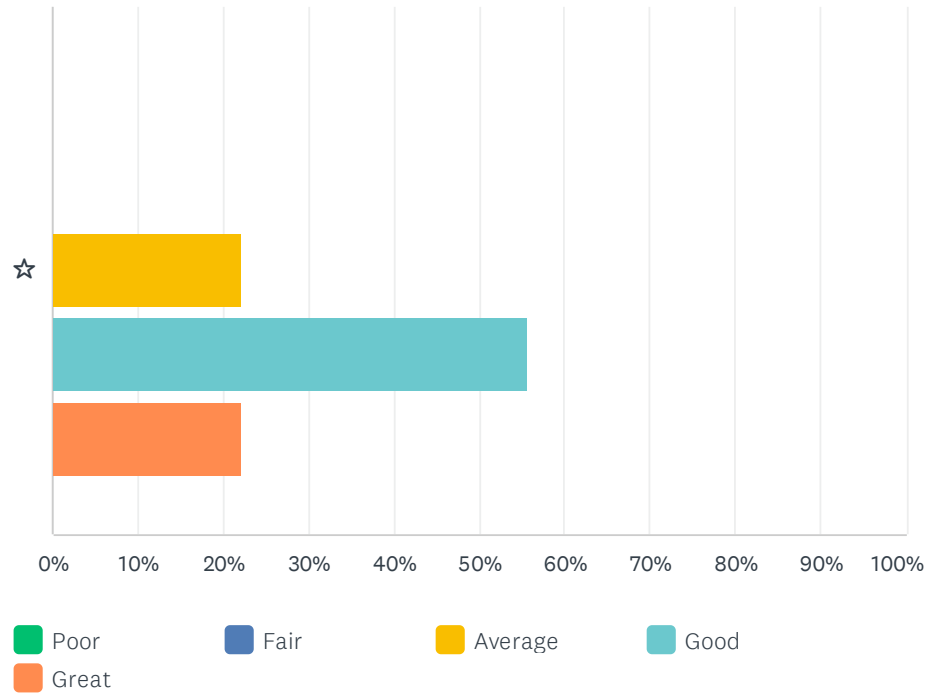


# Q1 How do you rate the Consent agenda items and management reports?

Answered: 9 Skipped: 0

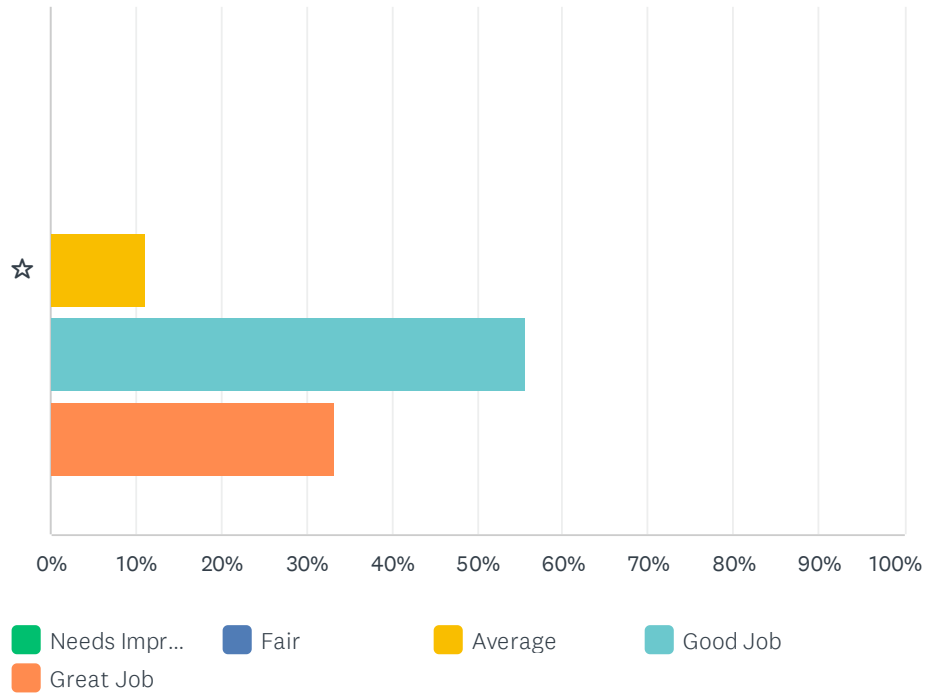


	POOR	FAIR	AVERAGE	GOOD	GREAT	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	22.22%	55.56%	22.22%	9	4.00
	0	0	2	5	2		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	No issues well informed	8/2/2022 10:38 AM
2	I like the format	7/28/2022 2:01 PM
3	All information provided with enough time to review.	7/25/2022 9:14 AM
4	Overall reports are well done.	7/21/2022 4:51 PM

## Q2 How did Steve do presenting the Cat claim?

Answered: 9 Skipped: 0

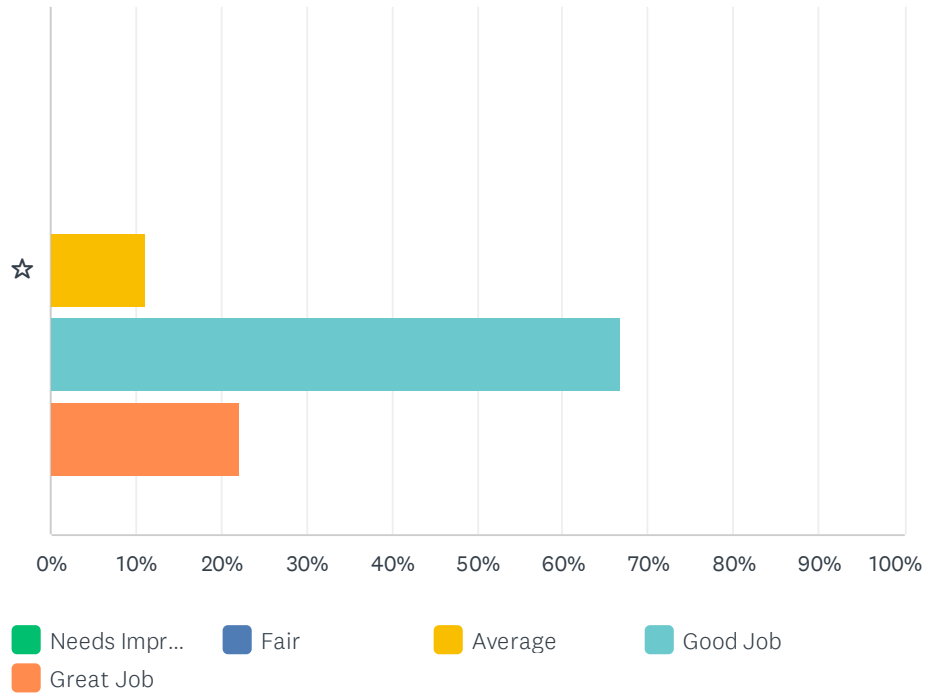


	NEEDS IMPROVEMENT	FAIR	AVERAGE	GOOD JOB	GREAT JOB	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	11.11%	55.56%	33.33%	9	4.22
	0	0	1	5	3		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	It was done well , hard to comprehend what it will mean to us down the road	8/2/2022 10:38 AM
2	He Repeats himself on his answers	7/29/2022 1:25 PM
3	Well done during this very hectic time.	7/28/2022 2:01 PM
4	Excellent information to put the claim into context. Good discussion with Directors and staff.	7/25/2022 9:14 AM
5	Did a good job	7/21/2022 7:37 PM
6	Connecting actual situations to the process is helpful.	7/21/2022 4:51 PM
7	The claims dept and all the staff that pitched in,should be commended on their work handling the large amount of claims being processed	7/21/2022 2:39 PM

### Q3 How did Christine do reviewing the Pearson acquisition?

Answered: 9 Skipped: 0

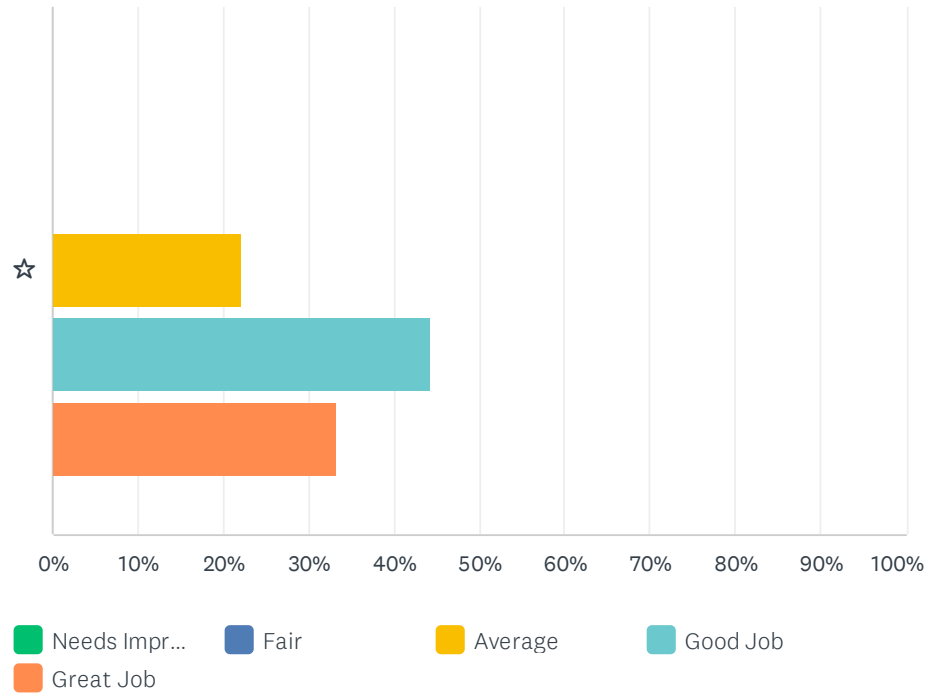


	NEEDS IMPROVEMENT	FAIR	AVERAGE	GOOD JOB	GREAT JOB	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	11.11%	66.67%	22.22%	9	4.11
	0	0	1	6	2		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Informative and mostly what we knew .thanks	8/2/2022 10:38 AM
2	I found the presentation easy to understand and well done.	7/28/2022 2:01 PM
3	It will be interesting to see the growth in this new team of agents developing at HTM	7/25/2022 9:14 AM
4	Good overview of the process. Maybe a little less or reiterating what is in the report.	7/21/2022 4:51 PM

## Q4 How did Donna do presenting the financials?

Answered: 9 Skipped: 0

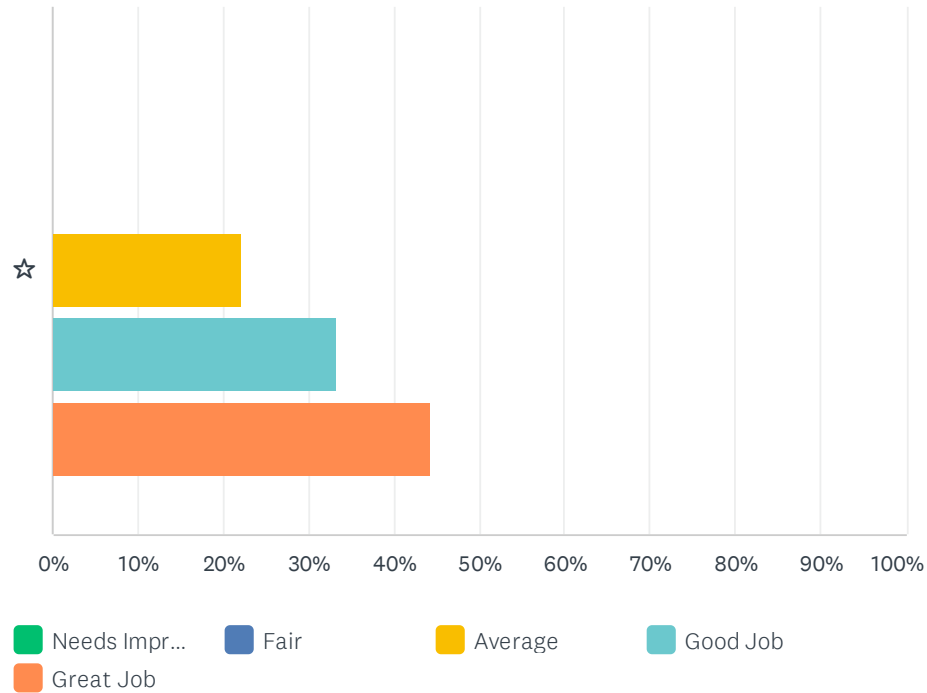


	NEEDS IMPROVEMENT	FAIR	AVERAGE	GOOD JOB	GREAT JOB	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	22.22%	44.44%	33.33%	9	4.11
	0	0	2	4	3		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Well done as usual ! Although wish it was more like last year !	8/2/2022 10:38 AM
2	Good dialogue with questions and recommendations.	7/28/2022 2:01 PM
3	Numbers were explained clearly.	7/25/2022 9:14 AM

## Q5 How did Barb do reviewing the two policies?

Answered: 9 Skipped: 0

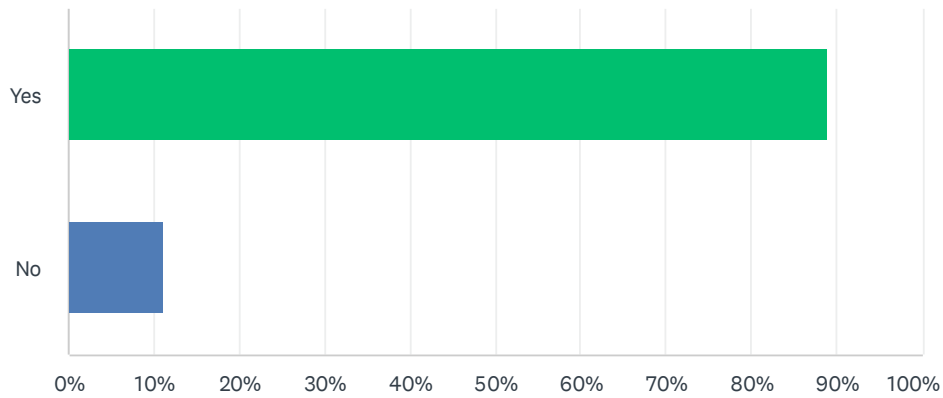


	NEEDS IMPROVEMENT	FAIR	AVERAGE	GOOD JOB	GREAT JOB	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	22.22%	33.33%	44.44%	9	4.22
	0	0	2	3	4		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Well done	8/2/2022 10:38 AM
2	Great to know we are on top of these important policies.	7/28/2022 2:01 PM
3	Thanks for highlighting changes etc. This is helpful on review.	7/25/2022 9:14 AM
4	Information is presented in a clear manner with good explanations.	7/21/2022 4:51 PM

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

Answered: 9 Skipped: 0

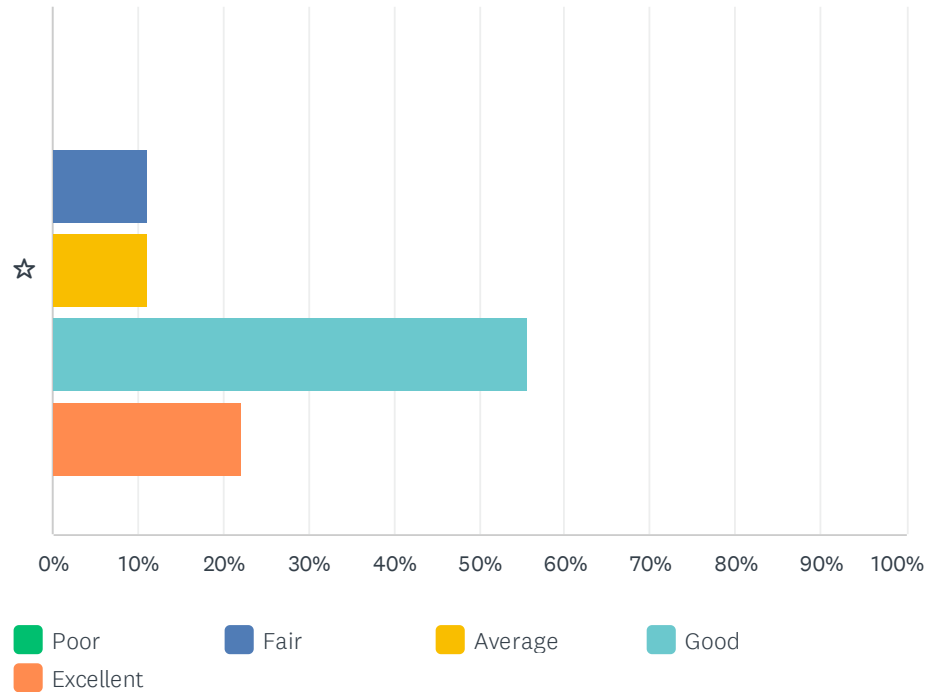


ANSWER CHOICES	RESPONSES
Yes	88.89% 8
No	11.11% 1
<b>TOTAL</b>	<b>9</b>

#	COMMENT IF NECESSARY	DATE
1	Always	8/2/2022 10:38 AM

## Q7 Overall, how well did the structure and leadership of the meeting encourage thoughtful discussion?

Answered: 9 Skipped: 0

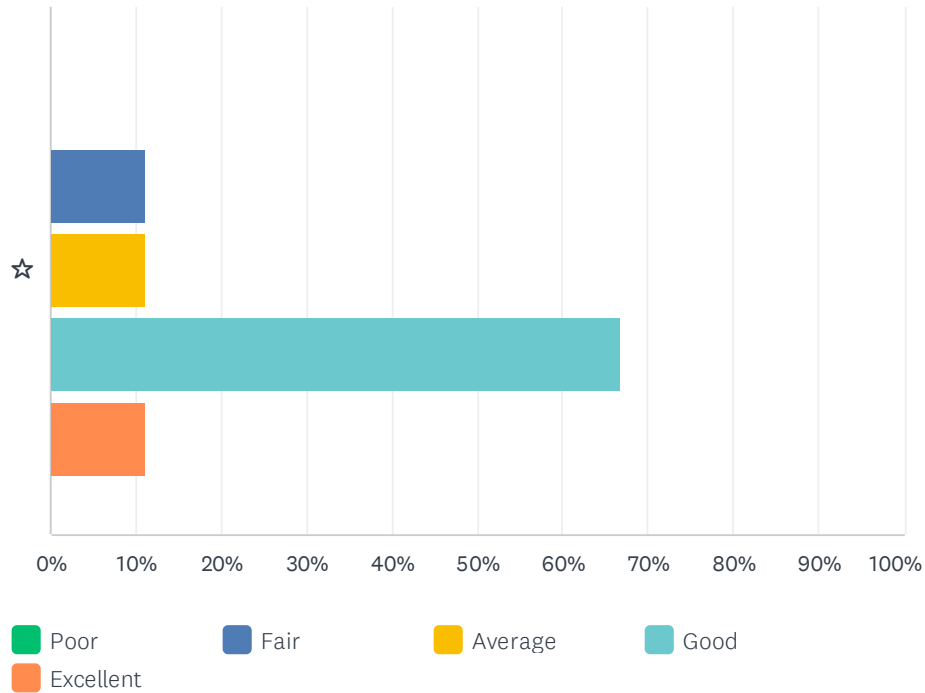


	POOR	FAIR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	0.00%	11.11%	11.11%	55.56%	22.22%	9	3.89
	0	1	1	5	2		

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Chair was having an off day , better attempt next time	8/2/2022 10:38 AM
2	I think, the board is becoming more conscious of what is and what is not operational for discussion items. So with that in mind, we are staying more focused, keeping us on time and on task.	7/28/2022 2:01 PM

## Q8 How was the in-camera session?

Answered: 9 Skipped: 0



	POOR	FAIR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	11.11% 1	11.11% 1	66.67% 6	11.11% 1	9	3.78

#	COMMENTS, BOTH POSITIVE AND CONSTRUCTIVE.	DATE
1	Nothing concerning , although it would of been better if the executive could of met before the meeting , that being said it couldn't be help this time	8/2/2022 10:38 AM
2	No problem	7/29/2022 1:25 PM
3	In Camera is becoming more focused and structured for relevant issues.	7/28/2022 2:01 PM
4	It may be helpful if at the start of the in camera the topics to be discussed are determined and then the discussions start. May help to provide a framework.	7/21/2022 4:51 PM



## Q9 How did you like this format? What did you like most? What did you like least?

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	I like it , hopefully the rest will agree and do it again ,	8/2/2022 10:38 AM
2	Liked this format a lot better then previous formats.	7/30/2022 1:56 PM
3	The format was good	7/29/2022 1:25 PM
4	Great format! I liked reviewing the management reports prior and asking questions. There is a lot less repetition. I liked the presentations and discussions. I am wondering if in the minutes if we could take out the TO DO items and identify them separately. For example purpose only: agents business comparative, MCT worse case scenario, EDI committee. That way we don't miss bringing things forward.	7/28/2022 2:01 PM
5	I liked the more informal discussion with Management with each focusing on a particular area. This provides more time for understanding with a 'deeper dive' into the topic. In camera sessions at times seem to fall back into topics covered in the past. Is there a way to get beyond that?	7/25/2022 9:14 AM
6	Positive. Good broad reaching conversation.	7/25/2022 6:38 AM
7	Format was good.	7/21/2022 7:37 PM
8	I liked the round table discussion. Felt that this format provided opportunity for valuable discussion. The reports are informative and do not need to be reiterated. The discussion allows for clarification where needed.	7/21/2022 4:51 PM
9	I like this format, quick and to the point with a place for comments	7/21/2022 2:39 PM