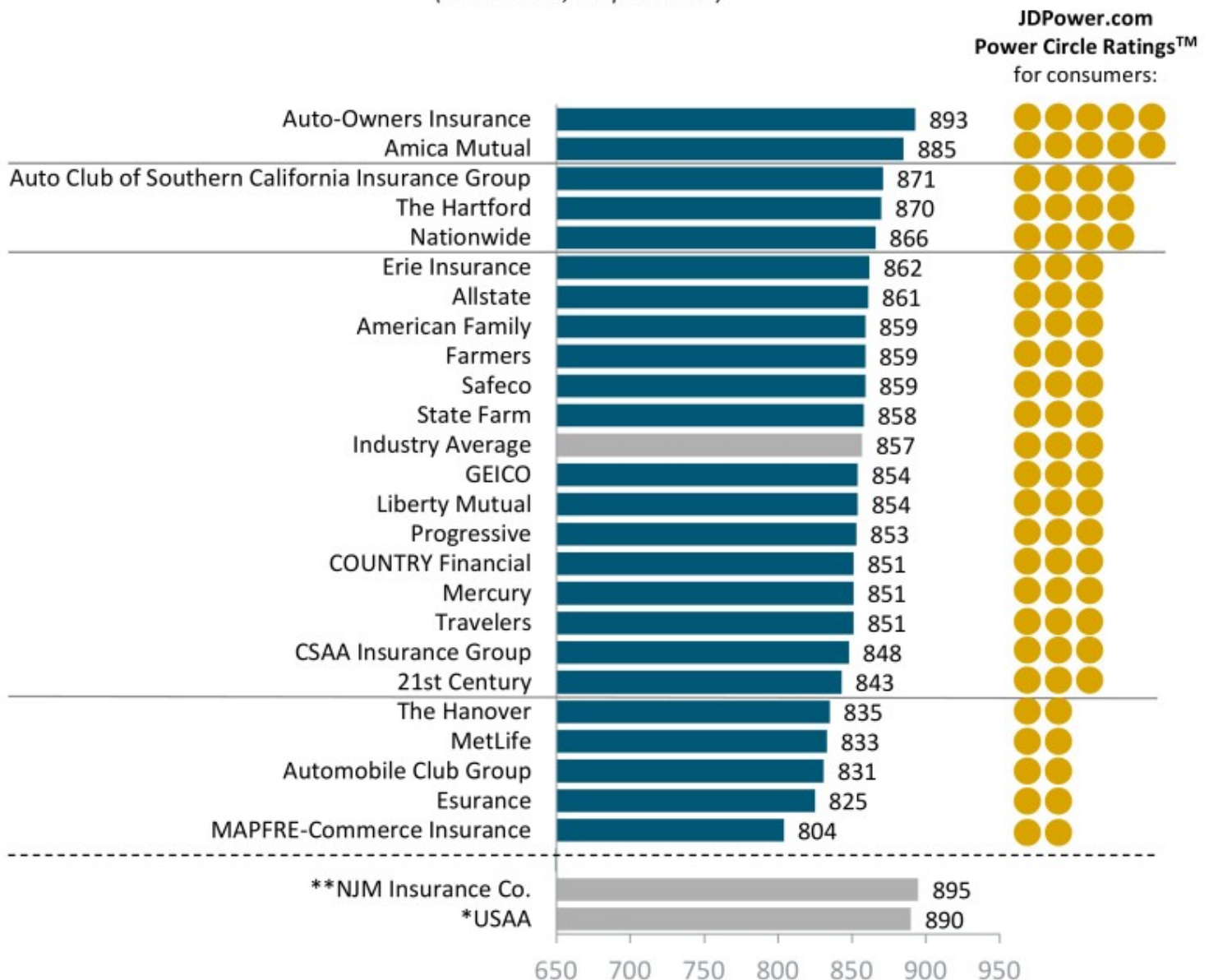


J.D. Power 2015 U.S. Auto Claims Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



*USAA is an insurance provider open only to U.S. military personnel and their families, and therefore is not included in the rankings.

**NJM Insurance Co. is an insurance provider open only to New Jersey Business & Industry Association members, State of New Jersey employees, NJM's previously insured drivers, and/or previous/current auto/homeowner policyholders, and therefore is not included in the rankings.

Included in the study but not award-eligible due to not meeting minimum sample requirements are Alfa Insurance, Infinity P&C, Kemper and National General.

Source: J.D. Power 2015 U.S. Auto Claims Satisfaction StudySM



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