

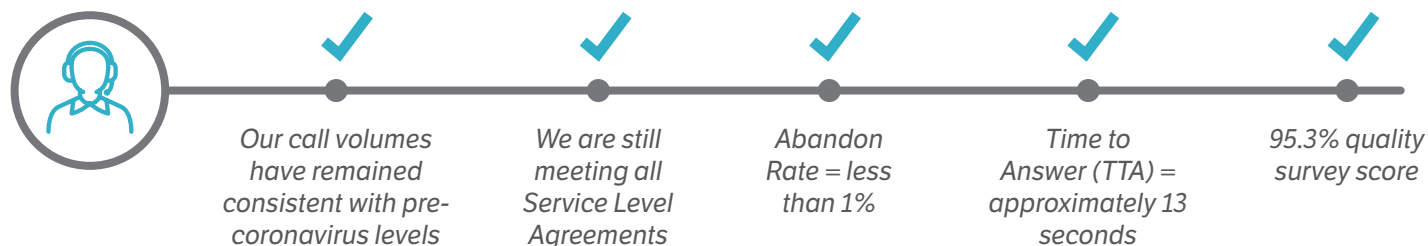
StateNational

Performance Overview

Recent events have led to rapid changes in the way we all conduct business. In fact, 98% of State National's workforce has transitioned to remote work — something we would never have predicted just a few months ago! But no matter where our associates are performing their roles from, the level of service you expect and deserve hasn't changed.

Being open and transparent with our business partners is foundational to the way we operate. In light of that, we'd like to share some metrics with you so you can rest assured that your business, and your borrowers, are being taken care of with the same high standards you have come to expect from State National.

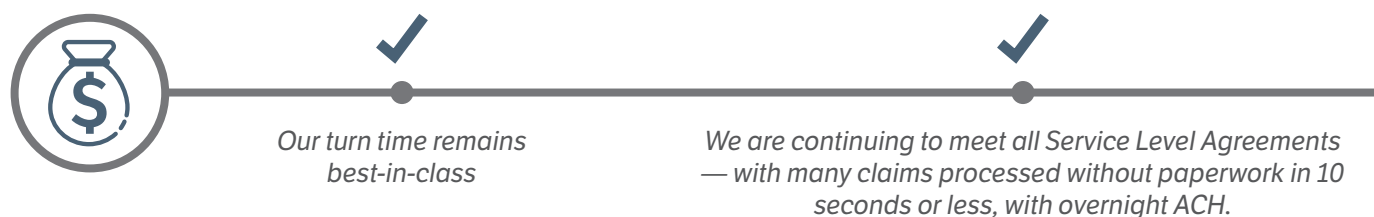
CONTACT CENTER STATISTICS



DOCUMENT PROCESSING STATISTICS



CLAIMS PAYMENT STATISTICS



Our partnership with you means everything to us. If you have any questions about how we are serving you or your borrowers, or suggestions for how we can better serve you during this time, please do not hesitate to reach out at any time. Thank you for placing your trust in State National.