

CLAIMS SURVEY RESULTS

The colleagues of Merchants Insurance Group strive to offer products and services that meet your needs and exceed your expectations, but we realize they're only as good as the service we provide in the event of a claim. We're committed to delivering outstanding claims service to each and every claimant, and we back it up by routinely surveying our claims customers and insurance agent partners to measure our performance in all facets of the claim.

"I was very happy with the entire process. I wish every company was as great as yours. A+ all around."

-A Personal Auto policyholder in Ohio

Since initiating our independent Claim Survey in 2001, we have received thousands of responses from our customers, and they have consistently graded us favorably. Some general survey statements and their associated scores from our latest surveys are shown below.

Scores are based on a scale of 1 to 5, where 5 = strongly agree, 4 = moderately agree, 3 = neither agree nor disagree, 2 = moderately disagree, 1 = strongly disagree.

<u>STATEMENT</u>	Year-End	Mid-Year
	2007	2008
It was easy to file your claim.	4.69	4.68
Our initial contact with you was timely.	4.62	4.62
Your Merchants Claim Representative acted in a professional manner.	4.71	4.72
Your Claim Representative clearly explained the claims procedure.	4.55	4.63
Your Representative was able to effectively answer your questions.	4.60	4.61
Payment of your claim was issued in a timely fashion.	4.51	4.52
The outcome of your claim met your expectations.	4.48	4.46
You were treated as a valued customer.	4.56	4.58

We're working hard to earn your trust! If you have a claim, isn't it reassuring to know that your insurance company is committed to the level of service you deserve?

