

Intact Insurance ranks highest in customer satisfaction among auto insurance companies in Quebec

TORONTO, Aug. 30 /CNW/ - Intact Insurance, Canada's largest home, auto and business insurance company protecting 3 million customers, achieved the highest rank among private auto insurance companies in Québec, according to a recent customer satisfaction study conducted by J.D. Power and Associates®.

"This award recognizes our promise to offer customers an outstanding experience that goes beyond their expectations," said Louis Gagnon, President of Intact Insurance. "It is a reflection of the superior and personal experience that our 475 brokers in Québec provide to their clients everyday. While we are there to protect the things customers value the most - their homes, their cars, their businesses - at Intact, we believe that insurance is all about people."

According to the study, Intact Insurance scored 842 on a 1,000 point-scale. The company excelled in the areas of interaction, price/premium, and claims.

The 2010 Canadian Auto Insurance Customer Satisfaction StudySM was conducted by J.D. Power and Associates® and is based on responses from nearly 10,000 auto insurance policyholders. The third annual study measures auto insurance policyholder experiences with primary insurers among five factors: customer service, price/premium, policy offerings, billing/payment, and claims.

About Intact Insurance

Intact Insurance is Canada's largest home, auto and business insurance company protecting over 3 million customers. Our coast-to-coast presence, along with our strong relationship with insurance brokers, means we can provide the outstanding service, comfort and continuity the customer deserves. Intact Insurance is a member company of Intact Financial Corporation (TSX: IFC).

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