

October 21, 2021

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MPI, in regards to the annual statement, to indicate if there was any surveys done or focus groups done in terms of whether customers actually read the statement or whether customers read it and understood it.

RESPONSE:

While MPI has not done any dedicated customer consultation or focused research to evaluate the annual statement of account letter in detail, it does have survey feedback indicating that one in three customers learned of the changes to Basic Autopac that came into effect beginning on April 1, 2021 through their statement.