## Average score ranges—Connecticut

	Low score	Avg. score	High score
Q1. Competitive pricing	5.3	6.7	8.7
Q2. Superior coverage	5.7	7.4	9.4
Q3. Clear, honest communication	6.3	7.5	8.5
Q4. Listens, responds to agents	5.8	7.1	8.1
Q5. Competitive compensation	5.8	7.2	8.1
Q6. Dedication to agency system	5.4	7.6	8.7
Q7. Brand helps sell	4.5	6.2	8.7
Q8. Message supports agents	5.5	7.0	8.1
Q9. Adjusts claims fairly	6.8	7.8	8.9
Q10. Pays claims promptly	7.5	8.0	9.1
Q11. Easy, intuitive technology	5.3	7.0	9.1
Q12. Download works well	5.4	7.4	8.8
Q13. Enables Real time	4.8	6.8	8.6
Q14. Resolves issues quickly	6.3	7.4	8.6
Q15. Accurate	6.2	7.8	8.8
Q16. Customer service oriented	6.4	7.5	8.4
Q17. UW knowledge, experience	7.0	7.9	8.6
Q18. Stable market	6.4	7.7	8.7
Q19. Consistent underwriting	6.5	7.9	9.2
Q20. Flexible when warranted	5.4	7.0	8.3



Shows ranges of response on each Company Performance Survey performance item. Vertical lines within bars show average scores for all companies on each item.