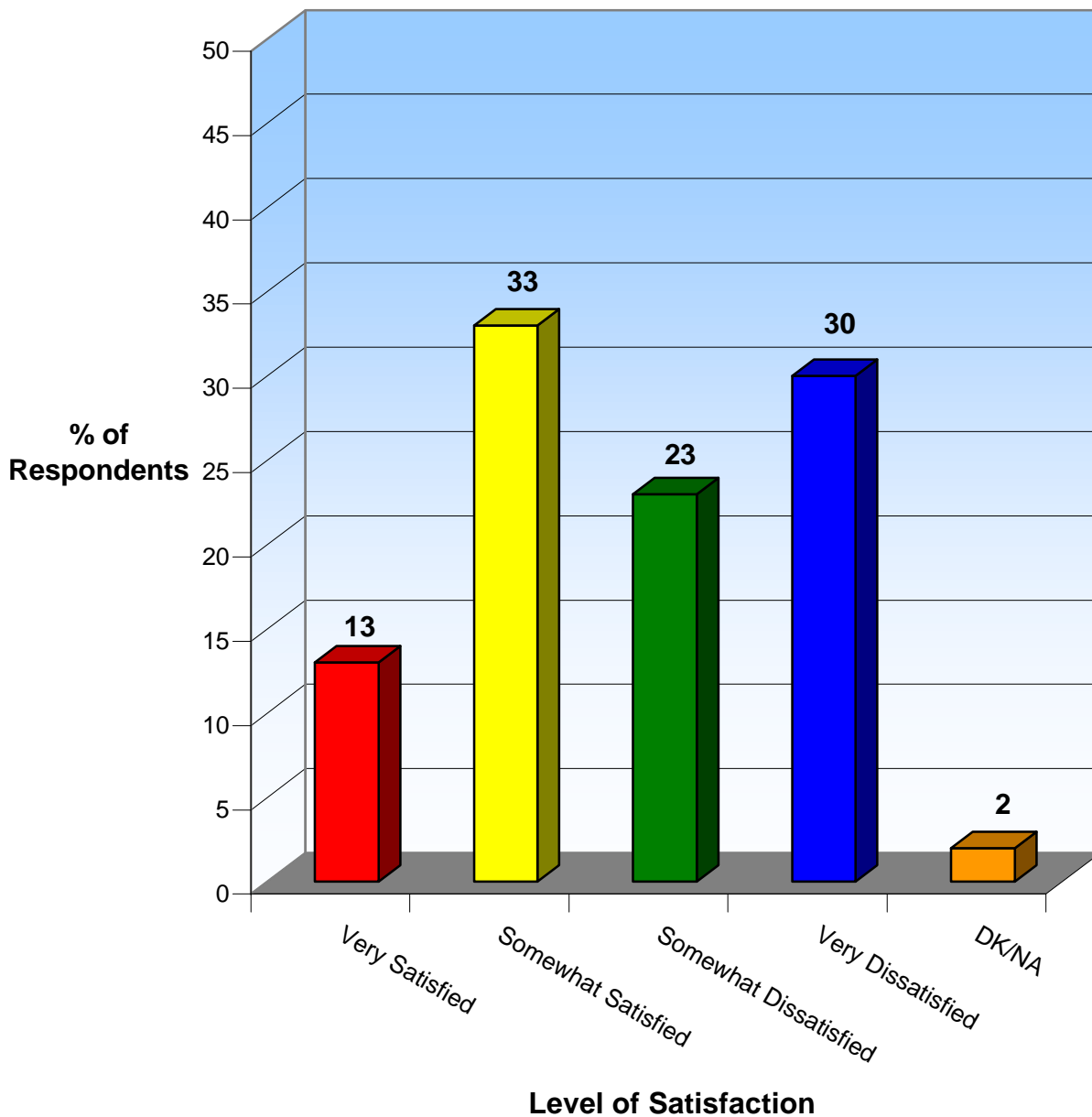


**SURVEY QUESTION: How Satisfied Are You With
The Way Insurance Companies Have Met Your Auto
Insurance Needs?**



Source: Environics Research. Survey of 501 New Brunswick drivers from May 7-10, 2004. The margin of error is +/- 4.5%, 19 times out of 20.