

### 2009 Company Performance Survey: Average scores

Company scoring procedure—1 to 10 scale, 20 performance items, 7 performance categories (sections)—average scores shown

	NY	NJ	CT	NH	Total
Section scores:					
Products and pricing	7.2	7.1	7.1	7.2	7.2
Agent treatment	7.4	7.4	7.4	7.3	7.4
Marketing	6.8	6.7	6.6	7	6.8
Claims	7.9	7.8	7.9	8.1	7.9
Technology	6.7	6.8	7.1	7.3	6.8
Service	7.6	7.7	7.6	7.7	7.6
Underwriting	7.7	7.7	7.6	7.8	7.7
Overall satisfaction rating	7.3	7.3	7.3	7.5	7.3

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20 performance categories and average scores

Performance items	NY	NJ	CT	NH	Total
Product and pricing					
Pricing	6.9	6.7	6.7	6.8	6.8
Product	7.6	7.5	7.4	7.7	7.6
Agent treatment					
Clear and honest	7.6	7.5	7.5	7.4	7.5
Listens, responds	7.2	7.2	7.1	7	7.2
Compensation	7.3	7.2	7.2	7	7.2
Dedicated to ag'y syst.	7.7	7.8	7.6	7.6	7.7
Marketing					
Brand sells	6.4	6.2	6.2	6.8	6.4
Message: agents	7.2	7.2	7	7.2	7.2
Claims					
Fair	7.8	7.8	7.8	7.9	7.8
Prompt	7.9	7.9	8	8.1	7.9
Technology					
Intuitive function	7.1	7.3	7	7.1	7.2
Download	6.7	6.9	7.4	7.7	7
Real Time	6.3	6.2	6.8	7	6.4
Service/processing					
Quick resolution	7.4	7.5	7.4	7.5	7.4
Accurate	7.7	7.8	7.8	7.9	7.8
Customer service	7.6	7.7	7.5	7.7	7.6
Underwriting					
U/W knowledge	8.1	8.1	7.9	8.1	8.1
Stable market	7.8	7.8	7.7	8	7.8
Consistent U/W	7.8	7.8	7.9	7.9	7.8
Flexible	7.1	7.2	7	7.3	7.1
Average total score	147.2	147.3	147.1	149.9	147.5