



## **Special Notice to Oklahoma Insurance Professionals**

**To:** Oklahoma Insurance Companies, Producers and Adjusters

**From:** Glen Mulready, Insurance Commissioner

**Date:** November 10, 2022

**Re:** EAGLE Mediation Program

The Oklahoma Insurance Department (“Department”) is providing notice that the Department’s Consumer Assistance Division has begun informing consumers more actively about our EAGLE Mediation Program (Ending Arguments Gently, Legally and Economically), which was established at the Department in 1999. The primary purpose of the EAGLE Mediation Program is to help citizens and insurance companies, agents, or other licensees regulated by the Department settle disputes early enough to avoid becoming embroiled in lawsuits.

The EAGLE Mediation Program reflects the Department’s goal of reducing the amount of litigation that ultimately costs policyholders money. Cutting down on the number of lawsuits benefits both companies and consumers.

EAGLE mediation is a free, voluntary solution that offers both parties the opportunity to reach an agreement. More information on the EAGLE Mediation Program can be found on our website at the following link: <https://www.oid.ok.gov/consumers/eagle-mediation-program/>.

The Department is asking for insurers to readily participate in the mediation process. As part of the Department’s revamping of the EAGLE Mediation Program process, we will track the number of mediation requests from consumers and whether an insurer agreed or did not agree to participate.

Questions concerning this notice should be directed to Consumer Assistance Division at 1-800-522-0071.