

Top 5 in Connecticut

Connecticut companies	Products and pricing		Treatment of agents				Marketing		Claims		Technology			Service and processing			Underwriting			
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
Chubb commercial		●					●	●	●									●		
Chubb personal		★					★	★	★	★		●		●	★	★		●	●	
CNA/Continental			★						●		●	●								
Dairyland												●		●					★	
Hanover commercial						●														
Hanover personal						●								●						
Harleysville			●	●	●	●													●	★
The Hartford commercial	●	●																		
The Hartford personal											●	●				●	●			
MetLife Auto & Home															●	●				
MiddleOak		●			●	★														
NLC commercial					★	★			●	●				●						
OneBeacon personal	●	●							●	●						●				
Patrons Mutual			●	●	●			●	●	●				●					●	★
Peerless commercial	★		●	●	●	●											●	●		●
Progressive							●					★	★	★	●	●	●			●
Quincy Mutual										●								●		
Safeco personal											●	●								
Travelers commercial	●			●			●	●			●			●			●	★		●
Travelers personal	●						●				●	●	●							
Vermont Mutual			●	★	●			●	●					★	★	●	★	●	●	●

● Top 5 scoring company ★ Company scoring the highest

Q1. Competitive pricing
 Q2. Superior coverage
 Q3. Clear, honest communication
 Q4. Listens and responds

Q5. Competitive compensation
 Q6. Dedicated to agency system
 Q7. Brand helps sell product
 Q8. Message supports agents

Q9. Adjusts claims fairly
 Q10. Pays promptly
 Q11. Easy, intuitive function
 Q12. Download works well

Q13. Enables Real Time
 Q14. Resolves issues quickly
 Q15. Highly accurate, few errors
 Q16. Customer service oriented

Q17. Has knowledge & experience
 Q18. Stable market
 Q19. Consistent underwriting
 Q20. Flexible when warranted



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