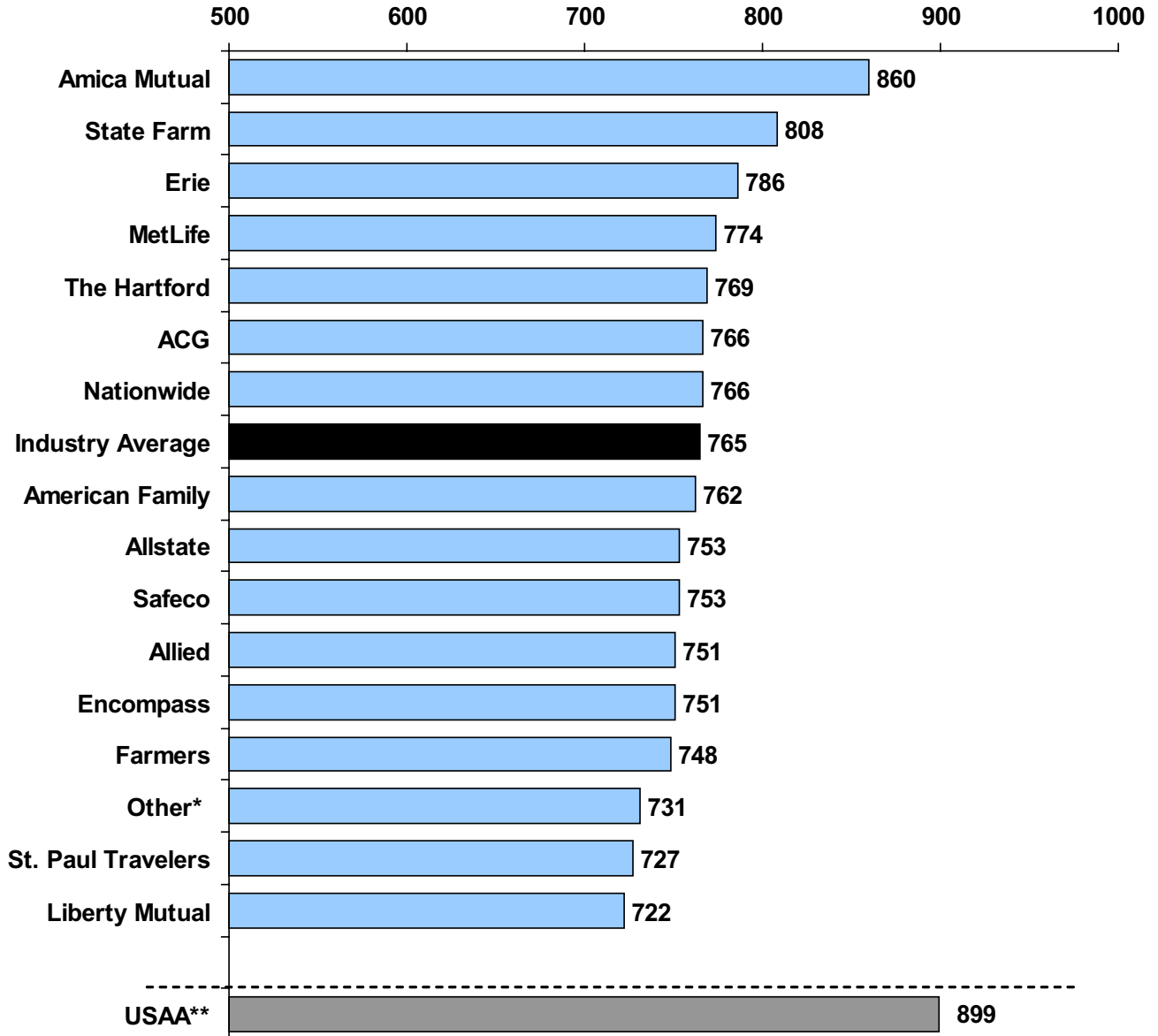


J.D. Power and Associates 2005 Homeowners Insurance StudySM

Overall Satisfaction Ranking

(Based on a 1,000-point scale)



NOTE: California State Auto Association and Auto Club of Southern California are included in the study but are not ranked due to small sample size.

* "Other" is an aggregate of smaller insurance companies.

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

Source: J.D. Power and Associates 2005 Homeowners Insurance StudySM

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