



NEW HAMPSHIRE

News Release

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PIANH Company Performance Survey finds carriers offer more Real Time technology, but underwriting satisfaction declines

CONCORD, N.H.—An established agent survey of company performance found independent agents appreciate their carriers’ beefed up Real-Time capabilities but, they say, underwriting isn’t what it used to be. The Company Performance Survey, conducted by the Professional Insurance Agents of New Hampshire Inc., for the fifth consecutive year, continues to identify trends reflecting how independent insurance agents regard the companies with which they do business. This year, some 100 New Hampshire agents participated in the survey, rating an average of five or six companies each. Agents could choose from 37 different companies to score in various performance categories, including products & pricing; treatment of agents; marketing; claims; technology; service & processing; and underwriting. And, continuing a tradition begun last year, agents could cite each company’s strengths and weakness in an open-comment section.

This year, carriers overall earned higher scores for enabling Real Time transactions with an average score of 7.5 (on a 10-point scale), compared to 6.6 last year. However, agents recorded a slight downward trend in satisfaction with company underwriting (though underwriting still scores higher than the average of all performance categories). In the underwriting category, market stability; underwriting consistency; and even underwriting still received less positive grades in the survey than last year.

“PIANH supports the all-industry Get Real Time campaign, so it’s nice to see agents and their carriers working together to increase real-time capability, to save time and labor; increase accuracy; and enhance customer-service capabilities,” said Lisa Nolan, CPCU, president of PIANH. “Technology is a hot topic for agents who respond to the

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Company Performance Survey. For the past two years, 39 percent of the agents who commented on technology named it a company strength; this year that improved to 42 percent.”

Consistency is a cornerstone of the Company Performance Survey. Thus, it is notable that carriers overall received a lower average score on a number of performance indicators than in years past, including the following items:

- **Underwriting knowledge, experience** received an average score of 8.0, compared to 8.4 last year;
- **Consistent underwriting** received an average score of 7.7, compared to 8.1 last year;
- **Stable market** received an average score of 7.7, compared to 7.8 last year;
- **Superior coverage** received an average score of 7.3, compared to 7.8 last year; and
- **Dedicated to independent agency system** received an average score of 7.2, compared to 7.9 last year.

“The data collected over the last five years by PIANH’s Company Performance Survey has remained remarkably consistent,” said Nolan. “So, the fact that agents have diverged from prior years’ input regarding certain carrier practices may reflect an opportunity in the property/casualty market for companies to look at their current operations and any real-world trends that might be impacting these scores.”

In addition to individual reports available to PIA member companies on request, PIA member agents may request information on performance of companies they represent. Additional results, including the top-performing companies for the survey’s 20 performance items, will be published in the October edition of the association’s *PIA magazine*.

For more information on the Company Performance Survey throughout its five-year history, logon to the PIANH website (www.pia.org/NH) and click the “Government, Industry Affairs” tab.

PIANH is a trade association representing professional, independent insurance agencies, brokerages and their employees throughout the state.