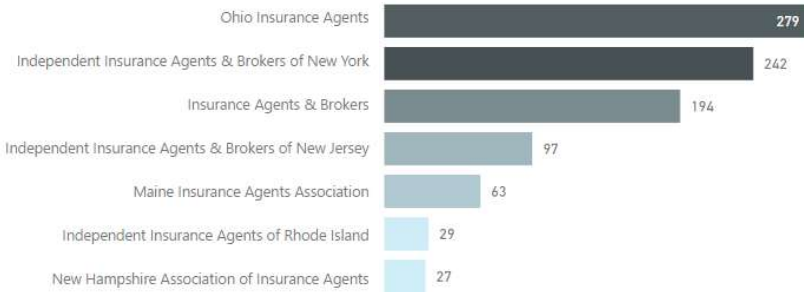
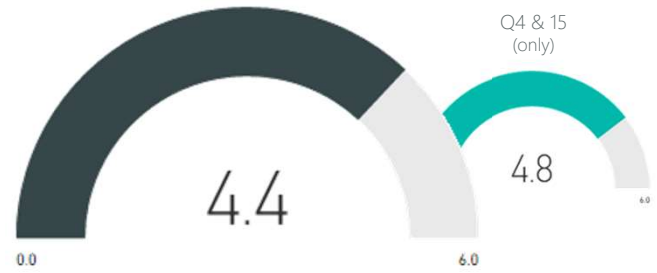


Number of Respondents (by assoc.) **931**



Overall Avg. Rating
(exclude Q4, 15)



Observations:

- When asked in isolation (Q15 & Q4), agents feel like the amount of technological support is BETTER than when the remaining 13 questions are averaged. Thus, perceived value of the parts doesn't quite equal overall perception of carrier position of value to the agent.
- Clearly, Q11, 12, & 13, are areas in which the carriers need to focus their support. It should be noted that these are more technologically advanced solutions and should be factored as such.
- Finally, the top ten carriers who participated made up 36% of the total respondents.

Survey Question Key

Question	Auto-Owners	Chubb Group	Cincinnati Insurance	Foremost Insurance Group	Hanover Insurance Group	Liberty Mutual - Personal (SafeCo)	MAPFRE	National General	Progressive	Travelers	Grand Total
Q1 EXPORT QUOTE	5.1	4.0	5.0	4.1	5.1	4.7	4.0	4.8	5.0	5.0	4.8
Q2 IMPORT QUOTE	4.9	4.1	4.9	4.0	5.0	4.6	4.0	4.6	4.8	5.0	4.7
Q3 SPEED OF QUOTE GENERATION	5.3	4.7	5.2	5.0	5.3	5.1	4.8	5.2	5.4	5.4	5.3
Q4 USE OF TECHNOLOGY	5.1	4.5	4.6	4.6	4.9	4.9	4.1	4.7	5.2	5.1	4.9
Q5 REDUCED DATA ENTRY	4.9	4.3	4.6	4.2	4.7	4.6	4.3	4.5	5.0	4.9	4.7
Q6 SINGLE SIGN-ON	5.0	3.9	4.8	3.8	4.7	4.6	3.8	4.2	4.8	4.8	4.6
Q7 INTEGRATION WITH AMS	5.1	4.3	4.7	4.2	4.9	4.7	4.1	4.4	5.0	5.0	4.7
Q8 REAL-TIME DATA	4.9	4.2	4.9	4.1	4.9	5.0	4.3	4.5	5.1	5.0	4.8
Q9 PRE-POPULATED FIELDS	4.9	3.9	4.7	3.8	4.7	4.8	3.8	4.4	4.9	4.9	4.6
Q10 TRAINING ON QUOTE SYSTEM	5.0	4.4	4.9	4.4	4.8	4.9	4.2	4.3	5.0	5.1	4.8
Q11 ELECTRONIC SIGNATURE OPTIONS	4.8	3.3	3.7	3.4	3.6	4.3	3.7	3.7	5.0	3.9	4.2
Q12 MOBILE CAPABILITIES	4.5	4.0	3.9	3.5	4.1	4.5	3.4	3.5	5.2	4.7	4.5
Q13 ELECTRONIC PAYMENT OPTIONS	3.3	2.7	3.0	2.1	2.5	2.8	2.2	2.5	3.0	2.7	2.7
Q14 EMAIL SECURITY	4.9	4.3	4.9	4.2	4.6	4.4	4.2	4.2	4.5	4.6	4.5
Q15 OVERALL TECHNOLOGY SUPPORT	5.2	4.4	4.7	4.4	5.0	4.9	4.1	4.5	5.3	5.2	5.0

Top 10 Carrier Rating Participants

1	Progressive	8.8 %	5.0
2	Travelers	7.8 %	4.9
3	Foremost Insurance Group	3.5 %	4.1
4	Liberty Mutual	3.2 %	4.7
5	Chubb Group	2.6 %	4.2
6	Auto-Owners	2.3 %	4.9
7	Hanover Insurance Group,	2.0 %	4.7
8	National General	2.0 %	4.4
9	Cincinnati Insurance	1.9 %	4.7
10	MAPFRE	1.9 %	4.0

