



Drink From My Firehose: *Everything Communicators Need to Know About the P/C Insurance Industry in 60 Minutes or Less*

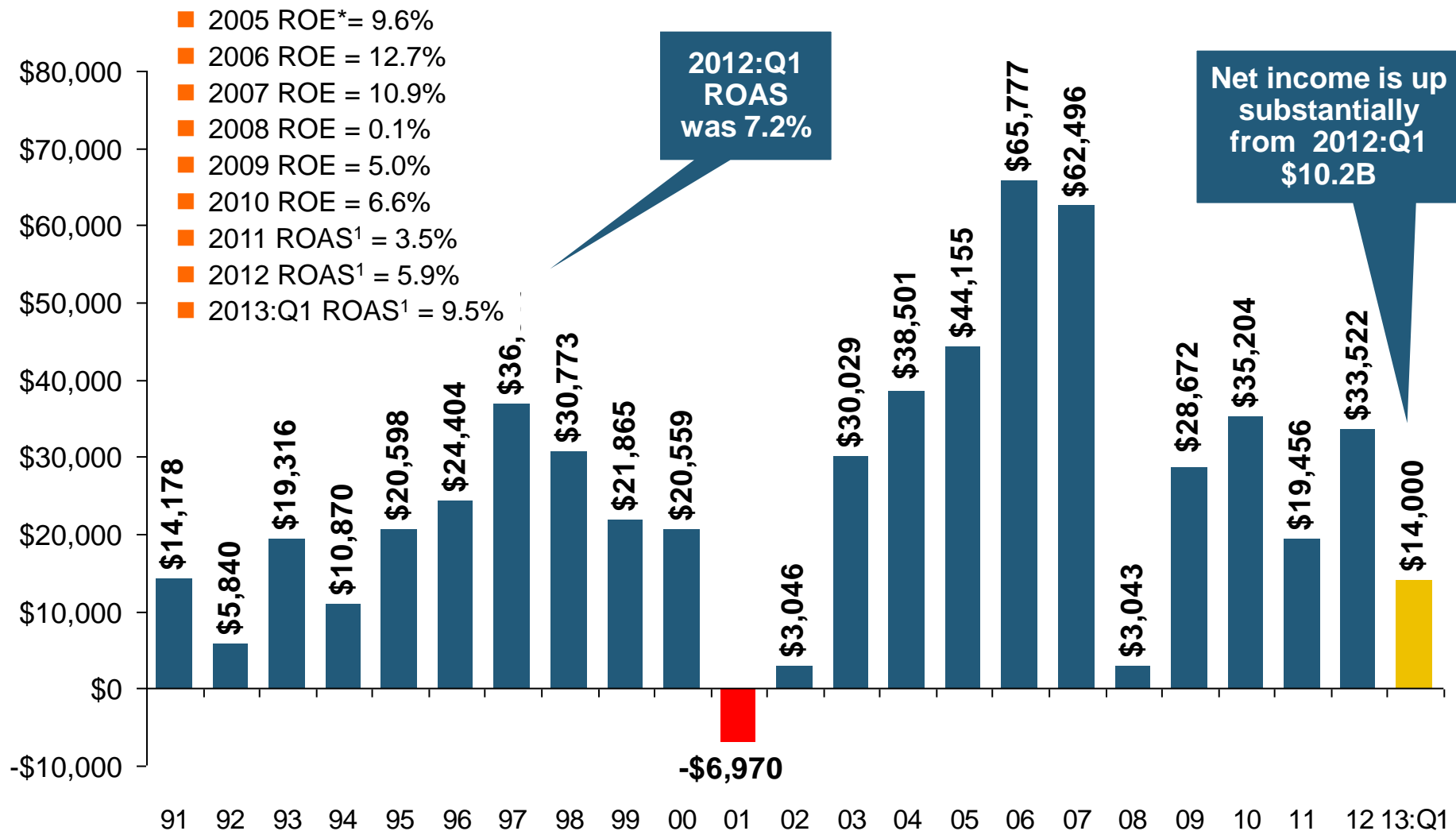
**Insurance Marketing Communications Association
Philadelphia, PA
June 24, 2013**

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P/C Insurance Industry Financial Overview

**Profit Recovery in 2012 After
High CAT Losses; Ultimate
Impact of Sandy Still Unclear**

P/C Net Income After Taxes 1991–2013:Q1 (\$ Millions)

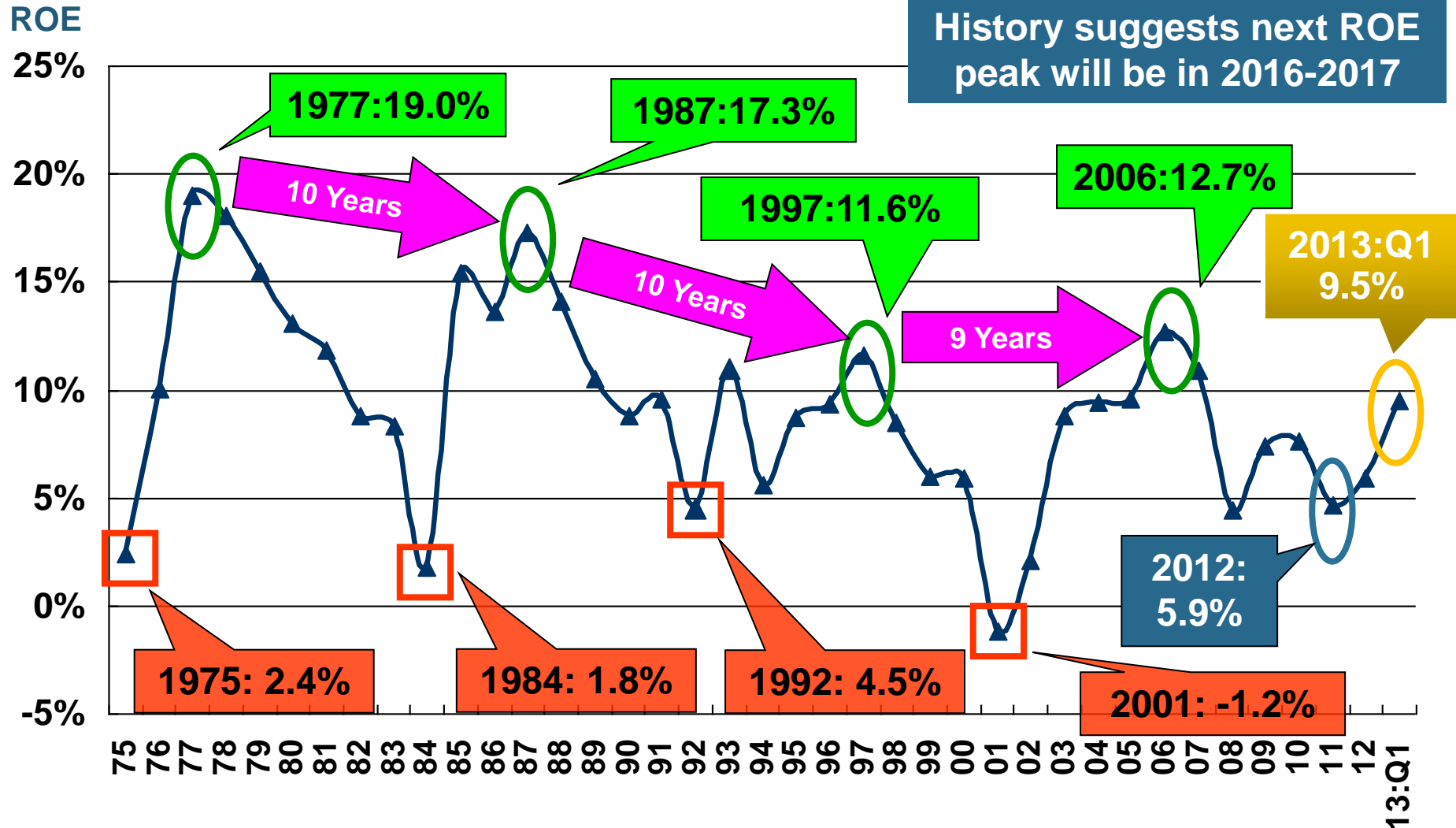


* ROE figures are GAAP; ¹Return on avg. surplus. Excluding Mortgage & Financial Guaranty insurers yields a 6.2% ROAS in 2012, 4.7% ROAS for 2011, 7.6% for 2010 and 7.4% for 2009.

2013:Q1 is estimated.

Sources: A.M. Best, ISO, Insurance Information Institute

Profitability Peaks & Troughs in the P/C Insurance Industry, 1975 – 2013:Q1*



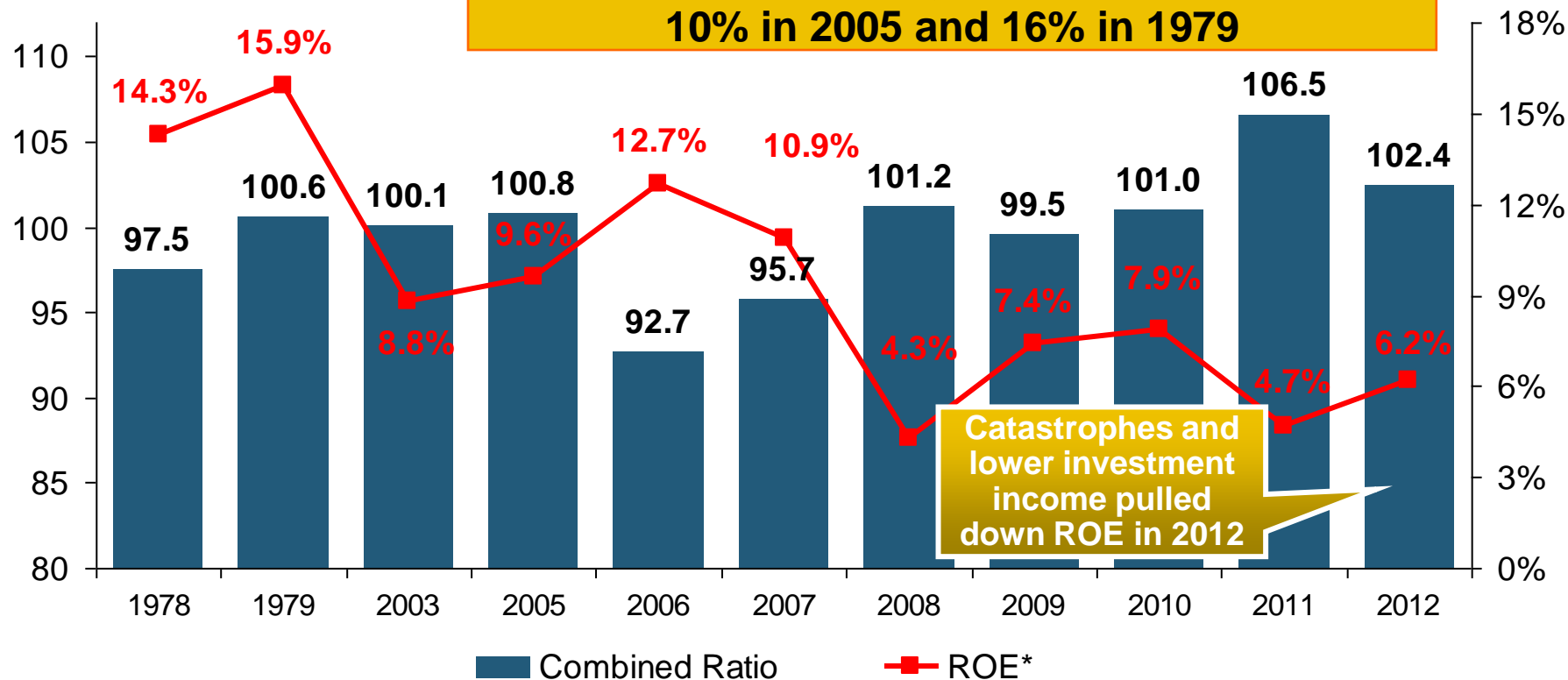
*Profitability = P/C insurer ROEs. 2011 figure is an estimate based on ROAS data. Note: Data for 2008-2013 exclude mortgage and financial guaranty insurers. 2012:Q3 ROAS = 6.2% including M&FG.

Source: Insurance Information Institute; NAIC, ISO, A.M. Best.

A 100 Combined Ratio Isn't What It Once Was: Investment Impact on ROEs

Combined Ratio / ROE

A combined ratio of about 100 generates an ROE of ~7.0% in 2012, ~7.5% ROE in 2009/10, 10% in 2005 and 16% in 1979



Combined Ratios Must Be Lower in Today's Depressed Investment Environment to Generate Risk Appropriate ROEs

* 2008 -2012 figures are return on average surplus and exclude mortgage and financial guaranty insurers. 2012 combined ratio including M&FG insurers is 103.2, 2011 combined ratio including M&FG insurers is 108.1, ROAS = 3.5%.

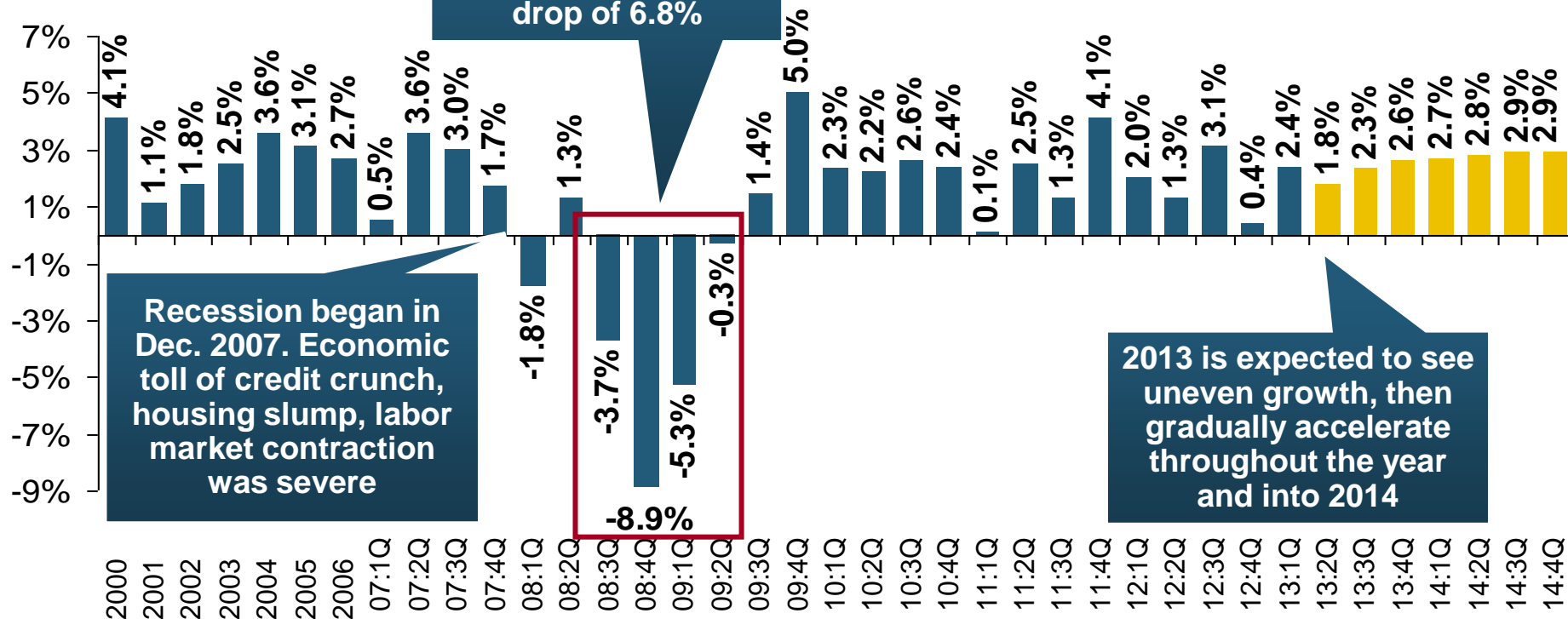
Source: Insurance Information Institute from A.M. Best and ISO data.

The Strength of the Economy Will Influence P/C Insurer Growth Opportunities

**Growth Will Expand Insurer Exposure
Base Across Most Lines**

US Real GDP Growth*

Real GDP Growth (%)

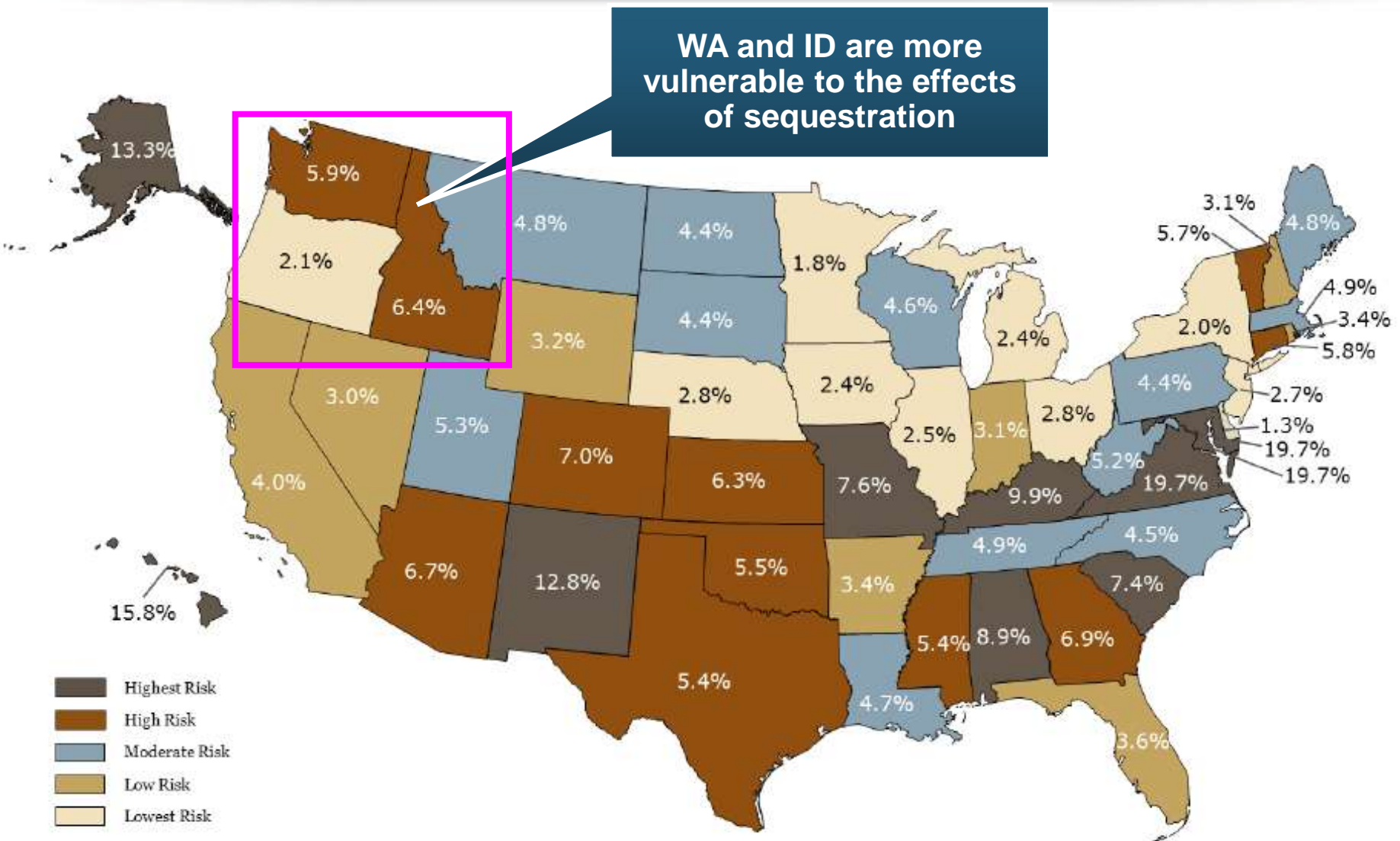


Demand for Insurance Continues To Be Impacted by Sluggish Economic Conditions, but the Benefits of Even Slow Growth Will Compound and Gradually Benefit the Economy Broadly

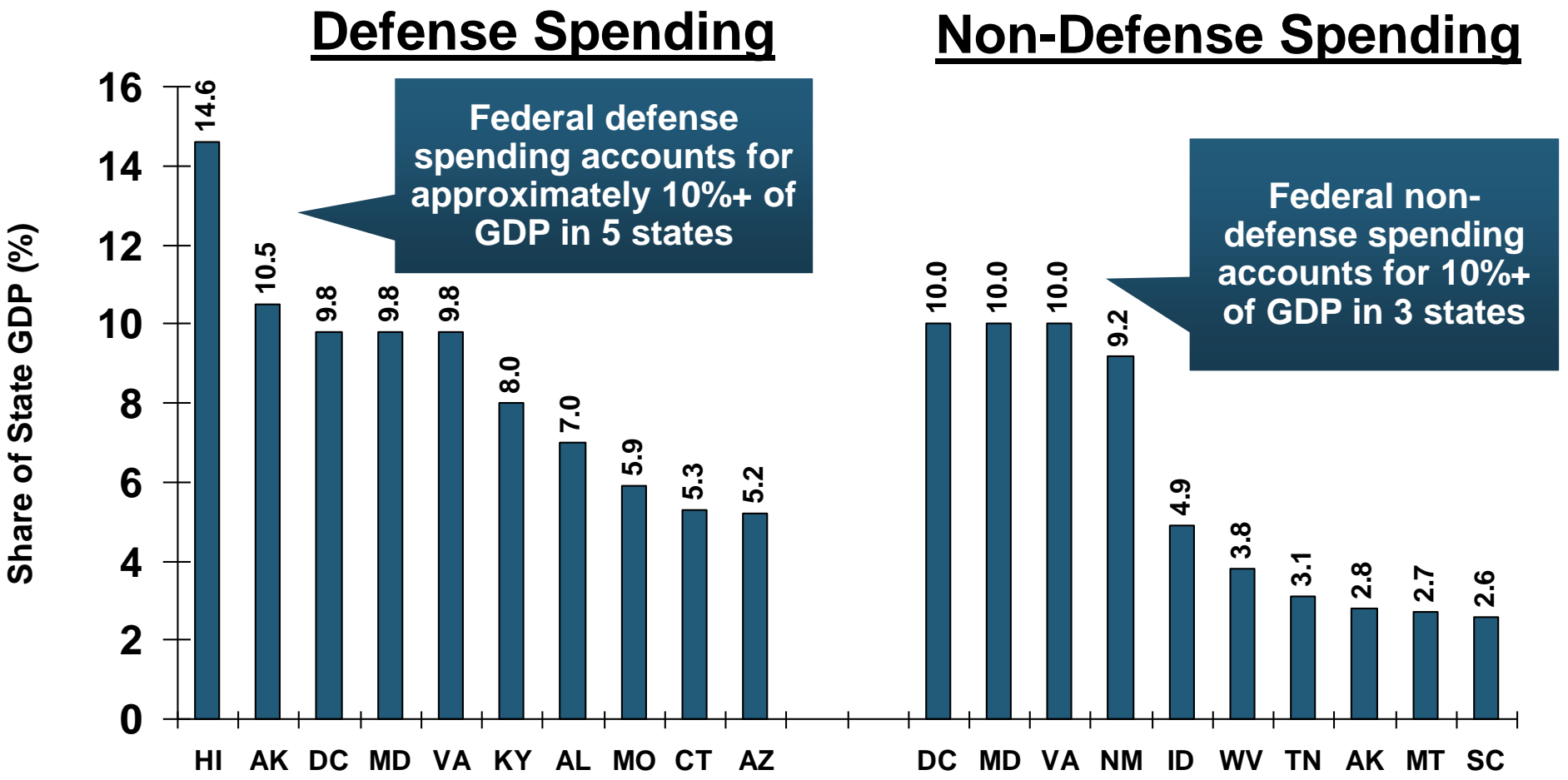
* Estimates/Forecasts from Blue Chip Economic Indicators.

Source: US Department of Commerce, Blue Economic Indicators 6/13; Insurance Information Institute.

Federal Spending as a Share of State GDP: Vulnerability to Sequestration Varies



Defense and Non-Defense Federal Spending as a Share of State GDP: Top 10 States*

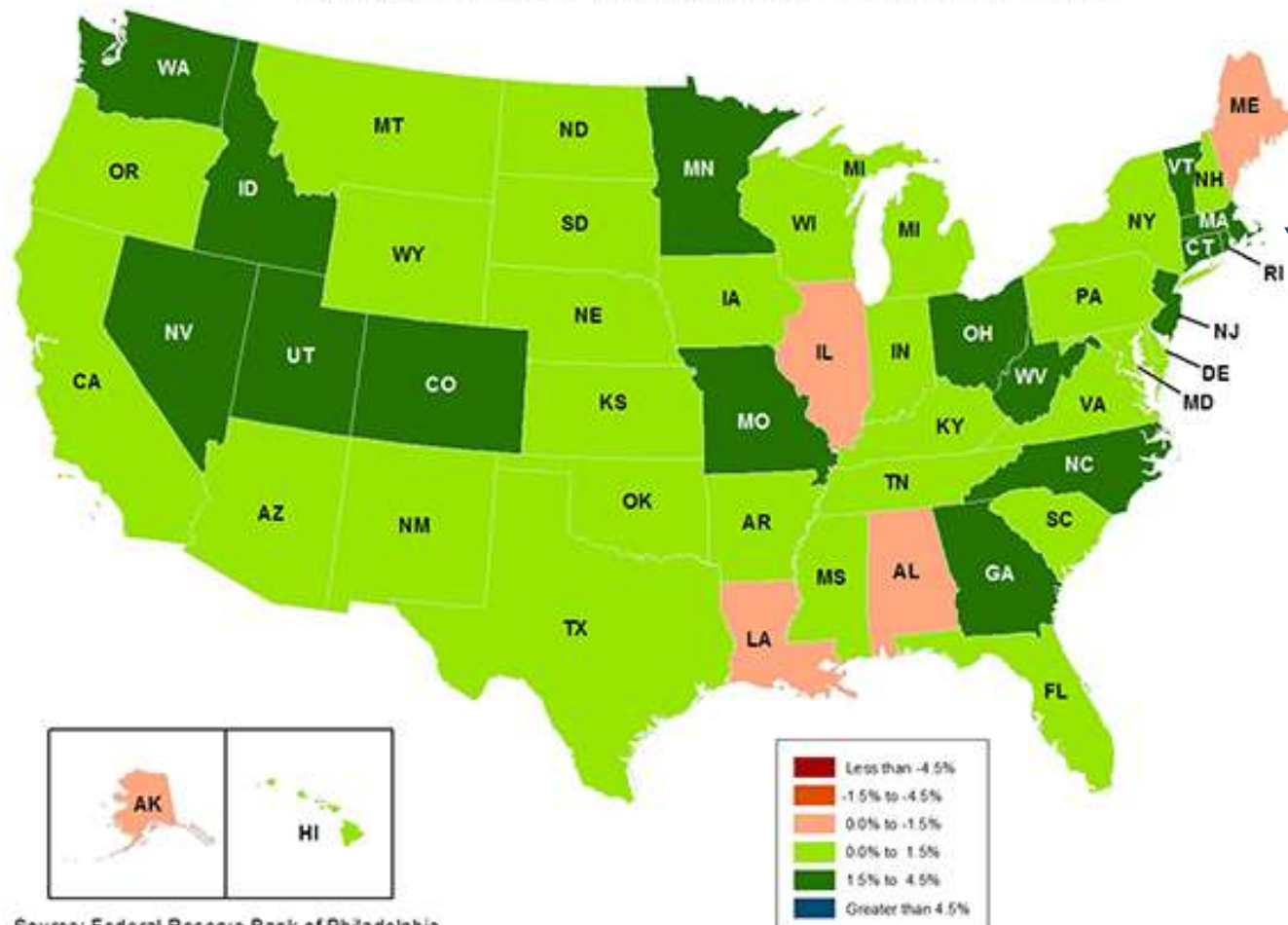


Sequestration Could Adversely Impact Commercial Insurance Exposures Directly at Defense Contractors and Indirectly in Impacted Communities

*As of 2010.
Sources: Pew Center on the States (2012) *Impact of the Fiscal Cliff on the States*; Wells Fargo Securities; Insurance Information Institute.

State-by-State Leading Indicators through 2013:Q2

January 2013 State Leading Indexes: 6-Month Forecast

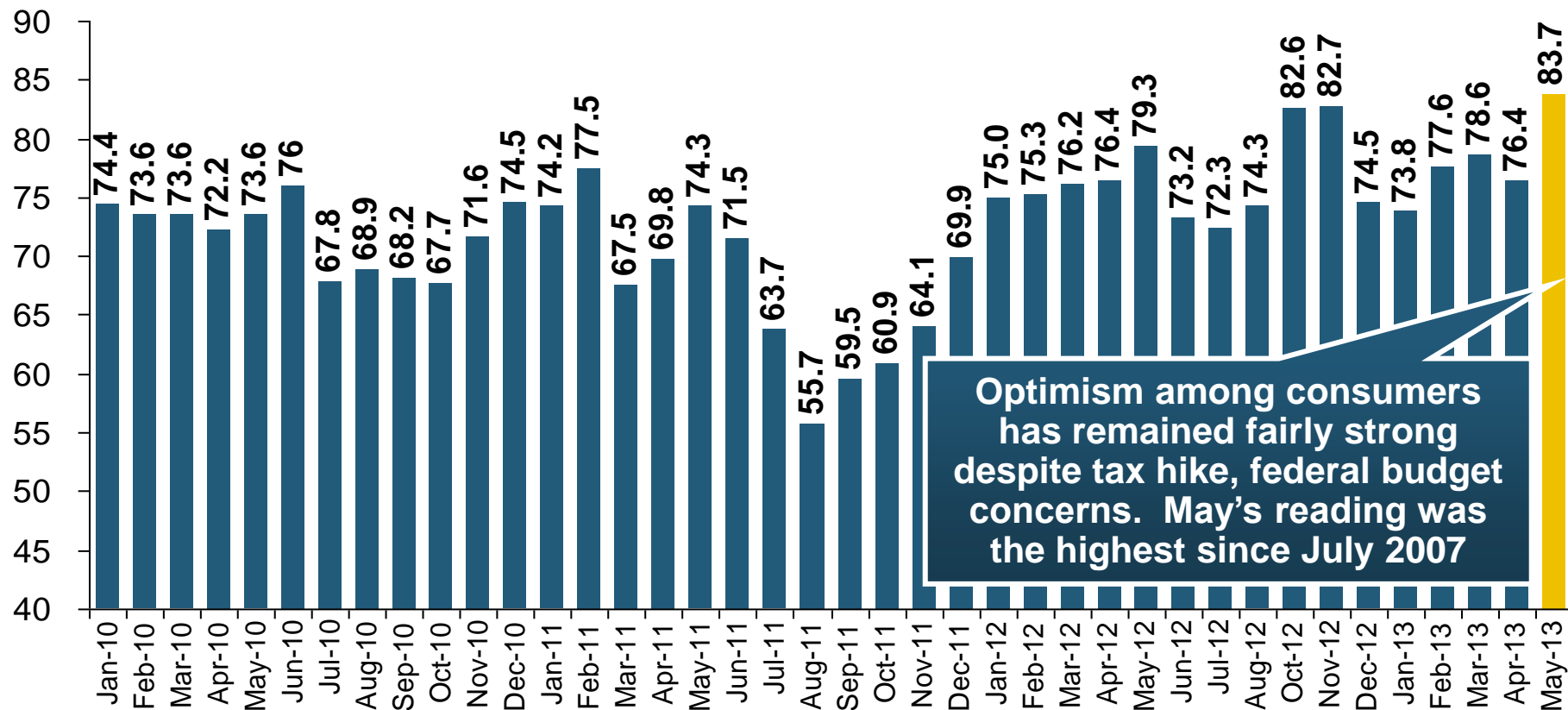


The economic outlook for most of New England is relatively strong, suggesting future strength in the creation of insurable exposures

Source: Federal Reserve Bank of Philadelphia

Consumer Sentiment Survey (1966 = 100)

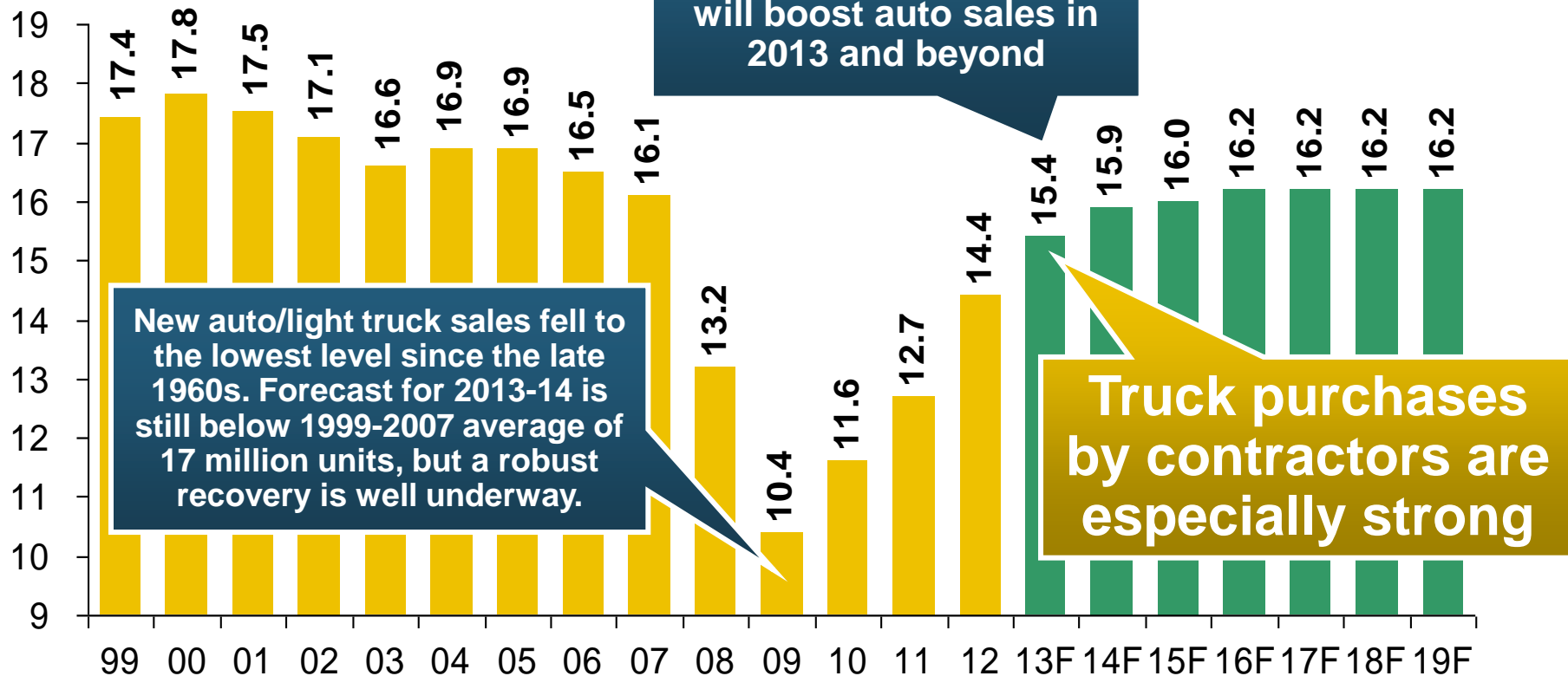
January 2010 through May 2013



Consumer confidence has been low for years amid high unemployment, falling home prices and other factors adversely impact consumers, but improved substantially in late 2011 and in 2012

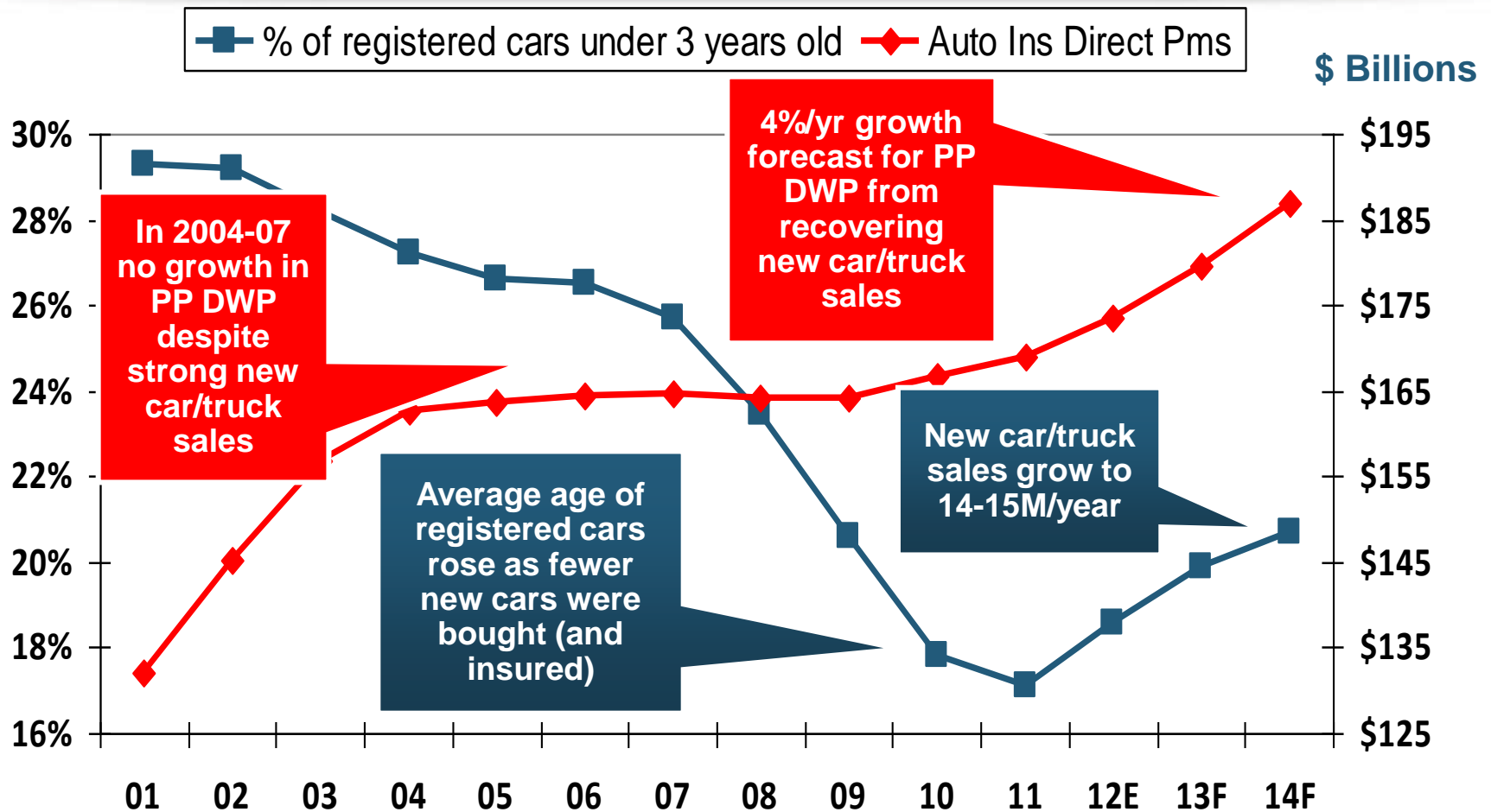
Auto/Light Truck Sales, 1999-2019F

(Millions of Units)



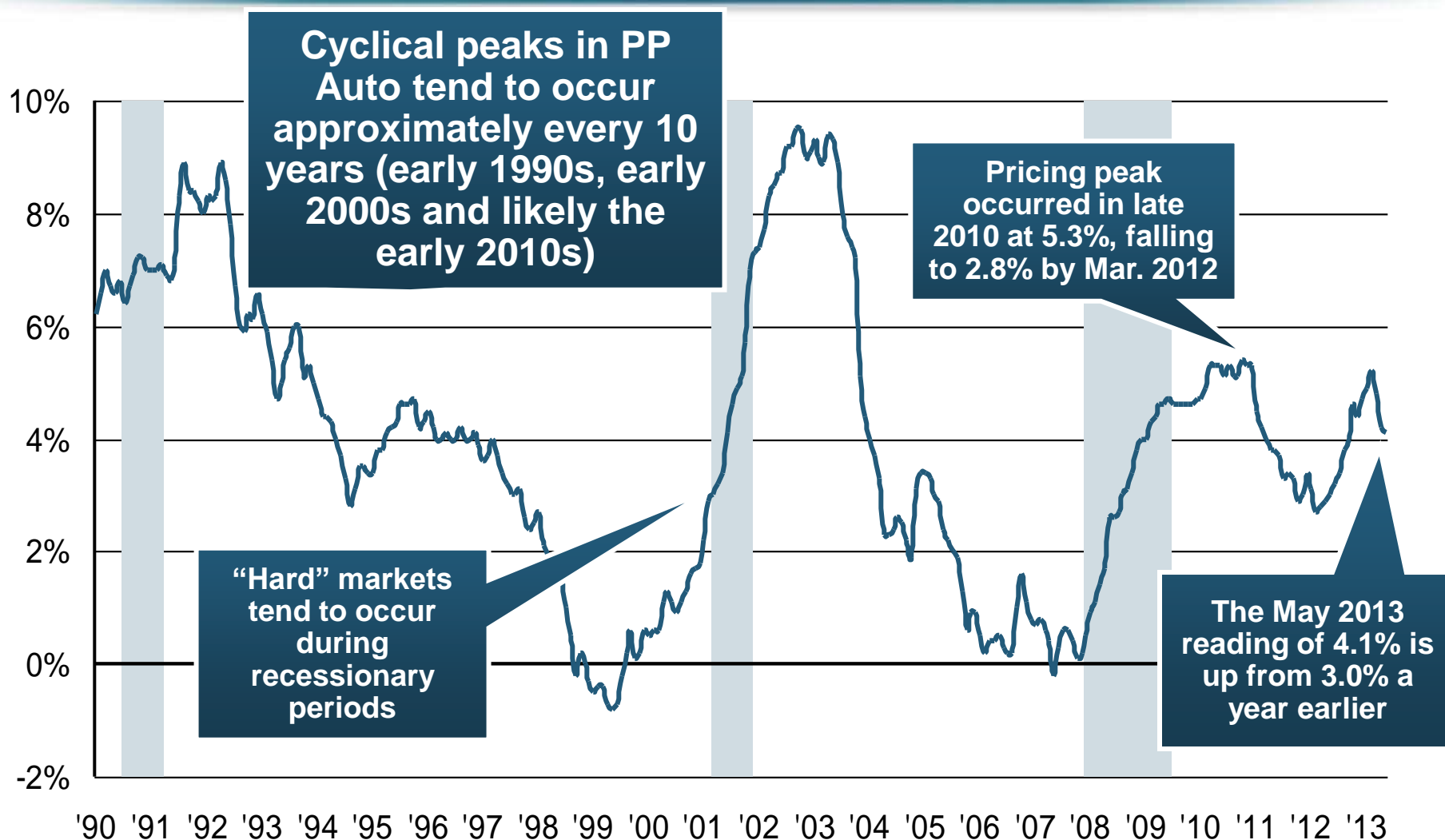
Car/Light Truck Sales Will Continue to Recover from the 2009 Low Point, Bolstering the Auto Insurer Growth and the Manufacturing Sector Along With Workers Comp Exposures

Personal Auto Insurance Direct Written Premiums vs. Recently-Registered Cars



**PP DWP, flat from 2004-2009, is rising again.
Conning forecasts growth at 3.5% in 2013 and 4.0% in 2014.**

Monthly Change* in Auto Insurance Prices, 1991–2013*



*Percentage change from same month in prior year; through May 2013; seasonally adjusted

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institutes.

Monthly Change* in Auto Insurance Prices, January 2005 - May 2013

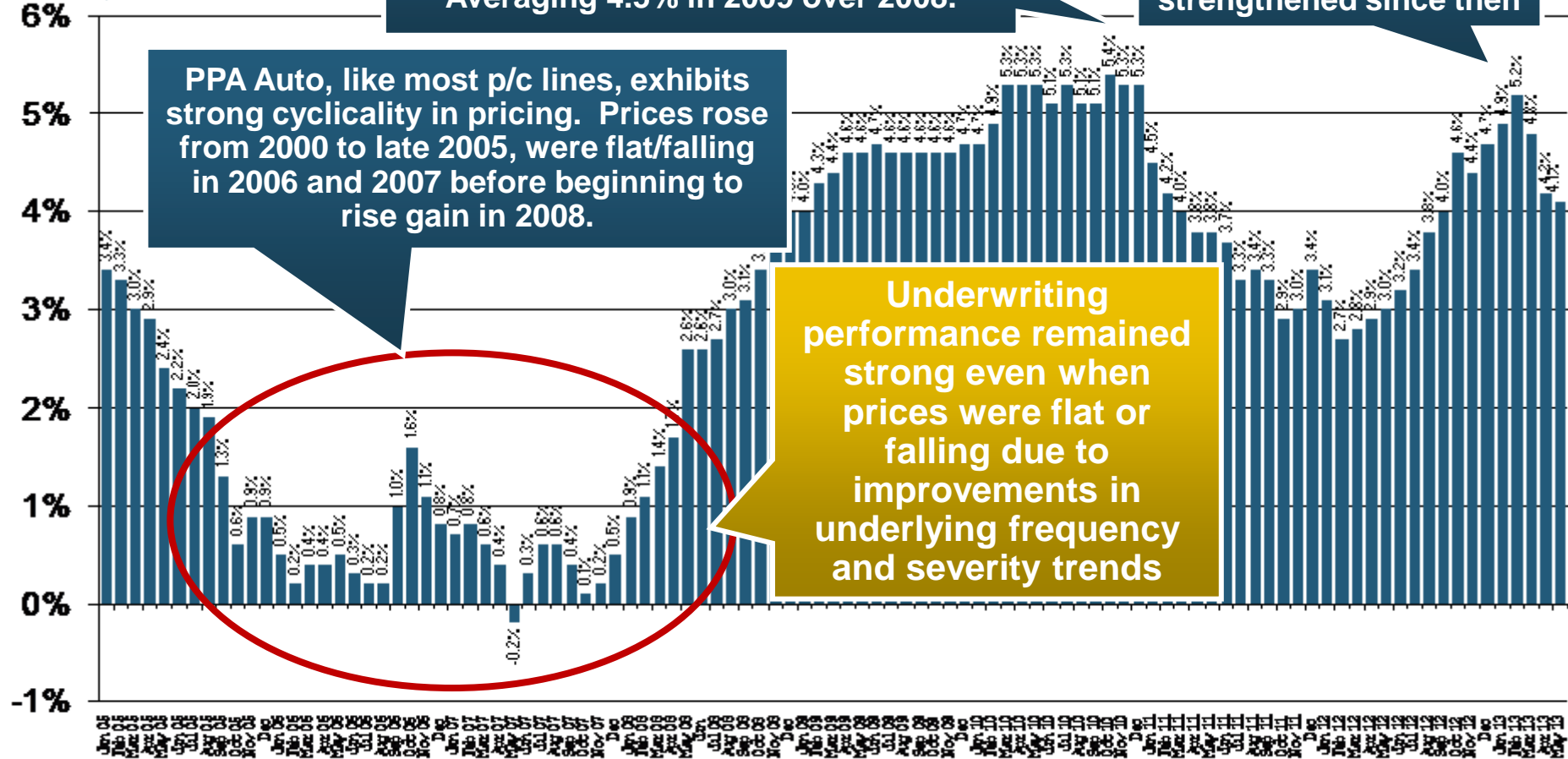
(Percent Change from same month, prior year)

Auto Insurance Price Increases Averaged 5.1% in 2010 over 2009, After Averaging 4.5% in 2009 over 2008.

Pricing weakened materially in 2011 and early 2012 but has strengthened since then

PPA Auto, like most p/c lines, exhibits strong cyclicity in pricing. Prices rose from 2000 to late 2005, were flat/falling in 2006 and 2007 before beginning to rise again in 2008.

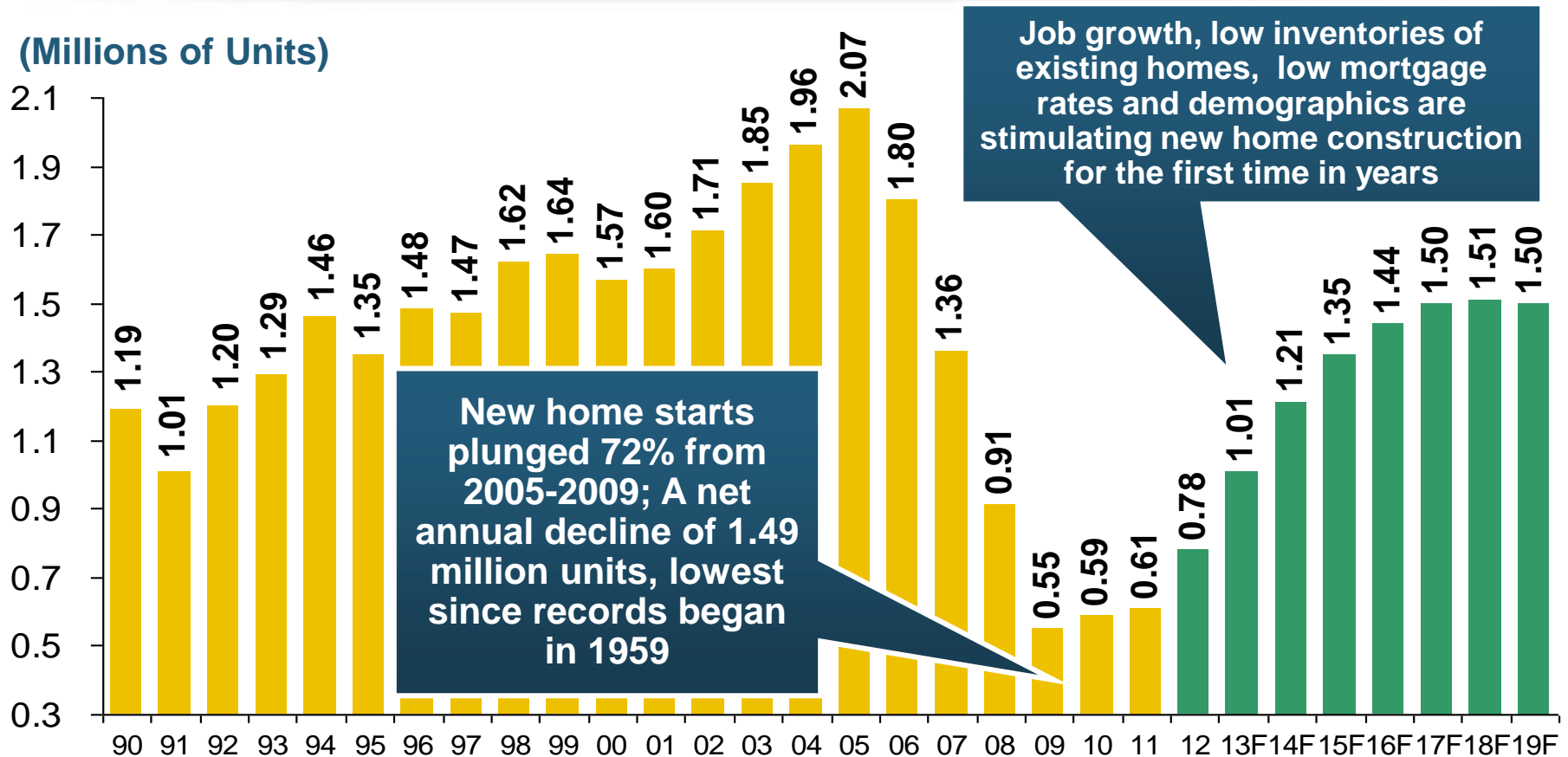
Underwriting performance remained strong even when prices were flat or falling due to improvements in underlying frequency and severity trends



*Percentage change from same month in prior year, seasonally adjusted.

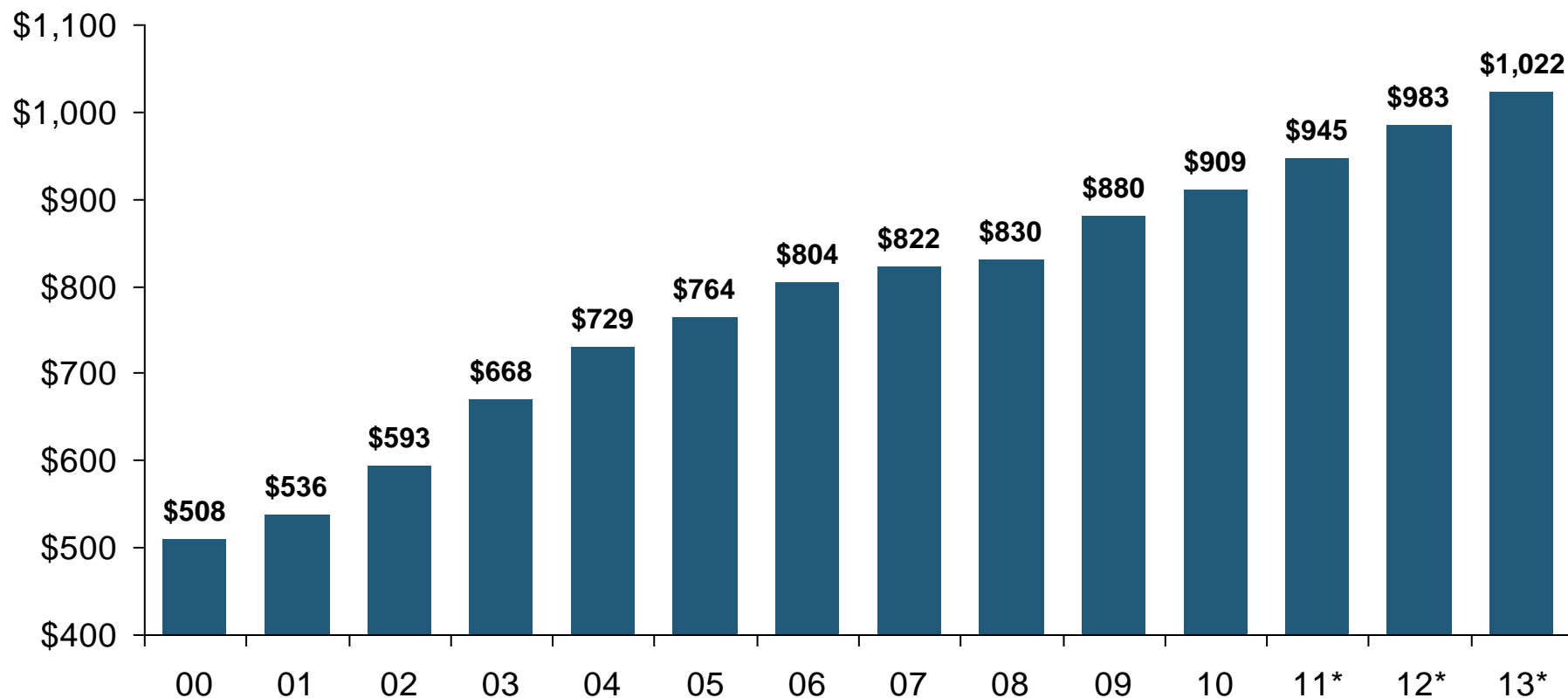
Sources: US Bureau of Labor Statistics; Insurance Information Institute

New Private Housing Starts, 1990-2019F



Insurers Are Starting to See Meaningful Exposure Growth for the First Time Since 2005 Associated with Home Construction: Construction Risk Exposure, Surety, Commercial Auto; Potent Driver of Workers Comp Exposure

Average Premium for Home Insurance Policies**



Countrywide Home Insurance Expenditures Increased by an Estimated 4.0% in 2011-2013

* Insurance Information Institute Estimates/Forecasts **Excludes state-run insurers.

Source: NAIC, Insurance Information Institute estimates for 2011-2013 based on CPI data and other data.

Construction Employment, Jan. 2010—May 2013*

(Thousands)

Construction employment growth accelerated in the second half of 2012. Continued growth in this key sector is possible through 2013. Construction is a key driver of workers comp exposure growth.



*Seasonally adjusted

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

Construction Employment, Jan. 2003–May 2013

(Thousands)



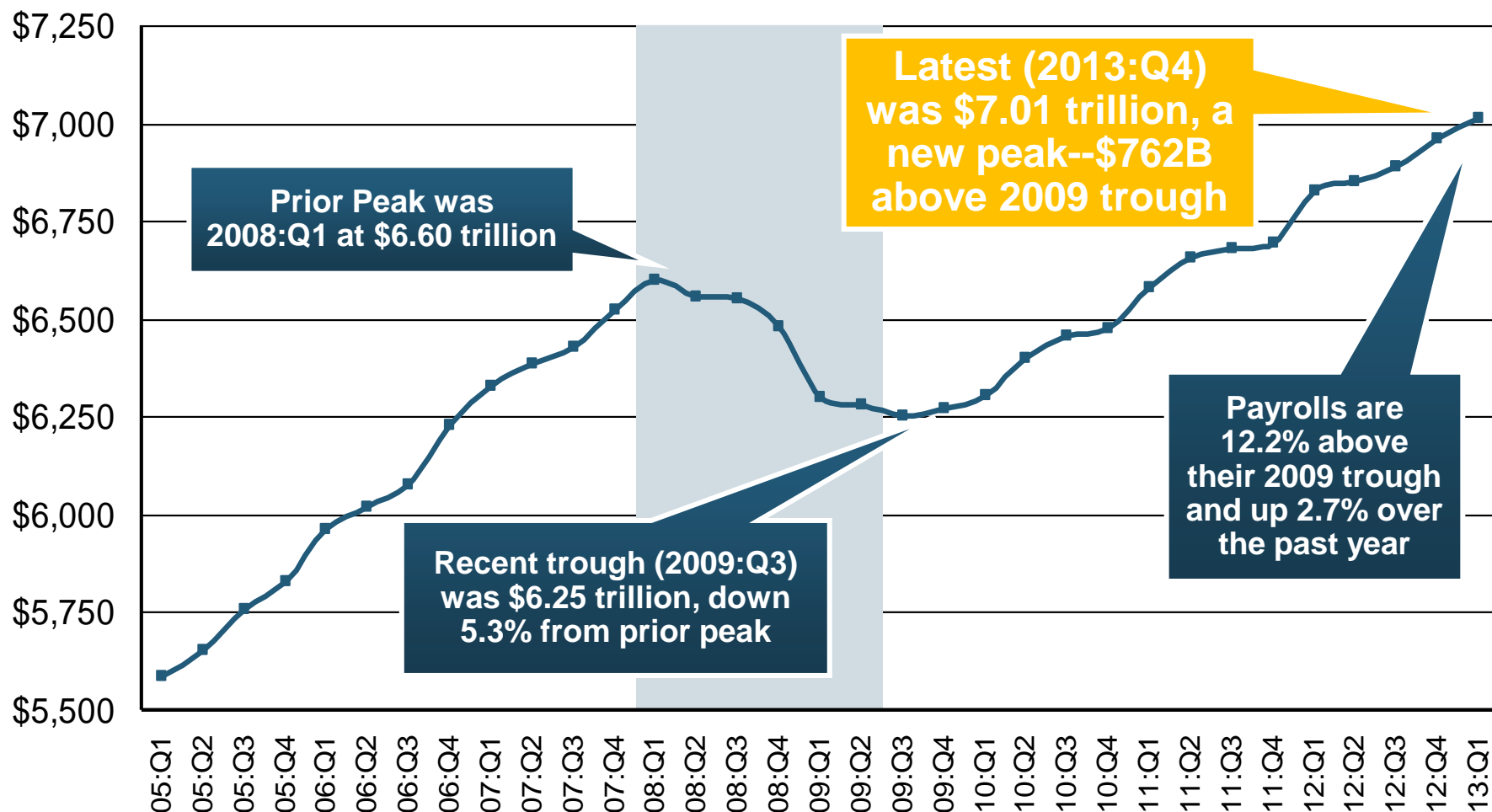
The Construction Sector Could Be a Growth Leader in 2013 and 2014 as the Housing Market and Private Investment Recover. WC Insurers Will Benefit.

Note: Recession indicated by gray shaded column.

Sources: U.S. Bureau of Labor Statistics; Insurance Information Institute.

Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2013:Q1

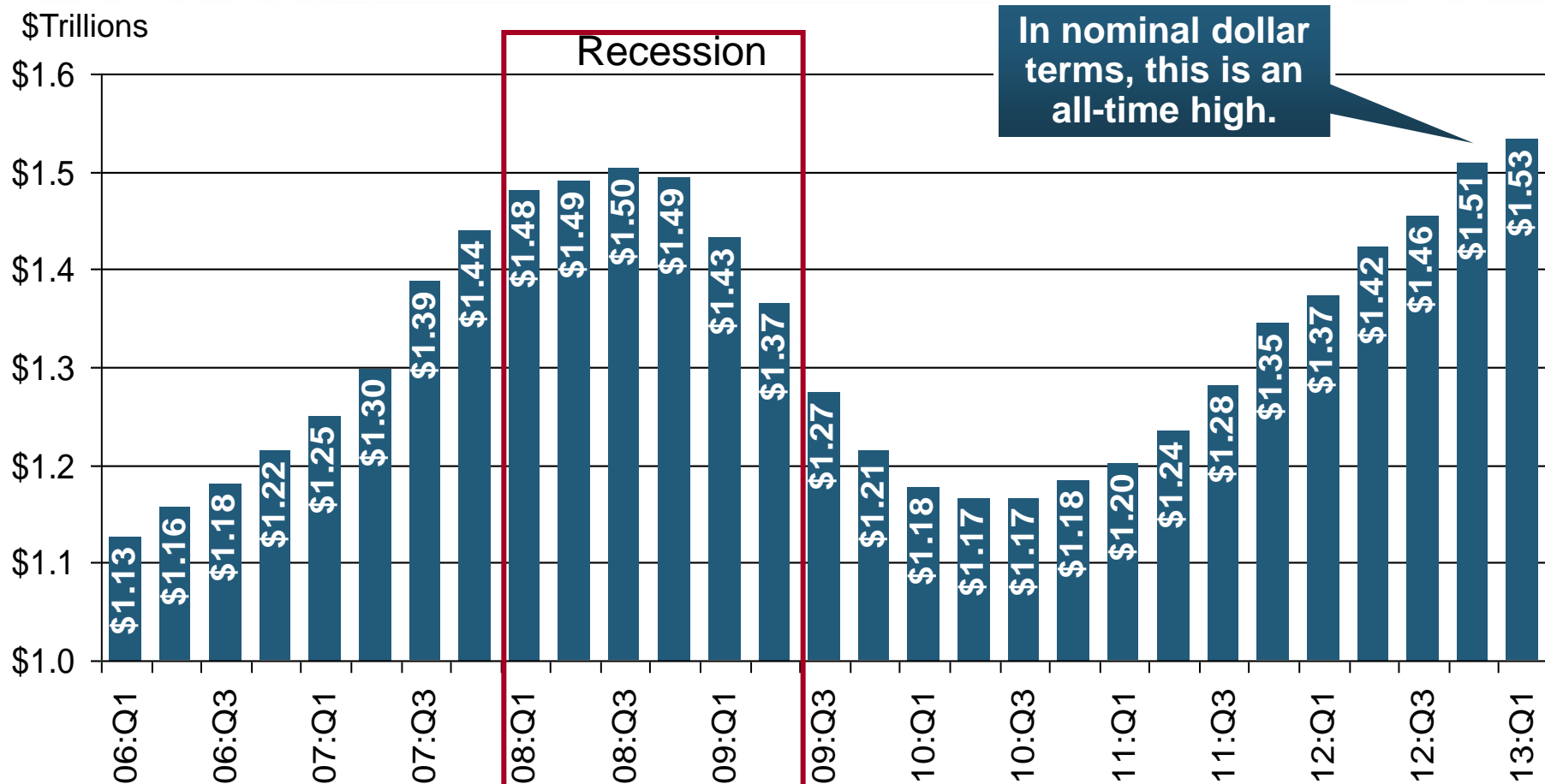
Billions



Note: Recession indicated by gray shaded column. Data are seasonally adjusted annual rates.

Sources: <http://research.stlouisfed.org/fred2/series/WASCUR>; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Commercial & Industrial Loans Outstanding at FDIC-Insured Banks, Quarterly, 2006-2013*

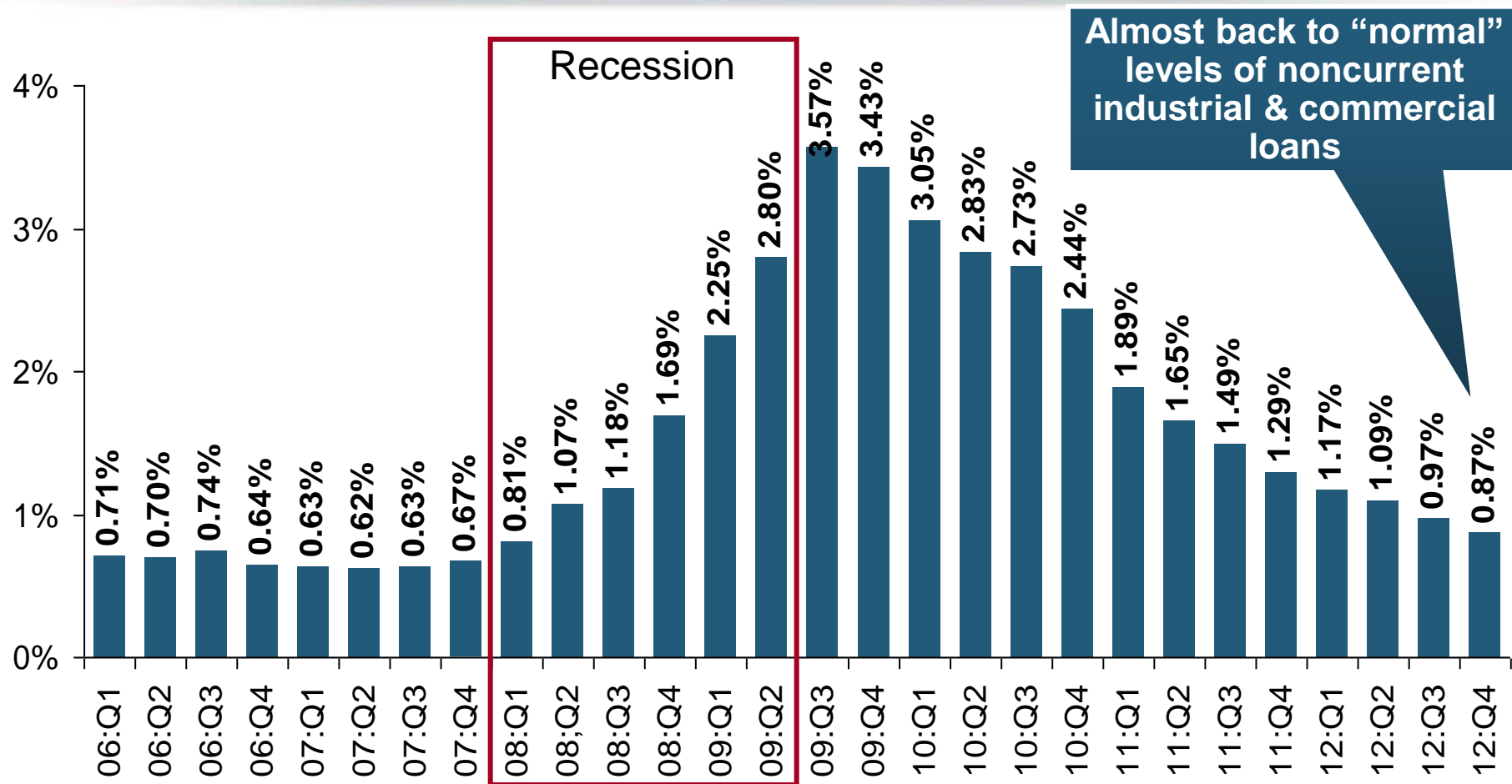


Outstanding loan volume has been growing for over two years and (as of year-end 2012) surpassed previous peak levels.

*Latest data as of 6/14/2013.

Source: FDIC at <http://www2.fdic.gov/qbp/> (Loan Performance spreadsheet); Insurance Information Institute.

Percent of Non-current Commercial & Industrial Loans Outstanding at FDIC-Insured Banks, Quarterly, 2006:Q1, 2006-2012:Q4*



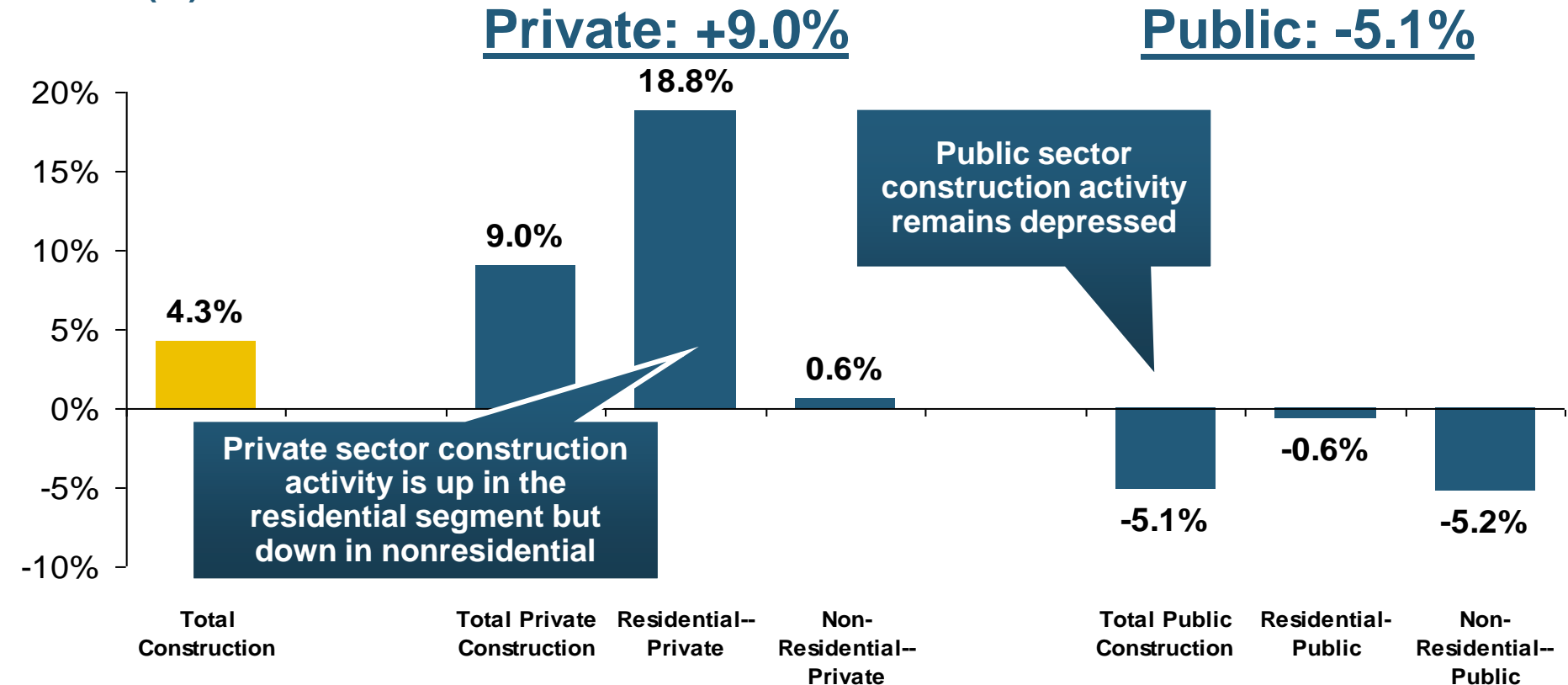
Non-current loans (those past due 90 days or more or in nonaccrual status) are back to early-recession levels, fueling bank willingness to lend.

*Latest data as of 3/18/2013.

Source: FDIC at <http://www2.fdic.gov/qbp/> (Loan Performance spreadsheet); Insurance Information Institute.

Value of Construction Put in Place, April 2013 vs. April 2012*

Growth (%)



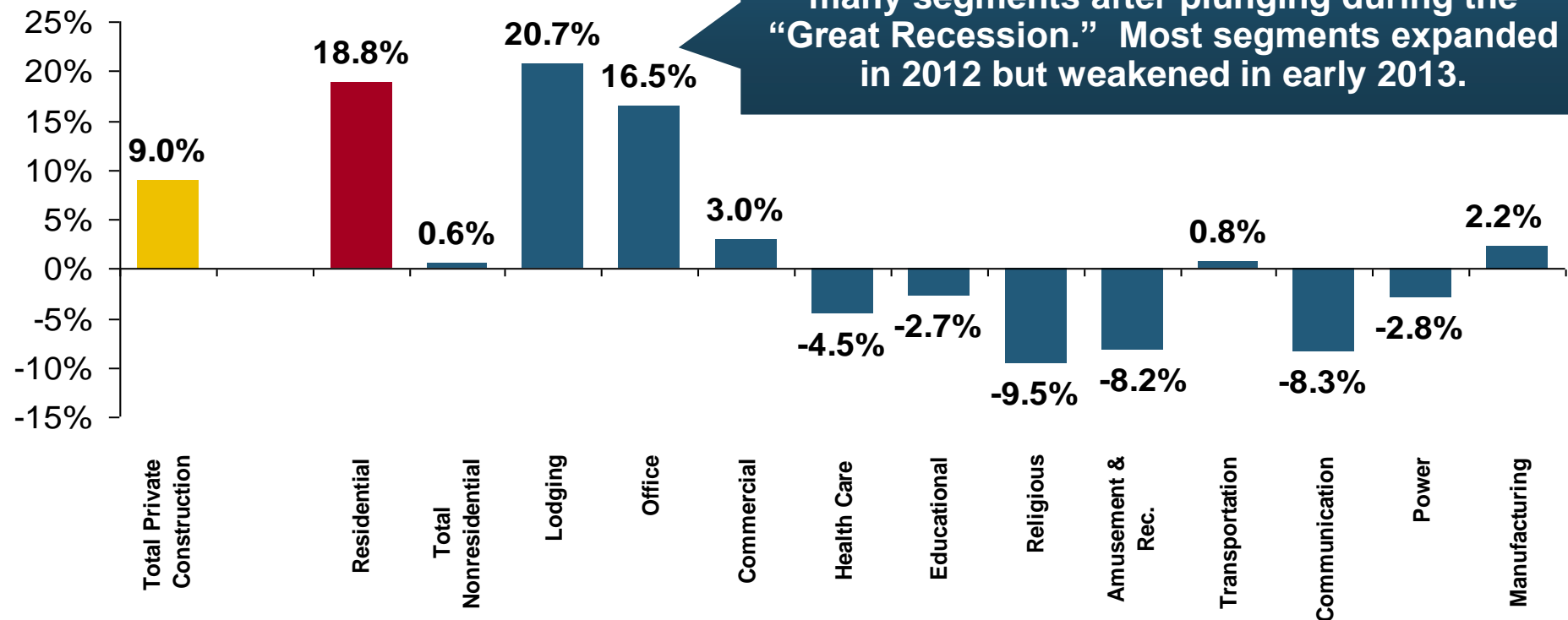
Overall Construction Activity is Up, But Growth Is Entirely in the Private Sector as State/Local Government Budget Woes Continue

*seasonally adjusted

Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

Value of Private Construction Put in Place, by Segment, Apr. 2013 vs. Apr. 2012*

Growth (%)



Private Construction Activity is Up in Some Segments, Including the Key Residential Construction Sector, But Weakening in Early 2013

*seasonally adjusted

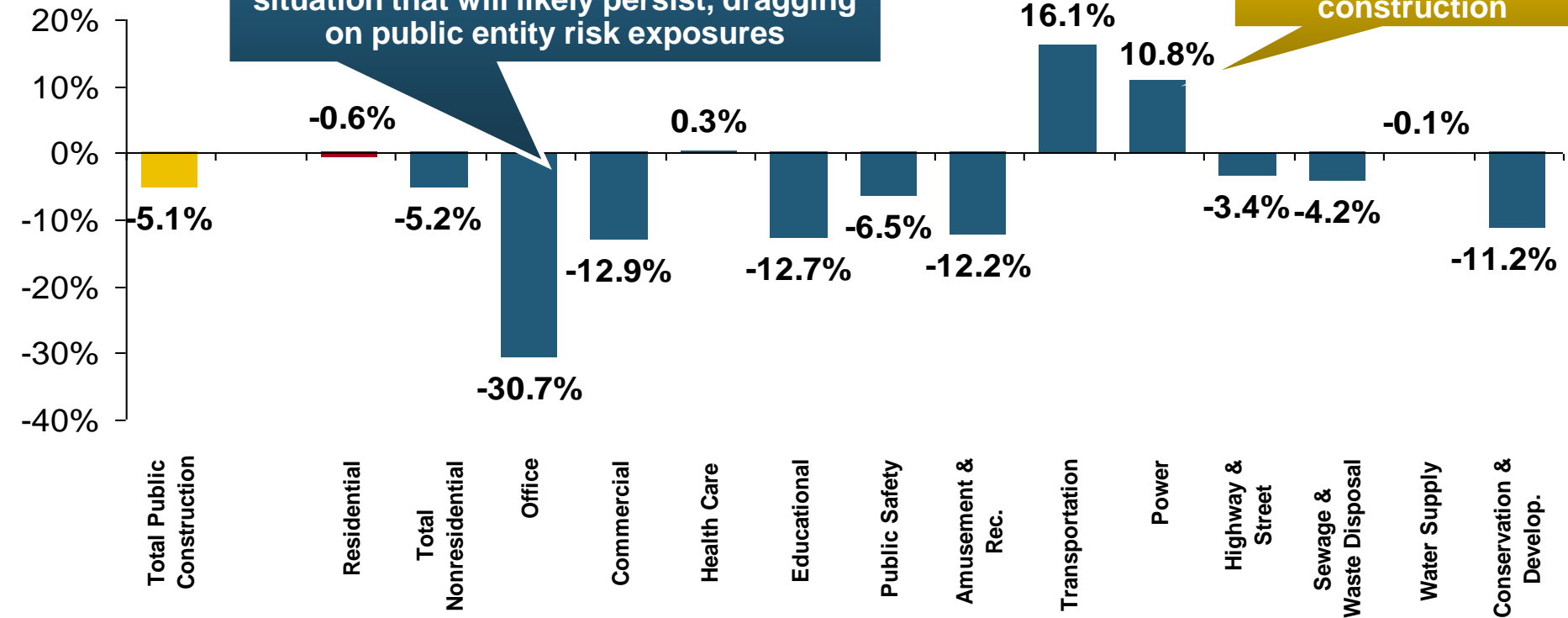
Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

Value of Public Construction Put in Place, by Segment, Apr. 2013 vs. Apr. 2012*

Growth (%)

Public sector construction activity is down substantially in most segments, a situation that will likely persist, dragging on public entity risk exposures

Transportation and Power projects lead public sector construction



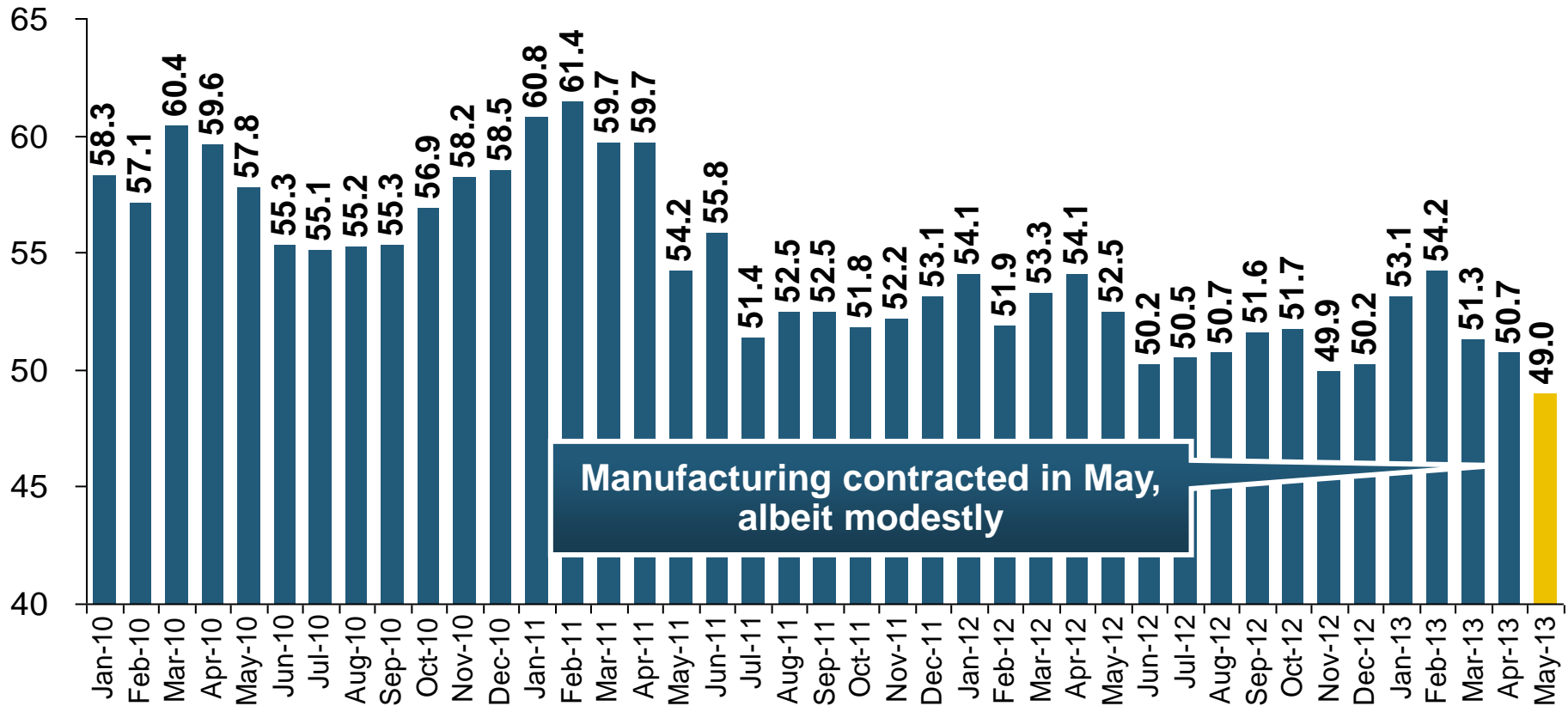
Public Construction Activity is Down in Many Segments as State and Local Budgets Remain Under Stress; Improvement Possible in 2014.

*seasonally adjusted

Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

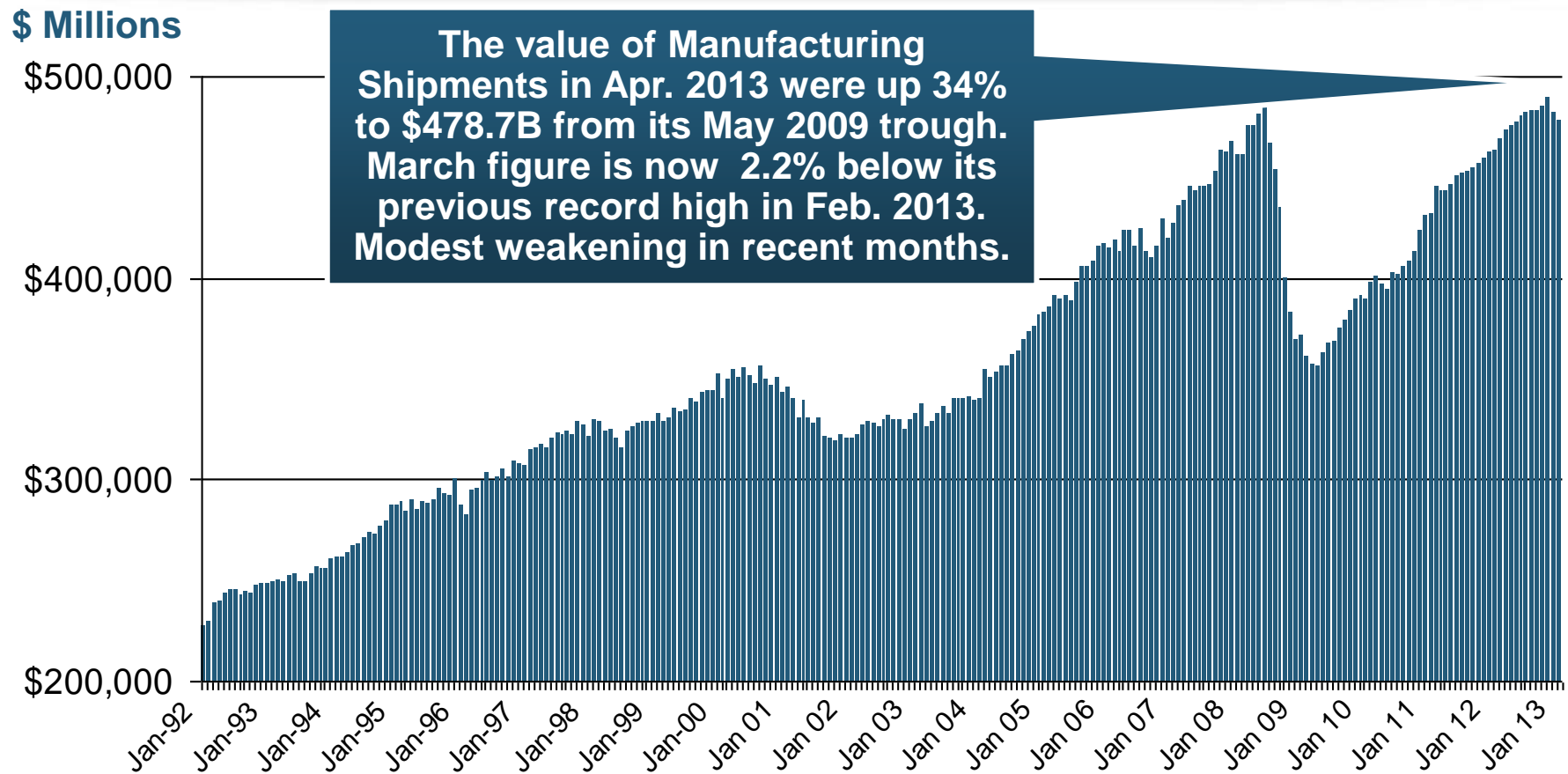
ISM Manufacturing Index (Values > 50 Indicate Expansion)

January 2010 through May 2013



The manufacturing sector expanded for 39 of the 41 months from Jan. 2010 through May 2013. Recent weakness stems largely from woes in Europe and a Slowdown in China.

Dollar Value* of Manufacturers' Shipments Monthly, Jan. 1992—Apr. 2013

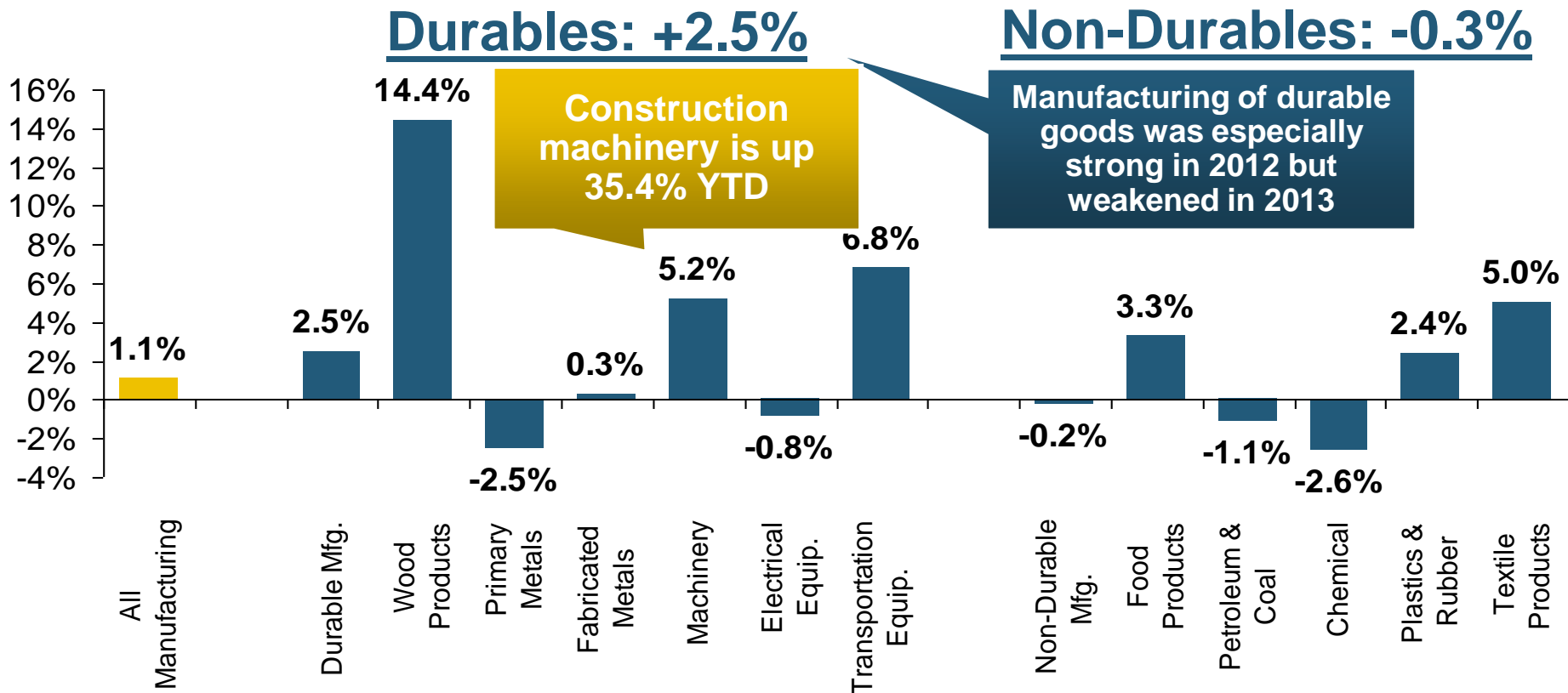


*seasonally adjusted

Source: U.S. Census Bureau, *Full Report on Manufacturers' Shipments, Inventories, and Orders*, <http://www.census.gov/manufacturing/m3/>

Manufacturing Growth for Selected Sectors, 2013 vs. 2013*

Growth (%)



Manufacturing Is Expanding—Albeit More Slowly—Across a Number of Sectors that Will Contribute to Growth in Insurable Exposures Including: WC, Commercial Property, Commercial Auto and Many Liability Coverages

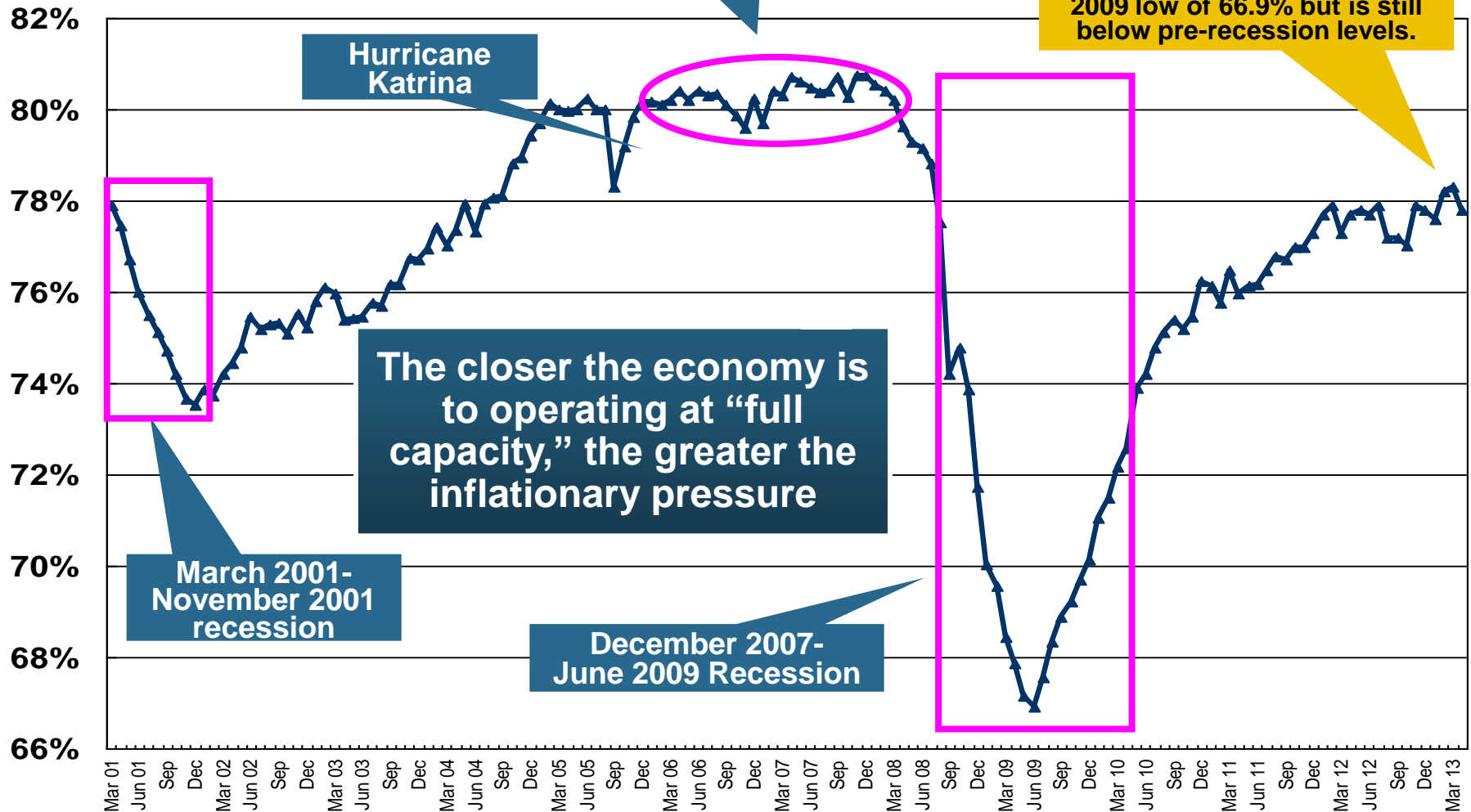
*Seasonally adjusted; Date are YTD comparing data through April 2013 to the same period in 2012.

Source: U.S. Census Bureau, *Full Report on Manufacturers' Shipments, Inventories, and Orders*, <http://www.census.gov/manufacturing/m3/>

Recovery in Capacity Utilization is a Positive Sign for Commercial Exposures

March 2001 through April 2013

Percent of Industrial Capacity

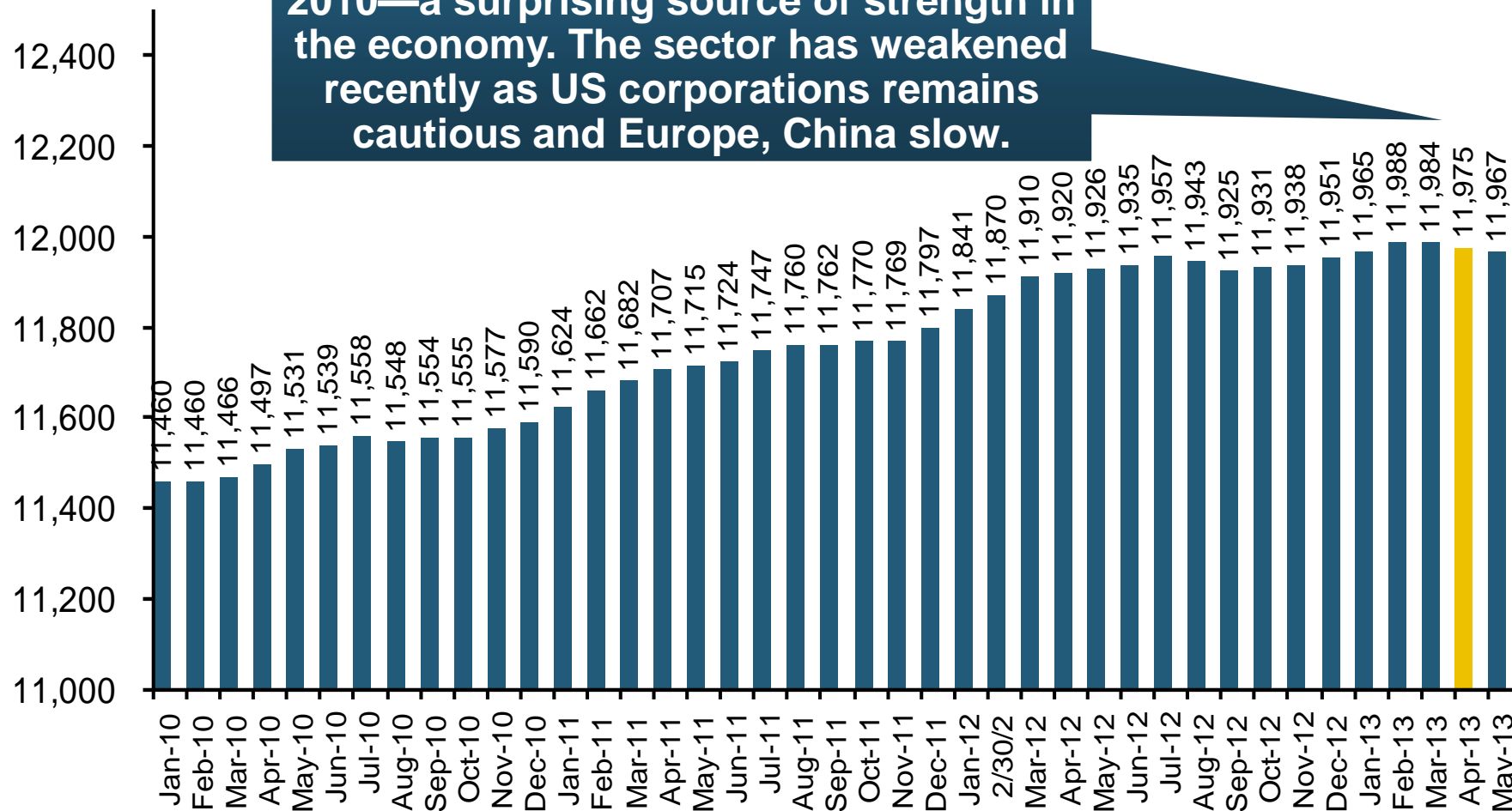


Source: Federal Reserve Board statistical releases at <http://www.federalreserve.gov/releases/q17/Current/default.htm>.

Manufacturing Employment, Jan. 2010—May 2013*

(Thousands)

Manufacturing employment is up by more than 500,000 or 4.4% since Jan. 2010—a surprising source of strength in the economy. The sector has weakened recently as US corporations remains cautious and Europe, China slow.

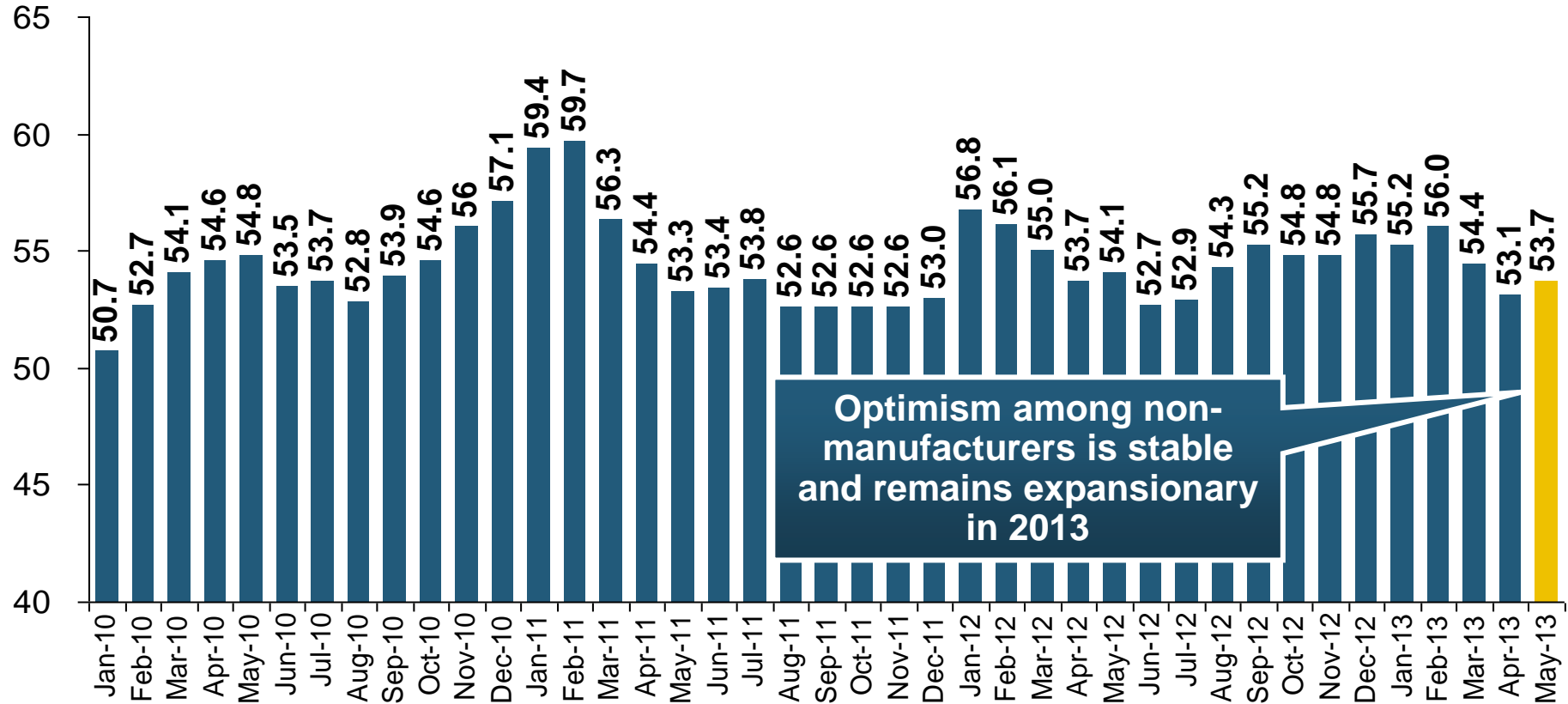


*Seasonally adjusted

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

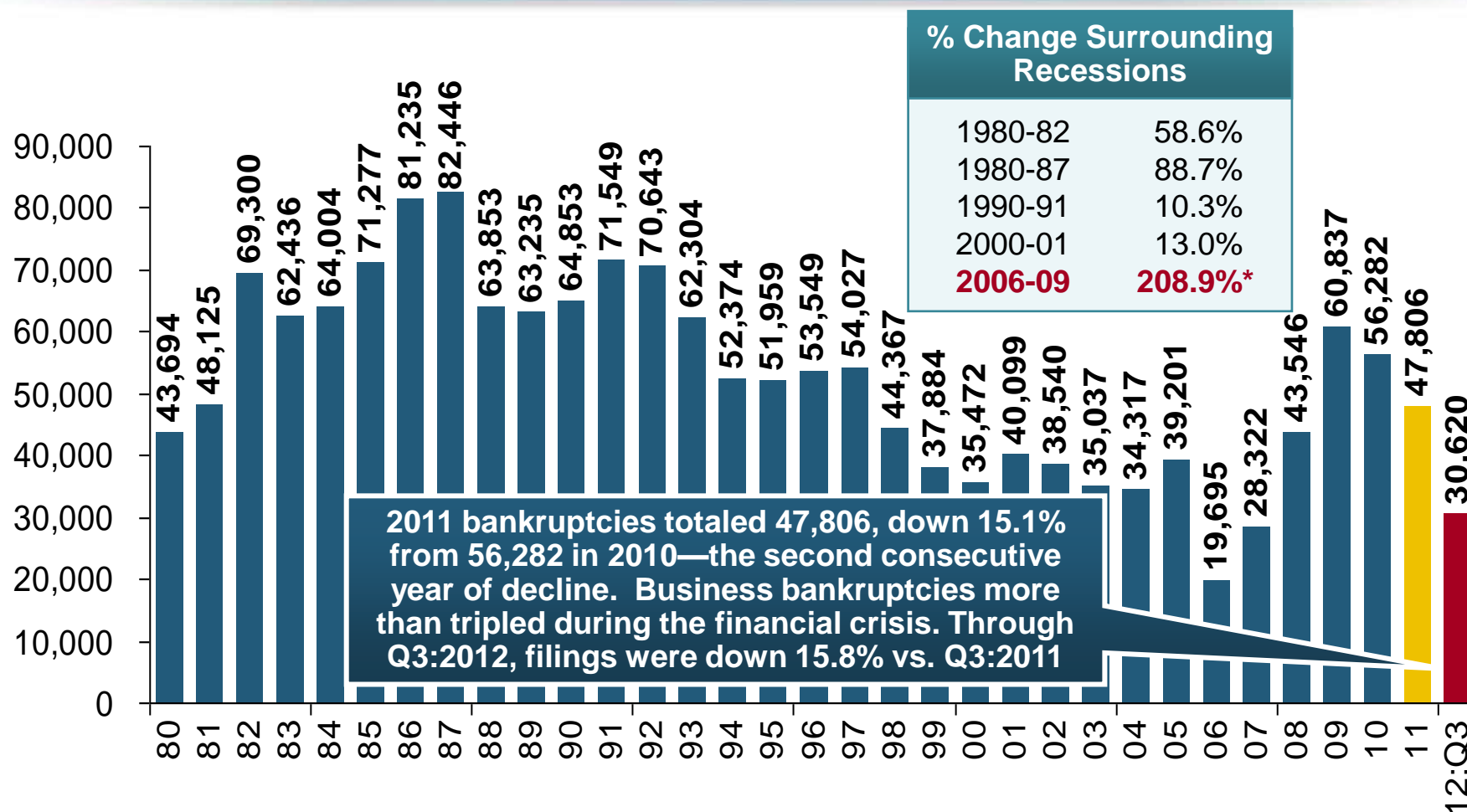
ISM Non-Manufacturing Index (Values > 50 Indicate Expansion)

January 2010 through May 2013



Non-manufacturing industries have been expanding and adding jobs. The question is whether this will continue.

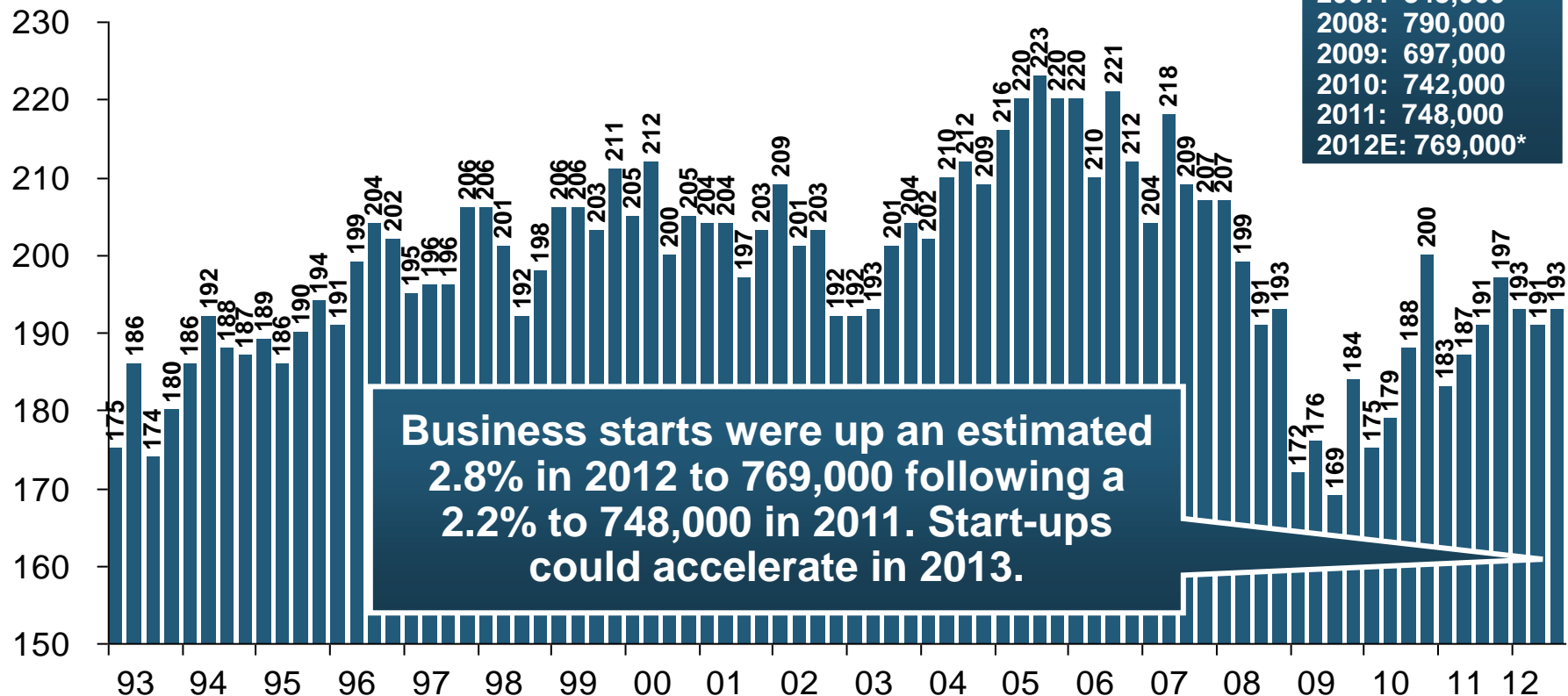
Business Bankruptcy Filings, 1980-2012:Q3



Significant Exposure Implications for All Commercial Lines as Business Bankruptcies Begin to Decline

Private Sector Business Starts, 1993:Q2 – 2012:Q3*

(Thousands)



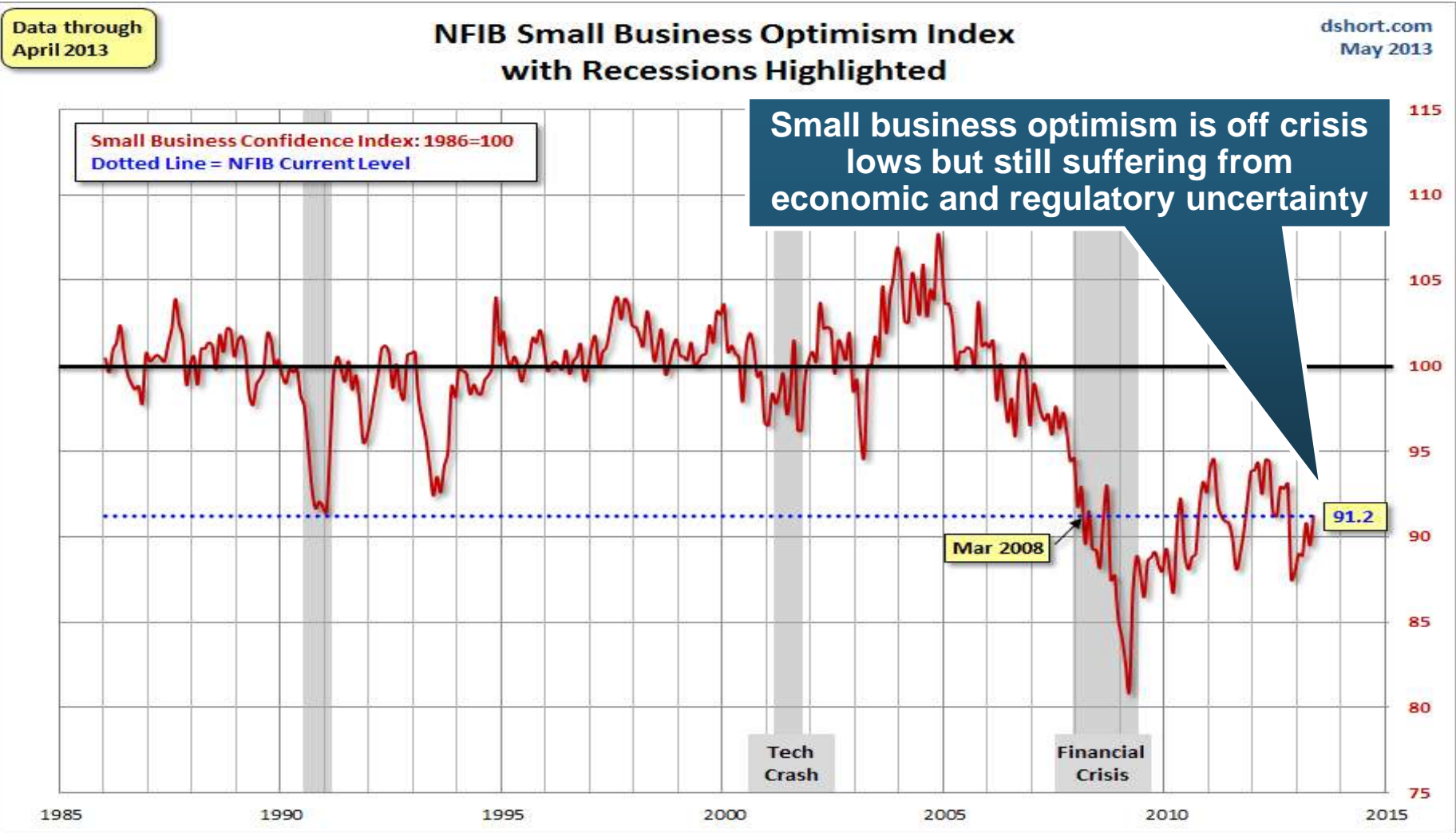
**Business Starts Were Down Nearly 20% in the Recession,
Holding Back Most Types of Commercial Insurance Exposure, But
Are Recovering Slowly**

* Data through Sep. 30, 2012 are the latest available as of June 21, 2013; Seasonally adjusted.

Source: Bureau of Labor Statistics, <http://www.bls.gov/news.release/cewbd.t08.htm>.

NFIB Small Business Optimism Index

January 1985 through April 2013



Source: National Federation of Independent Business at <http://www.advisorperspectives.com/dshort/charts/indicators/Sentiment.html?NFIB-optimism-index.gif> ; Insurance Information Institute.

12 Industries for the Next 10 Years: Insurance Solutions Needed

| |
|---|
| Health Care |
| Health Sciences |
| Energy (Traditional) |
| Alternative Energy |
| Petrochemical |
| Agriculture |
| Natural Resources |
| Technology (incl. Biotechnology) |
| Light Manufacturing |
| Insourced Manufacturing |
| Export-Oriented Industries |
| Shipping (Rail, Marine, Trucking, Pipelines) |

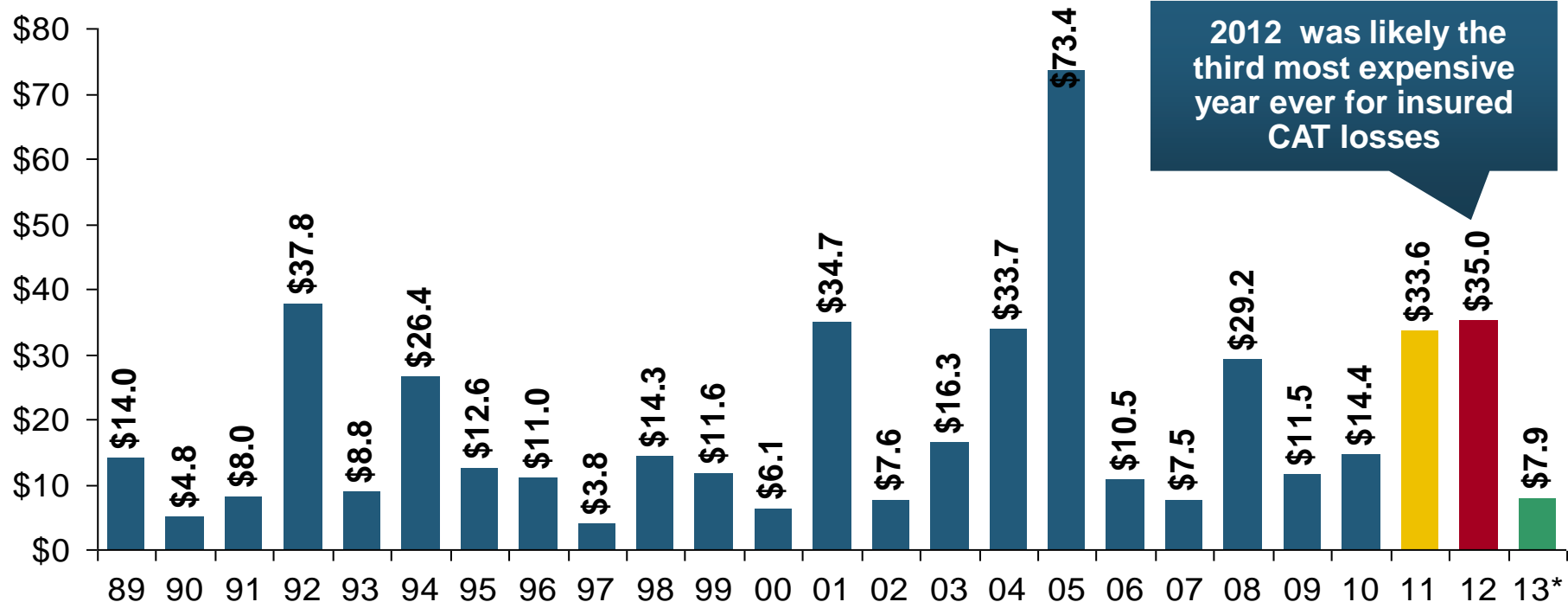
Many industries are poised for growth, though insurers' ability to capitalize on these industries varies widely

U.S. Insured Catastrophe Loss Update

**Catastrophe Losses in Recent Years
Have Been Very High**

U.S. Insured Catastrophe Losses

(\$ Billions, 2012 Dollars)



2012 Was the 3rd Highest Year on Record for Insured Losses in U.S. History on an Inflation-Adj. Basis. 2011 Losses Were the 6th Highest. YTD 2013 Running Below Average But Q3 Is Typically the Costliest Quarter.

Record tornado losses caused 2011 CAT losses to surge

*Through 6/2/13. Includes \$2.6B for 2013:Q1 (PCS) and \$5.32B for the period 4/1 – 6/2/13 (Aon Benfield Monthly Global Catastrophe Recap).

Note: 2001 figure includes \$20.3B for 9/11 losses reported through 12/31/01 (\$25.9B 2011 dollars). Includes only business and personal property claims, business interruption and auto claims. Non-prop/BI losses = \$12.2B (\$15.6B in 2011 dollars.)


Sources: Property Claims Service/ISO; Insurance Information Institute.

Impact: Documents Insurer Charitable Actions Following Hurricane Sandy











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|  | Summer 2009 |

NEWS



November 6, 2012. Red Cross volunteers Jessica Elam and Gilbert Abney in Staten Island, New York.
Photo by Talia Frankel/American Red Cross

IMPACT: The Insurance Industry's Contribution To Community Development
[Allianz Life Gives More Than \\$1.8 Million And 12,000 Hours To The Community; Company's 2012 Report To The Community Highlights Focus On Financial Literacy, Senior Services](#)
Business Wire ... June 12, 2013 Wednesday 2:32 PM GMT
Allianz Life Insurance Company of North America (Allianz Life ®) announced in its 2012 Report to the Community that it gave more than \$1.8 million to support Twin Cities' community organizations...

[WellCare Community Foundation Donates \\$10,000 To The Texas Disaster Relief Fund.](#)
PRWeb Newswire ... June 11, 2013
Tampa, Fla. (PRWEB) June 11, 2013 WellCare Health Plans, Inc. (NYSE: WCG) today announced that the WellCare Community Foundation has donated \$10,000 to the Texas Disaster Relief Fund to support...

[Women In Insurance Global Conference](#)
Insurance Charitable Foundation ... June 13, 2013

[Erie Insurance Makes Summer In Pittsburgh Seriously Good With Free Pedicab Rides, Bike Tune Ups And Live Music](#)
News Bites US Markets ... June 11, 2013 Tuesday
[News Story] ERIE, Pa., June 10, 2013 - Summers in Pittsburgh are always loaded with family-friendly activities and outdoor events, and Erie Insurance is joining the fun this season to get visitors...

See Complete Global Center Box

Moore, OK, Tornado: Media Coverage Was Generally Favorable

- Industry had a highly visible, rapid response as Catastrophe Response Teams massed at the “Command Center” at the First Baptist Church in Moore within 48 hours
- A number of insurers had communications people embedded with their Cat teams



Moore, OK, Tornado: Media Coverage Was Generally Favorable

- OK Insurance Commissioner John Doak & DOI
 - ◆ Fair, friendly, efficient, well-prepared, organized
 - ◆ Former State Farm/Farmers agent; Also worked for Marsh and Aon
 - ◆ Excellent communications person (Kelly Collins)
 - ◆ Doak and Collins are both media savvy
- Rapid credentialing of out-of-state adjusters

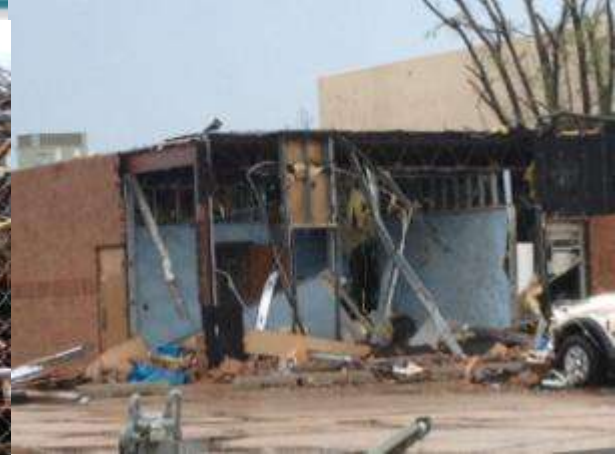


OK Insurance
Commissioner John
Doak with me shortly
before our tour

OK DOI was
credentialing ~40 out
of state adjusters per
hour on site

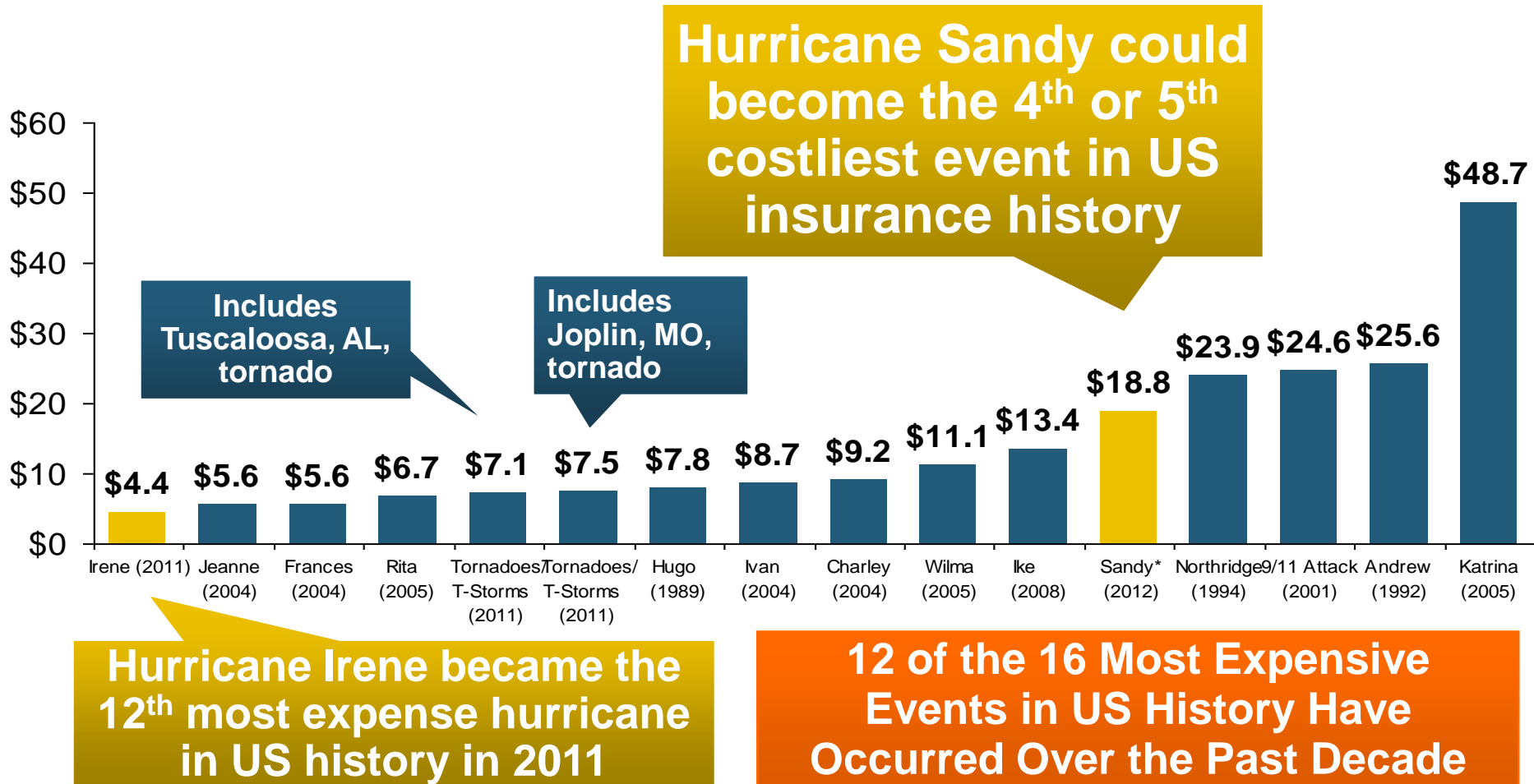


Scenes from my Visit to Moore, OK, Tornado: High Claim Severity



Top 16 Most Costly Disasters in U.S. History

(Insured Losses, 2012 Dollars, \$ Billions)



*PCS estimate as of 4/12/13.

Sources: PCS; Insurance Information Institute inflation adjustments to 2012 dollars using the CPI.

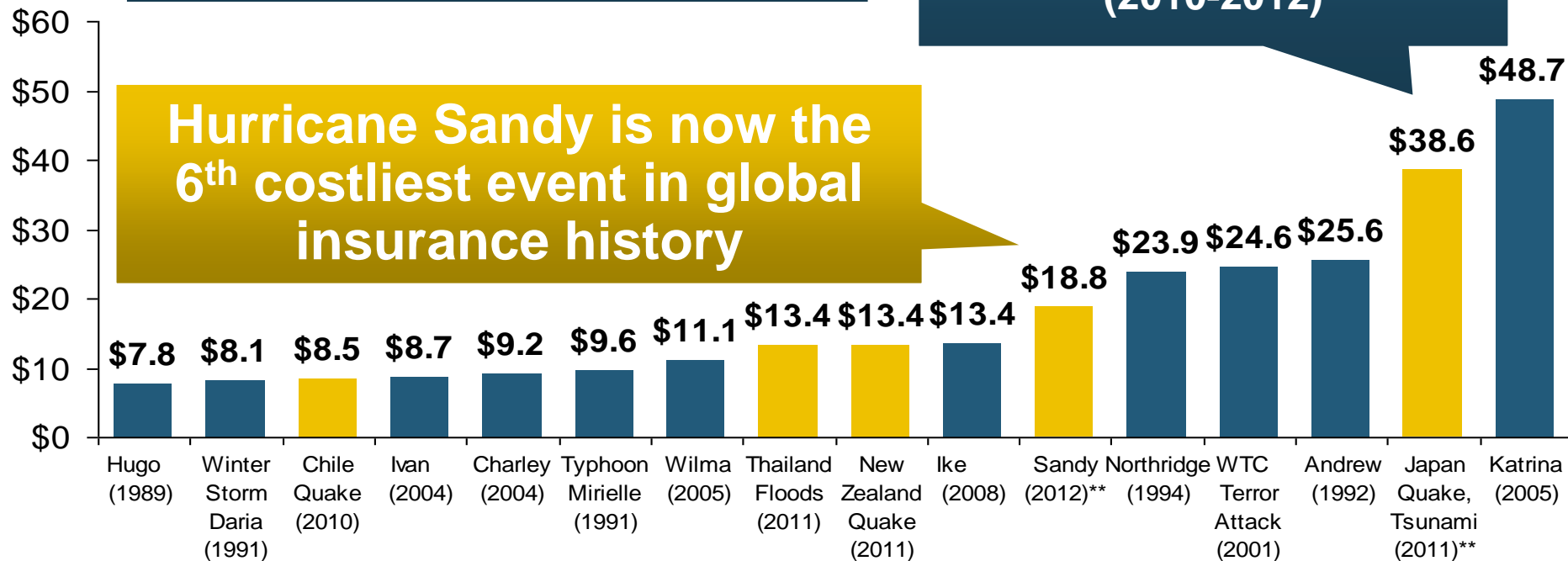
Top 16 Most Costly World Insurance Losses, 1970-2012*

(Insured Losses, 2012 Dollars, \$ Billions)

2012 insured CAT Losses totaled \$60B; Economic losses totaled \$140B, according to Swiss Re

5 of the top 14 most expensive catastrophes in world history have occurred within the past 3 years (2010-2012)

Hurricane Sandy is now the 6th costliest event in global insurance history



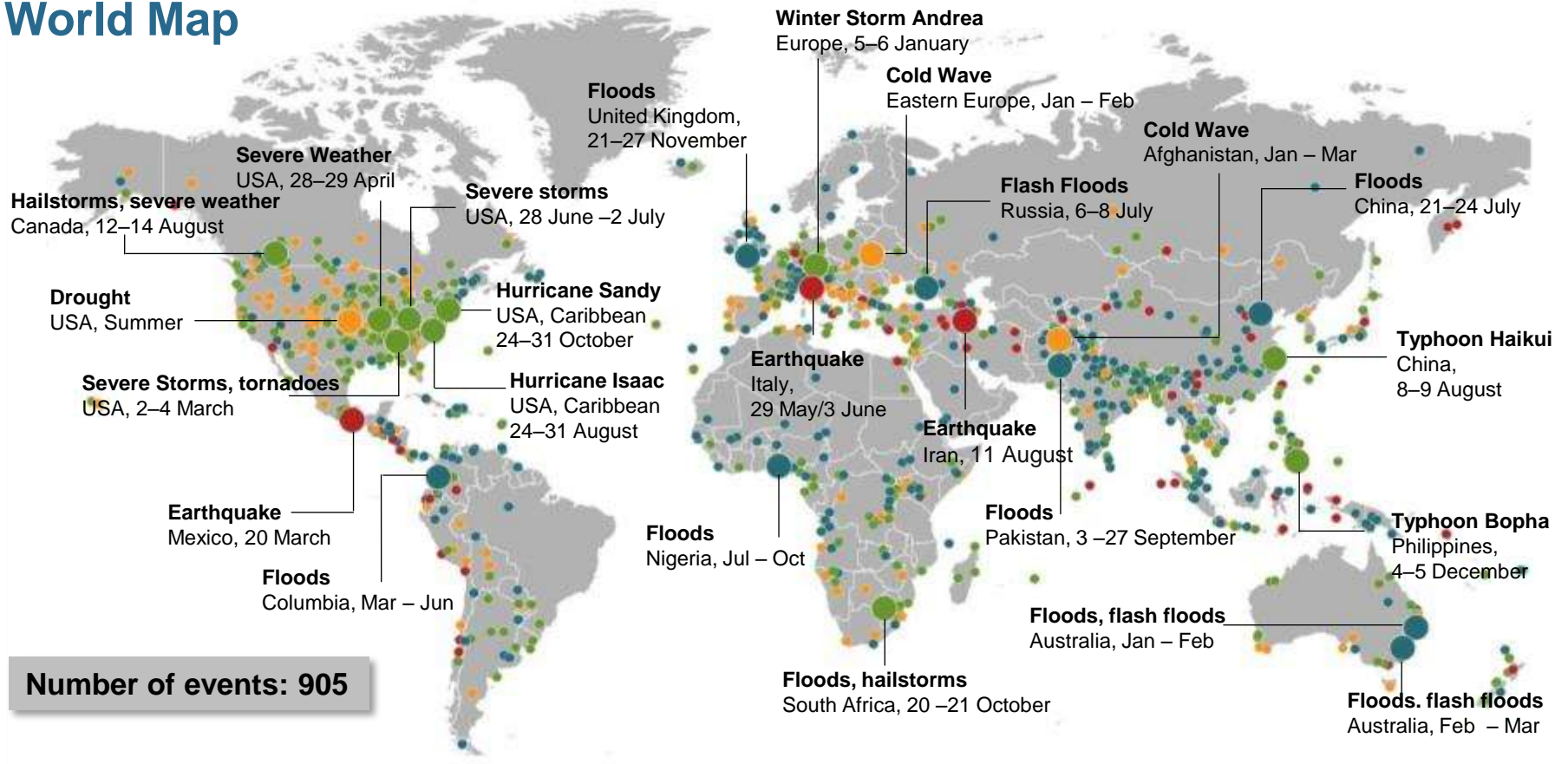
*Figures do not include federally insured flood losses.

**Estimate based on PCS value of \$18.75B as of 4/12/13.

Sources: Munich Re; Swiss Re; Insurance Information Institute research.

Natural Loss Events: Full Year 2012

World Map



○ **Natural catastrophes**

○ **Selection of significant
Natural catastrophes**

● **Geophysical events**
(earthquake, tsunami, volcanic activity)

● **Meteorological events**
(storm)

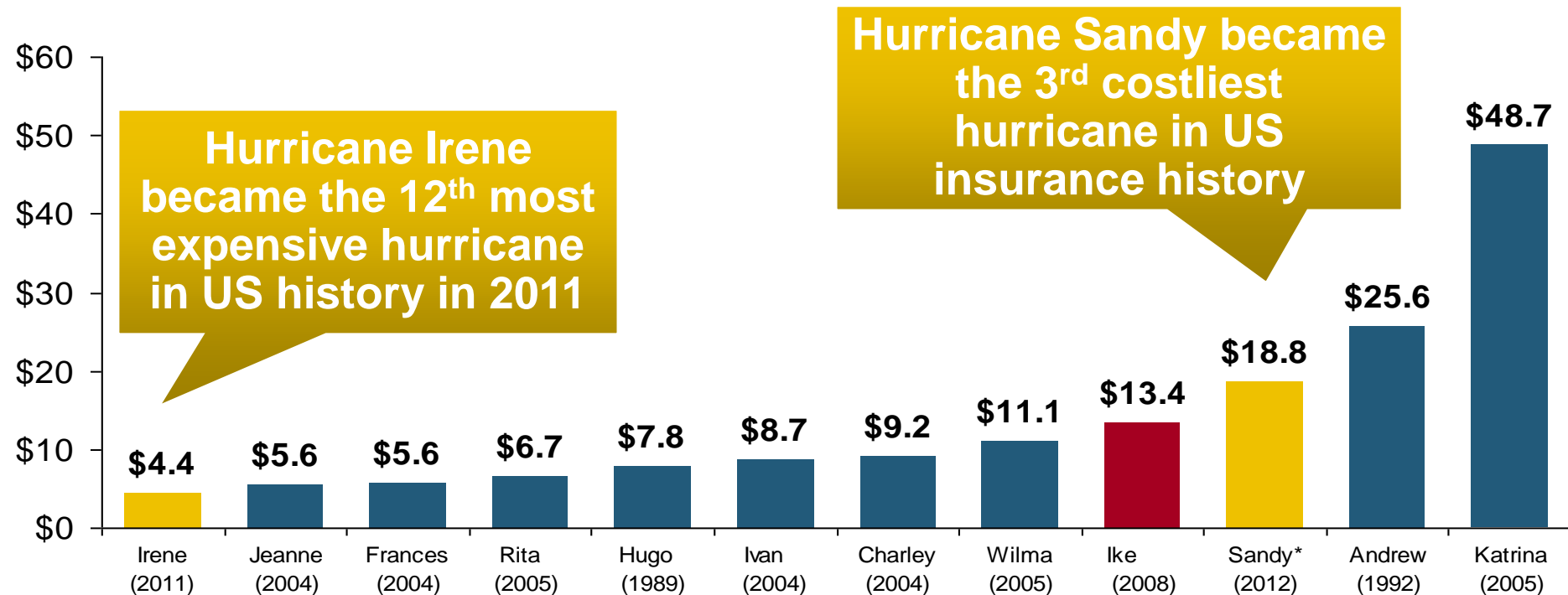
● **Hydrological events**
(flood, mass movement)

● **Climatological events**
(extreme temperature, drought, wildfire)

Top 12 Most Costly Hurricanes in U.S. History

(Insured Losses, 2012 Dollars, \$ Billions)

10 of the 12 most costly hurricanes in insurance history occurred over the past 9 years (2004—2012)



*PCS estimate as of 4/12/13.

Sources: PCS; Insurance Information Institute inflation adjustments to 2012 dollars using the CPI.

Outlook for 2013 Hurricane Season: 75% Worse Than Average

| Forecast Parameter | Median (1981-2010) | 2013F |
|-------------------------------|-----------------------|-------|
| Named Storms | 12.0 | 18 |
| Named Storm Days | 60.1 | 95 |
| Hurricanes | 6.5 | 9 |
| Hurricane Days | 21.3 | 40 |
| Major Hurricanes | 2.0 | 4 |
| Major Hurricane Days | 3.9 | 9 |
| Accumulated Cyclone Energy | 92.0 | 165 |
| Net Tropical Cyclone Activity | 103% | 175% |

Source: Philip Klotzbach and Dr. William Gray, Colorado State University, April 10, 2013, accessed at <http://tropical.atmos.colostate.edu/forecasts/2013/apr2013/apr2013.pdf> ; Insurance Information Institute..

Landfall Probabilities for 2013 Hurricane Season: Above Average

| | Average* | 2013F |
|--|----------|-------|
| Entire US East & Gulf Coasts | 52% | 72% |
| US East Coast Including Florida Peninsula | 31% | 48% |
| Gulf Coast from Florida Panhandle to Brownsville | 30% | 47% |
| Caribbean | 42% | 61% |

*Average over the past century.

Source: Philip Klotzbach and Dr. William Gray, Colorado State University, April 10, 2013.

Natural Disaster Losses in the United States: 2012

| As of January 1, 2013 | Number of Events | Fatalities | Estimated Overall Losses (US \$m) | Estimated Insured Losses (US \$m) |
|----------------------------|------------------|------------|-----------------------------------|-----------------------------------|
| Tropical Cyclone | 4 | 143 | 52,240 | 26,360 |
| Severe Thunderstorm | 115 | 118 | 27,688 | 14,914 |
| Drought | 2 | 0 | 20,000 | 16,000[†] |
| Wildfire | 38 | 13 | 1,112 | 595 |
| Winter Storm | 2 | 7 | 81 | 38 |
| Flood | 19 | 3 | 13 | 0^{††} |
| TOTALS | 184 | 284 | \$101,134 | \$57,907 |

Source: MR NatCatSERVICE

[†] - Includes Federal Crop Insurance Losses. ^{††} - Excludes federal flood.

Significant Natural Catastrophes, 2012

(Events with \$1 billion economic loss and/or 50 fatalities)

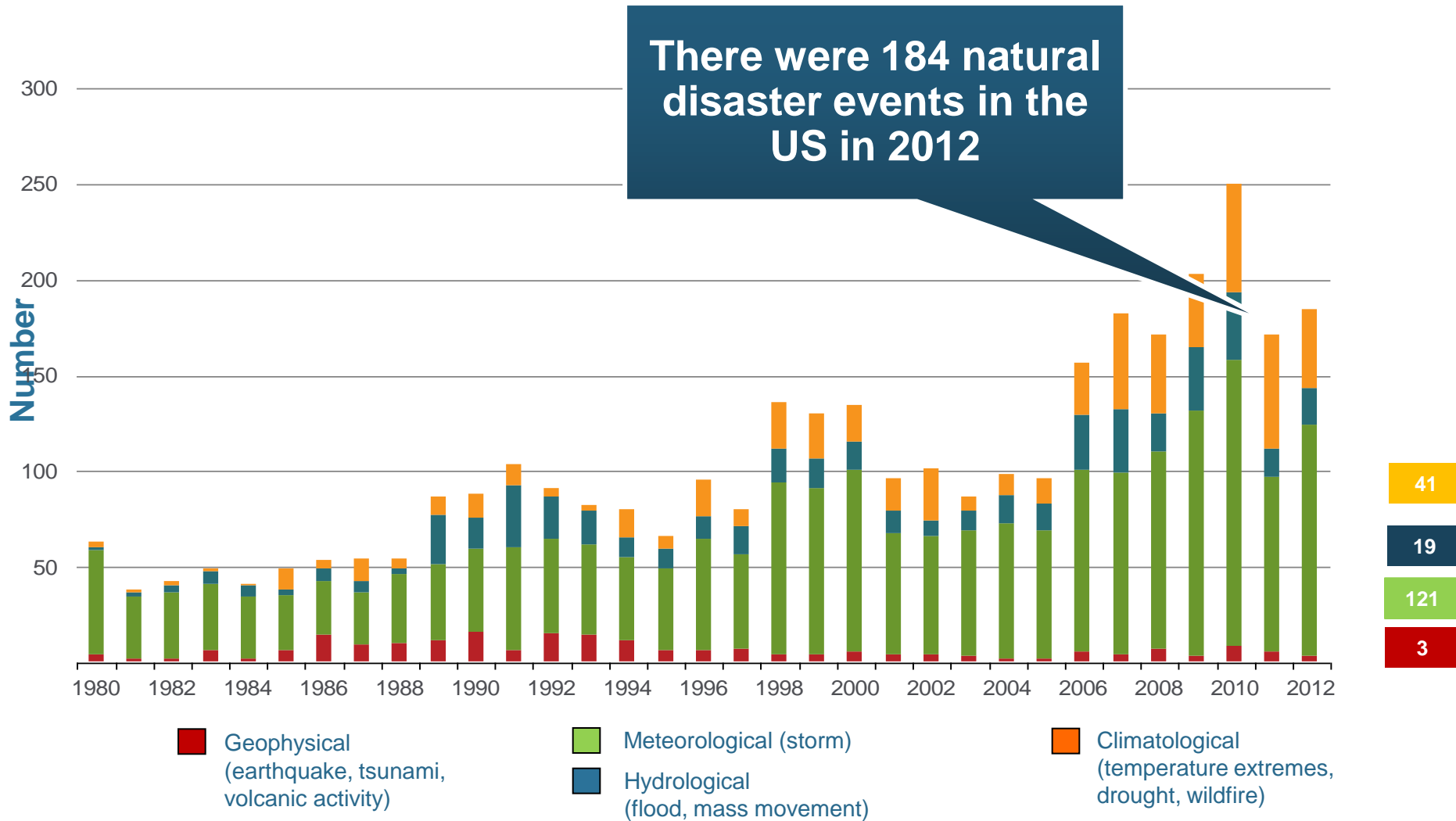
| Date | Event | Estimated Economic Losses (US \$m) | Estimated Insured Losses (US \$m) |
|------------------|--------------------|------------------------------------|-----------------------------------|
| June – Sept 2012 | Central US Drought | 20,000 | 16,000 [†] |
| March 2 - 3 | Thunderstorms | 5,000 | 2,500 |
| April 2 – 4 | Thunderstorms | 1,550 | 775 |
| April 13- 15 | Thunderstorms | 1,800 | 910 |
| April 28 – 29 | Thunderstorms | 4,500 | 2,500 |
| May 25 – 30 | Thunderstorms | 3,400 | 1,700 |
| June 6 – 7 | Thunderstorms | 1,400 | 1,000 |
| June 11 – 13 | Thunderstorms | 1,900 | 950 |
| June 28 – July 2 | Thunderstorms | 4,000 | 2,000 |
| August 26 - 30 | Hurricane Isaac | 2,000 | 1,220 |
| October 28 - 30 | Hurricane Sandy | 50,000 | 25,000 ^{††} |

Source: MR NatCatSERVICE

[†] - Includes Federal Crop Insurance Losses.; ^{††} - Excludes NFIP losses.

Natural Disasters in the United States, 1980 – 2012

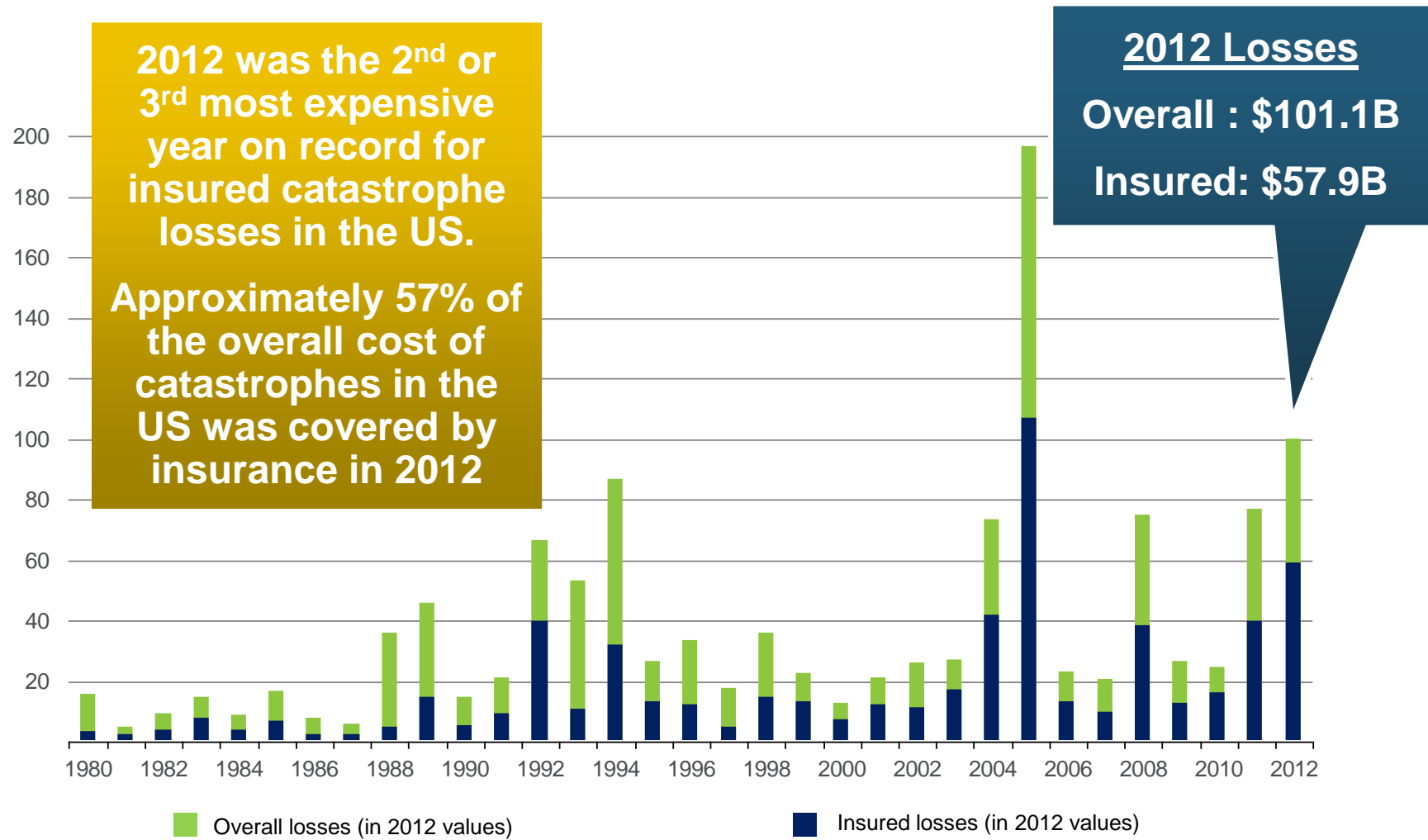
Number of Events (Annual Totals 1980 – 2012)



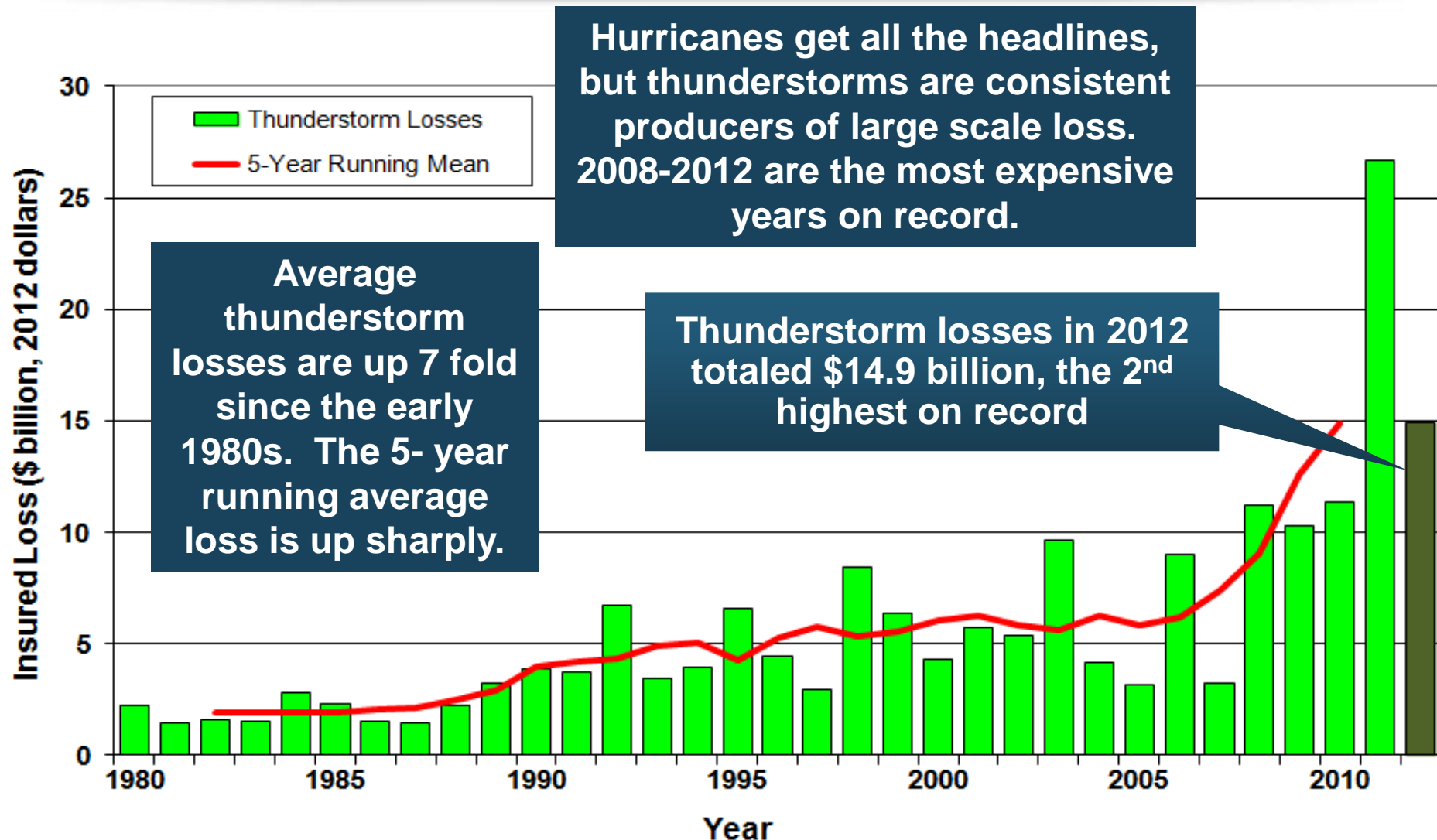
Losses Due to Natural Disasters in the US, 1980–2012 (Overall & Insured Losses)

(Overall and Insured Losses)

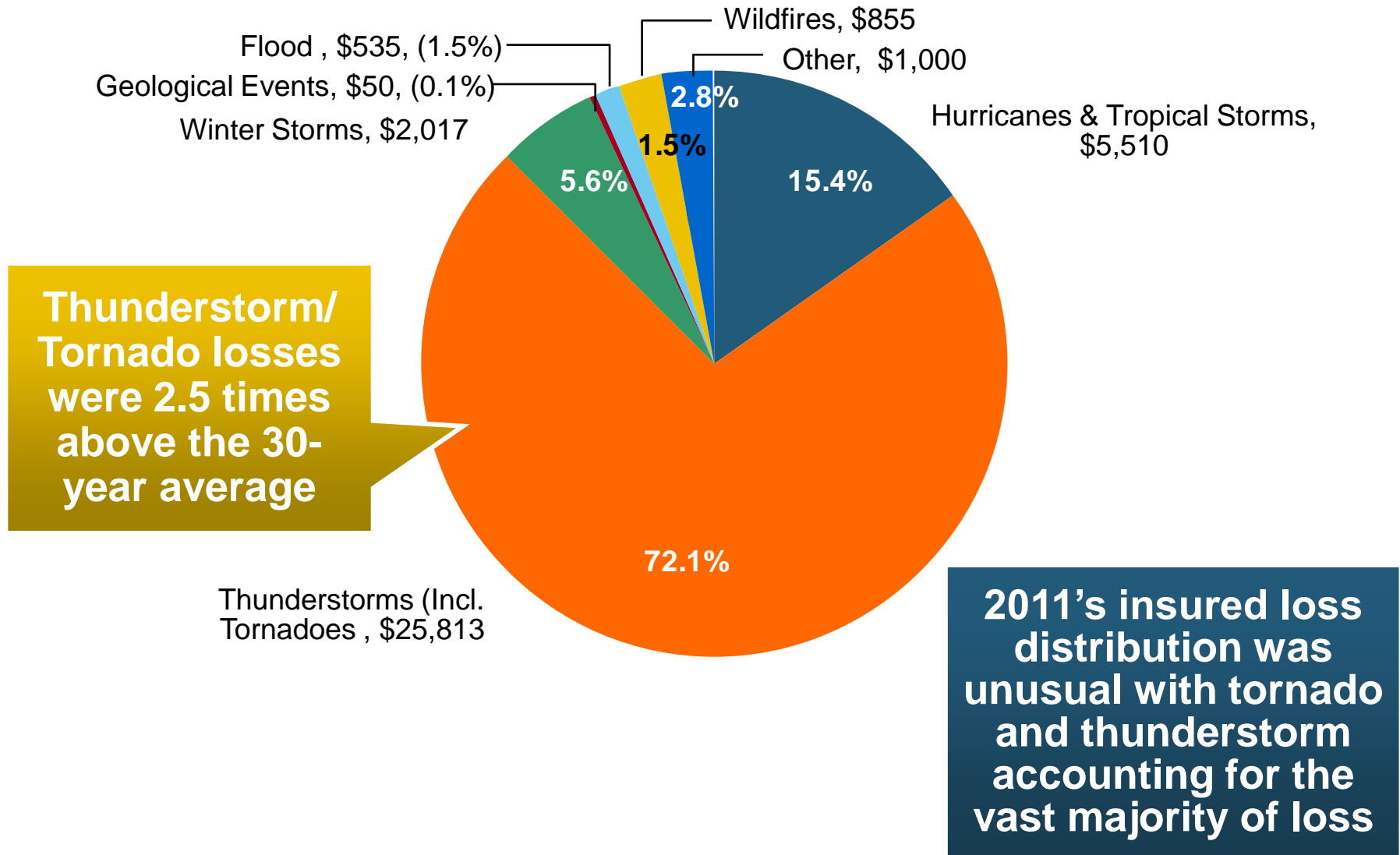
(2012 Dollars, \$ Billions)



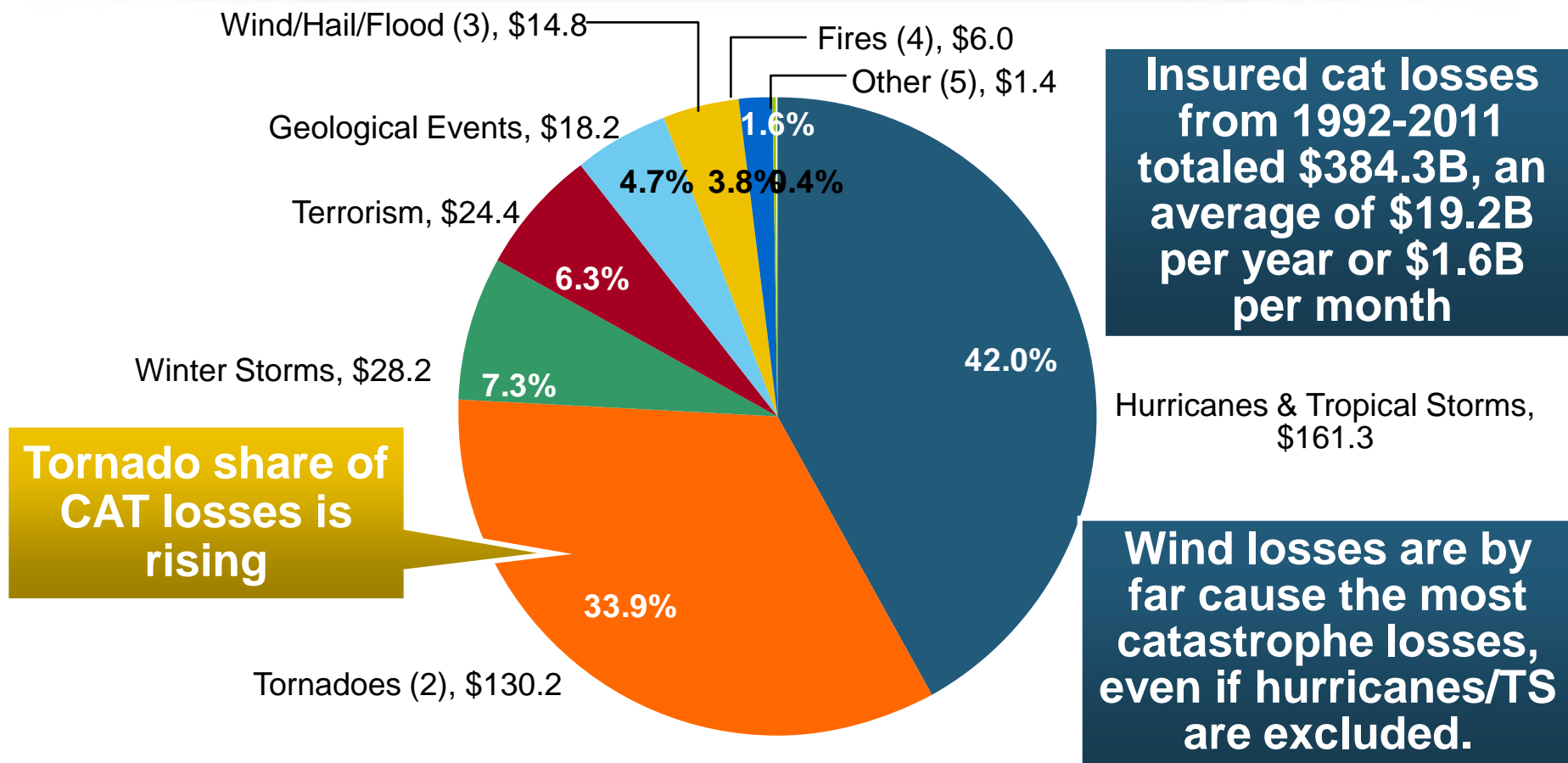
U.S. Thunderstorm Loss Trends, 1980 – 2012



U.S. Insured Catastrophe Losses by Cause of Loss, 2011 (\$ Millions)



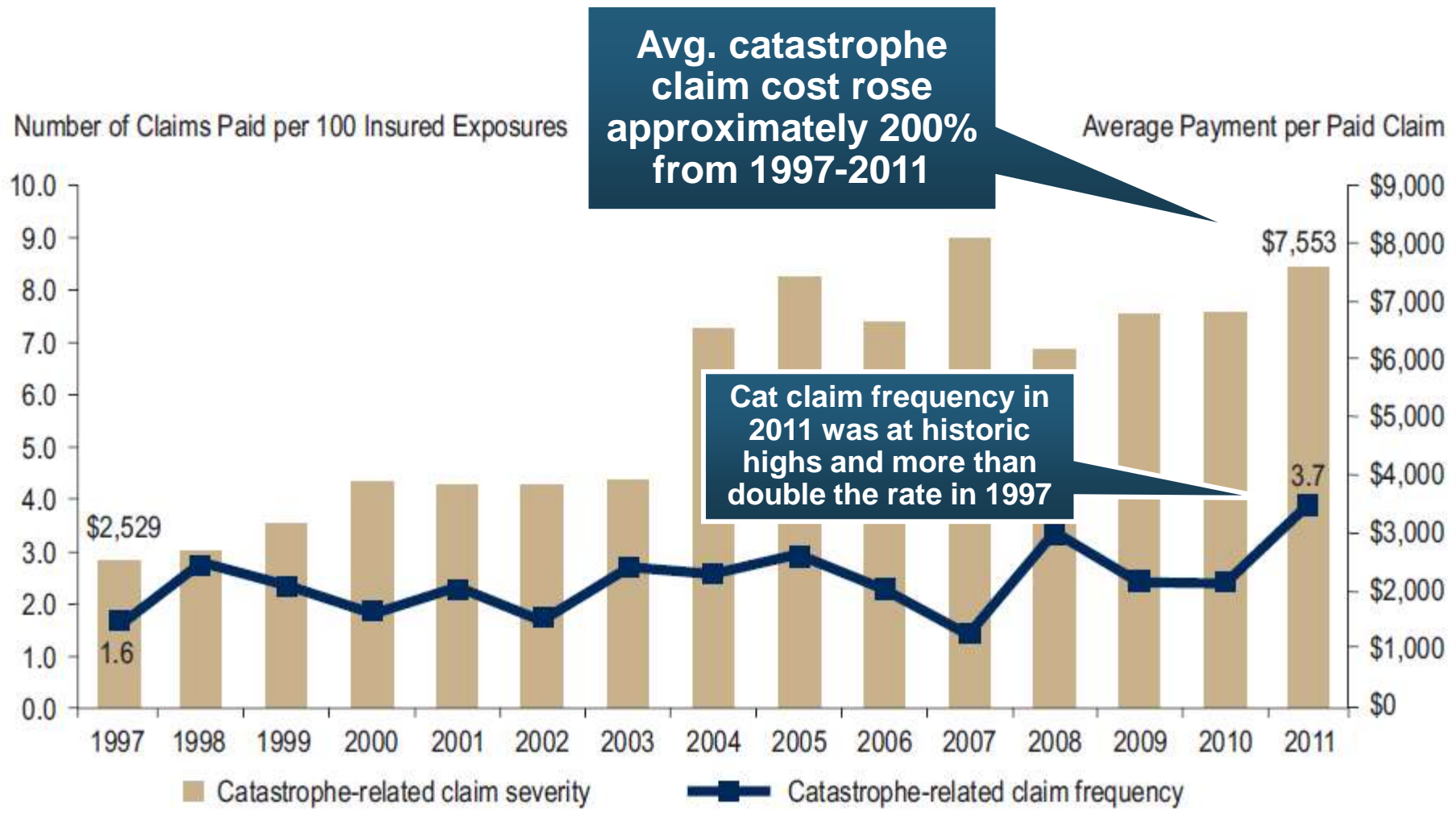
Inflation Adjusted U.S. Catastrophe Losses by Cause of Loss, 1992–2011¹



1. Catastrophes are defined as events causing direct insured losses to property of \$25 million or more in 2009 dollars.
2. Excludes snow.
3. Does not include NFIP flood losses
4. Includes wildland fires
5. Includes civil disorders, water damage, utility disruptions and non-property losses such as those covered by workers compensation.

Source: ISO's Property Claim Services Unit.

Homeowners Insurance Catastrophe-Related Claim Frequency and Severity, 1997—2012*



*All policy forms combined, countrywide.
Source: Insurance Research Council, *Trends in Homeowners Insurance Claims*, Sept. 2012 from ISO Fast Track data.

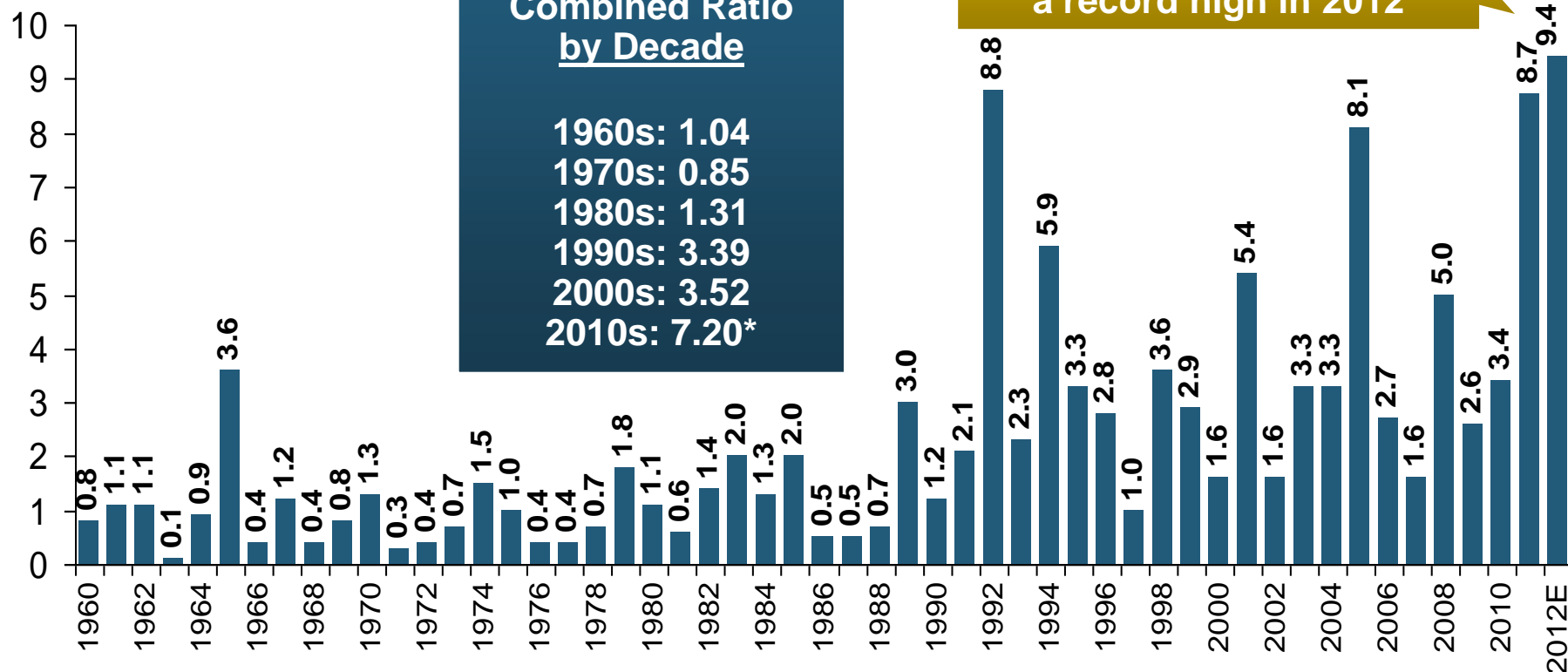
Combined Ratio Points Associated with Catastrophe Losses: 1960 – 2012*

Combined Ratio Points

**Avg. CAT Loss
Component of the
Combined Ratio
by Decade**

1960s: 1.04
1970s: 0.85
1980s: 1.31
1990s: 3.39
2000s: 3.52
2010s: 7.20*

Catastrophe losses as a share of all losses reached a record high in 2012

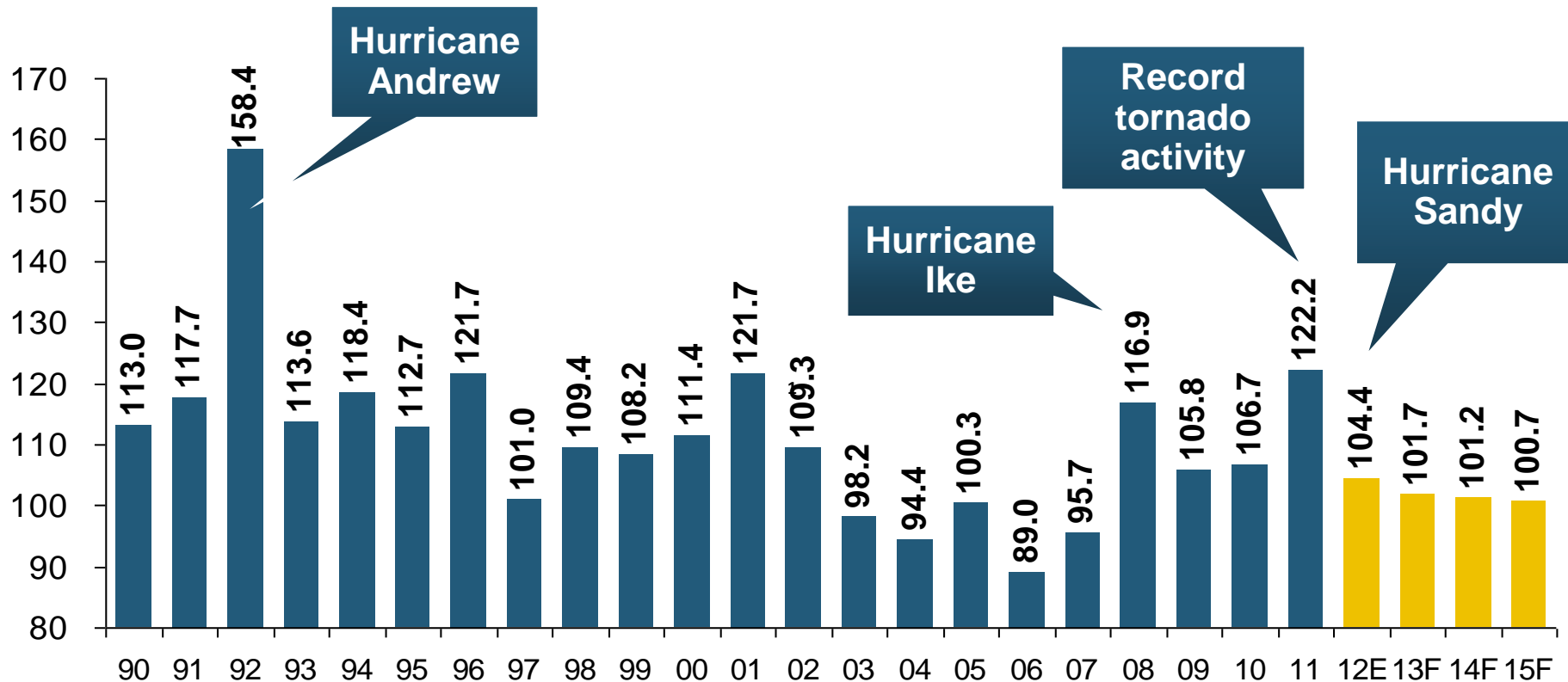


The Catastrophe Loss Component of Private Insurer Losses Has Increased Sharply in Recent Decades

Notes: Private carrier losses only. Excludes loss adjustment expenses and reinsurance reinstatement premiums. Figures are adjusted for losses ultimately paid by foreign insurers and reinsurers.

Source: ISO (1960-2011); A.M. Best (2012E) Insurance Information Institute.

Homeowners Insurance Combined Ratio: 1990–2015F



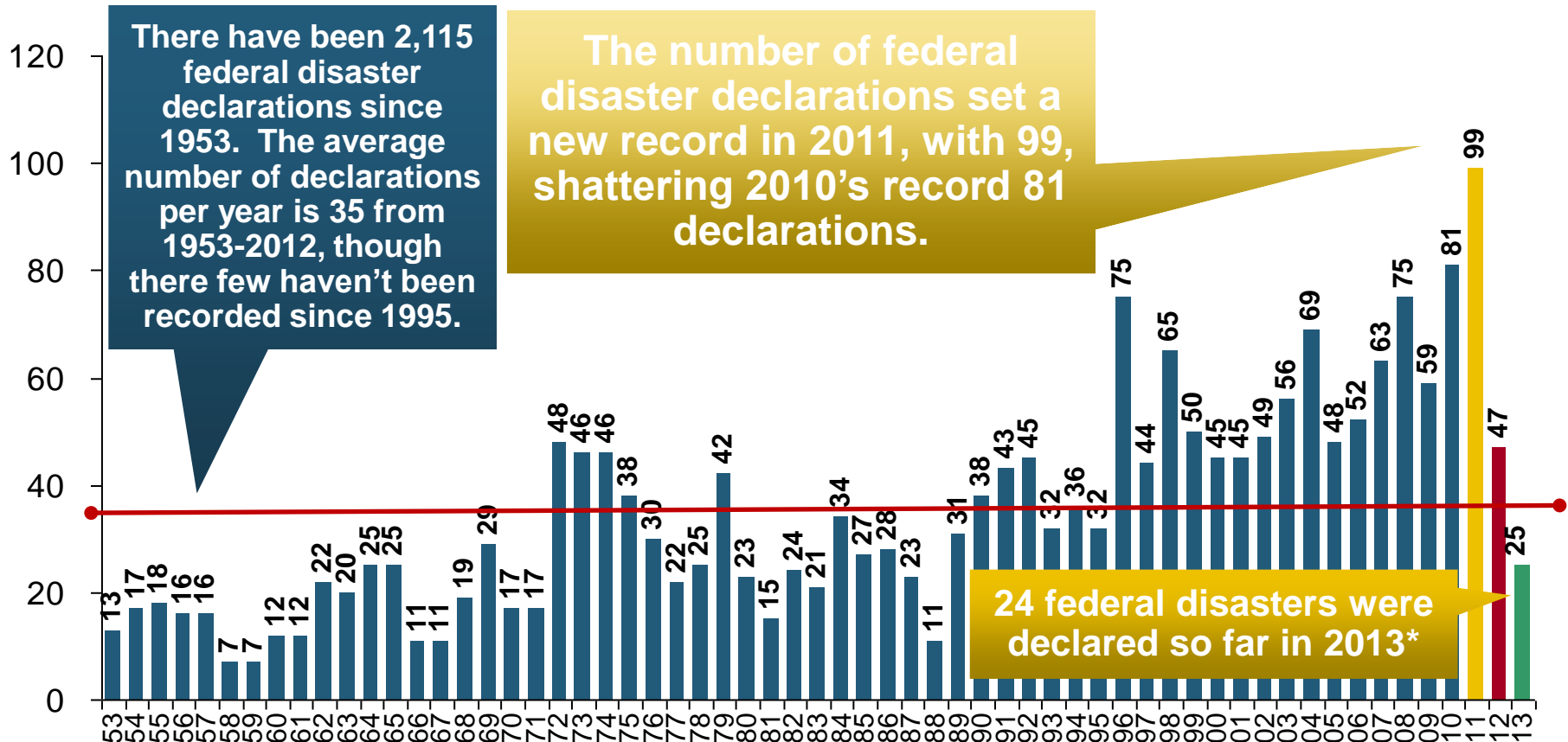
Homeowners Performance in 2011/12 Impacted by Large Cat Losses. Extreme Regional Variation Can Be Expected Due to Local Catastrophe Loss Activity



Federal Disaster Declarations Patterns: 1953-2013

**Disaster Declarations YTD in 2013
Are Running Below Recent
Record Highs**

Number of Federal Disaster Declarations, 1953-2013*

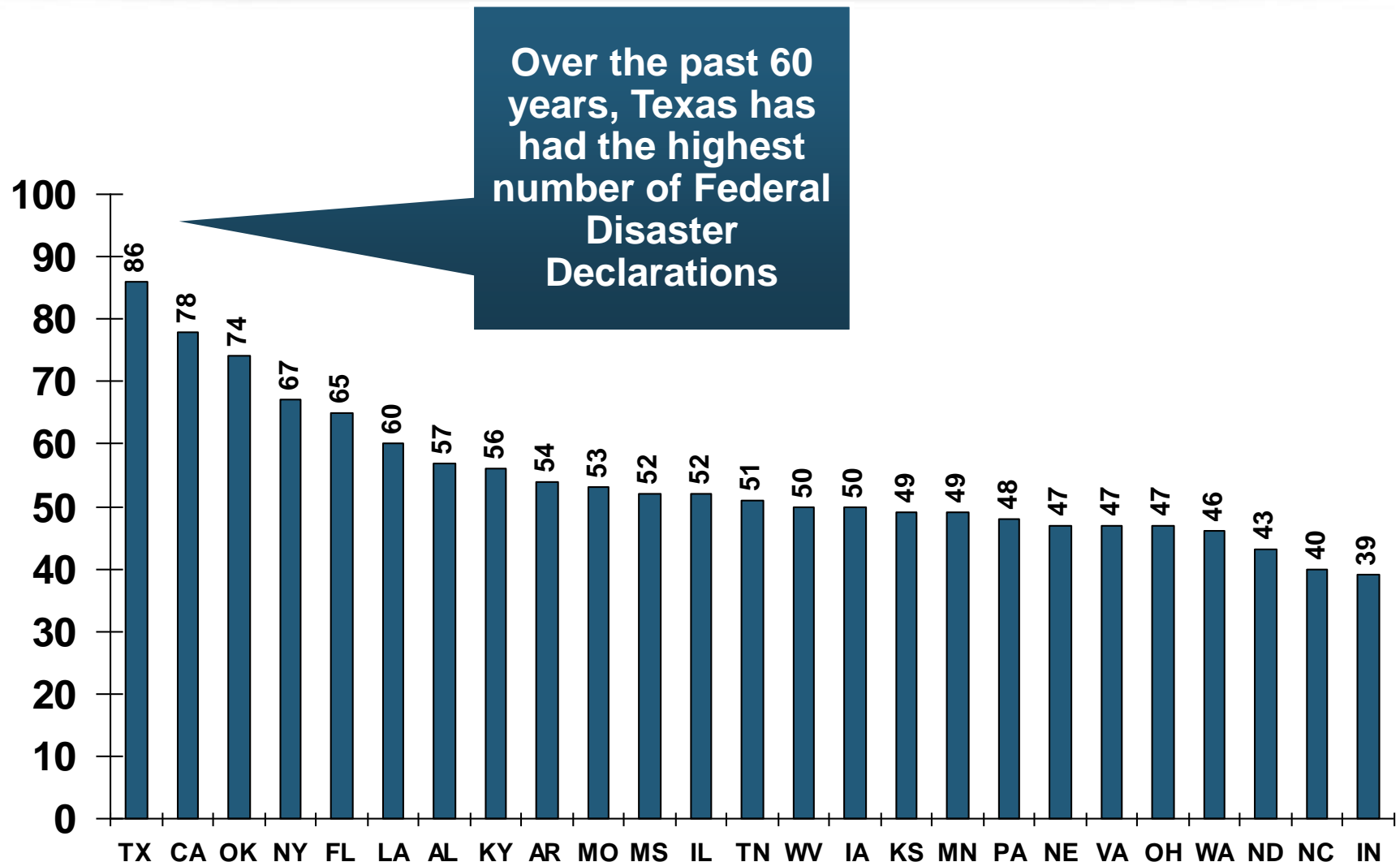


The Number of Federal Disaster Declarations Is Rising and Set New Records in 2010 *and* 2011. Hurricane Sandy Produced 13 Declarations in 2012/13.

*Through June 23, 2013.

Source: Federal Emergency Management Administration; <http://www.fema.gov/disasters>; Insurance Information Institute.

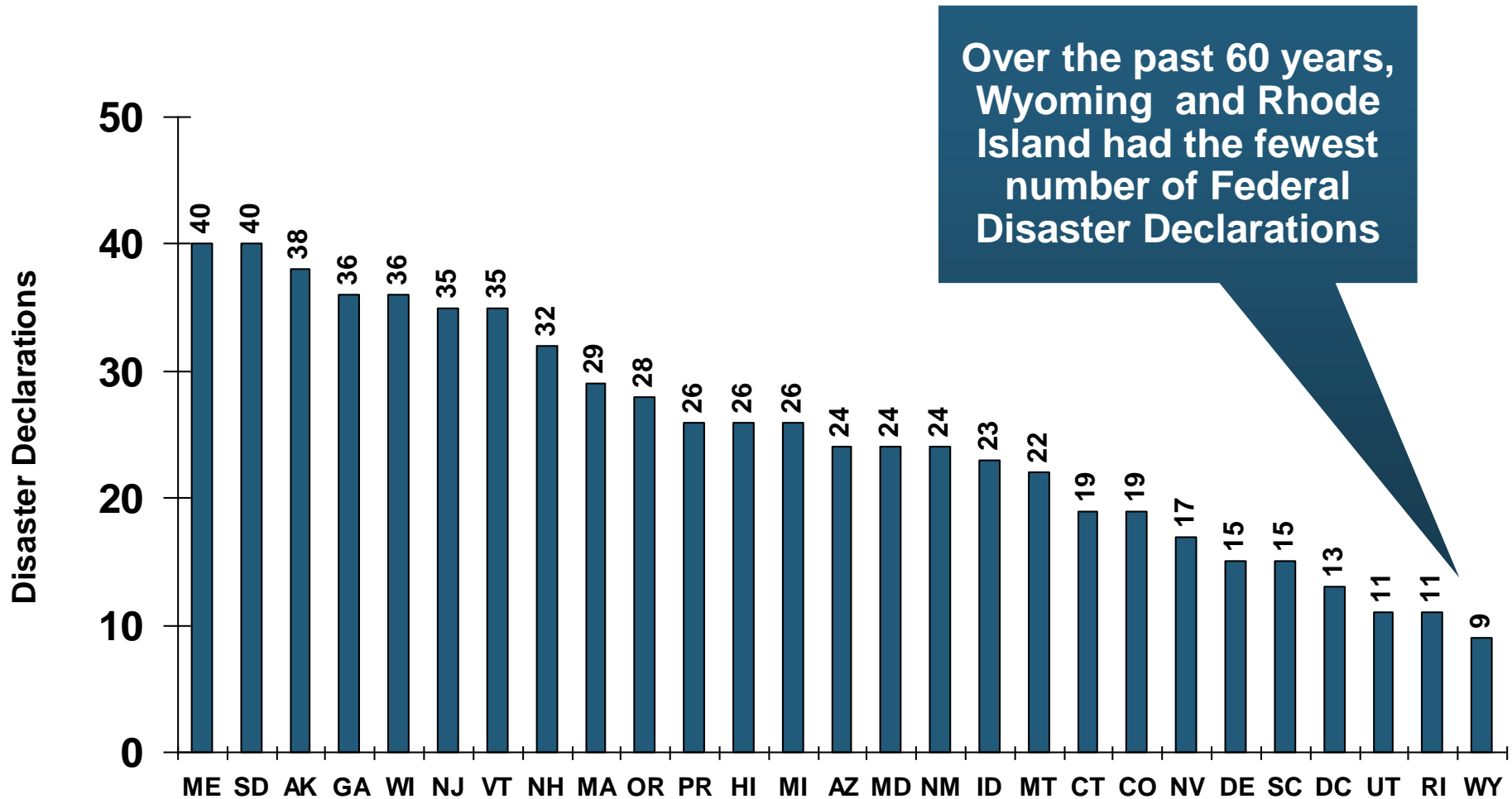
Federal Disasters Declarations by State, 1953 – 2013: Highest 25 States*



*Through June 23, 2013. Includes Puerto Rico and the District of Columbia.

Source: FEMA: http://www.fema.gov/news/disaster_totals_annual.fema; Insurance Information Institute.

Federal Disasters Declarations by State, 1953 – 2013: Lowest 25 States*



*Through June 23, 2013. Includes Puerto Rico and the District of Columbia.

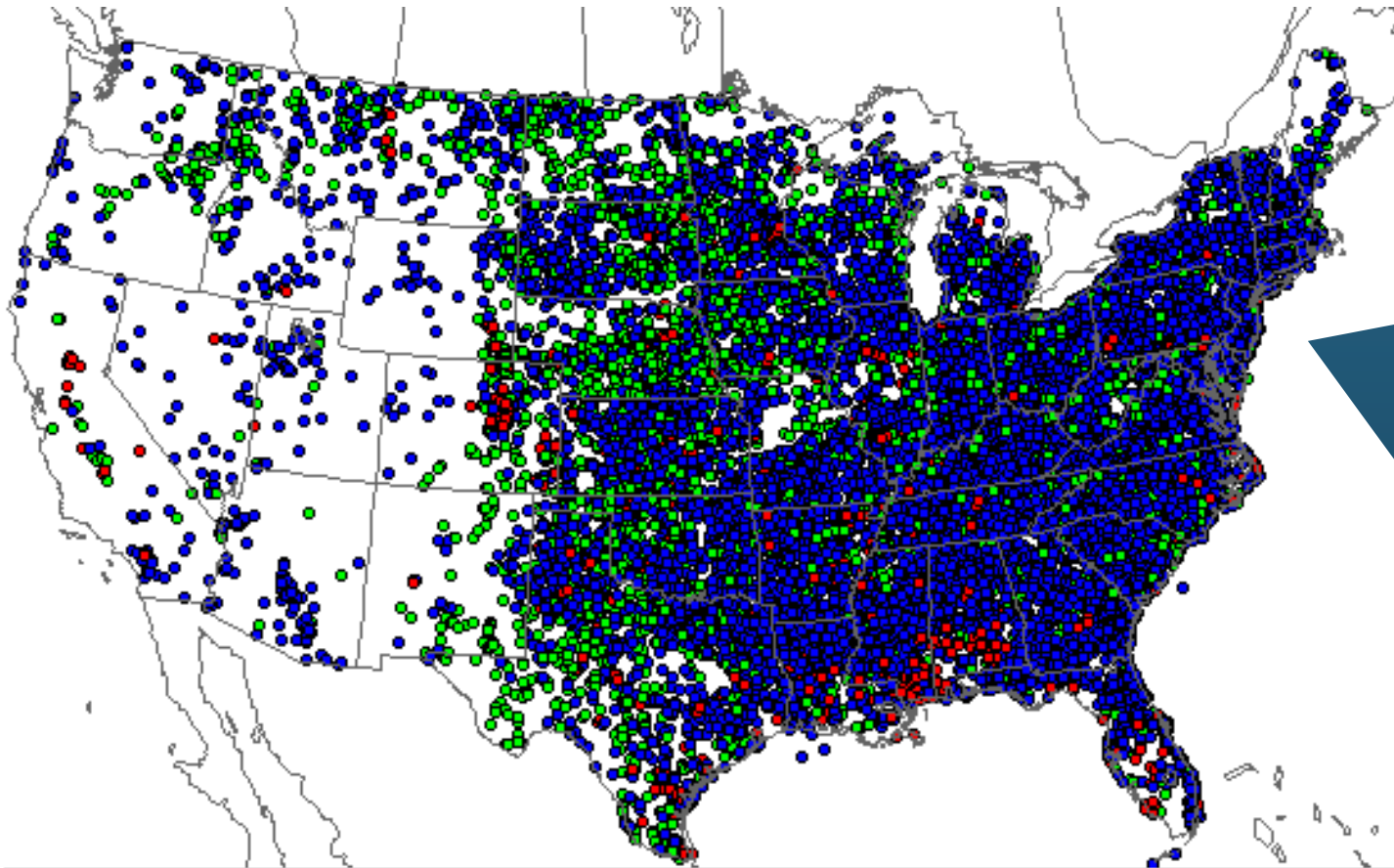
Source: FEMA: http://www.fema.gov/news/disaster_totals_annual.fema; Insurance Information Institute.



SEVERE WEATHER REPORT UPDATE: 2013

*Damage from Tornadoes, Large Hail
and High Winds Keep Insurers Busy*

Severe Weather Reports, 2012



There were 22,503 severe weather reports in 2011; including 1,119 tornadoes; 7,033 “Large Hail” reports and 14,351 high wind events



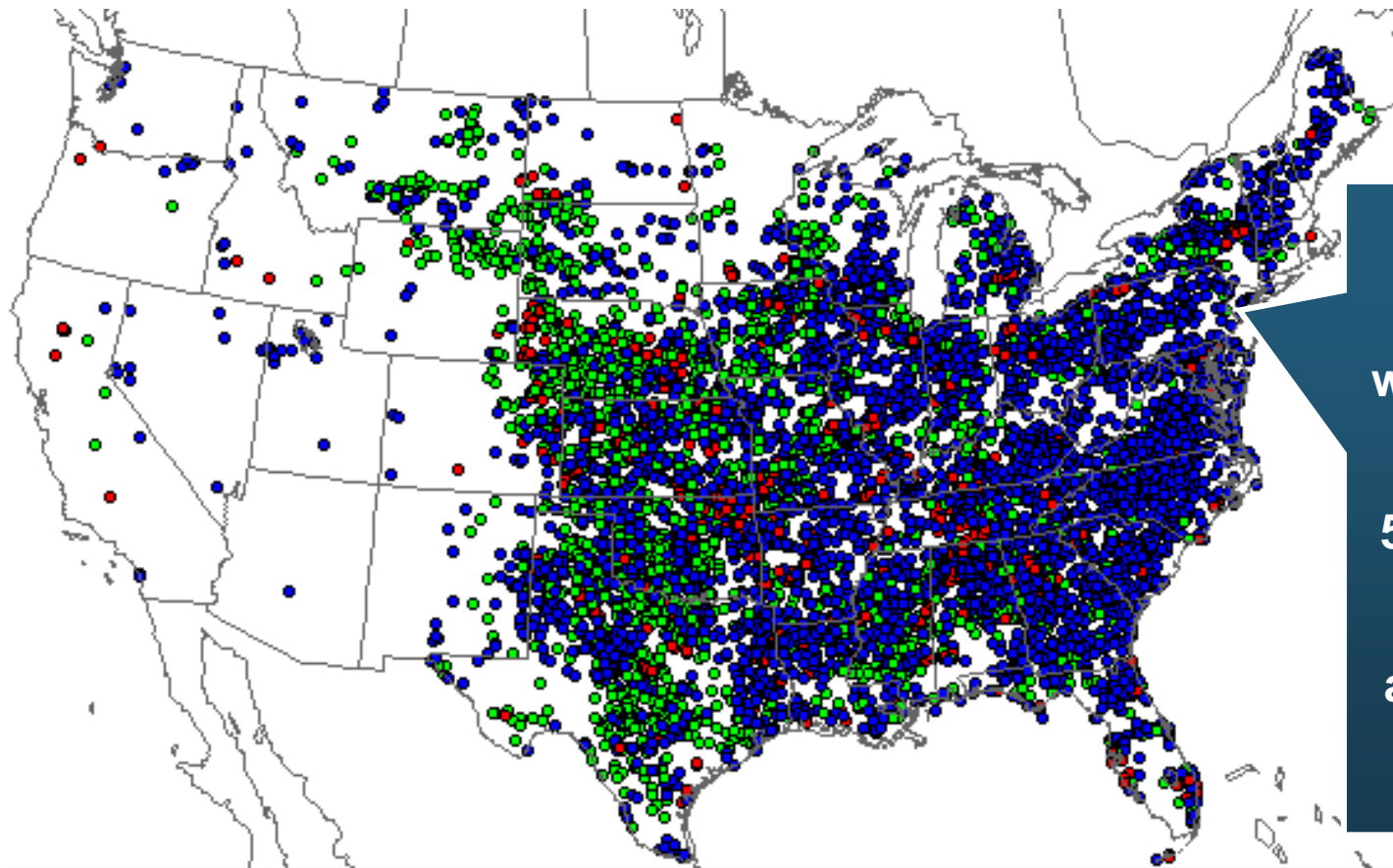
PRELIMINARY SEVERE WEATHER
REPORT DATABASE (ROUGH LOG)

NOAA/Storm Prediction Center Norman, Oklahoma

Severe Weather Reports
January 01, 2012 - December 31, 2012

Updated: Sunday January 06, 2013 02:10 CT

Severe Weather Reports: Through June 17, 2013



There were 8,976 severe weather reports through June 17; including 573 tornadoes; 3,002 “Large Hail” reports and 5,401 high wind events



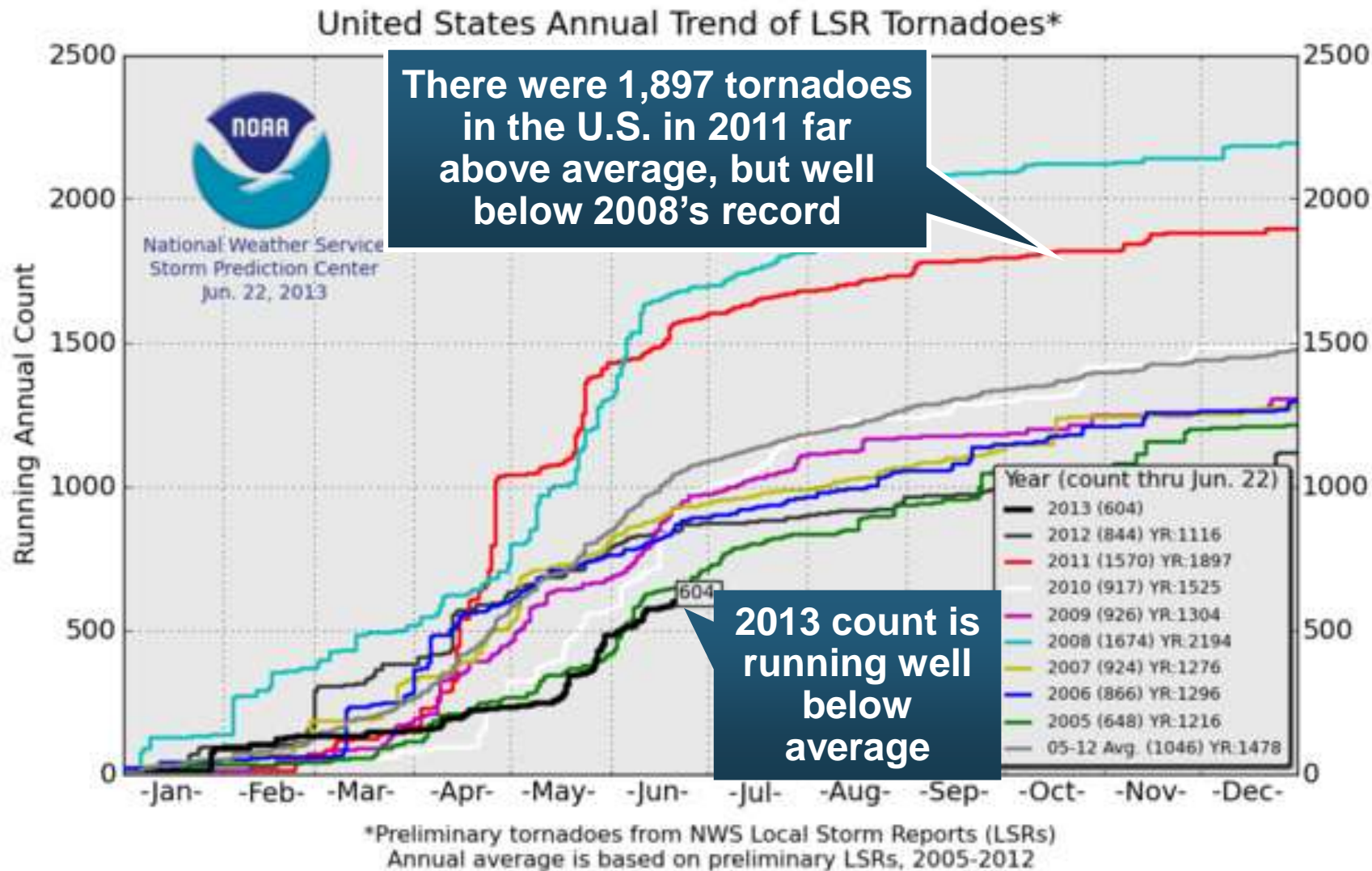
PRELIMINARY SEVERE WEATHER
REPORT DATABASE (ROUGH LOG)

NOAA/Storm Prediction Center Norman, Oklahoma

Severe Weather Reports
January 01, 2013 - June 17, 2013

Updated: Monday June 17, 2013 08:45 CT

U.S. Tornado Count, 2005-2013*



* Through June 22, 2013.

Source: <http://www.spc.noaa.gov/wcm/>.

Terrorism Update

**Boston Marathon Bombings
Underscore the Need for
Extension of the Terrorism Risk
Insurance Program**

Terrorism Risk Insurance Program

- Reauthorization Was a Major Industry Initiative for 2013 Even Before Boston
- I.I.I. Testified at First Congressional Hearing on 9/11/12
 - ◆ Provided testimony at NYC hearing on 6/17/13
- I.I.I. Accelerated Planned Study on Terrorism Risk and Insurance in the Wake of Boston and Was Well Received
 - ◆ *Terrorism: A Constant Threat* issued in June 2013



Terrorism Risk Insurance Program

■ Boston Marathon Bombing Has Helped Focus Attention in Congress on TRIPRA and its Looming Expiration

- ◆ Act expires 12/31/14
- ◆ Exclusionary language will likely be inserted for post-1/1/2014 renewals and will likely lead to significant media interest (educational opportunity)
- ◆ Numerous headwinds; not a priority issue in 2013 in Congress
- ◆ 3 extension bills introduced in 2013—2 since Boston

■ Media Interest Soared

- ◆ I.I.I. was conducting its first interviews within minutes after live-tweeting (nearly) from the scene; TV interest was high
- ◆ Local, national and international media focused on this topic for the first time in any significant way since TRIA's inception in late 2002
- ◆ Inquiries revealed very little/no understanding (or even awareness) outside insurance industry and business owners
- ◆ Certification process caused confusion

Terrorism Risk Insurance Program

■ Boston Marathon Bombing Should Help Focus Attention in Congress on TRIA

- ◆ Act expires 12/31/14
- ◆ Numerous headwinds

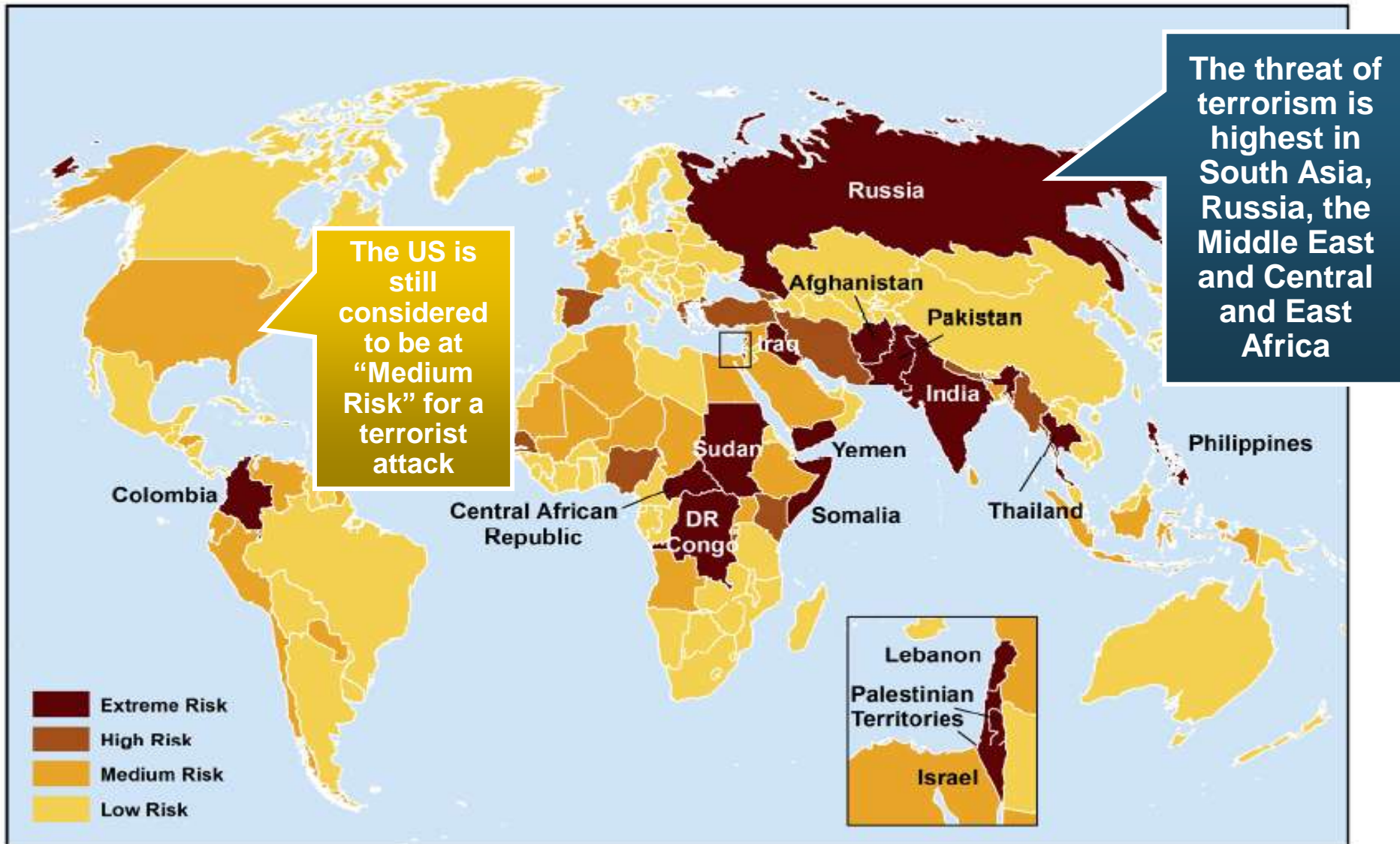
■ Exclusionary Language Will Be Inserted for Renewals Occurring After 1/1/14

■ Boston Marathon Issues

- ◆ Property and BI losses not large but could breach \$5 mill threshold for certification under TRIPRA
- ◆ Certification issue is generating press; No deadline to certify
- ◆ Disincentive for Treasury (and Sec. of State and US AG) to certify?
- ◆ Many of the impacted business had terror coverage
- ◆ Longer-term: Litigation issues (e.g., race organizers)



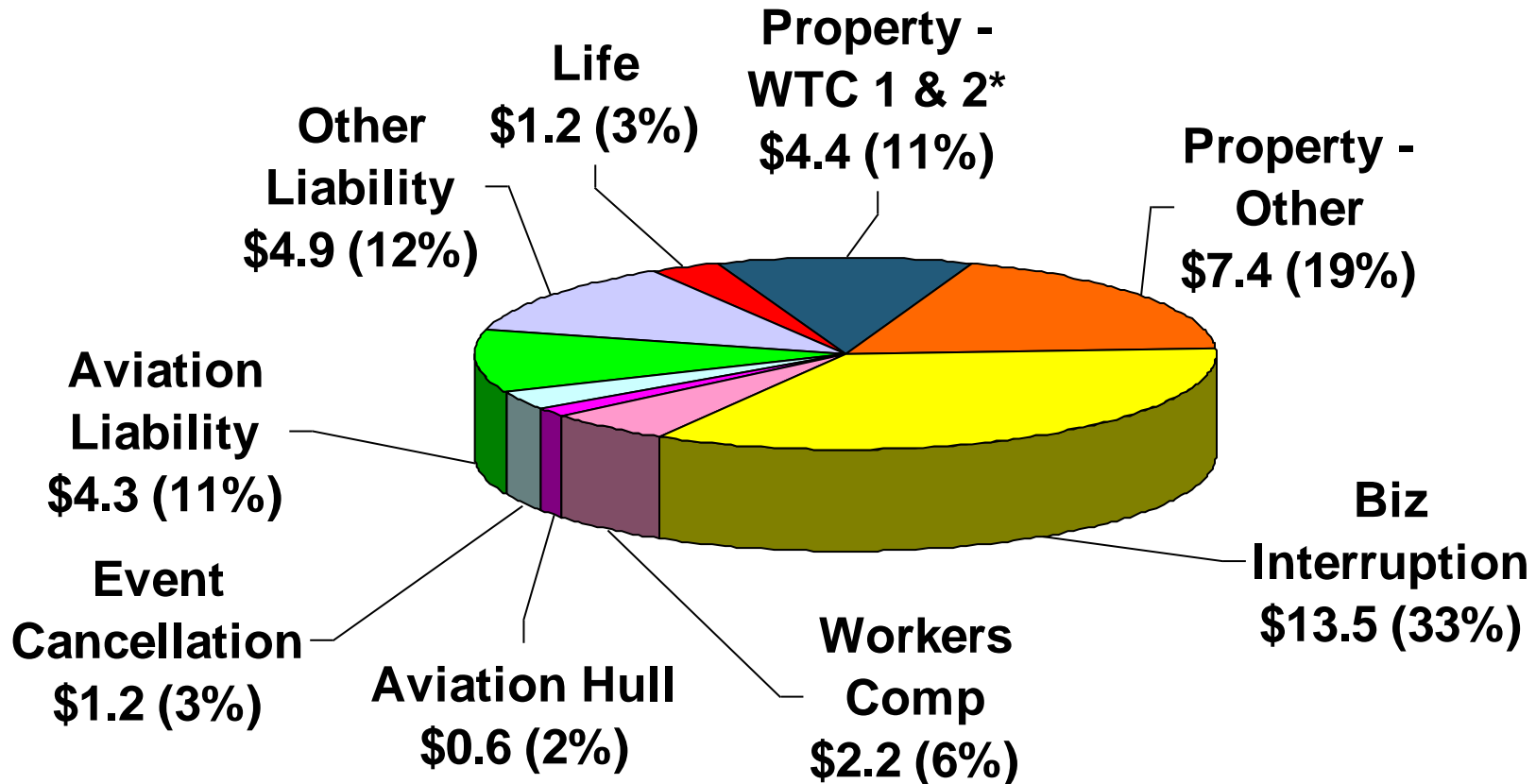
Terrorist Risk Index



Sources: Maplecroft Terrorism Risk Index; (2011); Guy Carpenter; Insurance Information Institute.

Loss Distribution by Type of Insurance from Sept. 11 Terrorist Attack (\$ 2011)

(\$ Billions)



Total Insured Losses Estimate: \$40.0B**

*Loss total does not include March 2010 New York City settlement of up to \$657.5 million to compensate approximately 10,000 Ground Zero workers or any subsequent settlements.

**\$32.5 billion in 2001 dollars.

Source: Insurance Information Institute.

Terrorism Violates Traditional Requirements for Insurability

| Requirement | Definition | Violation |
|----------------------------|--|---|
| Estimable Frequency | <ul style="list-style-type: none">• Insurance requires large number of observations to develop predictive rate-making models (an actuarial concept known as credibility) | <ul style="list-style-type: none">• Very few data points• Terror modeling still in infancy, untested.• Inconsistent assessment of threat |
| Estimable Severity | <ul style="list-style-type: none">• Maximum possible/ probable loss must be at least estimable in order to minimize “risk of ruin” (insurer cannot run an unreasonable risk of insolvency though assumption of the risk) | <ul style="list-style-type: none">• Potential loss is virtually unbounded.• Losses can easily exceed insurer capital resources for paying claims.• Extreme risk in workers compensation and statute forbids exclusions. |

Terrorism Violates Traditional Requirements for Insurability (cont'd)

| Requirement | Definition | Violation |
|---|--|---|
| Diversifiable Risk | <ul style="list-style-type: none"> •Must be able to spread/distribute risk across large number of risks •“Law of Large Numbers” helps makes losses manageable and less volatile | <ul style="list-style-type: none"> •Losses likely highly concentrated geographically or by industry (e.g., WTC, power plants) |
| Random Loss Distribution/ Fortuity | <ul style="list-style-type: none"> •Probability of loss occurring must be purely random and fortuitous •Events are individually unpredictable in terms of time, location and magnitude | <ul style="list-style-type: none"> •Terrorism attacks are planned, coordinated and deliberate acts of destruction •Dynamic target shifting from “hardened targets” to “soft targets” •Terrorist adjust tactics to circumvent new security measures •Actions of US and foreign govts. may affect likelihood, nature and timing of attack |



Hurricane Sandy Summary

**Sandy Will Become One of the
Most Expensive Events in
Insurance History**

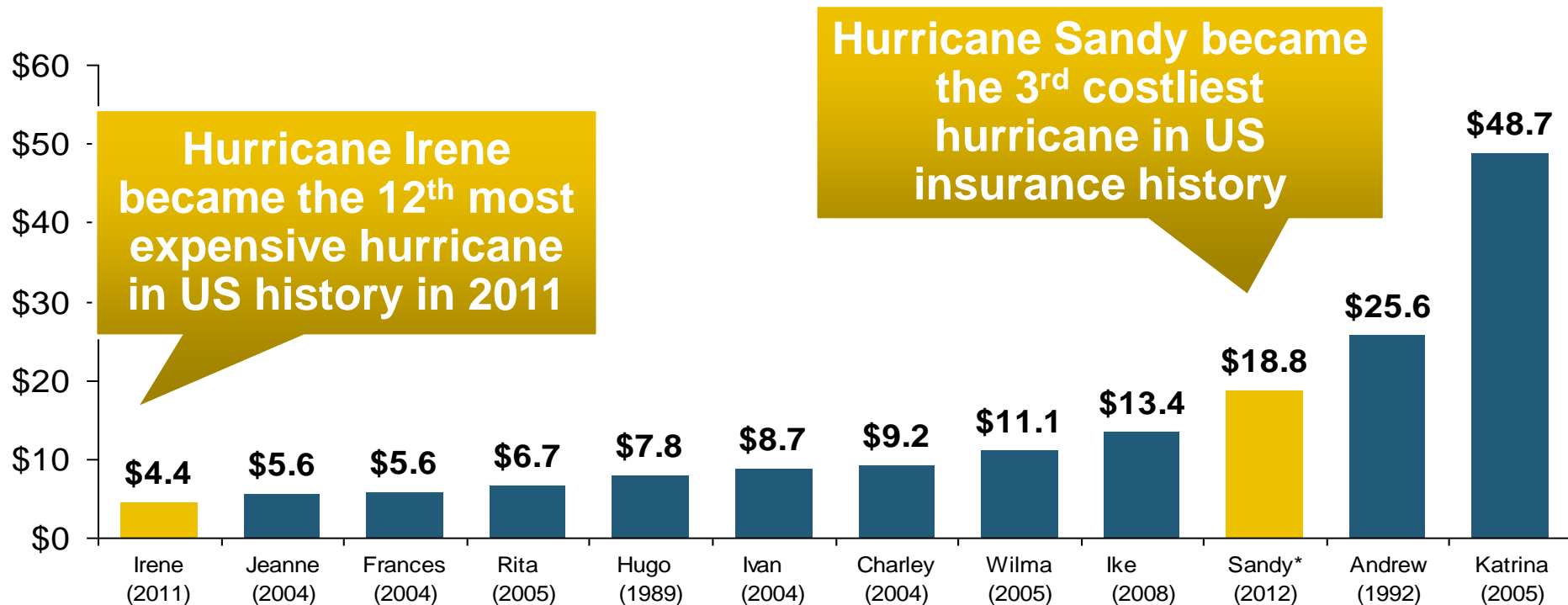
■ Catastrophe Communications: US & Global

- **U.S. Focus:** ~\$37-\$42B = 2nd Most Costliest Year Ever for Insured Catastrophe Loss (Behind 2005)
 - Economic Losses = \$101B
 - Crop = Additional ~\$16B (\$7B-\$8B privately insured)
 - NFIP Flood = Additional \$9B+
 - Flood losses/NFIP/FEMA has been the #1 communications “issue” in the wake of Sandy
- **Global Focus:** \$65B in Insured Losses → Well Below \$105B in 2011 but Above 10-Yr. Avg. of \$50B
 - Cats abroad did not drive media cycle in 2012, save ongoing Fukushima issues; Climate change
- **Market Consequences:** Primary & Reinsurance
 - Impacts on price, availability

Top 12 Most Costly Hurricanes in U.S. History

(Insured Losses, 2012 Dollars, \$ Billions)

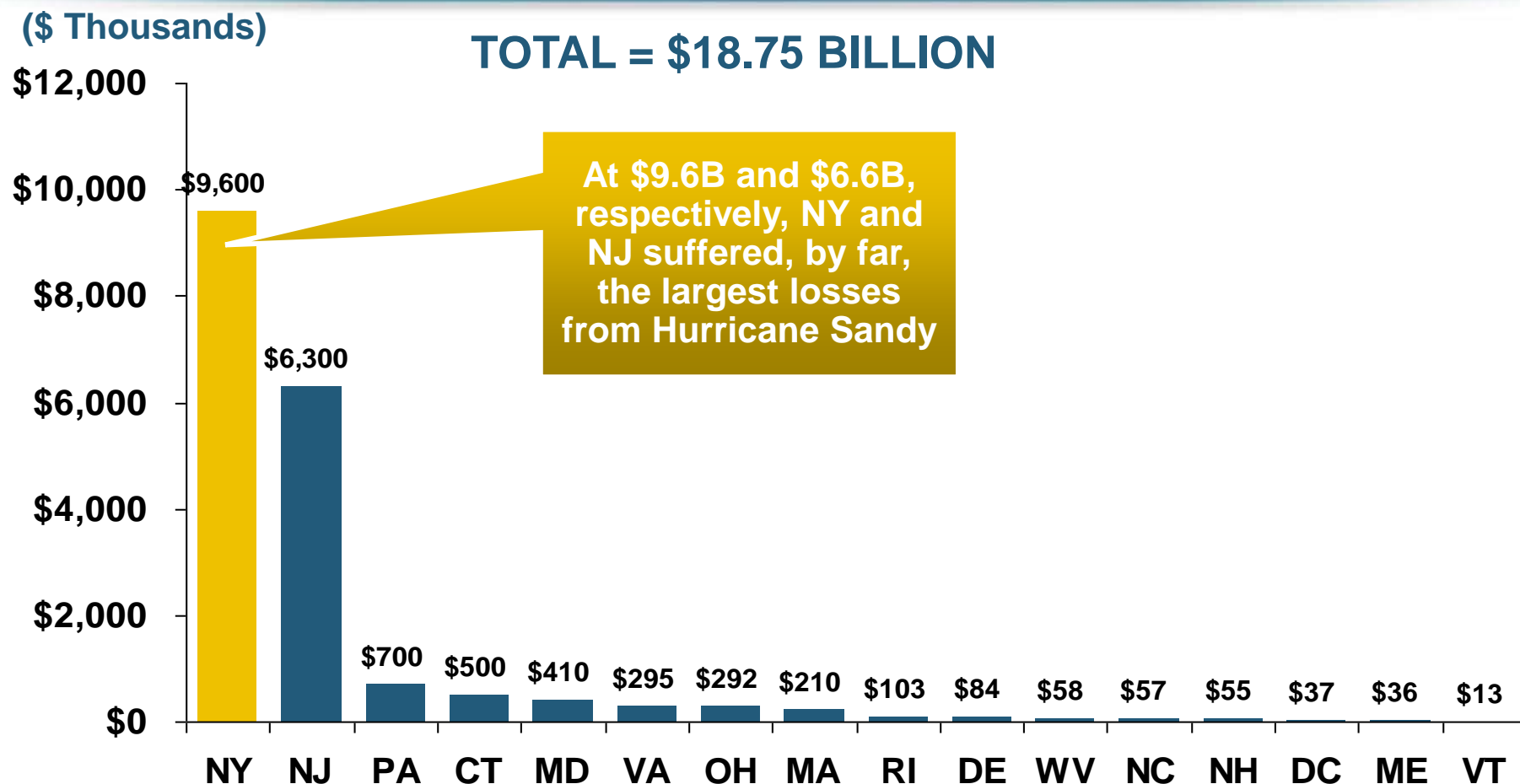
10 of the 12 most costly hurricanes in insurance history occurred over the past 9 years (2004—2012)



*PCS estimate as of 4/12/13.

Sources: PCS; Insurance Information Institute inflation adjustments to 2012 dollars using the CPI.

Hurricane Sandy: Claim Payments to Policyholders, by State

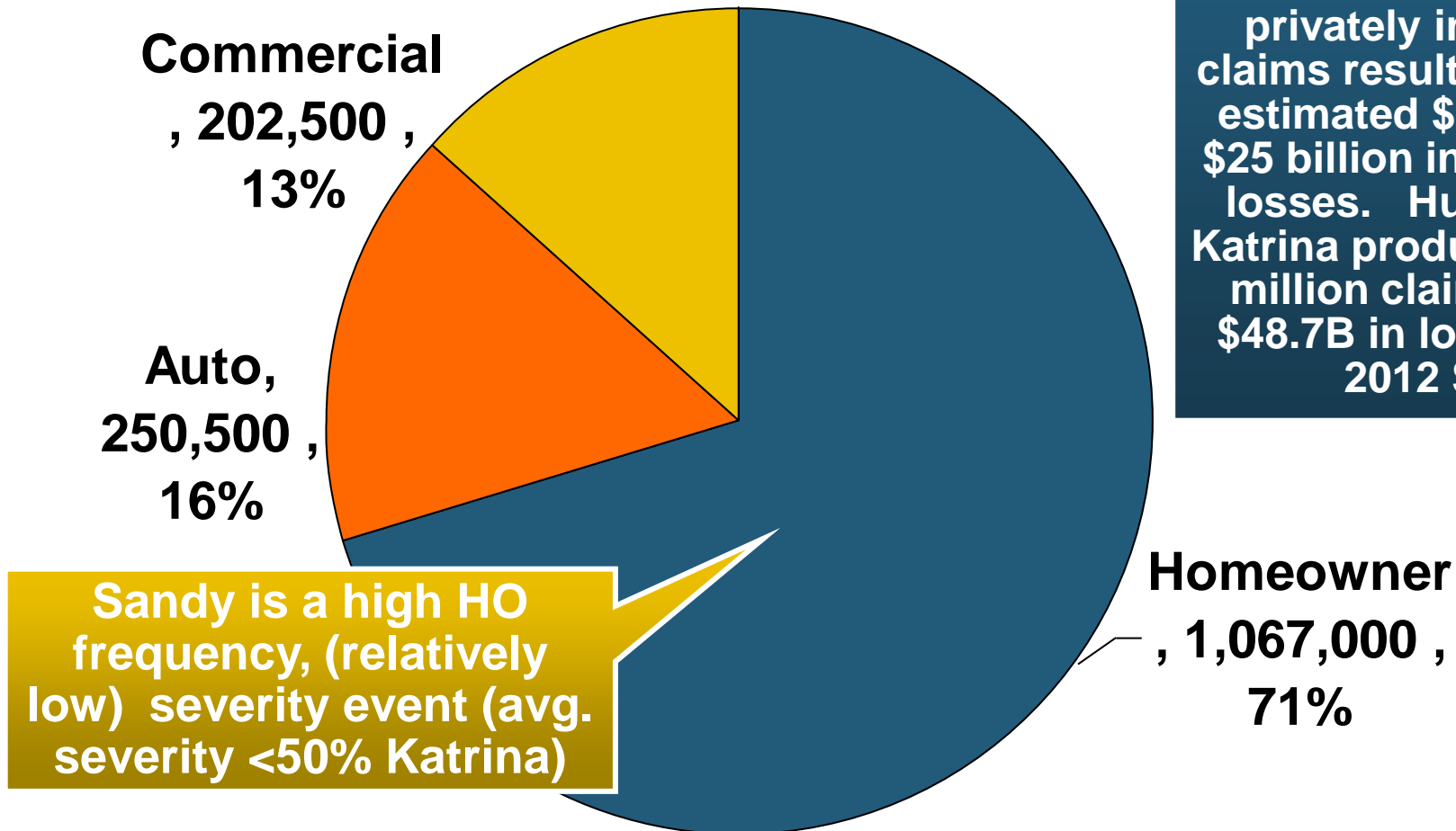


Insurers Will Pay at Least \$18.75 Billion to 1.52 Million Policyholders Across 15 States and DC in the Wake of Hurricane Sandy

Hurricane Sandy: Number of Claims by Type*

Total Claims = 1.52 Million*

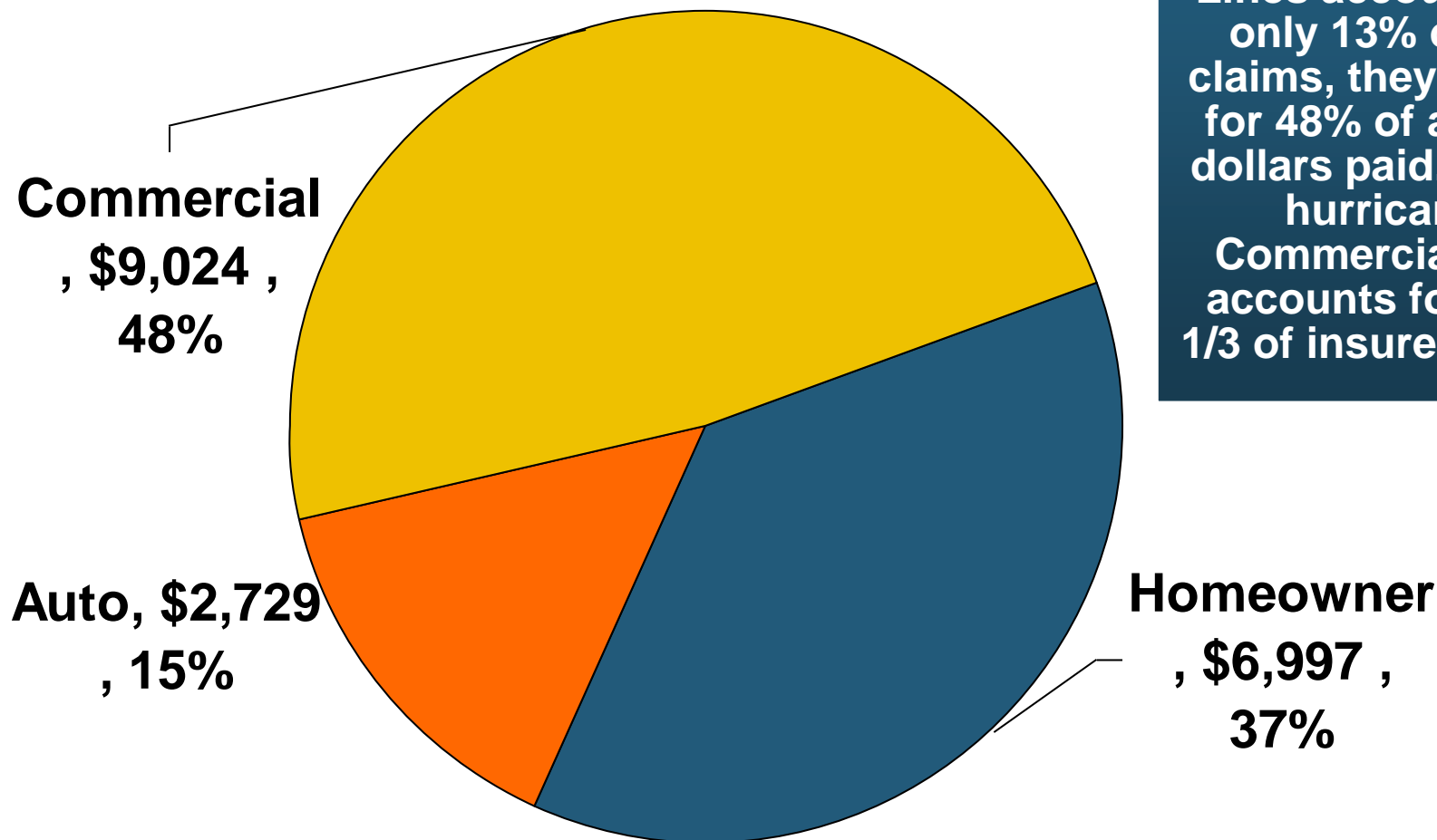
Hurricane Sandy resulted in an estimated 1.52 million privately insured claims resulting in an estimated \$18.75 to \$25 billion in insured losses. Hurricane Katrina produced 1.74 million claims and \$48.7B in losses (in 2012 \$)



*PCS claim count estimate s as of 1/18/13. Loss estimate represents PCS total (\$18.75B) and upper end of range estimates by risk modelers RMS, Eqecat and AIR. All figures exclude losses paid by the NFIP.
Source: PCS; AIR, Eqecat, AIR Worldwide; Insurance Information Institute.

Hurricane Sandy: Insured Loss by Claim Type* (\$ Millions)

Total Claim Value = \$18.75 Billion*



Although Commercial Lines accounted for only 13% of total claims, they account for 48% of all claim dollars paid. In most hurricanes, Commercial Lines accounts for about 1/3 of insured losses.

Hurricane Sandy: Value of Homeowners Claims Paid, by State* (\$ Millions)

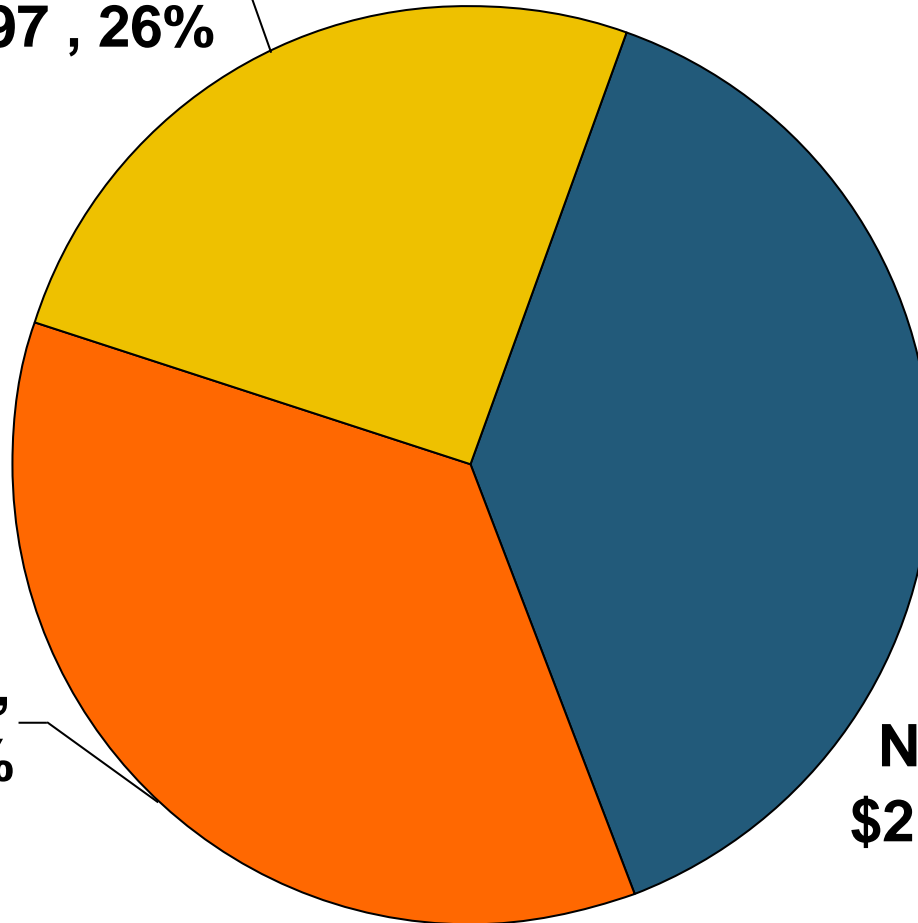
**All Other,
\$1,797 , 26%**

**New Jersey,
\$2,500 , 36%**

**New York,
\$2,700 , 38%**

Hurricane Sandy

- Estimated 1,067,000 homeowners claims**
- \$7.0 billion in insured losses.
- Average loss per claim is \$6,558
- Claims in NJ estimated at \$2.5 billion (36%) and \$2.7 billion in NY (38%)

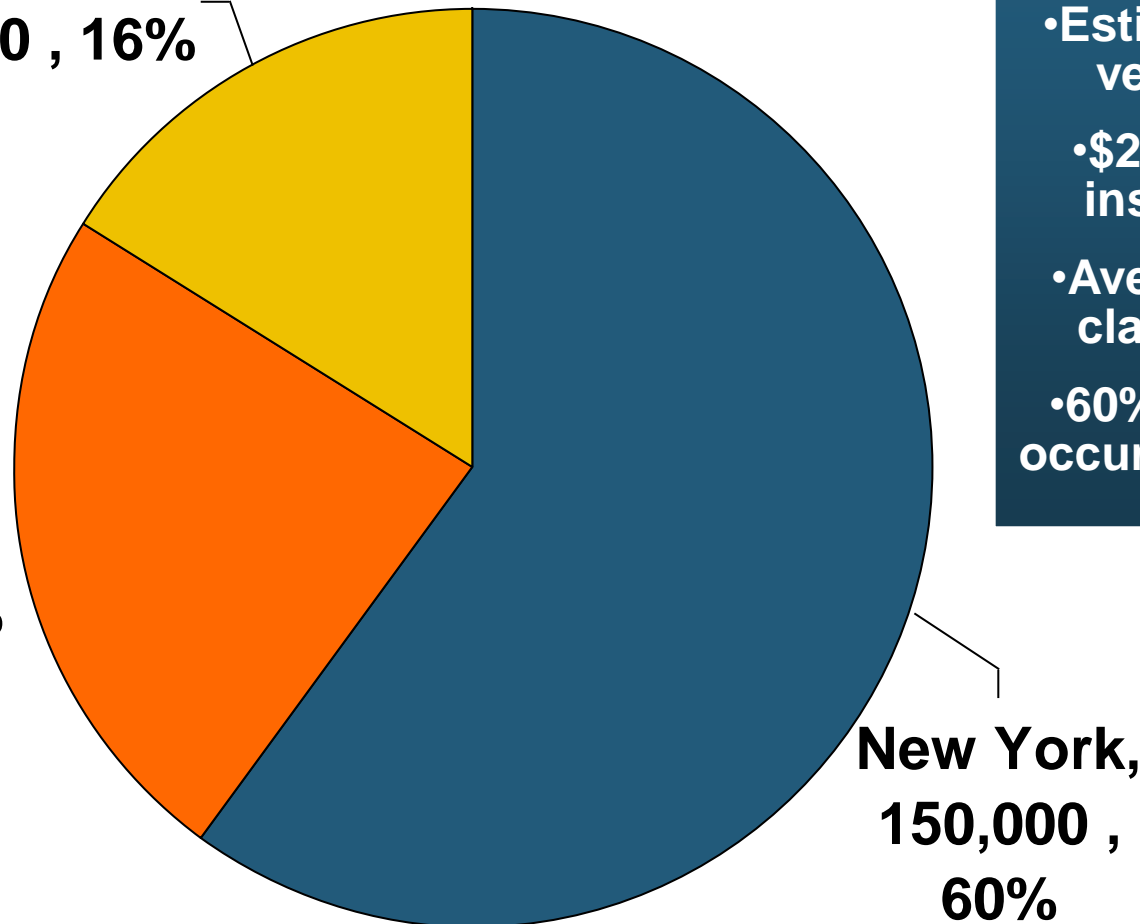


*Preliminary as of 1/18/13.
Source: PCS.

Hurricane Sandy: Number of Auto Claims by State*

**All Other,
40,500 , 16%**

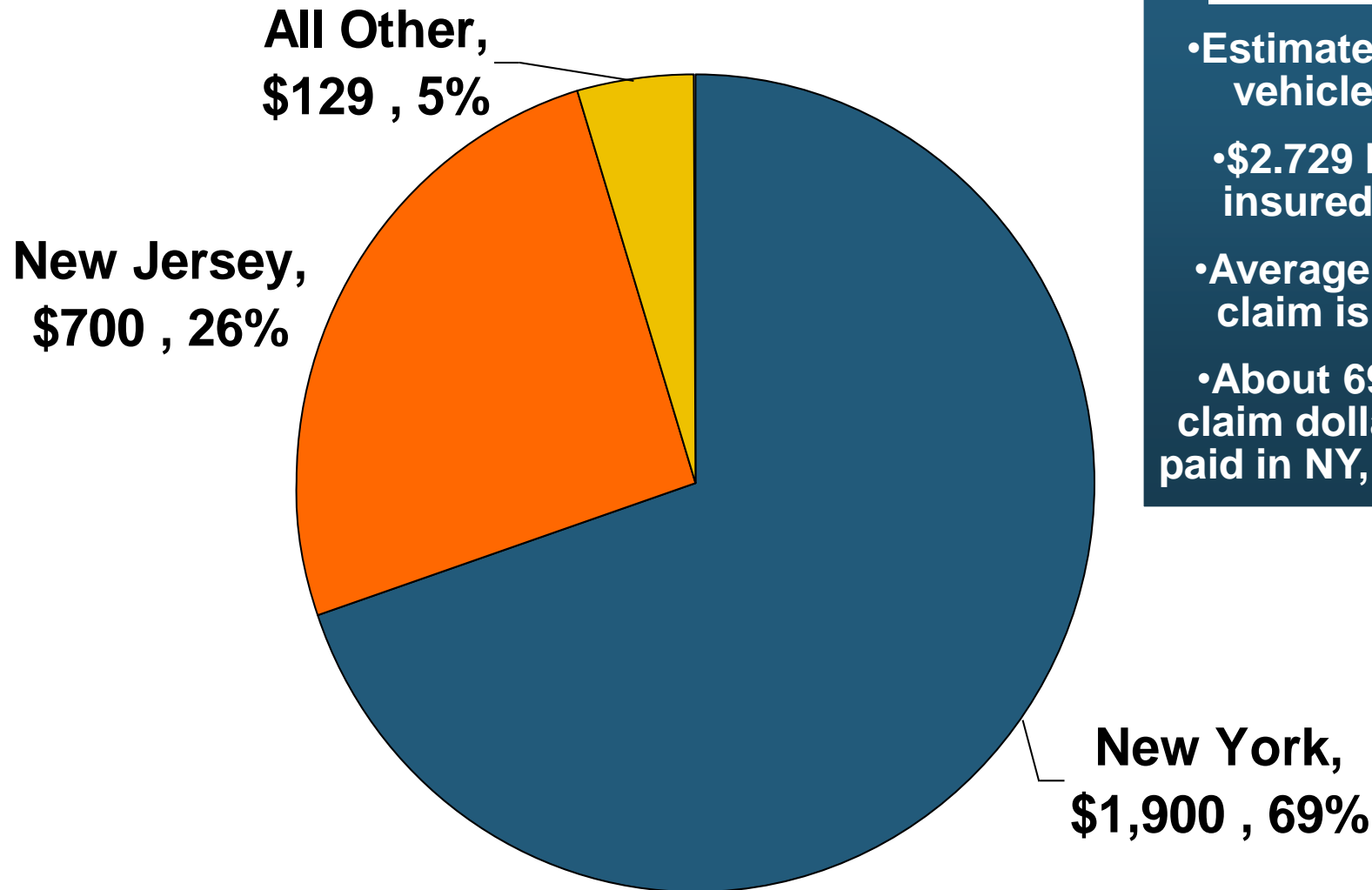
**New Jersey,
60,000 , 24%**



Hurricane Sandy

- Estimated 250,500 vehicle claims
- \$2.729 billion in insured losses.
- Average loss per claim is \$10,894
- 60% of the claims occurred in NY state.

Hurricane Sandy: Value of Auto Claims Paid, by State* (\$ Millions)

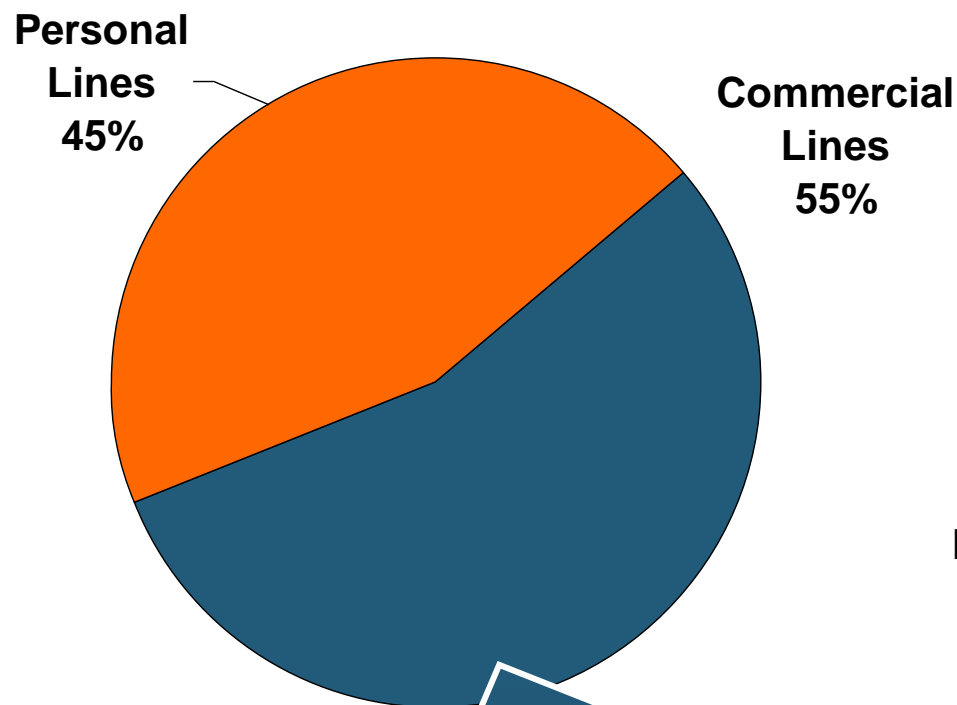


Hurricane Sandy

- Estimated 250,500 vehicle claims
- \$2.729 billion in insured losses.
- Average loss per claim is \$10,894
- About 69% of the claim dollars will be paid in NY, 26% in NJ.

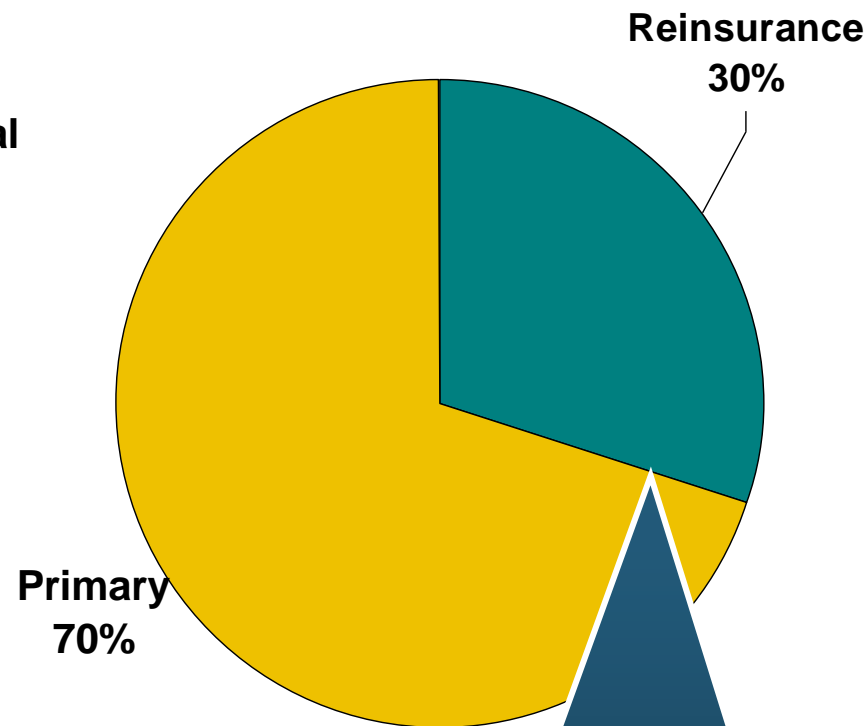
Hurricane Sandy: Loss Distribution by Commercial/Personal Lines and Reinsurance vs. Primary Insurer

Personal vs. Commercial Lines*



~55% of Sandy losses appear to be commercial lines, and ~45% personal, the opposite of the norm for hurricane losses

Primary vs. Reinsurer Share**

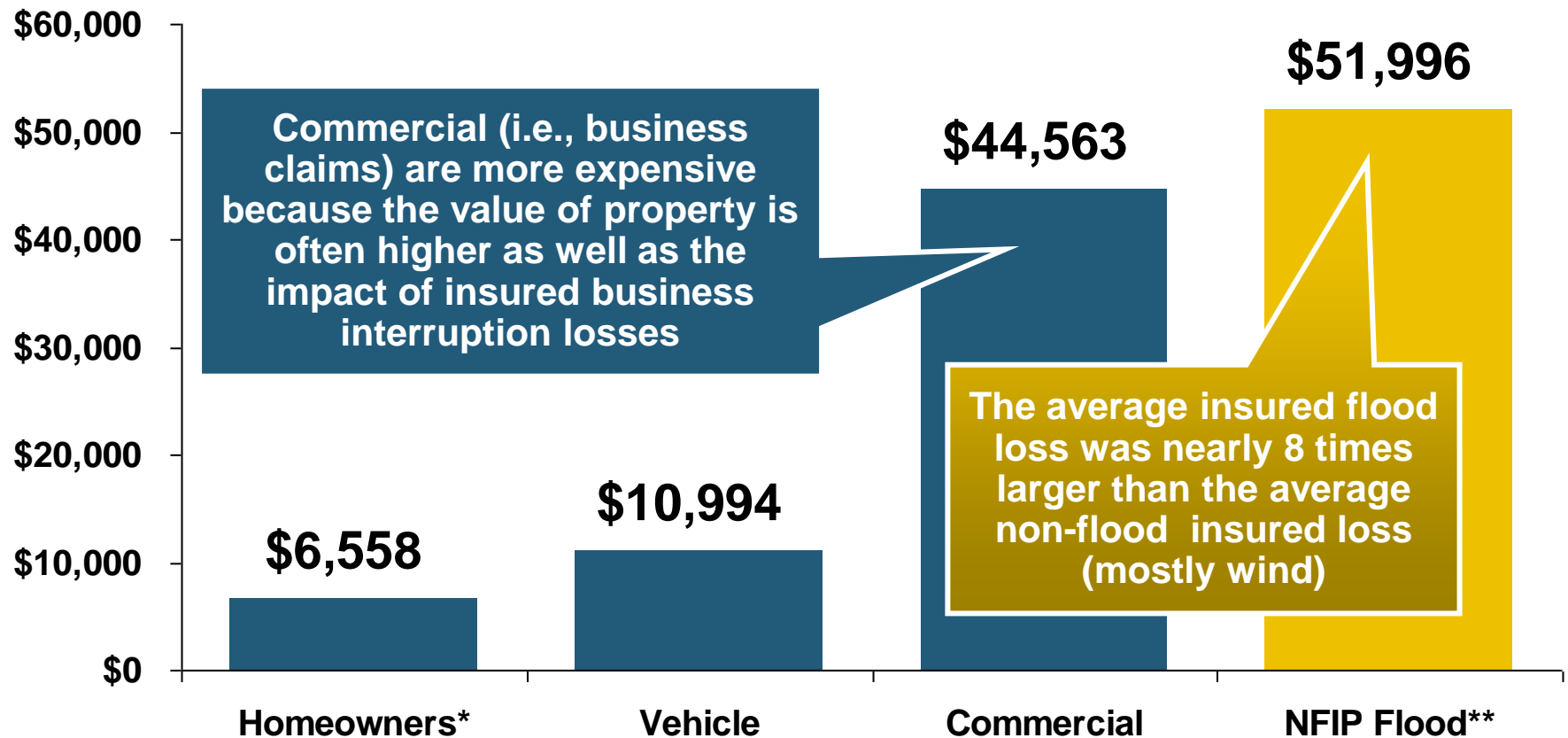


Reinsurers' share of Sandy losses appears to be in the 30% range, though this is highly preliminary

*Fitch Ratings assigns a range of 60-65% commercial and 35-40% personal lines., *Hurricane Sandy Update*, January 8, 2013.

**Source: Insurance Information Institute rough estimate based on company reports as of January 13, 2013. Actual number will vary.

Hurricane Sandy: Average Claim Payment by Type of Claim



Commercial (Business) Claims Were Nearly Seven Times More Expensive than Homeowners Claims; Vehicle Claims Were Unusually Expensive Due to Extensive Flooding

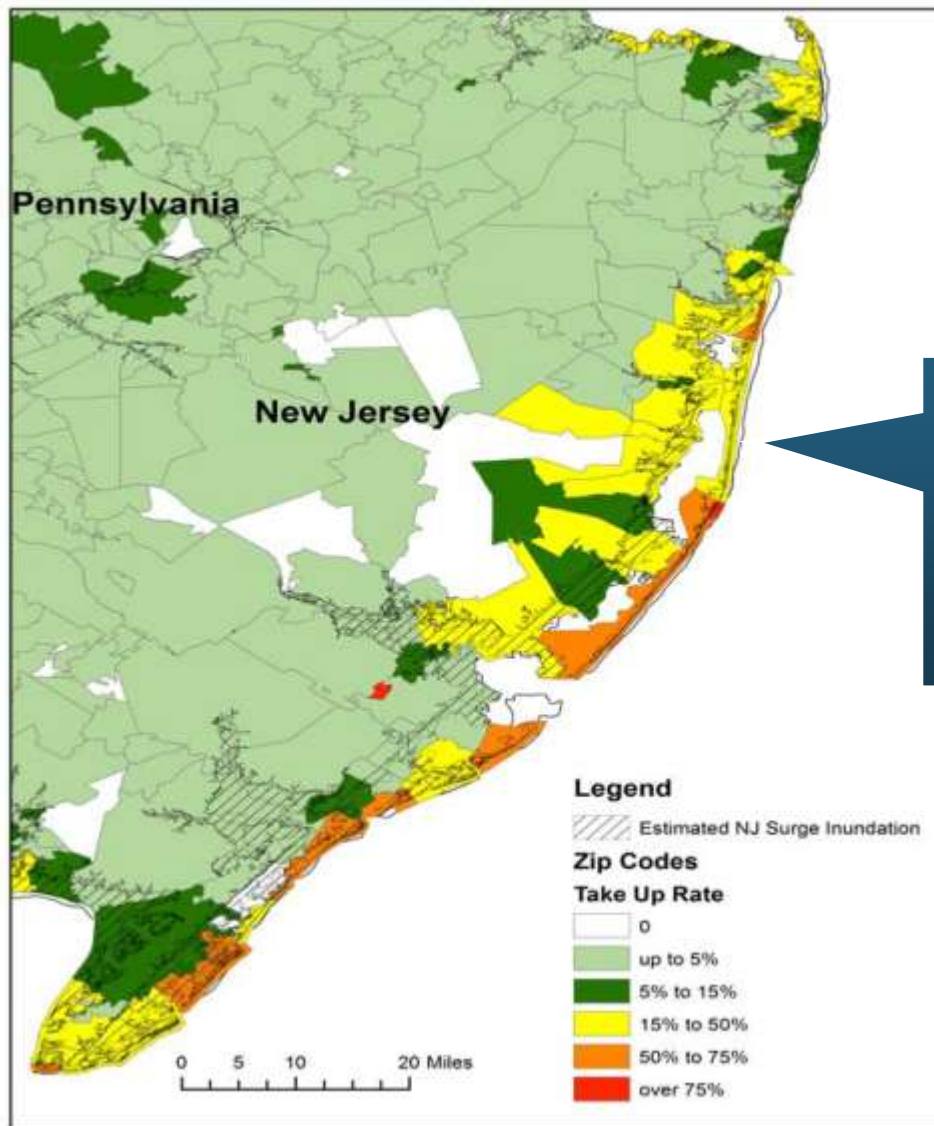
*Includes rental and condo policies (excludes NFIP flood). **Preliminary as of May 14, 2013.

Sources: Catastrophe loss data is for Catastrophe Serial No. 90 (Oct. 28 – 31, 2012) from PCS as of March 2013; Insurance Information Institute.

Hurricane Sandy: Flood Issues

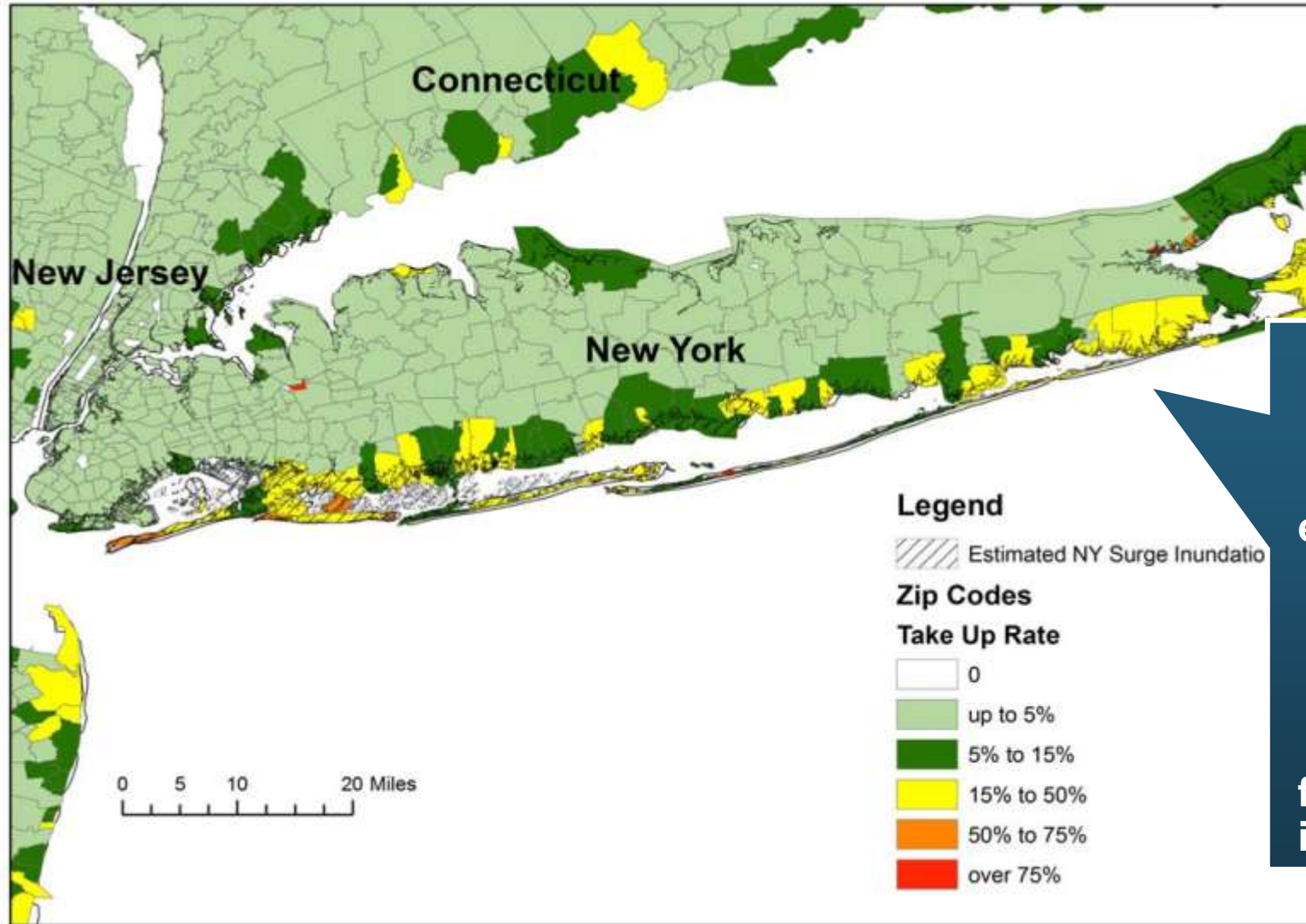
**Most of the Uninsured Direct
Losses Are Due to Flooding**

Residential NFIP Flood Take-Up Rates in NJ (2010) & Sandy Storm Surge



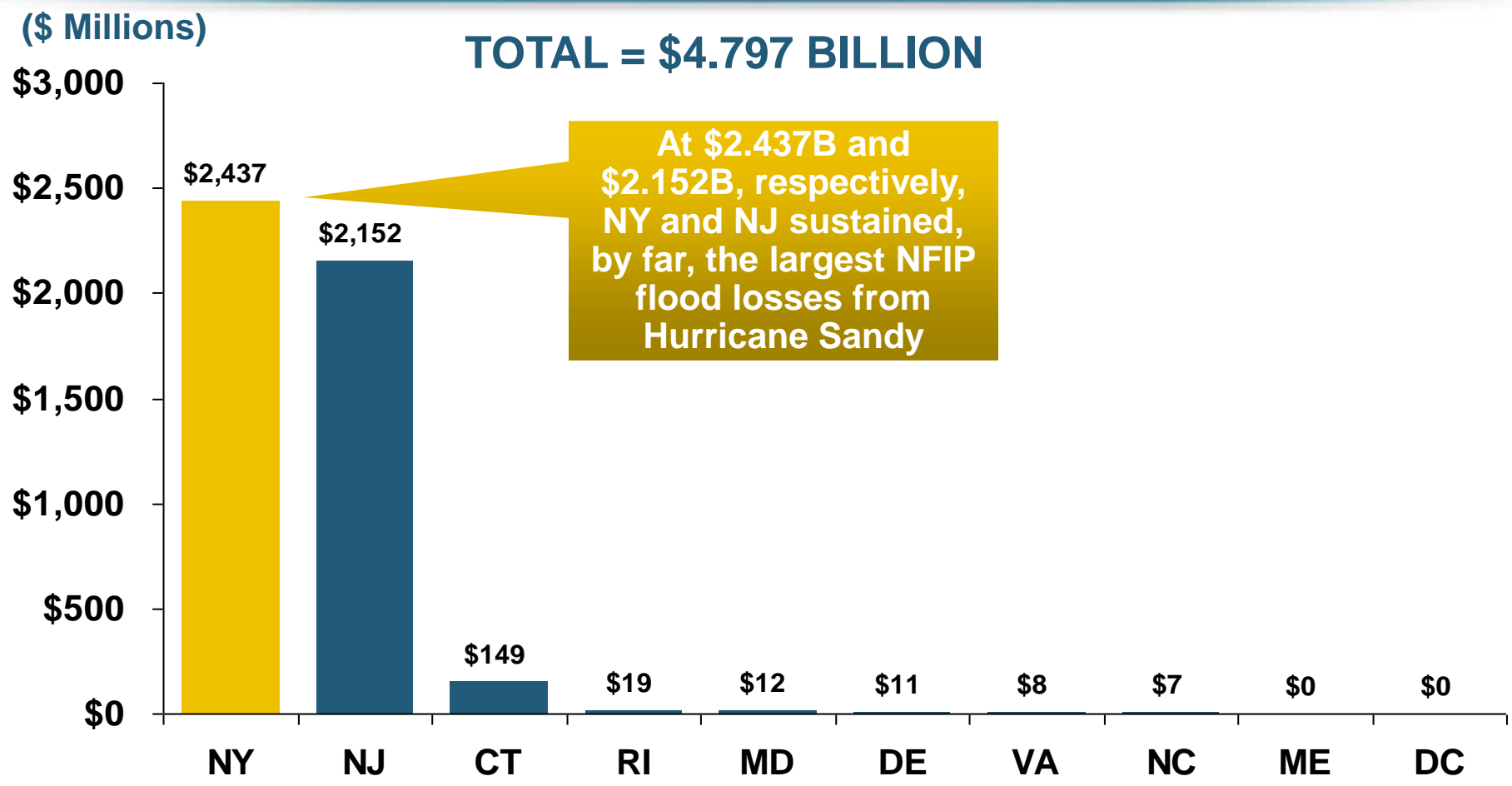
Flood coverage penetration rates were extremely low in many very vulnerable areas in NJ, with take-up rates far below 50% in many areas

Residential NFIP Flood Take-Up Rates in NY, CT (2010) & Sandy Storm Surge



Flood coverage penetration rates were extremely low in many very vulnerable areas of NY and CT, with take-up rates far below 50% in many areas

Hurricane Sandy: National Flood Insurance Program Payment, by State*

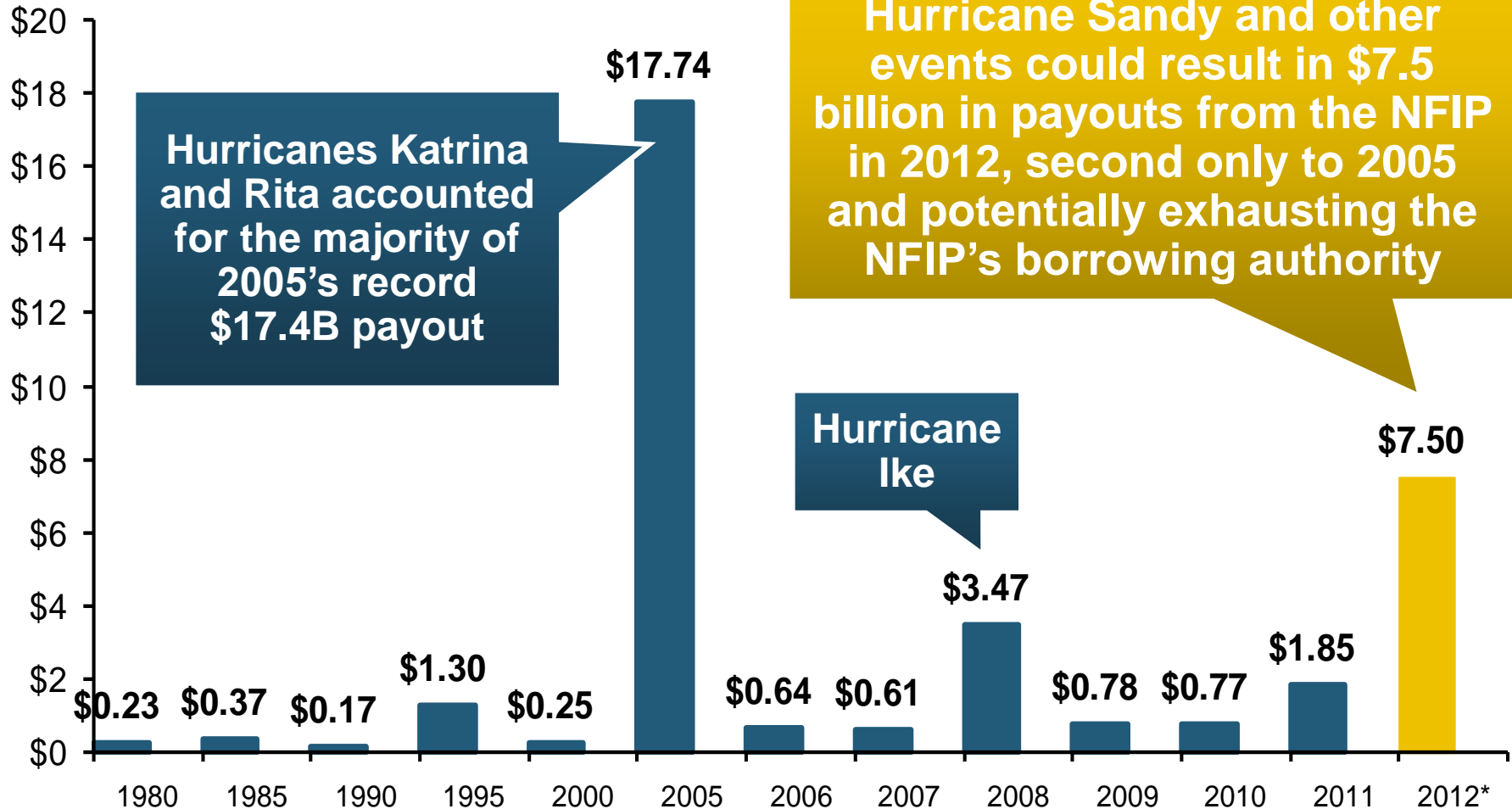


The NFIP Will Ultimately Likely Pay Close to \$7 Billion to 100,000 Policyholders Across 9 States and DC in the Wake of Hurricane Sandy

*As of February 20, 2013.
Sources: NFIP; Insurance Information Institute .

Flood Loss Paid by the National Flood Insurance Program, 1980-2012E

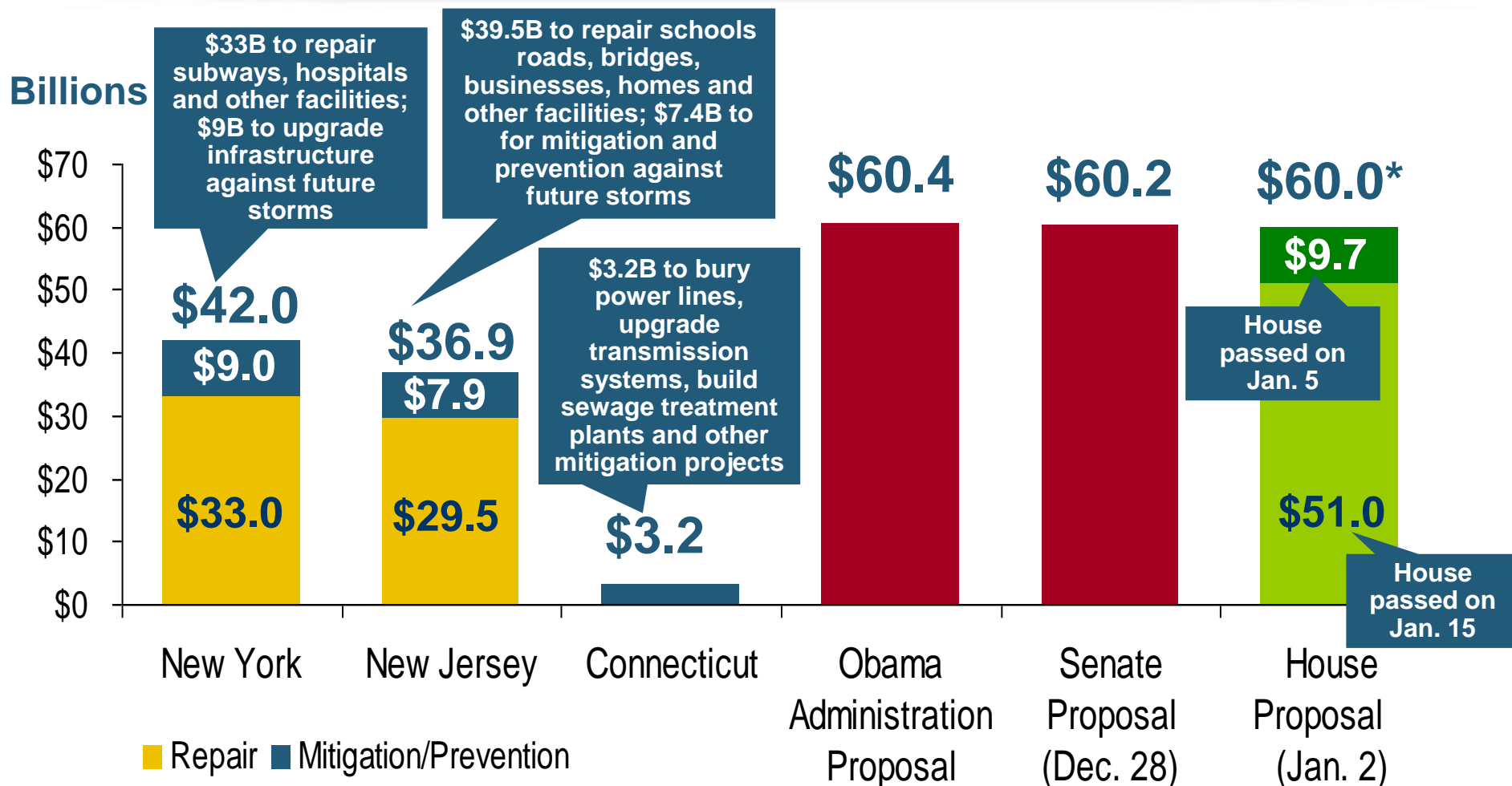
Billions (Original Values)



*Estimate as of 11/25/12.

Sources: Department of Homeland Security, Federal Emergency Management Agency, NFIP; Insurance Information Institute.

Federal Aid Requests for States With Greatest Sandy Impact & Federal Aid Proposals (as of 1/6/13)



States Requested Enormous Sums in Sandy Aid in the Middle of the “Fiscal Cliff” Debate, Causing Delays

*As of Jan. 2, 2013.

Source: *New York Times*, Dec. 6, 2012; Insurance Information Institute research.

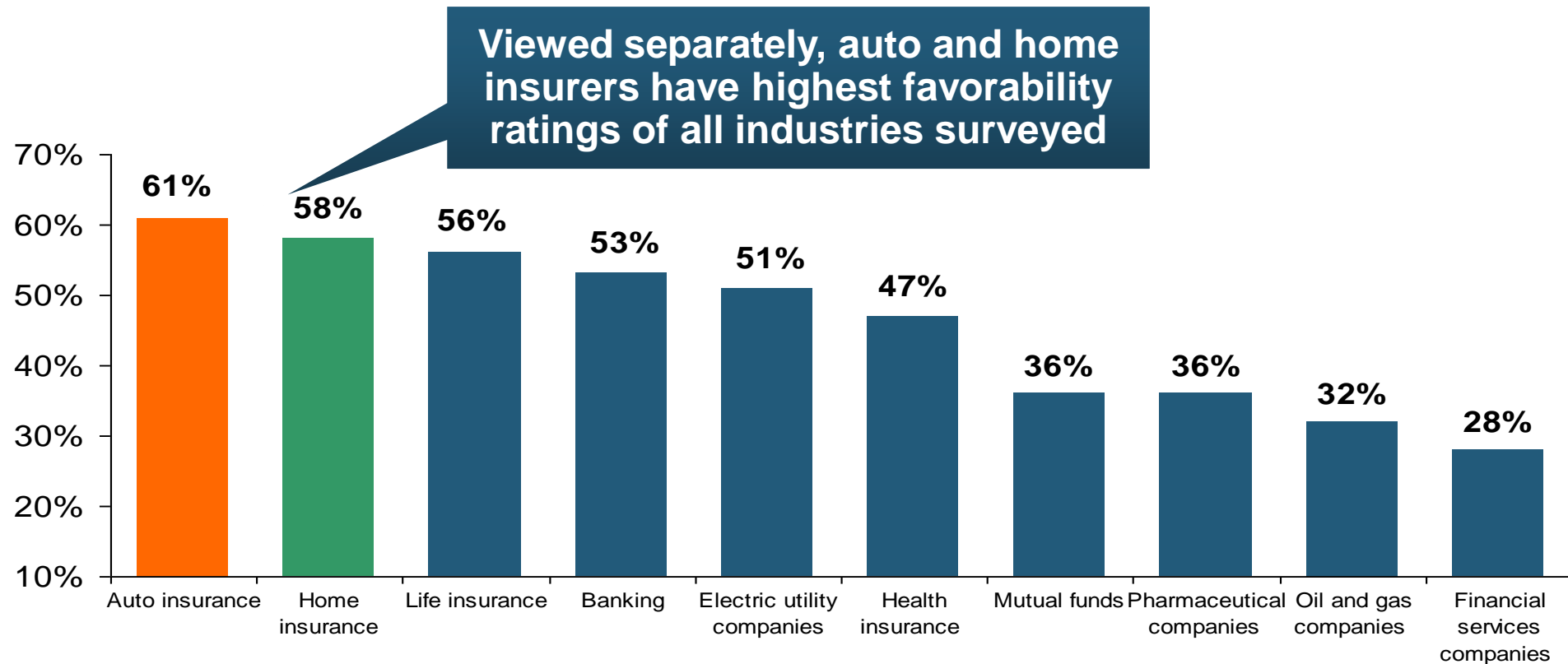


Public Opinion Survey

Industry Favorability Ratings
Policy Forms & Disclosure
Disaster Preparedness

I.I.I. Poll: Favorability

Percent of Public Rating Industry as Very or Mostly Favorable, 2013

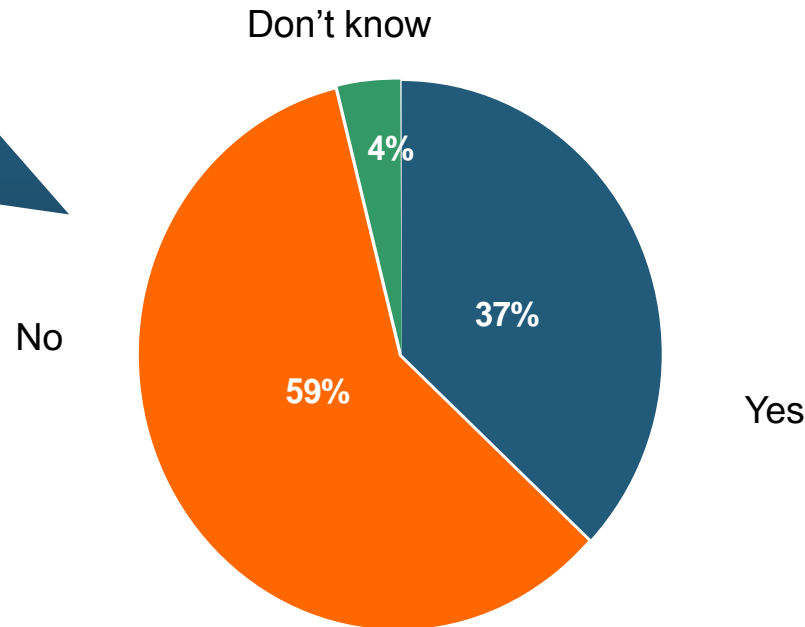


Auto Insurers and Home Insurers Ranked Highest.

I.I.I. Poll: Homeowners Insurance

Q. Do you think that it is fair that people who live in areas affected by record storms in 2011 and 2012 should pay more for their homeowners insurance in the future?

Public believes it is not fair to raise premiums of homeowners due to events they cannot control

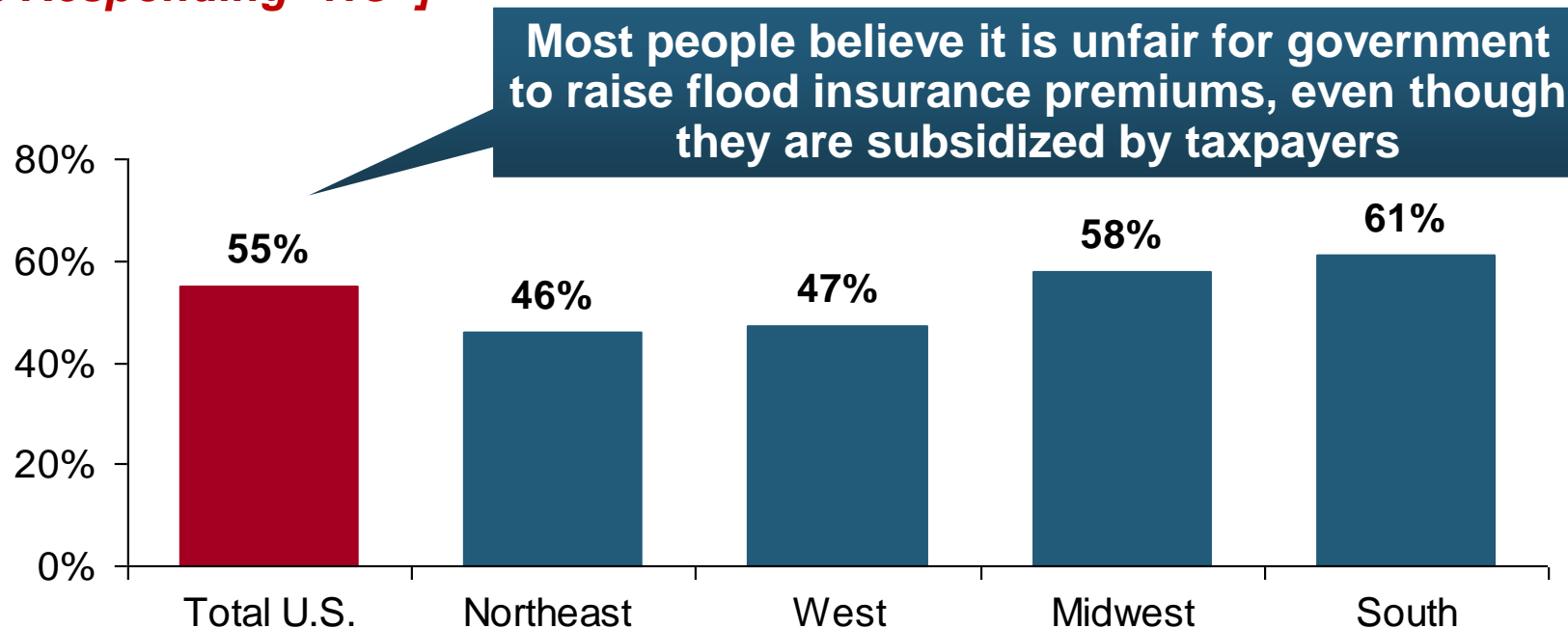


Nearly 60 percent of Americans believe that homeowners insurance premiums should not be raised as a result of recent storms in their areas.

I.I.I. Poll: Flood Insurance

Q. The federal government plans to raise the price of flood insurance so it reflects the costs of paying claims. Do you believe this is fair?

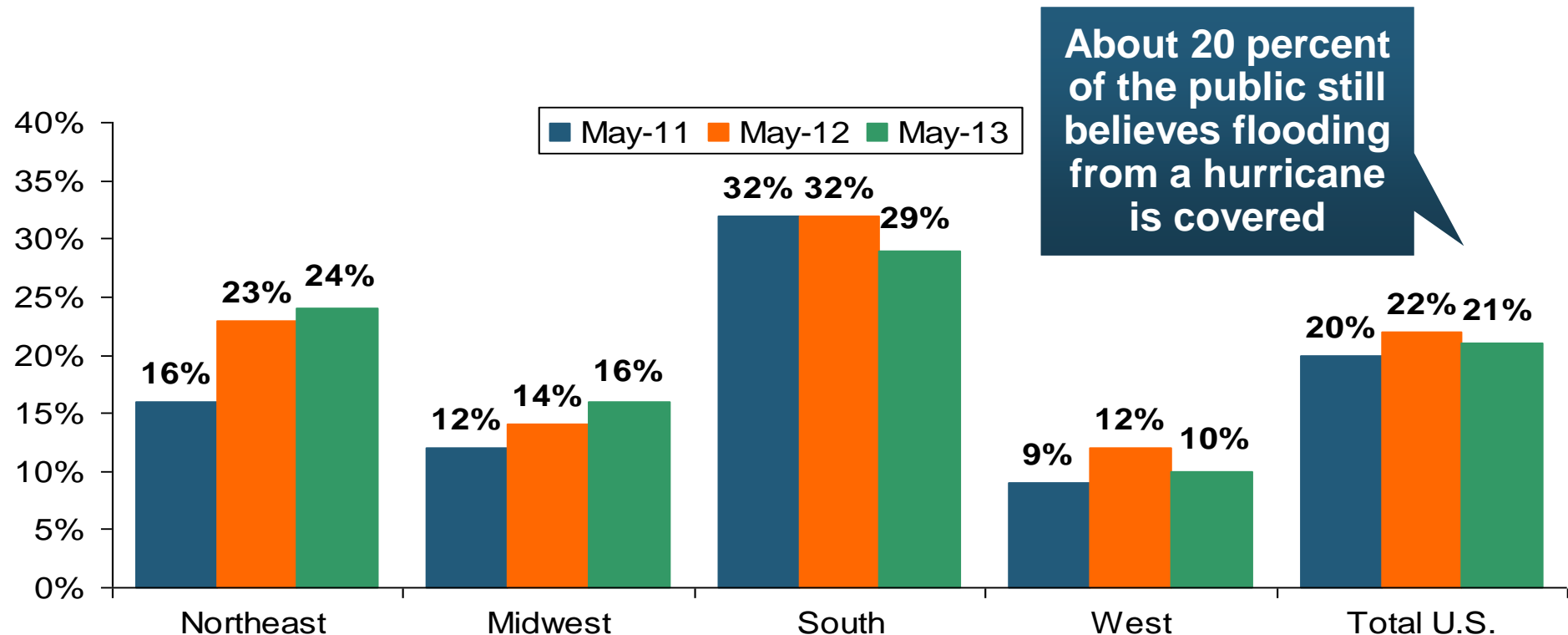
[% Responding "NO"]



More than one-half of Americans do not think it is fair for the federal government to raise its flood insurance premiums to better reflect claims payouts.

I.I.I. Poll: Disaster Preparedness

Q. Does your homeowners policy cover damage from flooding during a hurricane?¹

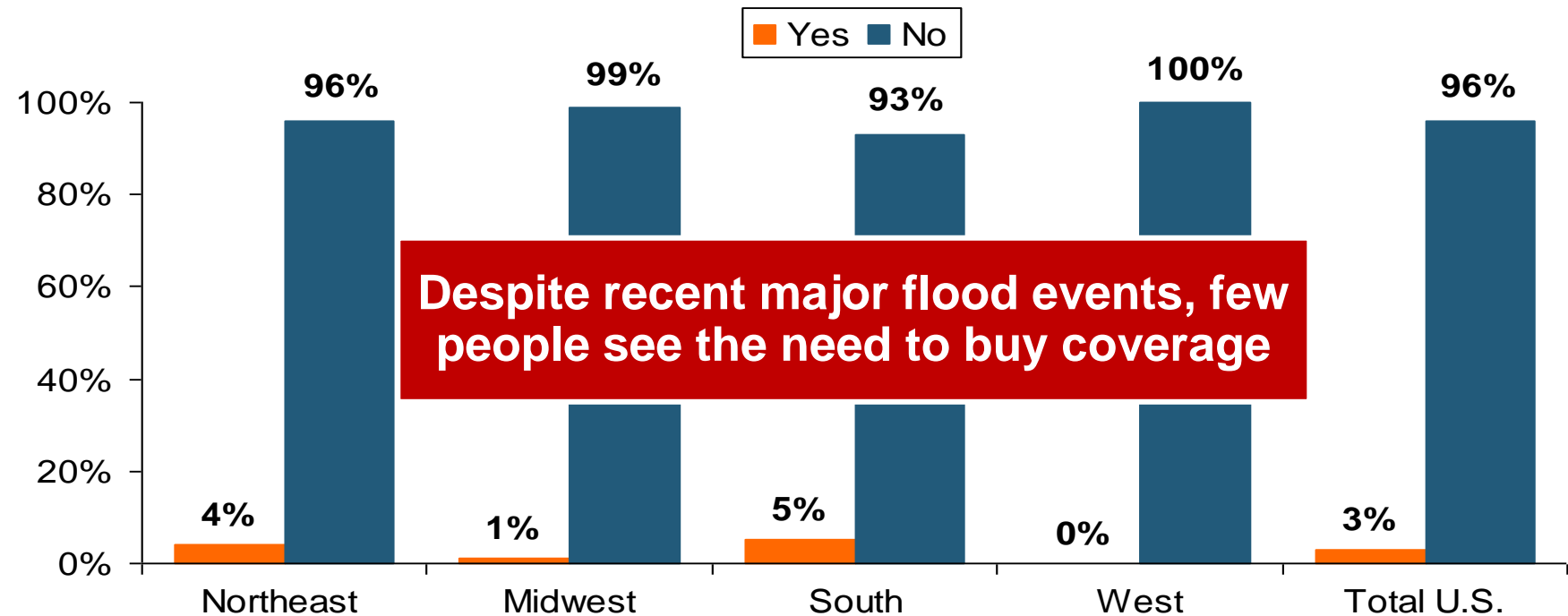


The proportion of homeowners who believe their homeowners policy covers damage from flooding during a hurricane stands at 21 percent. This proportion rises eight percentage points in the South, to 29 percent.

¹Asked of those who have homeowners insurance and who responded "yes".

I.I.I. Poll: Disaster Preparedness

Q. Have recent flooding events such as Hurricane Sandy or Hurricane Irene motivated you to buy flood coverage?¹

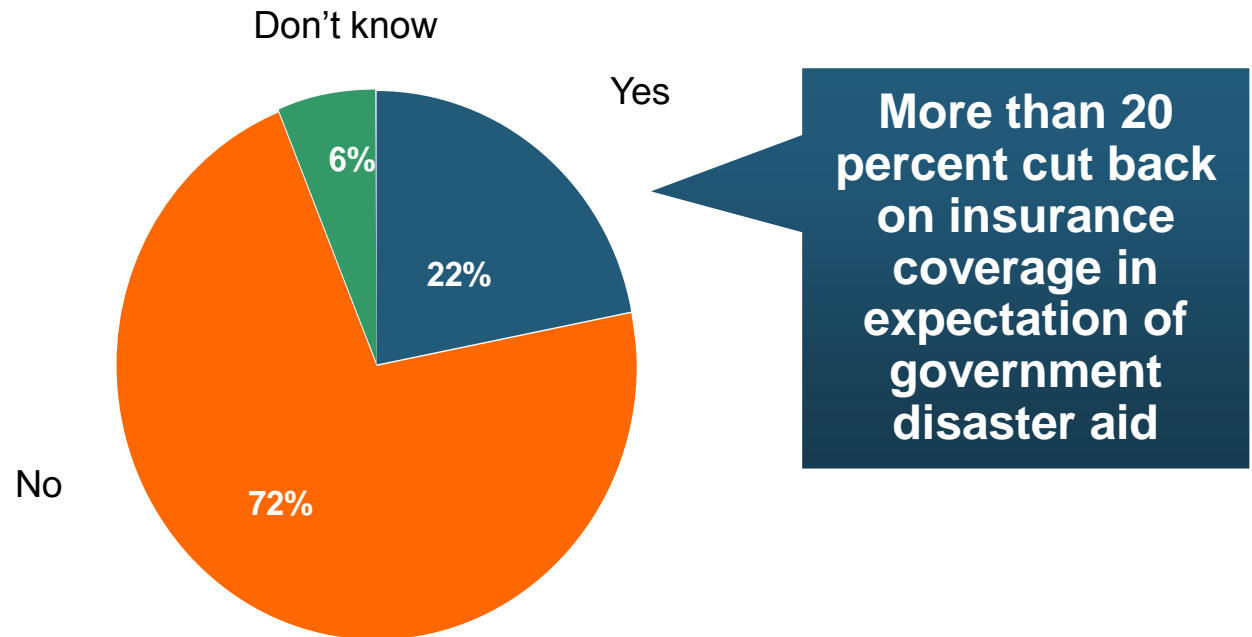


Recent storms have not motivated people to buy flood insurance coverage

¹Asked of those who have homeowners insurance but not flood insurance.

I.I.I. Poll: Disaster Preparedness

Q. If you expect some relief from the government, do you purchase less insurance coverage against these natural disasters than you would have otherwise?



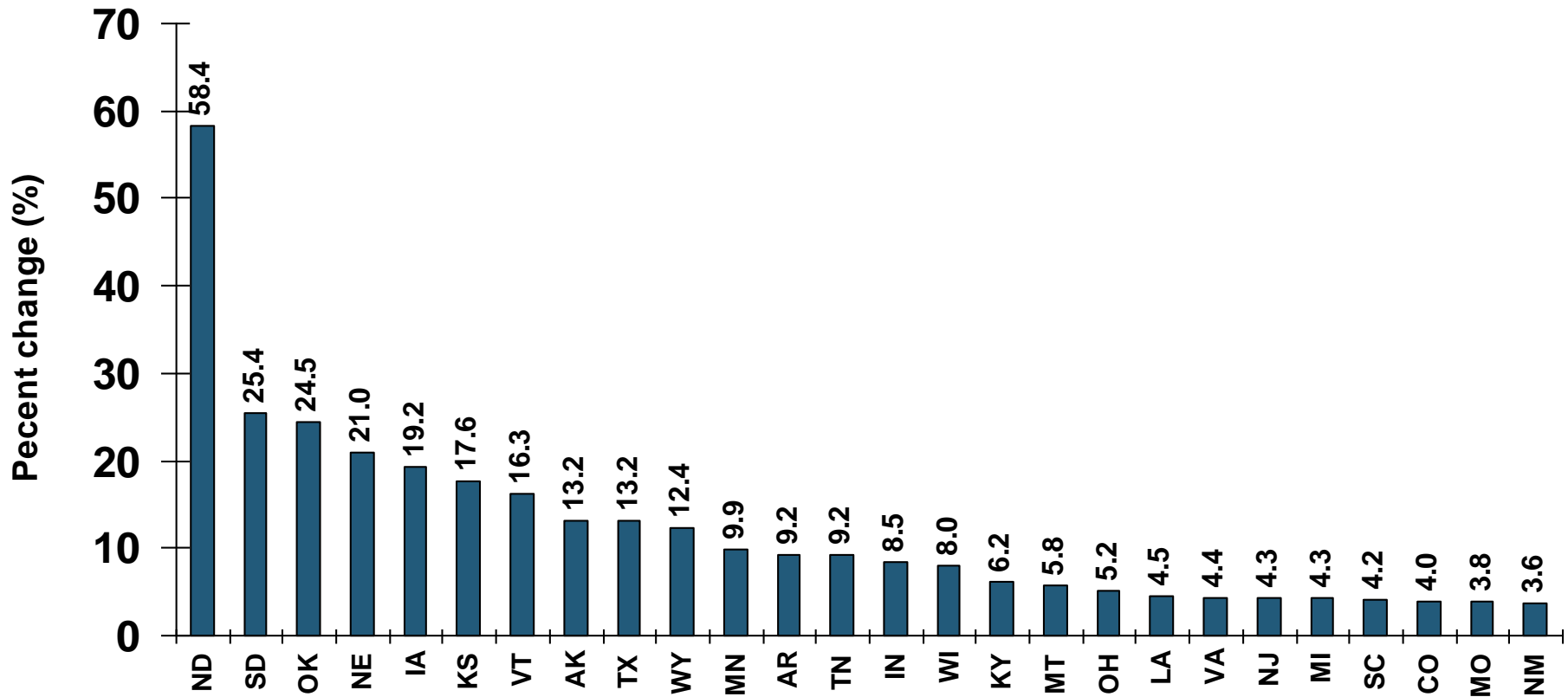
Seventy-two percent of Americans would not purchase less insurance if they expect some relief from the government—but 22% would.

Growth Analysis by State and Business Segment

**Premium Growth Rates Vary
Tremendously by State**

Direct Premiums Written: Total P/C Percent Change by State, 2007-2012*

Top 25 States

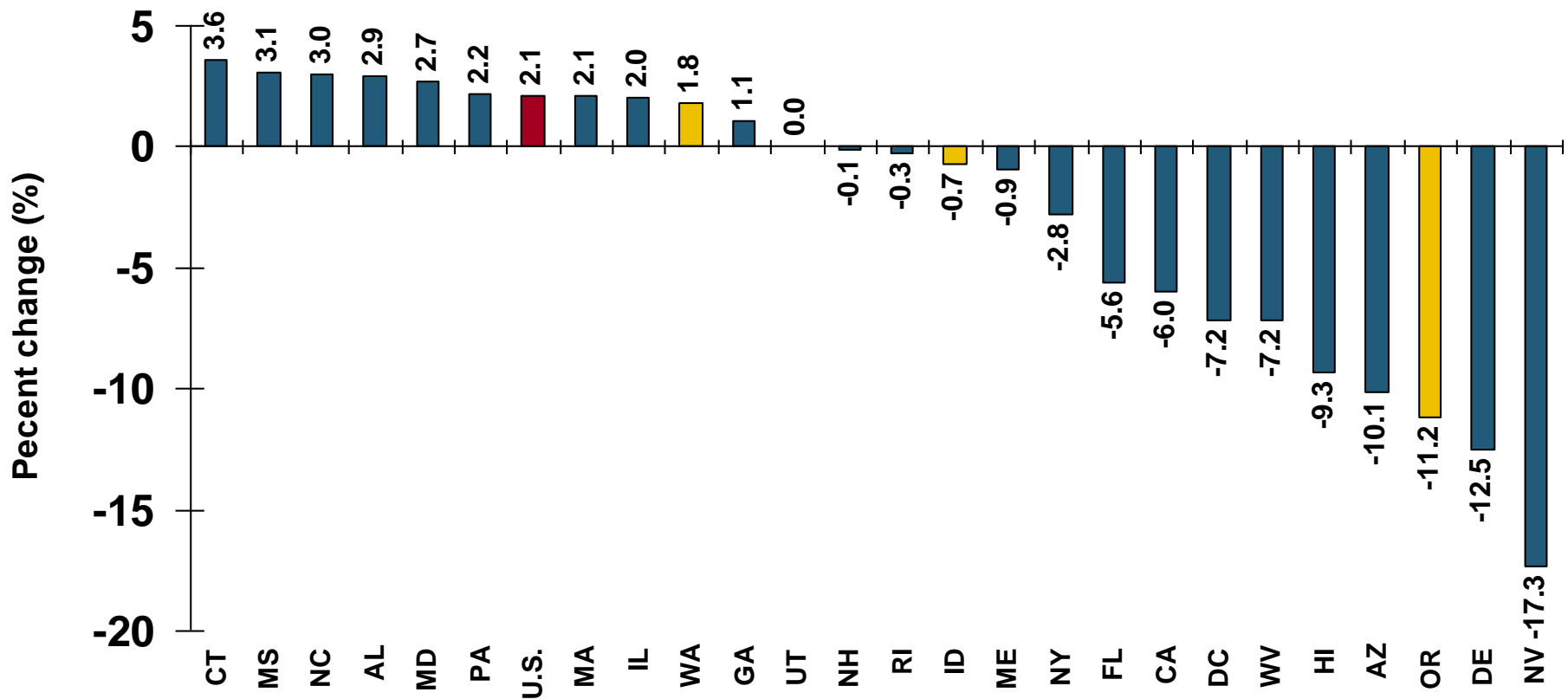


*Data are preliminary as of 5/1/13 and do not yet fully reflect the impact of state-run pools and plans.

Sources: SNL Financial LC.; Insurance Information Institute.

Direct Premiums Written: Total P/C Percent Change by State, 2007-2012*

Bottom 25 States

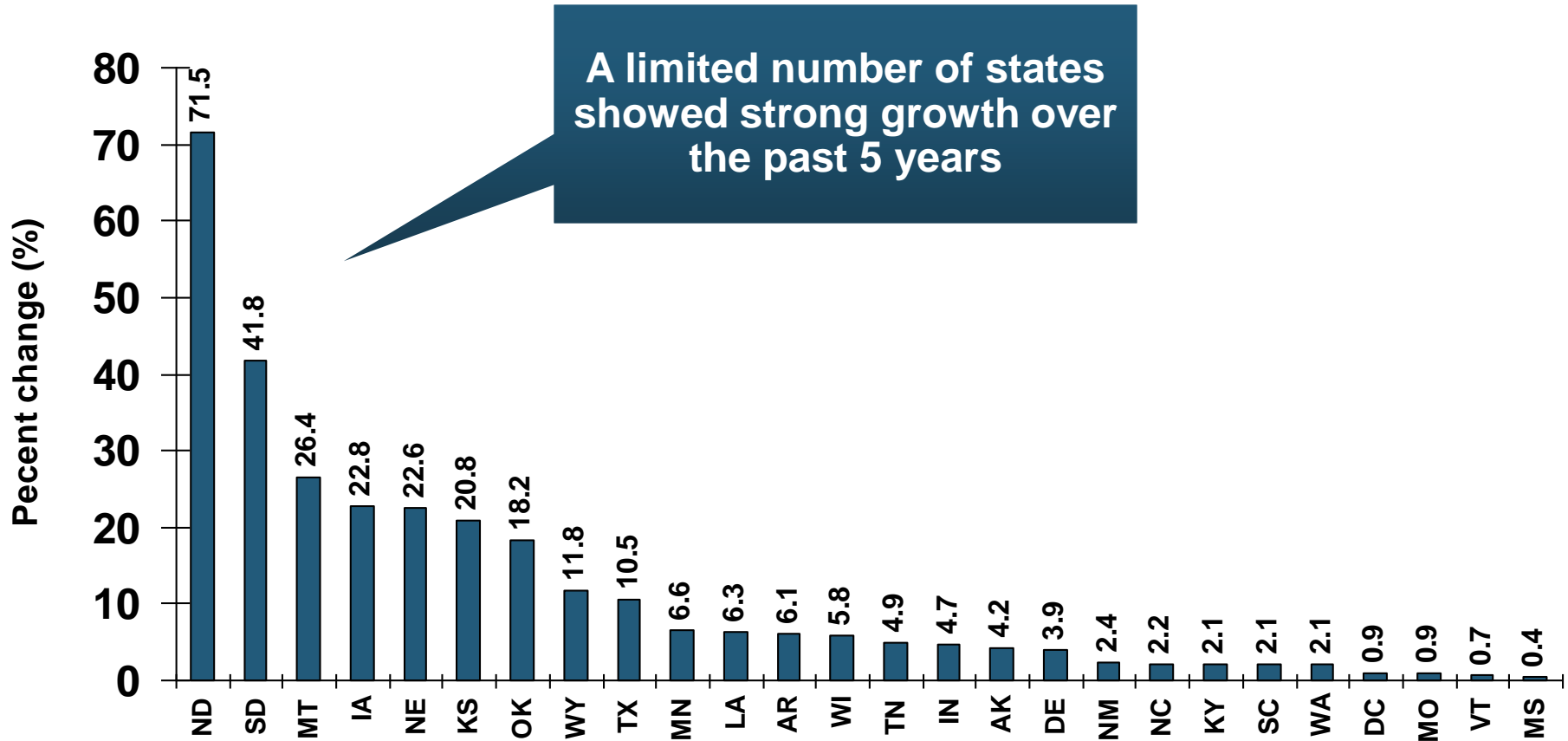


*Data are preliminary as of 5/1/13 and do not yet fully reflect the impact of state-run pools and plans.

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Direct Premiums Written: Total P/C Percent Change by State, 2006-2011*

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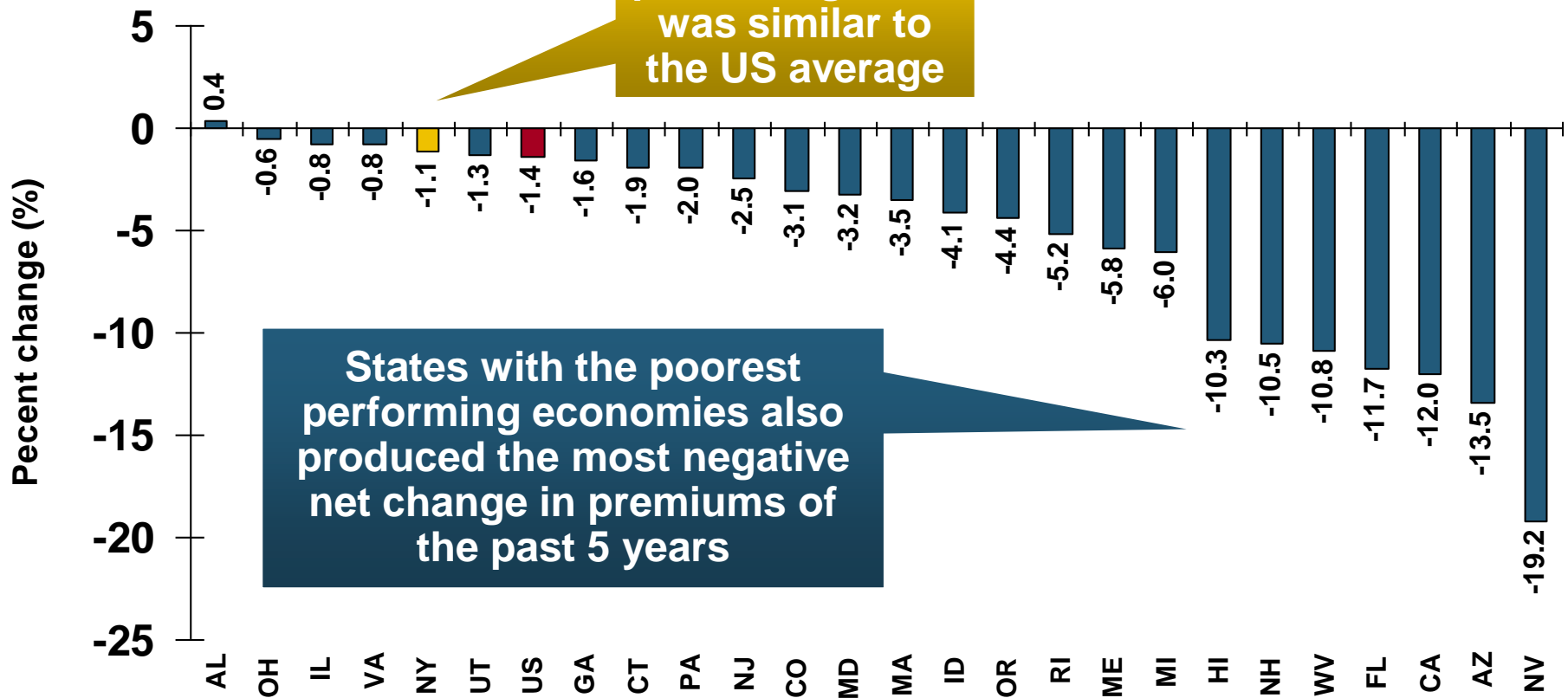


Direct Premiums Written: Total P/C Percent Change by State, 2006-2011*

Bottom 25 States

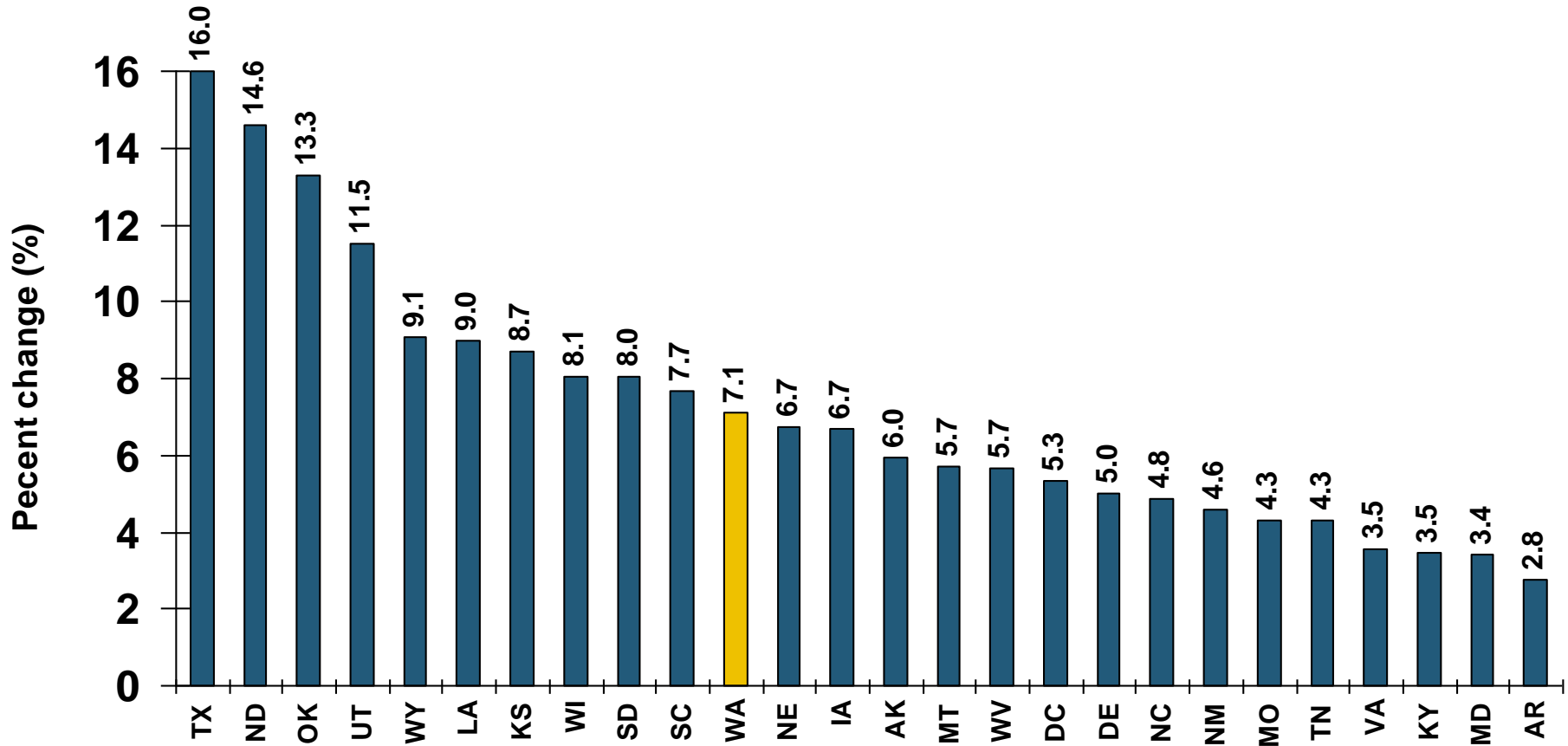
NY's change in
premium growth
was similar to
the US average

States with the poorest
performing economies also
produced the most negative
net change in premiums of
the past 5 years



Direct Premiums Written: PP Auto Percent Change by State, 2006-2011*

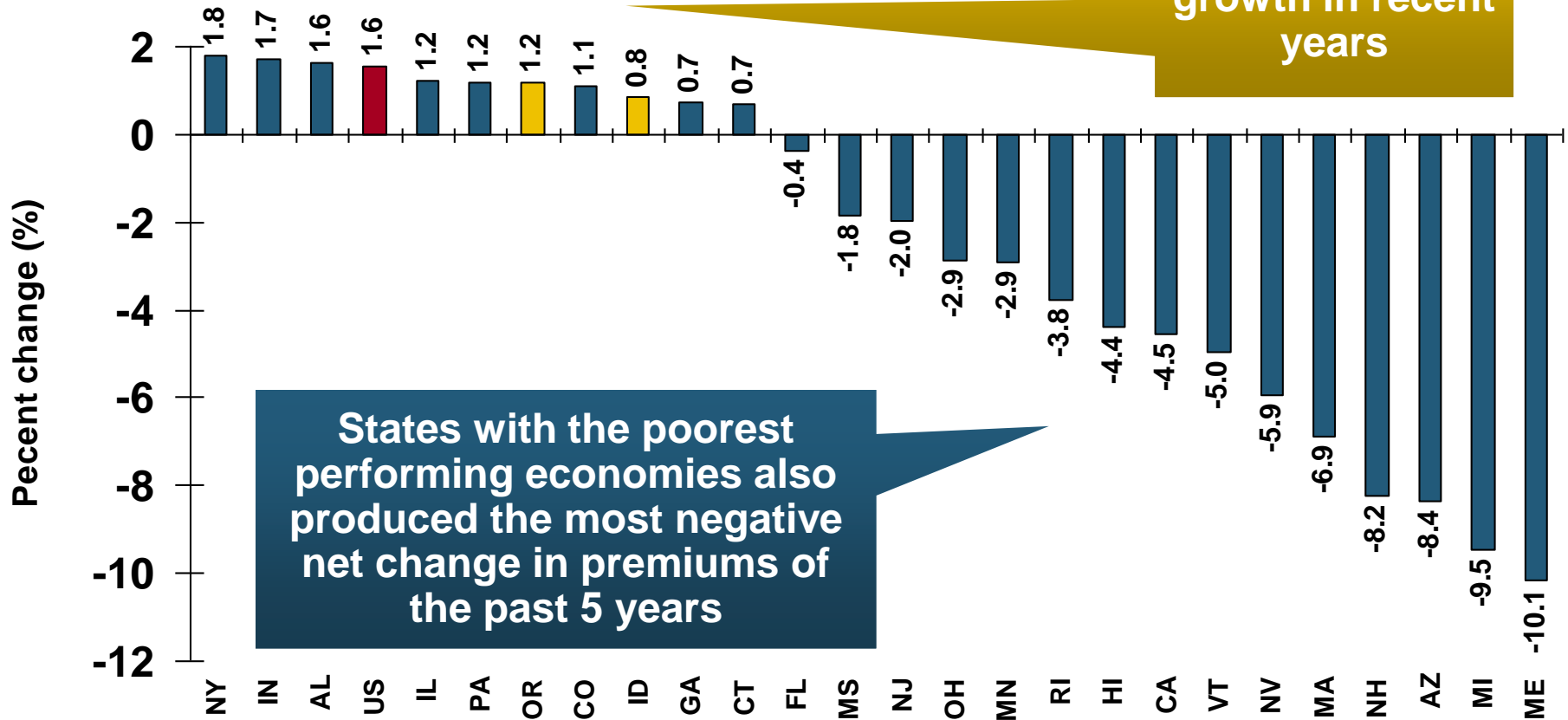
Top 25 States



Direct Premiums Written: PP Auto Percent Change by State, 2006-2011*

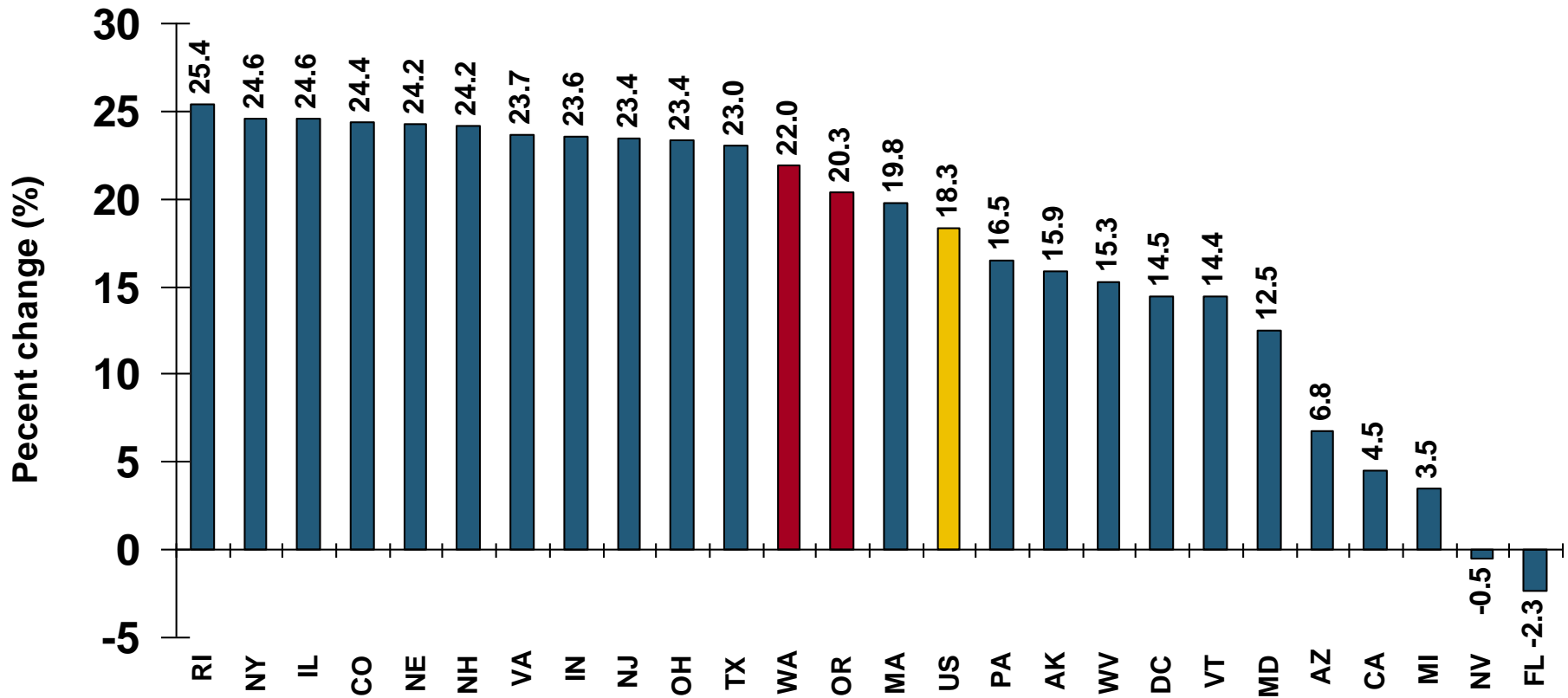
Bottom 25 States

OR and ID saw sluggish PPA growth in recent years



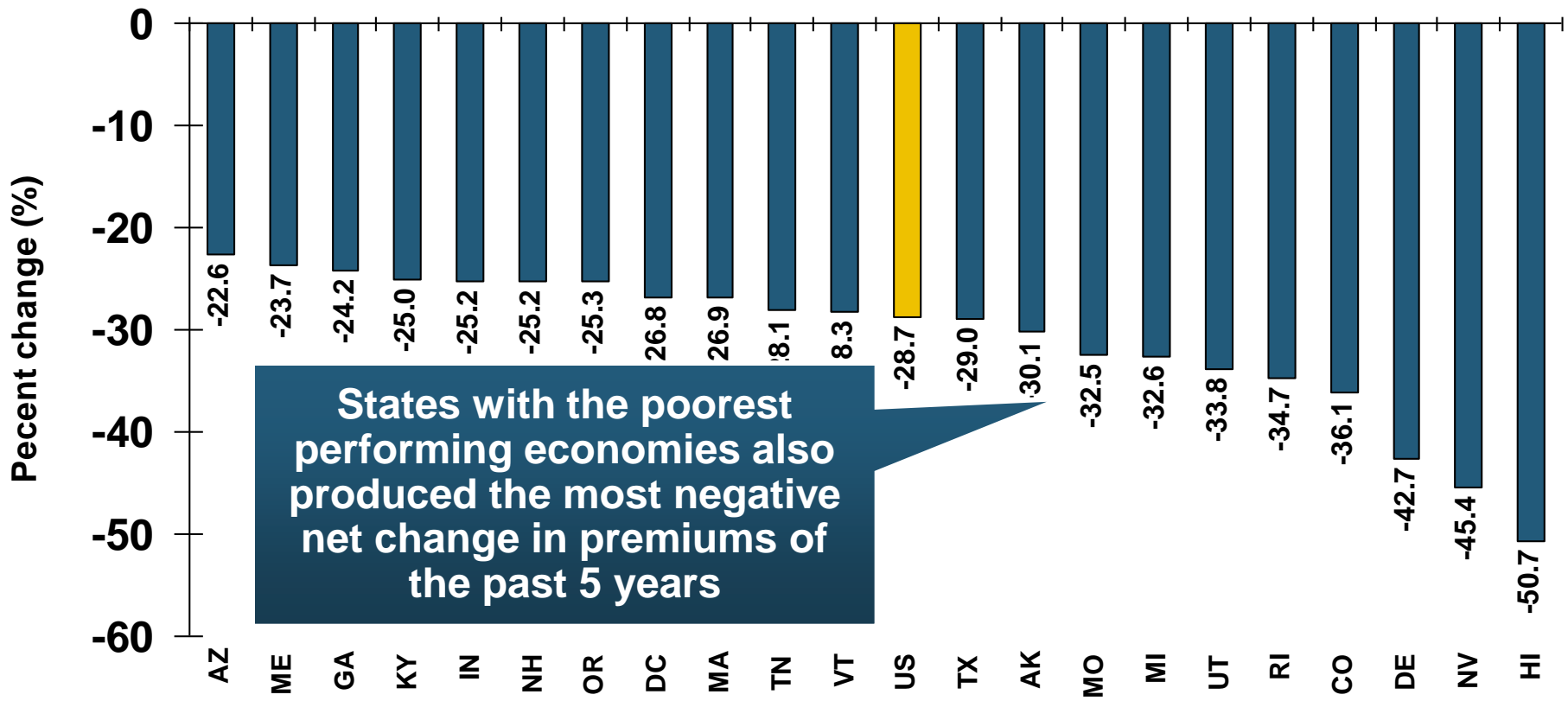
Direct Premiums Written: Homeowners Percent Change by State, 2006-2011*

Top 25 States



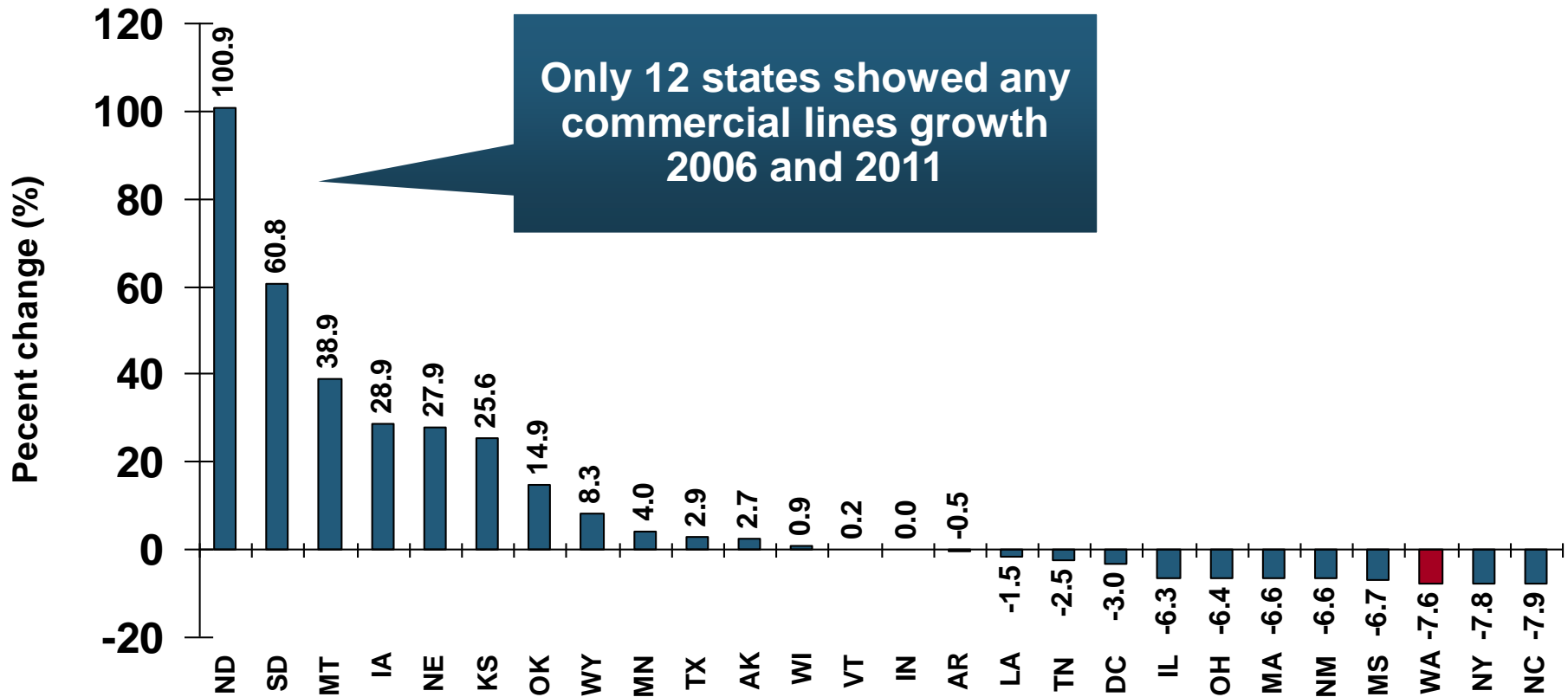
Direct Premiums Written: Homeowners Percent Change by State, 2006-2011*

Bottom 25 States



Direct Premiums Written: Comm. Lines Percent Change by State, 2006-2011*

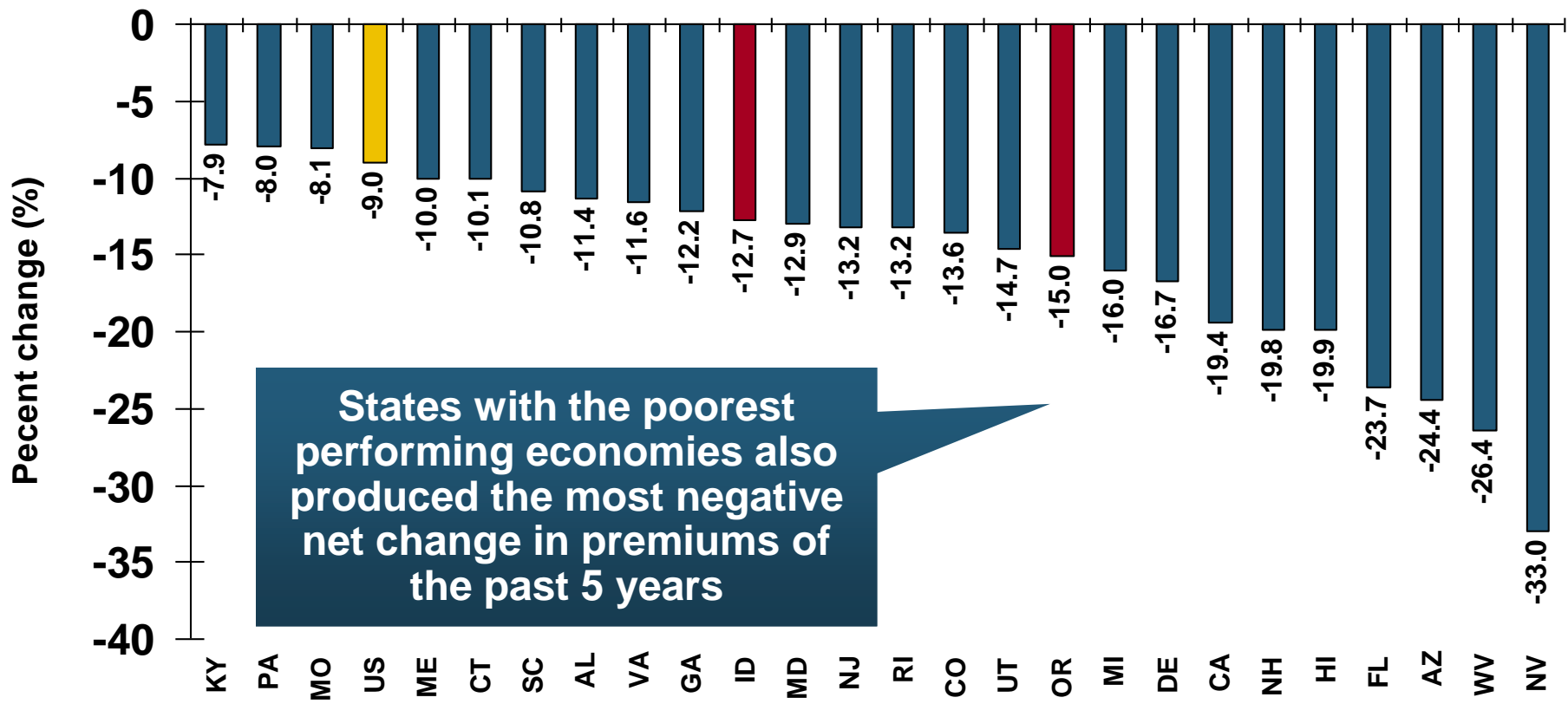
Top 25 States



Sources: SNL Financial LC.; Insurance Information Institute.

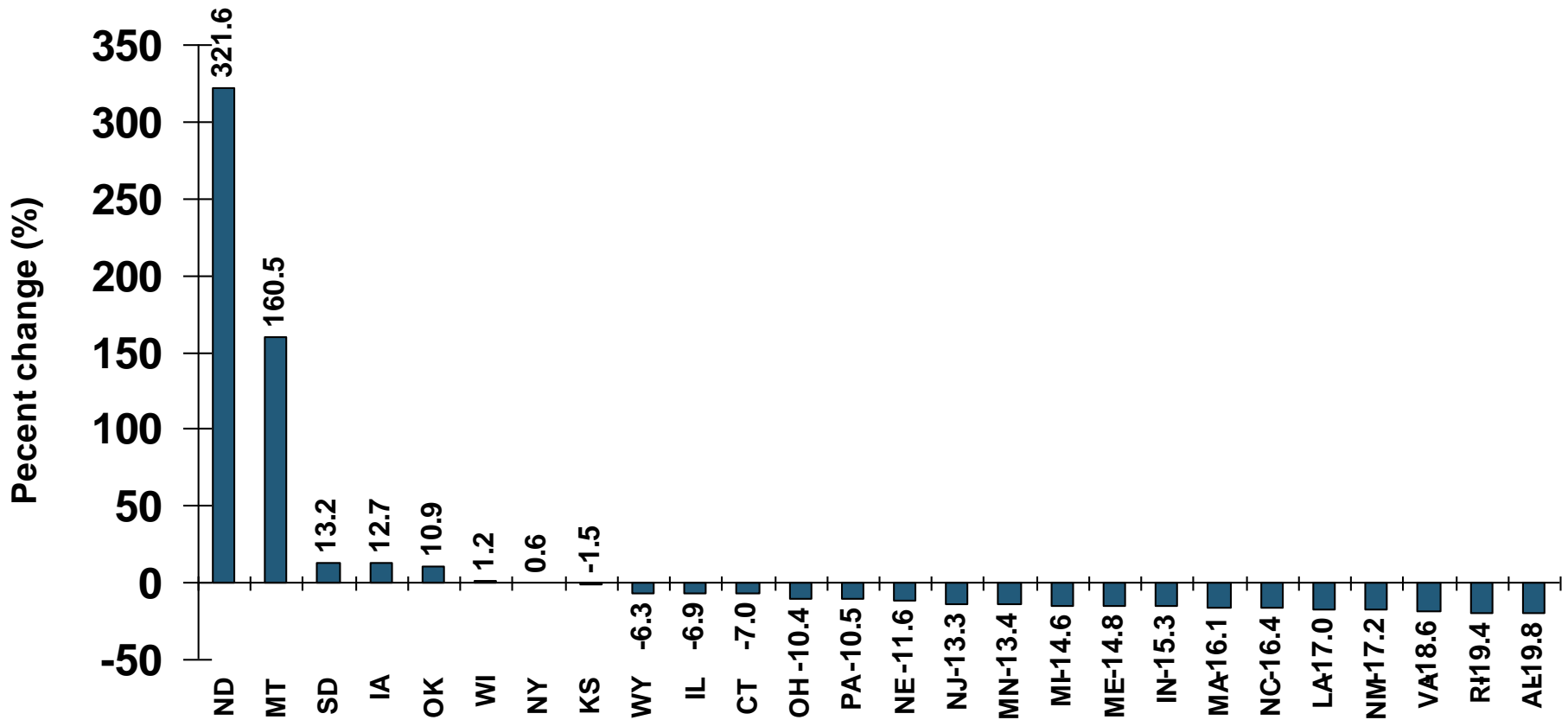
Direct Premiums Written: Comm. Lines Percent Change by State, 2006-2011*

Bottom 25 States



Direct Premiums Written: Workers' Comp Percent Change by State, 2006-2011*

Top 25 States

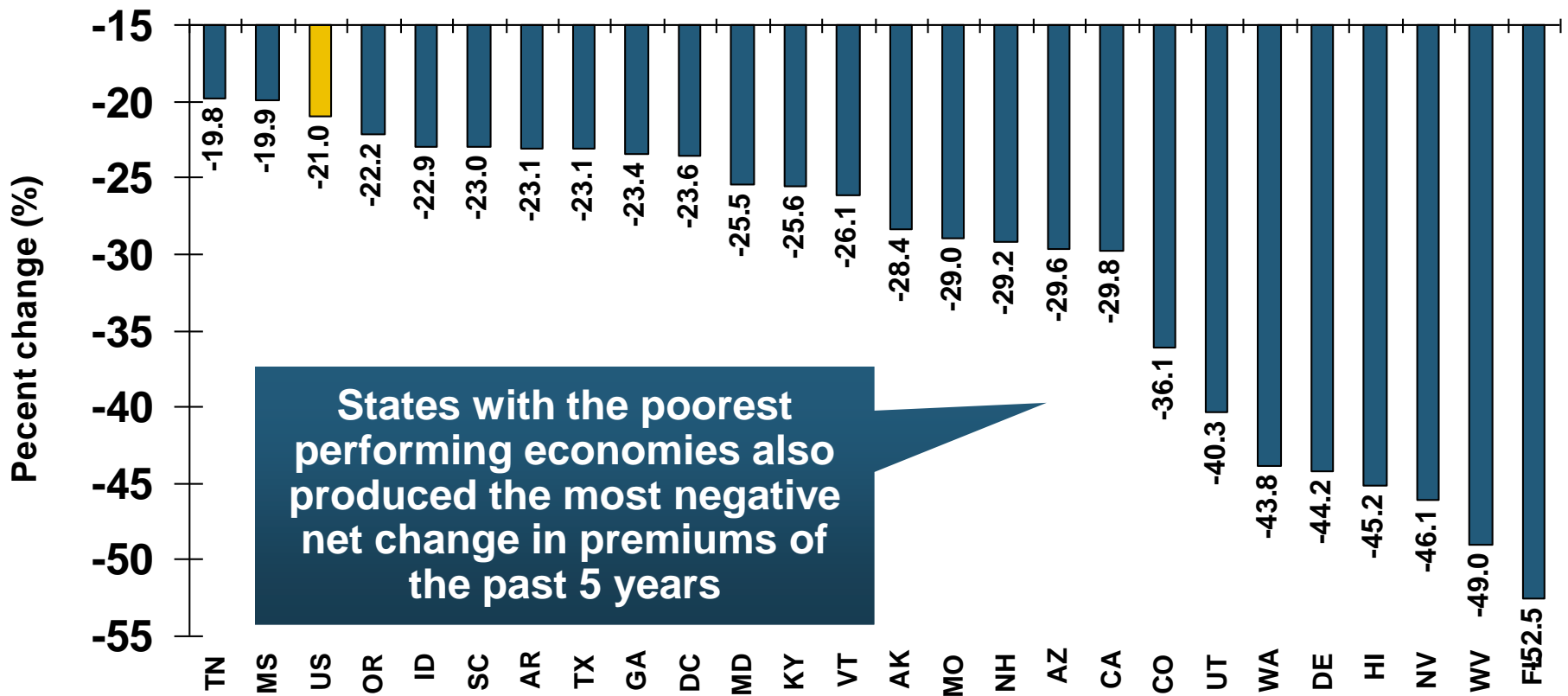


*Excludes monopolistic fund states: ND, OH, WA, WY as well as WV, which transitioned to a competitive structure during this period.

Sources: SNL Financial LC.; Insurance Information Institute.

Direct Premiums Written: Worker's Comp Percent Change by State, 2006-2011*

Bottom 25 States



*Excludes monopolistic fund states: ND, OH, WA, WY as well as WV, which transitioned to a competitive structure during this period.

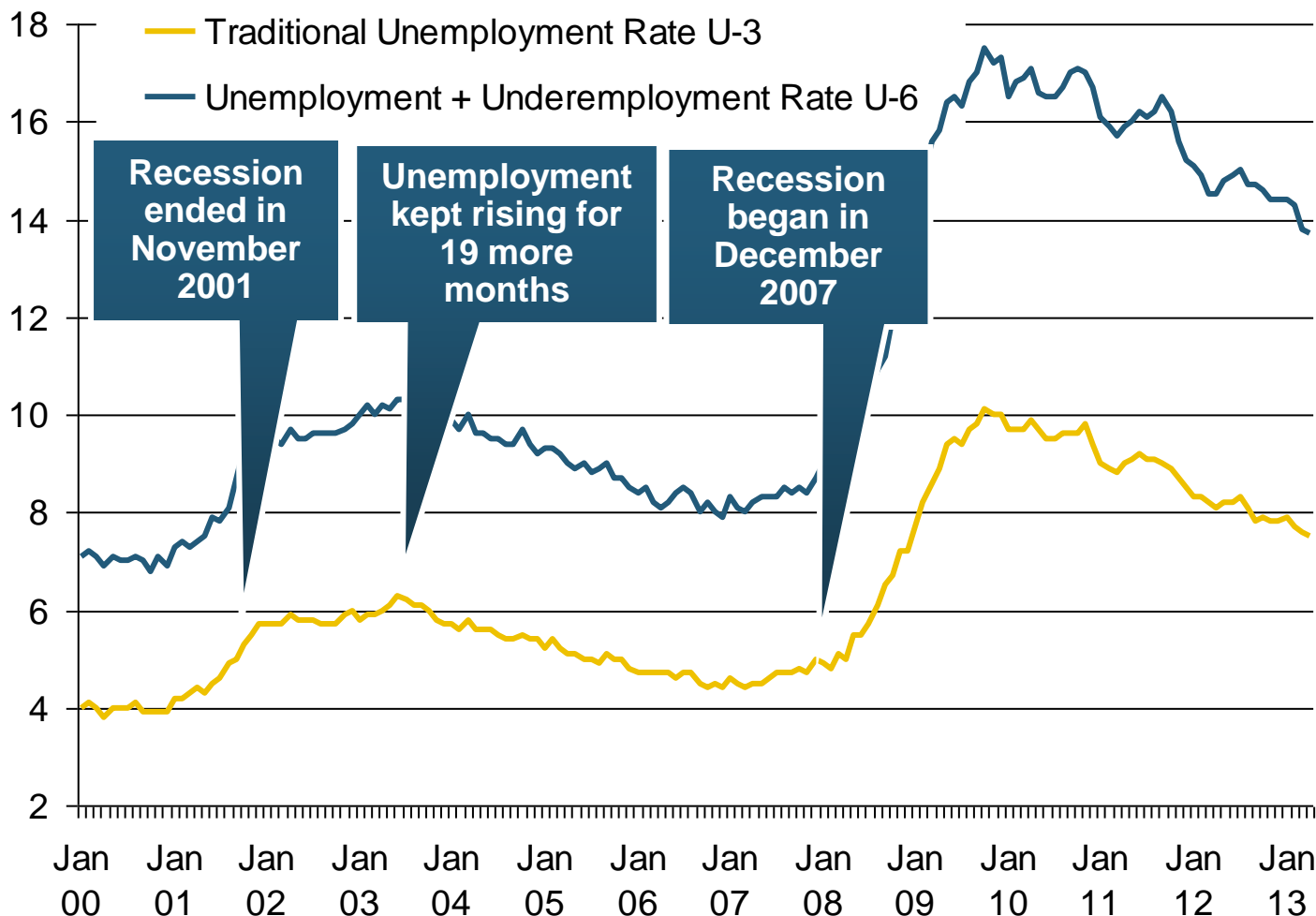
Sources: SNL Financial LC.; Insurance Information Institute.

Labor Market Trends

**Massive Job Losses Sapped the
Economy and Commercial/Personal
Lines Exposure, But Trend is
Improving**

Unemployment and Underemployment Rates: Stubbornly High in 2012, But Falling

January 2000 through Apr. 2013, Seasonally Adjusted (%)



U-6 went from 8.0% in March 2007 to 17.5% in October 2009; Stood at 13.7% in Apr. 2013

Unemployment stood at 7.5% in Apr. 2013—lowest in 4 years.

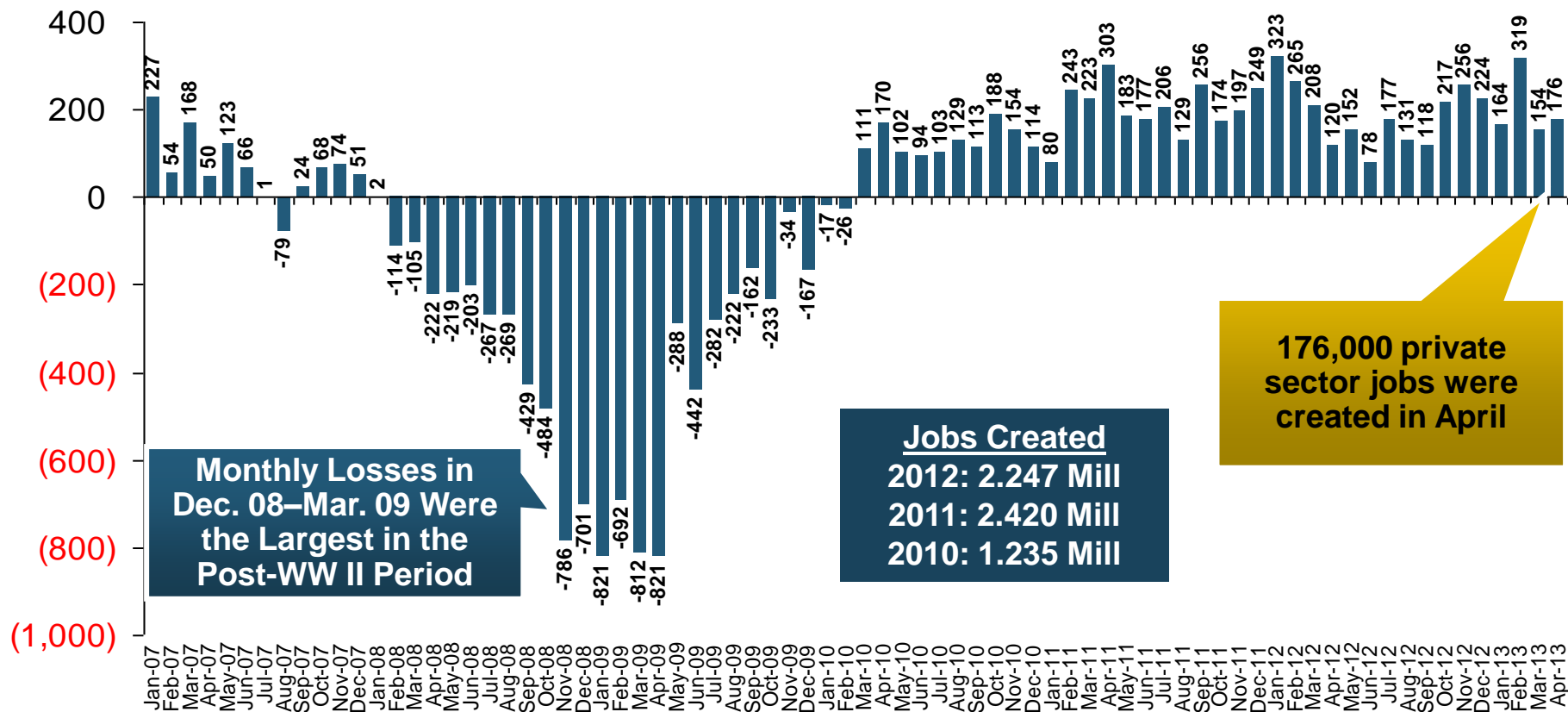
Unemployment peaked at 10.1% in October 2009, highest monthly rate since 1983.

Peak rate in the last 30 years: 10.8% in November - December 1982

Stubbornly high unemployment and underemployment constrain overall economic growth, but the job market is now clearly improving

Monthly Change in Private Employment

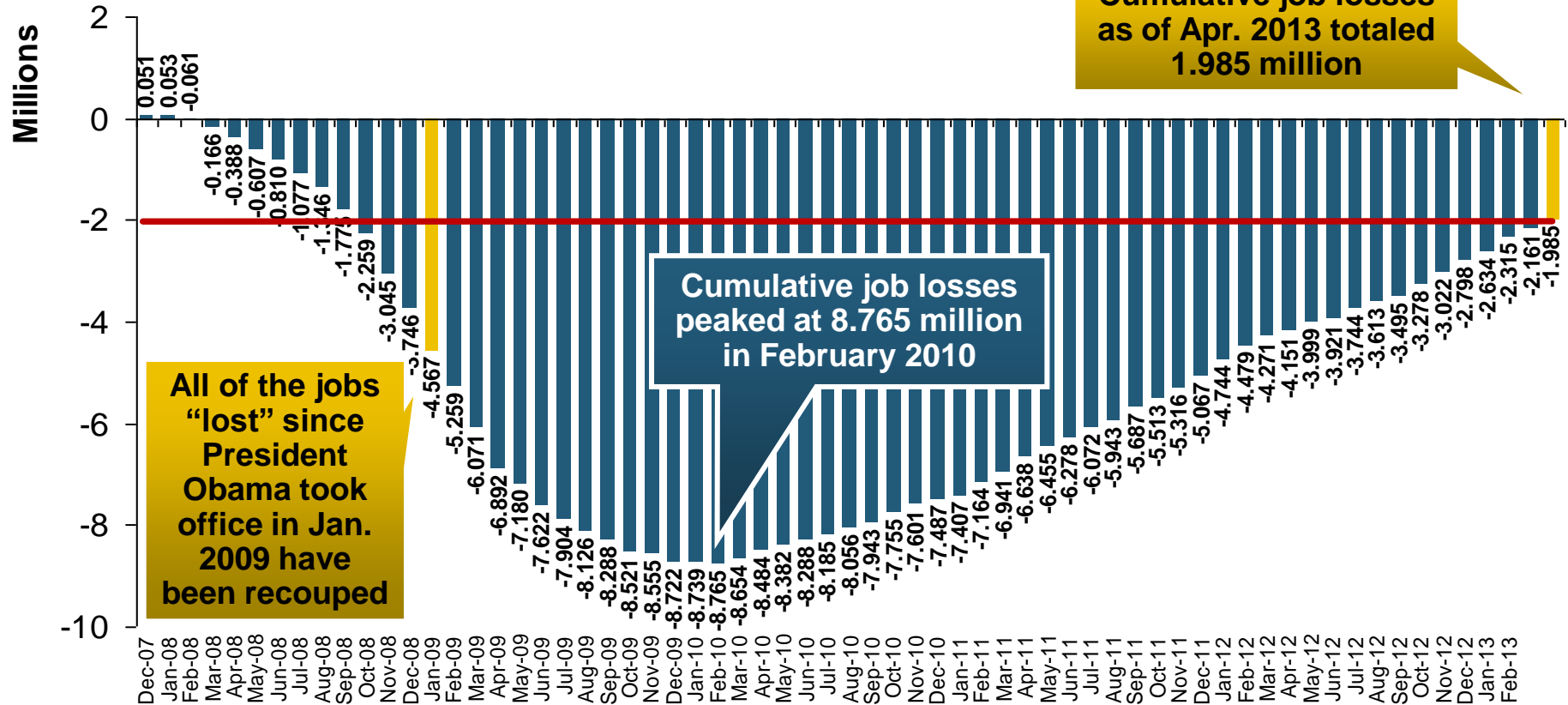
January 2007 through Apr. 2013 (Thousands)



Private Employers Added 6.74 million Jobs Since Jan. 2010 After Having Shed 4.98 Million Jobs in 2009 and 3.80 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Cumulative Change in Private Employment: Dec. 2007—Apr. 2013

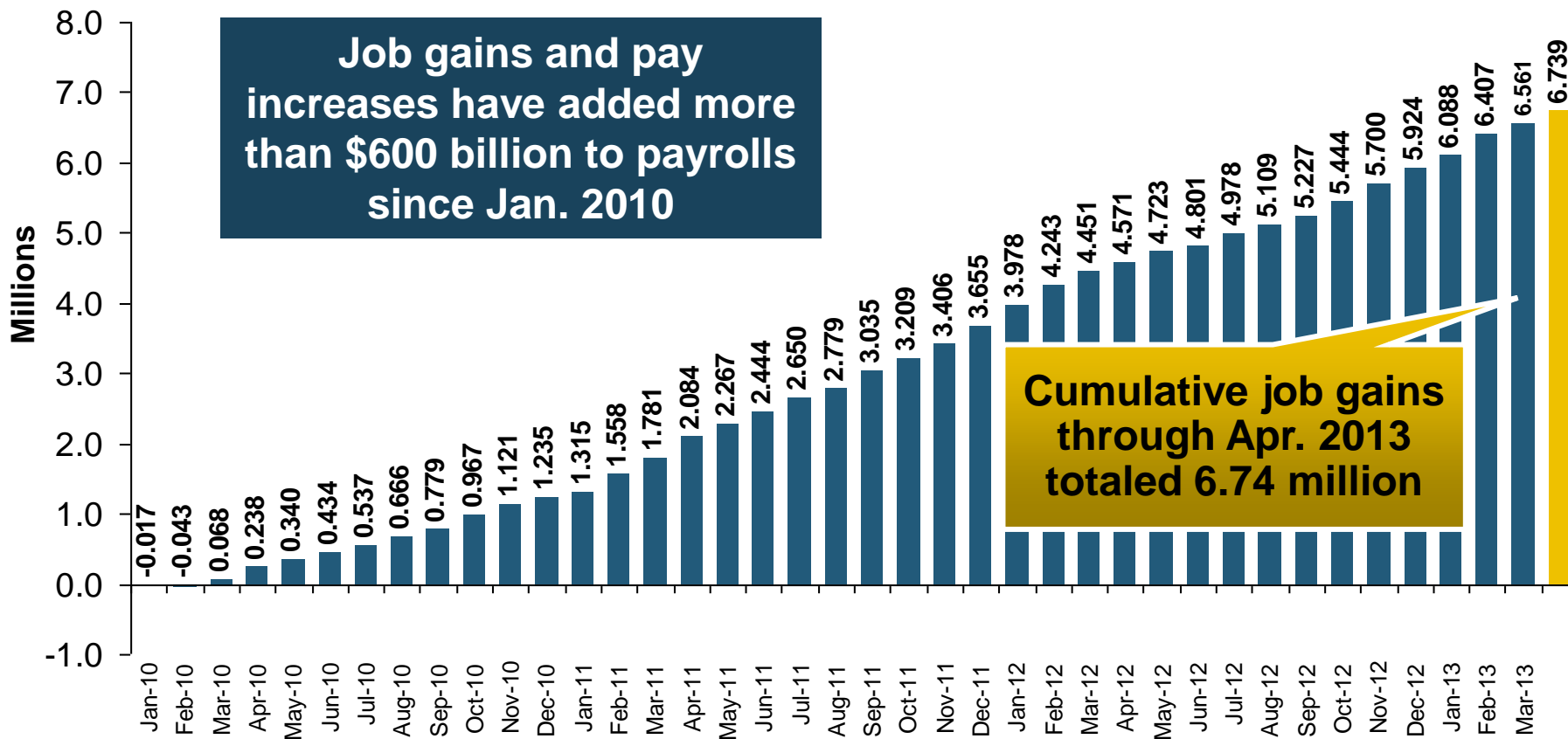
December 2007 through April 2013 (Millions)



Private Employers Added 6.74 million Jobs Since Jan. 2010 After Having Shed 4.98 Million Jobs in 2009 and 3.80 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Cumulative Change in Private Sector Employment: Jan. 2010—Apr. 2013

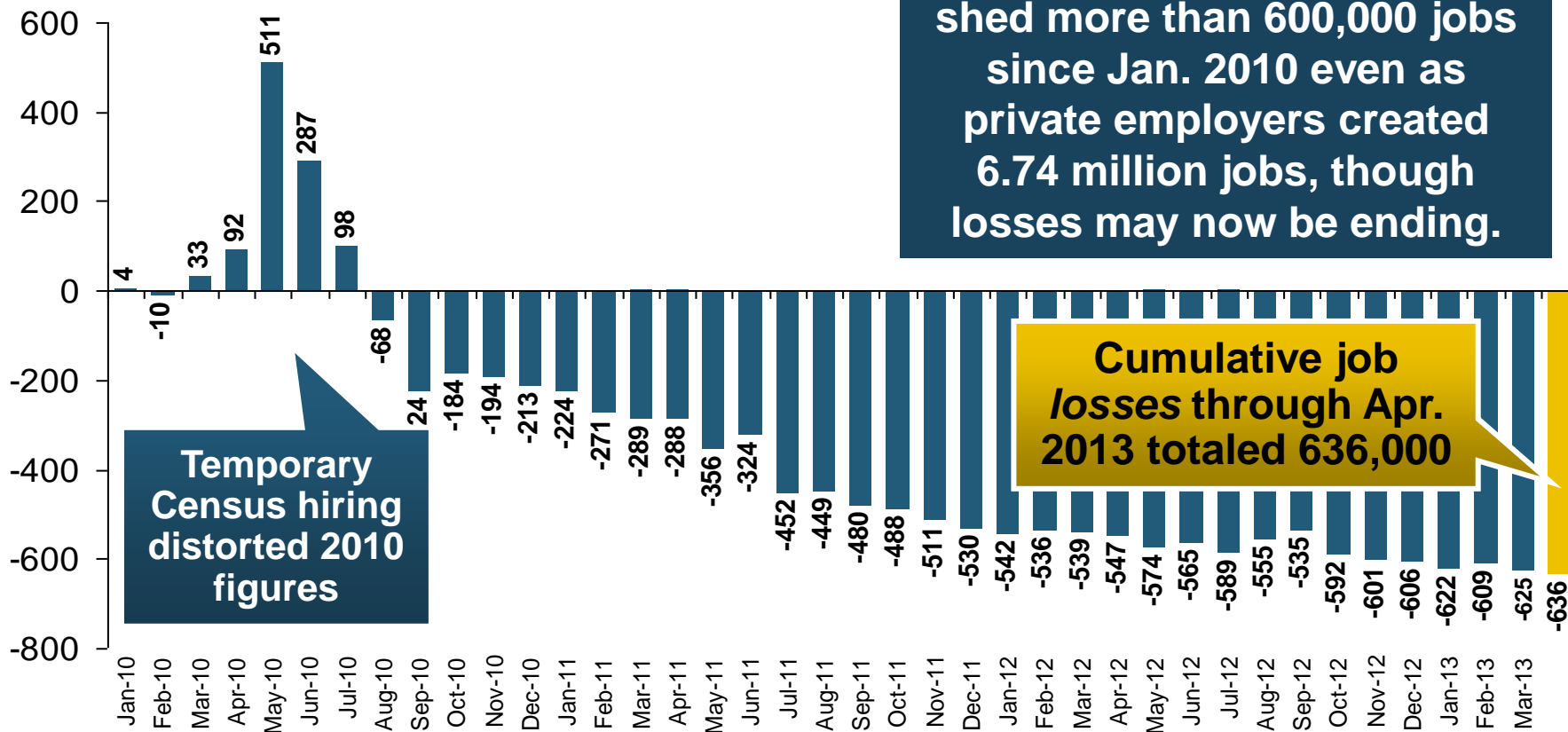
January 2010 through April 2013* (Millions)



Private Employers Added 6.74 million Jobs Since Jan. 2010 After Having Shed 4.98 Million Jobs in 2009 and 3.80 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Cumulative Change in Government Employment: Jan. 2010—Apr. 2013

January 2010 through Apr. 2013* (Millions)

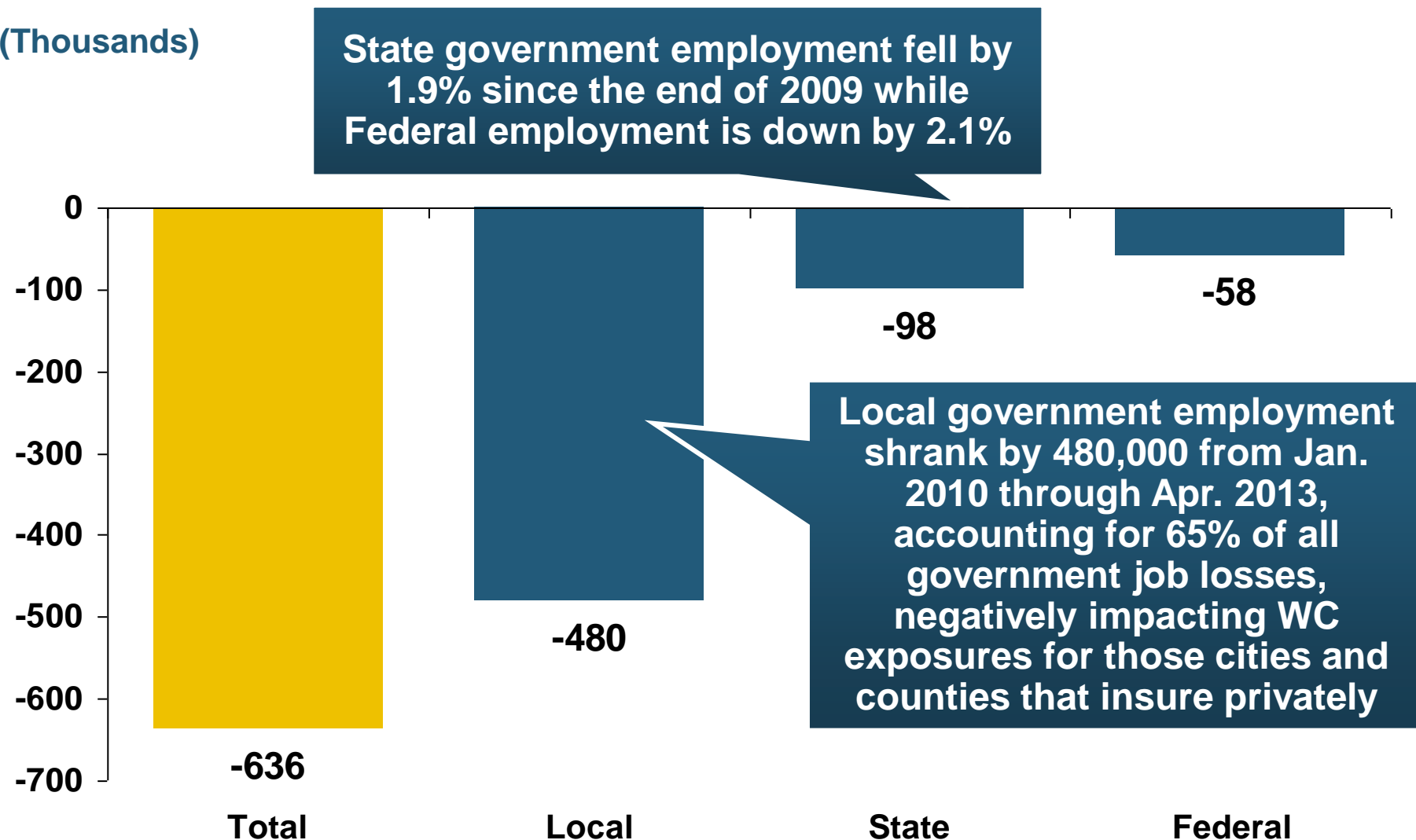


Government at all levels has shed more than 600,000 jobs since Jan. 2010 even as private employers created 6.74 million jobs, though losses may now be ending.

Governments at All Levels are Under Severe Fiscal Strain As Tax Receipts Plunged and Pension Obligations Soared During the Financial Crisis: Sequestration Will Add to this Toll

Net Change in Government Employment: Jan. 2010—Apr. 2013*

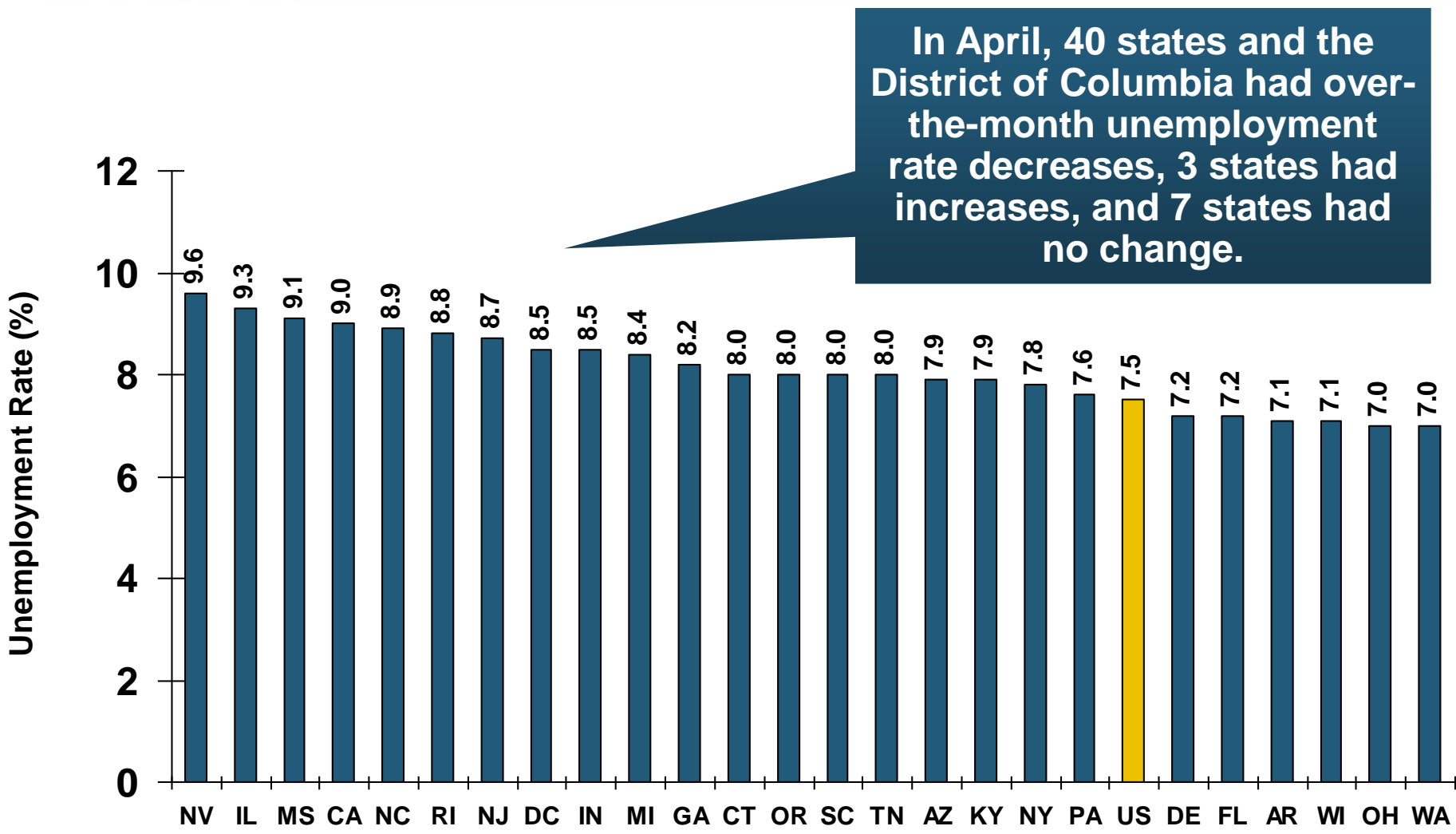
(Thousands)



*Cumulative change from prior month; Base employment date is Dec. 2009.

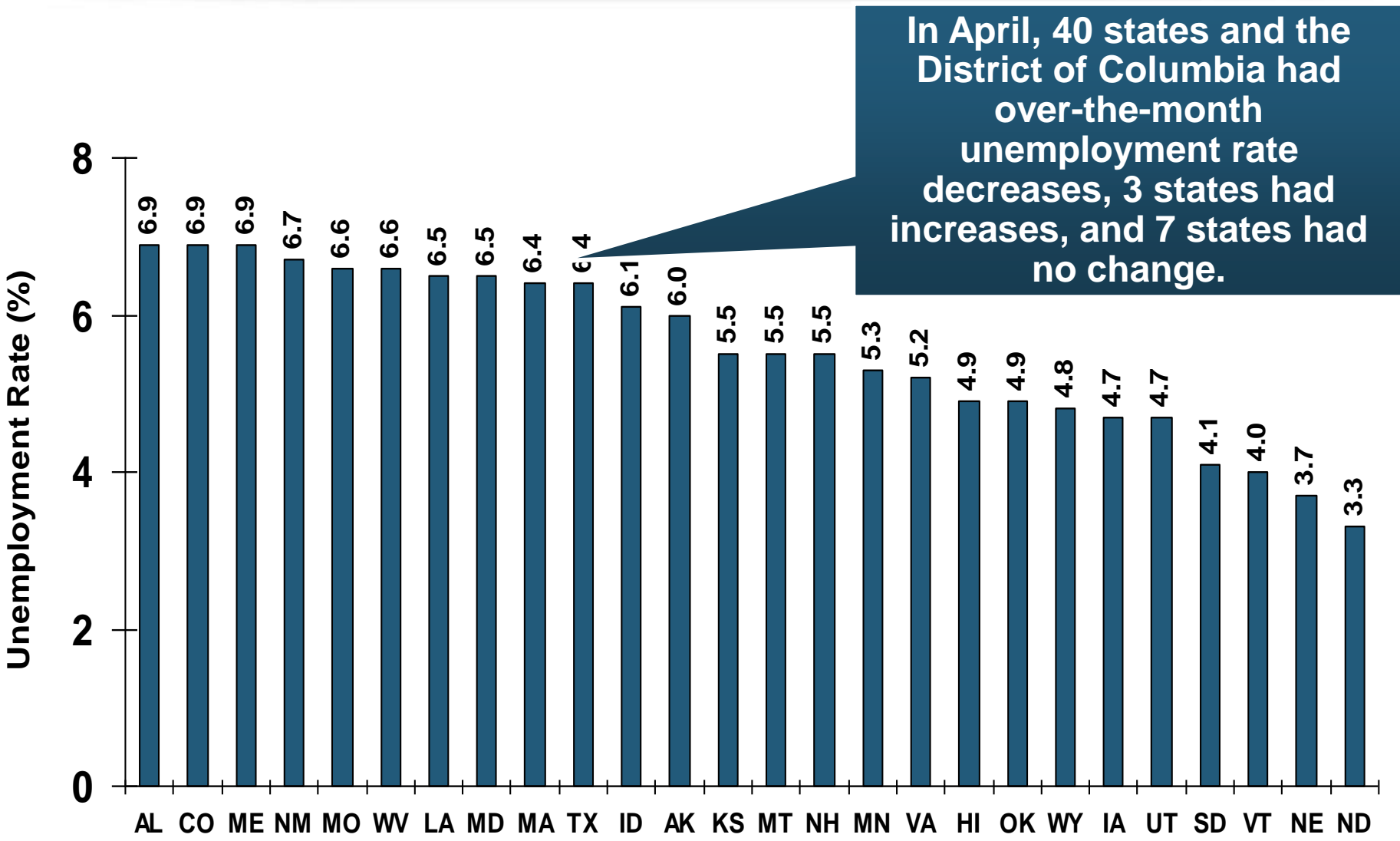
Source: US Bureau of Labor Statistics <http://www.bls.gov/data/#employment>; Insurance Information Institute

Unemployment Rates by State, April 2013: Highest 25 States*



*Provisional figures for April 2013, seasonally adjusted.
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

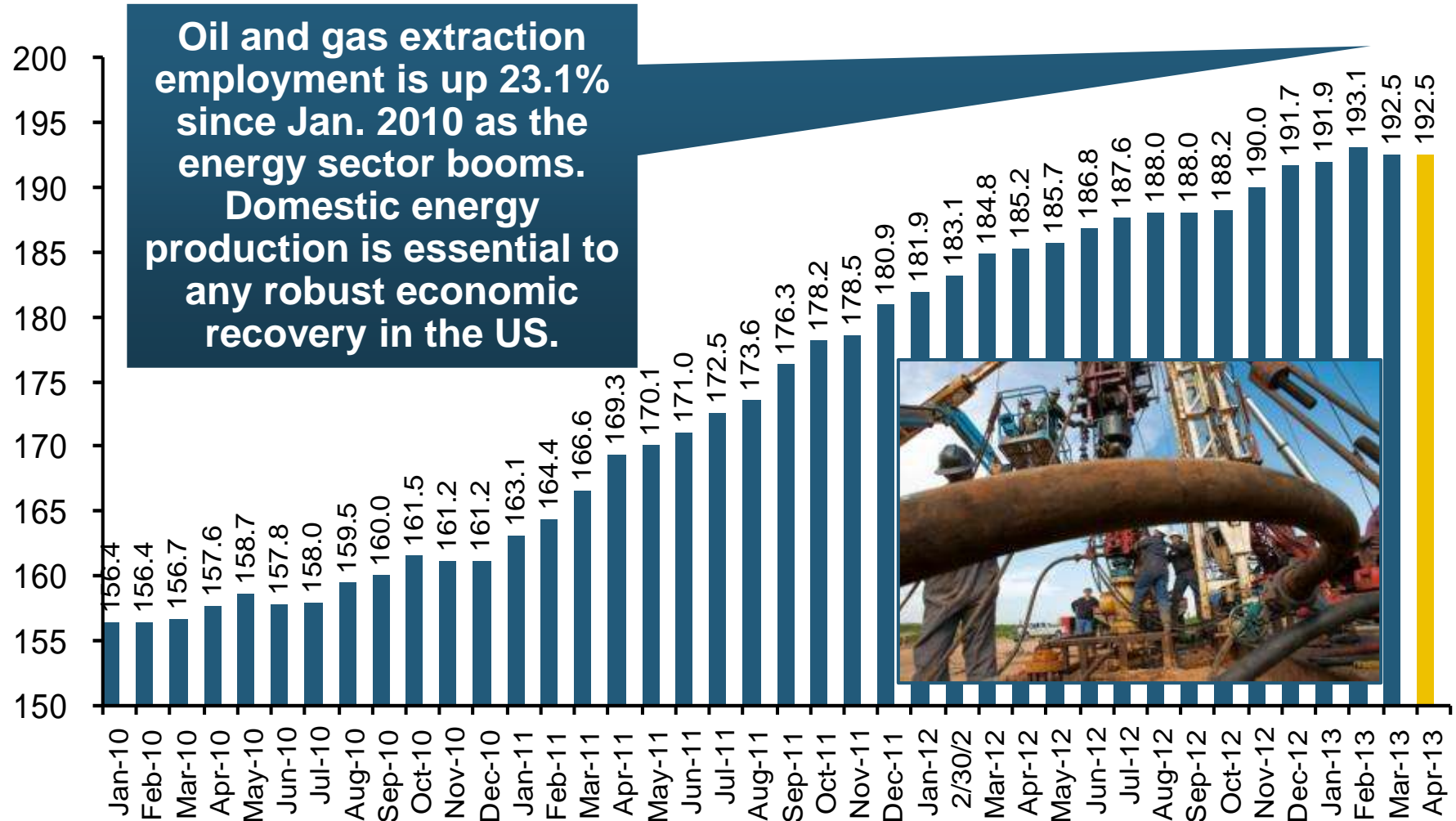
Unemployment Rates by State, April 2013: Lowest 25 States*



*Provisional figures for April 2013, seasonally adjusted.
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

Oil & Gas Extraction Employment, Jan. 2010—April 2013*

(Thousands)

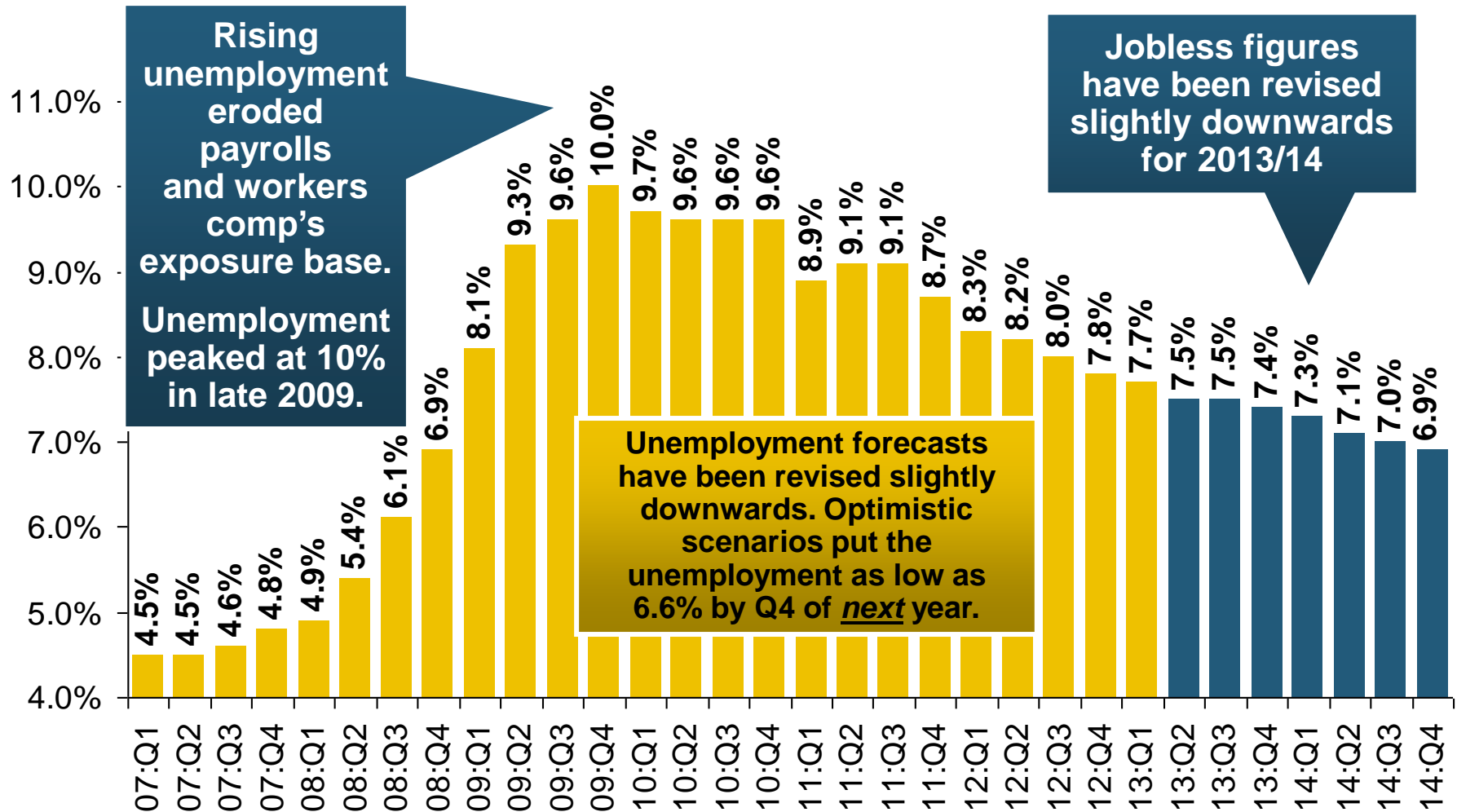


*Seasonally adjusted

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

US Unemployment Rate Forecast

2007:Q1 to 2014:Q4F*

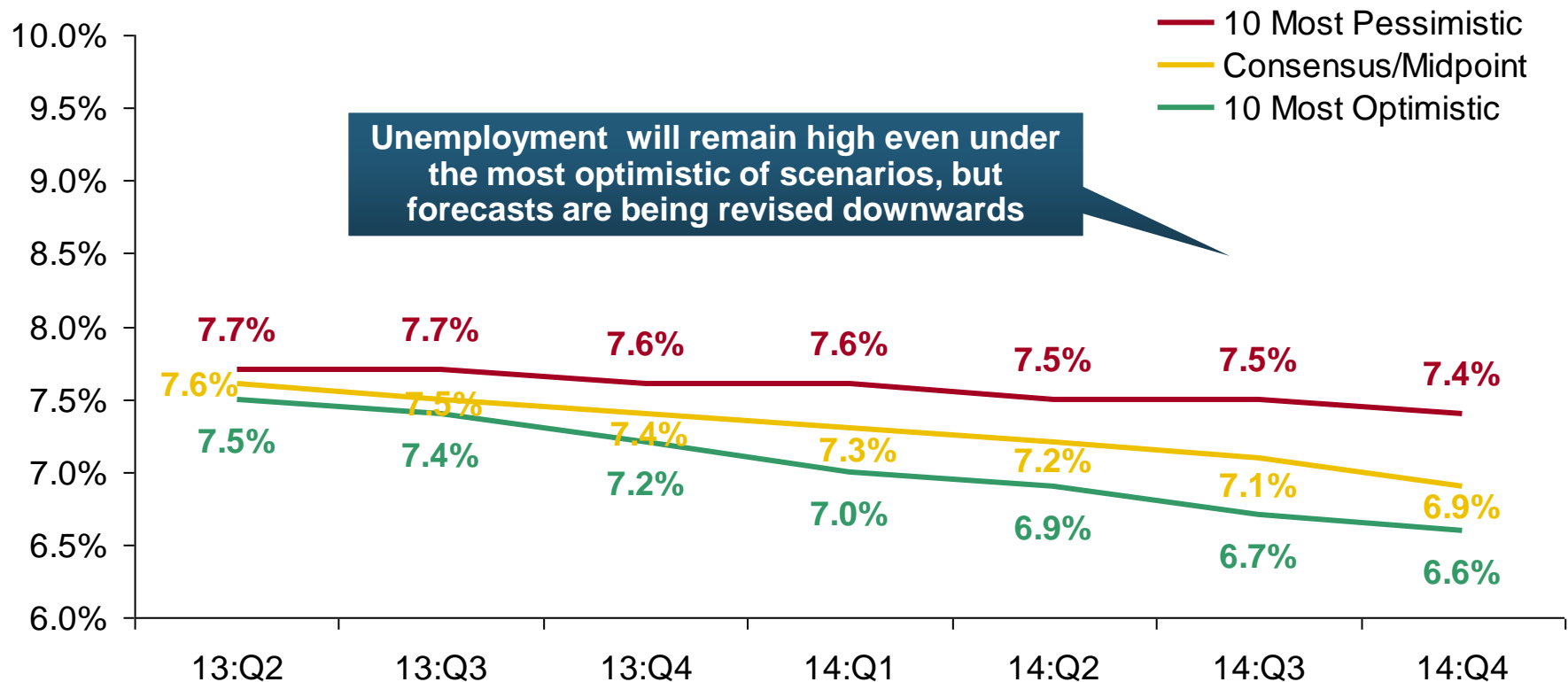


* ■ = actual; ■ = forecasts

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (6/13 edition); Insurance Information Institute.

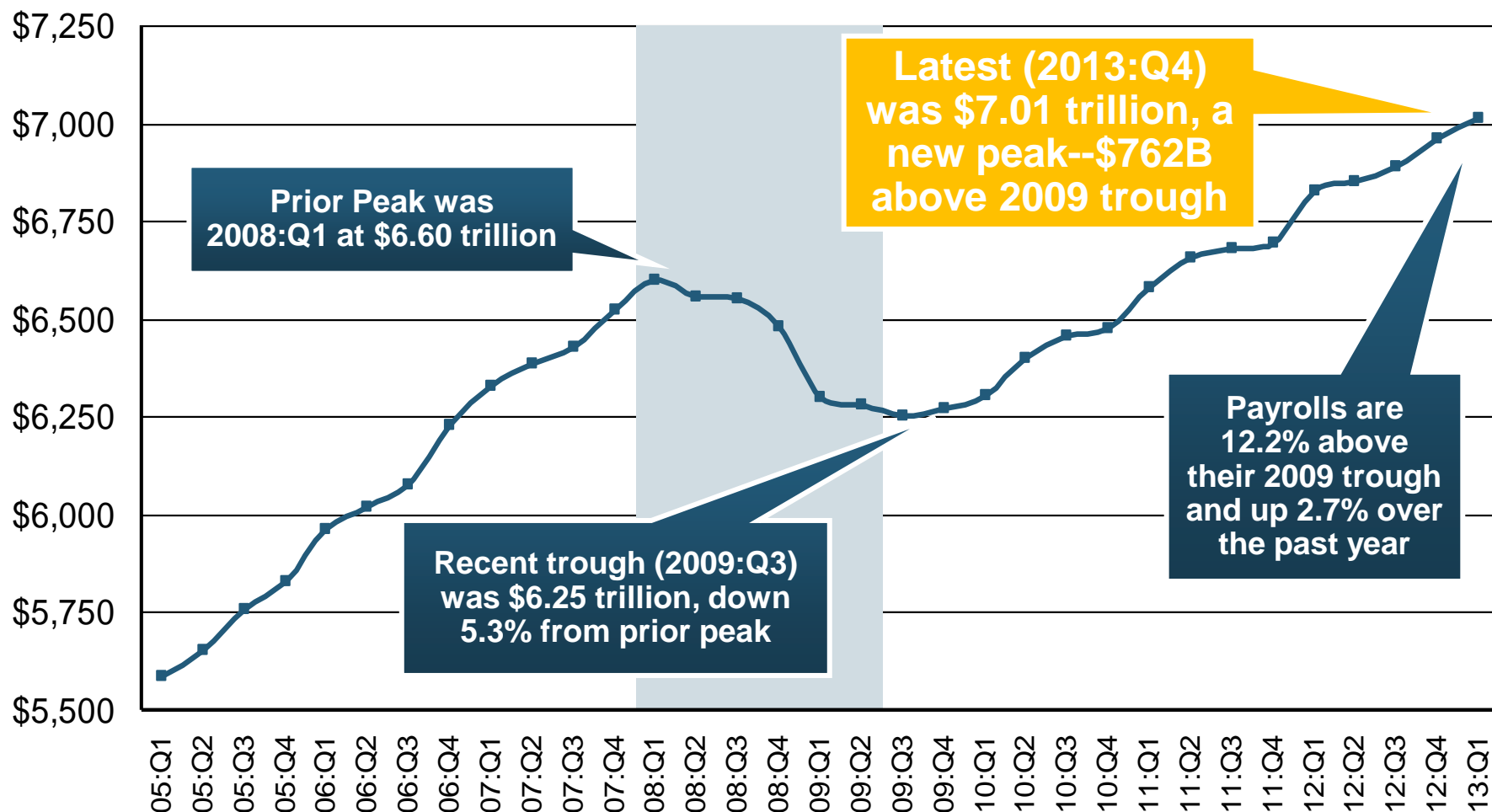
US Unemployment Rate Forecasts

Quarterly, 2013:Q1 to 2014:Q4



Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2013:Q1

Billions



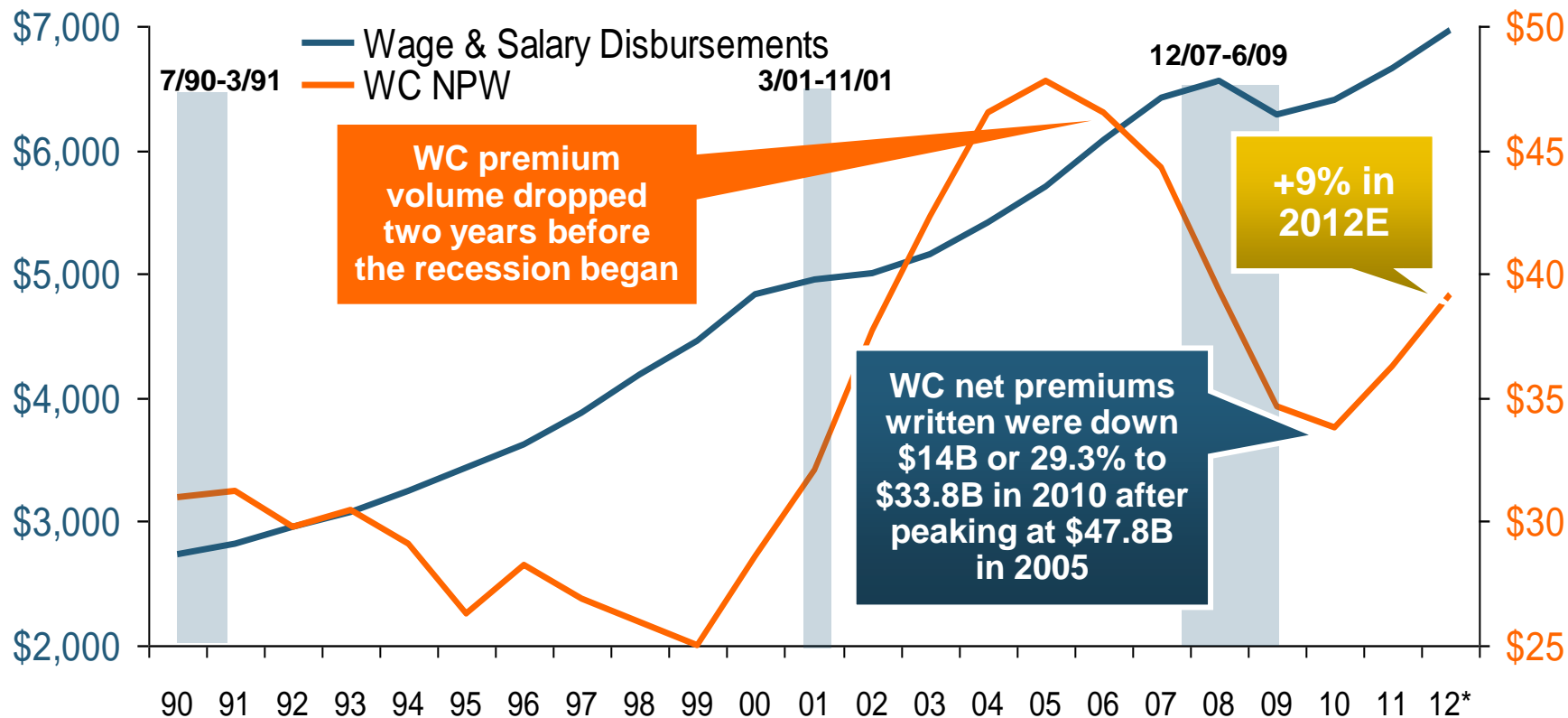
Note: Recession indicated by gray shaded column. Data are seasonally adjusted annual rates.

Sources: <http://research.stlouisfed.org/fred2/series/WASCUR>; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Payroll vs. Workers Comp Net Written Premiums, 1990-2012E

Payroll Base*
\$Billions

WC NWP
\$Billions



Continued Payroll Growth and Rate Increases Suggest WC NWP Will Grow Again in 2012; +7.9% Growth in 2011 Was the First Gain Since 2005

*Private employment; Shaded areas indicate recessions. WC premiums for 2012 are I.I.I. estimate based YTD 2012 actuals.

Sources: NBER (recessions); Federal Reserve Bank of St. Louis at <http://research.stlouisfed.org/fred2/series/WASCUR> ; NCCI; I.I.I.

The BIG Question: Where Is the Market Heading?

**Catastrophes and Other Factors Are
Pressuring Insurance Markets**

***New Factor: Record Low Interest
Rates Are Contributing to
Underwriting and Pricing Pressures***

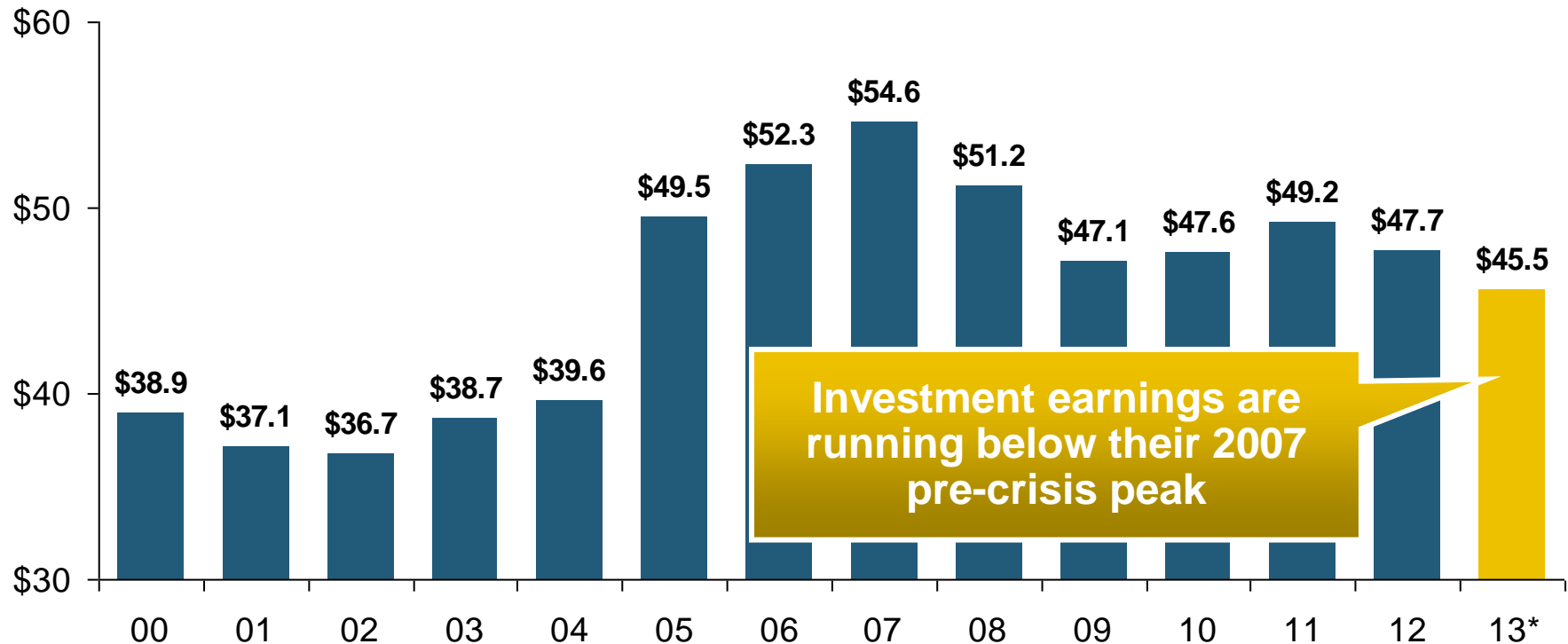
INVESTMENTS: THE NEW REALITY

**Investment Performance is a Key
Driver of Profitability**

***Depressed Yields Will Necessarily
Influence Underwriting & Pricing***

Property/Casualty Insurance Industry Investment Income: 2000–2013*¹

(\$ Billions)



Investment Income Fell in 2012 and is Falling in 2013 Due to Persistently Low Interest Rates, Putting Additional Pressure on (Re) Insurance Pricing

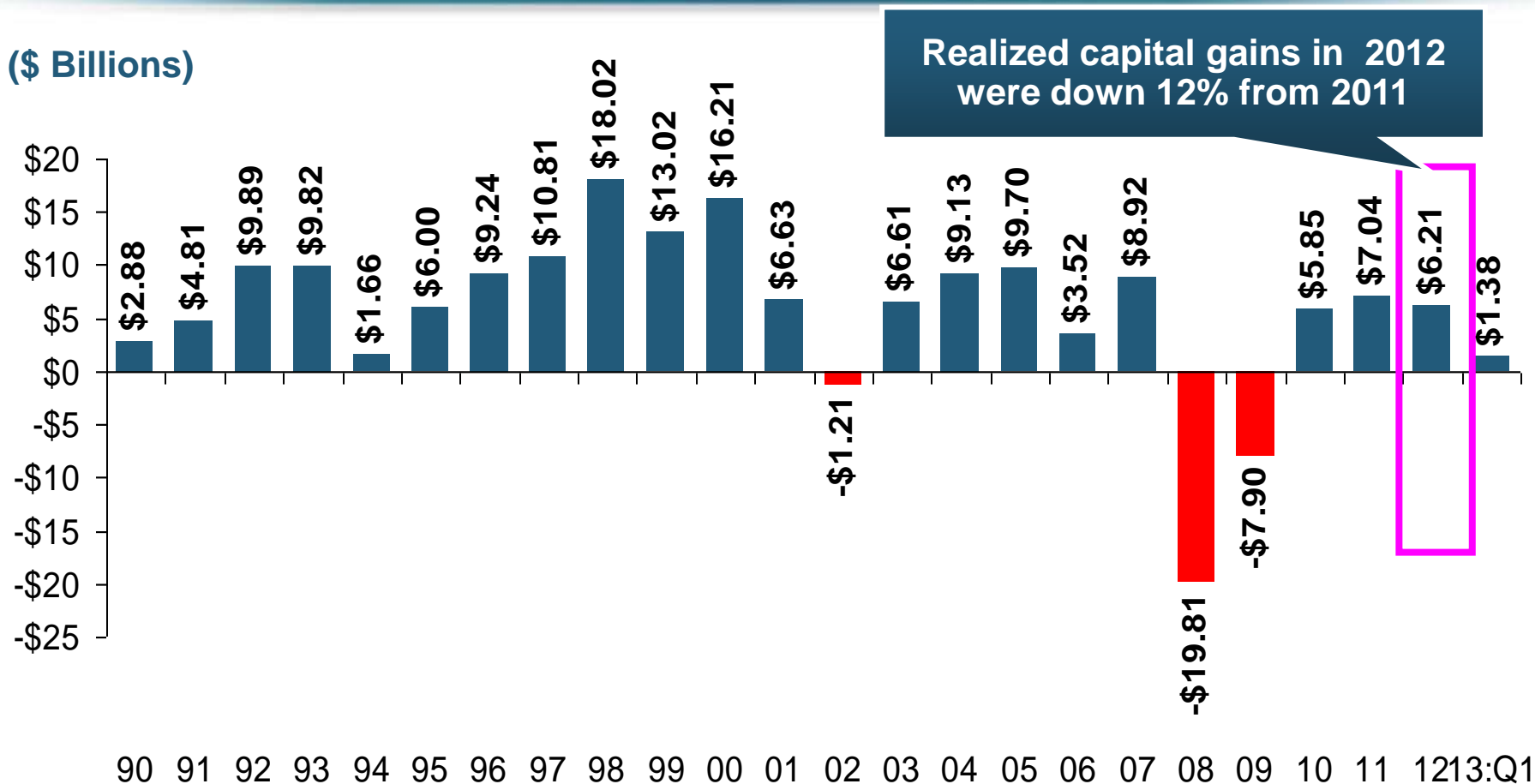
¹ Investment gains consist primarily of interest and stock dividends..

*Estimate based on annualized actual Q1:2013 investment income of \$11.385B.

Sources: ISO; Insurance Information Institute.

P/C Insurer Net Realized Capital Gains/Losses, 1990-2013:Q1

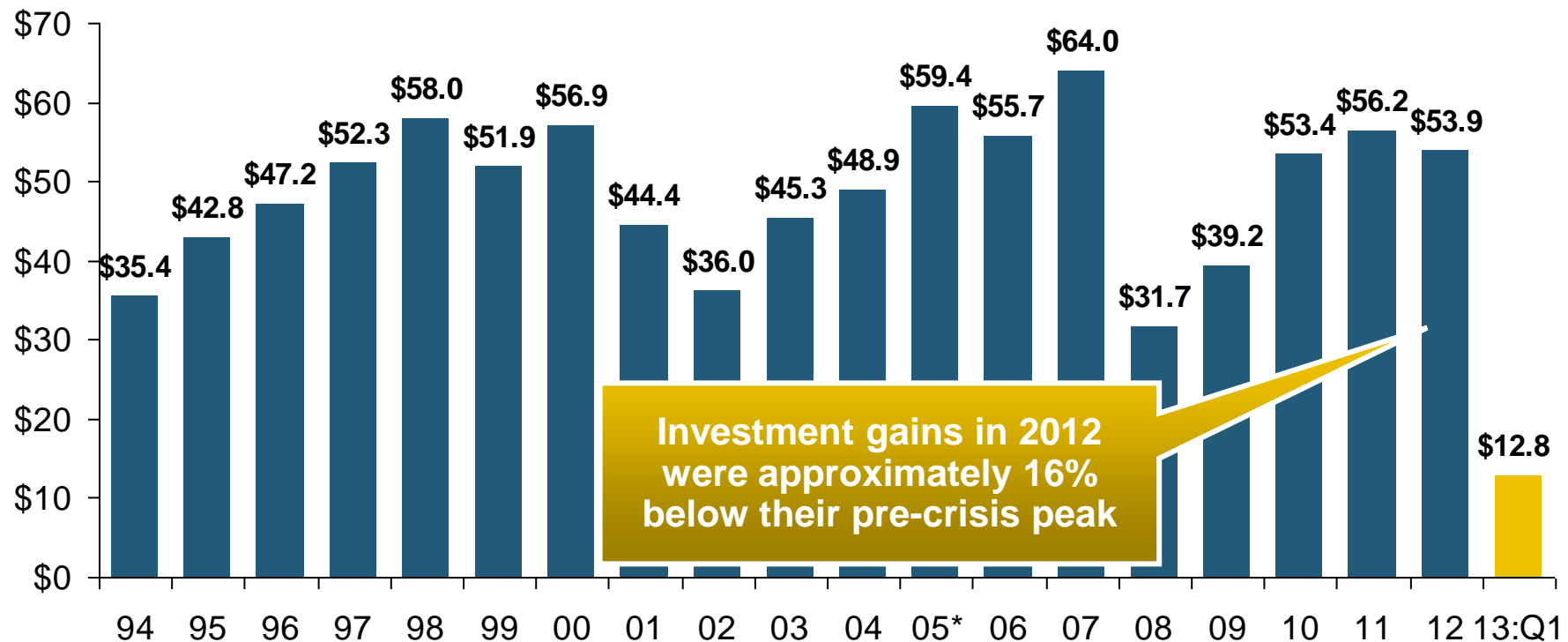
(\$ Billions)



Insurers Posted Net Realized Capital Gains in 2010, 2011 and 2012 Following Two Years of Realized Losses During the Financial Crisis. Realized Capital Losses Were the Primary Cause of 2008/2009's Large Drop in Profits and ROE

Property/Casualty Insurance Industry Investment Gain: 1994–2013:Q1¹

(\$ Billions)



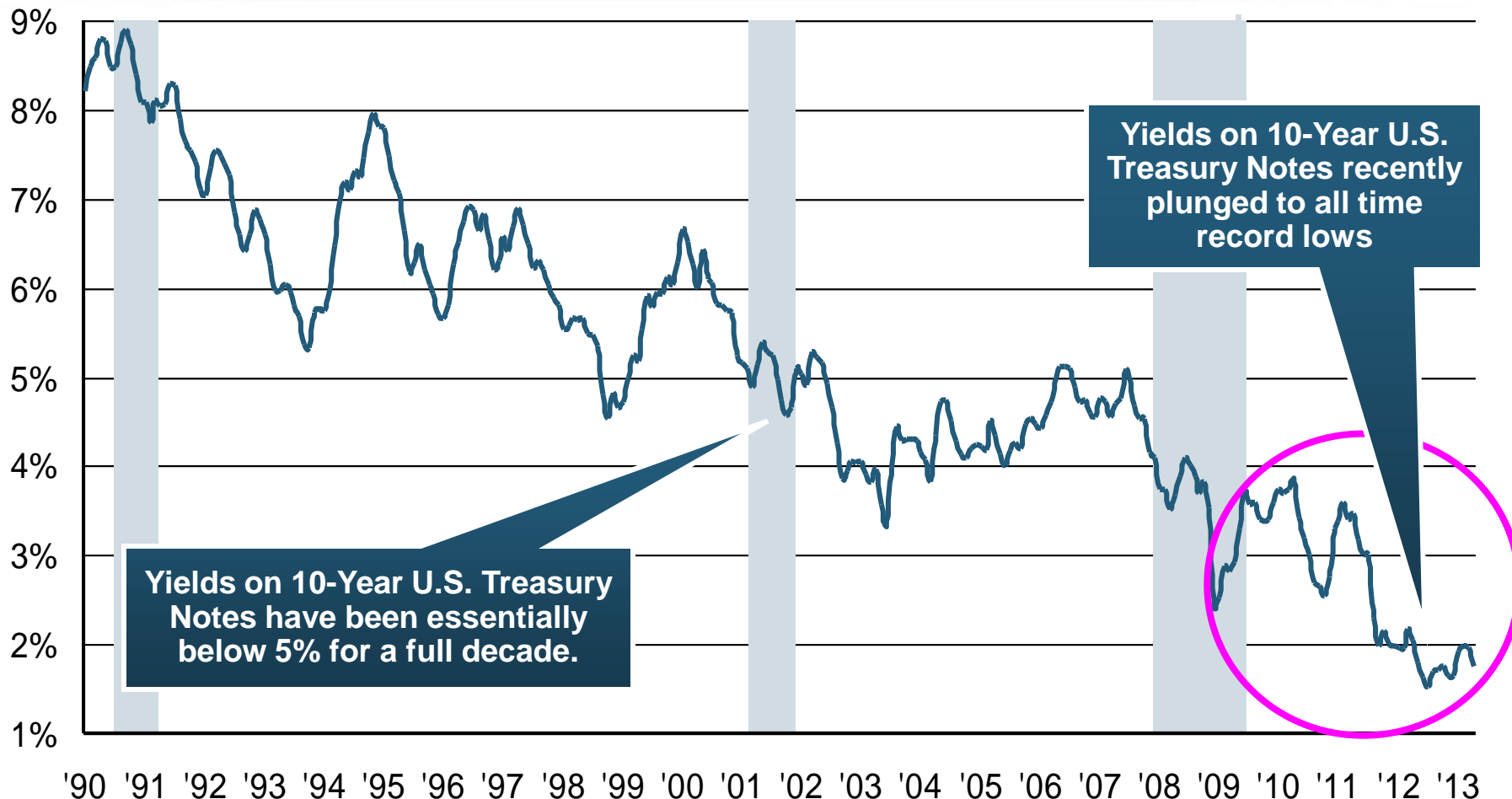
Investment Gains Are Slipping in 2012 as Low Interest Rates Reduce Investment Income and Lower Realized Investment Gains; The Financial Crisis Caused Investment Gains to Fall by 50% in 2008

¹ Investment gains consist primarily of interest, stock dividends and realized capital gains and losses.

* 2005 figure includes special one-time dividend of \$3.2B;

Sources: ISO; Insurance Information Institute.

U.S. 10-Year Treasury Note Yields: A Long Downward Trend, 1990–2013*



Since roughly 80% of P/C bond/cash investments are in 10-year or shorter durations, most P/C insurer portfolios will have low-yielding bonds for years to come.

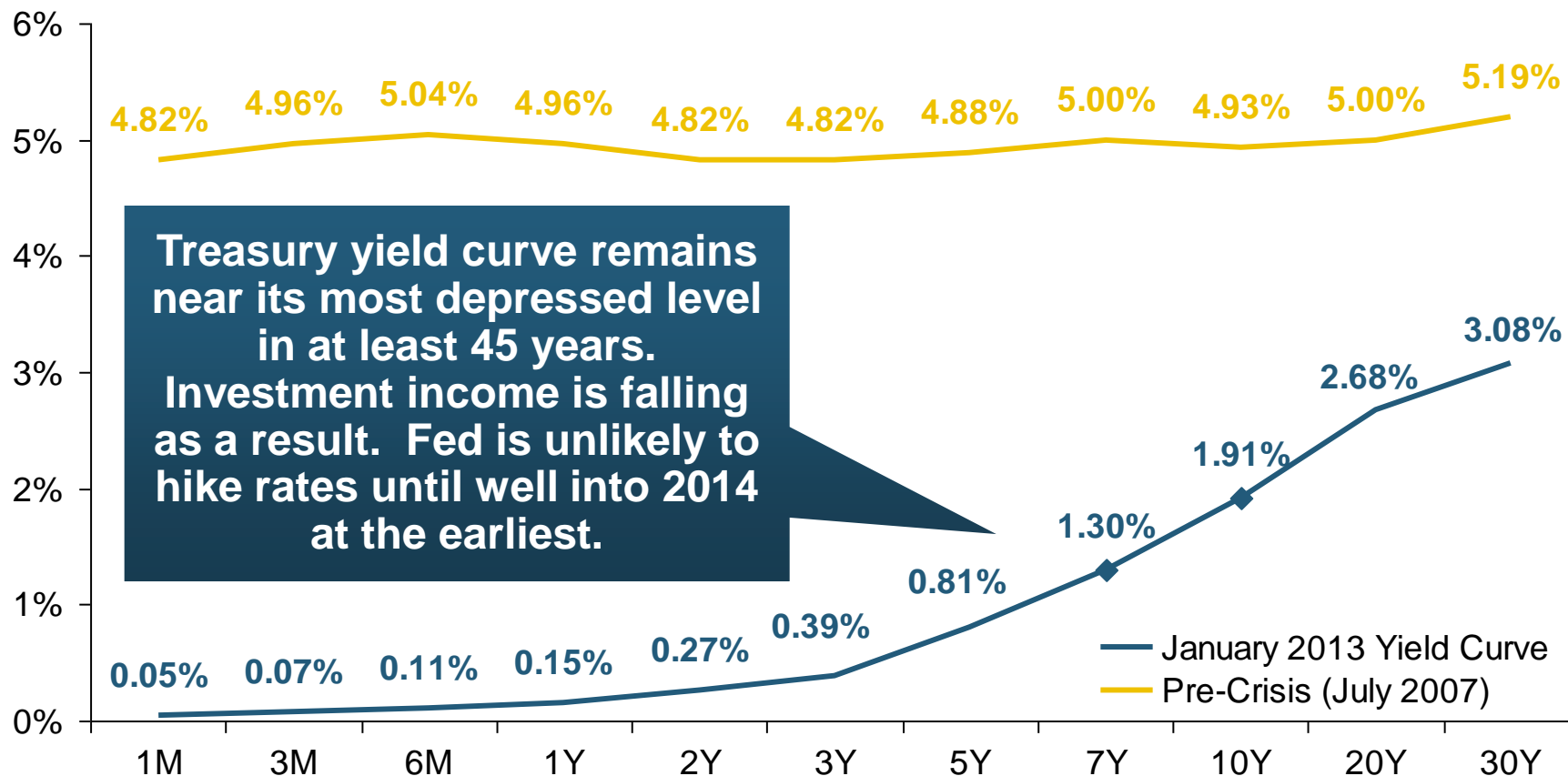
*Monthly, through Apr. 2013.

Note: Recessions indicated by gray shaded columns.

Sources: Federal Reserve Bank at <http://www.federalreserve.gov/releases/h15/data.htm>.

National Bureau of Economic Research (recession dates); Insurance Information Institutes.

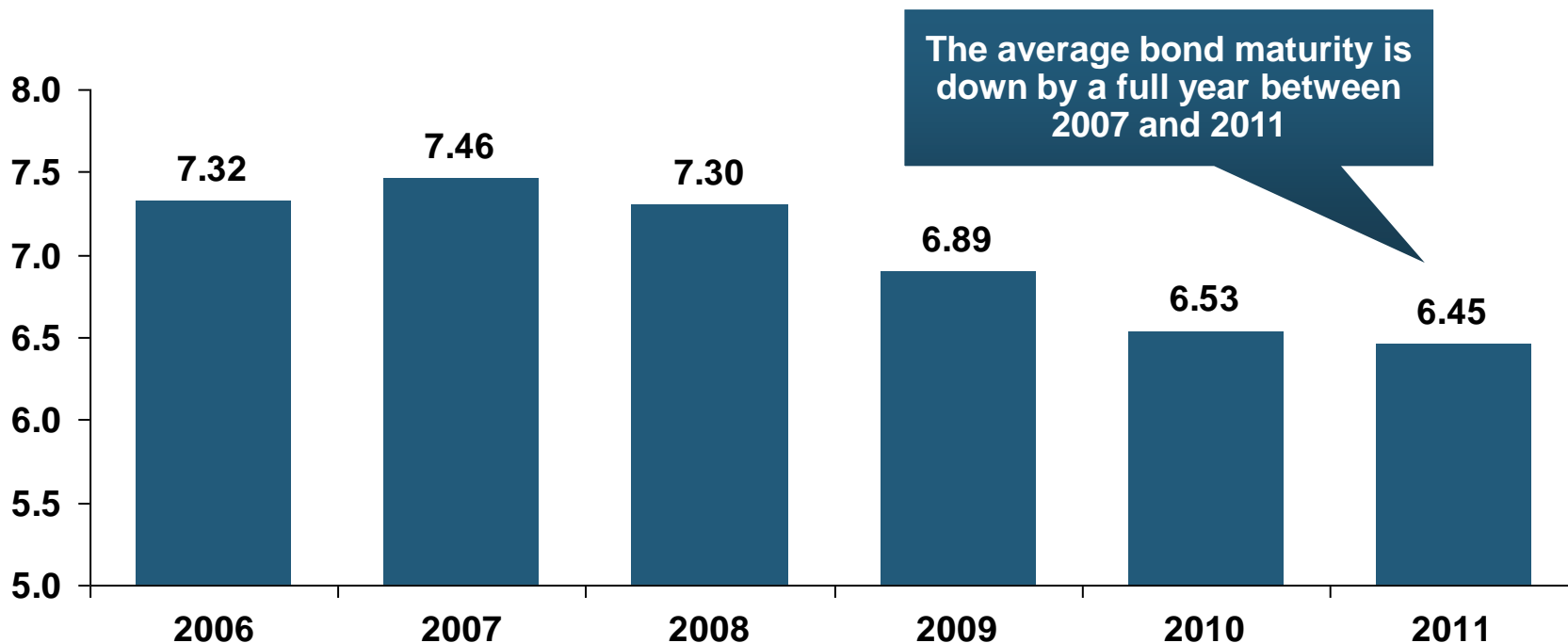
Treasury Yield Curves: Pre-Crisis (July 2007) vs. Jan. 2013



The Fed Is Actively Signaling that it Is Determined to Keep Rates Low Until Unemployment Drops Below 6.5% or Until Inflation Expectations Exceed 2.5%; Low Rates Add to Pricing Pressure for Insurers.

Average Maturity of Bonds Held by US P/C Insurers, 2006—2011*

Average Maturity (Years)

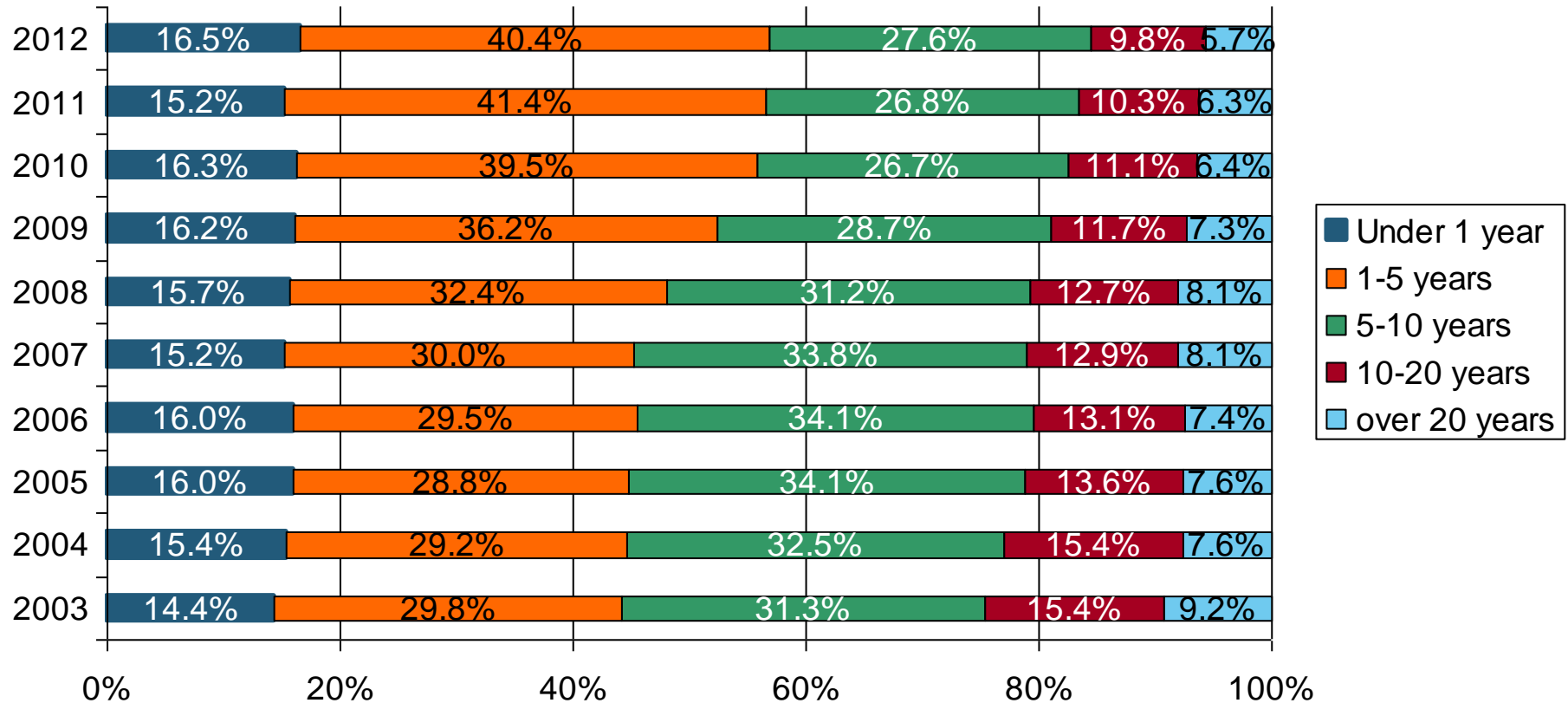


Falling Average Maturity (and Duration) of the P/C Industry's Bond Portfolio is Contributing to the Drop in Investment Income Along With Lower Yields

*Year-end figures. Latest available.

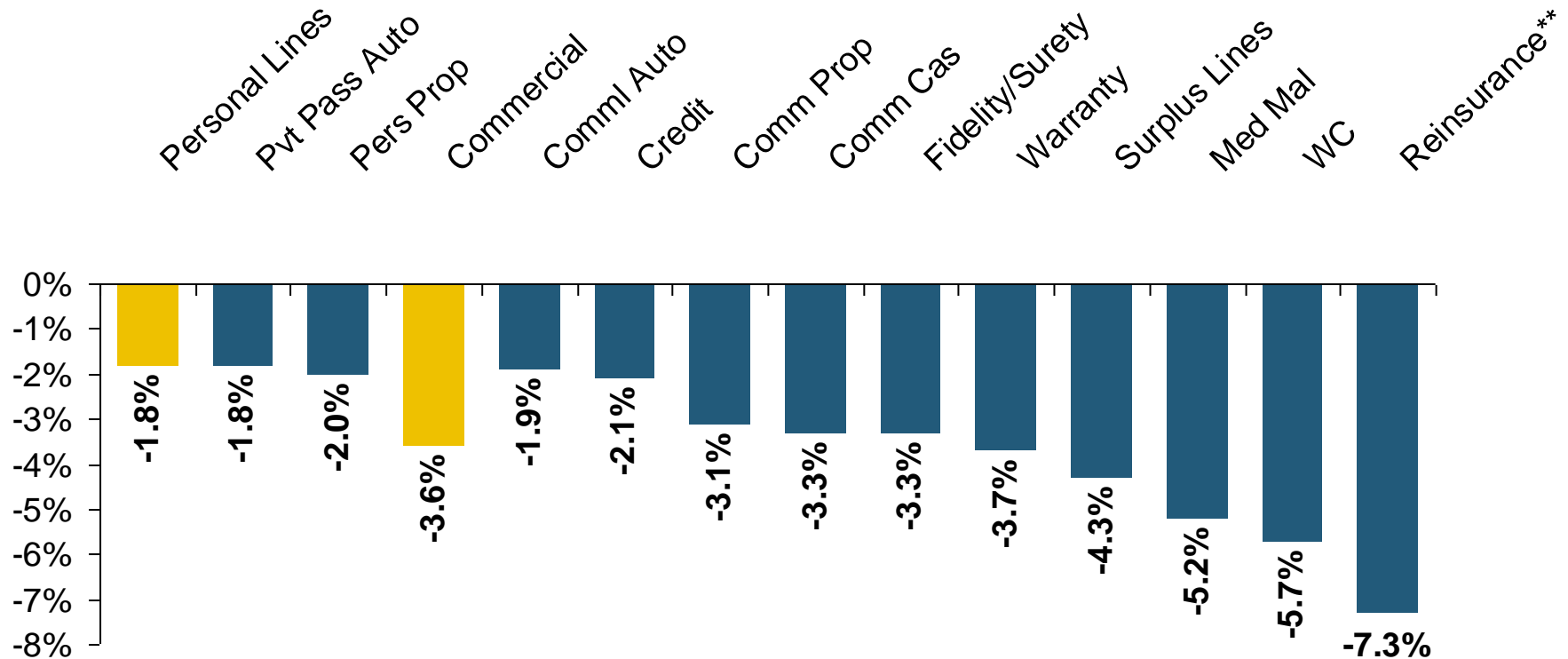
Sources: Insurance Information Institute calculations based on A.M. Best data.

Distribution of Bond Maturities, P/C Insurance Industry, 2003-2012



The main shift over these years has been from bonds with longer maturities to bonds with shorter maturities. The industry first trimmed its holdings of over-10-year bonds (from 24.6% in 2003 to 15.5% in 2012) and then trimmed bonds in the 5-10-year category (from 31.3% in 2003 to 27.6% in 2012). Falling average maturity of the P/C industry's bond portfolio is contributing to a drop in investment income along with lower yields.

Reduction in Combined Ratio Necessary to Offset 1% Decline in Investment Yield to Maintain Constant ROE, by Line*



Lower Investment Earnings Place a Greater Burden on Underwriting and Pricing Discipline

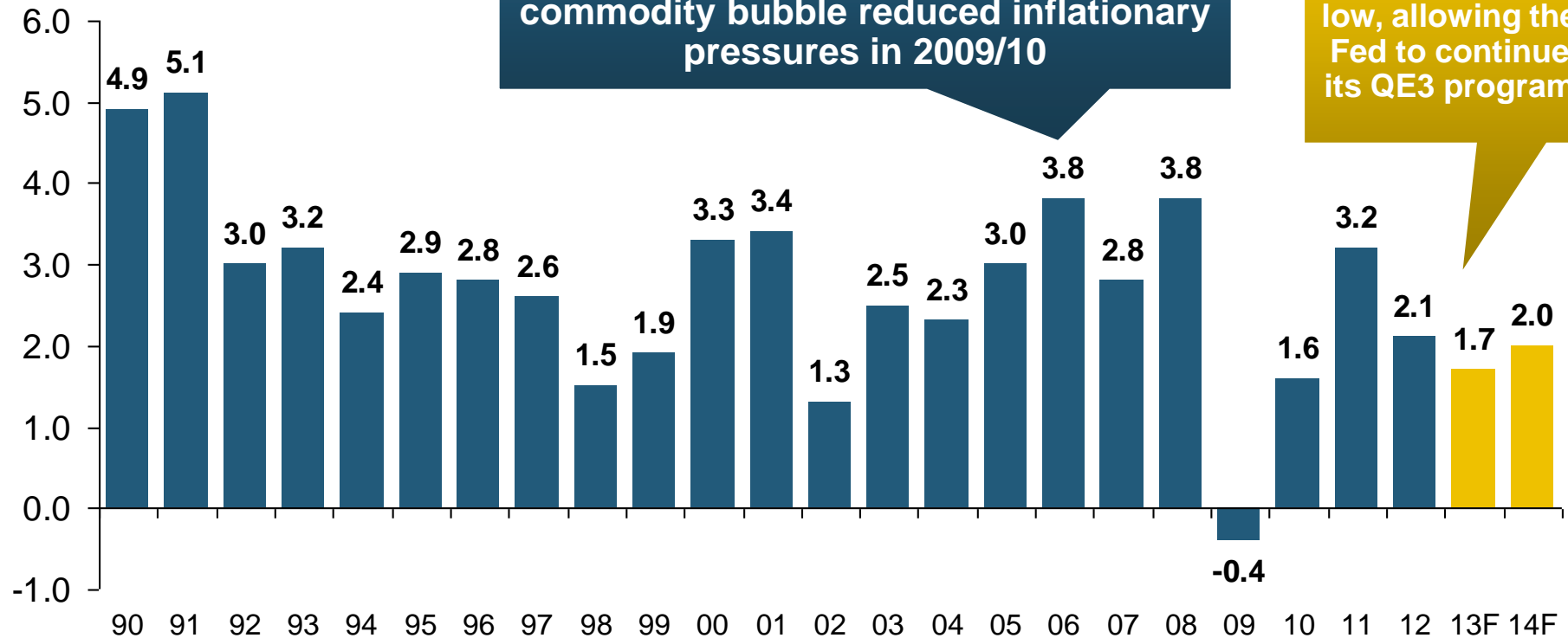
*Based on 2008 Invested Assets and Earned Premiums

**US domestic reinsurance only

Source: A.M. Best; Insurance Information Institute.

Annual Inflation Rates, (CPI-U, %), 1990–2014F

Annual Inflation Rates (%)

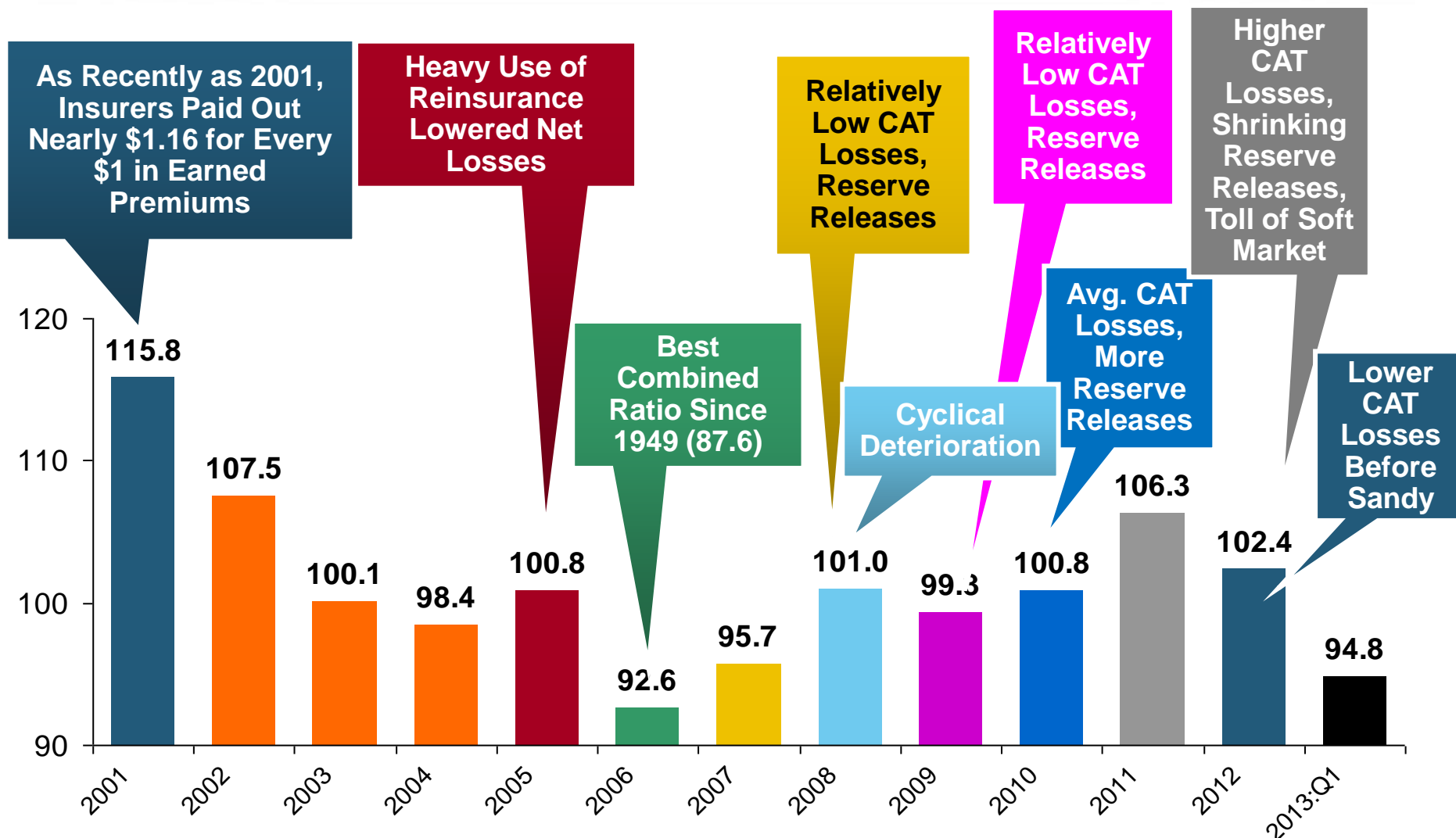


The slack in the U.S. economy suggests that inflationary pressures should remain subdued for an extended period of times. Energy, health care and commodity prices, plus U.S. debt burden, remain longer-run concerns

1. UNDERWRITING

**Underwriting Losses in 2011
and 2012 Are Elevated by High
Catastrophe Losses**

P/C Insurance Industry Combined Ratio, 2001–2013:Q1*

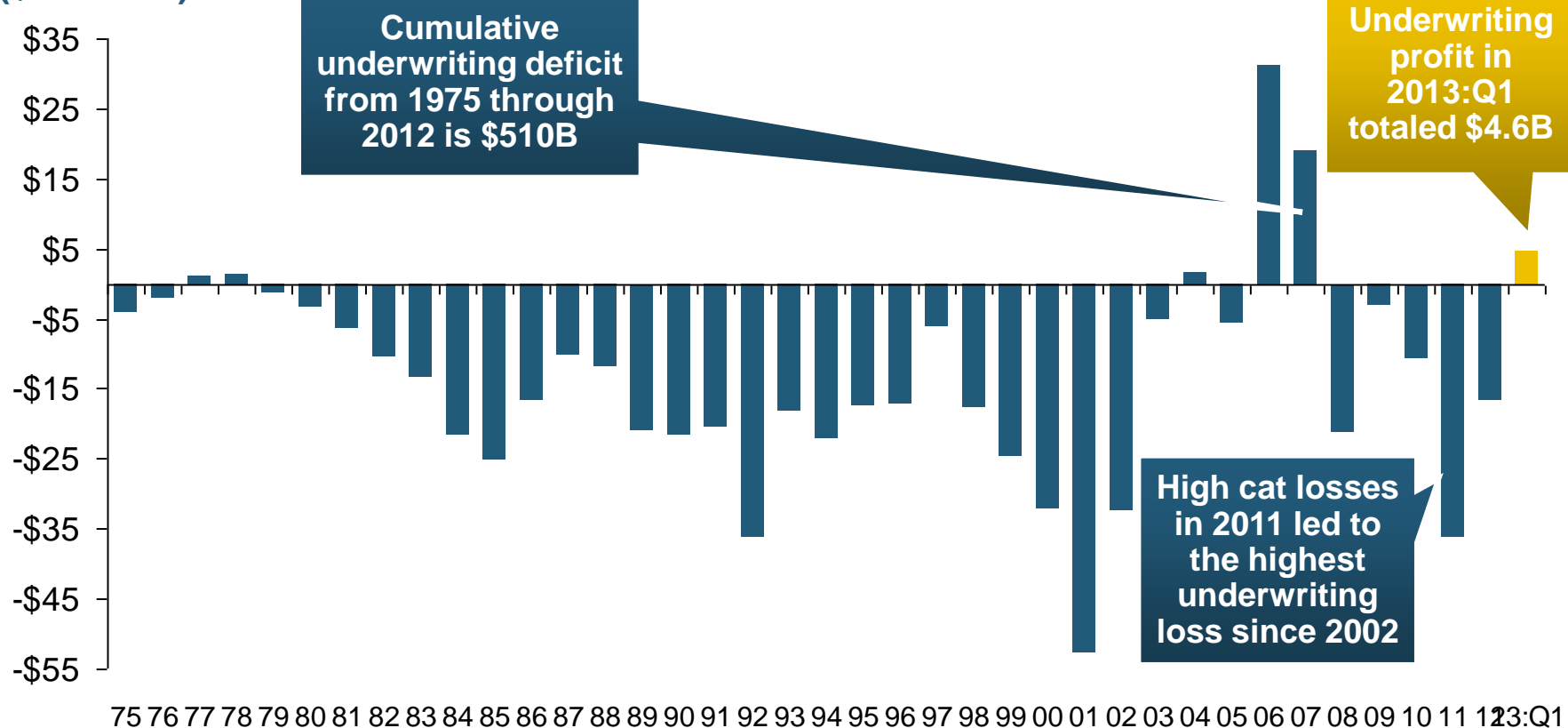


* Excludes Mortgage & Financial Guaranty insurers 2008--2012. Including M&FG, 2008=105.1, 2009=100.7, 2010=102.4, 2011=108.1; 2012=103.2.

Sources: A.M. Best, ISO.

Underwriting Gain (Loss) 1975–2013:Q1*

(\$ Billions)

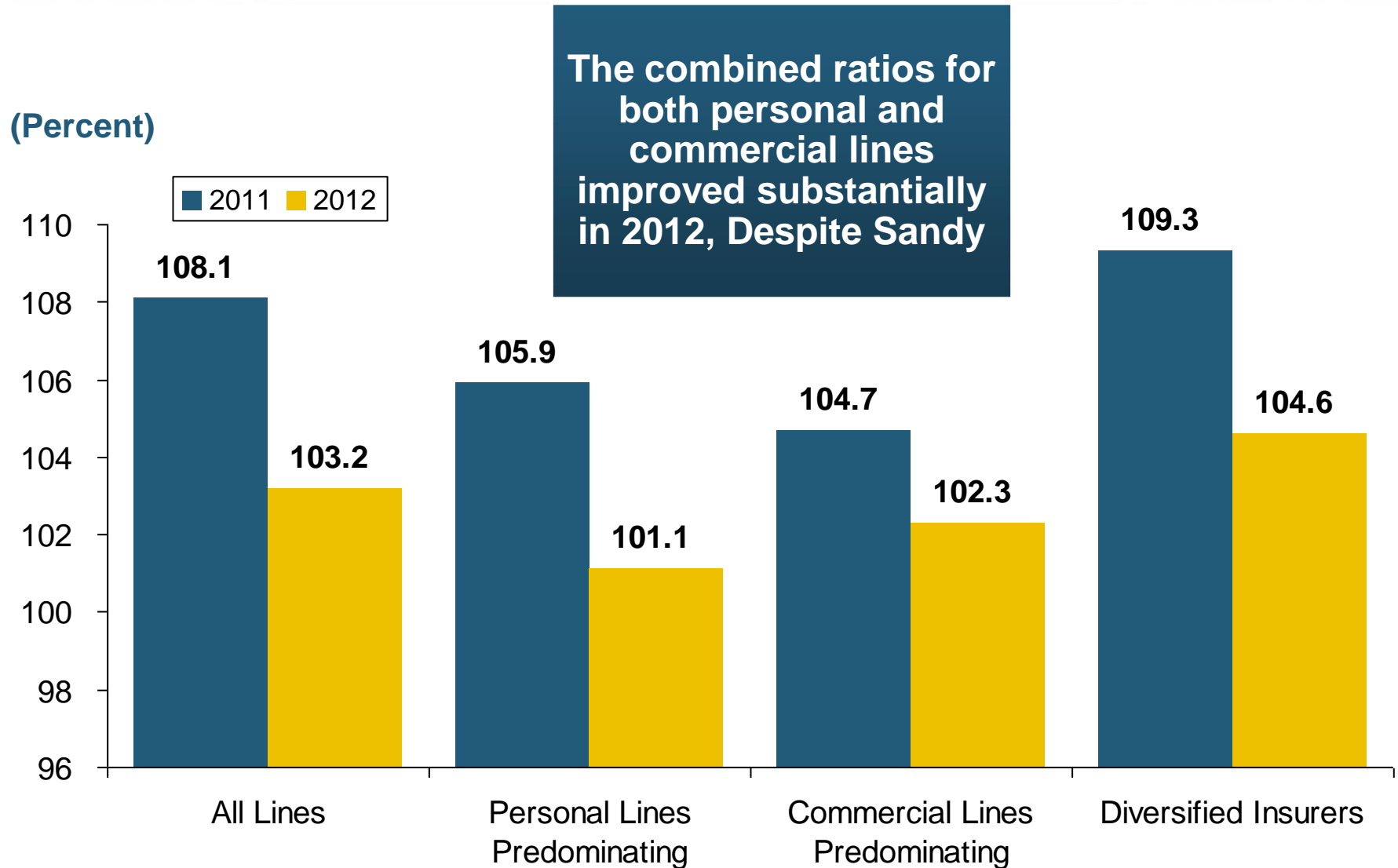


**Large Underwriting Losses Are *NOT* Sustainable
in Current Investment Environment**

* Includes mortgage and financial guaranty insurers in all years.

Sources: A.M. Best, ISO; Insurance Information Institute.

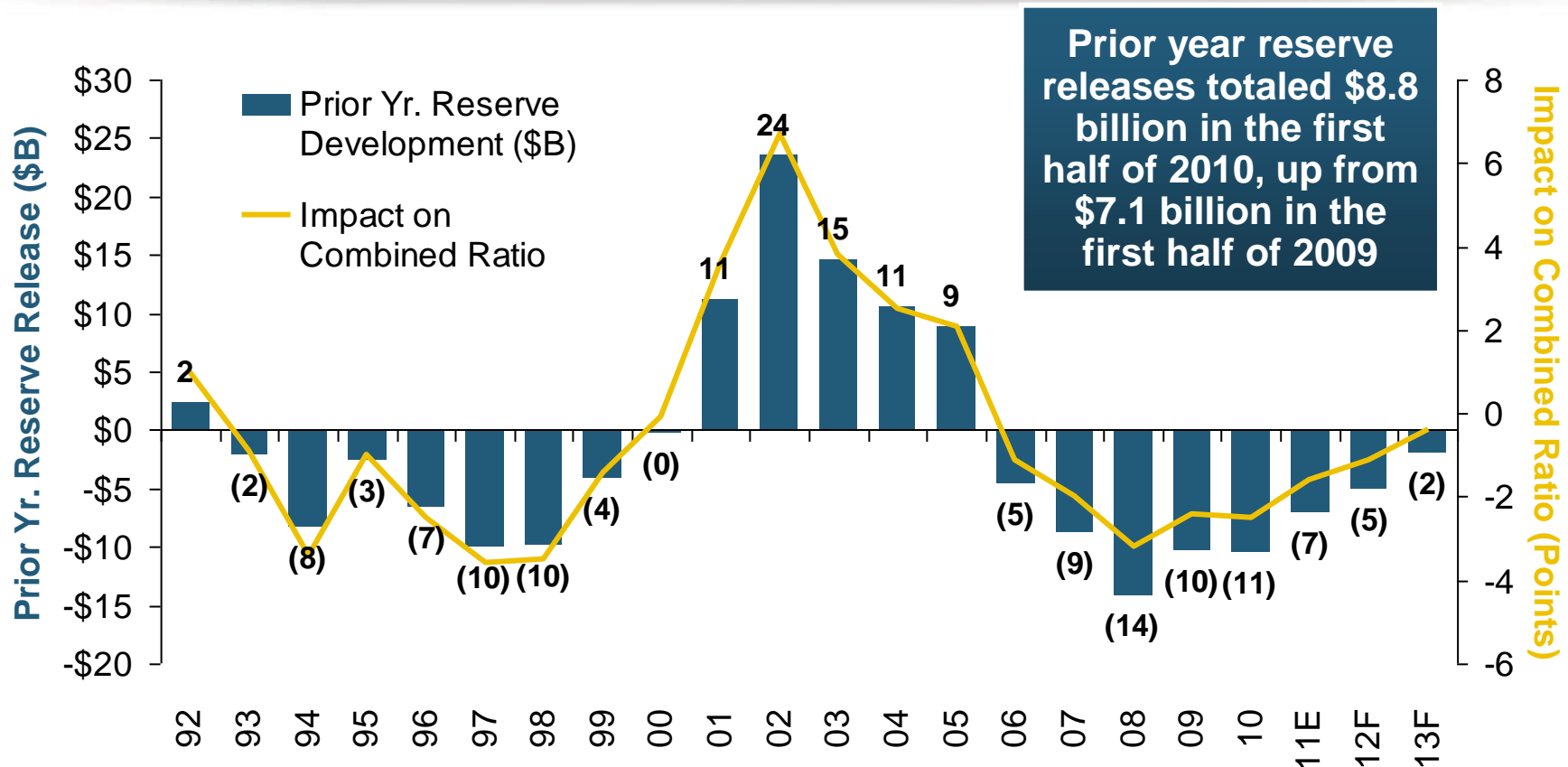
Combined Ratios by Predominant Business Segment, 2012 vs. 2011*



*Excludes mortgage and financial guaranty insurers.

Source: ISO/PCI; Insurance Information Institute

P/C Reserve Development, 1992–2013F



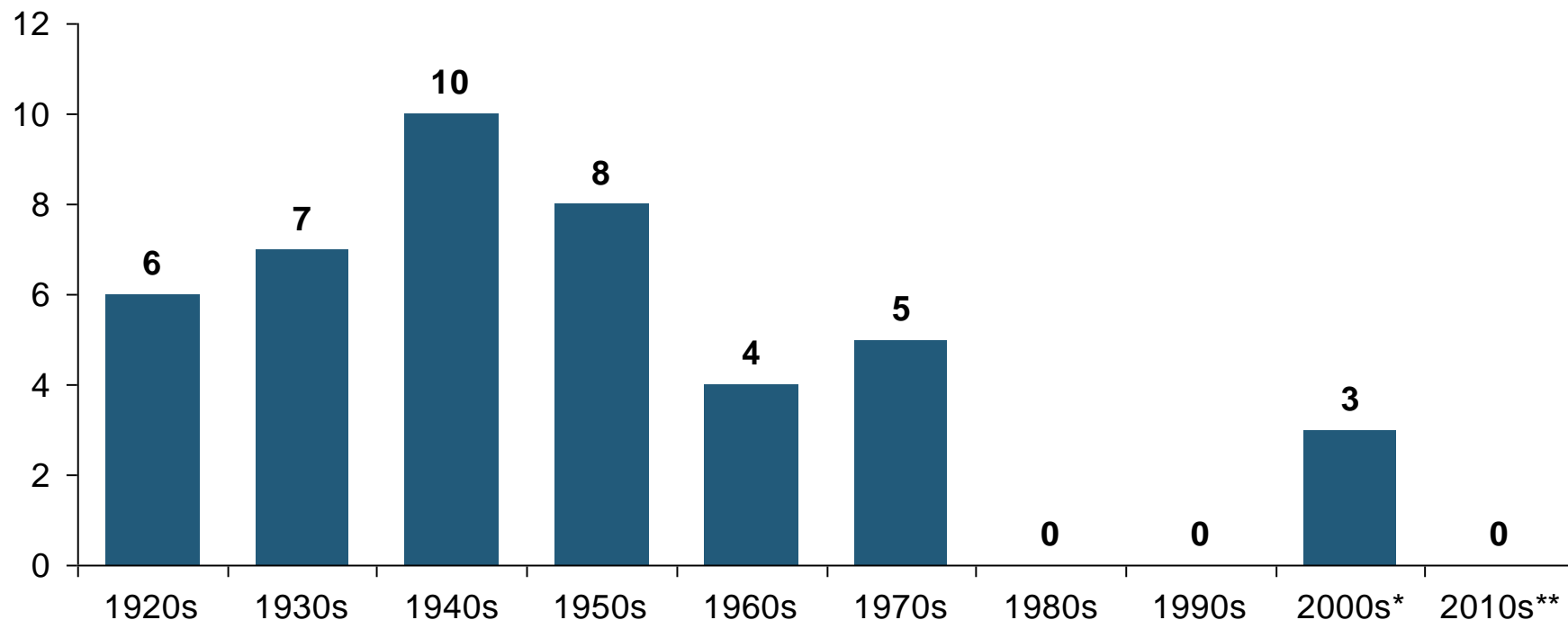
Reserve Releases Remained Strong in 2010 But Tapered Off in 2011. Releases Are Expected to Further Diminish in 2012 and 2103

Note: 2005 reserve development excludes a \$6 billion loss portfolio transfer between American Re and Munich Re. Including this transaction, total prior year adverse development in 2005 was \$7 billion. The data from 2000 and subsequent years excludes development from financial guaranty and mortgage insurance.

Sources: Barclays Capital; A.M. Best.

Number of Years with Underwriting Profits by Decade, 1920s–2010s

Number of Years with Underwriting Profits



**Underwriting Profits Were Common Before the 1980s
(40 of the 60 Years Before 1980 Had Combined Ratios Below 100) –
But Then They Vanished. Not a Single Underwriting Profit Was
Recorded in the 25 Years from 1979 Through 2003**

* 2009 combined ratio excl. mort. and finl. guaranty insurers was 99.3, which would bring the 2000s total to 4 years with an u/w profit.

**Data for the 2010s includes 2010 and 2011.

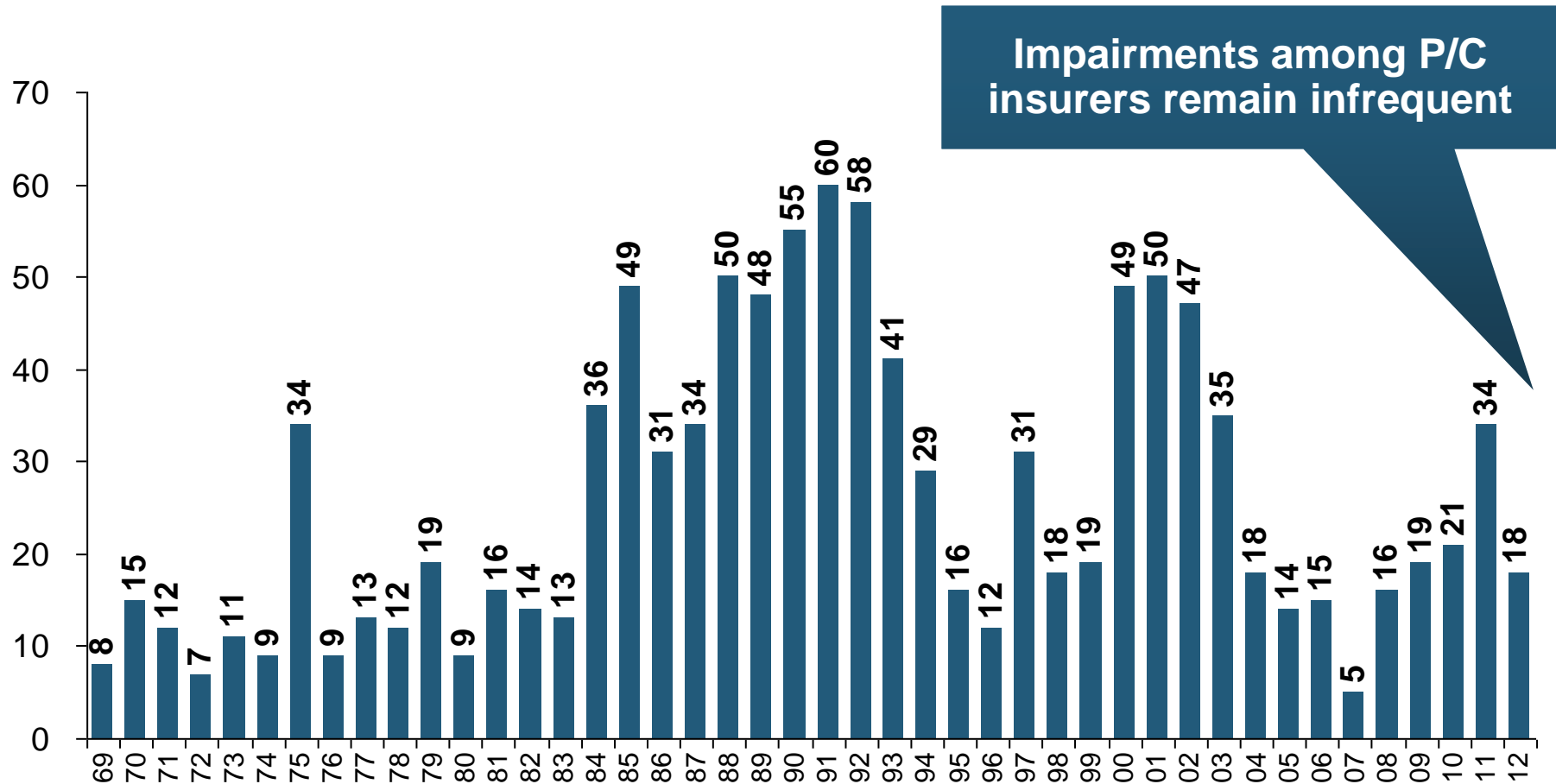
Note: Data for 1920–1934 based on stock companies only.

Sources: Insurance Information Institute research from A.M. Best Data.

Financial Strength & Underwriting

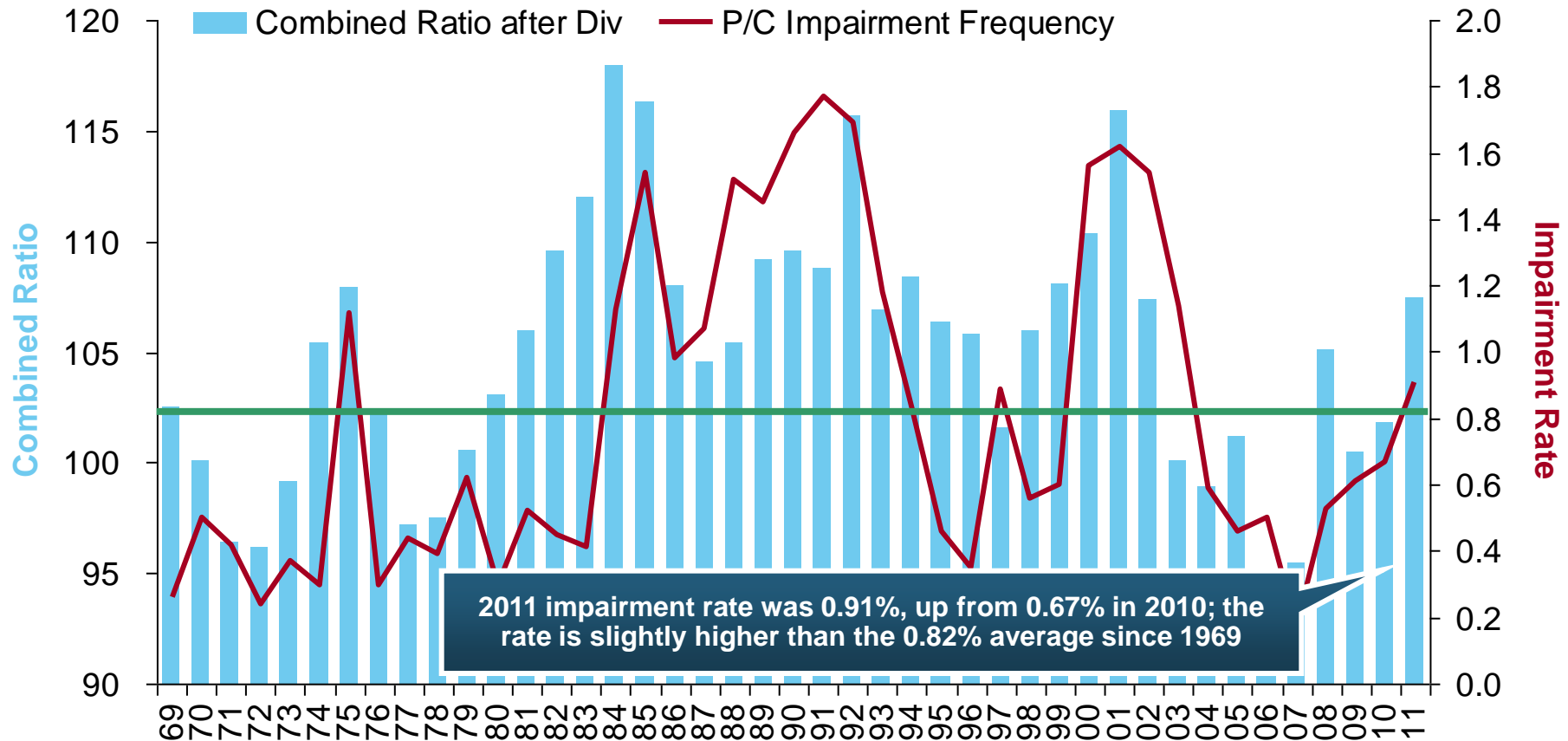
**Cyclical Pattern is P-C Impairment
History is Directly Tied to
Underwriting, Reserving & Pricing**

P/C Insurer Impairments, 1969–2012



The Number of Impairments Varies Significantly Over the P/C Insurance Cycle, With Peaks Occurring Well into Hard Markets

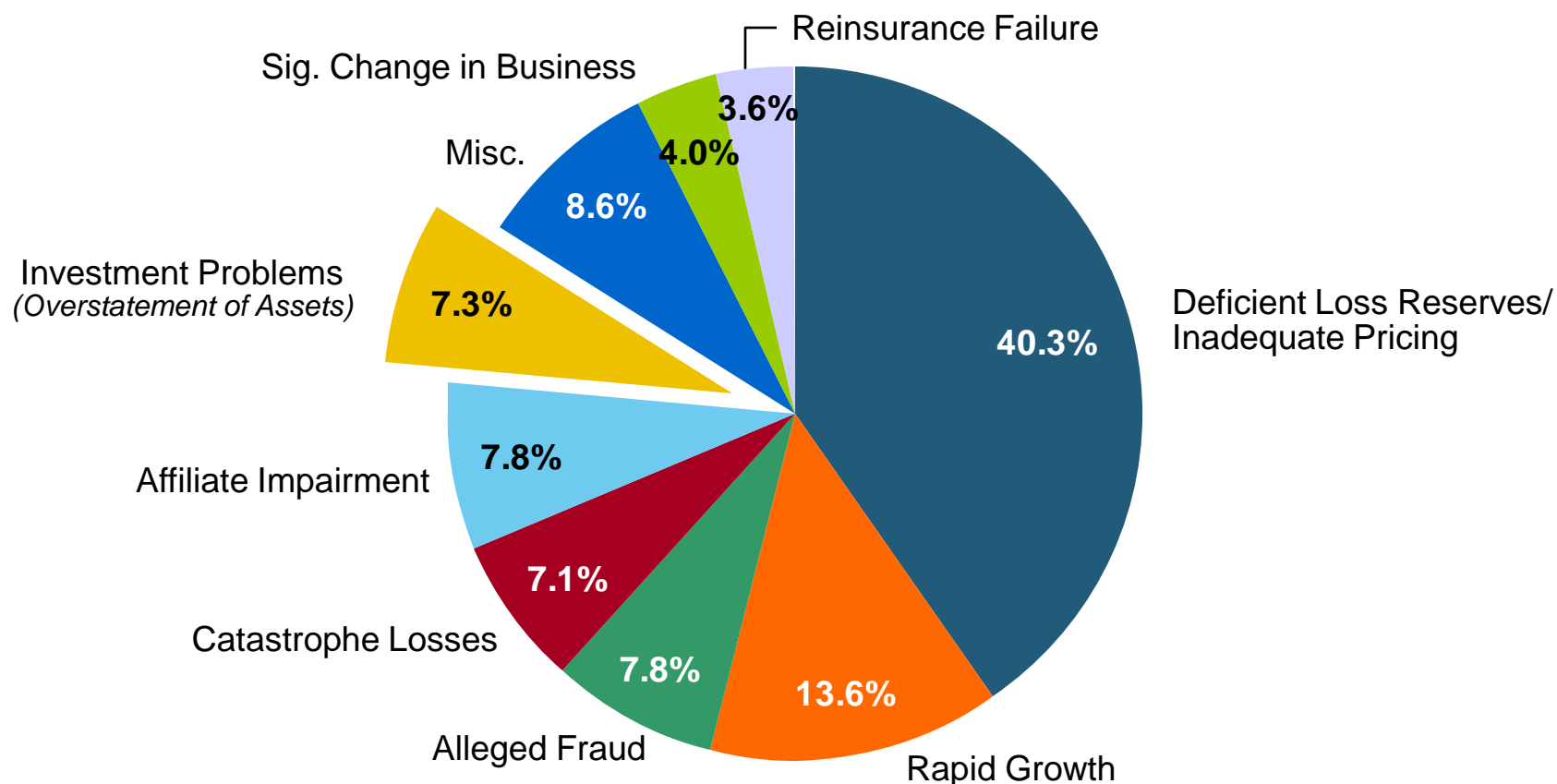
P/C Insurer Impairment Frequency vs. Combined Ratio, 1969-2011



Impairment Rates Are Highly Correlated With Underwriting Performance and Reached Record Lows in 2007; Recent Increase Was Associated Primarily With Mortgage and Financial Guaranty Insurers and Not Representative of the Industry Overall

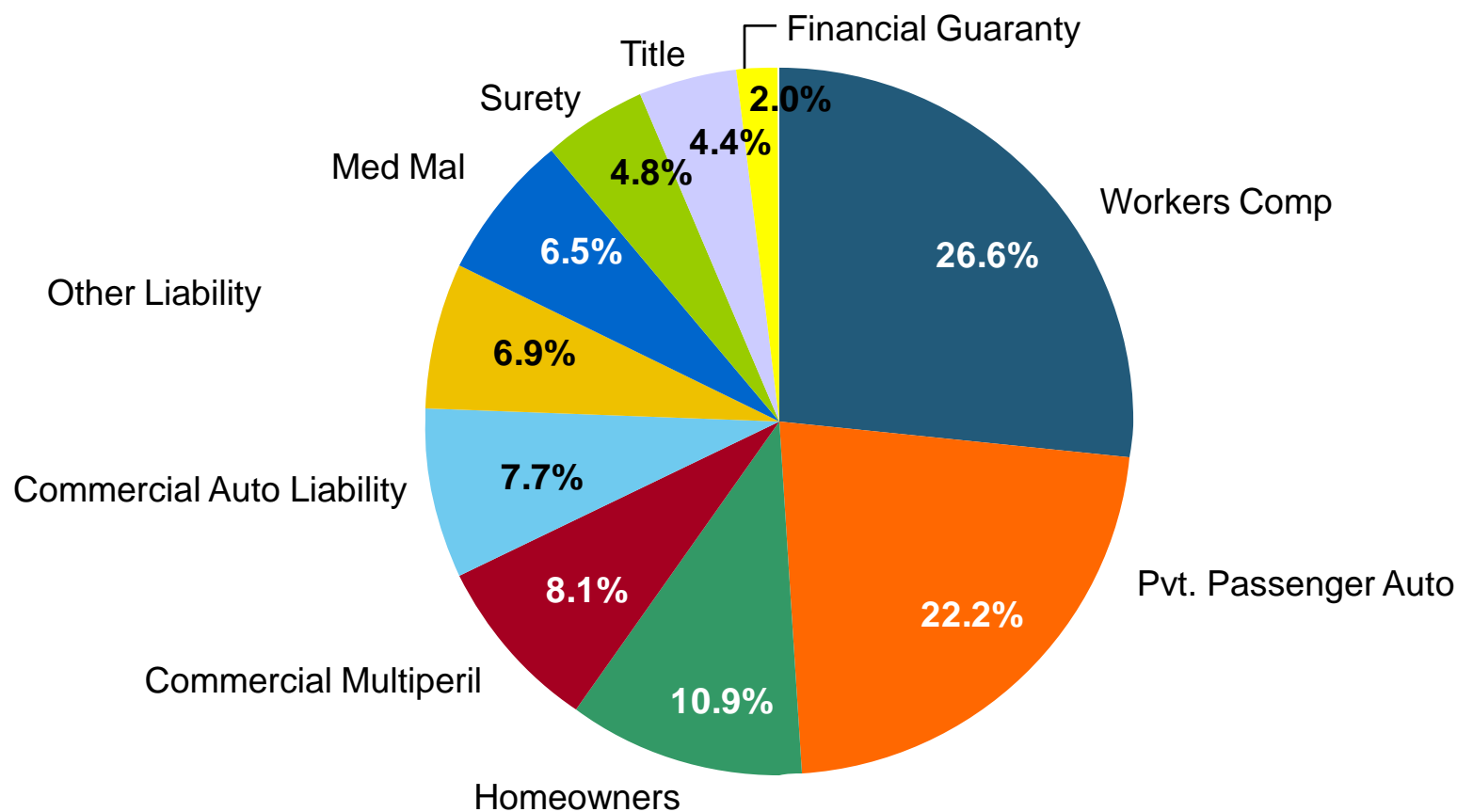
Reasons for US P/C Insurer Impairments, 1969–2010

Historically, Deficient Loss Reserves and Inadequate Pricing Are By Far the Leading Cause of P-C Insurer Impairments. Investment and Catastrophe Losses Play a Much Smaller Role



Top 10 Lines of Business for US P/C Impaired Insurers, 2000–2010

Workers Comp and Pvt. Passenger Auto Account for Nearly Half of the Premium Volume of Impaired Insurers Over the Past Decade



Number of Recessions Endured by P/C Insurers, by Number of Years in Operation

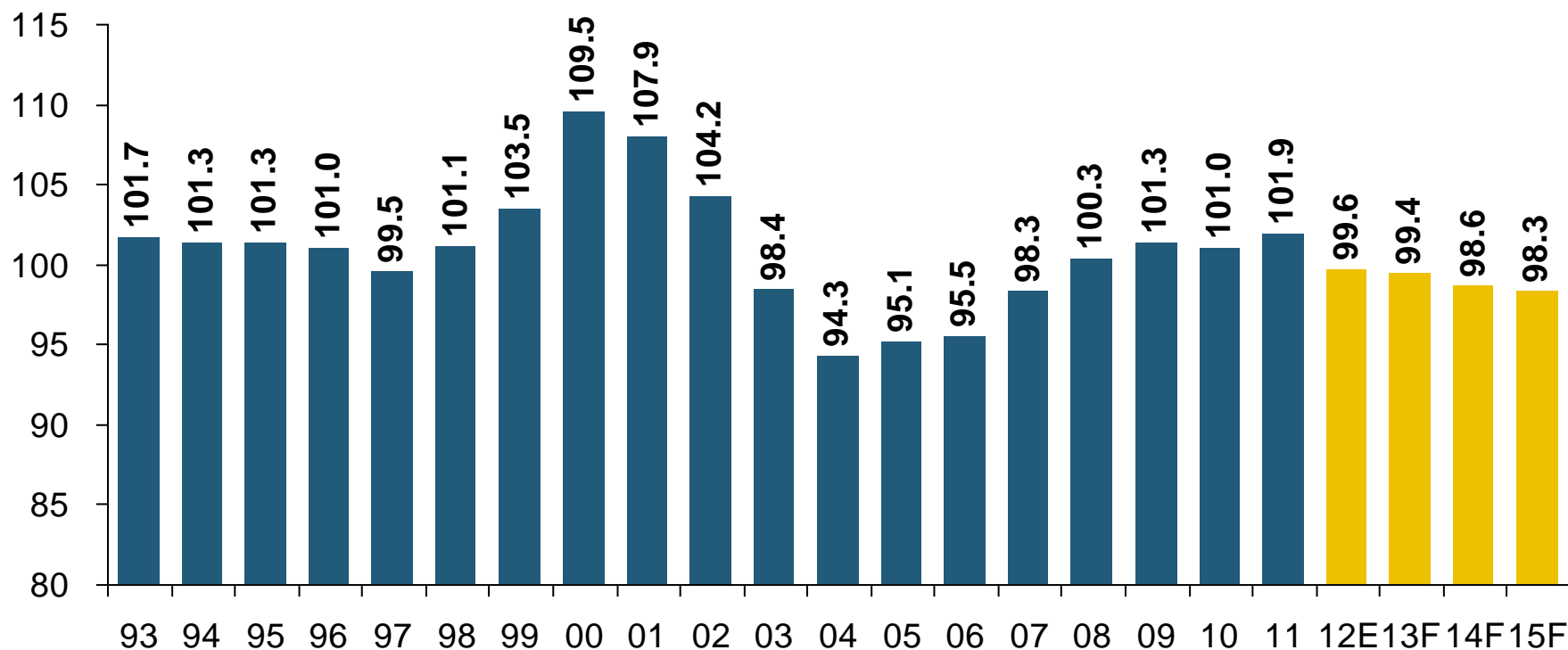
Number of Recessions Since 1860



Many US Insurers Are Close to a Century Old or Older

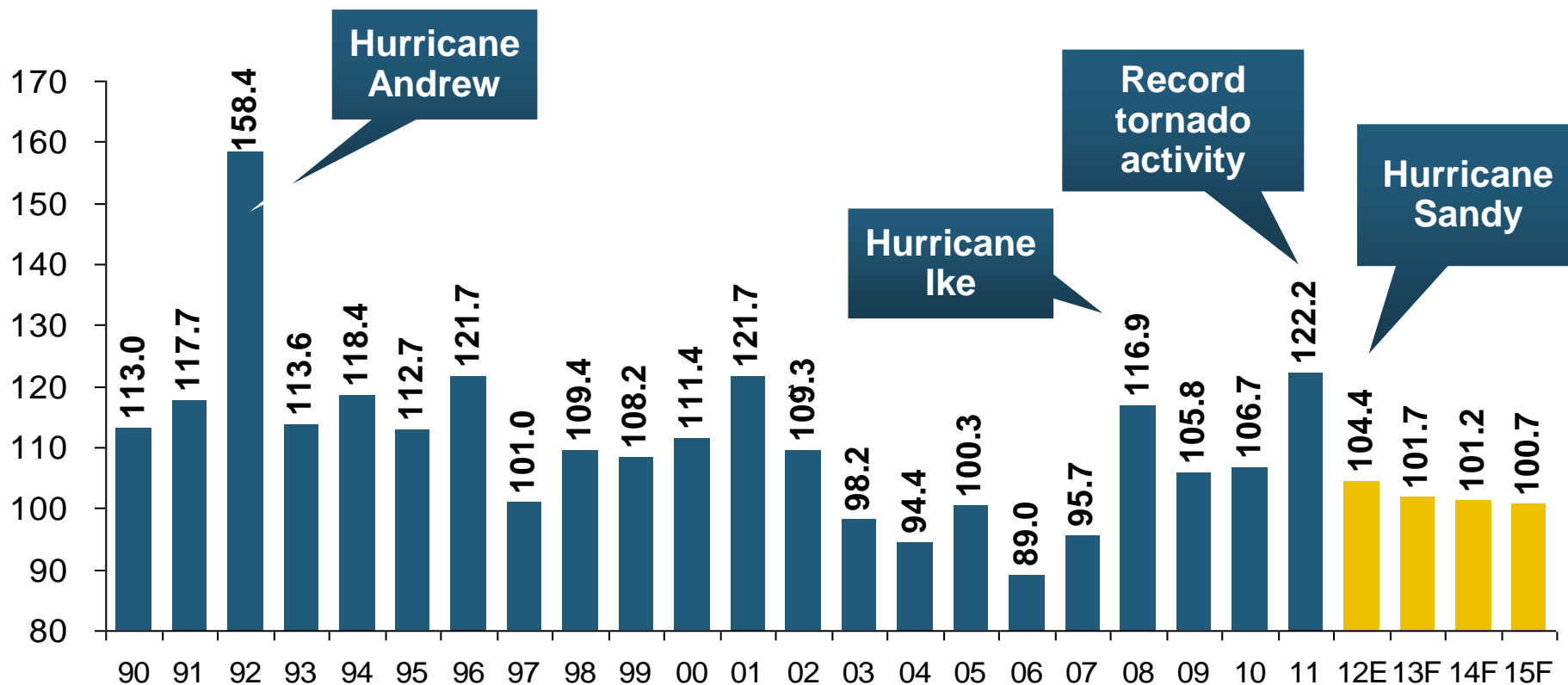
Performance by Segment

Private Passenger Auto Combined Ratio: 1993–2015F



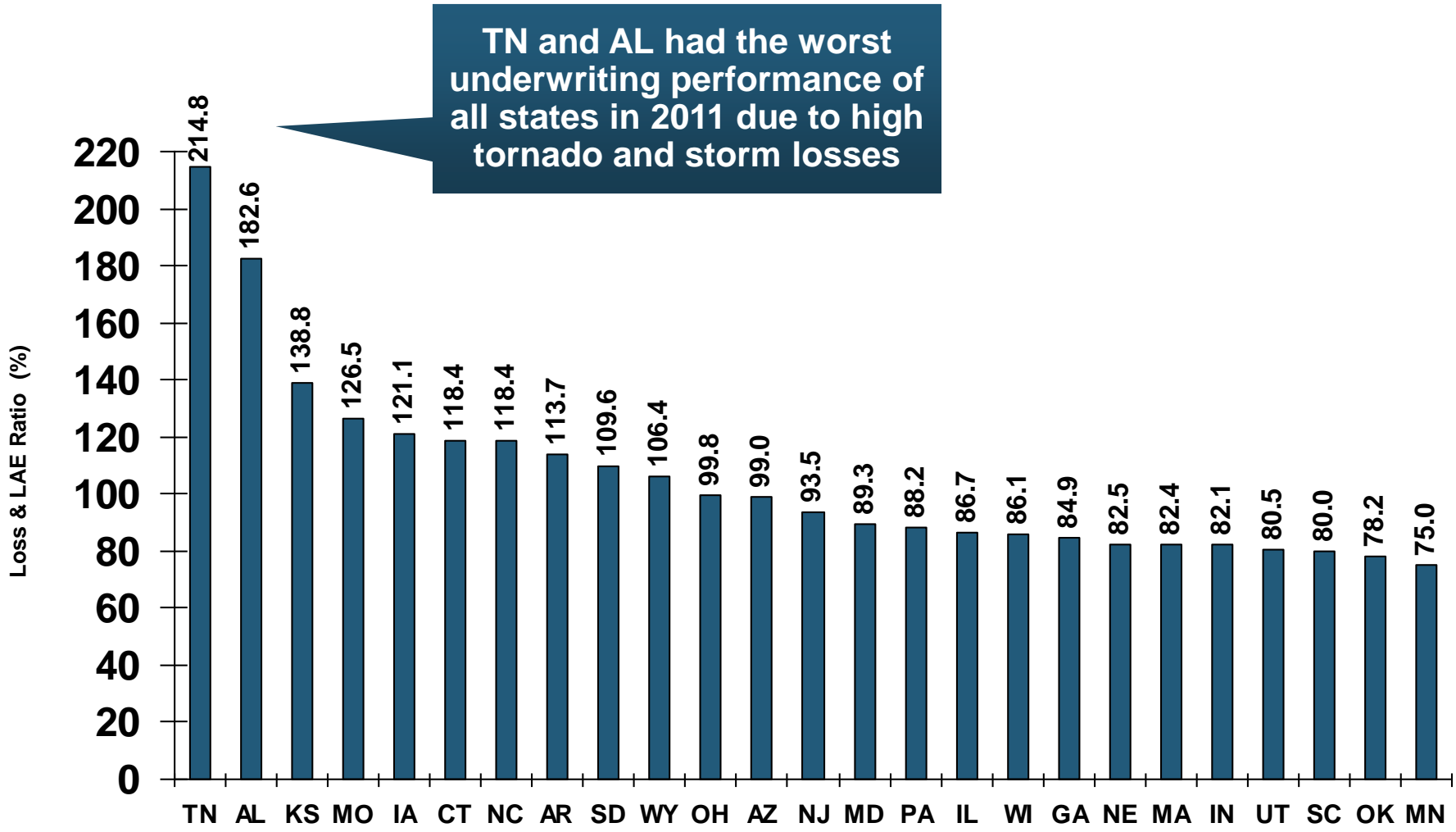
Private Passenger Auto Accounts for 34% of Industry Premiums and Remains the Profit Juggernaut of the P/C Insurance Industry

Homeowners Insurance Combined Ratio: 1990–2015F

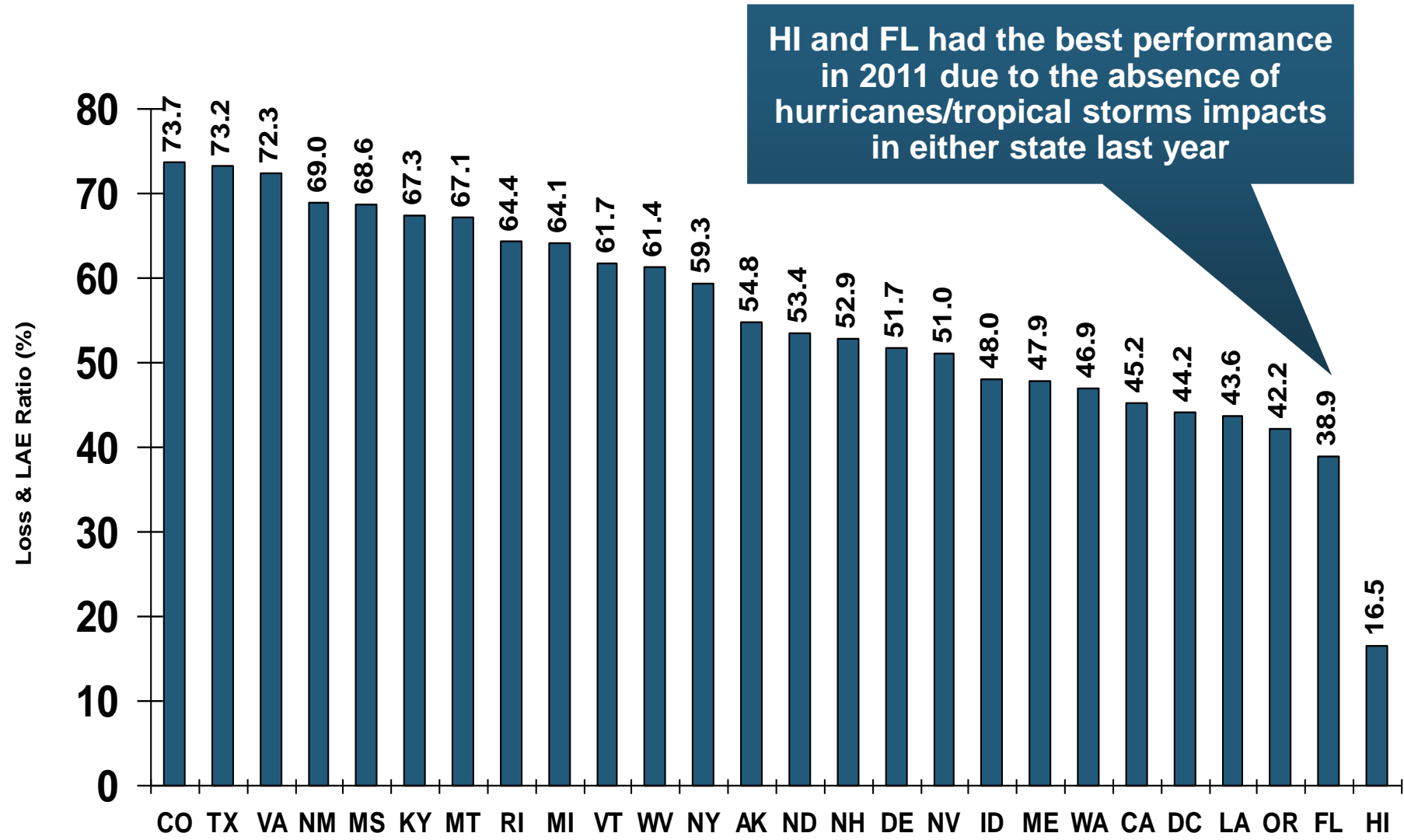


Homeowners Performance in 2011/12 Impacted by Large Cat Losses. Extreme Regional Variation Can Be Expected Due to Local Catastrophe Loss Activity

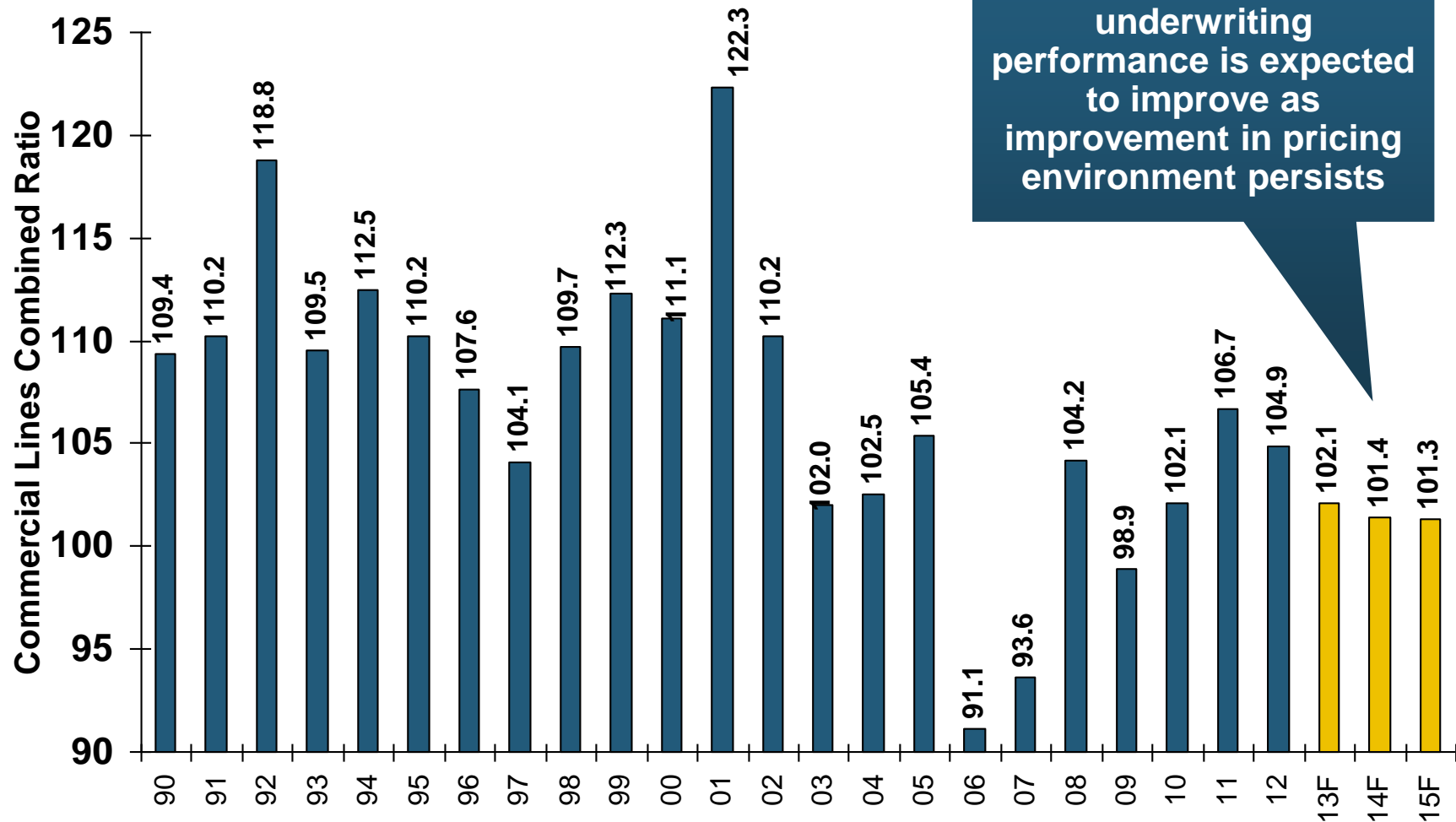
Homeowners Multi-Peril Loss & LAE Ratio, 2011: Highest 25 States



Homeowners Multi-Peril Loss & LAE Ratio, 2011: Lowest 25 States



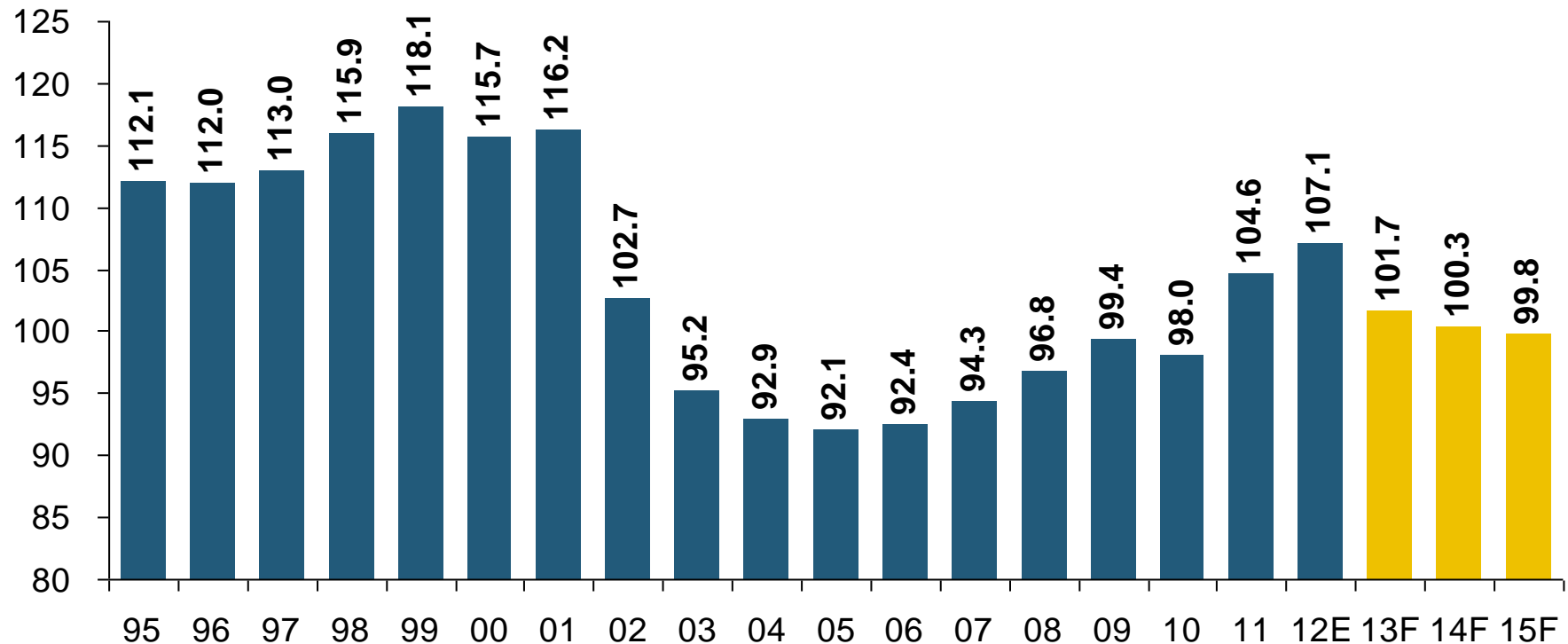
Commercial Lines Combined Ratio, 1990-2015F*



*2007-2012 figures exclude mortgage and financial guaranty segments.

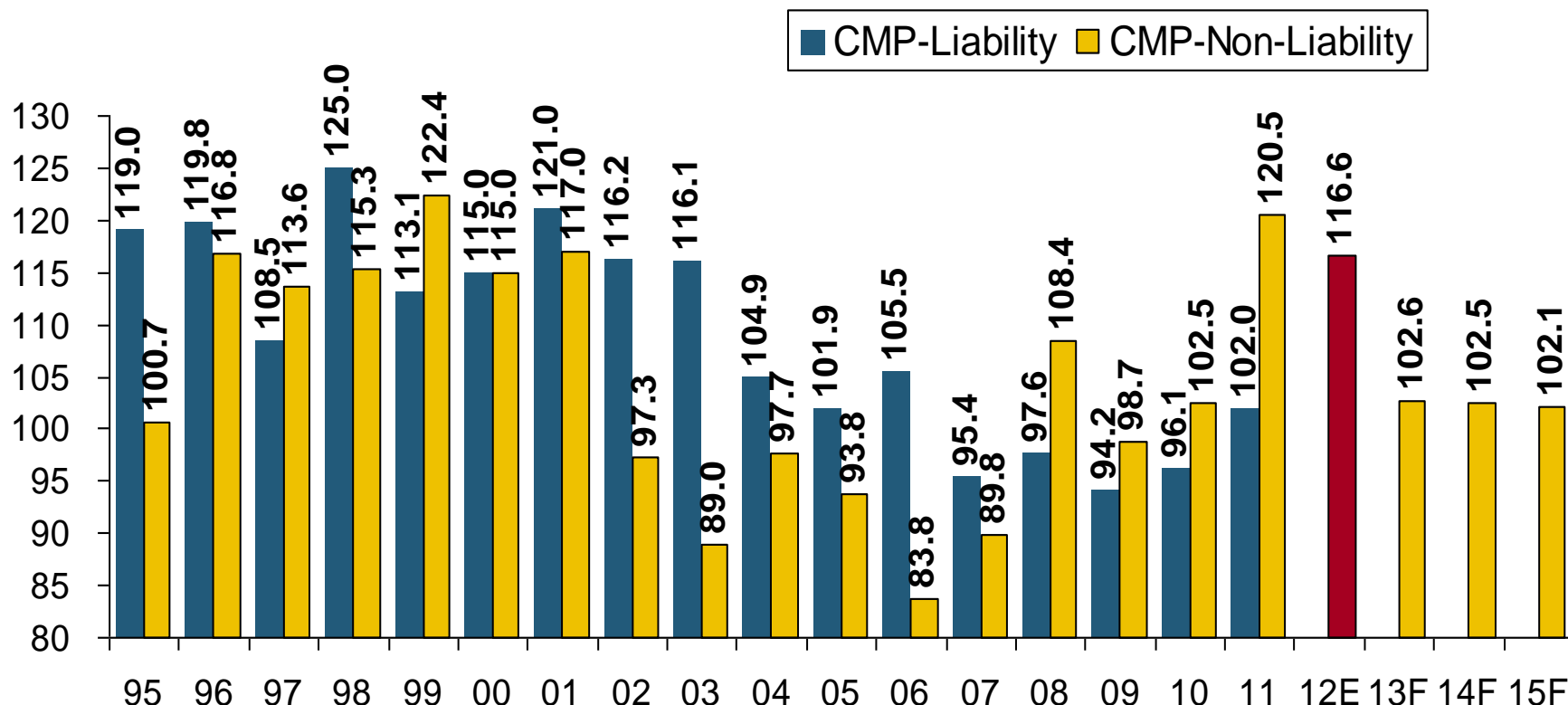
Source: A.M. Best (1990-2011); Conning (2012-2015F) Insurance Information Institute

Commercial Auto Combined Ratio: 1993–2015F



Commercial Auto is Expected to Improve as Rate Gains Outpace Any Adverse Frequency and Severity Trends

Commercial Multi-Peril Combined Ratio: 1995–2015F

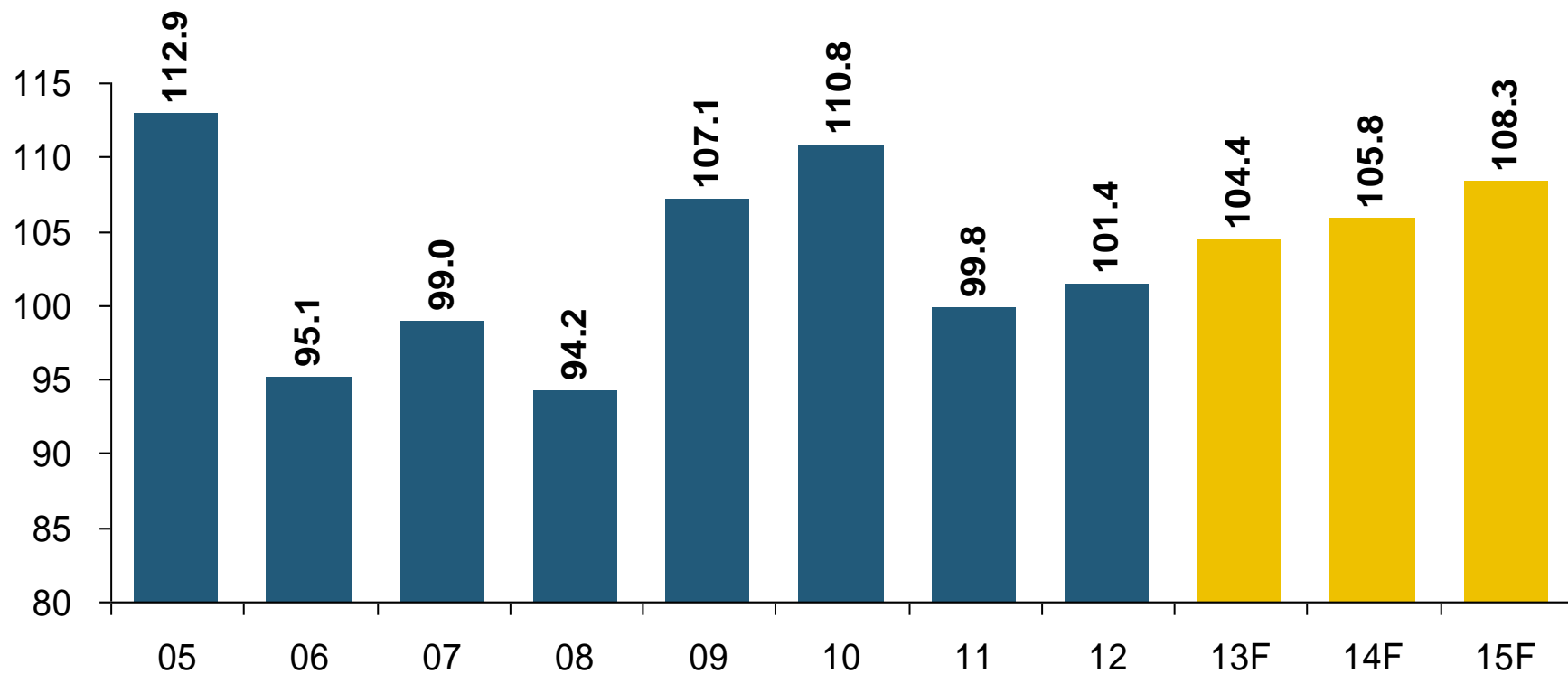


Commercial Multi-Peril Underwriting Performance is Expected to Improve in 2013 Assuming Normal Catastrophe Loss Activity

*2012-2013 figures are A.M. Best estimate/forecast for the combined liability and non-liability components. Same for Conning 2014-2015F figures.

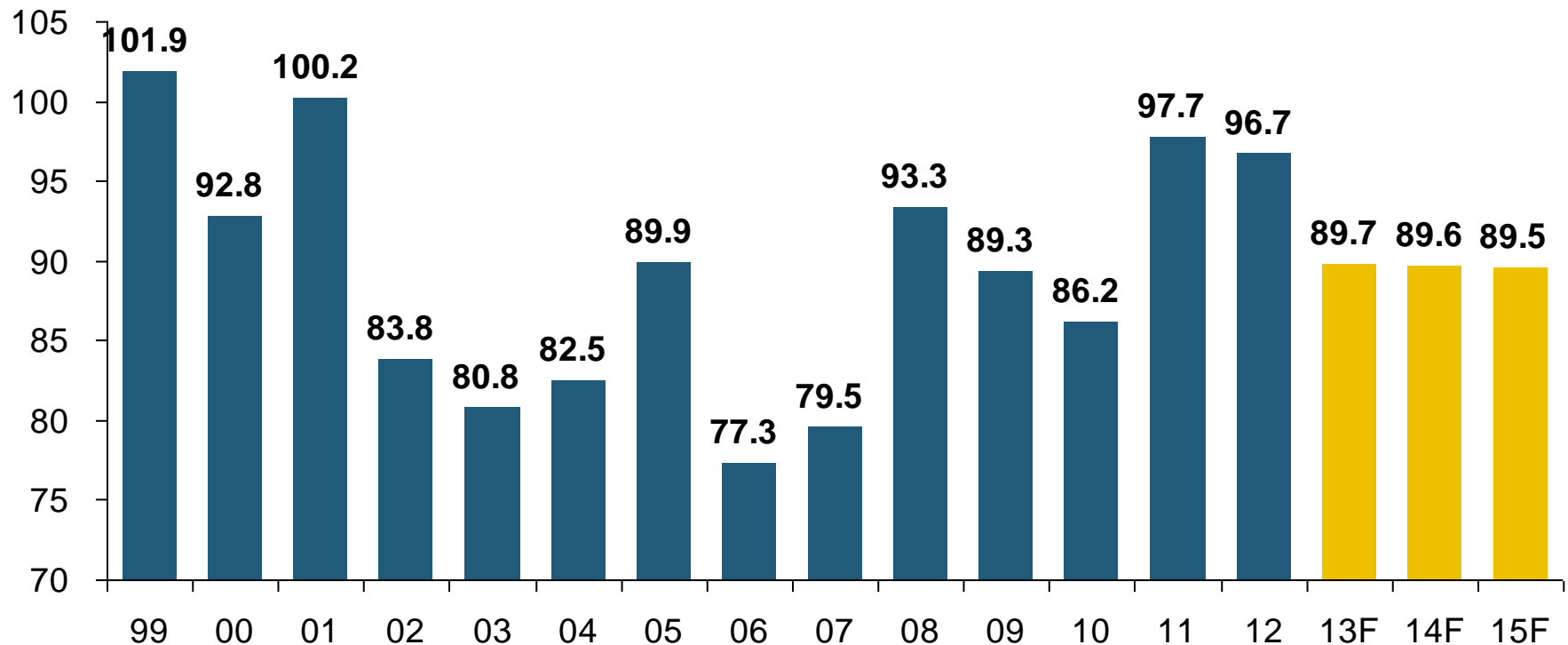
Sources: A.M. Best; Conning; Insurance Information Institute.

General Liability Combined Ratio: 2005–2015F



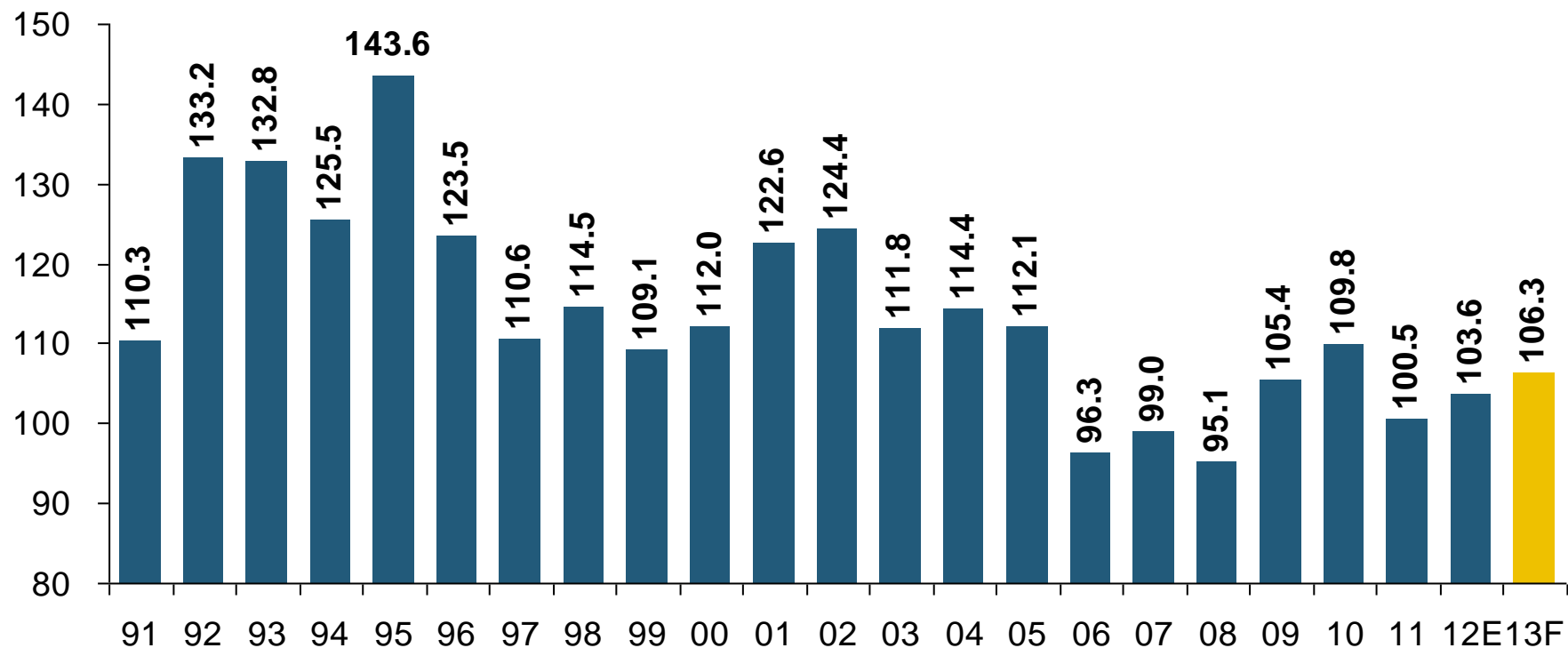
**Commercial General Liability Underwriting
Performance Has Been Volatile in Recent Years**

Inland Marine Combined Ratio: 1999–2015F



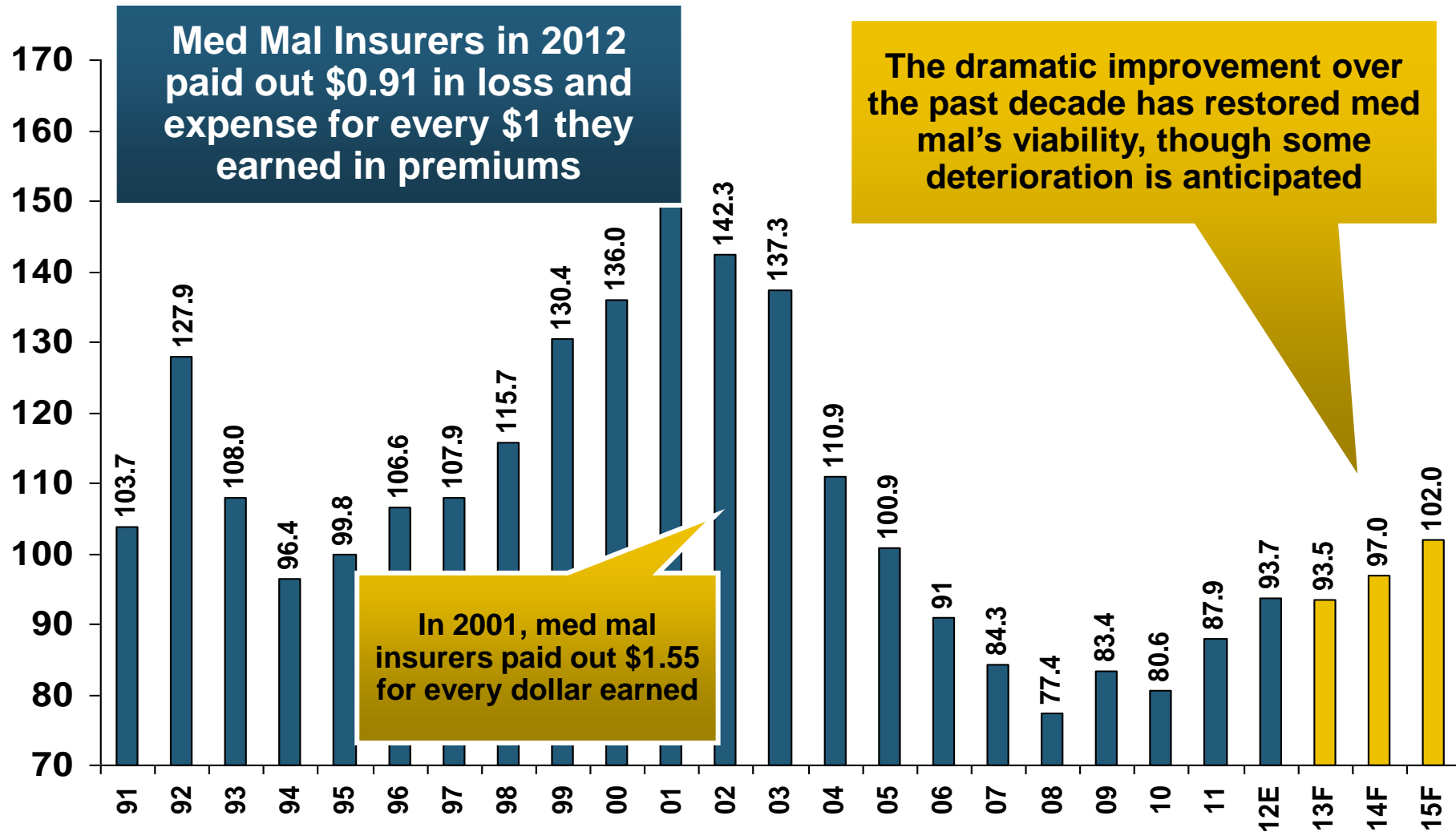
Inland Marine is Expected to Remain Among the Most Profitable of All Lines

Other & Products Liability Combined Ratio: 1991–2013F



Liability Lines Have Performed Better in the Post-Tort Reform Era (~2005), but There Has Been Some Deterioration in Recent Years

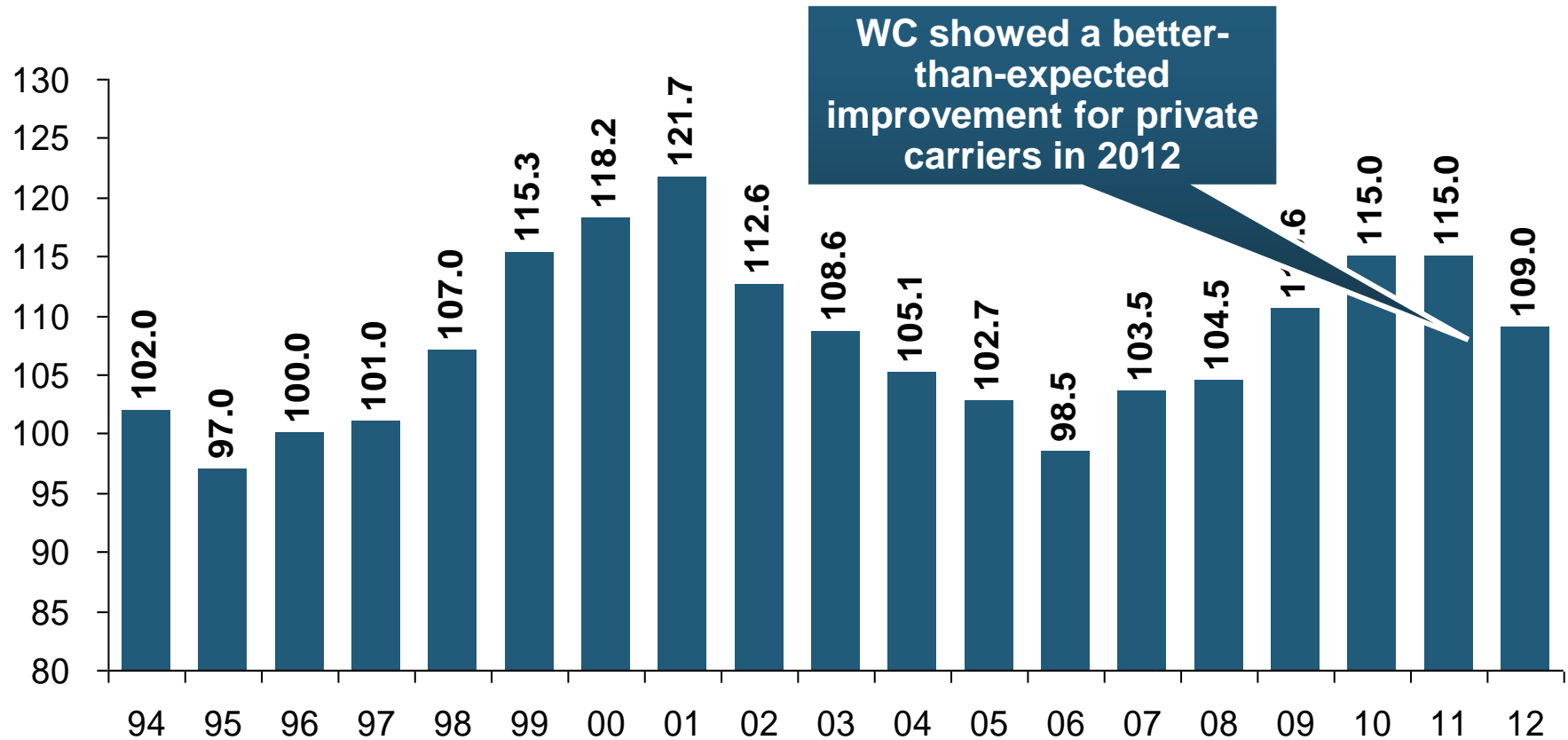
Medical Malpractice Combined Ratio vs. All Lines Combined Ratio, 1991-2015F



Workers Compensation Operating Environment

**The Weak Economy and Soft Market Have
Made the Workers Comp Operating
Increasingly Challenging**

Workers Compensation Combined Ratio: 1994–2012P



Workers Comp Results Began to Improve in 2012. Underwriting Results Deteriorated Markedly from 2007-2010/11 and Were the Worst They Had Been in a Decade.

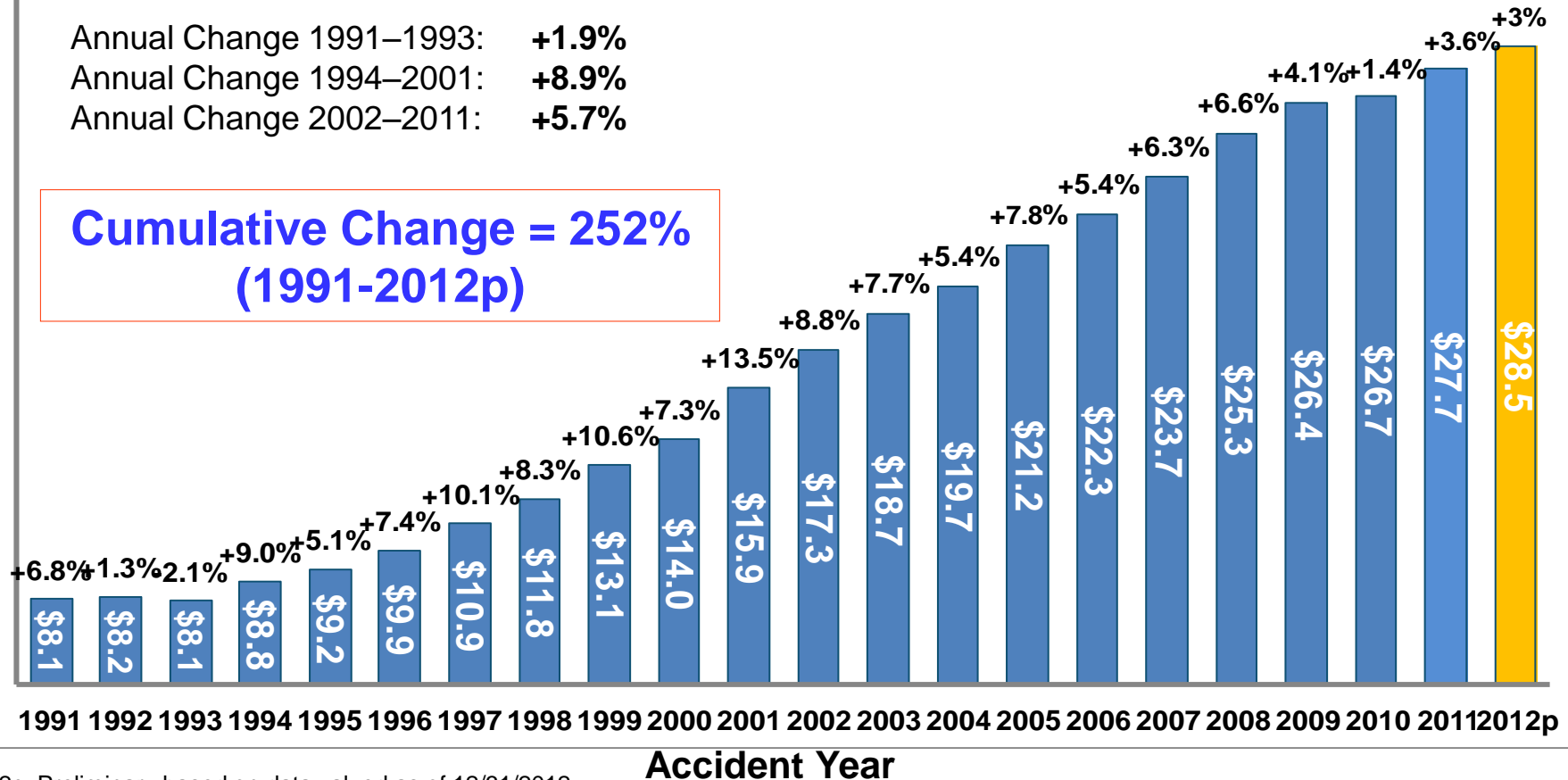
Workers Compensation Medical Severity Moderate Increase in 2012

Medical
Claim Cost (\$000s)

Average Medical Cost per Lost-Time Claim

Annual Change 1991–1993: **+1.9%**
Annual Change 1994–2001: **+8.9%**
Annual Change 2002–2011: **+5.7%**

**Cumulative Change = 252%
(1991–2012p)**



2012p: Preliminary based on data valued as of 12/31/2012.

1991–2011: Based on data through 12/31/2011, developed to ultimate

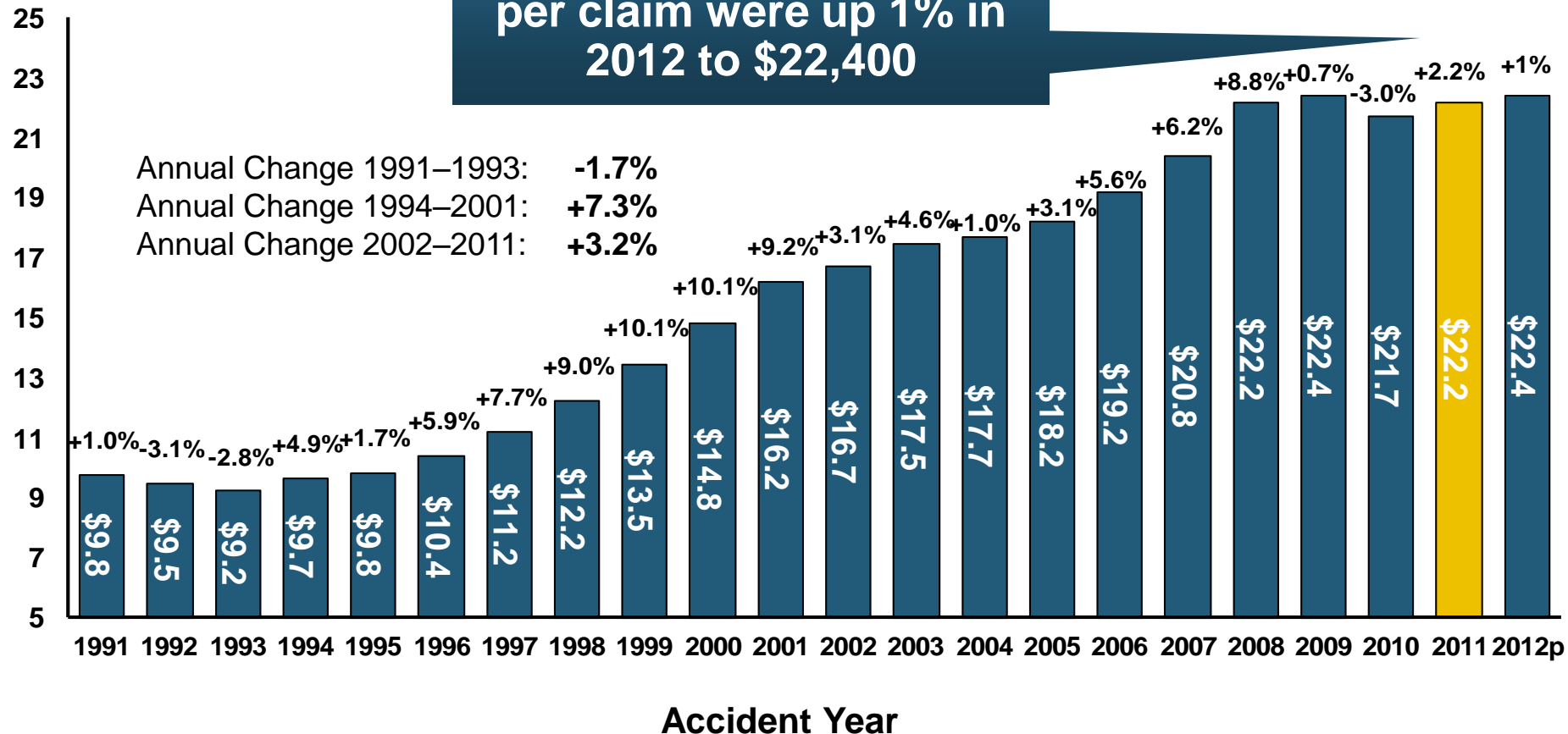
Based on the states where NCCI provides ratemaking services including state funds, excluding WV; Excludes high deductible policies.

Workers Comp Indemnity Claim Costs: Small Increase in 2012

Average Indemnity Cost per Lost-Time Claim

Indemnity
Claim Cost (\$ 000s)

Average indemnity costs
per claim were up 1% in
2012 to \$22,400



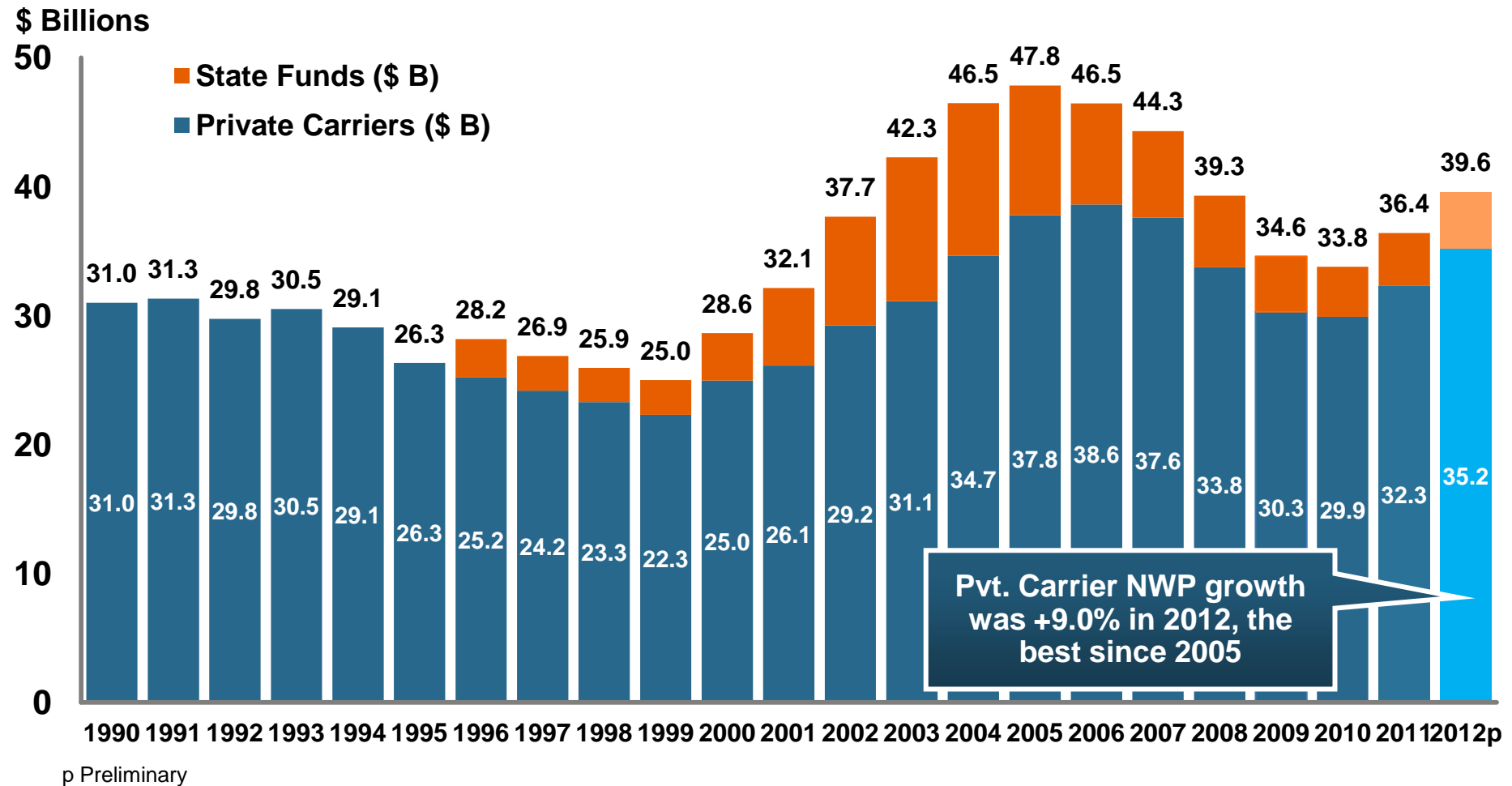
2012p: Preliminary based on data valued as of 12/31/2012.

1991-2011: Based on data through 12/31/2011, developed to ultimate

Based on the states where NCCI provides ratemaking services including state funds, excluding WV; Excludes high deductible policies.

Workers Compensation Premium: Second Consecutive Year of Increase

Net Written Premium

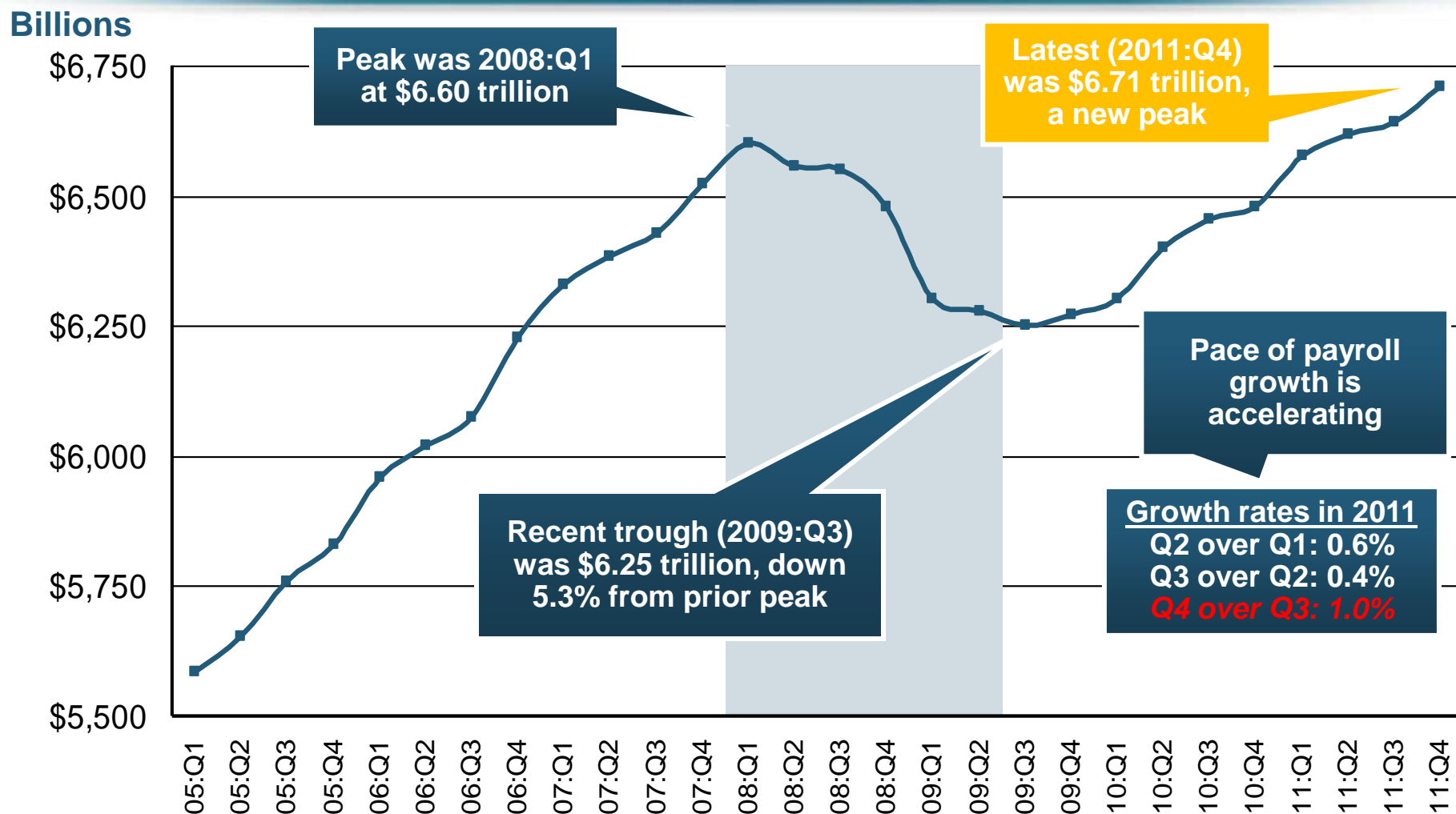


Source: 1990–20102p Private Carriers, Annual Statement Data, NCCI.

1996–2012p State Funds: AZ, CA, CO, HI, ID, KY, LA, MD, MO, MT, NM, OK, OR, RI, TX, UT Annual Statements

State Funds available for 1996 and subsequent

Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2011:Q4



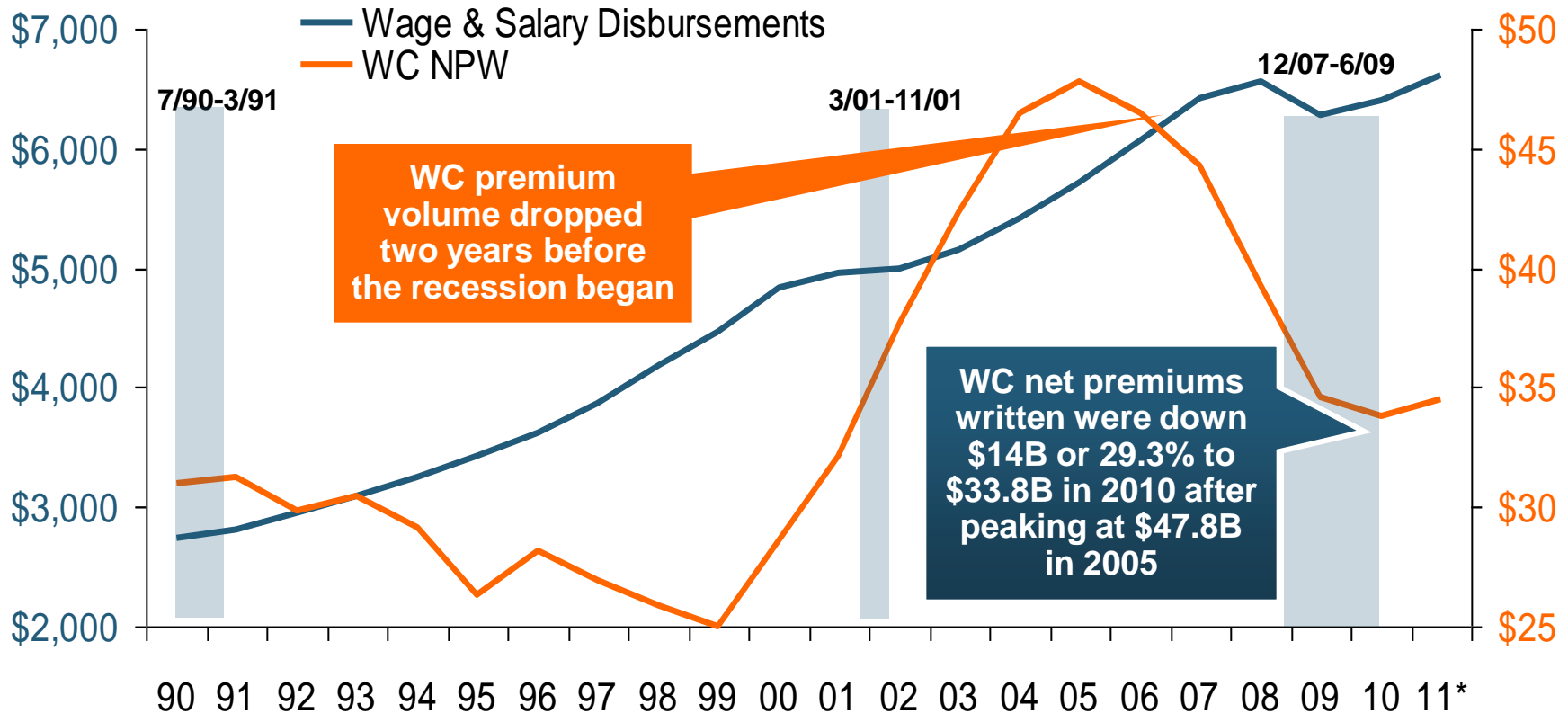
Note: Recession indicated by gray shaded column. Data are seasonally adjusted annual rates.

Sources: <http://research.stlouisfed.org/fred2/series/WASCUR>; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Payroll vs. Workers Comp Net Written Premiums, 1990-2011

Payroll Base*
\$Billions

WC NWP
\$Billions



Resumption of payroll growth and rate increases suggests WC NWP will grow again in 2012

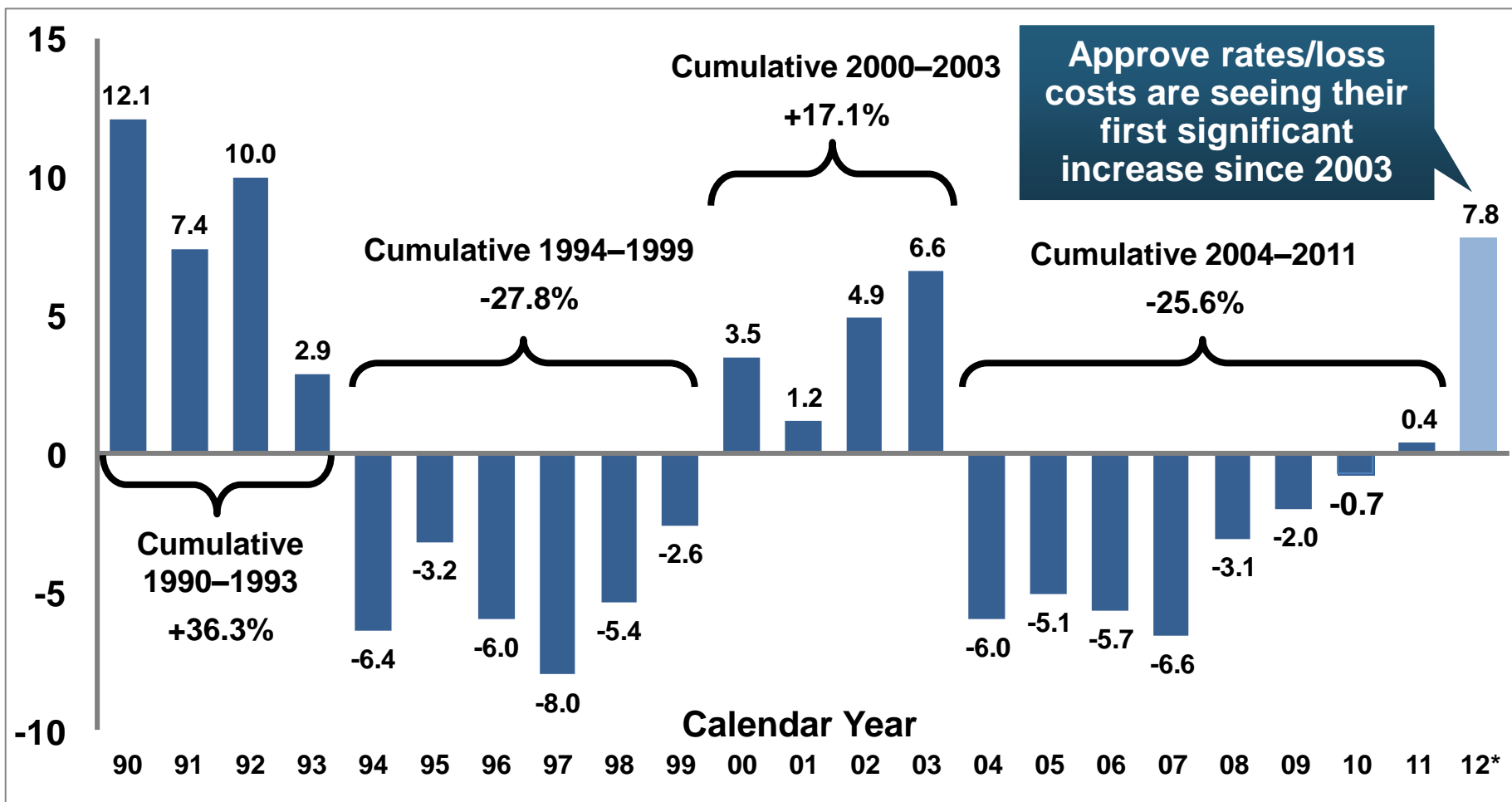
*Private employment; Shaded areas indicate recessions. Payroll and WC premiums for 2011 is I.I.I. estimate

Sources: NBER (recessions); Federal Reserve Bank of St. Louis at <http://research.stlouisfed.org/fred2/series/WASCUR> ; NCCI; I.I.I.

Average Approved Bureau Rates/Loss Costs

History of Average WC Bureau Rate/Loss Cost Level Changes

Percent



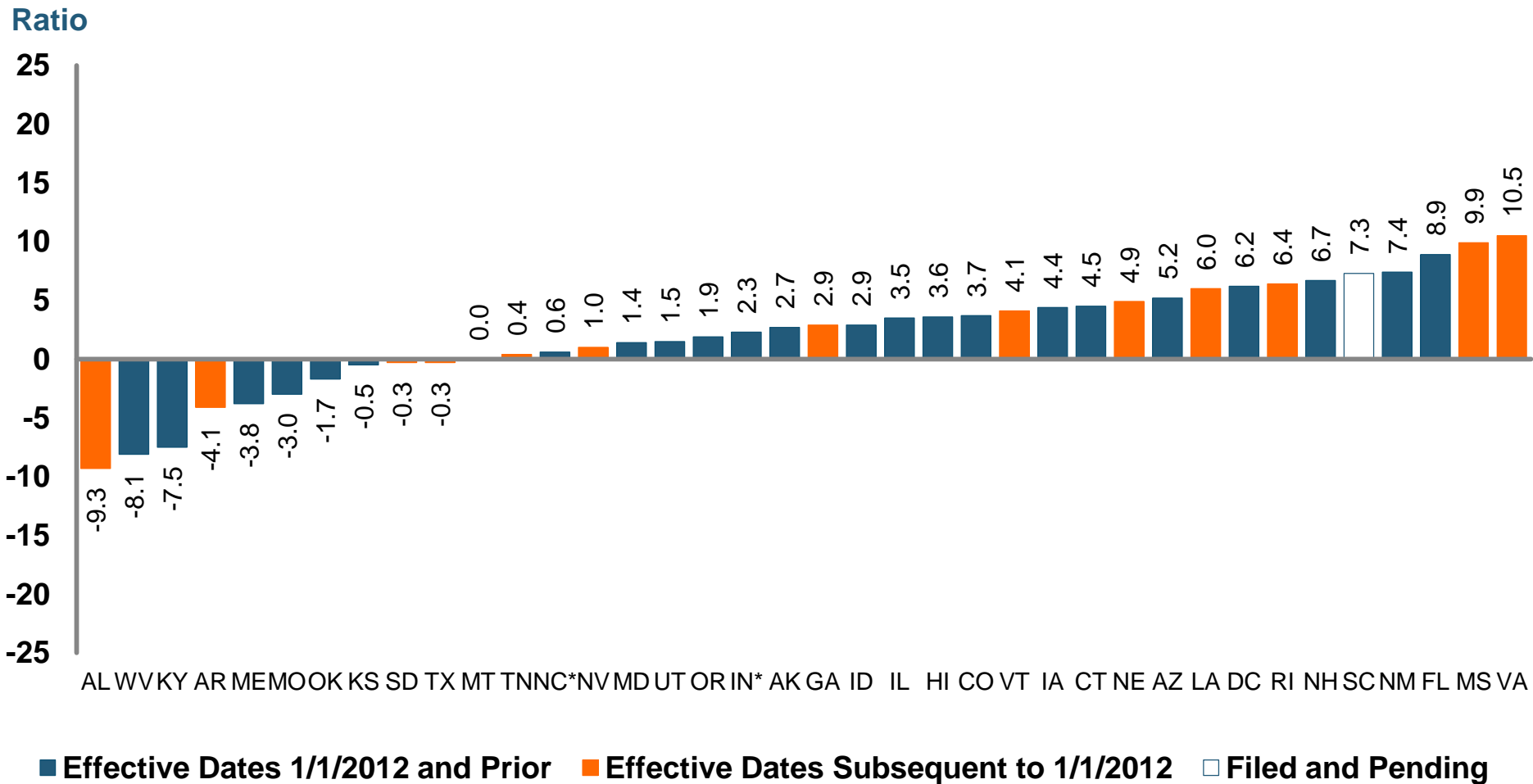
*States approved through 7/31/12.

Note: Countrywide approved changes in advisory rates, loss costs and assigned risk rates as filed by applicable rating organization.

Source: NCCI.

Current NCCI Voluntary Market Filed Rate/Loss Cost Changes

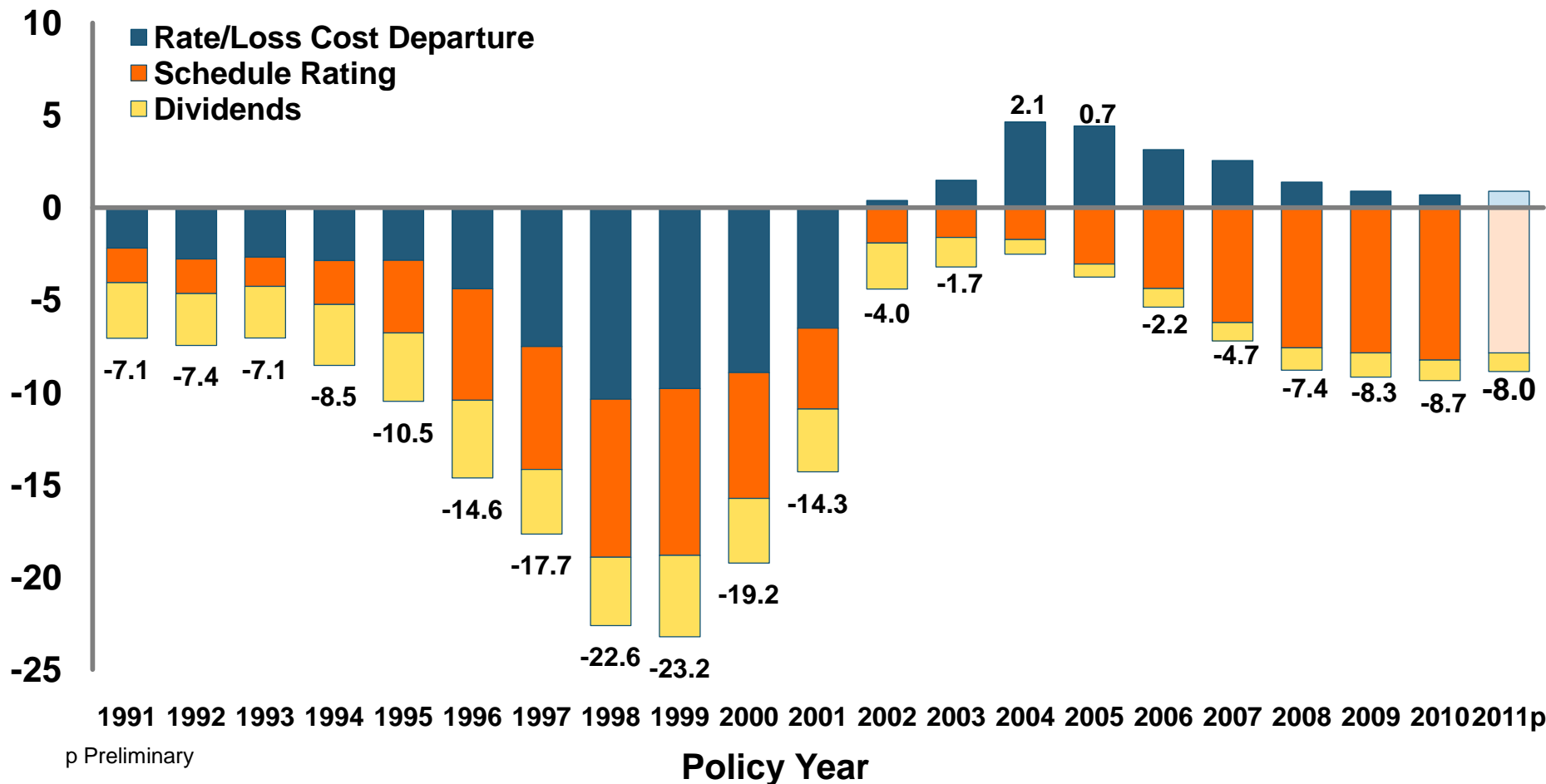
(Excludes Law-Only Filings)



Impact of Discounting on Workers Compensation Premium

NCCI States—Private Carriers

Percent



p Preliminary

Dividend ratios are based on calendar year statistics

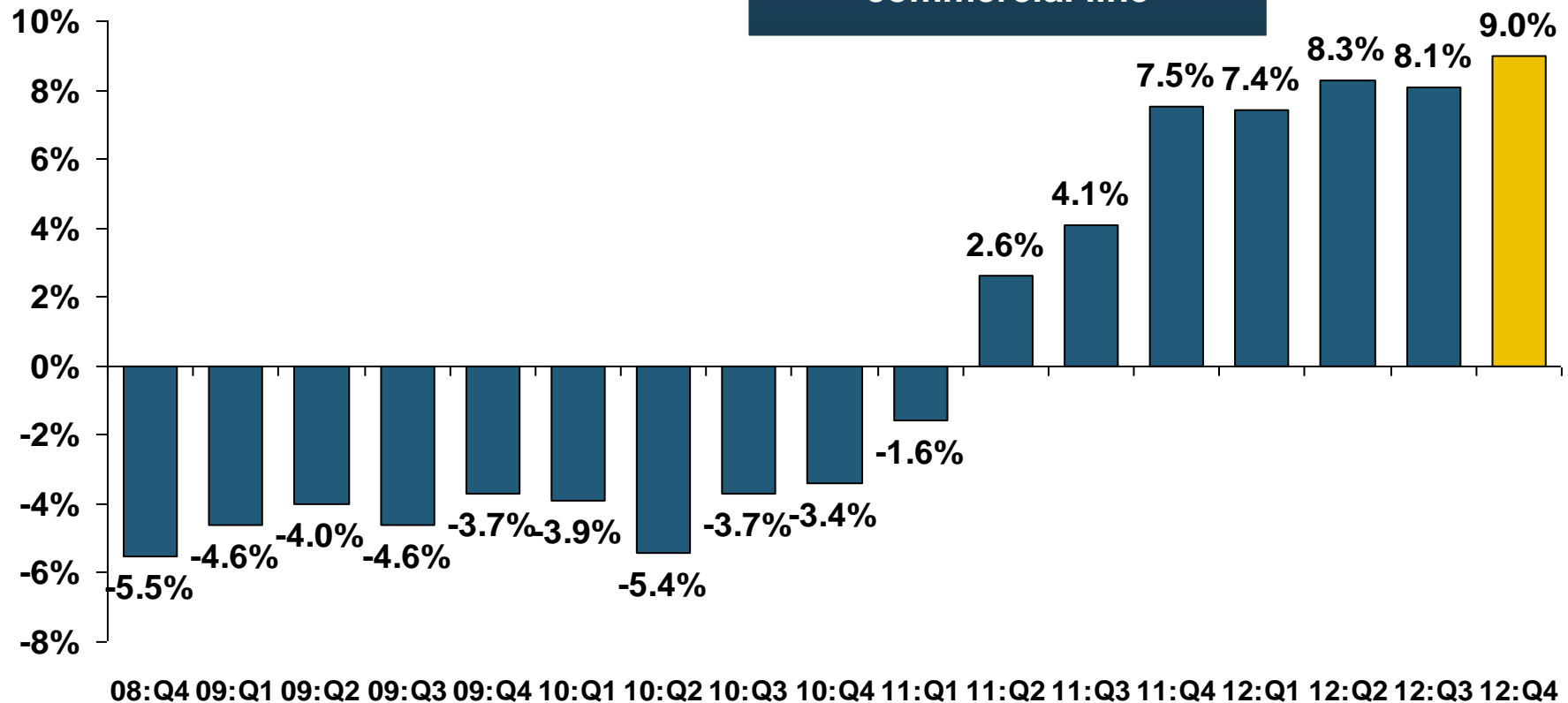
NCCI benchmark level does not include an underwriting contingency provision

Based on data through 12/31/2011 for the states where NCCI provides ratemaking services

Source: NCCI.

Workers Comp Rate Changes, 2008:Q4 – 2012:Q4

(Percent
Change)



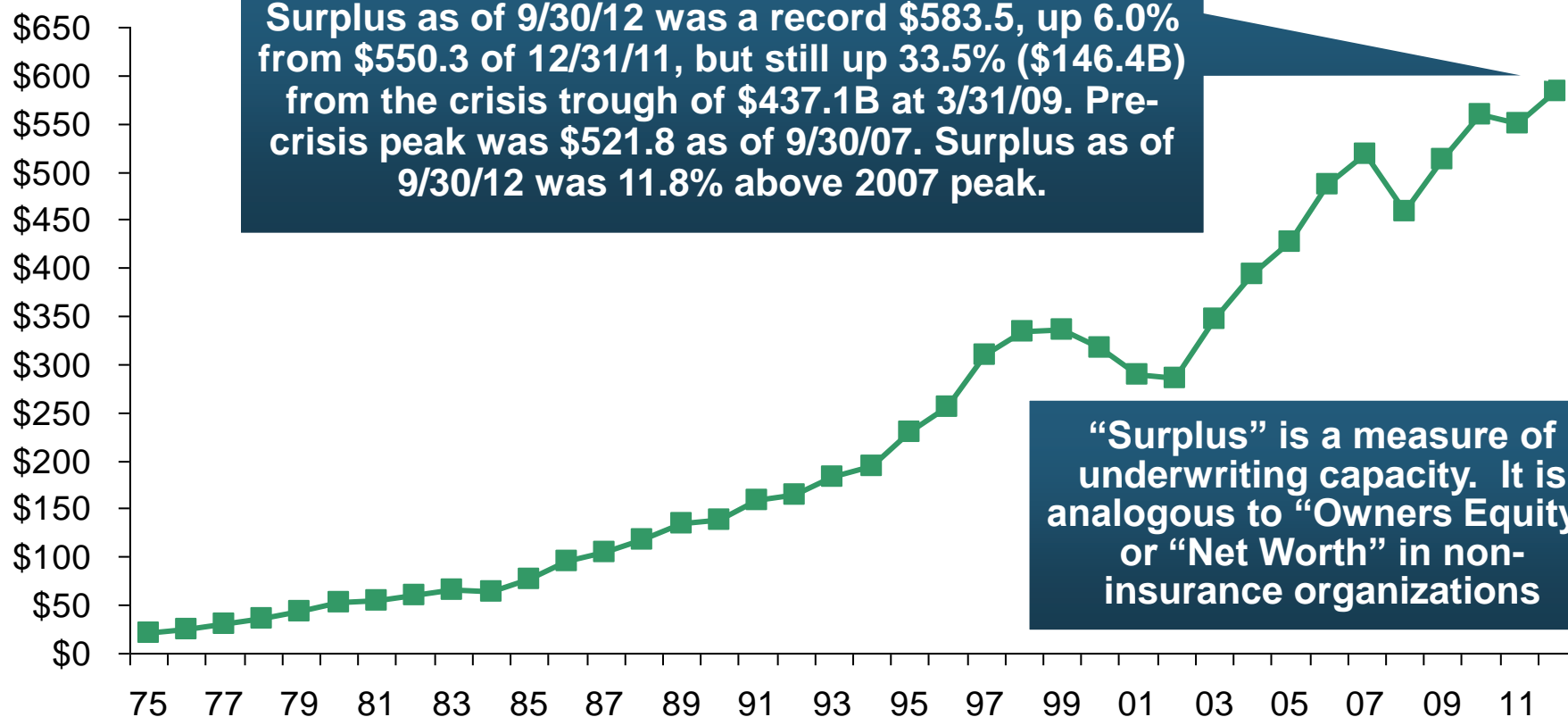
Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Information Institute.

2. SURPLUS/CAPITAL/CAPACITY

**How Will Large Catastrophe Losses
Impact Capacity?**

US Policyholder Surplus: 1975–2012*

(\$ Billions)



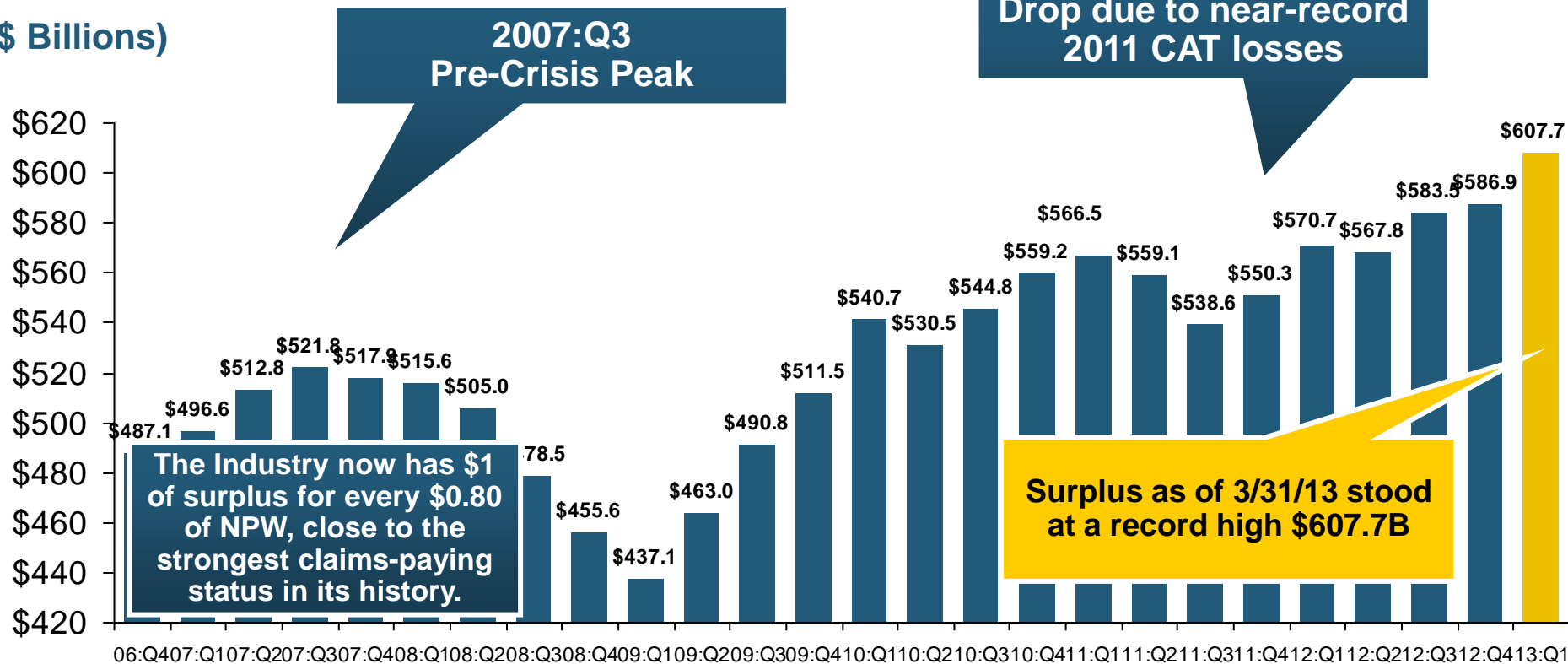
The Premium-to-Surplus Ratio Stood at \$0.80:\$1 as of 9/30/12, A Near Record Low (at Least in Recent History)*

* As of 9/30/12.

Source: A.M. Best, ISO, Insurance Information Institute.

Policyholder Surplus, 2006:Q4–2013:Q1

(\$ Billions)

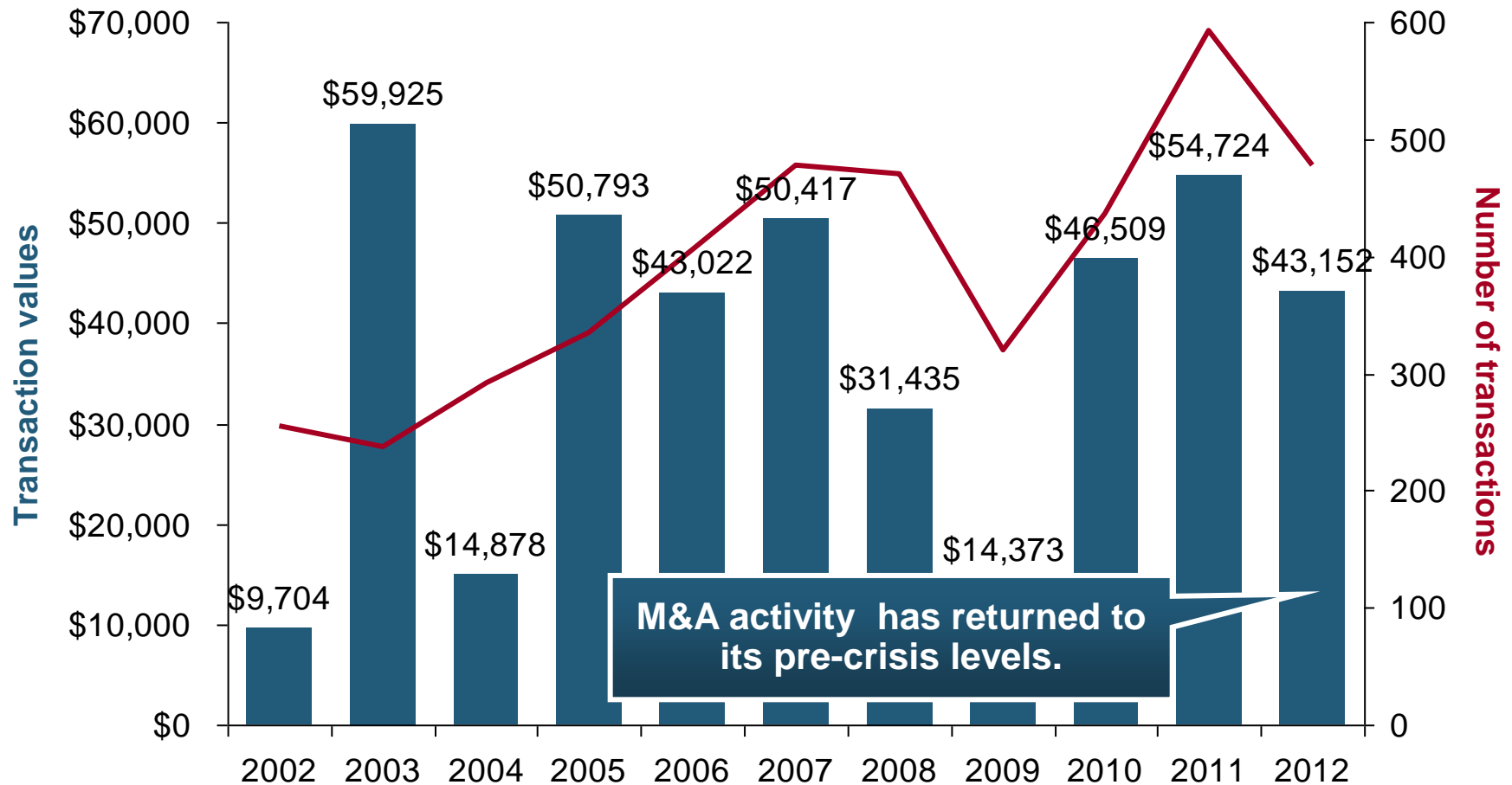


*Includes \$22.5B of paid-in capital from a holding company parent for one insurer's investment in a non-insurance business in early 2010.

The P/C Insurance Industry Both Entered and Emerged from the 2012 Hurricane Season Very Strong Financially.

U.S. INSURANCE MERGERS AND ACQUISITIONS, 2002-2012 (1)

(\$ Millions)



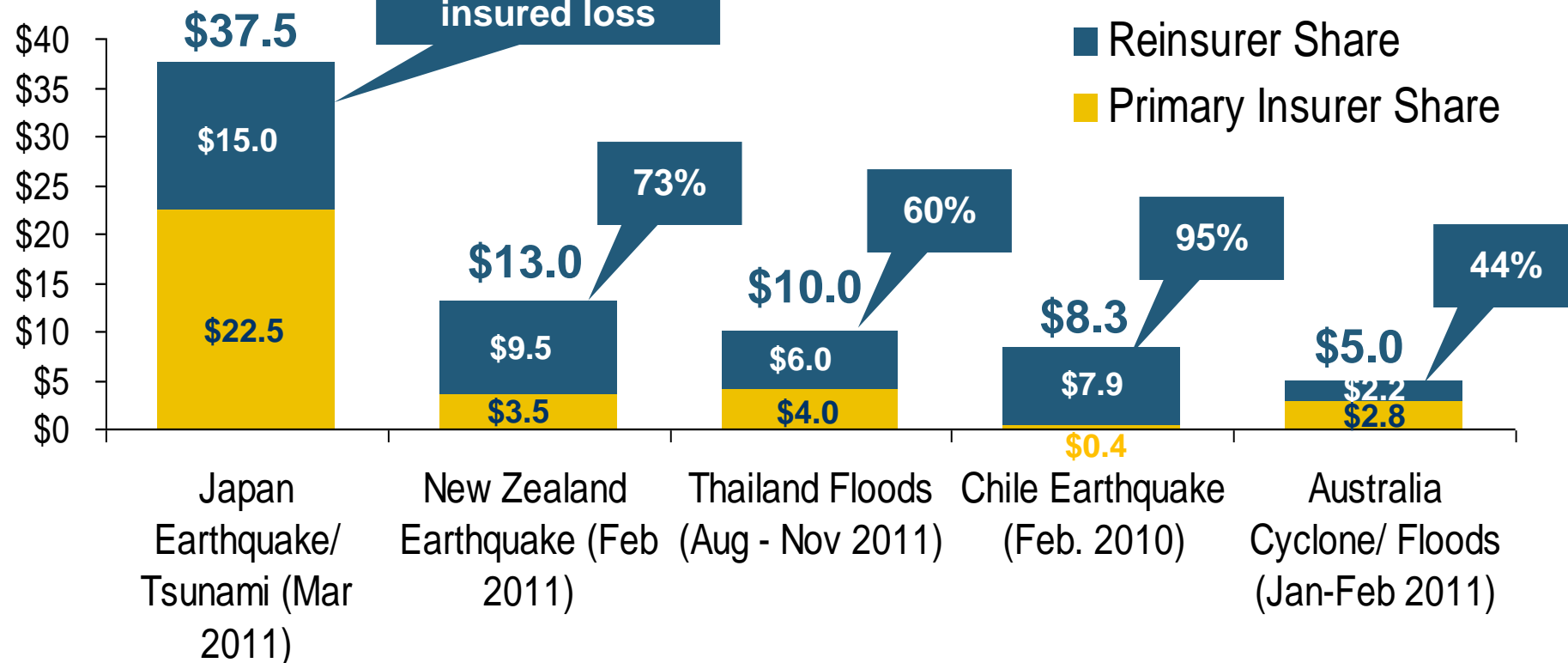
(1) Includes transactions where a U.S. company was the acquirer and/or the target.

3. REINSURANCE MARKET CONDITIONS

**Record Global
Catastrophes Activity is
Pressuring Pricing**

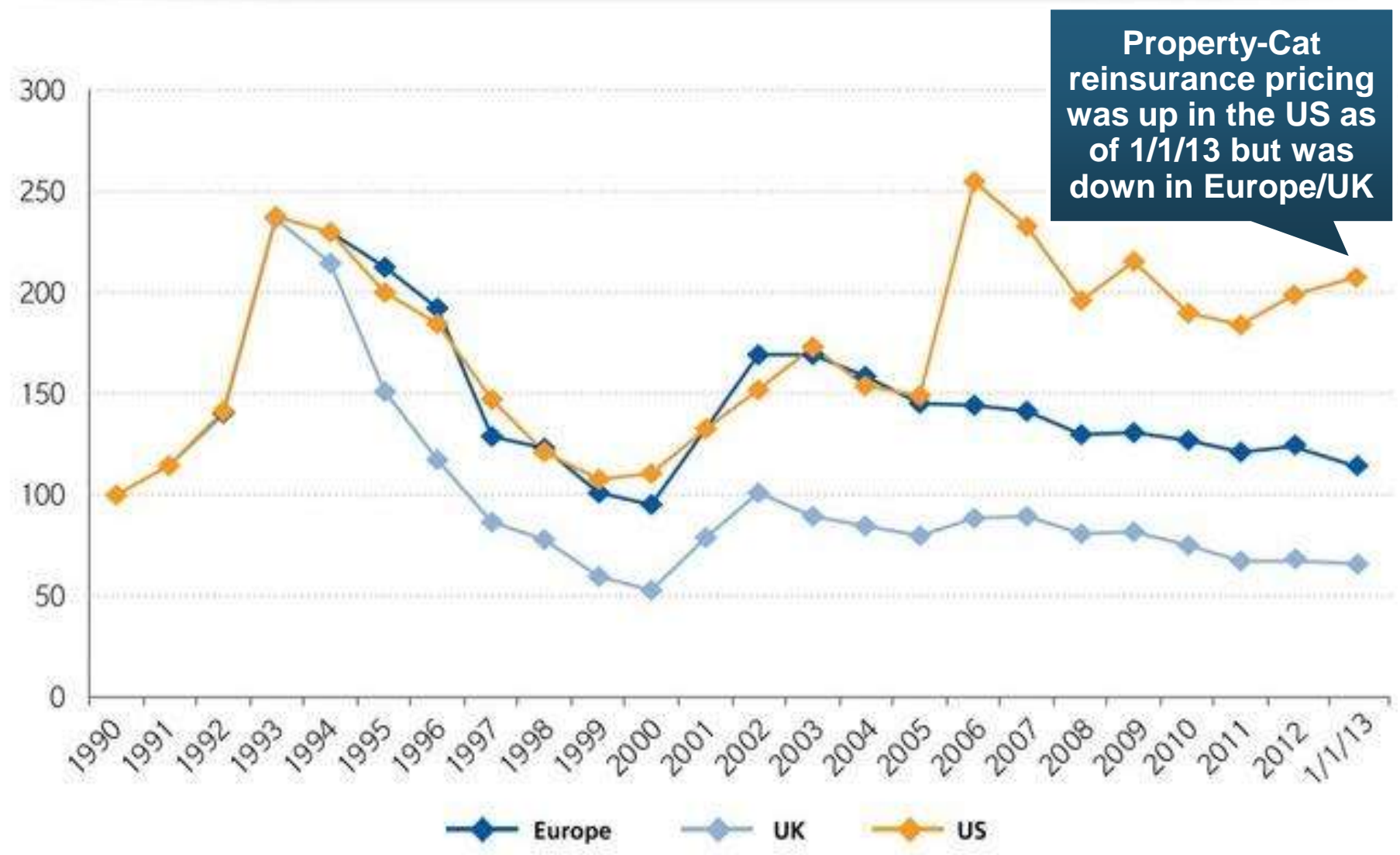
Reinsurer Share of Recent Significant Market Losses

Billions of 2011
Dollars



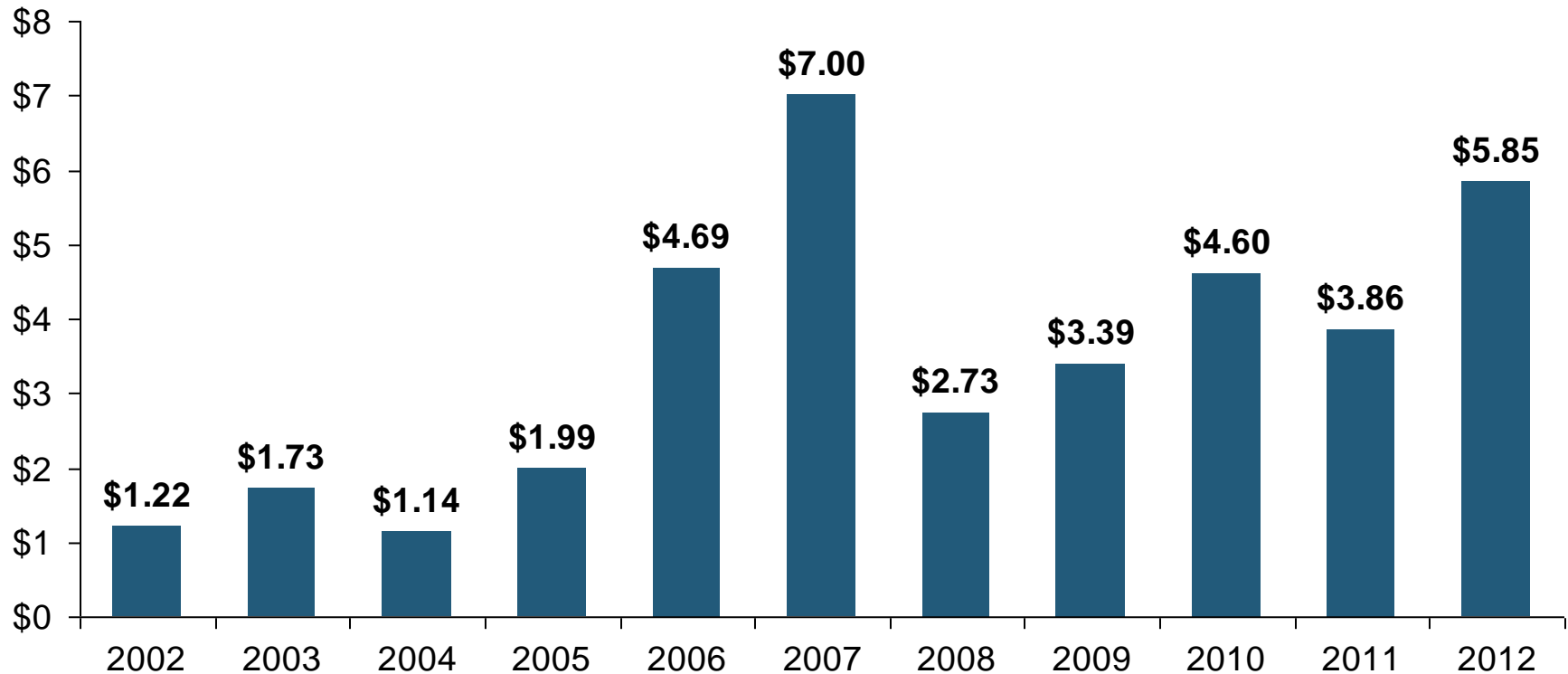
Reinsurers Paid a High Proportion of Insured Losses Arising from Major Catastrophic Events Around the World in Recent Years

Regional Property Catastrophe Rate on Line Index, 1990—2013 (as of January 1)



CATASTROPHE BONDS, ANNUAL RISK CAPITAL ISSUED, 2002-2012

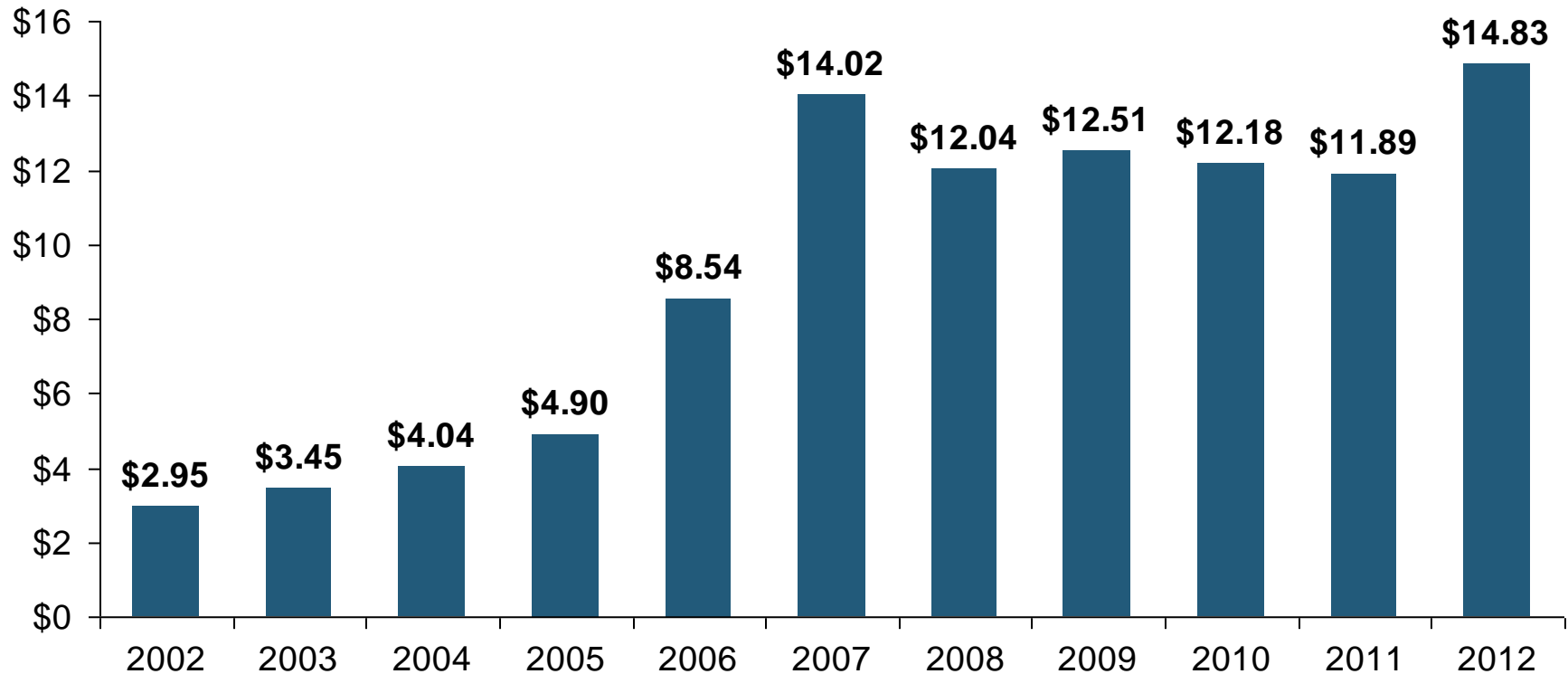
(\$ Billions)



Note

CATASTROPHE BONDS, RISK CAPITAL OUTSTANDING, 2002-2012

(\$ Billions)



Note

4. RENEWED PRICING DISCIPLINE

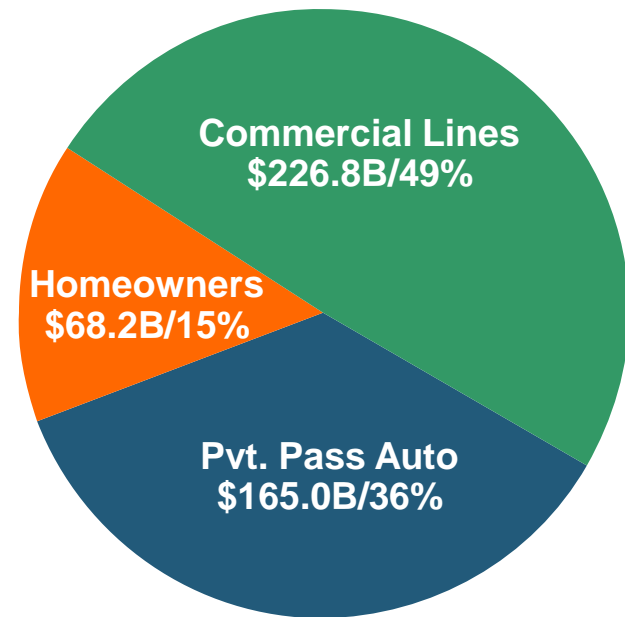
**Evidence of a Broad and
Sustained Shift in Pricing**

Distribution of Direct Premiums Written by Segment/Line, 2010

Distribution Facts

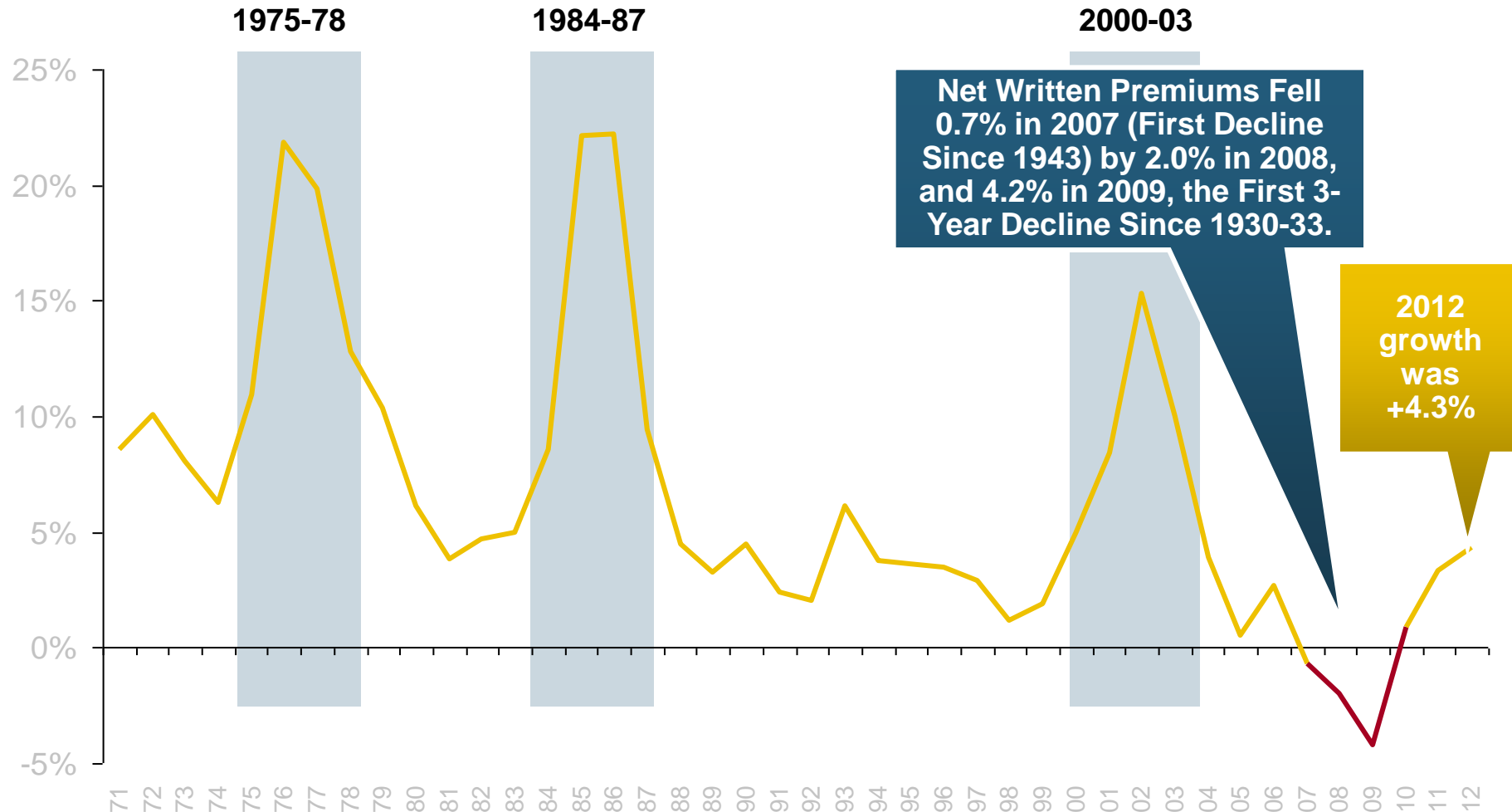
- Personal/Commercial lines split has been about 50/50 for many years; Personal Lines overtook Commercial Lines in 2010
- Pvt. Passenger Auto is by far the largest line of insurance and is currently the most important source of industry profits
- Billions of additional dollars in homeowners insurance premiums are written by state-run residual market plans

2010



Net Premium Growth: Annual Change, 1971—2012

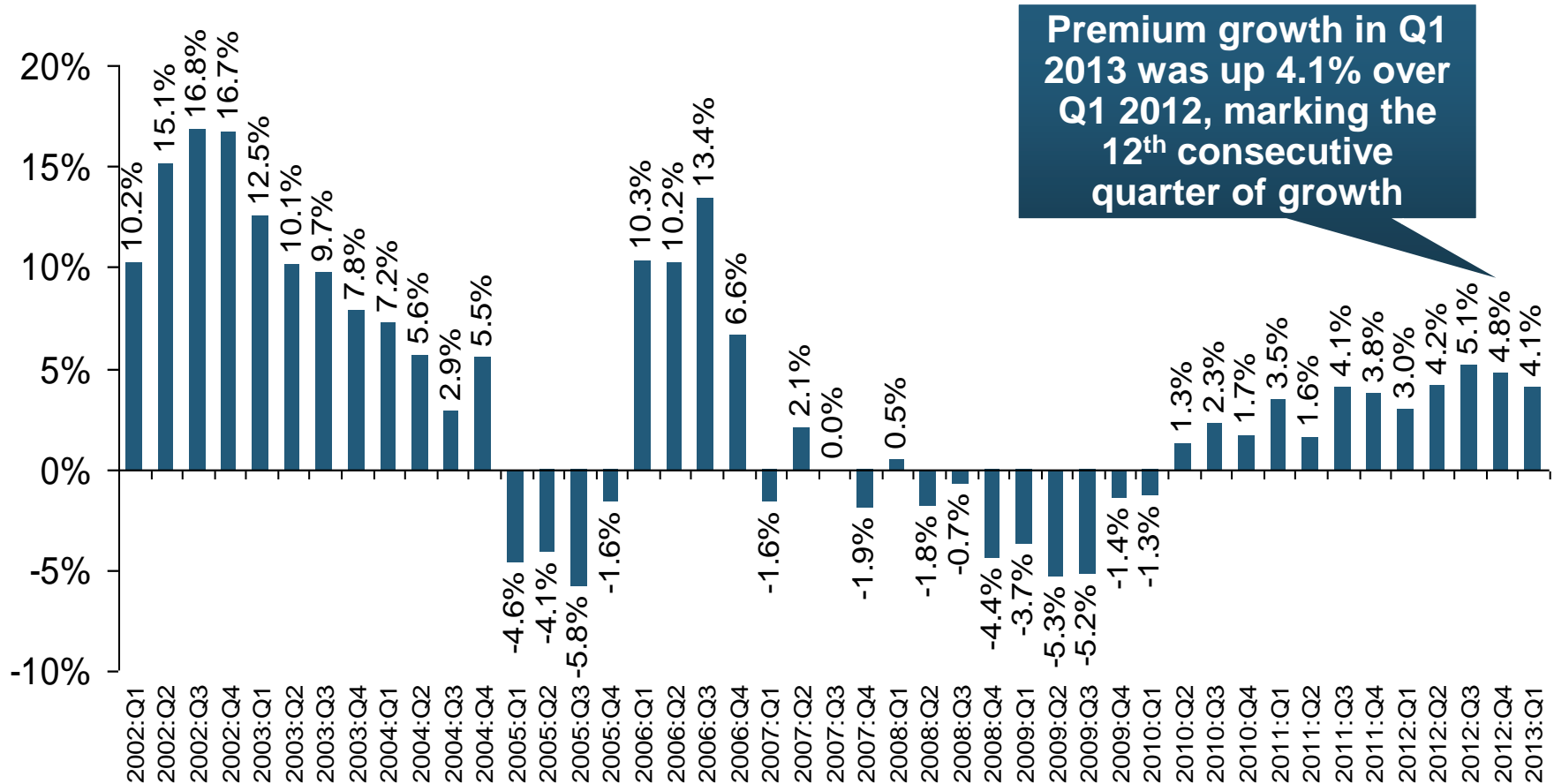
(Percent)



Shaded areas denote "hard market" periods

Sources: A.M. Best (historical and forecast), ISO, Insurance Information Institute.

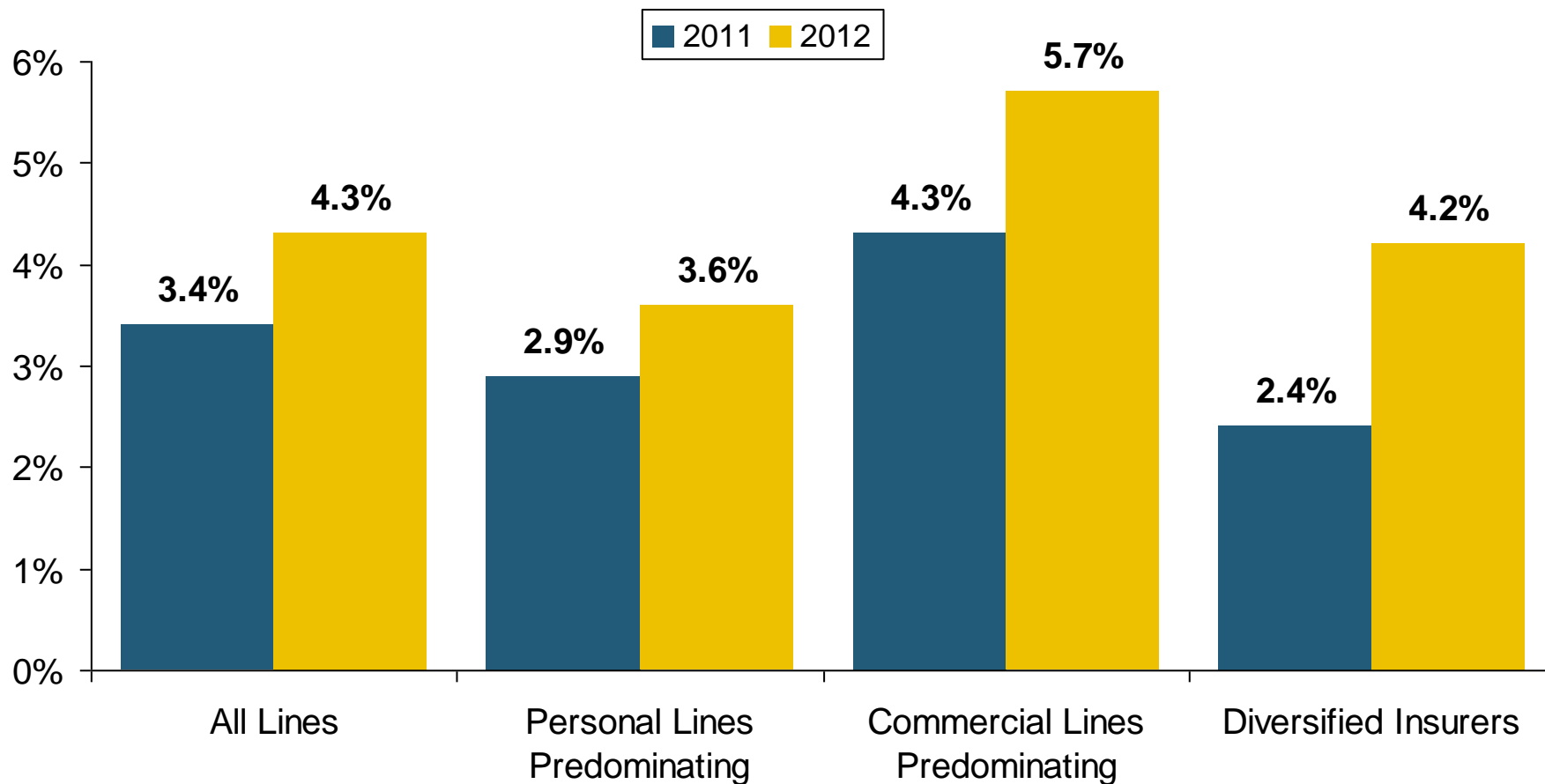
P/C Net Premiums Written: % Change, Quarter vs. Year-Prior Quarter



**Sustained Growth in Written Premiums
(vs. the same quarter, prior year) Will Continue through 2013**

Growth in Net Written Premium by Segment, 2012 vs. 2011*

(Percent)

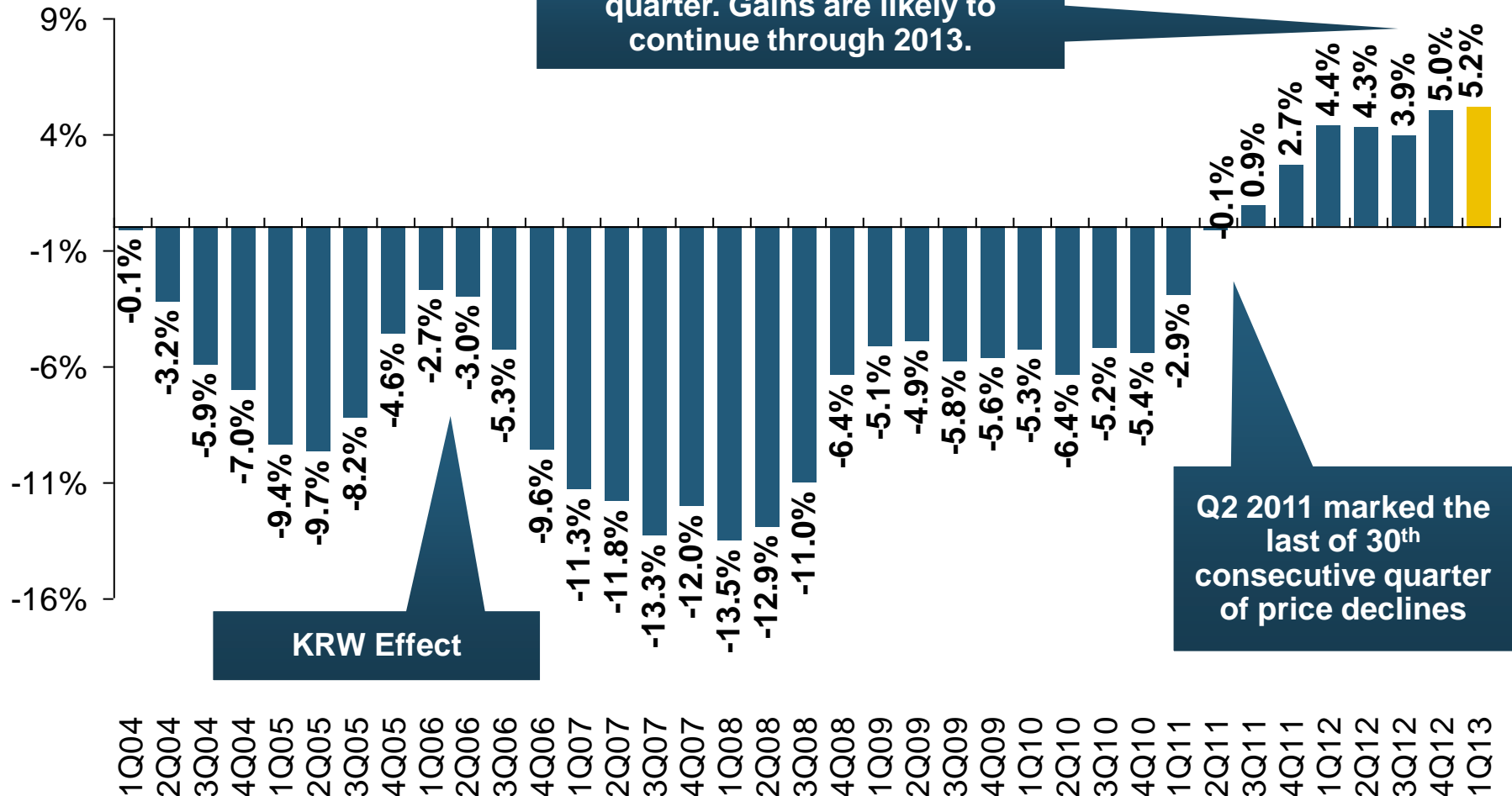


*Excludes mortgage and financial guaranty insurers.

Source: ISO/PCI; Insurance Information Institute

Average Commercial Rate Change, All Lines, (1Q:2004–1Q:2013)

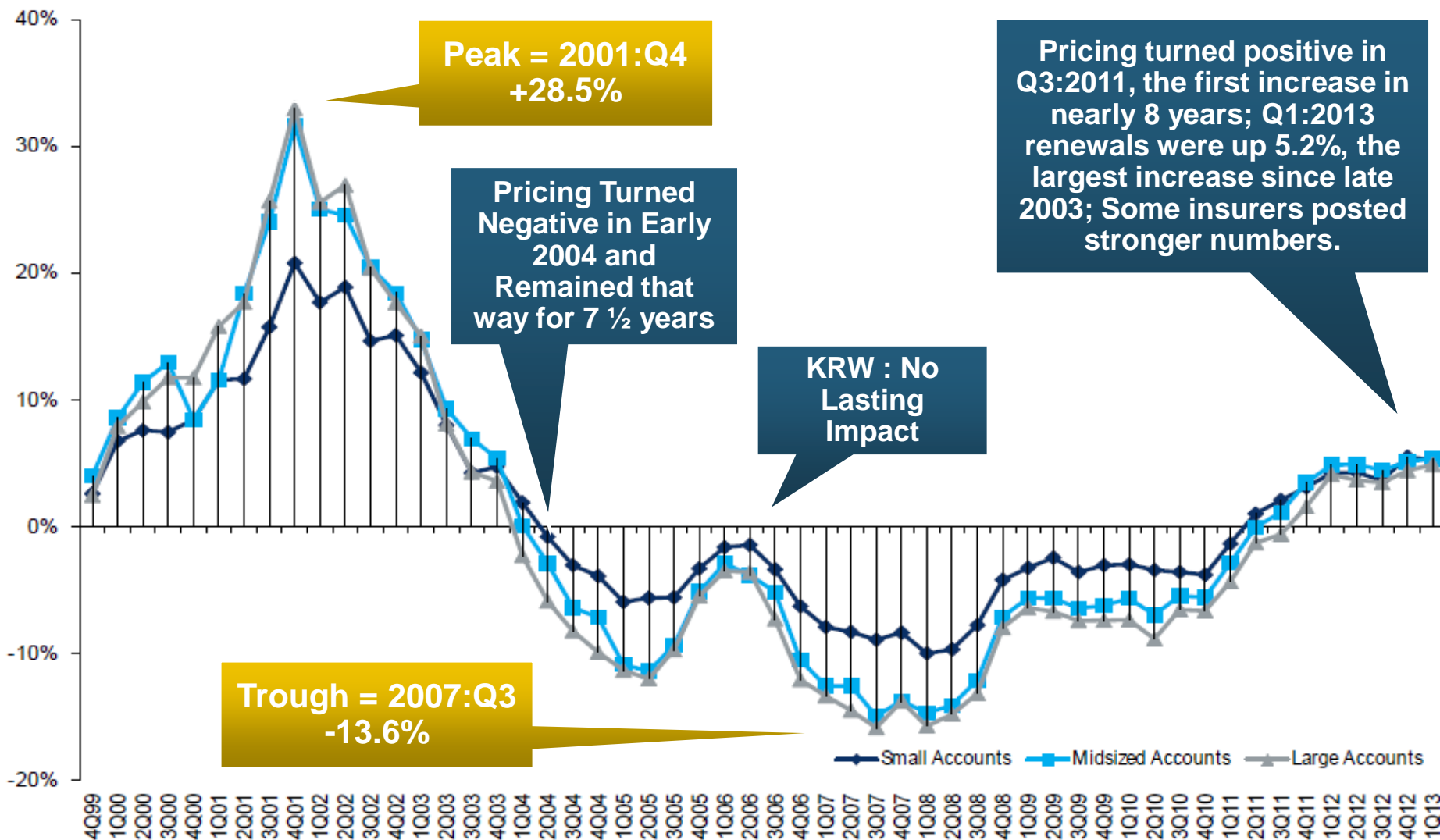
(Percent)



Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents & Brokers; Insurance Information Institute

Change in Commercial Rate Renewals, by Account Size: 1999:Q4 to 2013:Q1

Percentage Change (%)

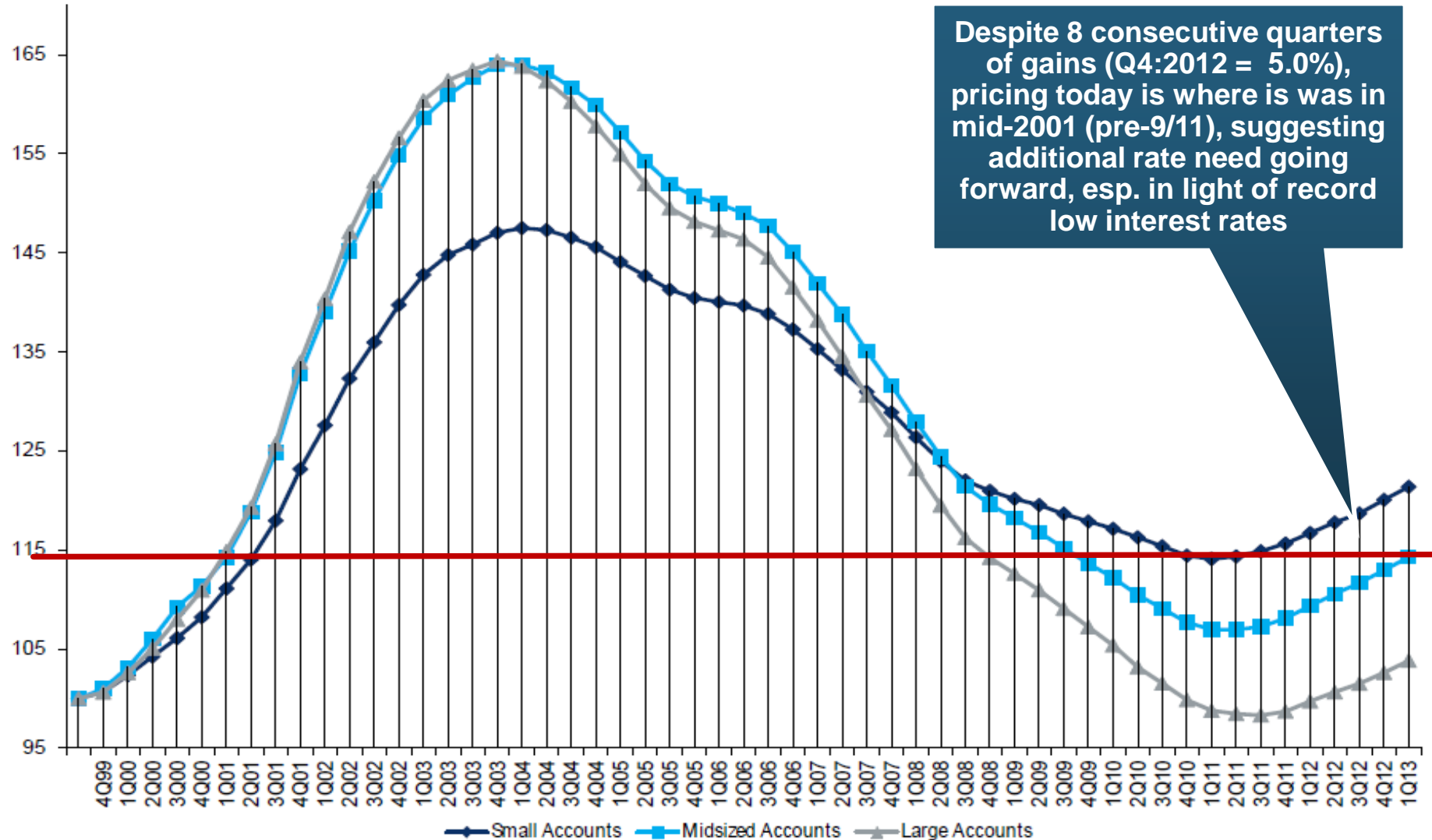


Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.

Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

Cumulative Qtrly. Commercial Rate Changes, by Account Size: 1999:Q4 to 2013:Q1

1999:Q4 = 100

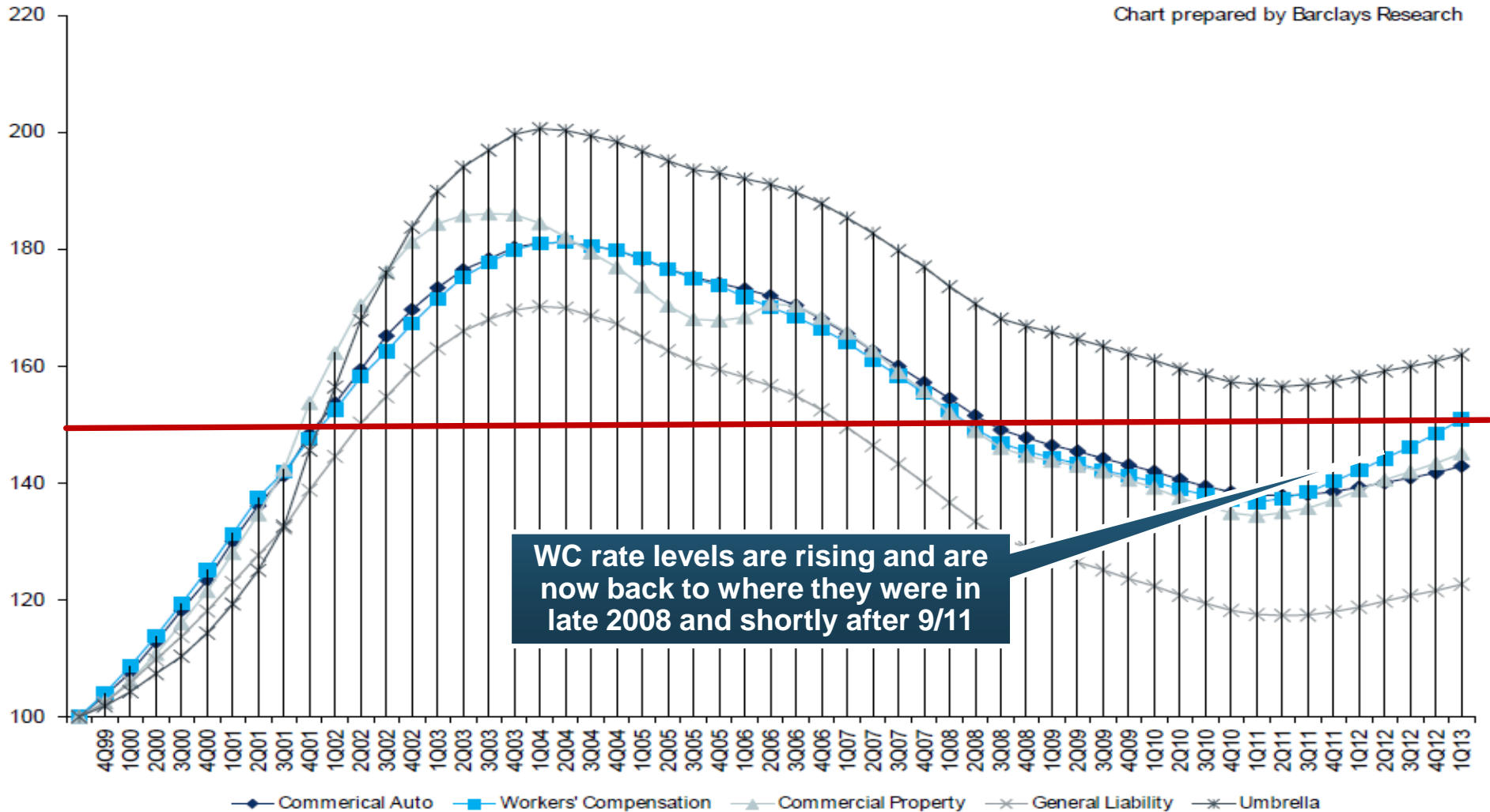


Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

Cumulative Qtrly. Commercial Rate Changes, by Line: 1999:Q4 to 2013:Q1

1999:Q4 = 100

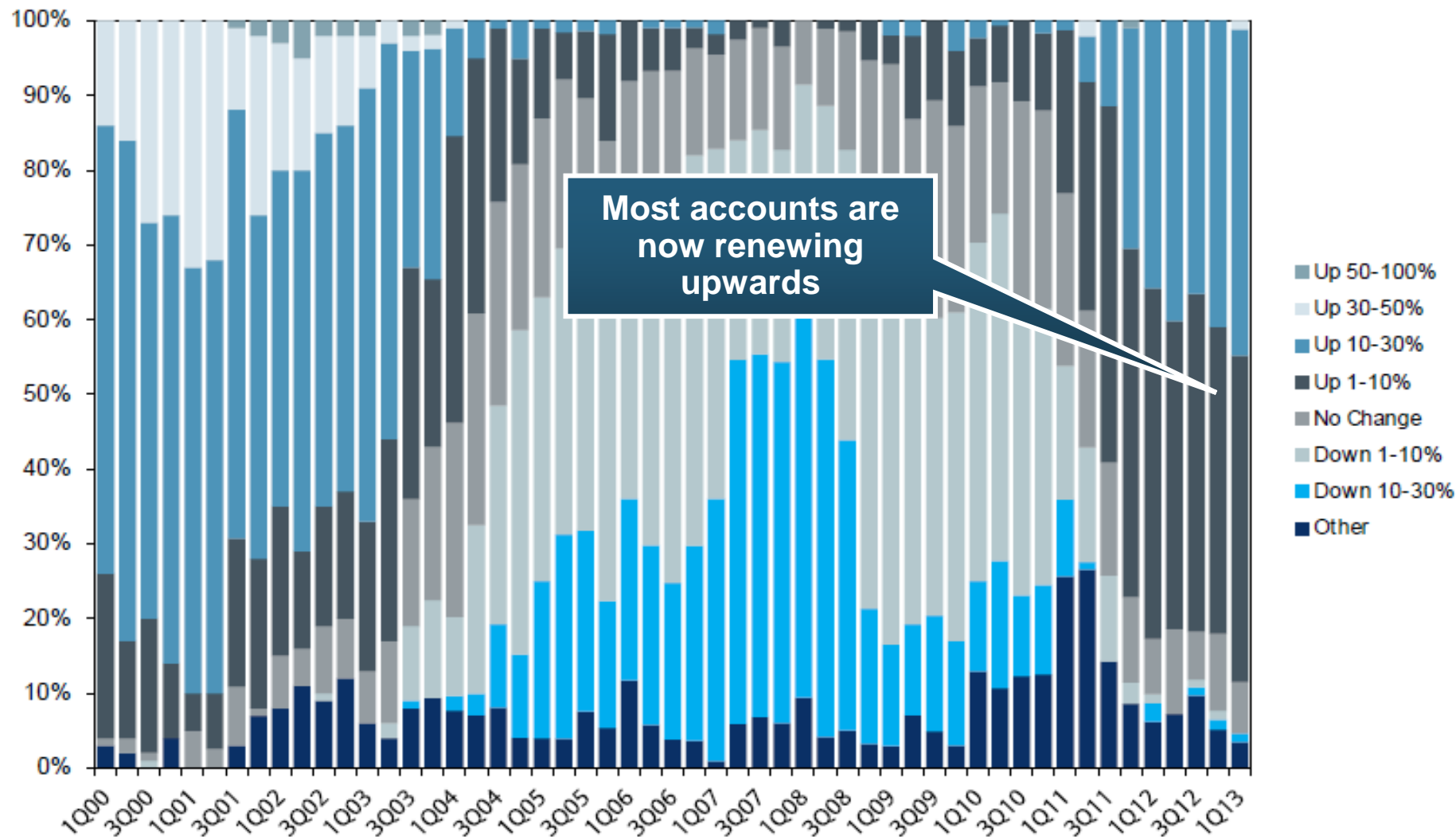
Chart prepared by Barclays Research



Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

Workers Comp. Quarterly Rate Changes, by Line: 2000:Q1 to 2013:Q1

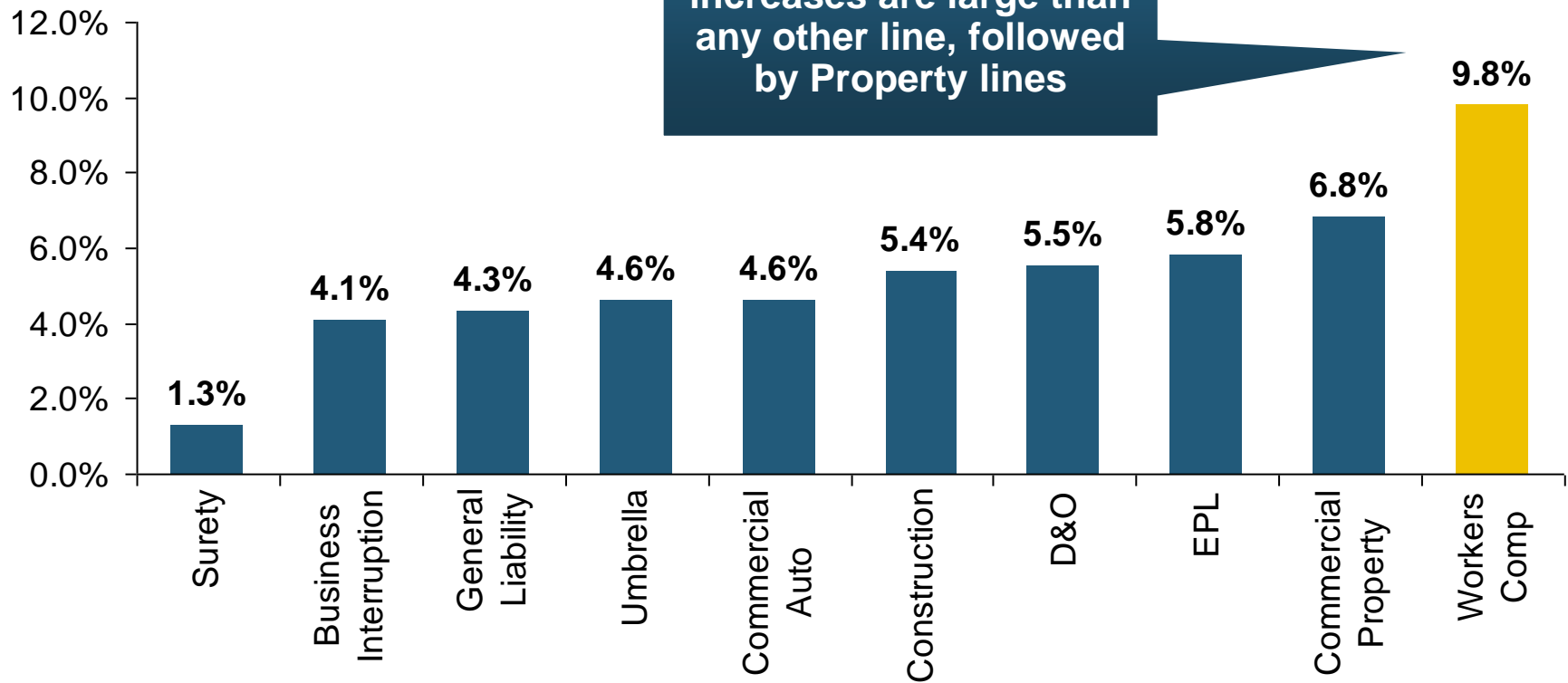
1999:Q4 = 100



Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

Change in Commercial Rate Renewals, by Line: 2013:Q1

Percentage Change (%)

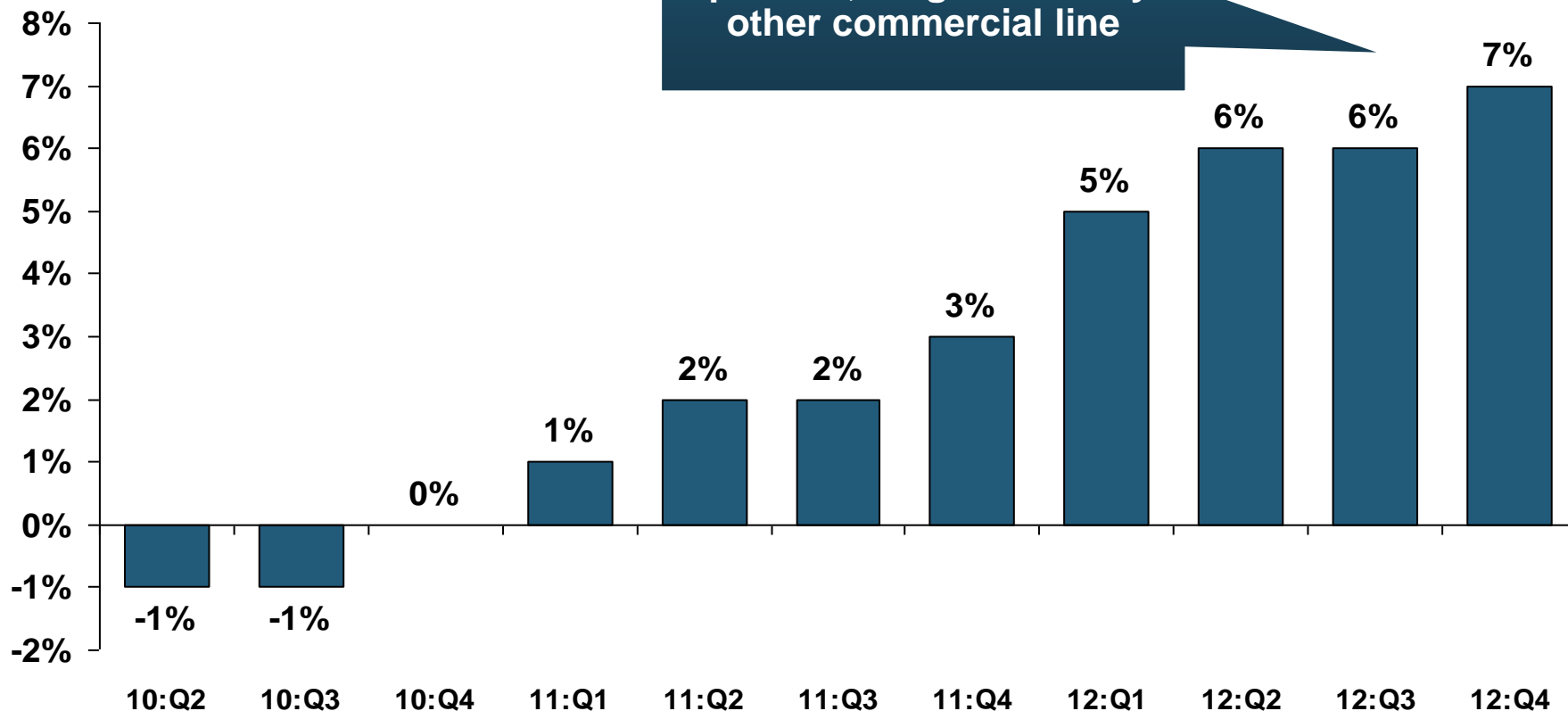


Major Commercial Lines Renewed Uniformly Upward in Q1:2013 for the 8th Consecutive Quarter; Property Lines & Workers Comp Leading the Way; Cat Losses and Low Interest Rates Provide Momentum Going Forward

Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Insurance Information Institute.

CLIPS: Change in Written Price Level: All Lines, 2010:Q2 – 2012:Q4

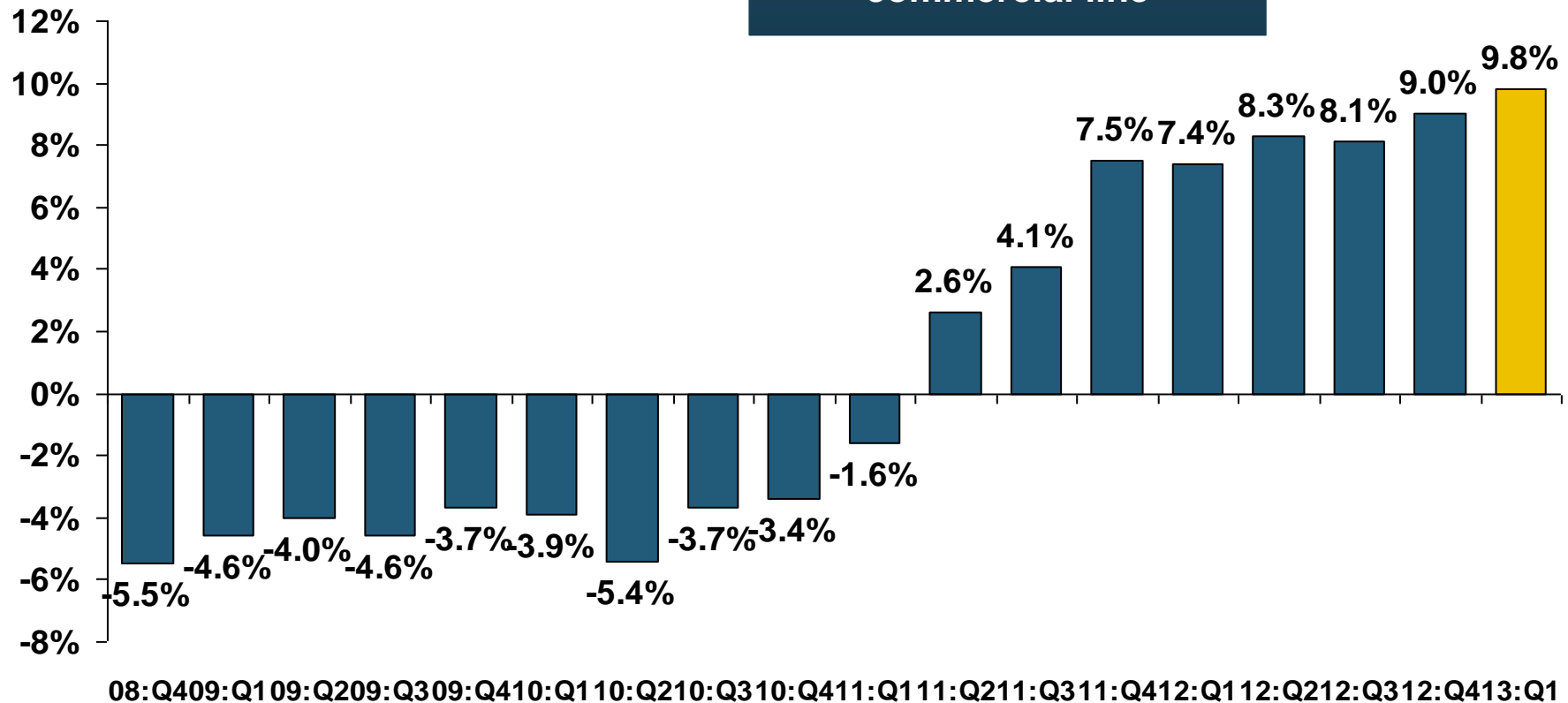
(Percent
Change)



Note: Towers Watson data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.

Workers Comp Rate Changes, 2008:Q4 – 2013:Q1

(Percent
Change)



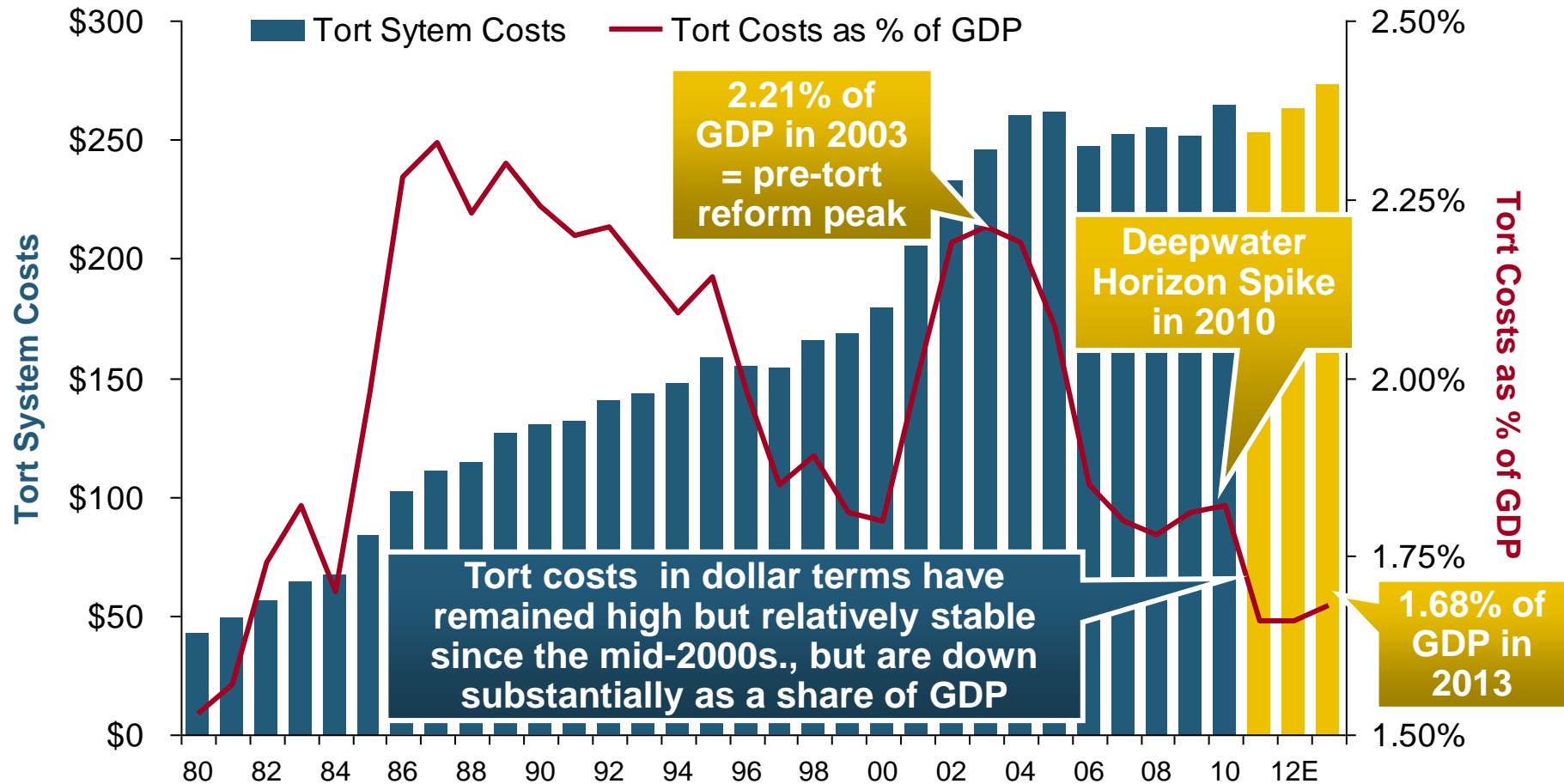
Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.
Source: Council of Insurance Agents and Brokers; Information Institute.

Shifting Legal Liability & Tort Environment

Is the Tort Pendulum Swinging Against Insurers?

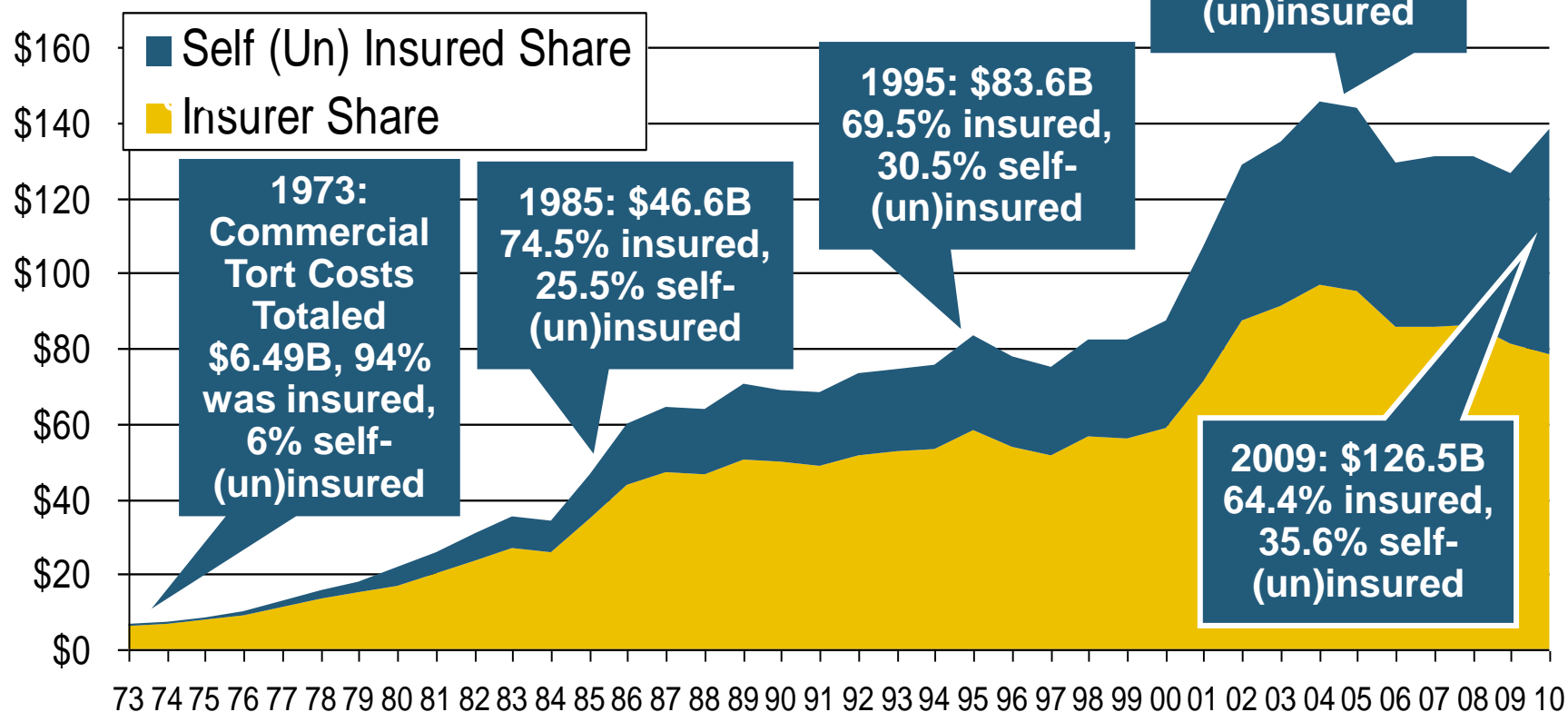
Over the Last Three Decades, Total Tort Costs as a % of GDP Appear Somewhat Cyclical, 1980-2013E

(\$ Billions)



Commercial Lines Tort Costs: Insured vs. Self-(Un)Insured Shares, 1973-2010

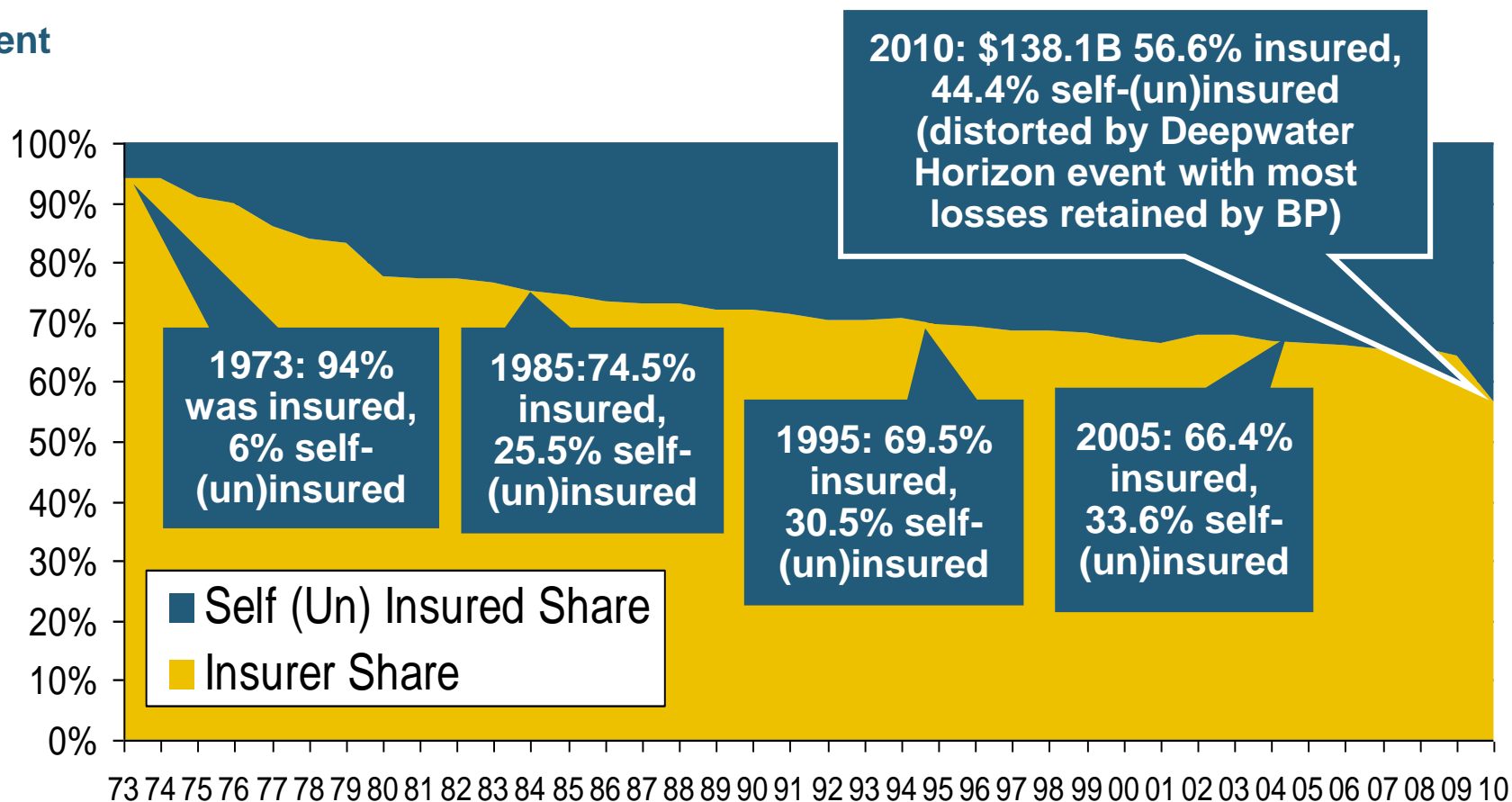
Billions of Dollars



Tort Costs and the Share Retained by Risks Both Grew Rapidly from the mid-1970s to mid-2000s, When Tort Costs Began to Fall But Self-Insurance Shares Continued to Rise

Commercial Lines Tort Costs: Insured vs. Self-(Un)Insured Shares, 1973-2010

Percent



The Share of Tort Costs Retained by Risks Has Been Steadily Increasing for Nearly 40 Years. This Trend Contributes Has Left Insurers With Less Control Over Pricing.

Business Leaders Ranking of Liability Systems in 2012

■ Best States

1. Delaware
2. Nebraska
3. Wyoming
4. Minnesota
5. Kansas
6. Idaho
7. Virginia
8. North Dakota
9. Utah
10. Iowa

New in 2012

- Wyoming
- Minnesota
- Kansas
- Idaho

Drop-offs

- Indiana
- Colorado
- Massachusetts
- South Dakota

■ Worst States

41. Florida
42. Oklahoma
43. Alabama
44. New Mexico
45. Montana
46. Illinois
47. California
48. Mississippi
49. Louisiana
50. West Virginia

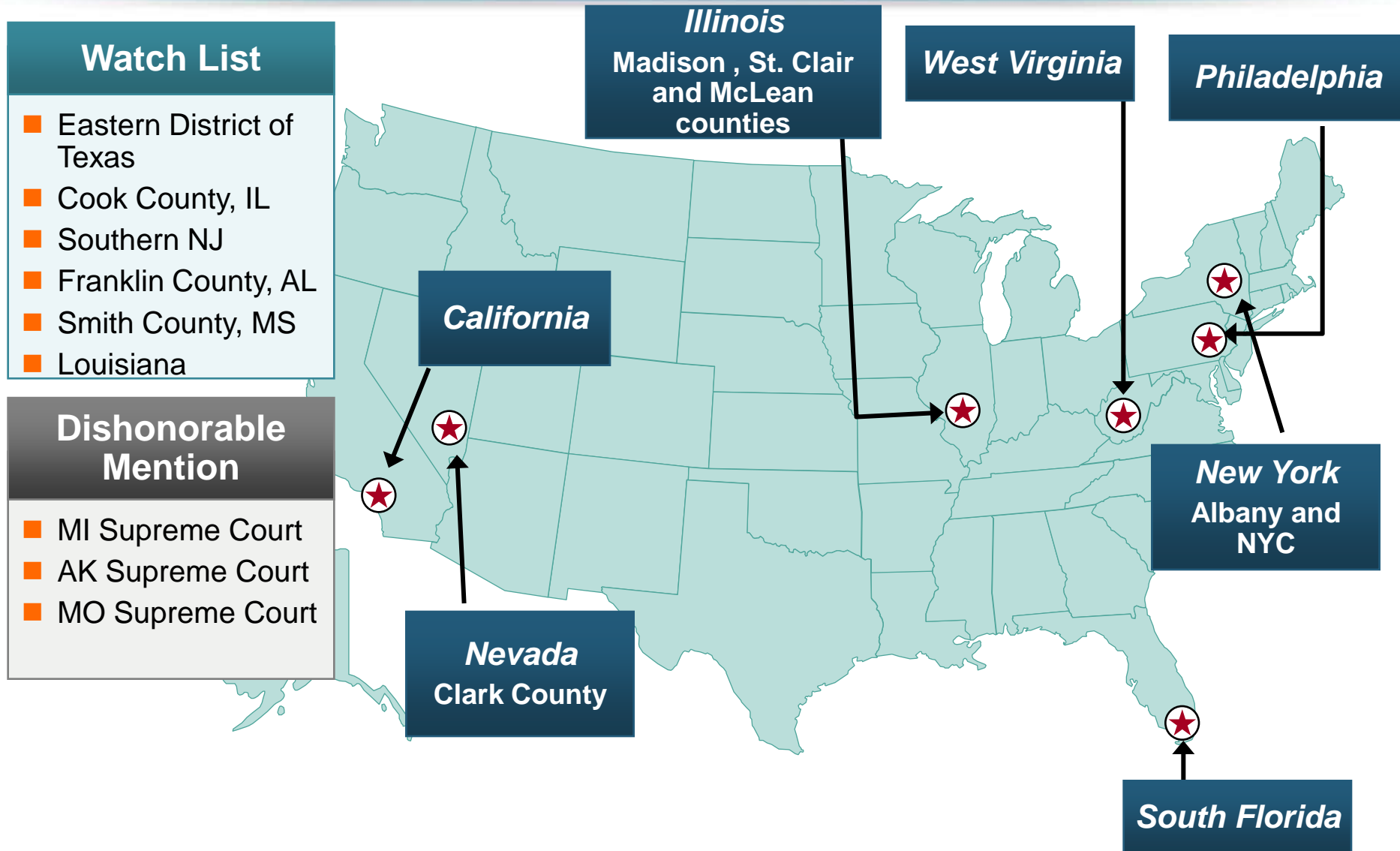
Newly Notorious

- Oklahoma

Rising Above

- Arkansas

The Nation's Judicial Hellholes: 2011



CYBER RISK

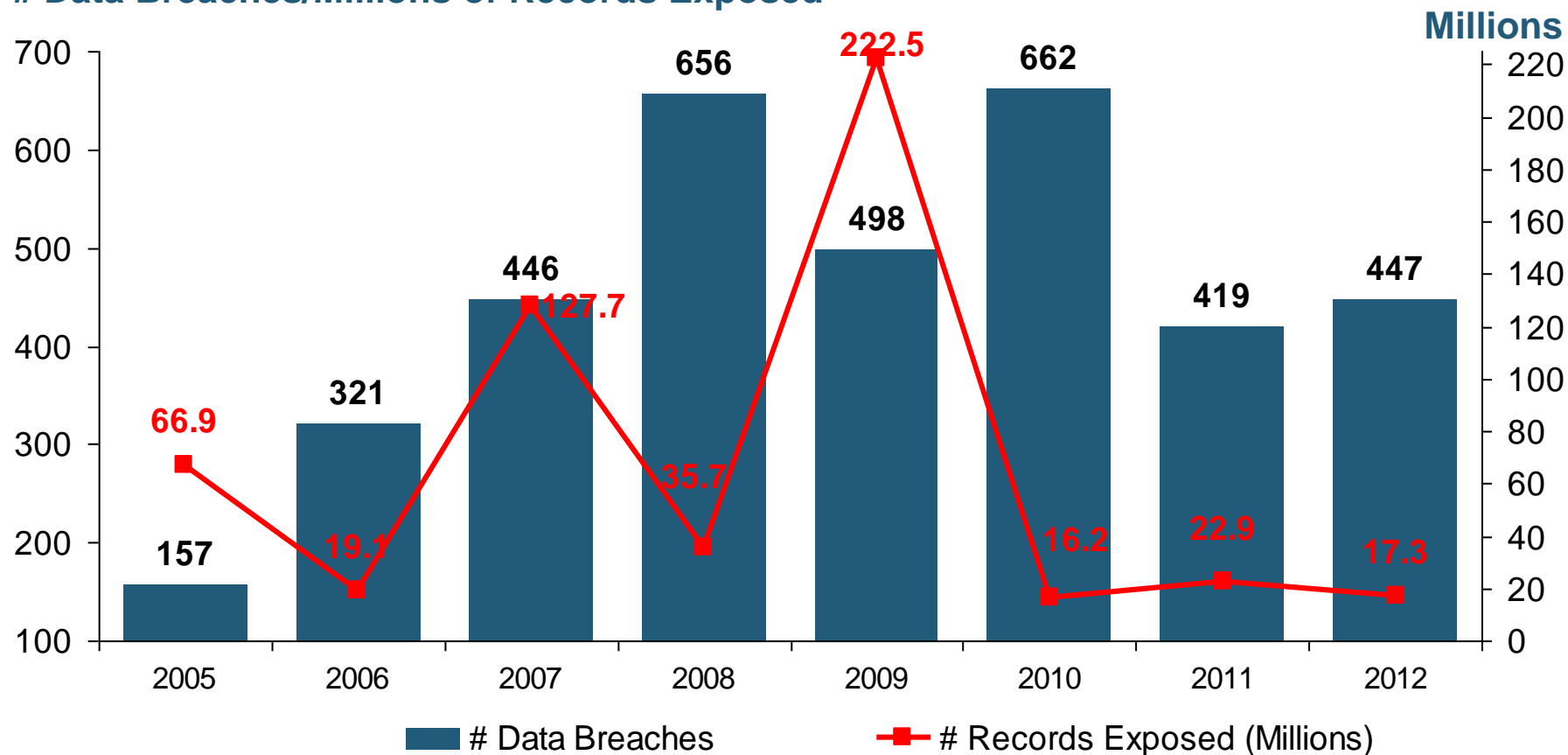
**Cyber Risk is a Rapidly Emerging
Exposure for Businesses Large
and Small in Every Industry**

NEW III White Paper:

http://www.iii.org/assets/docs/pdf/paper_CyberRisk_2013.pdf

Data Breaches 2005-2013, By Number of Breaches and Records Exposed

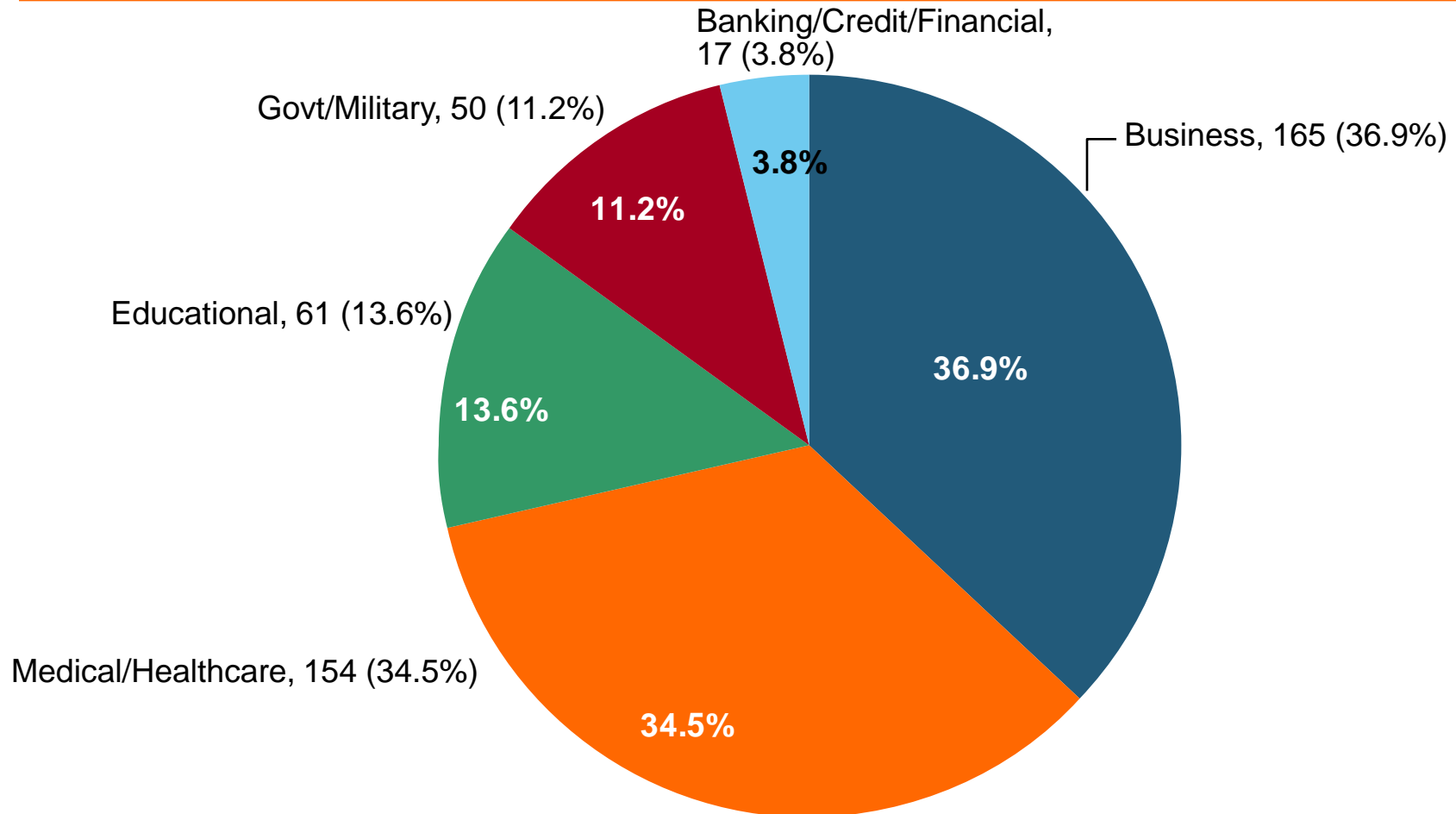
Data Breaches/Millions of Records Exposed



The total number of data breaches and number of records exposed fluctuates from year to year and over time.

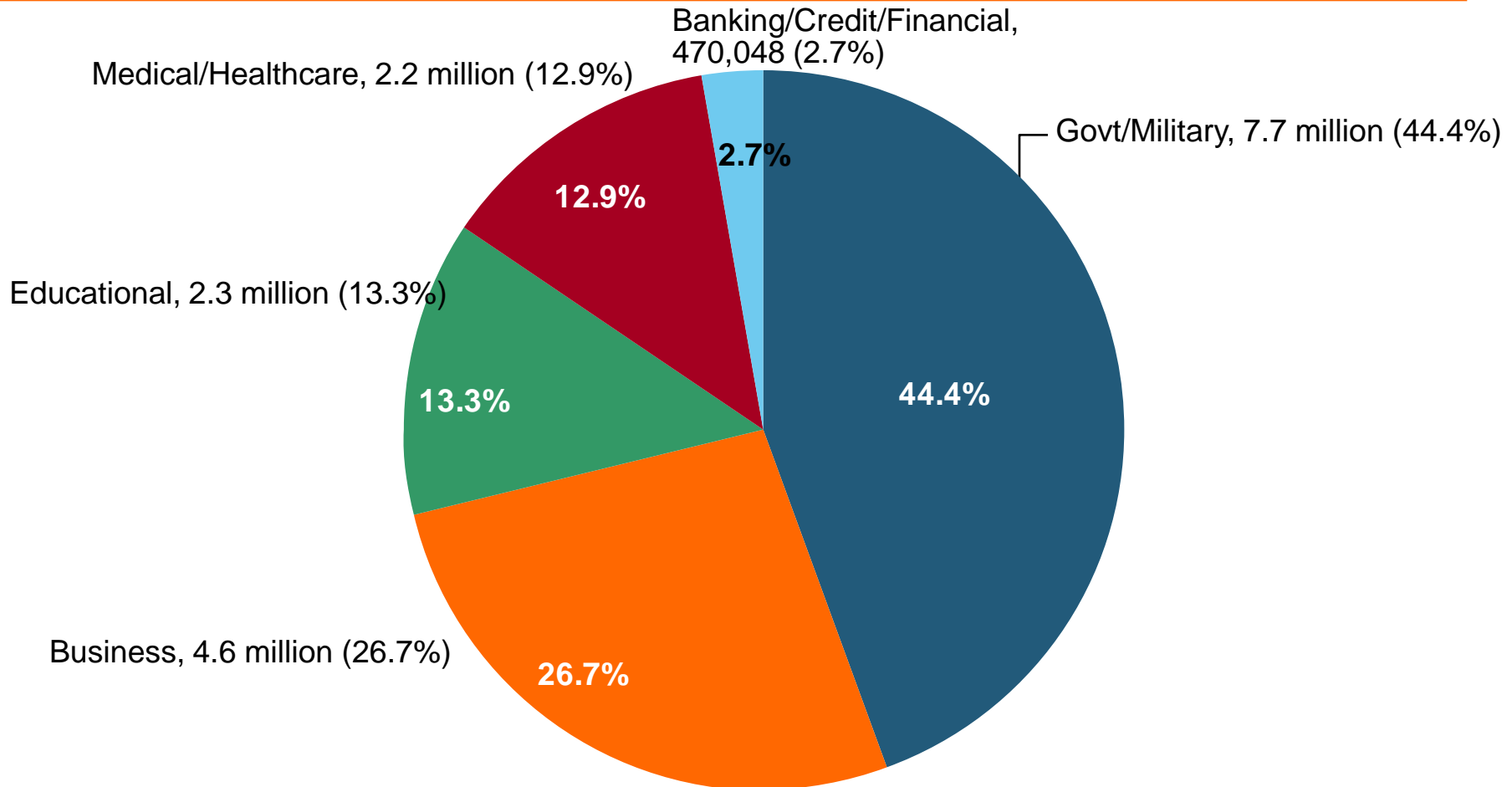
2012 Data Breaches By Business Category, By Number of Breaches

The majority of the 447 data breaches in 2012 affected business and medical/healthcare organizations, according to the Identity Theft Resource Center.



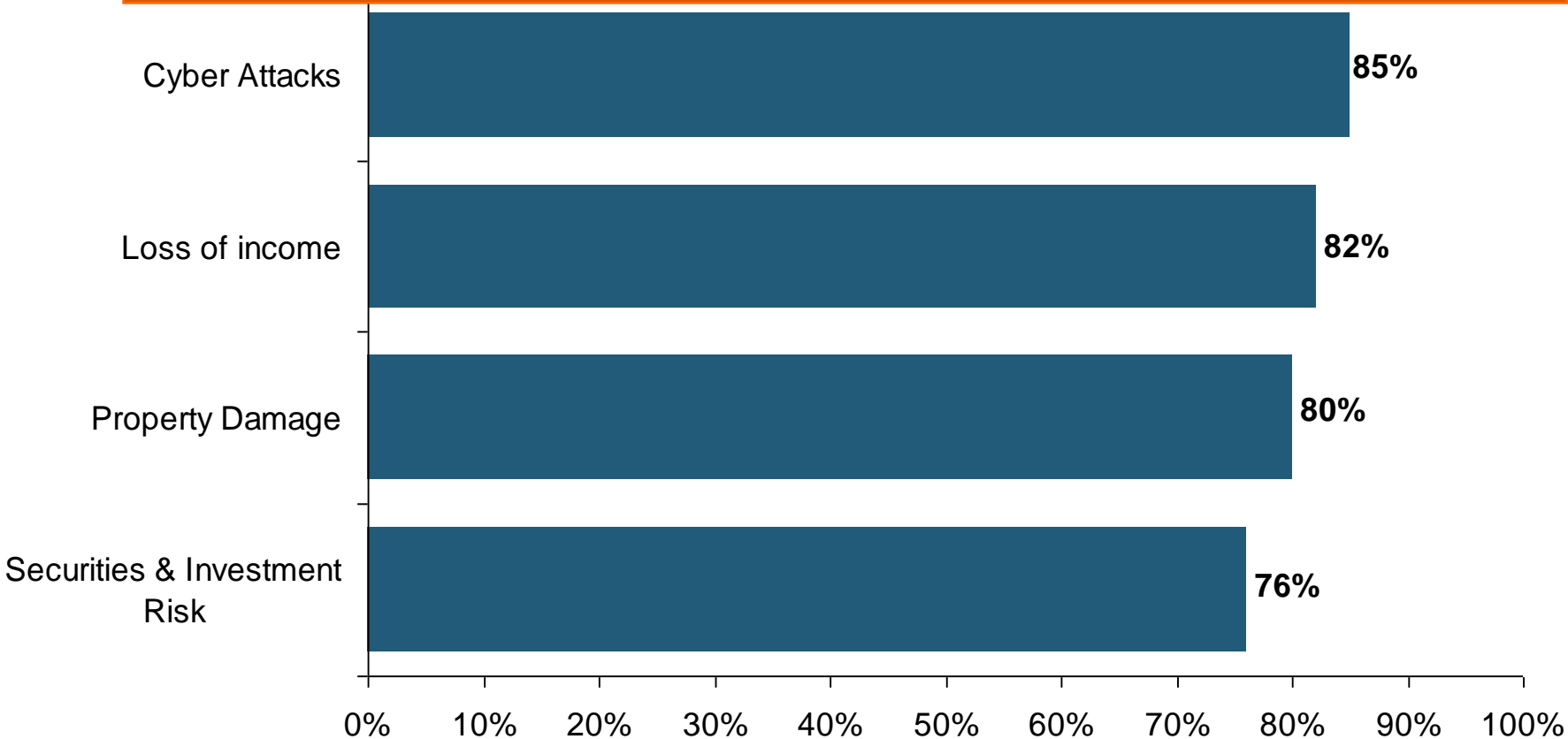
2012 Data Breaches By Category, By Number of Records Exposed

Government/Military and Business organizations accounted for the majority of records exposed by data breaches during 2012.



AIG Survey: Cyber Attacks Top Concern Among Execs

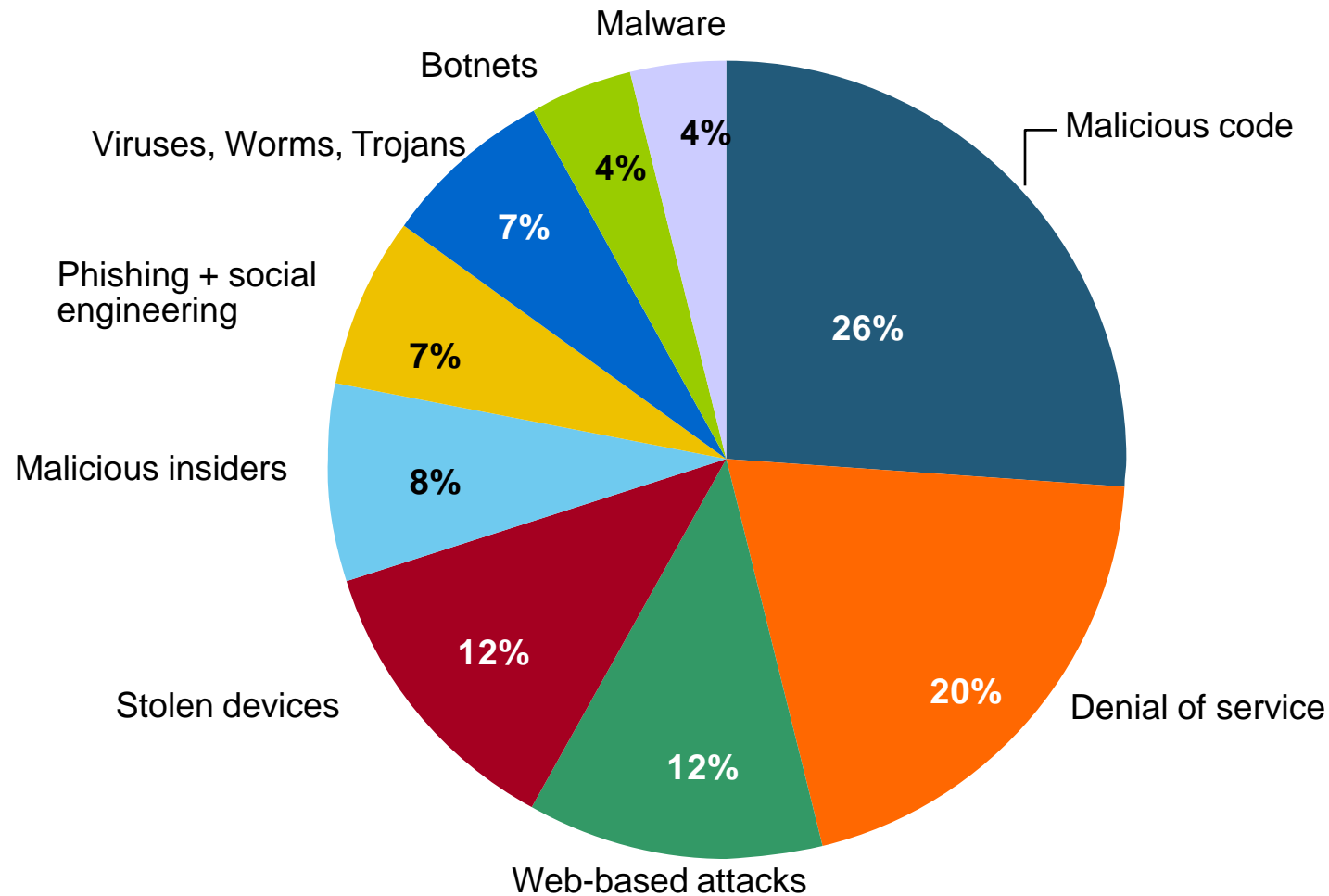
While companies are focused on managing a variety of business risks, cyber attacks are a top concern. Some 85% of 258 executives surveyed said they were very or somewhat concerned about cyber attacks on their businesses.



Source: Penn Schoen Berland on behalf of American International Group.

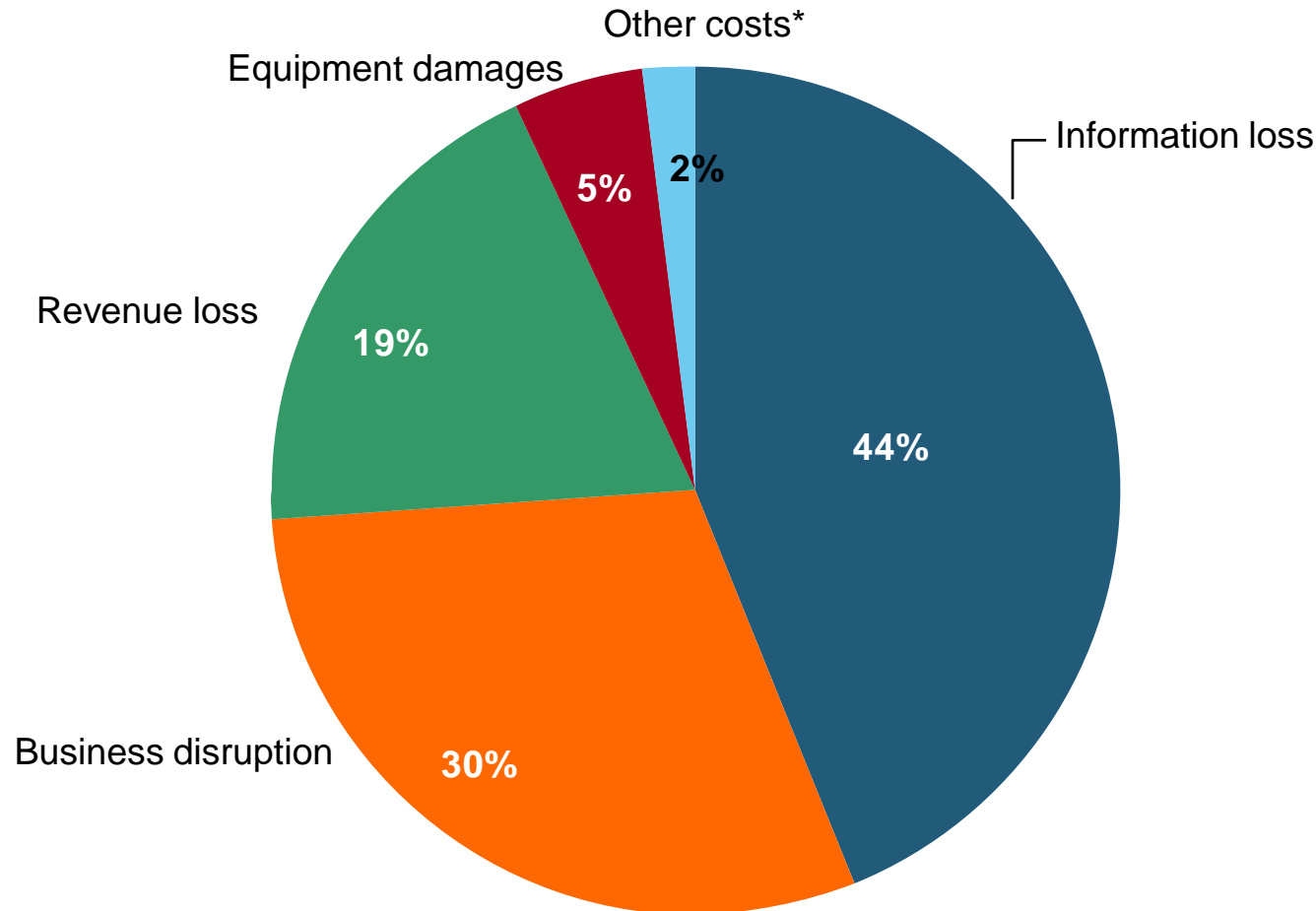
The Most Costly Cyber Crimes, Fiscal Year 2012

Malicious code, denial of service and web-based attacks account for more than 58 percent of the total annualized cost of cyber crime experienced by 56 companies.



External Cyber Crime Costs: Fiscal Year 2012

Information loss (44%) and business disruption or lost productivity (30%) account for the majority of external costs due to cyber crime.



* Other costs include direct and indirect costs that could not be allocated to a main external cost category

Source: 2012 Cost of Cyber Crime: United States, Ponemon Institute.

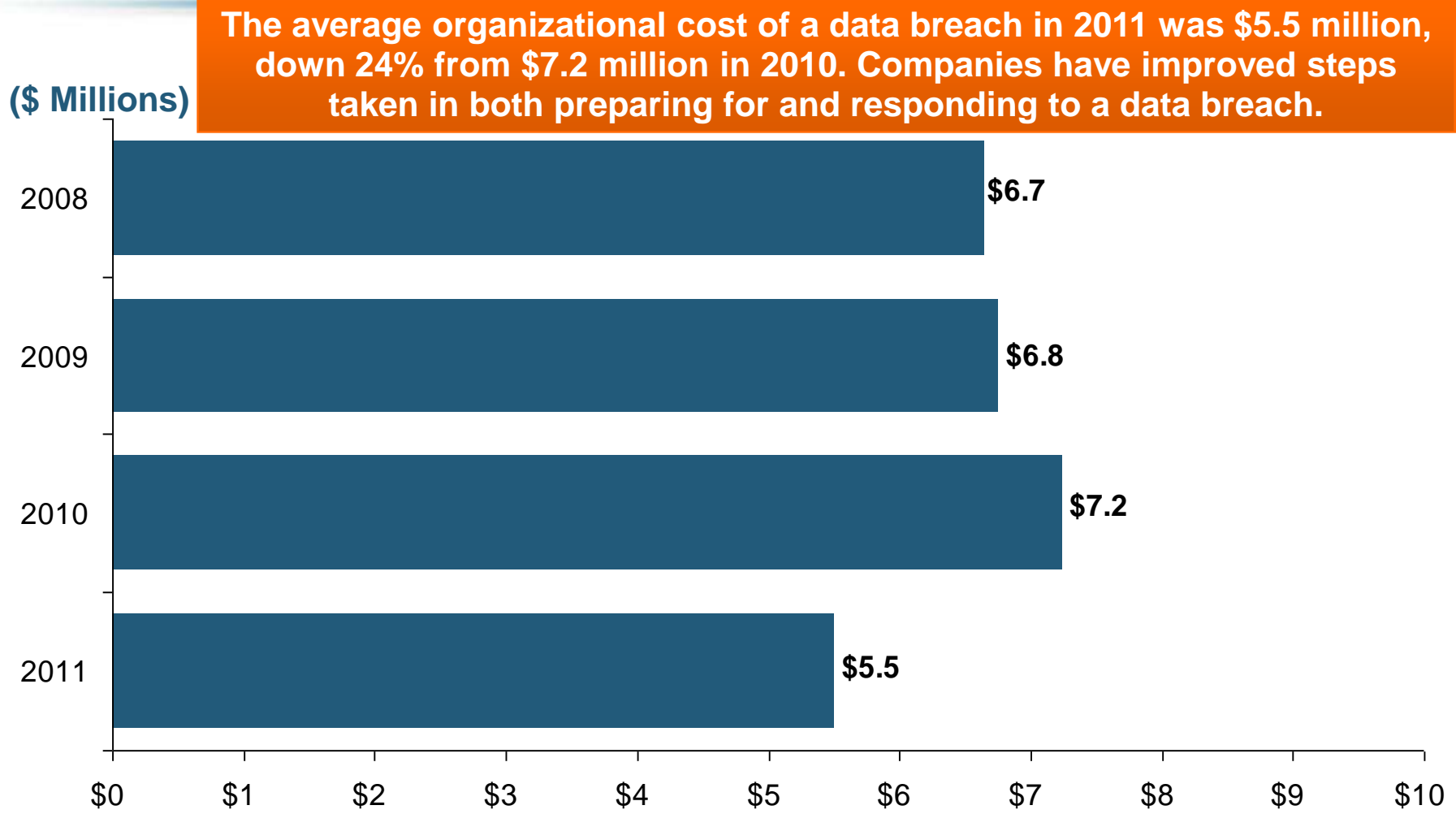
High Profile Data Breaches, 2012-2013

| Date | Company | Description of Breach |
|------------|-----------------------------------|--|
| Mar 2013* | South Korean banks, media cos | Cyber attack causes computers to crash at South Korean banks and media companies, paralyzing bank machines across the country. No immediate reports of records compromised. |
| July 2012 | Yahoo | Security breach at Yahoo in which some 450,000 passwords lifted and posted to the Internet. |
| July 2012 | eHarmony | Online dating site eHarmony confirms security breach in which some 1.5 million user names and passwords compromised. |
| July 2012 | LinkedIn | Social networking site LinkedIn reportedly targeted in hacker attack that saw 6.5 million hashed passwords posted to the Internet. |
| April 2012 | Utah Dept of Technology Services | Utah Department of Technology notifies of a March 30 breach of a server containing personal data including social security numbers for about 780,000 Medicaid patient claims. Breach traced to Eastern Europe hackers. |
| Mar 2012 | Global Payments | Credit card processor Global Payments confirms hacker attack has compromised the payment card numbers of around 1.5 million cardholders. |
| Mar 2012 | CA Dept of Child Support Services | Officials announce that four computer storage devices containing personal information for about 800,000 adults and children in California's child support system were lost by IBM and Iron Mountain Inc. |
| Jan 2012 | Zappos | Online shoe retailer Zappos announces that information, such as names, addresses and passwords on as many as 24 million customers illegally accessed. |
| Jan 2012 | NY State Electric + Gas Co | Security breach at NYSEG that allowed unauthorized access to NYSEG customer data, containing social security numbers, dates of birth and bank account numbers, exposing 1.8 million records. |

*March 2013 attack is not part of ITRC research.

Sources: Identity Theft Resource Center, <http://www.idtheftcenter.org/ITRC%20Breach%20Report%202012.pdf>; Insurance Information Institute (I.I.I.) research.

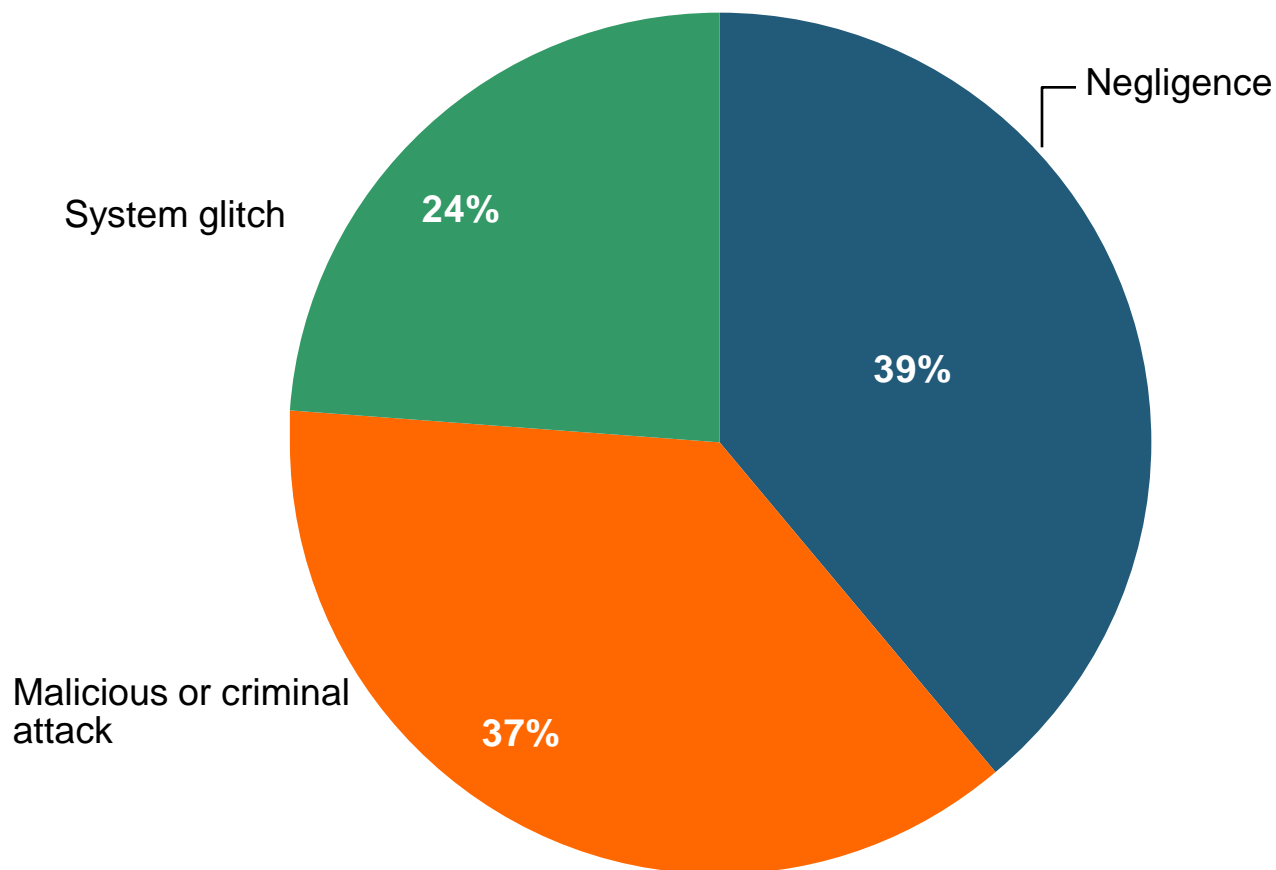
Average Organizational Cost of a Data Breach, 2008-2011* (\$ Millions)



*Findings of this benchmark study pertain to the actual data breach experiences of 49 U.S. companies from 14 different industry sectors, all of which participated in the 2011 study. Total breach costs include: lost business resulting from diminished trust or confidence of customers ;costs related to detection, escalation, and notification of the breach; and ex-post response activities, such as credit report monitoring.
Source: 2011 Annual Study: U.S. Cost of a Data Breach, the Ponemon Institute.

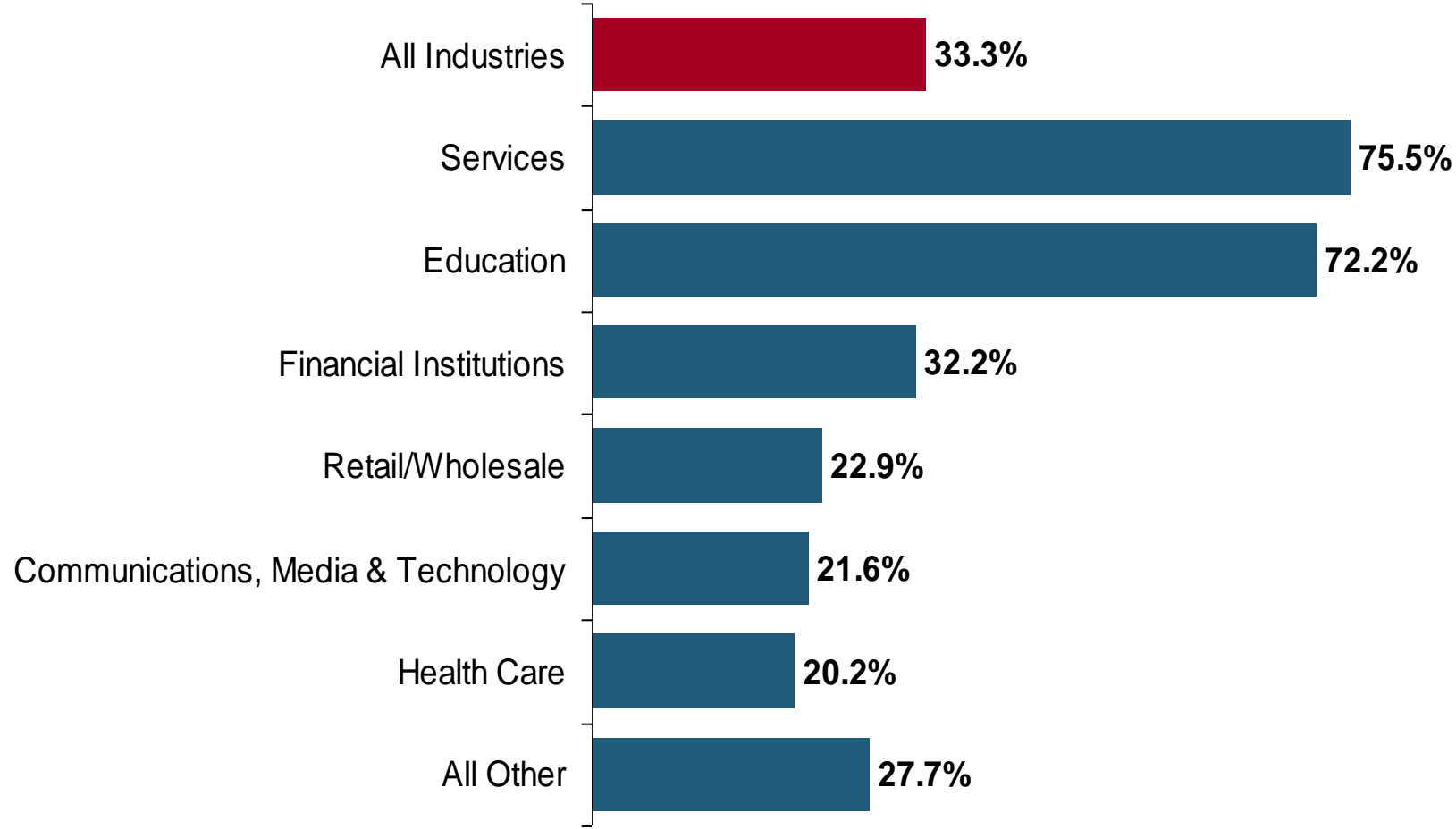
Main Causes of Data Breach

Negligent employees and malicious attacks are most often the cause of the data breach. Some 39 percent of incidents involve a negligent employee or contractor, while 37 percent concern a malicious or criminal attack.



Marsh: Increase in Purchase of Cyber Insurance Among U.S. Companies, 2012

Interest in cyber insurance continues to climb. The number of companies purchasing cyber insurance increased 33 percent from 2011 to 2012.

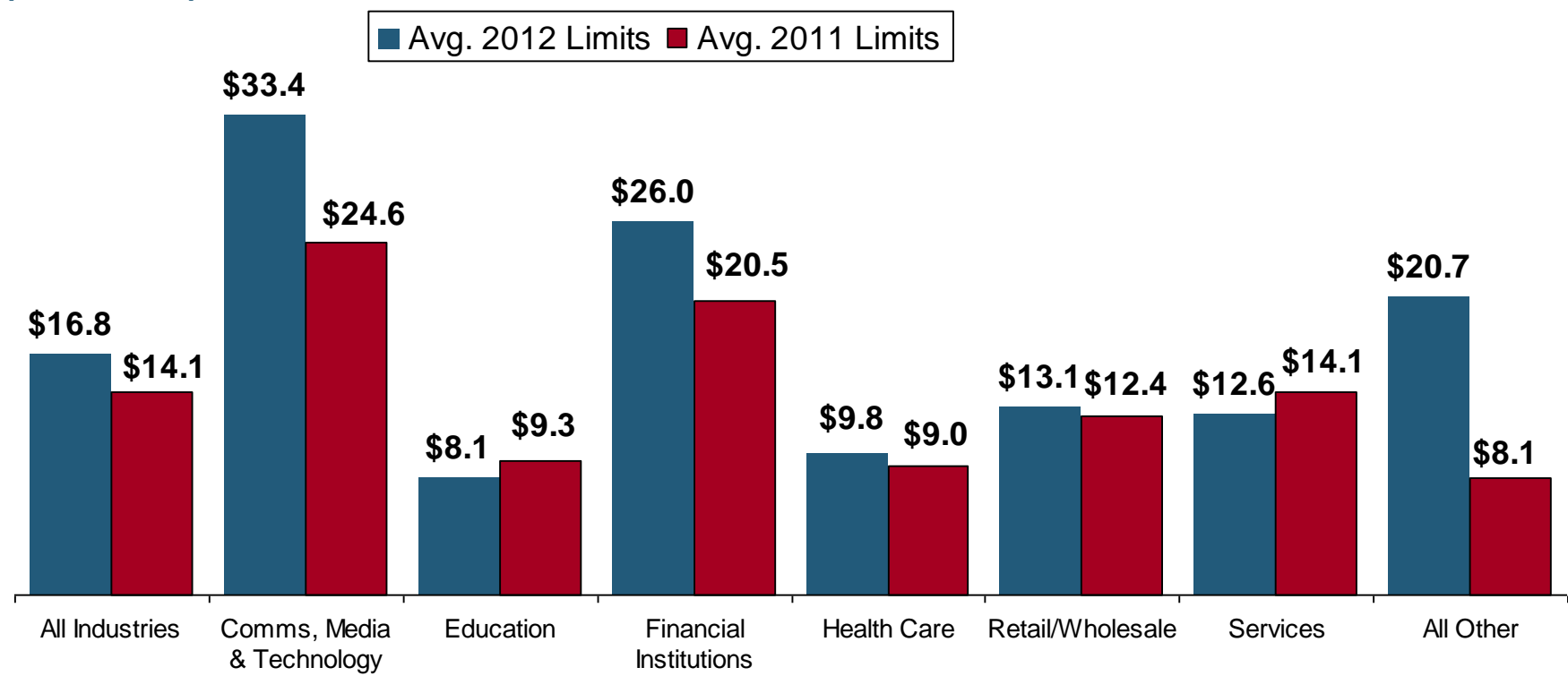


Source: Marsh Global Analytics, Marsh Risk Management Research Briefing, March 2013

Marsh: Total Limits Purchased, By Industry – Cyber Liability, All Revenue Size

Cyber insurance limits purchased in 2012 averaged \$16.8 million across all industries, an increase of nearly 20% over 2011.

(\$ Millions)

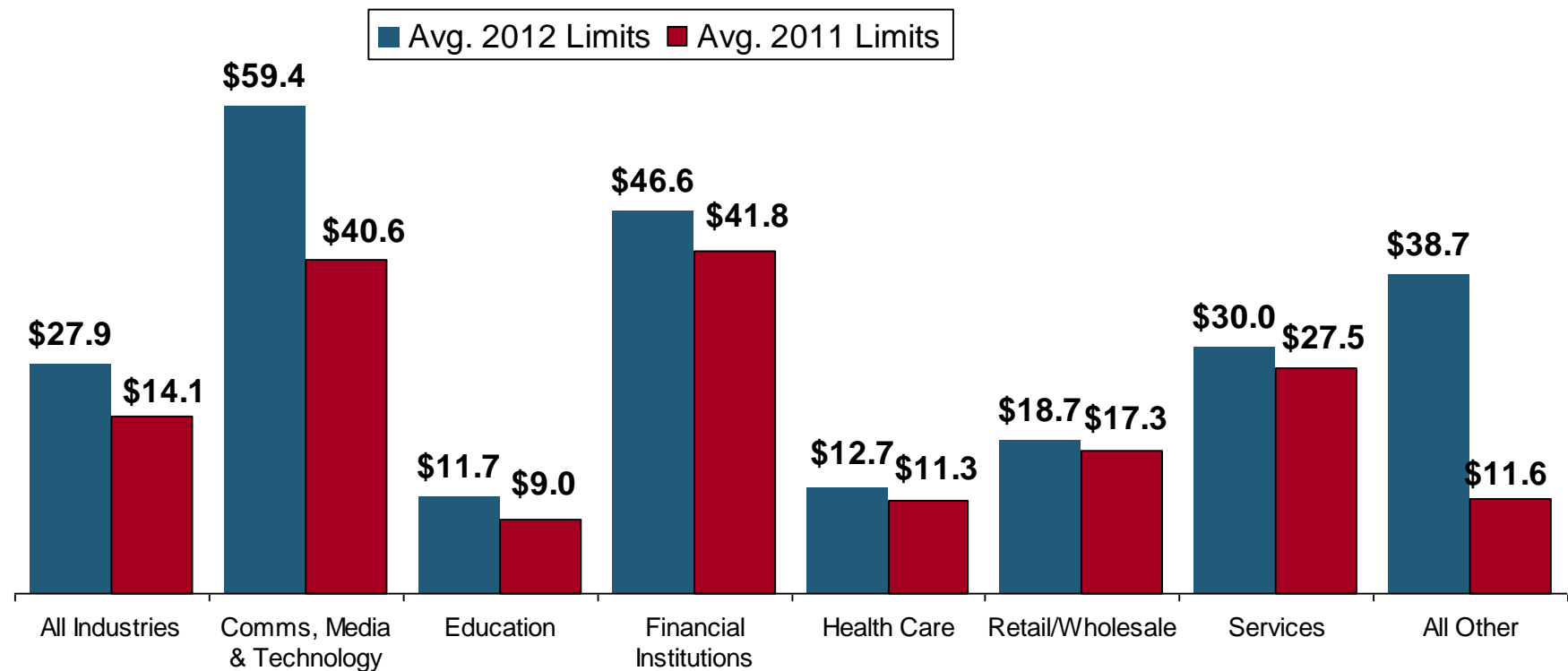


Source: Marsh Global Analytics, Marsh Risk Management Research Briefing, March 2013

Marsh: Total Limits Purchased, By Industry – Cyber Liability, Revenue \$1 Billion+

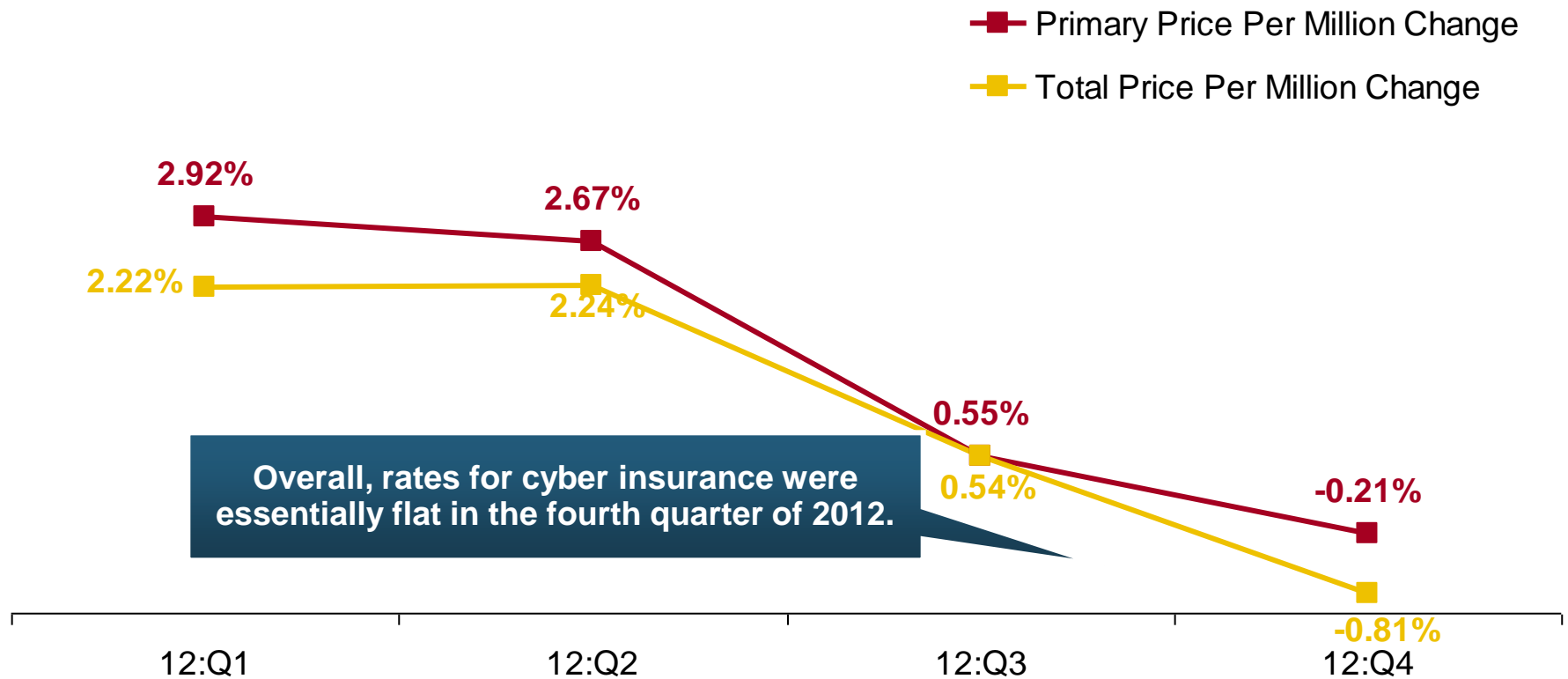
Among larger companies, average cyber insurance limits purchased in 2012 increased nearly 30% over 2011.

(\$ Millions)



Source: Marsh Global Analytics, Marsh Risk Management Research Briefing, March 2013

Cyber Liability: Historical Rate (price per million) Changes



Insurance Information Institute Online:

www.iii.org

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and your attention!*

Twitter: twitter.com/bob_hartwig

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