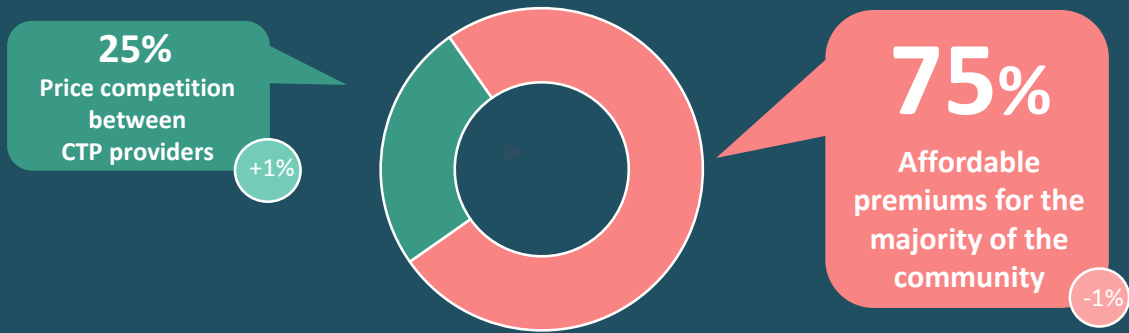


# Knowledge, Communication and Affordability

## PREMIUM AFFORDABILITY VERSUS COMPETITION

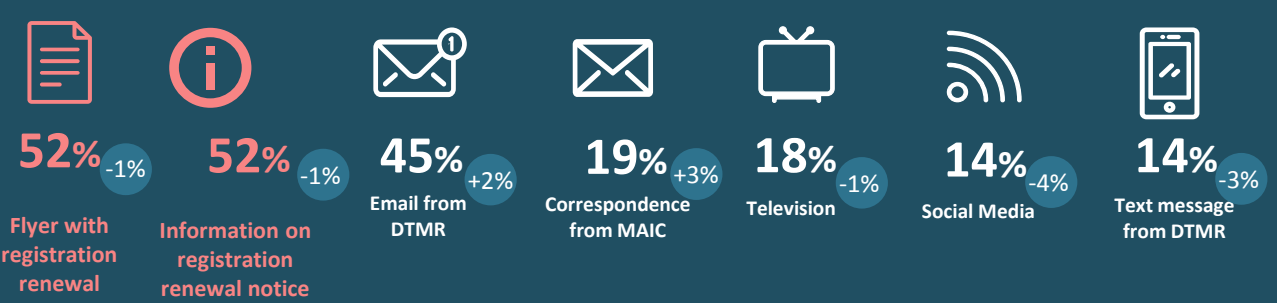


## PERCEPTIONS OF CTP COVERAGE

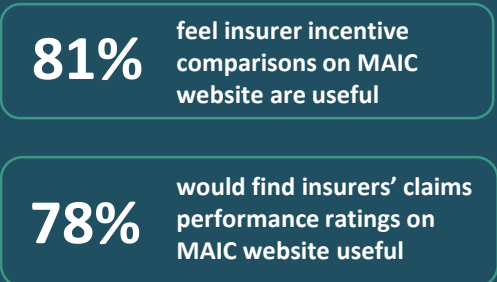


## COMMUNICATION CHANNELS

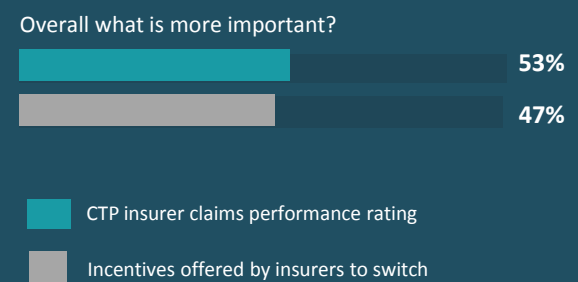
### PREFERRED CHANNEL FOR CTP INFORMATION



## COMPARISON OF INSURERS ON MAIC WEBSITE



## CLAIMS PERFORMANCE RATING VERSUS INCENTIVES TO SWITCH



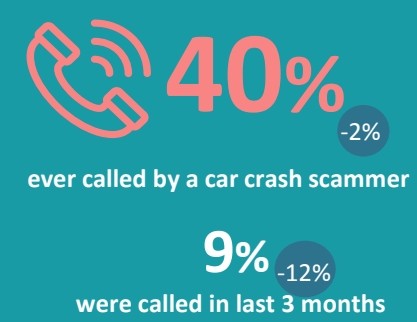
# Switching CTP, Car Crash Scammers and New Car Buyers

## SWITCHING CTP INSURERS

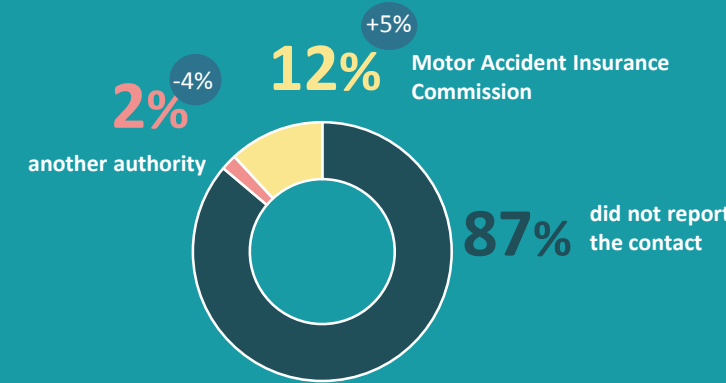


## CAR CRASH SCAMMERS

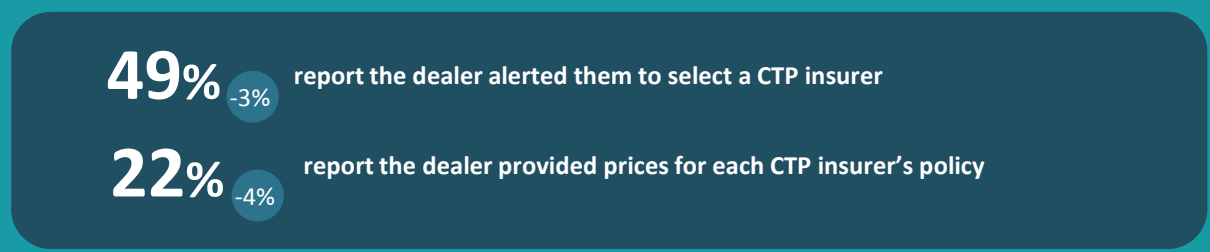
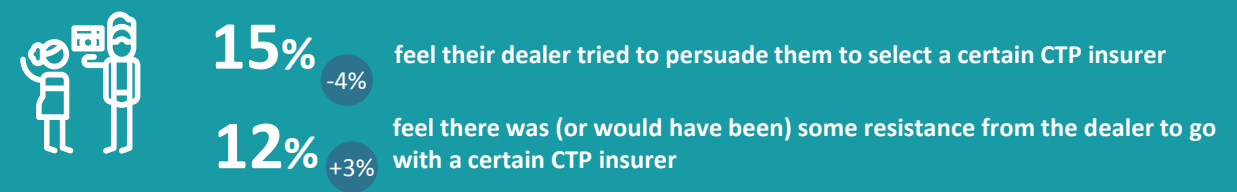
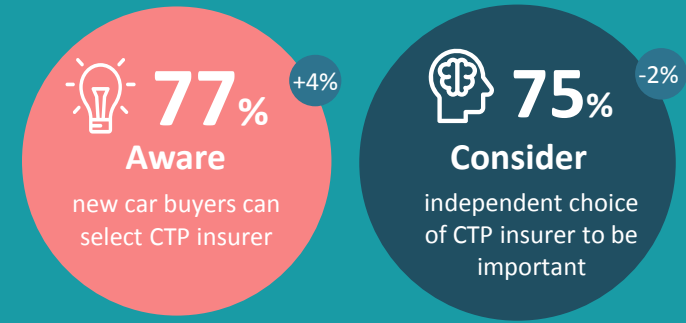
### CONTACT FROM CAR CRASH SCAMMERS



### REPORTING CAR CRASH SCAMMERS



## NEW CAR BUYERS



+ - values represent percentage change since 2019.