

TRUST YOU NEED. CHOICE YOU DESERVE.

I. Introduction:

As a current customer of Granite Insurance, we would like to take this opportunity to both thank you for your business and to share with you the importance our agency places upon protecting the privacy of information we gather from you in accordance with applicable state and federal laws.

Granite Insurance is a member of the financial services industry and, as such, our agency has been and continues to be subject to federal and state privacy laws regarding the collection and exchange of your information. The following is Granite Insurance's privacy policy regarding the customer information we collect. Contained in this privacy policy you will find (1) an explanation of the types of information Granite Insurance collects from our clients and the means used to collect such information, (2) an explanation of how Granite Insurance shares the information collected from our clients, and (3) an explanation of how Granite Insurance protects client information.

II. Information we collect and the means used to collect:

Granite Insurance collects information about our customers that is necessary to provide those services usual and customary to independent insurance agents. Granite Insurance collects this necessary information from the following sources:

- Data collected from our clients during the interview process to complete applications and other forms. This information may include but is not limited to your name, address, and date of birth.
- Information pertinent to our clients' transactions may be gathered which includes but is not limited to claims and claims payment histories.
- We may gather information from a consumer reporting agency which includes but is not limited to a driving record or insurance score report.

To collect customer information from the above-stated sources, Granite Insurance may use the following means of communication to gather information: written, interviews, telephone, facsimile, electronically, and online.

III. How we share client information with non-affiliated third parties:

We don't share information about our customers or former customers with non-affiliated third parties other than as permitted or required by law. For example, Granite Insurance may share all of the information listed above with non-affiliated third parties for reasons including but not limited to:

- Information that is necessary to service or process the insurance needs of our clients, in a manner that is consistent with the usual and customary services provided by independent insurance agents. Such usual and customary services or processes provided by Granite Insurance to its customers include but are not limited to underwriting, shopping the renewal, rating, placement, and providing quotes for insurance that is germane to the coverage the customer places with our agency.
- Information that is necessary to protect the confidentiality or security of our client's records.
- Information that is necessary to resolve client disputes or inquiries.
- Information that is required by individuals or entities who are assessing our legal compliance.
- Information that is required for Granite Insurance to comply with the law.
- To an actuarial or research organization for the purpose of conducting actuarial or research studies.
- Information that is necessary to protect against or prevent fraud, unauthorized transactions, claims, or other liability.

IV. How we share client information with affiliated parties:

We do not share client information with any affiliate.

V. Our practices regarding information confidentiality and security:

We maintain physical, electronic, and procedural safeguards to guard your information. These safeguards include but are not limited to the following:

- We limit access to nonpublic personal information about our clients and former clients to anyone except those employees who need to know that information in order to assist in providing services or products to the customer.
- We will punish any employees who impermissibly share client information.
- We use a secure Internet and e-mail provider to protect the confidentiality of electronic communications.

Granite Insurance appreciates your business and in order to continue building upon that relationship we believe it is necessary, not only from a legal standpoint, but also as a sound business practice that our customers understand the care our agency uses in handling your information. Granite Insurance will continue to monitor the effectiveness of this privacy policy.

