

Top 5 in New York

	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 York companies																				
Allstate							•					•								
Andover Cos.					•															
Associated Mutual			•		•									•	•			★		
Chubb commercial		•					★	•	•	•										
Chubb personal		★					•	•	★	★					•	•	•			
Commercial Mutual*				•				•												•
Dryden Mutual					★			•									•	★	•	•
Erie Insurance Group		•	★	★		•		★	•	•				•		★	•	★		•
Fireman's Fund personal		•																		
The Hartford commercial											•									
Interboro	•				•															
Kemper/Unitrin												•	•							
Merchants personal	•																			
Mercury General					•															
MetLife Auto & Home							•		•			•			•		•			
NGM Main Street personal				•	•	•								•			•			★
New York Central Mutual	•			•	•	•		•			•	•	•	•	•	•	•	•	•	•
Peerless commercial	★																			
Philadelphia Ins. Cos.	•																			
Preferred Mutual			•		•							•					•		•	★
Progressive									•	★	★	•	•	•						
Safeco personal											•									
Security Mutual																	•			
Selective	•	•									•		•	•						
Sterling Insurance Co.	•		•	•	★	★		•	•	•	•			★	★	•	★	•	•	•
Travelers commercial							•													
Travelers personal							•				•	•	★							
Utica First	•		•	•		•		•			•						•			

• 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

*Kingstone Insurance Co. underwent a name change in July 2009. At the time of the survey, the company still was called Commercial Mutual.