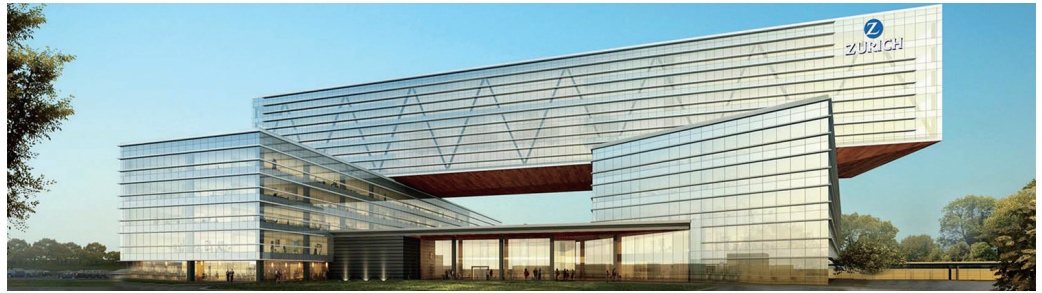


Zurich at a glance



- Approximately 54,000 employees
- Providing comprehensive solutions and insights for 25 industries
- Insuring more than 215,500 customers
- Managing complex risks for 7,000 international programs through our global network
- Achieving nearly USD 4.5 billion in operating profit in 2016
- Insuring 90 percent of Fortune 500 companies

Company profile

Zurich Insurance Group (Zurich), headquartered and founded in Switzerland, is a leading multi-line insurance group with more than 140 years experience serving businesses worldwide, including over 100 years in North America. We are committed to delivering broad and flexible insurance solutions to our customers and helping them understand, manage and minimize risk.

Through member companies in North America, Zurich is a leading commercial property-casualty insurance provider serving small businesses, and mid-sized and large companies, including multinational corporations.

Marketplace leadership statement

We are Zurich, one global company, with one mission, one set of shared values and a clearly defined commitment to our stakeholders: our customers, our people, our shareholders, and the communities in which we live and work.

Our strategic aspiration

We will build on our commercial leadership position and our strong, trusted brand to serve every commercial and retail customer in a way that feels personal, is effective and is uniquely Zurich.

Customer advocacy scores are 20 points higher than the business-to-business industry average in North America¹

Core values

We are a values-based organization committed to acting responsibly and following our core values:

- Integrity
- Teamwork
- Sustainable value creation
- Customer centricity
- Excellence

Zurich has exceptional people empowered to provide insurance solutions that help customers achieve their business goals.

Our expertise

We offer the global strength of a leading insurance provider and industry expertise in local markets. Working together with our producers and distributors, we are committed to providing winning risk management solutions to our mutual customers.

Our distinct services

- Global network
- Specialty products
- Risk Engineering Professionals / Risk Services Professionals (in Canada)
- Multinational capabilities
- Captive services (group and single parent)
- Life insurance and disability coverage
- Industry vertical expertise
- Claims management

Delivering when it matters

Industry leading claims service in North America²



Zurich embodies what community means to the insurance industry.”

— *Insurance Industry Charitable Foundation*

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Learn more

Learn more about Zurich North America by visiting zurichna.com and zurichcanada.com

Distinctive risk insights

Zurich uses data and insights to better understand risks and help our customers manage their total cost of risk.

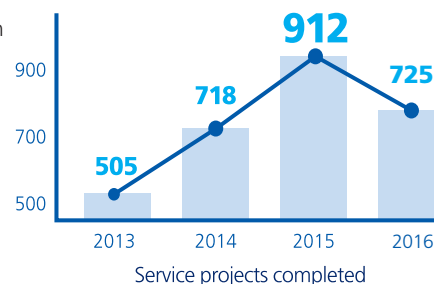
- Zurich North America uses deep customer insights gained through our industry-leading segmentation and predictive analytics to help protect our customers from risk.
- Predictive analytics allow Zurich to better understand our customers' risks globally and locally. We've been using analytics for the past decade and continue to invest in talent and tools.
- Predictive claims models applied in the U.S. from first notice of loss throughout the claims life cycle help to enable quicker claims resolution, heighten awareness of other potential losses and minimize fraud.

Social responsibility

At Zurich, we are committed to supporting the communities in which we live and work. In North America, we support 6 core charities and more than 371 local nonprofits aligned to three key areas:

- Ensuring the health and welfare of children in need
- Developing resilient communities
- Promoting health

North America community impact was **USD 2.8 million** in corporate and employee giving in 2016.



Recognition

Financial

- Industry financial strength ratings: A+ A.M. Best³, AA- Standard & Poor's
- In 2016, Zurich made nearly USD 4.5 billion in operating profit
- Zurich has reported a profit every quarter for 14 consecutive years, weathering Hurricane Katrina, the global financial crisis and Superstorm Sandy

Awards

- Zurich named among the top 10 most valuable insurance brands in the world (Brand Finance® Insurance 100 report, April 2017)⁴
- Zurich Insurance Group ranked 141 on 2016 Fortune Global 500 (Fortune, August 2016)⁴
- Won a U.S. Captive Services Award in the category of Fronting Partner—Innovation (Captive Review, August 2016)⁴
- Named one of the best insurance carriers by risk managers (PC360 survey, April 2016)⁵
- 2016 Zurich's Claims Customer Care Center won GOLD for Best Contact Center - Medium in the overall category, and SILVER in Best in Customer Service - Medium for the America's Region (Contact Center World, June 2016)⁴
- Ranked one of Newsweek's greenest global companies in the world (Newsweek, June 2016)⁵
- Named Top Company for Executive Women (National Association for Female Executives, March 2016)⁵
- 2016 Strategic Account Management Association (SAMA) award for "Outstanding Strategic Account Management Program Leadership" (Zurich Customer Relationship Model, March 2016)⁴
- Ranked one of America's Best Employers (Forbes, April 2016)⁴
- Zurich's trade credit and political risk group named "Best private insurer in trade," "Best trade insurer in the Americas," and "Best trade insurer in Asia-Pacific" (Trade Finance, June 2015)⁵

1. B2B Industry average: 26 RNPS (Zurich North America score peaked at 46 in 2015)

2. Medallia B2B benchmark data, 2015

3. Rating as of September 30, 2017. A.M. Best is under continuous review and subject to change and/or affirmation. For the latest Best's Ratings and Best's Company Reports (which include Best's Ratings), visit the A.M. Best website at www.ambest.com. The rating represents the overall financial status of the individual member companies of Zurich in North America, including Zurich American Insurance Company, and is not a recommendation of the specific policy provisions, rates or practices of each issuing insurance company.

4. Zurich Insurance Group

5. Zurich North America

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