



To: Our Wawanesa Policyholders

**Re: Wawanesa Policyholder Satisfaction Survey**

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At Wawanesa Insurance, we are committed to providing our Policyholders a *superior policy and claim service experience*. We're pleased to advise that on June 1, 2009 we are launching a customer satisfaction survey so that Policyholders have an opportunity to let us know how we're doing in our commitment to them.

Four times a year we will send an invitation out to randomly selected Policyholders inviting them to complete a short survey. The survey is being handled by ResearchBynet on our behalf and will only take a few minutes of the Policyholder's time to complete. No personal information is provided to ResearchBynet during this process. The respondent need only enter a survey number provided to them in our invitation to participate, in order to gain access to the survey tool.

Our Policyholders are important to us and deserve superior service. This survey will help us know where we excel or where we might need to improve.

We appreciate the confidence our Policyholders place in Wawanesa and we promise to do our best to *Earn Your Trust* into the future.