

Grey Power thanks customers for ranking it highest for customer satisfaction among auto insurers in Ontario and Atlantic Canada

TORONTO, Sept. 25, 2012 /CNW/ - Grey Power, an industry leader in providing auto and home insurance to experienced drivers aged 50 or older, ranked highest in customer satisfaction among auto insurance companies in Ontario and Atlantic Canada, according to a recent study conducted by J.D Power and Associates.

"This award recognizes the dedication and commitment of our employees and the emphasis that they place on listening to customers, understanding their needs and delivering on our promises," said Michelle Dodokin, Vice President of Grey Power Insurance Brokers. "Being acknowledged by our customers is very gratifying and a tremendous honour."

Grey Power scored 786 points out of 1,000, a 32-point improvement over their ranking last year and 31 points above the industry average. The company performed particularly well in the areas of customer interaction, policy offerings and billing.

J.D. Power and Associates surveyed nearly 12,000 customers across Canada for its 2012 Canadian Auto Insurance Customer Satisfaction Study (SM). The fifth annual study measures auto insurance customer satisfaction according to five factors: customer interaction, policy offerings, price, billing/payment and claims.

About Grey Power

Grey Power is an industry leader in providing auto and home insurance to Canadians that are 50 or over. Grey Power recognizes it takes years of skill and experience to achieve a good driving record and rewards that experience with substantial savings. With Grey Power, Canadians not only save on their insurance but also get superior service and expert advice. Grey Power products are provided by Trafalgar Insurance Company of Canada, which is a member company of Intact Financial Corporation (TSX: IFC), the largest provider of property and casualty insurance in Canada. www.greypower.com / www.intactfc.com

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