

# 96% Client Satisfaction

*PMA Companies*

At PMA Companies, we have created a success story for almost 100 years, one relationship at a time. We are passionate about doing what we say, and delivering exceptional value to our clients.

Let us share what our clients recently had to say about us in PMA Companies' latest Client Satisfaction Survey.

## 2009 Client Satisfaction Survey

Clients across PMA's business segments—PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England—were surveyed in the spring of 2009 to learn of their satisfaction with PMA services, and to guide PMA Companies' overall customer service strategy.

The independent survey was conducted by James P. Murphy, PhD, of J.P. Murphy & Company. The 2009 survey is part of a multi-year PMA research program designed to benchmark clients' satisfaction with PMA's overall service model and to guide the organization's customer service strategy.

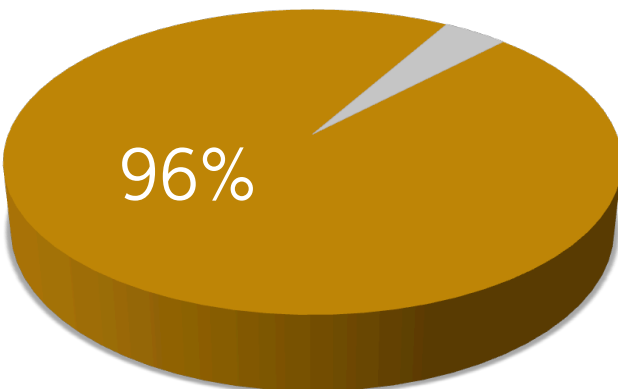
According to the results, clients have a very high level of customer satisfaction with PMA Companies' service.

## Survey Results

The results of the survey found that 96% of respondents reported PMA Companies meets or exceeds their service expectations.

The 2009 results are even stronger than those of PMA's 2007 independent survey that also yielded a client satisfaction rate of 96%. Here's why:

- Every PMA business segment that participated in the survey independently scored 96% with its clients (PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England)
- A higher percentage of survey respondents in 2009 indicated that PMA **exceeds** their expectations



## Other Survey Findings

PMA was particularly recognized by survey respondents for:

- Prompt and aggressive claims management
- Responsiveness and professionalism of customer service personnel
- Knowledge and expertise in all areas of workers' compensation insurance

The most pressing risk management issues for larger accounts (1,000+ employees) include PMA's ability to reduce claims costs and understand risk exposures.

Ease of doing business, knowledge level of customer service representatives, and ease of reporting a loss were among the top considerations to smaller accounts (<1,000 employees).

Respondents scored PMA highly in all of these key service categories.

## Service Excellence—PMA Setting the Bar

- PMA Companies has a relentless focus on our clients. We offer best-in-class risk management solutions and services, but most importantly, we care about our clients' business results as if they were our own. We strive to deliver tangible value for every PMA client
- PMA helps clients minimize risks. And when there is a claim, we handle it in the optimum way, to get the very best outcome for you
- With nearly 100 years' experience in property and casualty insurance, PMA is a trusted leader and recognized expert in the industry
- Our service-driven culture is one of accountability, teamwork and performance—so every day, every employee is working hard on behalf of those we serve
- Client satisfaction is paramount to our success, and we regularly poll our clients to see how well we are meeting their expectations and delivering tangible business value to them

**We think a 96% client satisfaction rate kind of sells itself!**

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## Prepare to Partner

At PMA, we match your needs with the right risk management solutions and services—and then work in partnership to reduce your loss drivers, optimize your claims process, and implement effective loss control strategies.

If you're ready to work with a true partner, turn to PMA. We welcome the opportunity to learn about your challenges and help you seize opportunities to reduce your risk and control costs. Contact your broker, agent or a PMA representative for more information and to discuss how our Risk Management Solutions can work for your organization.

Headquartered in Blue Bell, PA, PMA Companies is a member of Old Republic Companies. Old Republic International Corporation (NYSE: ORI) is one of the nation's 50 largest publicly held insurance organizations.

