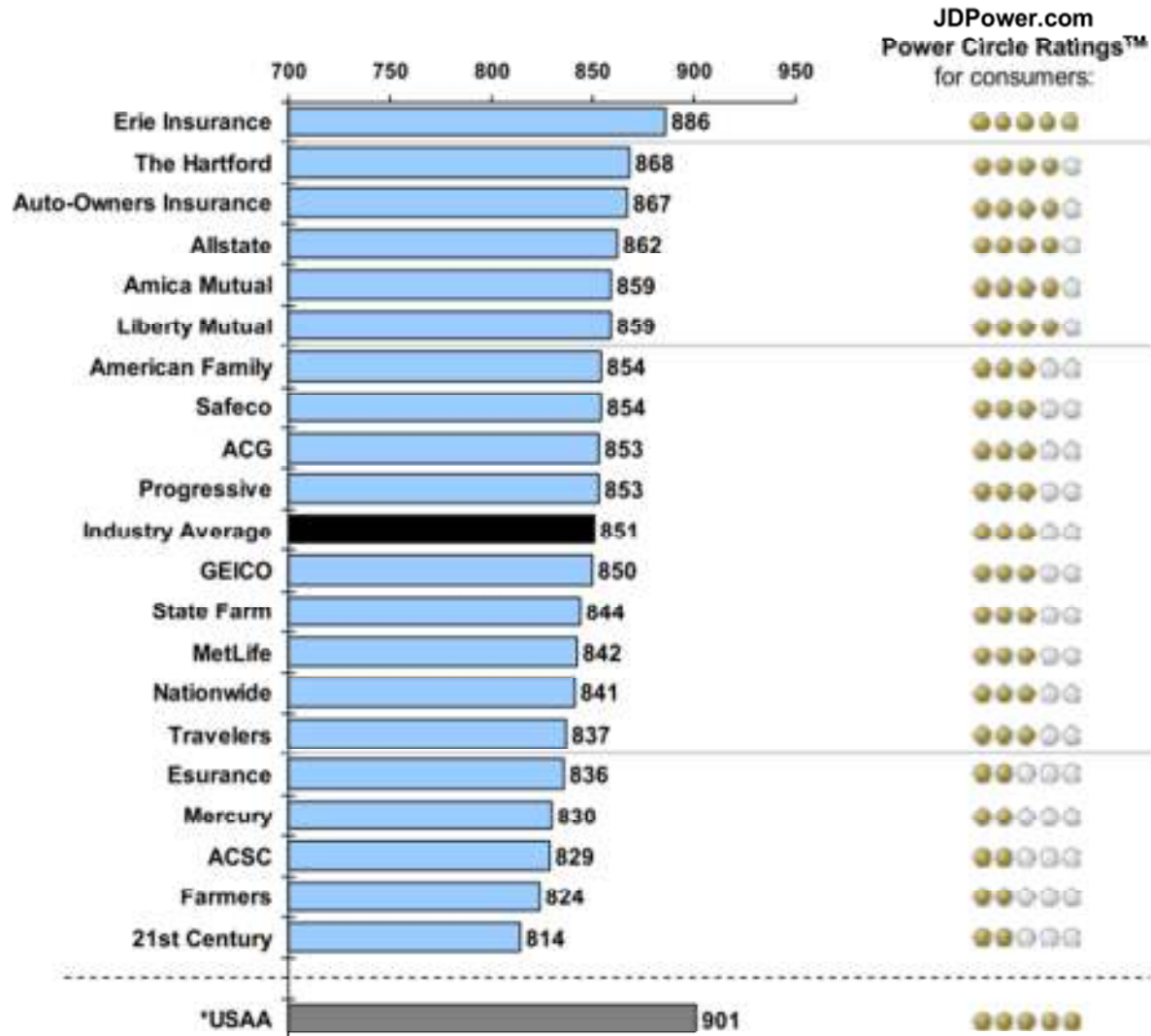


J.D. Power and Associates 2010 U.S. Insurance Shopping StudySM

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.

Included in the study but not ranked due to small sample size are: CSAA; COUNTRY; Encompass; and GMAC.

Source: J.D. Power 2010 U.S. Insurance Shopping StudySM



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