

Special Power Report USAA

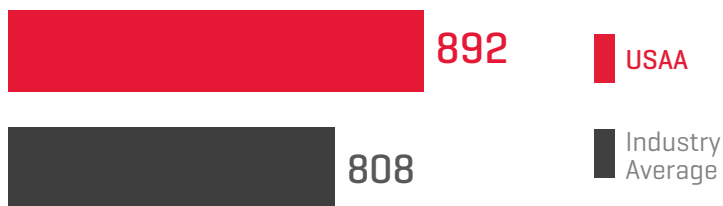
USAA Achieves Highest Overall Score* in 2017 Home Insurance Study

USAA's score leads the homeowners insurance industry for a 15th consecutive year

According to the J.D. Power 2017 U.S. Home Insurance Study,SM USAA demonstrates strong performance with an overall homeowner satisfaction score of 892 (on a 1,000-point scale), exceeding the industry average [808] in the 2017 study by 84 points. Additionally, USAA performs higher than the industry average in each of the five factors that comprise customer satisfaction with the home insurance experience among homeowners, including Interaction, Policy Offerings, Price, Billing Process and Policy Information, and Claims.

OVERALL SATISFACTION—USAA VS. INDUSTRY

[Based on a 1,000-point scale]

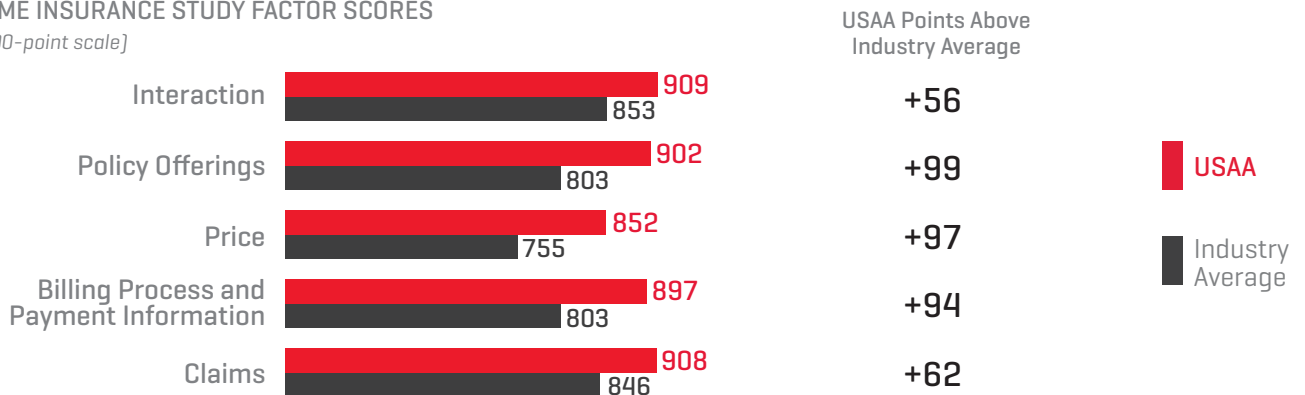


USAA outperforms the industry average in all five factors that comprise customer satisfaction with the home insurance experience.

Source: J.D. Power 2017 U.S. Home Insurance StudySM

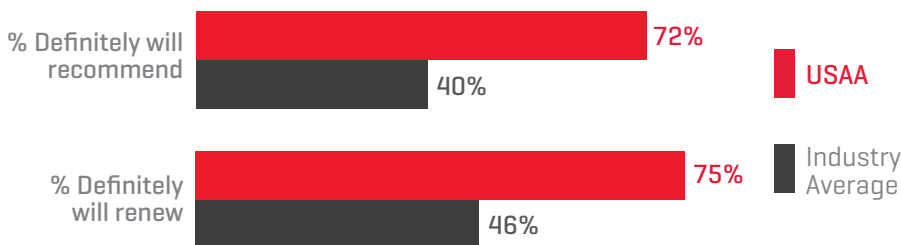
2017 U.S. HOME INSURANCE STUDY FACTOR SCORES

[Based on a 1,000-point scale]



Source: J.D. Power 2017 U.S. Home Insurance StudySM

RECOMMENDATION AND RENEWAL RATES—USAA VS. INDUSTRY



USAA has the highest recommendation and renewal rates in the industry.

Source: J.D. Power 2017 U.S. Home Insurance StudySM

About the Study: The 2017 U.S. Home Insurance Study examines overall customer satisfaction with two distinct personal insurance product lines: homeowners and renters. Satisfaction in the homeowners and renters insurance segments is measured by examining five factors: Interaction; Policy Offerings; Price; Billing Process and Policy Information; and Claims. Satisfaction is calculated on a 1,000-point scale.

*USAA is an insurance provider open only to U.S. military personnel and their families and therefore is not rank-eligible in the study.