



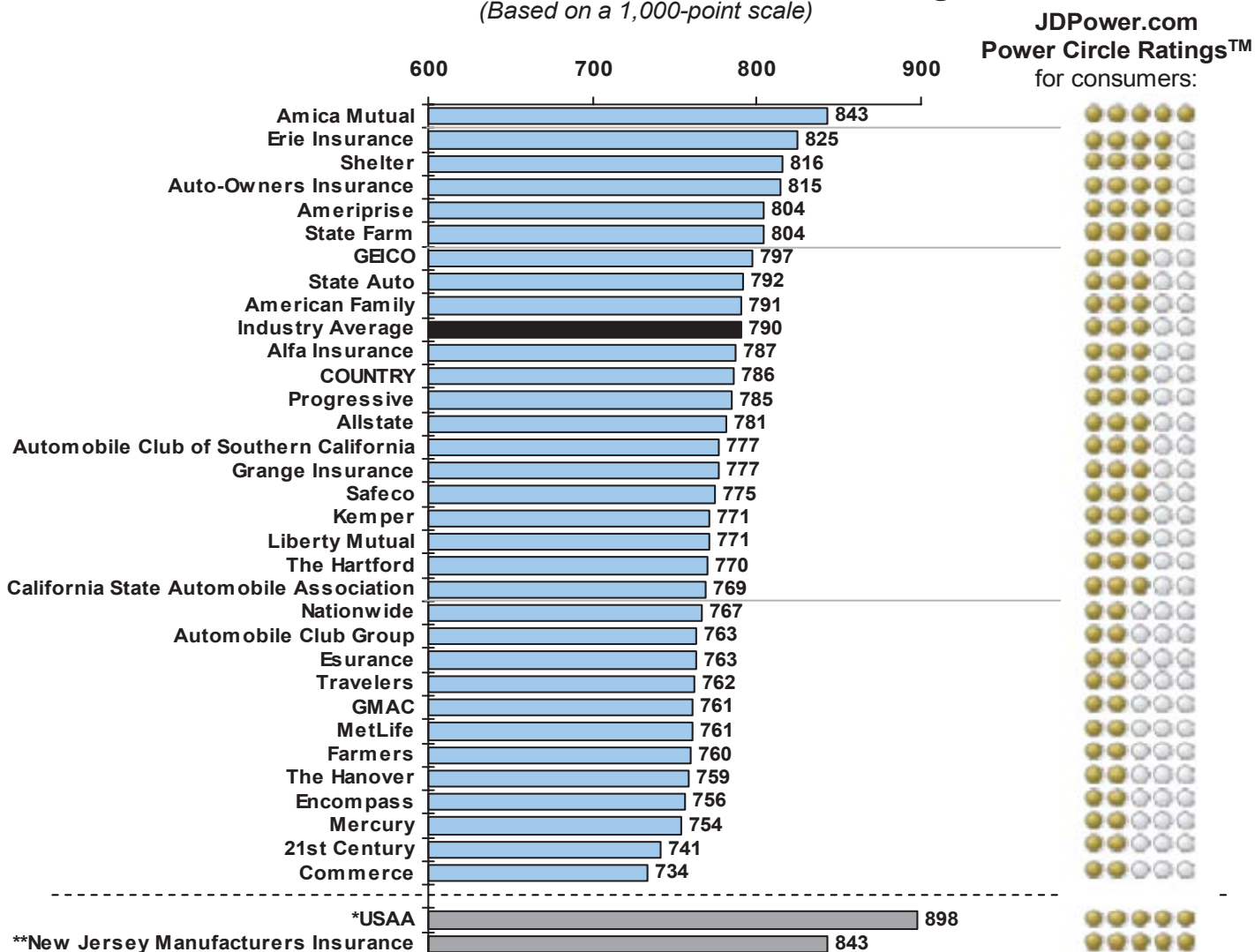
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J.D. Power and Associates

2011 U.S. National Auto Insurance StudySM

Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Note: Infinity P&C was previously inadvertently included in the rankings, but has been removed because of small sample size. This change does not affect index scores, rank positions or PowerCircle Ratings for any other ranked brands.

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

**New Jersey Manufacturers 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 ranked due to not meeting the minimum sample size, market share threshold or localized availability are: Allied; American National Property & Casualty (ANPAC); CHUBB; Farm Bureau Mutual Group; Horace Mann; Infinity P&C; Kentucky Farm Bureau; North Carolina Farm Bureau; Tennessee Farm Bureau; Texas Farm Bureau; and Safety Insurance.

Source: J.D. Power and Associates 2011 U.S. National Auto Insurance StudySM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2011 U.S. National Auto Insurance StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle RatingsTM are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates survey results without the express prior written consent of J.D. Power and Associates.