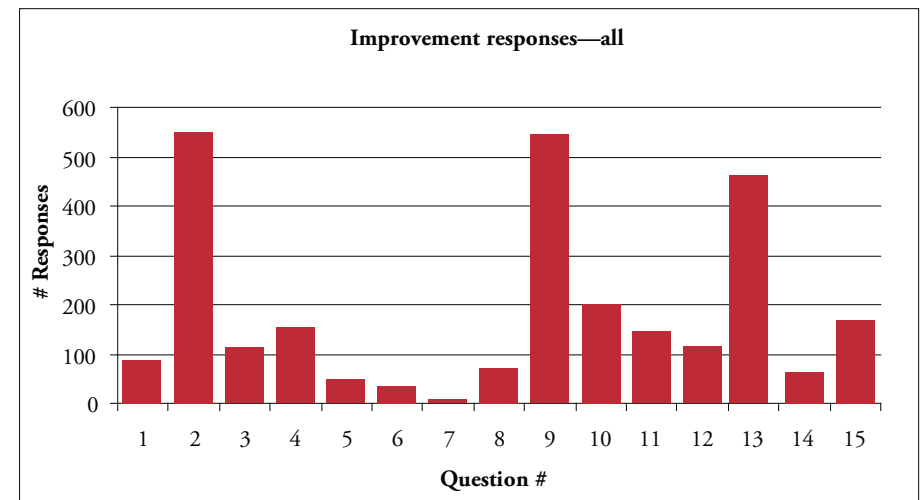
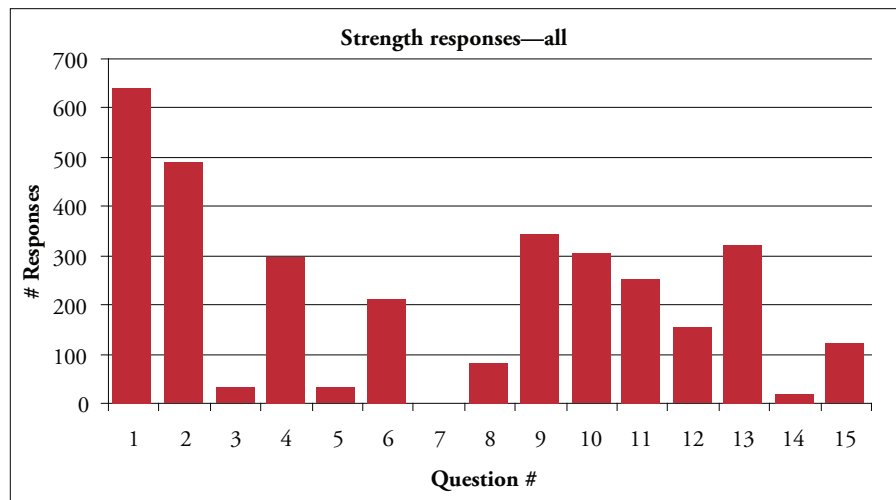


Agent comments: Strength and improvement topics



Comment topics

- | | | |
|--|---------------------------------------|---|
| 1. Product | 6. Branding value | 11. Underwriting knowledge/speed/response |
| 2. Pricing | 7. Marketing message supports agents | 12. Underwriting-stable/consistent |
| 3. Compensation | 8. Claims handling | 13. Underwriting flexibility, appetite |
| 4. Communication/response/personal touch | 9. Technology | 14. Billing/pay plans |
| 5. Loyalty to agents | 10. Service processing/speed/response | 15. Other |

Show topics cited by agents when responding to:

This company's main strength is ...

I would like this company to improve on ...