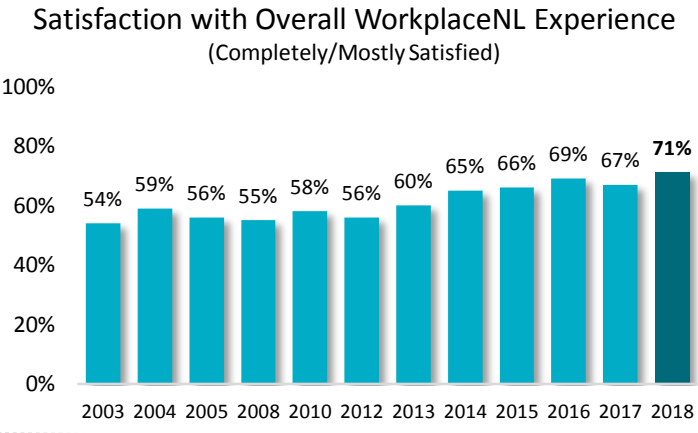
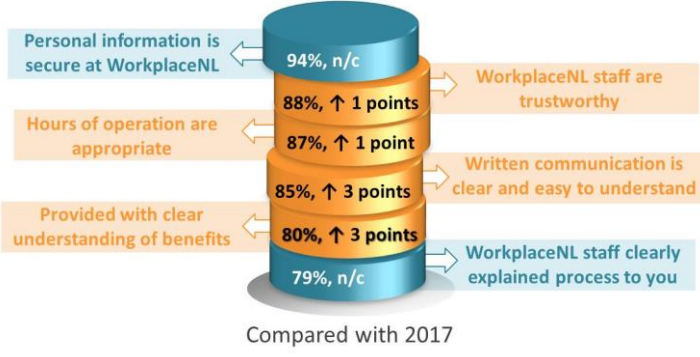


Injured Workers Survey

80% ARE SATISFIED WITH THE INQUIRIES PHONE NUMBER



Agreement that... (% Agree 4, 5 on a 5-Point Scale; 2018)



77% of injured workers are satisfied with the amount of information they received about their claim, up from 74% in 2017

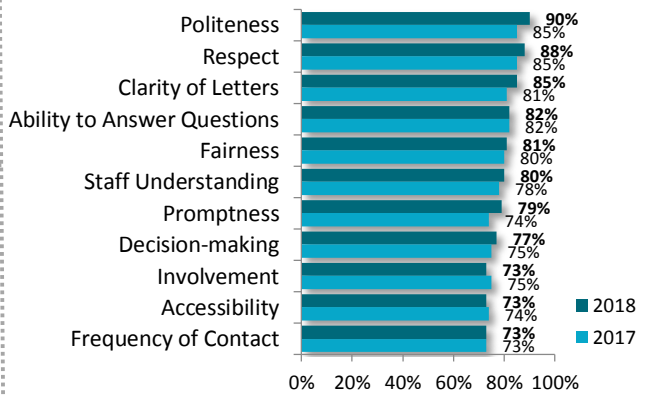


80% are satisfied with the overall quality of service they received, up from 77% in 2017

76% of injured workers were satisfied with their WorkplaceNL contacts this past year, up from 74% in 2017



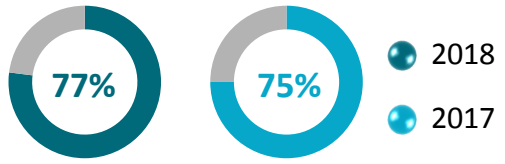
Satisfied with Service Received From WorkplaceNL (Rating 4, 5 on a 5-Point Scale)



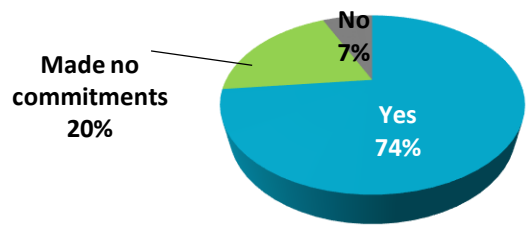
40% of injured workers say the overall quality of service has **IMPROVED** over the past year
53% say it **STAYED THE SAME**



Satisfaction with Overall Outcome of Claim



Has WorkplaceNL Followed Through on Commitments?



% Satisfied (4,5 on a 5-point scale)

The 2018 overall results are based on 803 injured workers interviewed in 2018, resulting in an overall margin of error of ± 3.3 percentage points, 19 in 20 times. The 2017 overall sample size is 802 respondents, resulting in an overall margin of error of ± 3.5 percentage points, 19 in 20 times.