



June 29, 2018

Ms. Cynthia Lukaitis
Vice President and Corporate Secretary
British Columbia Ferry Services Inc.
Suite 500, 1321 Blanshard Street
Victoria, BC V8W 0B7

Dear Ms. Lukaitis:

Re: Order 18-01 – Annual Customer Satisfaction Tracking

This letter is to confirm that, based on your letter dated May 28, 2018, BC Ferries has met all six conditions specified in Order 18-01.

Sincerely,

A handwritten signature in blue ink that reads "S. T. Stoilen". The signature is written in a cursive, flowing style.

Sheldon Stoilen
BC Ferries Commissioner