

## **Undertaking # 41**

MPI to determine whether employees have been surveyed for satisfaction with or criticism of the PIPP's claim handling and reserving process; the collision estimating and reserving practice; the team adjusting process; the physical damage re-engineering process; and compliance with loss of use policy and expenditure guidelines for the years 2012/2013 and 2013/2014, and provide an executive summary.

### **RESPONSE:**

No such surveys have been conducted to date.