



AMICA FACTS

As of November 2009

NAME	Amica Mutual Insurance Company
HEADQUARTERS	One Hundred Amica Way, Lincoln, Rhode Island
ESTABLISHED	1907—Amica is the oldest mutual insurer of automobiles in the United States.
COMPANY PROFILE	Amica is a direct writer of personal lines insurance with Automobile, Homeowners, Personal Umbrella Liability, and Marine coverages. The company is well known in the industry for its financial strength and for providing exceptional customer service to policyholders.
RATINGS	<ul style="list-style-type: none">• A++ (Superior) from A.M. Best Company as of May 7, 2009• Repeatedly ranked #1 for customer service as a national auto insurer by a leading consumer publication
FINANCIAL STRENGTH	Assets at year-end 2008—\$3.6 billion Premiums earned in 2008—\$1.33 billion Surplus at year-end 2008—\$1.9 billion Policies in force at year-end 2008—1.2 million
SENIOR OFFICERS	Robert A. DiMuccio—Chairman, President, and Chief Executive Officer Paul A. Pyne—Executive Vice President Mary Q. Williamson—Senior Vice President and Treasurer Robert K. Benson—Senior Vice President and Chief Investment Officer Robert P. Suglia—Senior Vice President and General Counsel Robert K. MacKenzie—Vice President and Secretary Louis P. Peranzi, Jr.—Senior Vice President, Corporate Information Systems James A. Bussiere—Senior Vice President, Sales and Client Services Theodore C. Murphy—Senior Vice President, Claims
SUBSIDIARIES	Amica Life Insurance Company—Term Life, Whole Life, Universal Life, Annuities Amica Lloyd's of Texas, Inc.—Texas Property Insurance Amica General Agency, Inc.—Insurance agency offering Residential Property, Automobile, Life, and Health Insurance Amica General Insurance Agency of CA, Inc. (DBA Amica of California General Insurance Agency, Inc.)—Insurance agency offering Residential Property and Automobile Insurance in California and Nevada

AMICA OFFICES

ARIZONA	Phoenix Regional	NEW YORK	Albany Regional Long Island Regional Rochester Regional
CALIFORNIA	Northern California Southern California	NORTH CAROLINA	Raleigh Regional
COLORADO	Denver Regional	OHIO	Cincinnati Regional Cleveland Regional
CONNECTICUT	Danbury Regional Hartford Regional	OREGON	Oregon Regional
FLORIDA	Orlando Regional Tampa Regional	PENNSYLVANIA	Philadelphia Regional Pittsburgh Regional
GEORGIA	Atlanta Regional	RHODE ISLAND	Corporate
ILLINOIS	Chicago Regional	SOUTH CAROLINA	Greenville Regional
INDIANA	Service Center Ops – Central	TENNESSEE	Knoxville Regional
MAINE	Maine Regional	TEXAS	Dallas Regional Houston Regional
MARYLAND	Baltimore Regional	VIRGINIA	Richmond Regional
MASSACHUSETTS	Central Massachusetts Southeastern Massachusetts Western Massachusetts	WASHINGTON	Seattle Regional Service Center Ops - West
MICHIGAN	Michigan Regional	WISCONSIN	Milwaukee Regional
MINNESOTA	Minneapolis Regional		
NEVADA	National Sales Center – West		
NEW HAMPSHIRE	Concord Regional		
NEW JERSEY	Northern New Jersey Southern New Jersey		

SIGNIFICANT DATES

1907	The Automobile Mutual Insurance Company of America was established in Providence, Rhode Island.
1914	An affiliated company, Factory Mutual Liability Insurance Company of America, was chartered.
1956	Amica began writing Homeowners Insurance on residential properties.
1970	Amica Life Insurance Company writes its first policy.
1973	Automobile Mutual Insurance Company of America and Factory Mutual Liability Insurance Company of America combined into Amica Mutual Insurance Company.
1976	Amica began writing Marine Insurance.
1982	Amica began writing Personal Umbrella Liability Insurance.
1987	Amica General Agency, Inc. was founded.
1999	Amica's Lloyd's of Texas was founded.
2007	Amica celebrated its 100th birthday.
2009	In the J.D. Power and Associates 2009 National Auto Insurance Study, SM Amica ranked "Highest in Customer Satisfaction Among National Auto Insurers, 10 Years in a Row." In the J.D. Power and Associates 2009 National Homeowners Insurance Study, SM Amica ranked "Highest in Customer Satisfaction Among National Homeowner Insurers, Eight Years in a Row." [*]

*Amica received the highest numerical score in the J.D. Power and Associates 2000-2009 National Auto Insurance Studies.SM The score of the 2009 study is based on 22,930 responses from policyholders of 32 insurance carriers who were surveyed in March and April 2009 about their experiences and perceptions. Amica received the highest numerical score in the J.D. Power and Associates 2002-2009 National Homeowners Insurance Studies.SM The score of the 2009 study is based on 12,987 responses from policyholders of 27 insurance carriers who were surveyed from April to June 2009 about their experiences and perceptions. Visit jdpower.com.