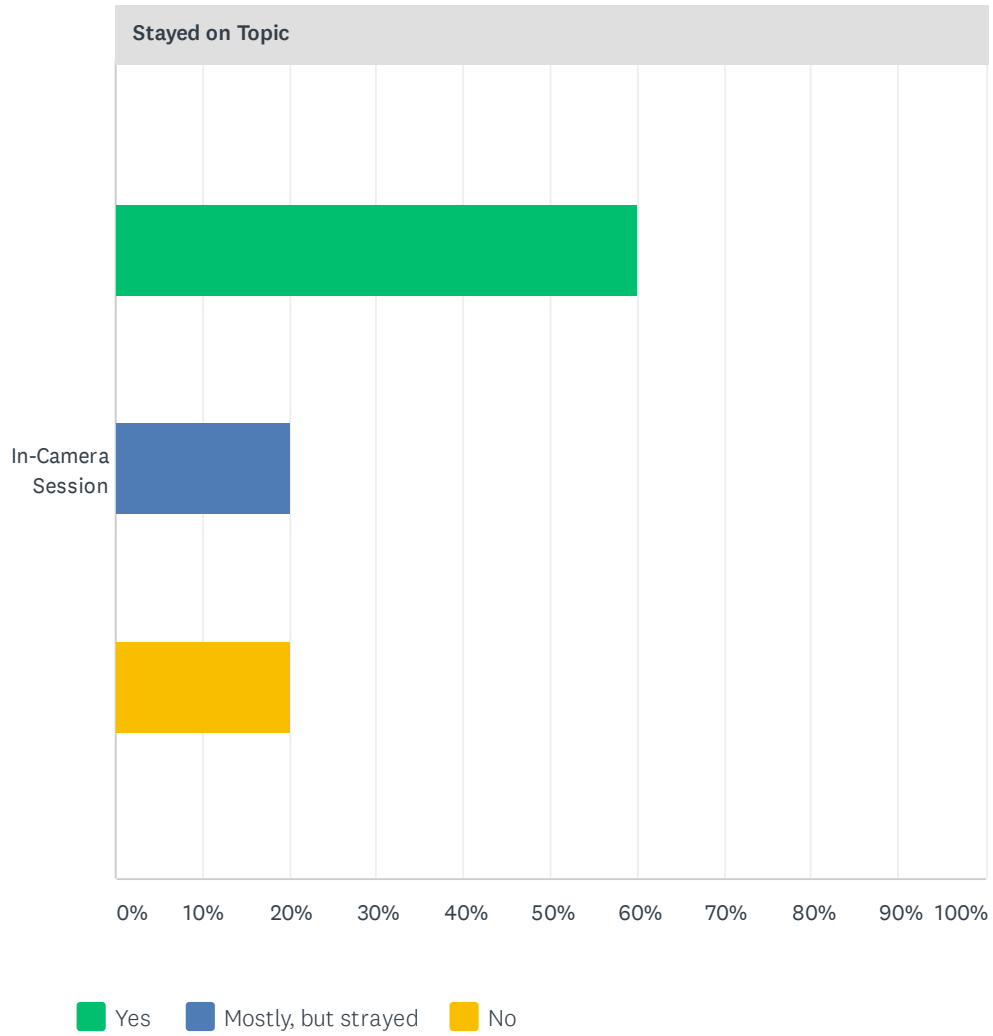
Answered: 6 Skipped: 1



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Duration				
	TOO SHORT	ABOUT RIGHT	TOO LONG	TOTAL
In-Camera Session	0.00%	100.00%	0.00%	6
	0	6	0	6

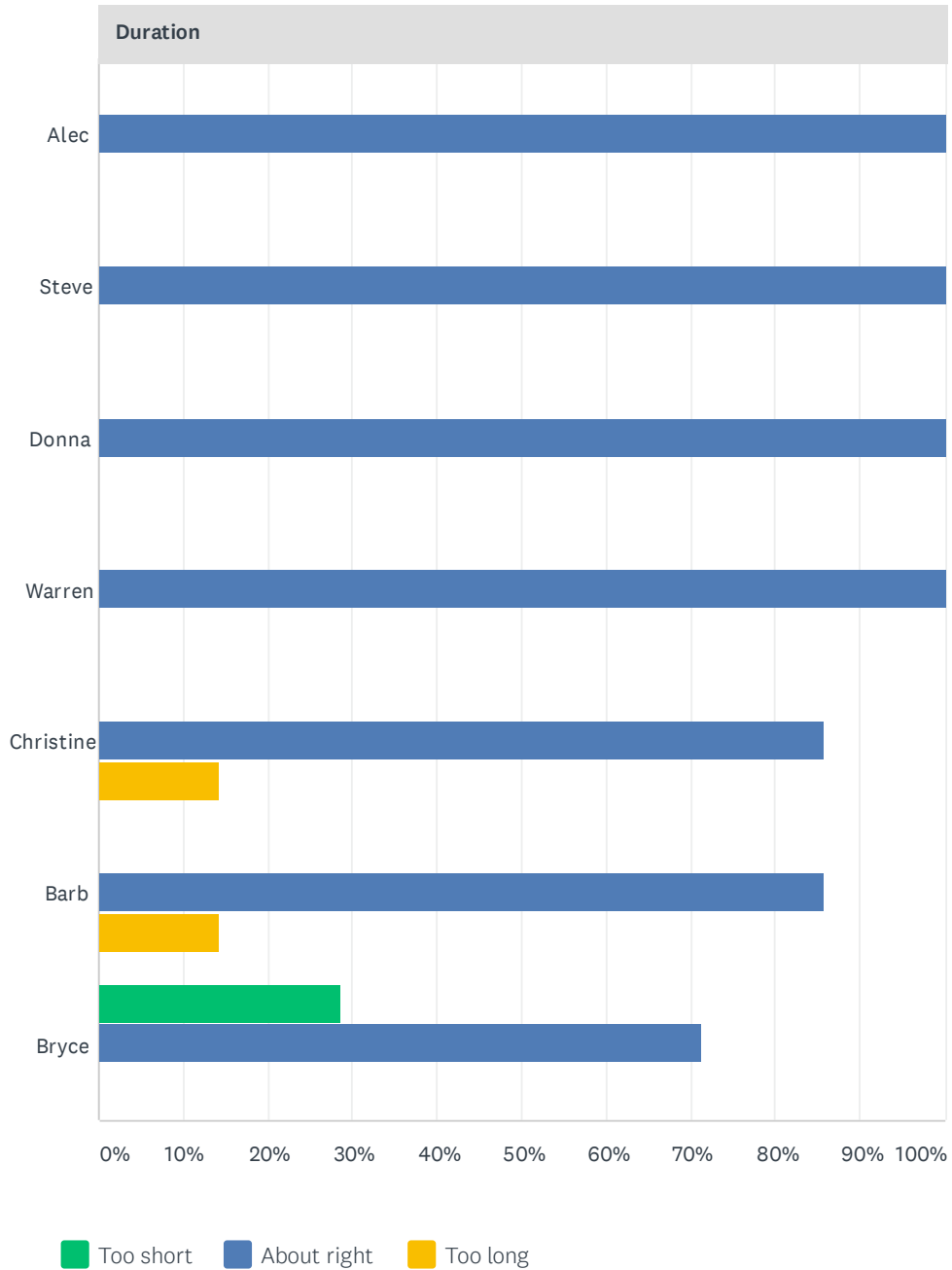
Type of Topic(s) Discussed				
	REGULAR MEETING TOPICS	IN-CAMERA TOPICS	A BIT OF BOTH	TOTAL
In-Camera Session	0.00%	100.00%	0.00%	4
	0	4	0	4

Stayed on Topic				
	YES	MOSTLY, BUT STRAYED	NO	TOTAL
In-Camera Session	60.00%	20.00%	20.00%	5
	3	1	1	5

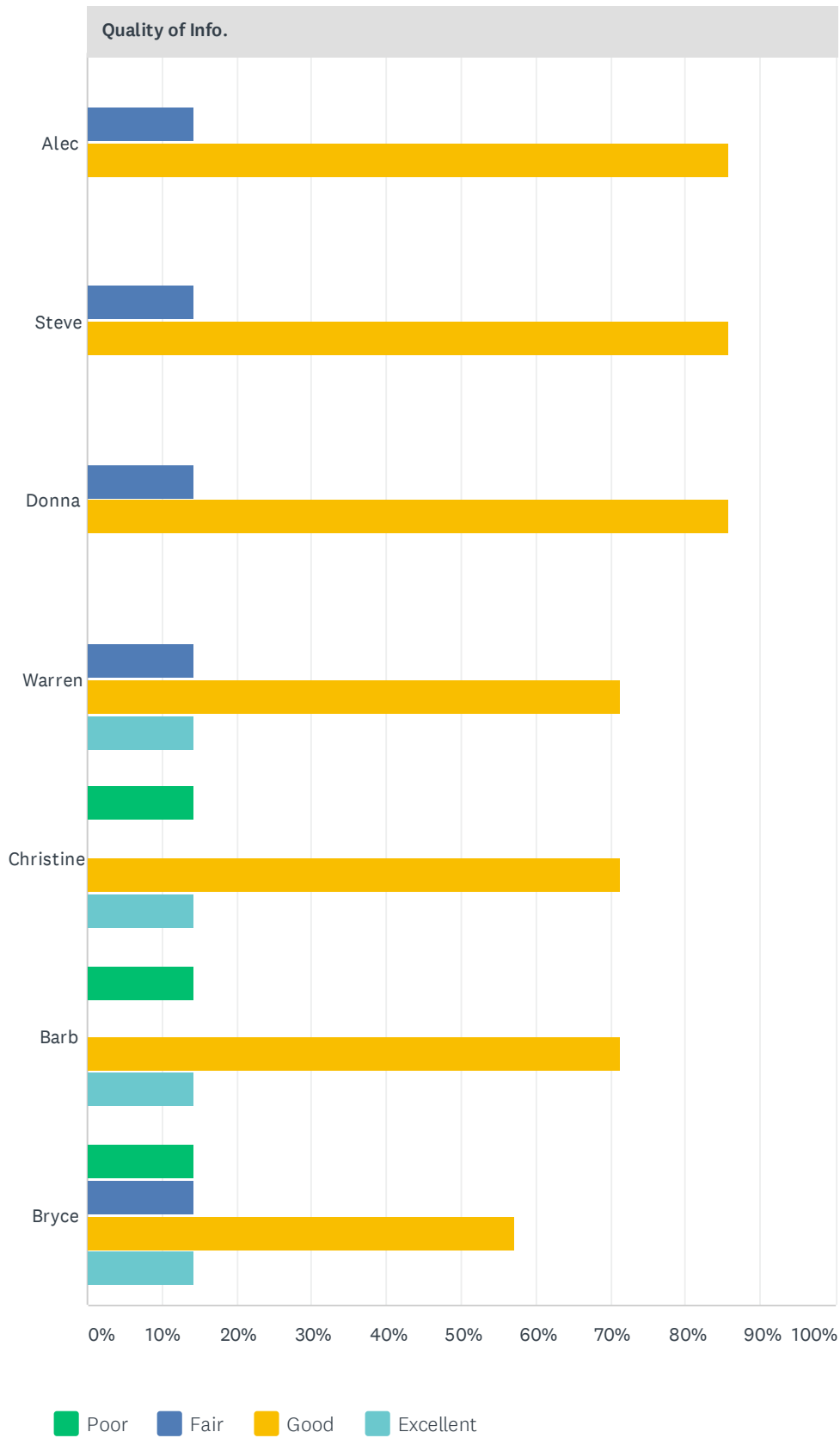
#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	We did not have anything in camera to discuss at this meeting	5/19/2021 7:42 PM
2	It's a great opportunity for board to speak frankly as to what's on their mind in a much better format than a parking lot or bathroom and not all present	5/16/2021 1:37 PM
3	Nothing to discuss	5/13/2021 6:12 PM

Q3 How were the first section of management presentations where they reviewed the last few months and provided stats?

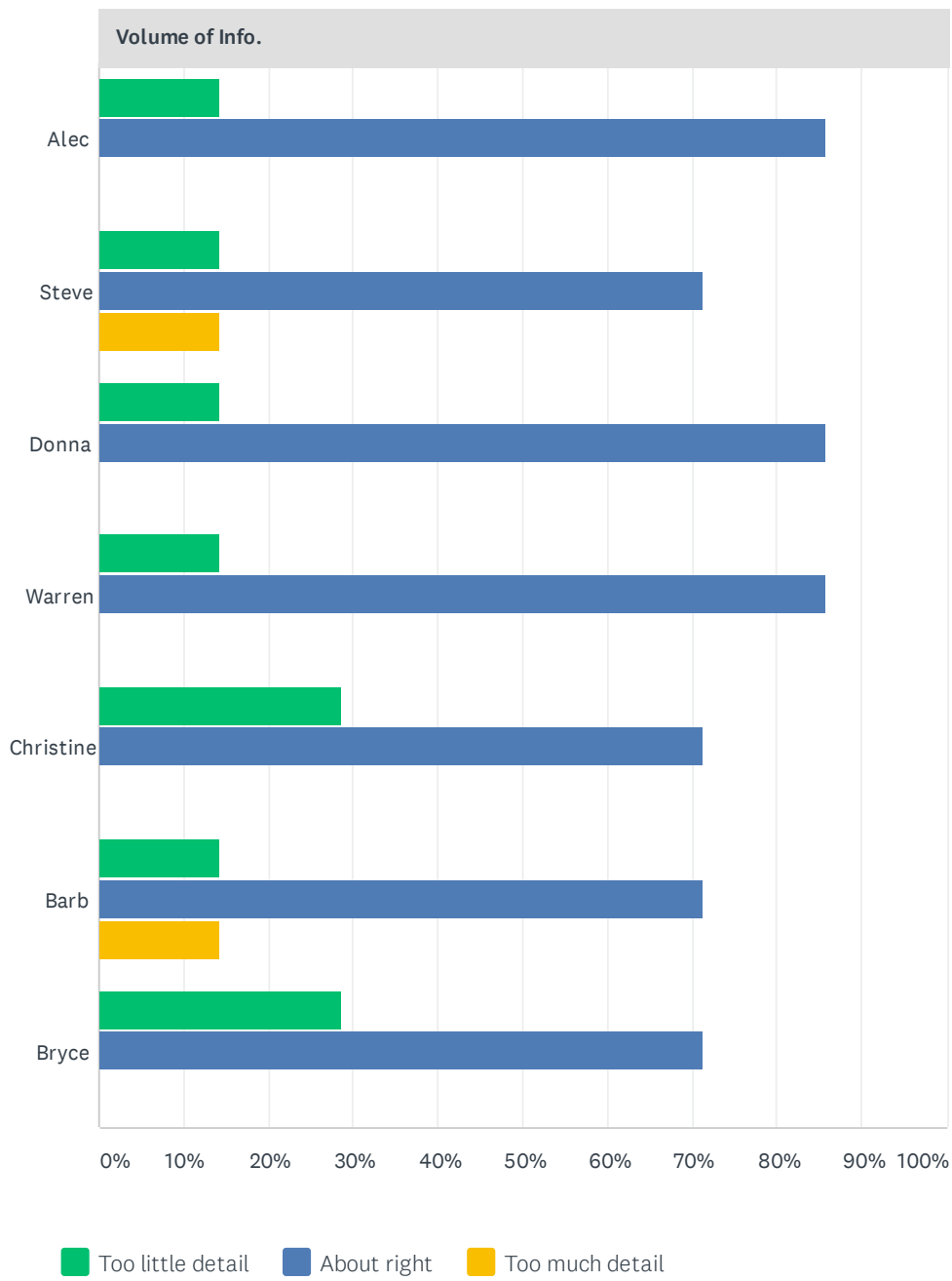
Answered: 7 Skipped: 0



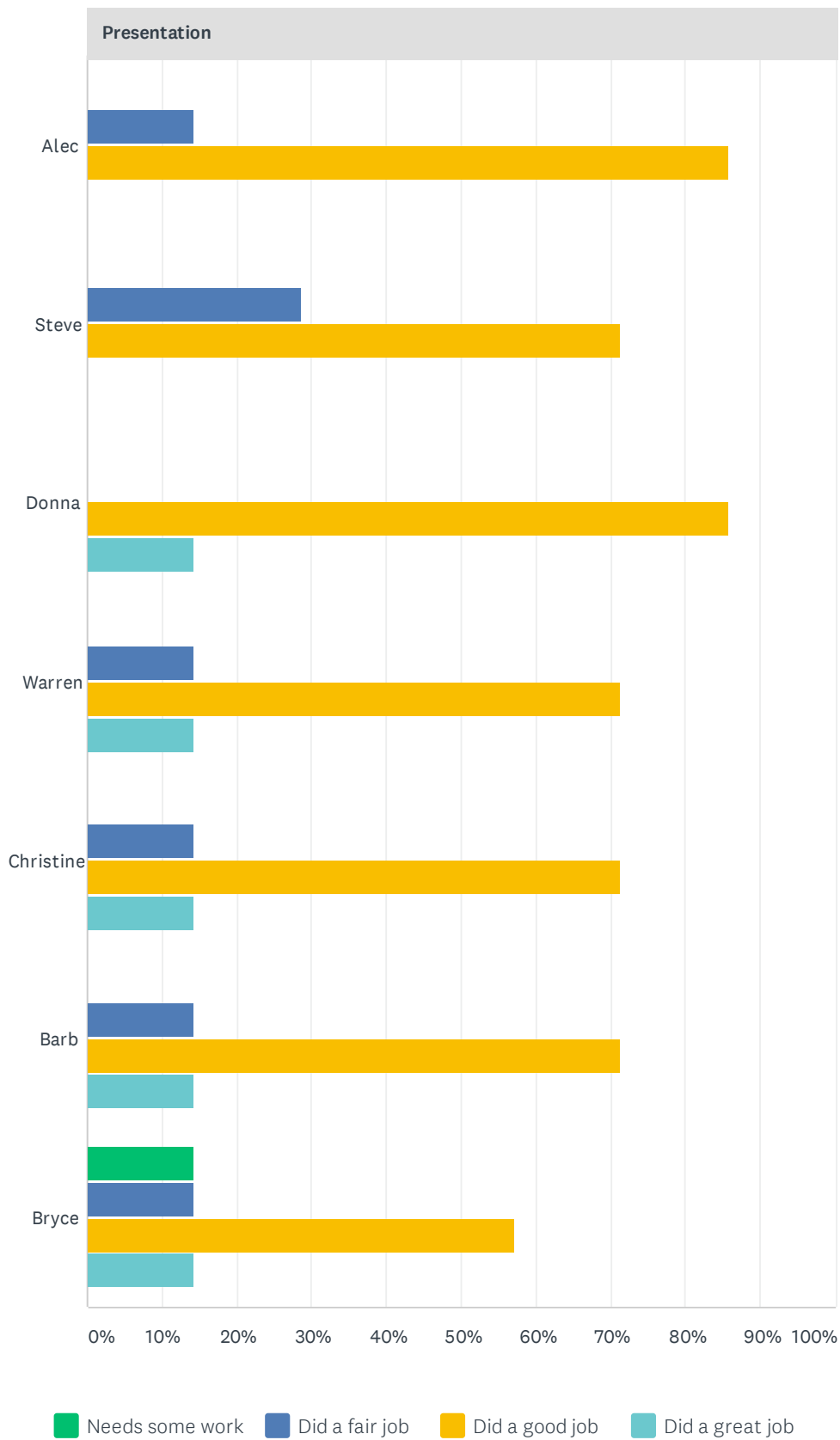
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Duration					
	TOO SHORT	ABOUT RIGHT	TOO LONG	TOTAL	
Alec	0.00% 0	100.00% 7	0.00% 0	7	
Steve	0.00% 0	100.00% 7	0.00% 0	7	
Donna	0.00% 0	100.00% 7	0.00% 0	7	
Warren	0.00% 0	100.00% 7	0.00% 0	7	
Christine	0.00% 0	85.71% 6	14.29% 1	7	
Barb	0.00% 0	85.71% 6	14.29% 1	7	
Bryce	28.57% 2	71.43% 5	0.00% 0	7	
Quality of Info.					
	POOR	FAIR	GOOD	EXCELLENT	TOTAL
Alec	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7
Steve	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7
Donna	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7
Warren	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Christine	14.29% 1	0.00% 0	71.43% 5	14.29% 1	7
Barb	14.29% 1	0.00% 0	71.43% 5	14.29% 1	7
Bryce	14.29% 1	14.29% 1	57.14% 4	14.29% 1	7

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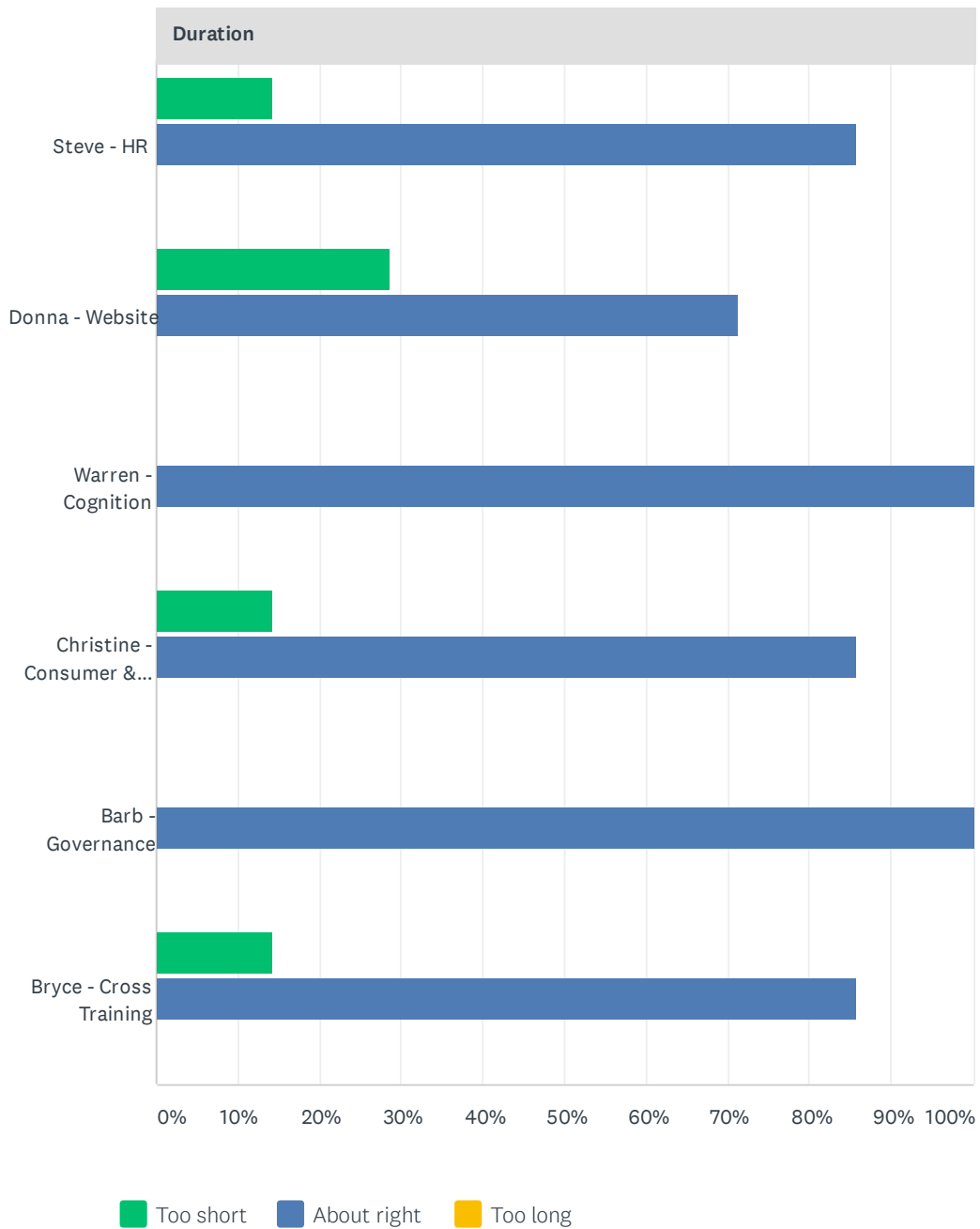
Volume of Info.					
	TOO LITTLE DETAIL	ABOUT RIGHT	TOO MUCH DETAIL	TOTAL	
Alec	14.29% 1	85.71% 6	0.00% 0	7	
Steve	14.29% 1	71.43% 5	14.29% 1	7	
Donna	14.29% 1	85.71% 6	0.00% 0	7	
Warren	14.29% 1	85.71% 6	0.00% 0	7	
Christine	28.57% 2	71.43% 5	0.00% 0	7	
Barb	14.29% 1	71.43% 5	14.29% 1	7	
Bryce	28.57% 2	71.43% 5	0.00% 0	7	

Presentation					
	NEEDS SOME WORK	DID A FAIR JOB	DID A GOOD JOB	DID A GREAT JOB	TOTAL
Alec	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7
Steve	0.00% 0	28.57% 2	71.43% 5	0.00% 0	7
Donna	0.00% 0	0.00% 0	85.71% 6	14.29% 1	7
Warren	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Christine	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Barb	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Bryce	14.29% 1	14.29% 1	57.14% 4	14.29% 1	7

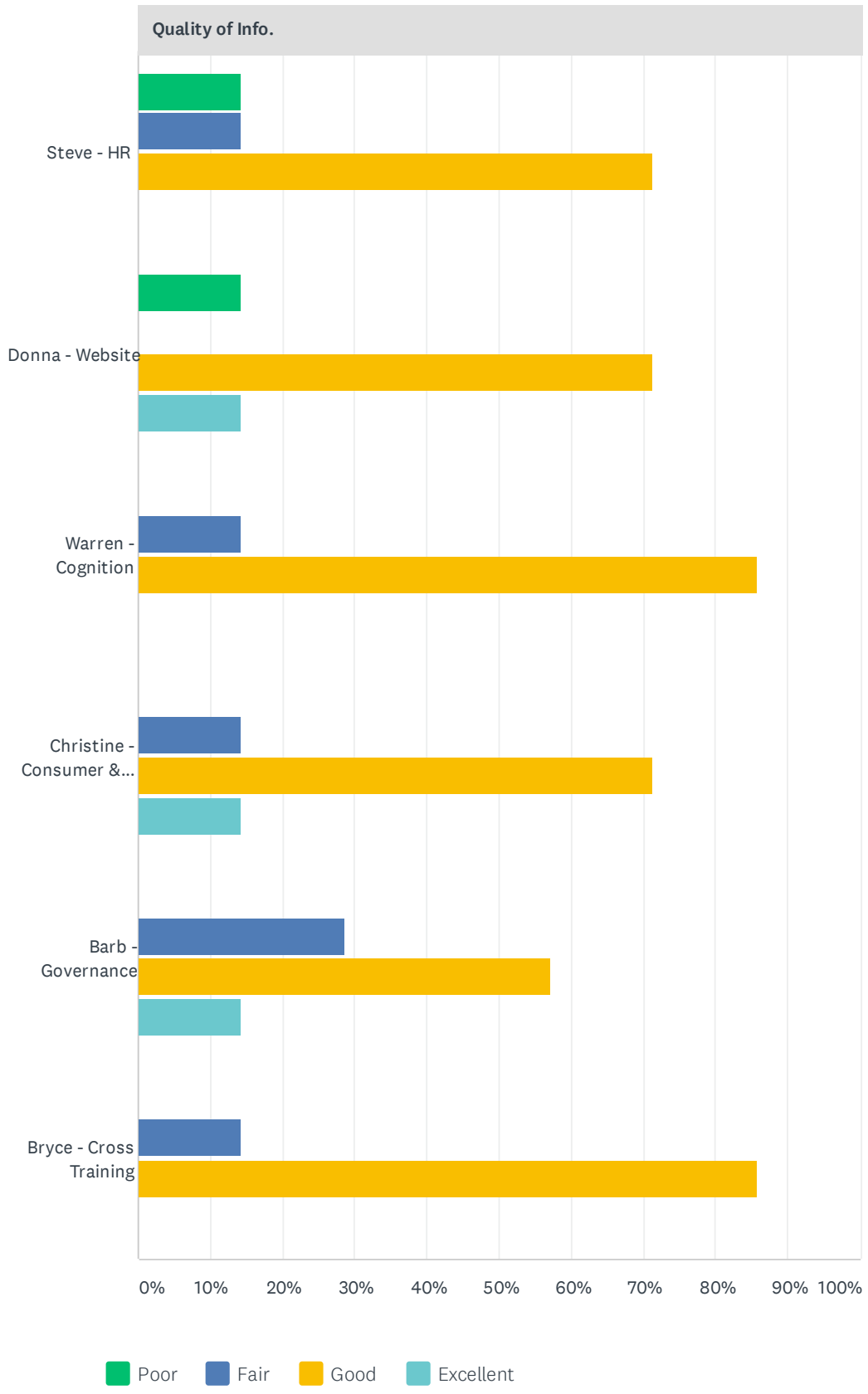
#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Warren and Steve need to keep on track and not get telling story	5/16/2021 9:03 AM
2	Lots of information well presented	5/13/2021 8:34 PM
3	New format is great a bit lengthy but informative !	5/13/2021 6:12 PM

Q4 How were the presentations on future activities and specific Action Items?

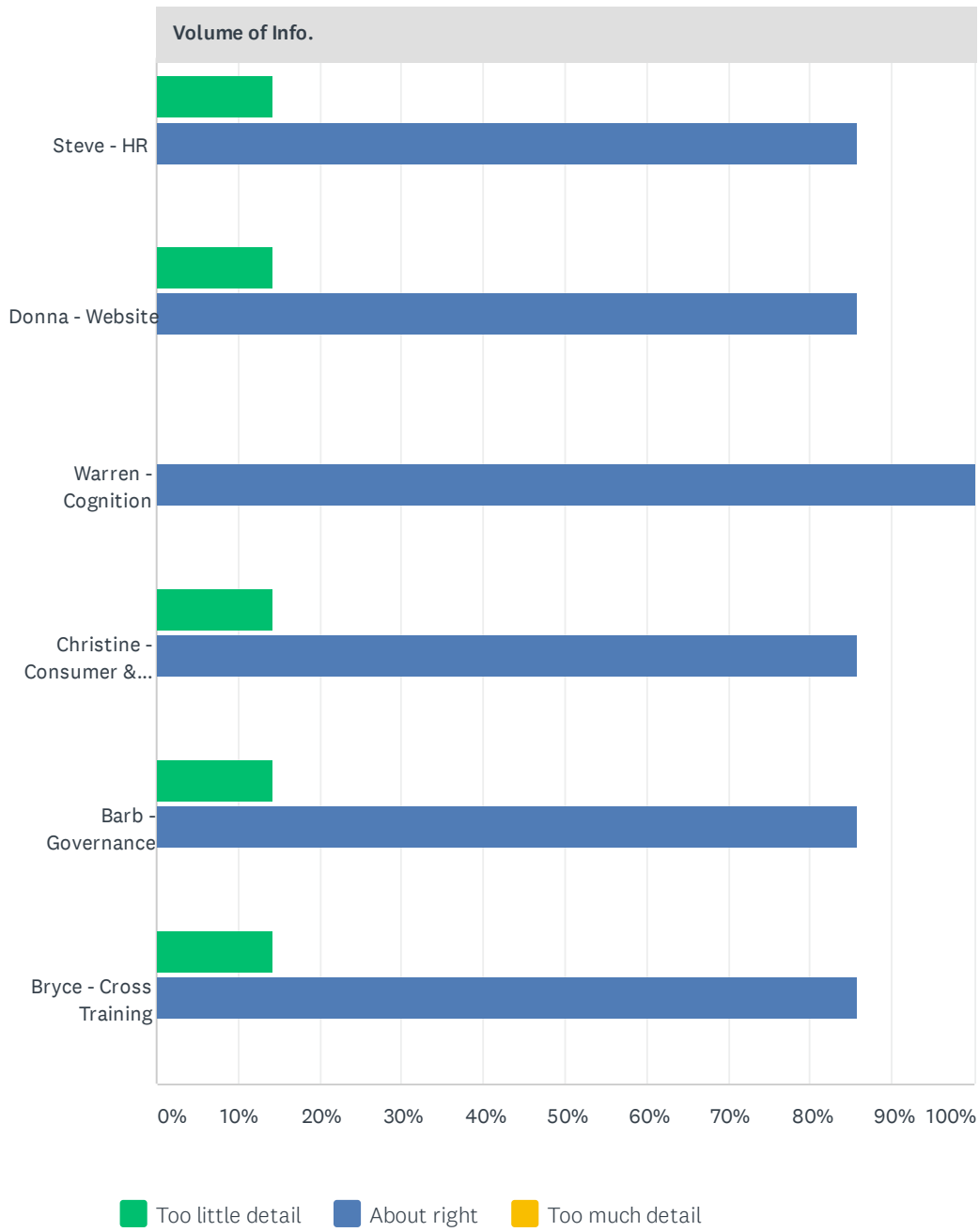
Answered: 7 Skipped: 0



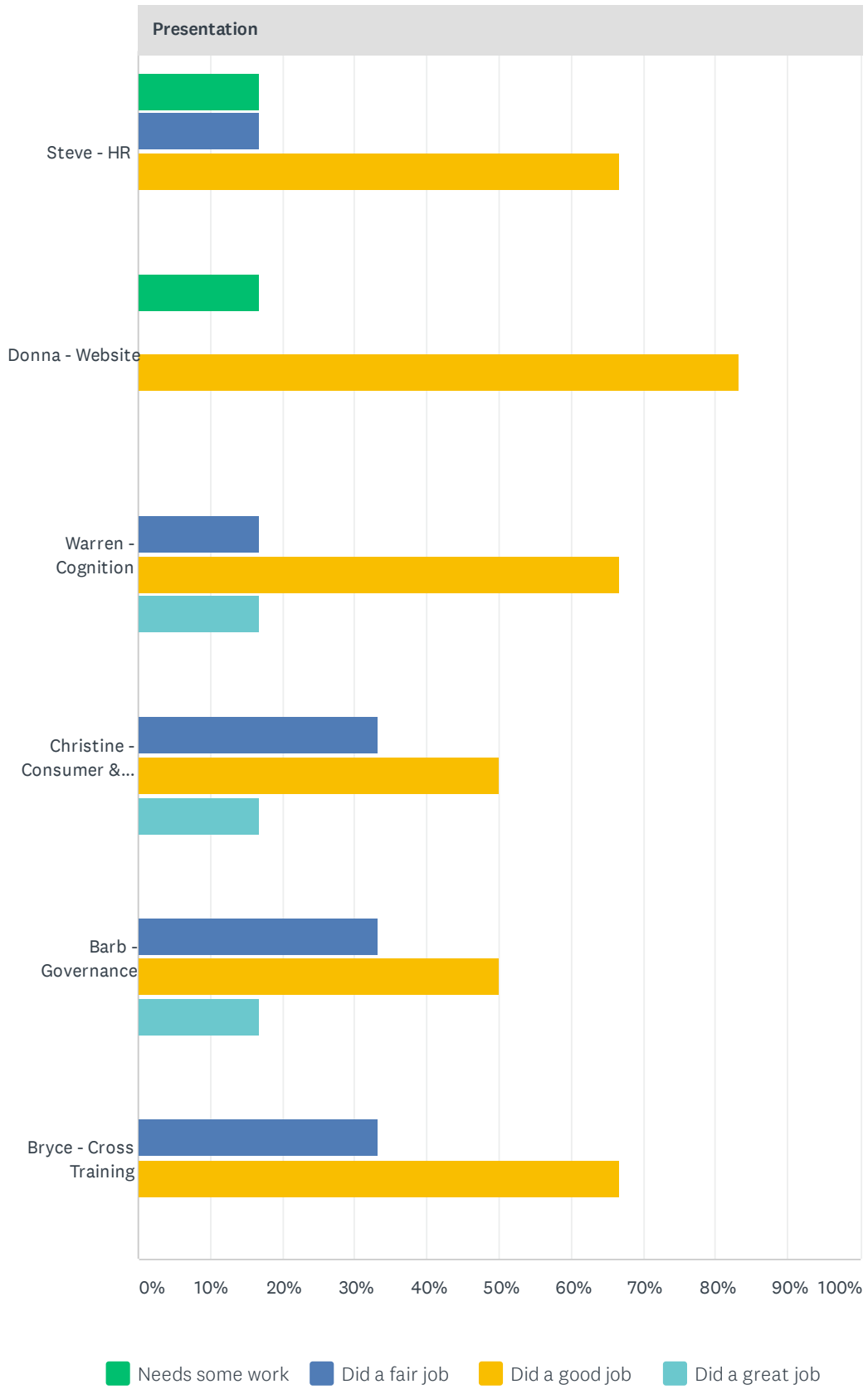
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Duration				
	TOO SHORT	ABOUT RIGHT	TOO LONG	TOTAL
Steve - HR	14.29% 1	85.71% 6	0.00% 0	7
Donna - Website	28.57% 2	71.43% 5	0.00% 0	7
Warren - Cognition	0.00% 0	100.00% 7	0.00% 0	7
Christine - Consumer & Sales	14.29% 1	85.71% 6	0.00% 0	7
Barb - Governance	0.00% 0	100.00% 7	0.00% 0	7
Bryce - Cross Training	14.29% 1	85.71% 6	0.00% 0	7

Quality of Info.					
	POOR	FAIR	GOOD	EXCELLENT	TOTAL
Steve - HR	14.29% 1	14.29% 1	71.43% 5	0.00% 0	7
Donna - Website	14.29% 1	0.00% 0	71.43% 5	14.29% 1	7
Warren - Cognition	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7
Christine - Consumer & Sales	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Barb - Governance	0.00% 0	28.57% 2	57.14% 4	14.29% 1	7
Bryce - Cross Training	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7

Volume of Info.				
	TOO LITTLE DETAIL	ABOUT RIGHT	TOO MUCH DETAIL	TOTAL
Steve - HR	14.29% 1	85.71% 6	0.00% 0	7
Donna - Website	14.29% 1	85.71% 6	0.00% 0	7
Warren - Cognition	0.00% 0	100.00% 7	0.00% 0	7
Christine - Consumer & Sales	14.29% 1	85.71% 6	0.00% 0	7
Barb - Governance	14.29% 1	85.71% 6	0.00% 0	7
Bryce - Cross Training	14.29% 1	85.71% 6	0.00% 0	7

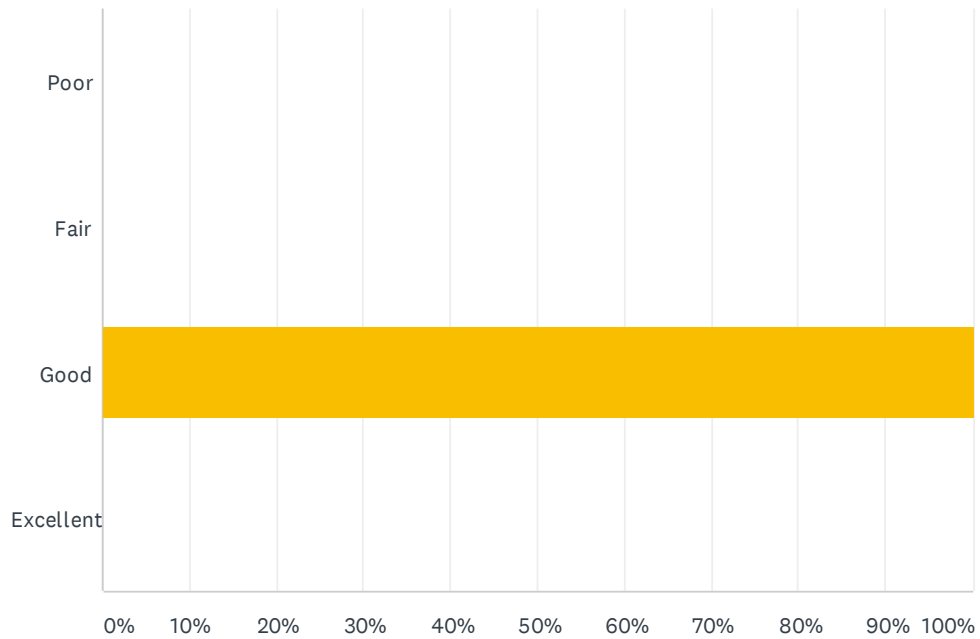
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Presentation					
	NEEDS SOME WORK	DID A FAIR JOB	DID A GOOD JOB	DID A GREAT JOB	TOTAL
Steve - HR	16.67% 1	16.67% 1	66.67% 4	0.00% 0	6
Donna - Website	16.67% 1	0.00% 0	83.33% 5	0.00% 0	6
Warren - Cognition	0.00% 0	16.67% 1	66.67% 4	16.67% 1	6
Christine - Consumer & Sales	0.00% 0	33.33% 2	50.00% 3	16.67% 1	6
Barb - Governance	0.00% 0	33.33% 2	50.00% 3	16.67% 1	6
Bryce - Cross Training	0.00% 0	33.33% 2	66.67% 4	0.00% 0	6

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Like receiving the goals and actions items this way. It puts A face to who is responsible for the goal.	5/17/2021 6:34 AM
2	This is nice to know but isn't it a little bit below the line	5/16/2021 9:03 AM

Q5 Overall, how well did the structure and leadership of the meeting encourage thoughtful discussion

Answered: 7 Skipped: 0

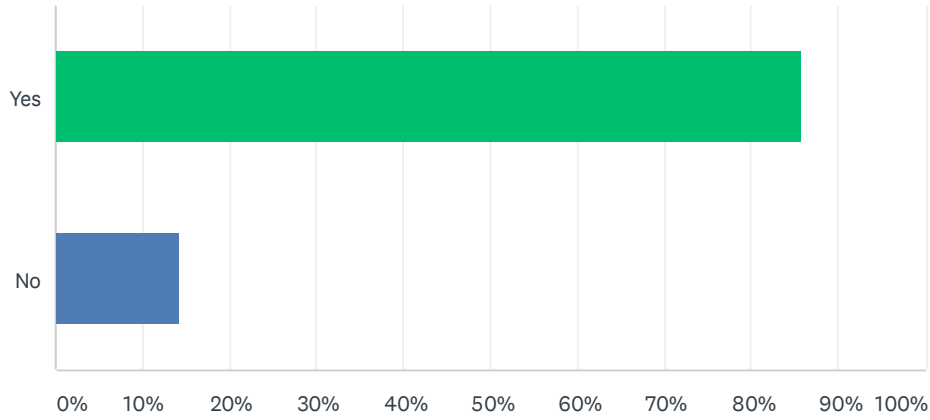


ANSWER CHOICES	RESPONSES
Poor	0.00% 0
Fair	0.00% 0
Good	100.00% 7
Excellent	0.00% 0
TOTAL	7

#	COMMENT IF NECESSARY	DATE
	There are no responses.	

Q6 It felt safe to question staff and to express alternative opinions/options.

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	85.71% 6
No	14.29% 1
TOTAL	7

#	COMMENT IF NECESSARY	DATE
	There are no responses.	

Q7 Make any comments regarding improving the meeting ...

Answered: 5 Skipped: 2

#	RESPONSES	DATE
1	I would like to have the survey with our meeting package so it could be printed before the meeting and completed in real time as the meeting is progressing . I think that it would be much more accurate that way.	5/19/2021 7:42 PM
2	We were in the weeds too many times.	5/17/2021 6:34 AM
3	It was a good job done just need to maybe have a couple more times to make any good comments or to make improvements	5/16/2021 9:03 AM
4	Thought the meeting went well. Some directors are still questioning for information on operational issues. Not our responsibility.	5/13/2021 8:34 PM
5	As possibly suggested , maybe when management is reporting quarterly we start at 10 am , take a 30 / 45 min break at lunch and then carry on while we are in this virtual setting	5/13/2021 6:12 PM

Q8 What new chart(s) did you like or you felt added value? What about chart(s) was beneficial. Consider both written management reports and presentation materials.

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	The new format was good. Same material but in a different format. Nice change. Staff may have been a little uncomfortable delivering new material but that will come Good job	5/17/2021 6:34 AM
2	I felt that it was more interesting with the charts and the managers did they written reports	5/16/2021 9:03 AM
3	Charts are good easy to read.	5/13/2021 8:34 PM
4	It's always refreshing to see anew approach and different ideas on how to present info .	5/13/2021 6:12 PM

Q9 Was there a chart or charts from the previous management meeting that you missed. What was it about that chart(s) you found beneficial?

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	Information we need was covered.	5/17/2021 6:34 AM
2	All the charts were good	5/16/2021 9:03 AM
3	Easy to read.	5/13/2021 8:34 PM
4	Not really	5/13/2021 6:12 PM