

## Top 5 in New Hampshire

	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
New Hampshire companies																				
Acadia/W.R. Berkeley	★	●	●	●	★			●		●				●		●	●	★		★
Andover Cos.									★	●		●		★	●		●		●	
Casco Indemnity					●	●						●								
Commerce Group	★	●						●		●			●							
Concord Group	★		●	●	●	●	●	●	●					●		●	★	●	●	●
Hanover Group	★	●				●														
Harleysville									●	★										
The Hartford							●													
Merchants						●														
MetLife Auto & Home		●					●				●	●	●							
MiddleOak									●											
MMG Ins. Co.	★	●	★	★	●	★		●	●	●	●	●	●	★	★	★	●	●	●	●
Mt. Washington			●																	
OneBeacon		★																		
Peerless commercial		●	●	●	★	●	●				●				●			●		●
Progressive							●					★	★	★		★	●		●	●
Safeco personal												●	●							
Travelers							★					●								
Union Mutual of VT																	●		●	
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

