

ANCHOR GENERAL INSURANCE COMPANY

Anchor General Insurance Company ("AGIC") is dedicated to providing the highest level of service to its policyholders. The California Department of Insurance has conducted an extensive examination of AGIC's claims handling operations, and we are pleased that the results affirm the quality of our claims department. The vast majority of the Department's citations relate to documentation of claims processes and other technical issues not related to the substantive practices of AGIC in handling its claims. In fact, out of the 255 claims reviewed, only \$2,691.15 of additional recoveries were identified and paid.

We appreciate the Department's professionalism and cooperation during the examination process. We also appreciate suggestions made by the Department to improve our procedures. We continually seek new ways of improving our claims handling operations to benefit our policyholders. We continuously implement improved methods and have confidence in the positive steps by our dedicated claims staff toward reaching that goal.