

Intact Insurance Tops J.D. Power Auto Claims Customer Satisfaction Study

TORONTO, July 17, 2015 - Canadian auto insurance customers have rated Intact Insurance tops when it comes to starting a claim and providing an exceptional customer experience.

Intact Insurance, Canada's largest provider of home, auto and business insurance company, scored highest among Canada's insurance companies in [J.D Power's 2015 Canadian Auto Claims Satisfaction Study](#).

Intact Insurance led the pack in the first loss of notice study factor, which evaluated the initial call to start a claim.

The study is based on responses from more than 2,500 auto insurance customers in Canada who settled an auto insurance claim within the past 12 months.

"Our strategy is all about consistently delivering great service to customers, and being ranked highest in claims experience tells us this strategy is resonating," said Louis Gagnon, President, Service and Distribution, Intact Financial Corporation. "Achieving the highest score in the first loss of notice factor is – something we know is a key driver of customer satisfaction. We believe this means that customers see the value in our 30 Minute Claims Guarantee."

The Intact Insurance 30 Minute Claims Guarantee ensures that a customer's call to report a claim will be started within 30 minutes of their call being answered – no matter the time of day.

"We've examined how best to improve the customer experience, from starting a claim, to the systems our employees use to support customers, and invested accordingly," said Gagnon. "Our ranking supports this approach and will spur us to continue to deliver exceptional customer experiences that are second to none," adds Gagnon.

About Intact Insurance and Intact Financial Corporation

Intact Insurance is Canada's largest home, auto and business insurance company, the choice of more than four million consumers. Its coast-to-coast presence and its strong relationship with insurance brokers mean the company can provide the outstanding service, comfort and continuity customers deserve. Intact Insurance (www.intact.ca) is a member company of Intact Financial Corporation (TSX: IFC), the largest provider of property and casualty insurance in Canada (www.intactfc.com).

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