

# MEDIA INFORMATION

**Merchants Insurance Group \* 250 Main Street \* Buffalo, New York 14202**  
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For Immediate Release  
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## **New York State Insurance Department Gives High Marks To Merchants Insurance Group**

BUFFALO, NY, November 1, 2010 -- Merchants Insurance Group is proud to report high marks for customer satisfaction in private passenger automobile insurance claims, according to the New York State Insurance Department.

The *Annual Ranking of Automobile Insurance Complaints* is a yearly compilation from the State Insurance Department, ranking the 167 automobile insurance companies doing business in the state. The scores are based on the number of consumer complaints upheld by the state agency. Upheld complaints occur when the Insurance Department agrees with a consumer that an auto insurer made an inappropriate decision

Merchants Insurance Group is comprised of Merchants Preferred Insurance Company (Preferred) and Merchants Mutual Insurance Company (Mutual). The state agency upheld no consumer complaints against either company, and both companies ranked within the top third of all private passenger automobile companies. Preferred was ranked 14<sup>th</sup> and Mutual was ranked 47<sup>th</sup>.

The results for the Merchants Insurance Group companies mean that the companies' claims practices are fair and equitable to policyholders.

Each company or group is ranked according to its complaint ratio, the number of private passenger automobile insurance complaints upheld against an insurer as a percentage of that insurer's average New York State private passenger automobile insurance premium. More information on the rankings may be obtained through the Insurance Department's Web site at [www.ins.state.ny.us](http://www.ins.state.ny.us).

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The Buffalo-based company, with regional offices in Buffalo and Long Island, is focused on providing superior customer service, quick response times, and settling claims issues accurately and fairly.

Merchants Insurance Group offers personal and commercial insurance through a network of more than 650 independent insurance agents throughout the Northeast and North Central United States. With corporate headquarters and regional operations located in Buffalo, NY, Merchants also operates offices in Hauppauge, NY; Mount Laurel, NJ; Manchester, NH, and Columbus, OH. Merchants' Web site can be accessed at [www.merchantsgroup.com](http://www.merchantsgroup.com).