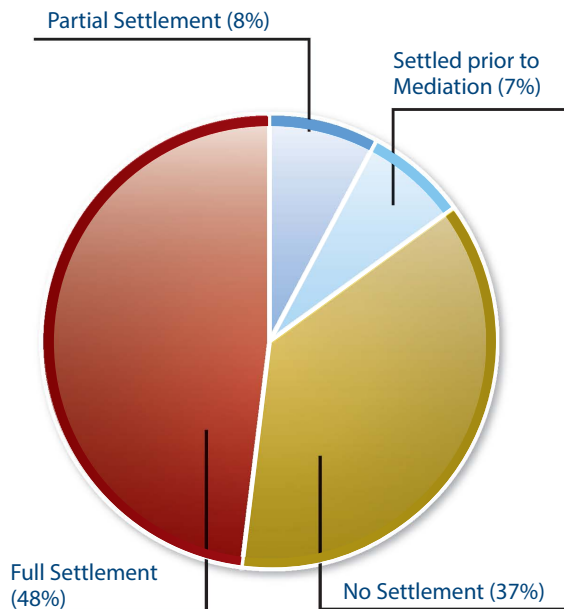


EAGLE Mediation Program Track Record (1999-2008)



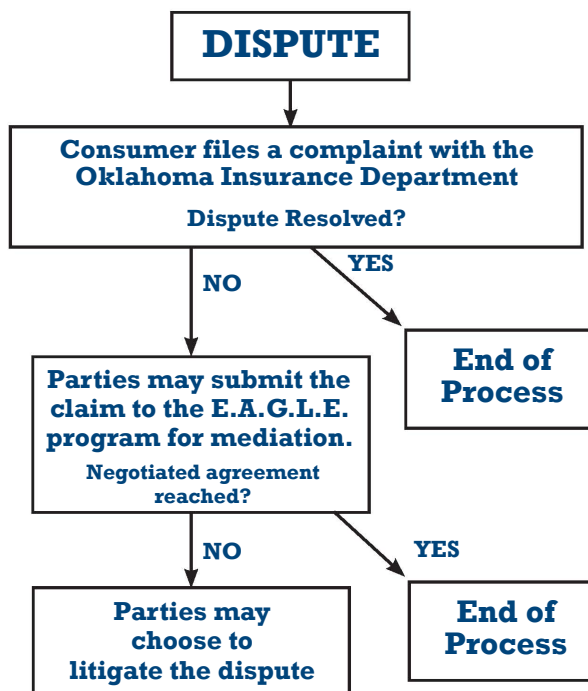
? Did you know?

Oklahoma's E.A.G.L.E. Mediation program has served as a model for other programs.

The Oklahoma Department created this program following the 1999 tornado disaster. The E.A.G.L.E. program uses mediators trained by the Oklahoma Supreme Court to help unhappy consumers and insurance companies work toward an agreement that puts their conflict to rest. The goal is to get disputes resolved before they get out of control, and before the parties have abandoned disputed issues to their respective attorneys. It has been highly praised as an efficient mechanism for resolving claims disputes between policyholders and companies.

—Testimony given to the United States House of Representatives Committee on Financial Services on September 26, 2001

The Mediation Process



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EAGLE

Mediation Program

Ending Arguments **G**ently, **L**egally and **E**conomically
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