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Overview & Outlook for the P/C Insurance Industry:

Trends & Challenges for 2013 and Beyond

SITA Annual Meeting

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Download at www.iii.org/presentations

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

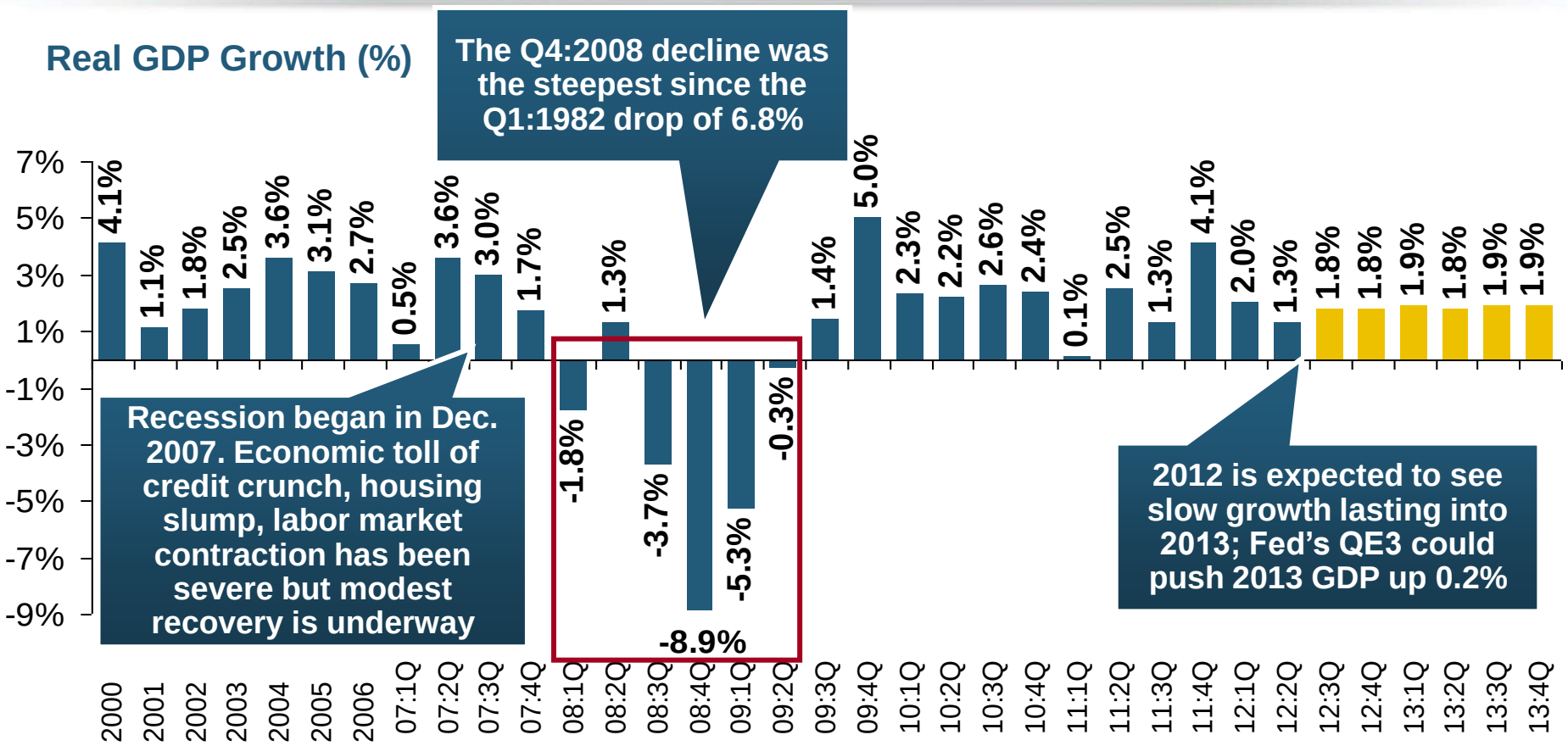
Growth Will Expand Insurer Exposure Base Across Most Lines

Will Agriculture Remain Strong?

America's Manufacturing Renaissance?

Construction Activity Awakening?

US Real GDP Growth*

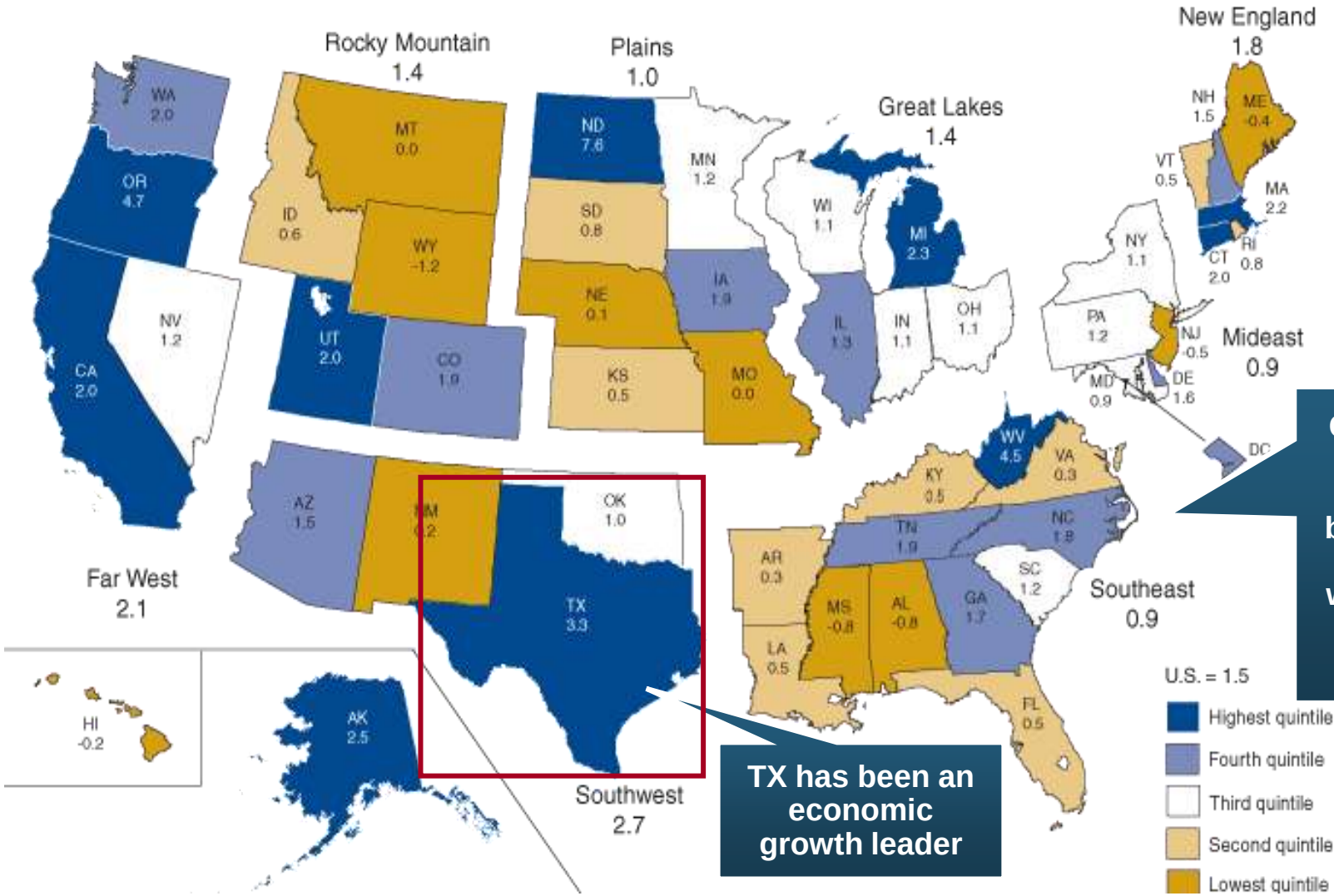


Demand for Insurance Continues To Be Impacted by Sluggish Economic Conditions, but the Benefits of Even Slow Growth Will Compound and Gradually Benefit the Economy Broadly

* Estimates/Forecasts from Blue Chip Economic Indicators.

Source: US Department of Commerce, Blue Economic Indicators 9/12; Insurance Information Institute.

Percent Change in Real GDP by State, 2011



Growth varied considerably across states but in total was weak in 2011 with US overall growth at just 1.7%

TX has been an economic growth leader

Source: Bureau of Economic Analysis at http://www.bea.gov/newsreleases/regional/gdp_state/gsp_glance.htm ;Insurance Information Institute.

Consumer Sentiment Survey *(1966 = 100)*

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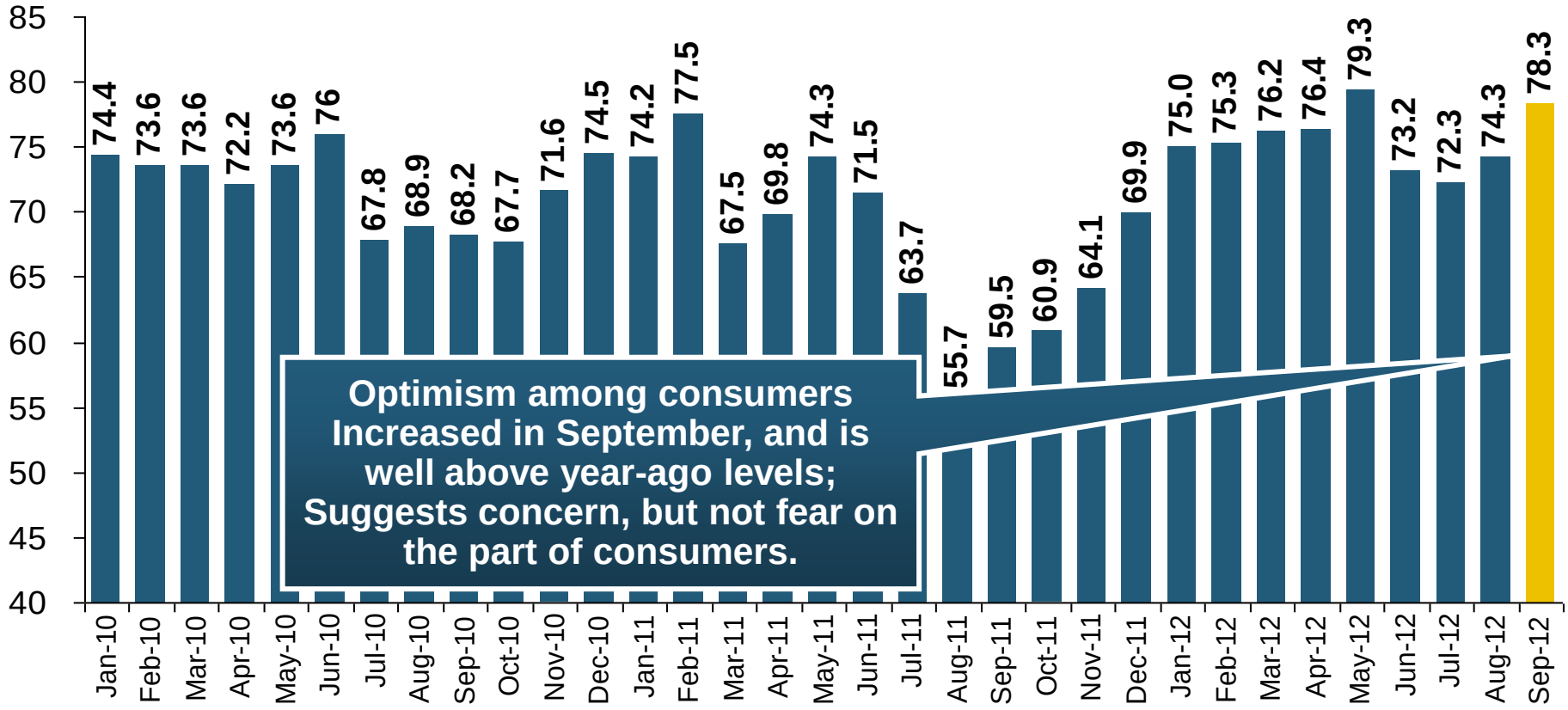
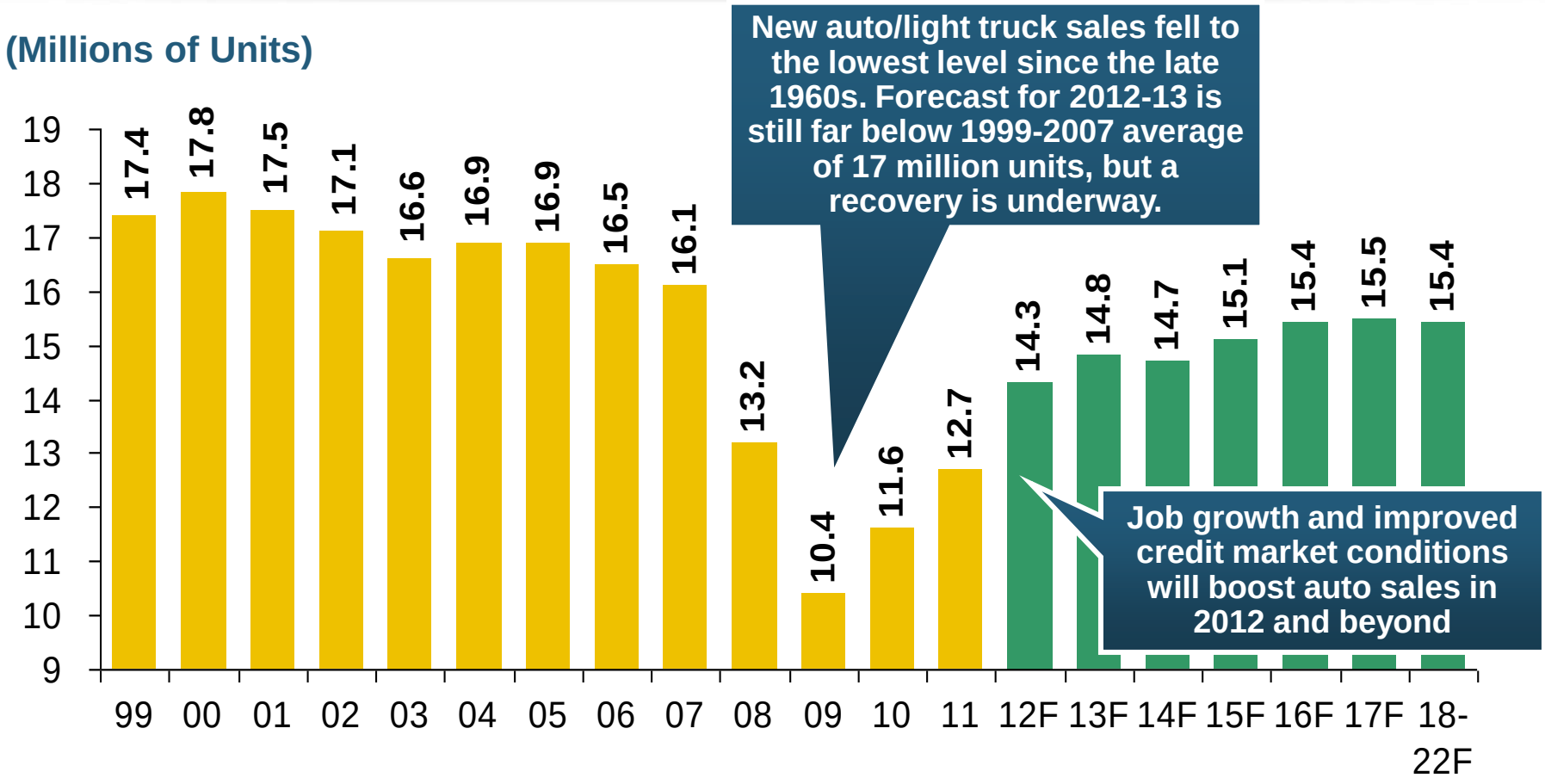
January 2010 through September 2012



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 early 2012

Source: University of Michigan; Insurance Information Institute

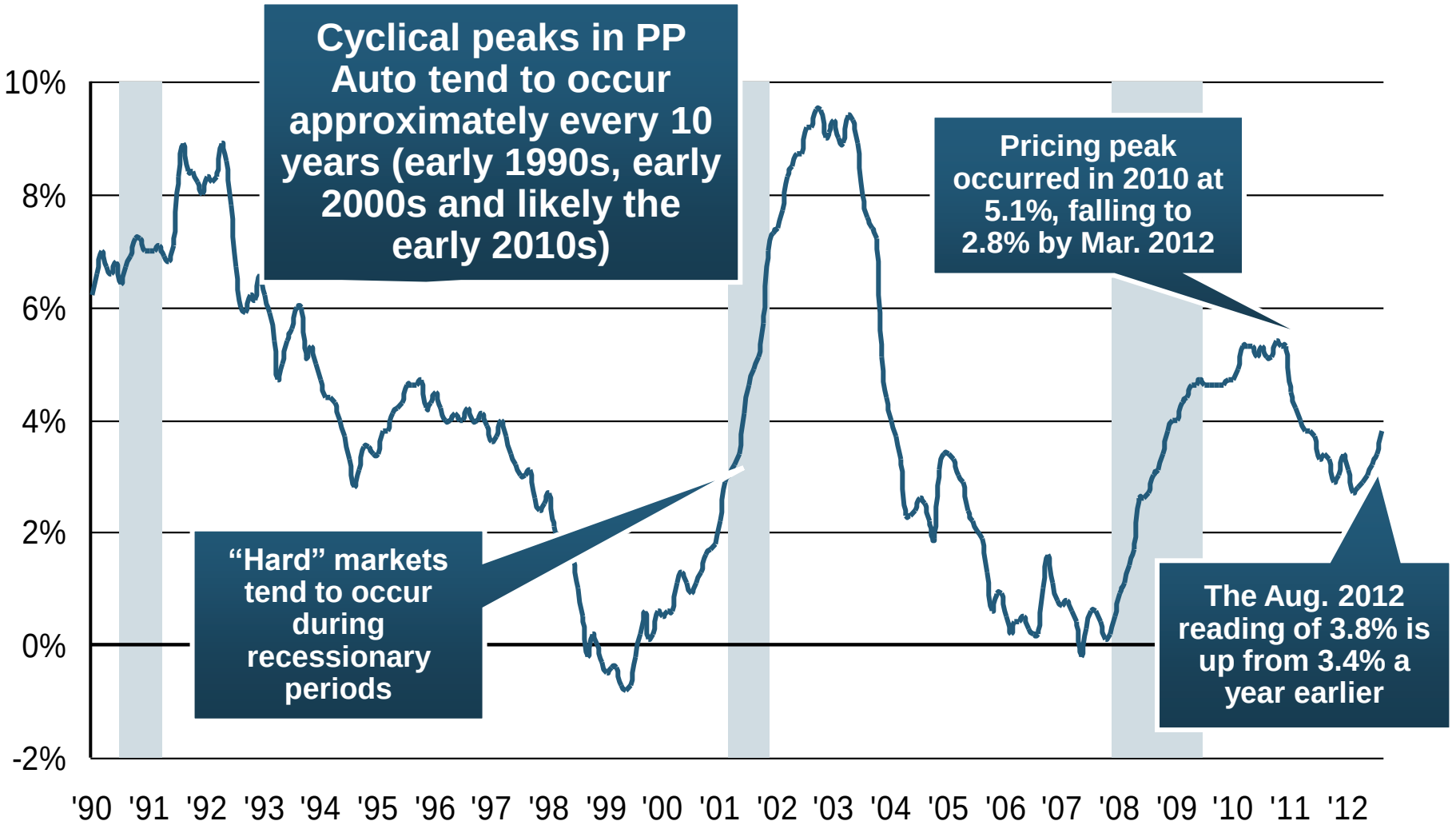
Auto/Light Truck Sales, 1999-2022F



Car/Light Truck Sales Will Continue to Recover from the 2009 Low Point, Bolstering the Auto Insurer Growth and the Manufacturing Sector.

Source: U.S. Department of Commerce; Blue Chip Economic Indicators (10/11 and 9/12); Insurance Information Institute.

Monthly Change* in Auto Insurance Prices, 1991–2012*



*Percentage change from same month in prior year; through Aug. 2012; 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 - August 2012

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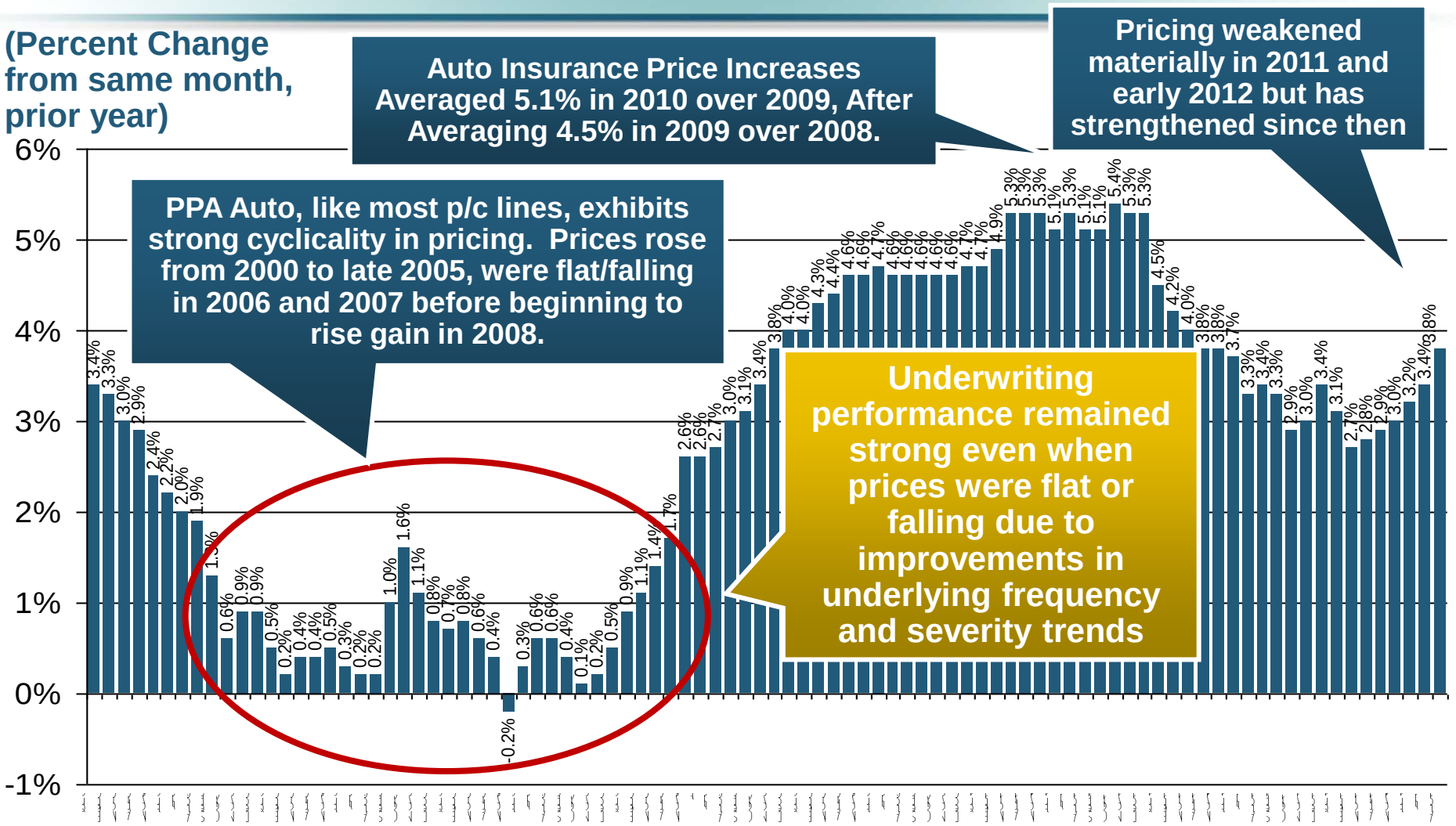
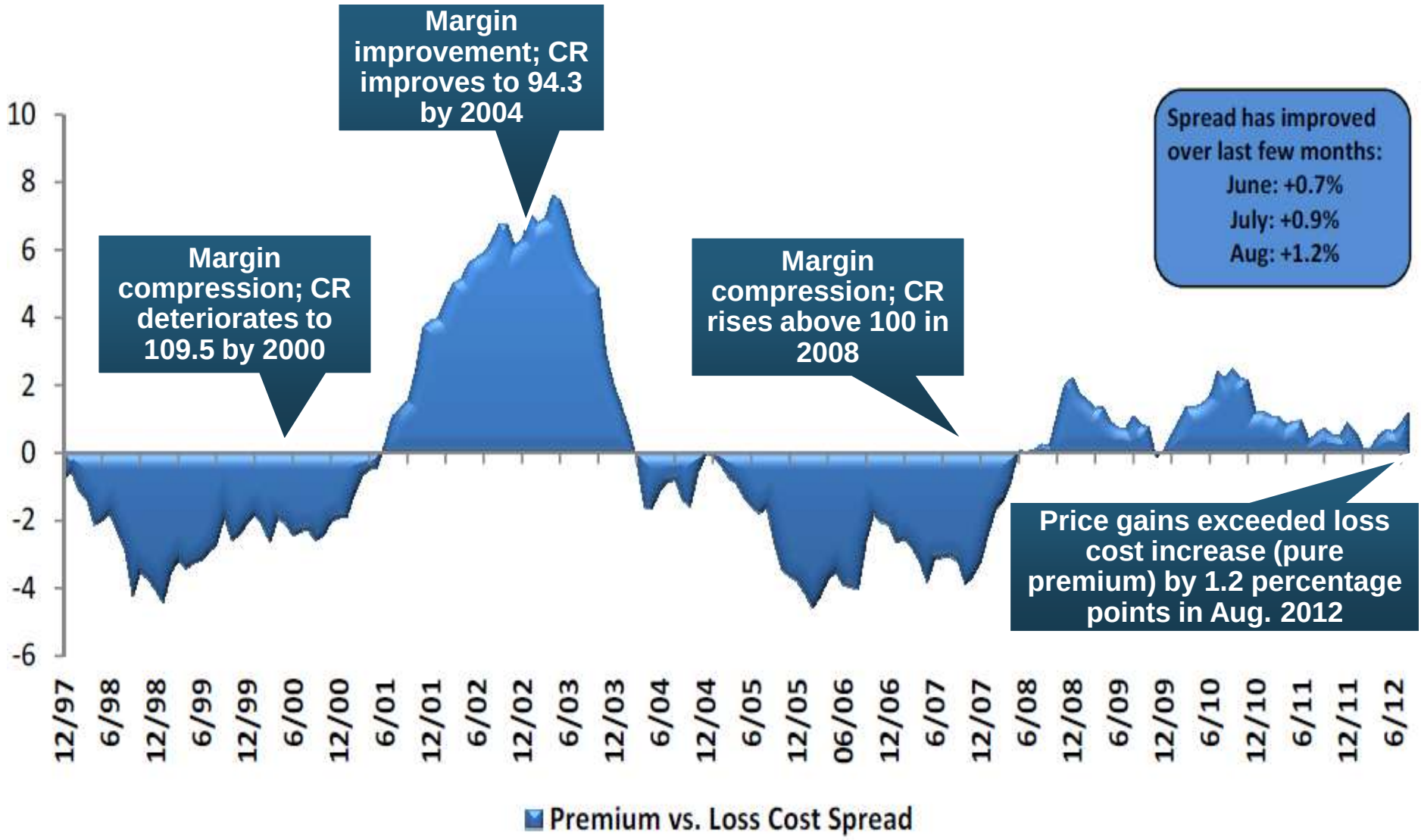
(Percent Change from same month, prior year)



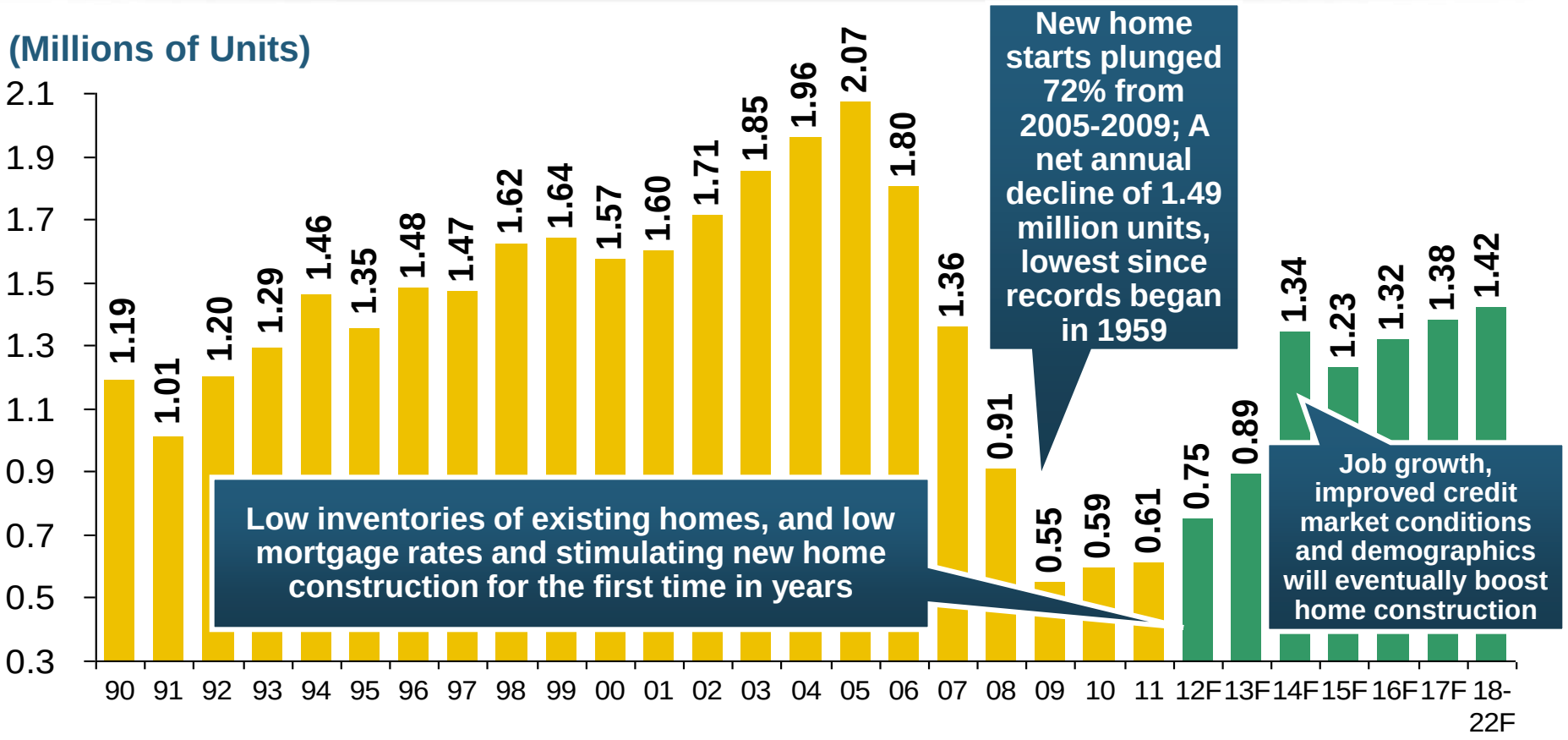
*Percentage change from same month in prior year, seasonally adjusted.
Sources: US Bureau of Labor Statistics; Insurance Information Institute

Personal Auto: Premiums vs. Loss Cost Spread, Dec. 1997- Aug. 2012



Sources: Bureau of Labor Statistics, ISO, Evercore Group LLC; Insurance Information Institute.

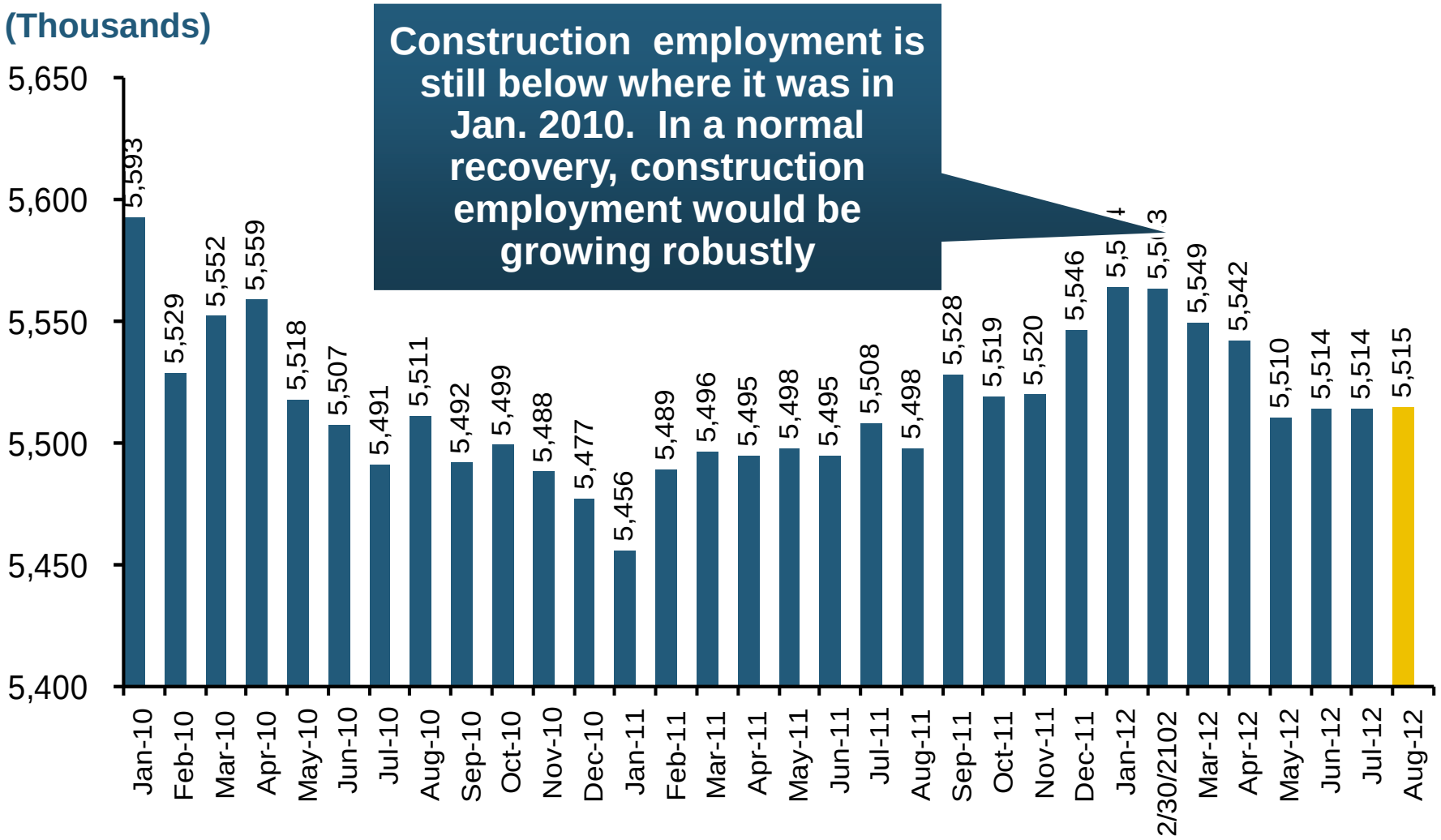
New Private Housing Starts, 1990-2022F



Little Exposure Growth Likely for Homeowners Insurers Until at least 2014. Also Affects Commercial Insurers with Construction Risk Exposure, Surety

Source: U.S. Department of Commerce; Blue Chip Economic Indicators (10/11 and 9/12); Insurance Information Institute.

Construction Employment, Jan. 2010—August 2012*



*Seasonally adjusted

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

Oil & Gas Extraction Employment, Jan. 2010—August 2012*

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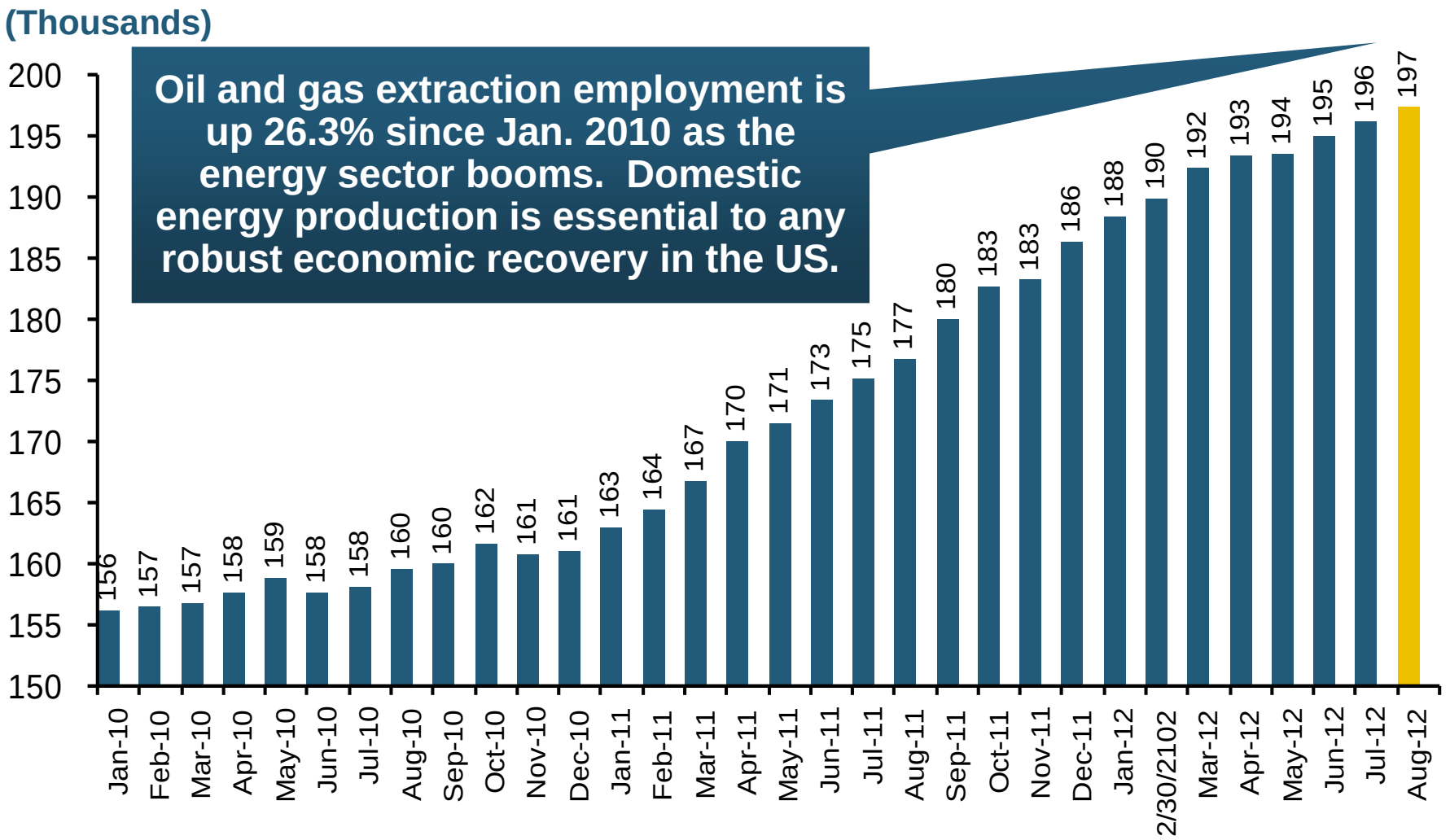
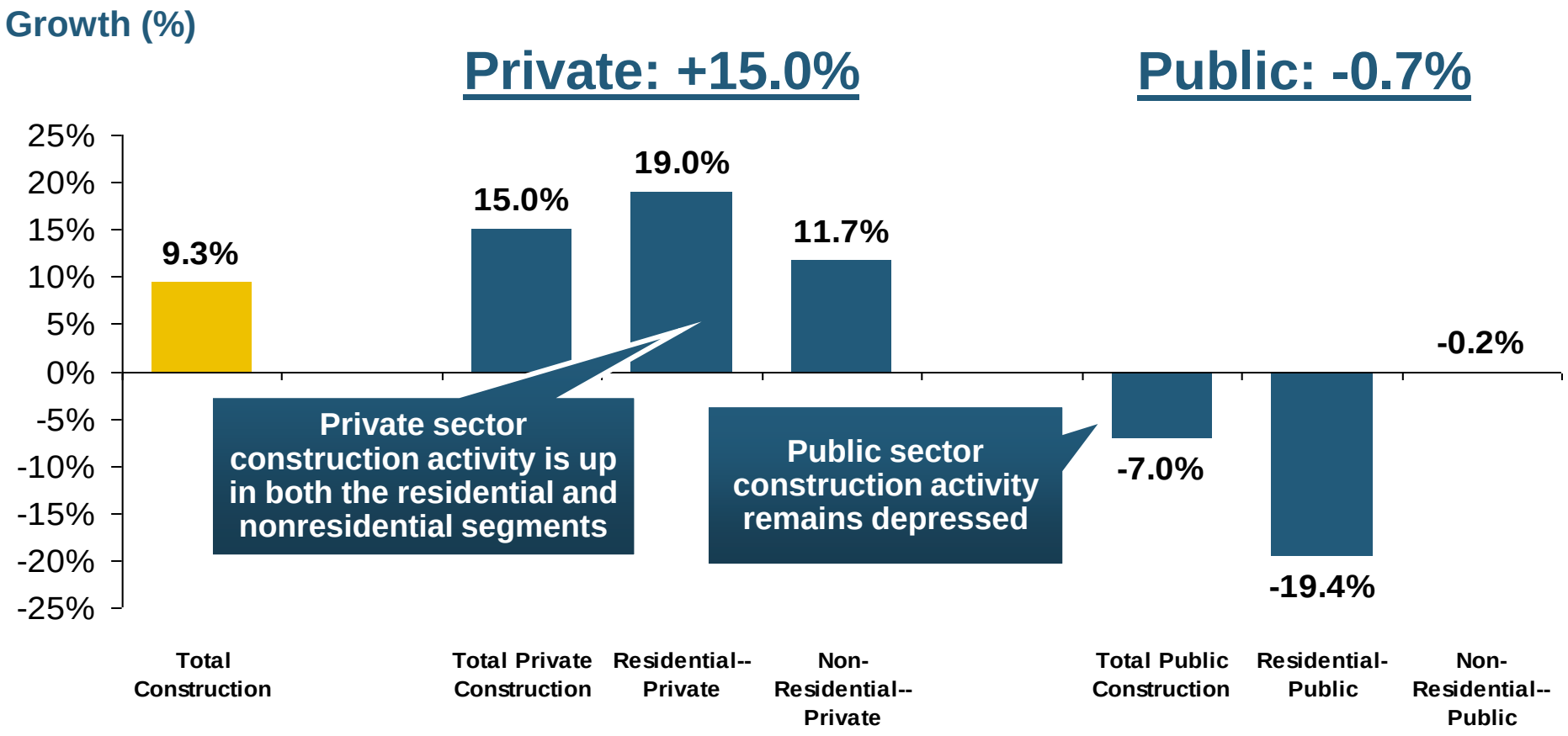


*Seasonally adjusted

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

Value of Construction Put in Place, June 2012 vs. July 2011*



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, June 2012 vs. July 2011*

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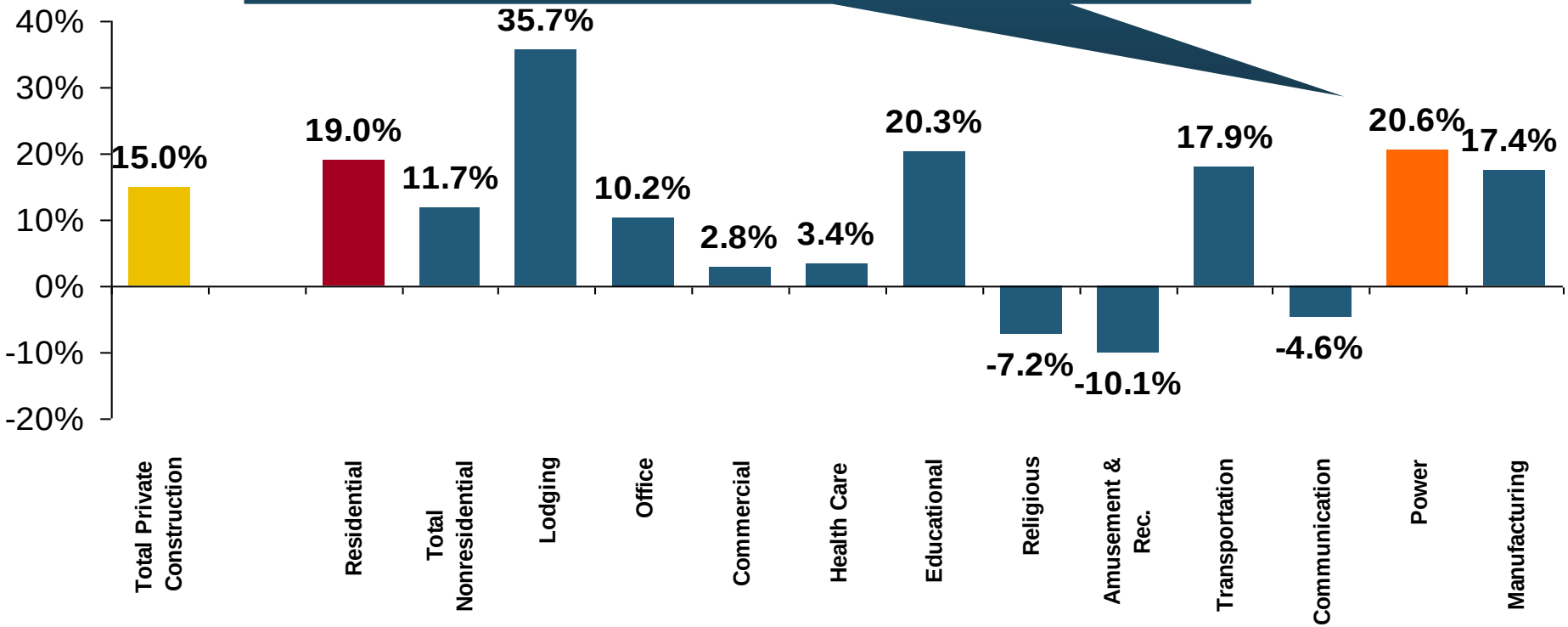
Growth (%)

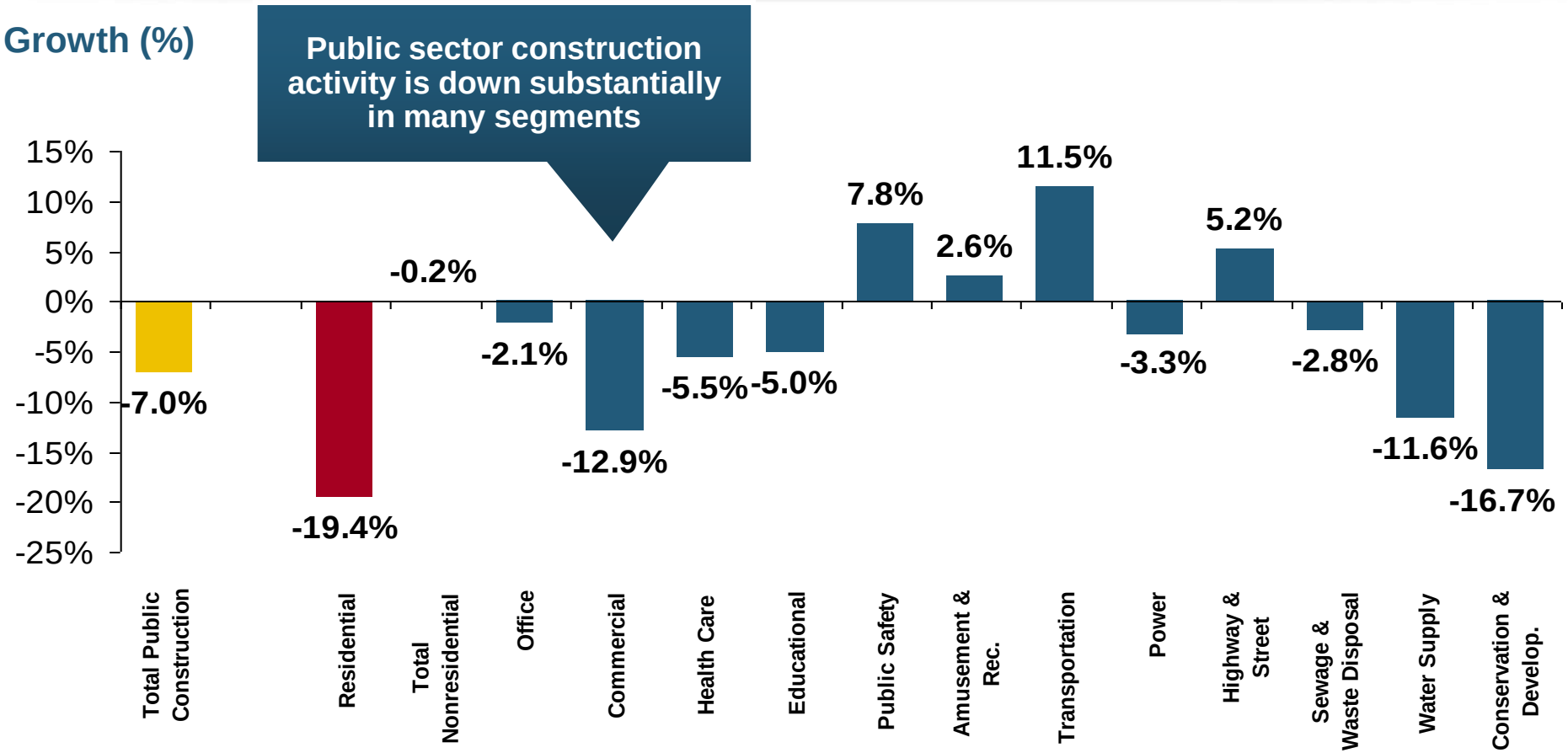
Led by the Lodging and Power industries, Private sector construction activity is up by double digits in many segments after plunging during the "Great Recession"



Private Construction Activity is Up in Most Segments, Including Residential Construction but Led by Power

*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, June 2012 vs. July 2011*



Public Construction Activity is Up Down in Many Segments as State, City and County Budgets Remain Under Stress

*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)*

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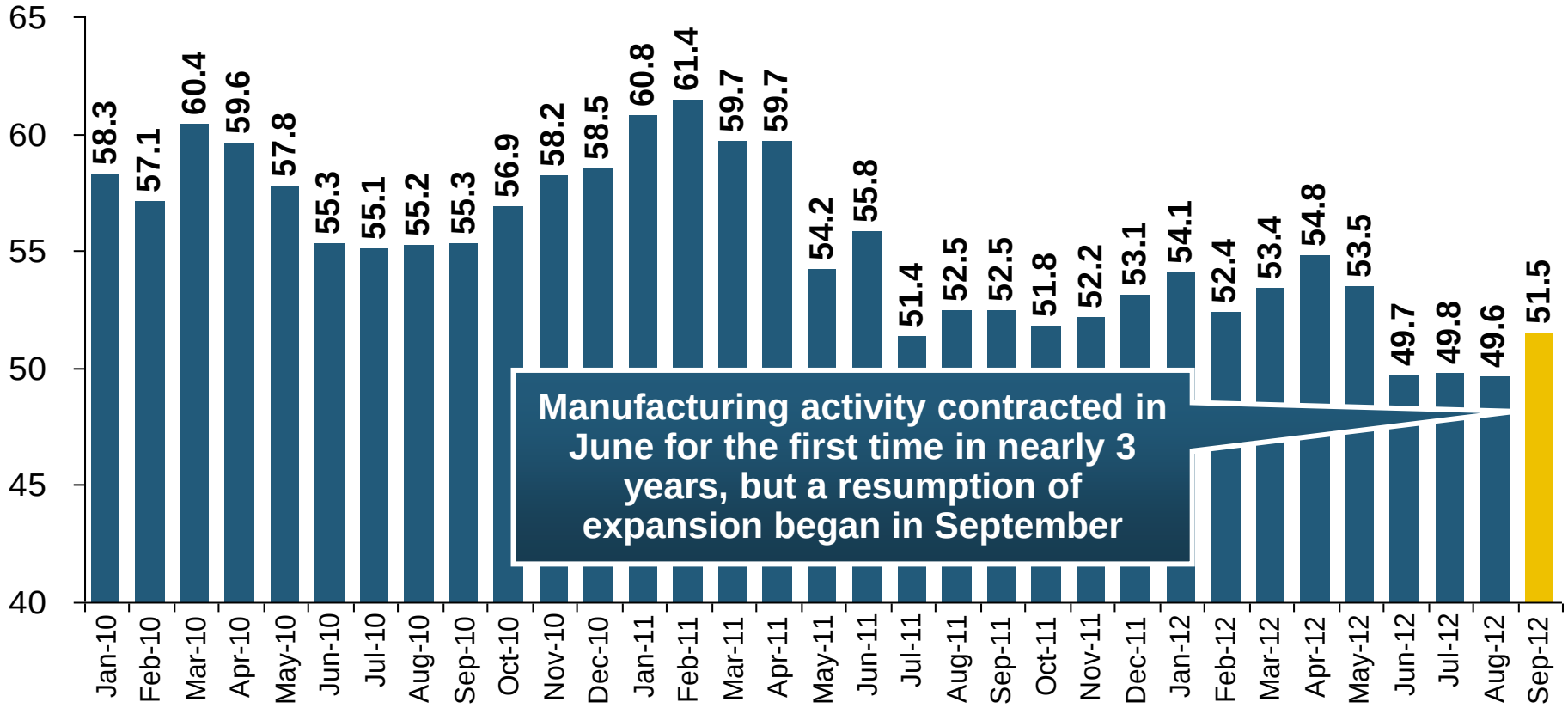
January 2010 through September 2012



The manufacturing sector expanded for 35 of the 38 months from Jan. 2010 through Sept. 2012. The question is whether this will continue.

Source: Institute for Supply Management at http://www.ism.ws/ismreport/mfgrob.cfm; Insurance Information Institute.

Dollar Value* of Manufacturers' Shipments Monthly, Jan. 1992—July 2012

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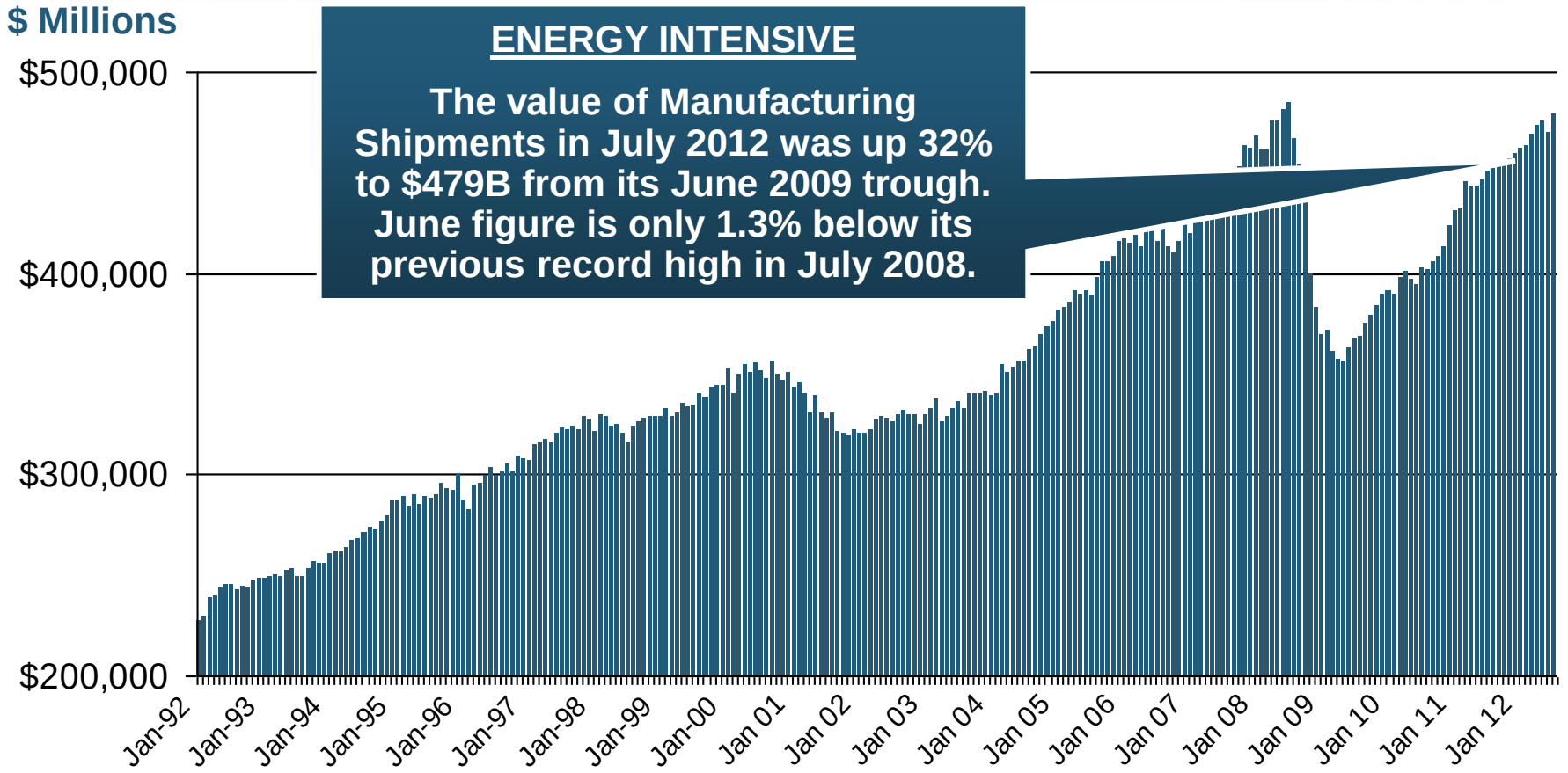

Monthly shipments are nearly back to peak (in July 2008, 8 months into the recession). Trough in May 2009. Growth from trough to July 2012 was 35%. Manufacturing is an energy intensive activity and growth leads to gains in many commercial exposures: WC, Commercial Auto, Marine, Property and Various Liability Coverages

*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, 2012 vs. 2011*

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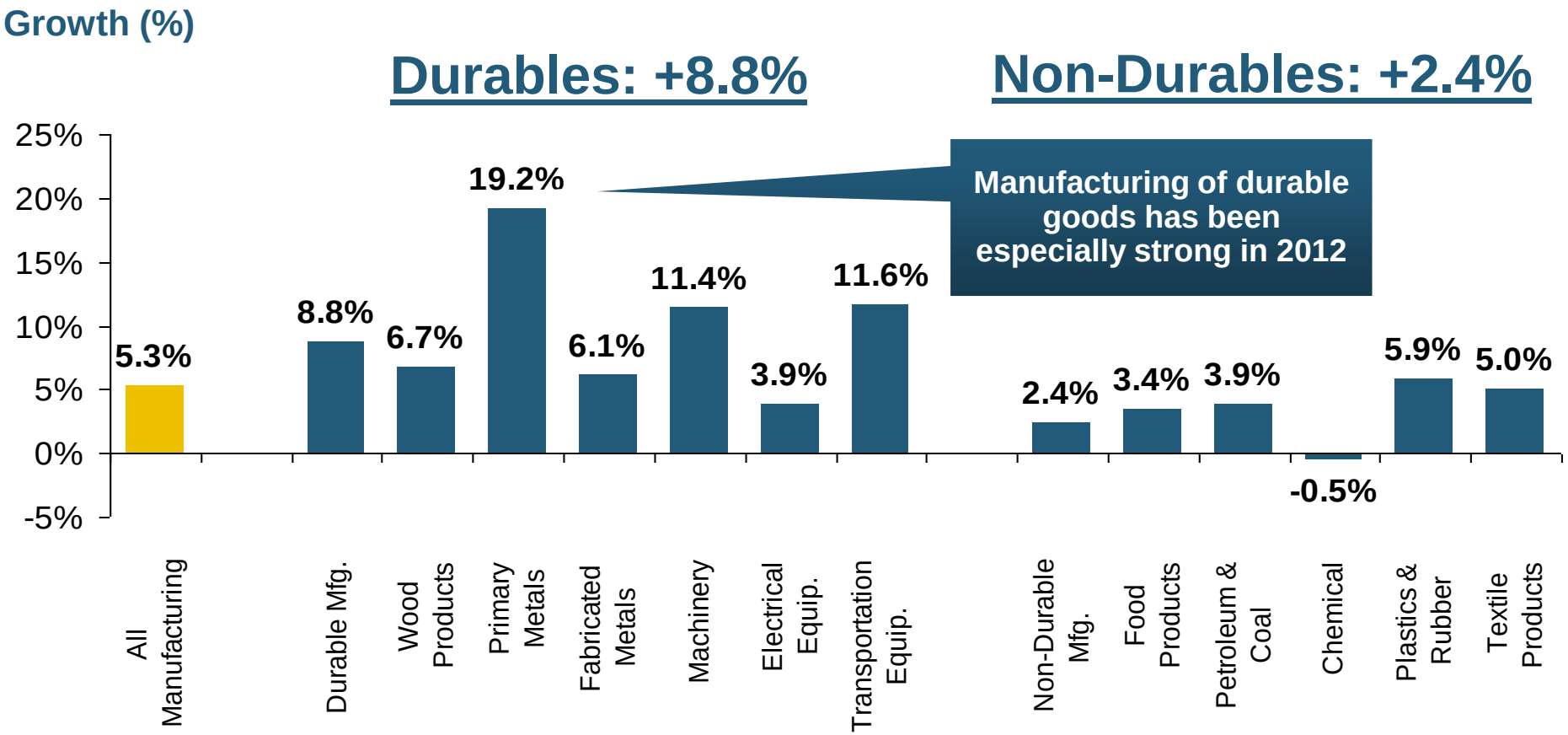

Manufacturing Is Expanding Across a Wide Range of Sectors that Will Contribute to Growth in Energy Demand and Insurable Exposures Including: WC, Commercial Property, Commercial Auto and Many Liability Coverages

*Seasonally adjusted; Date are YTD comparing data through July 2012 to the same period in 2011.
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

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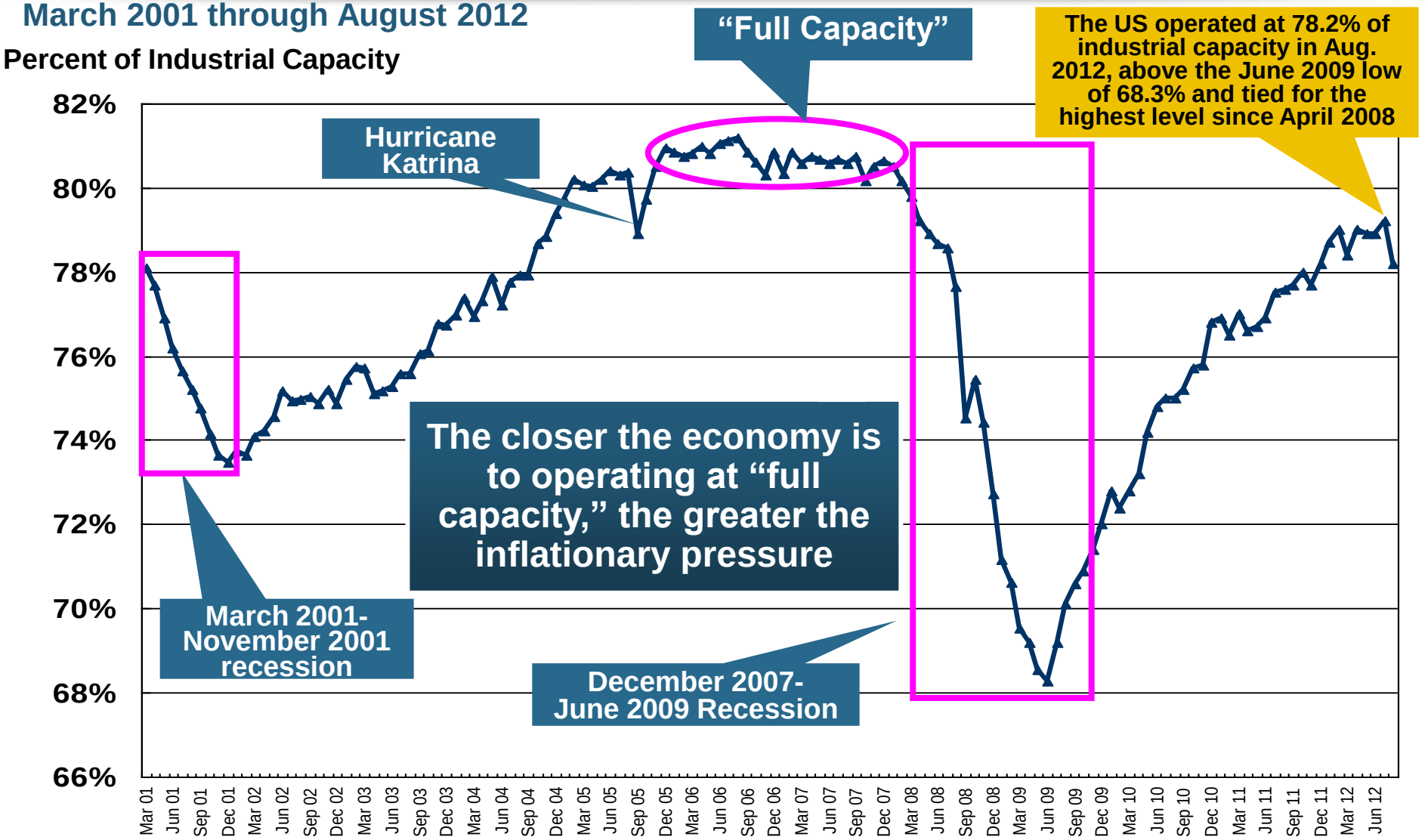
March 2001 through August 2012



Source: Federal Reserve Board statistical releases at http://www.federalreserve.gov/releases/g17/Current/default.htm.

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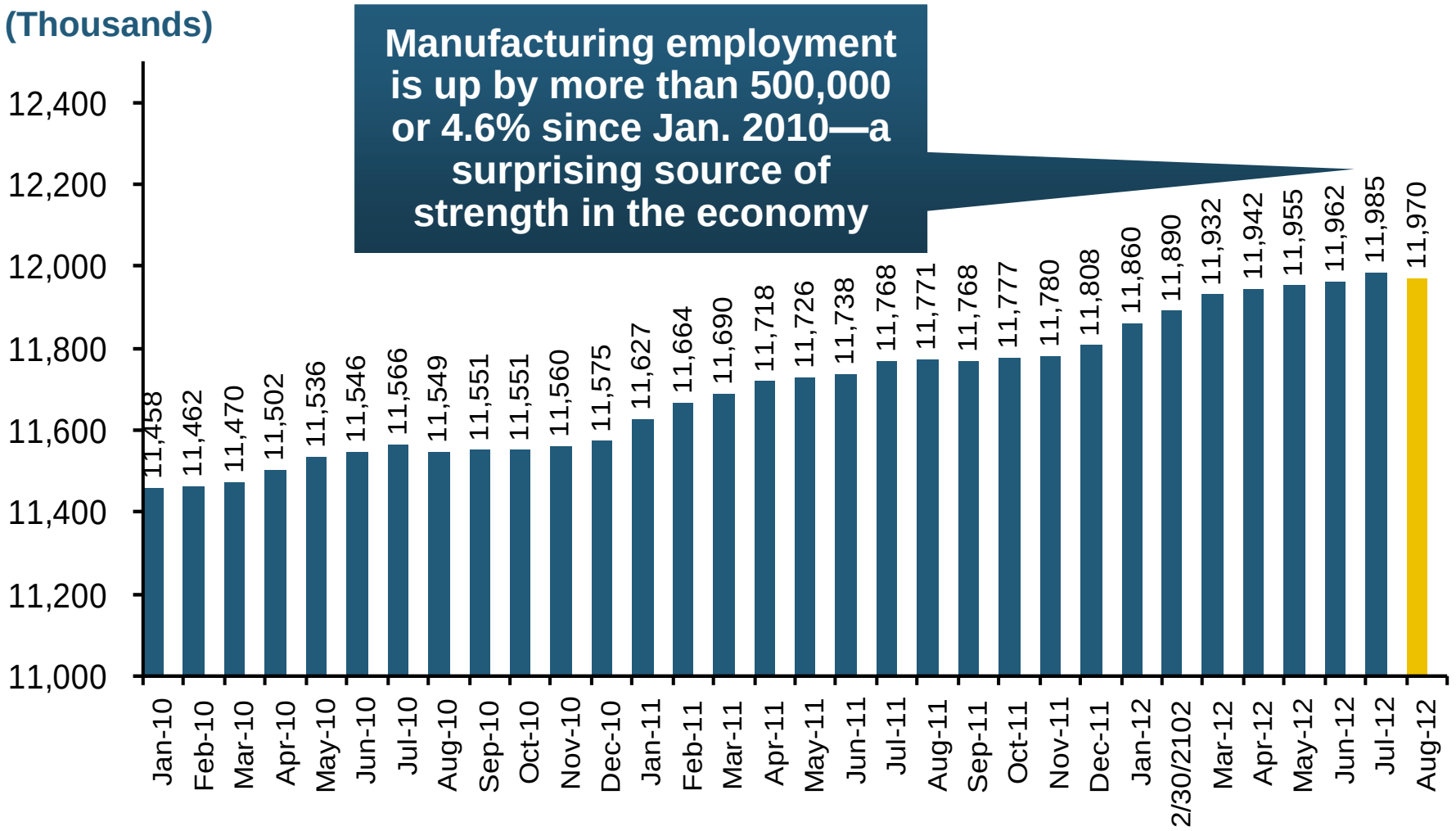
Manufacturing Employment, Jan. 2010—August 2012*



*Seasonally adjusted

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

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

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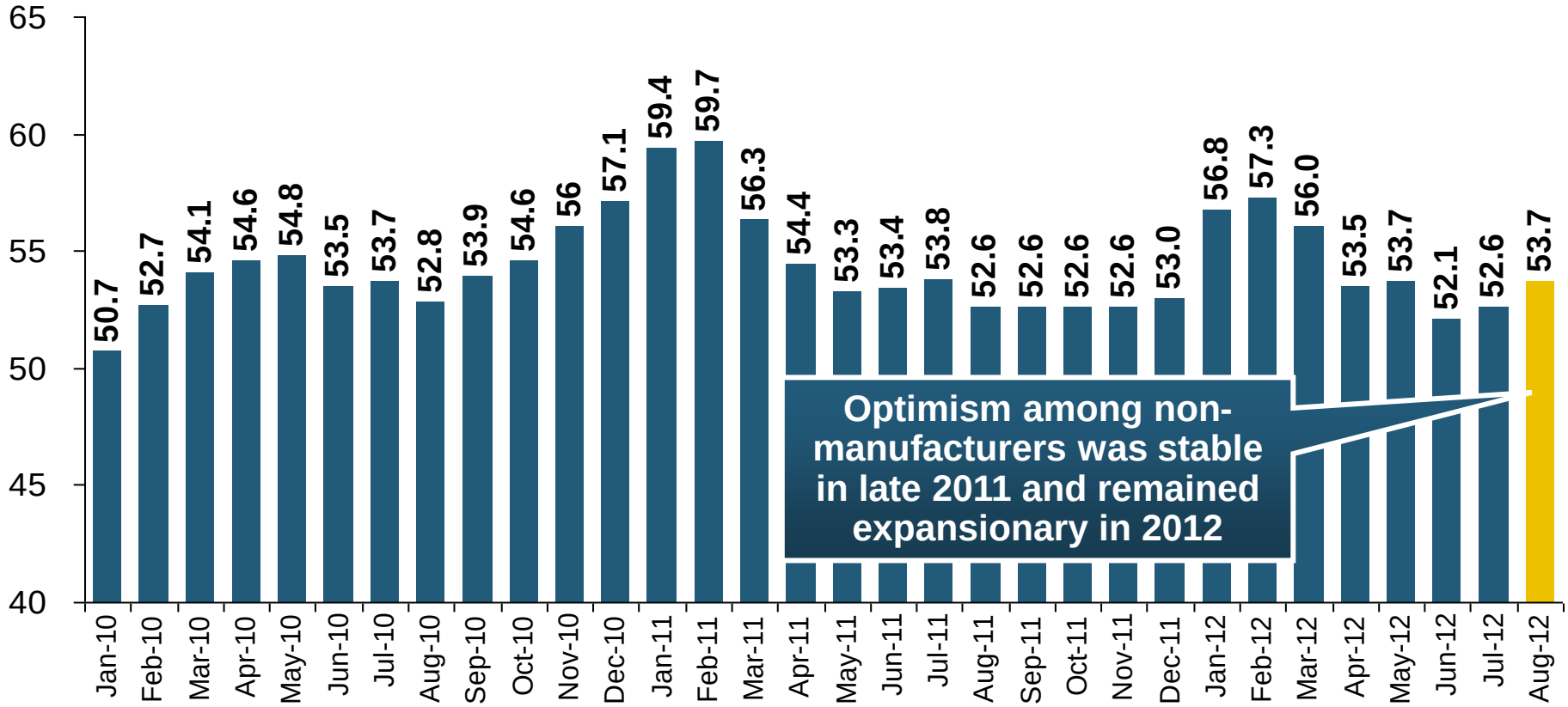
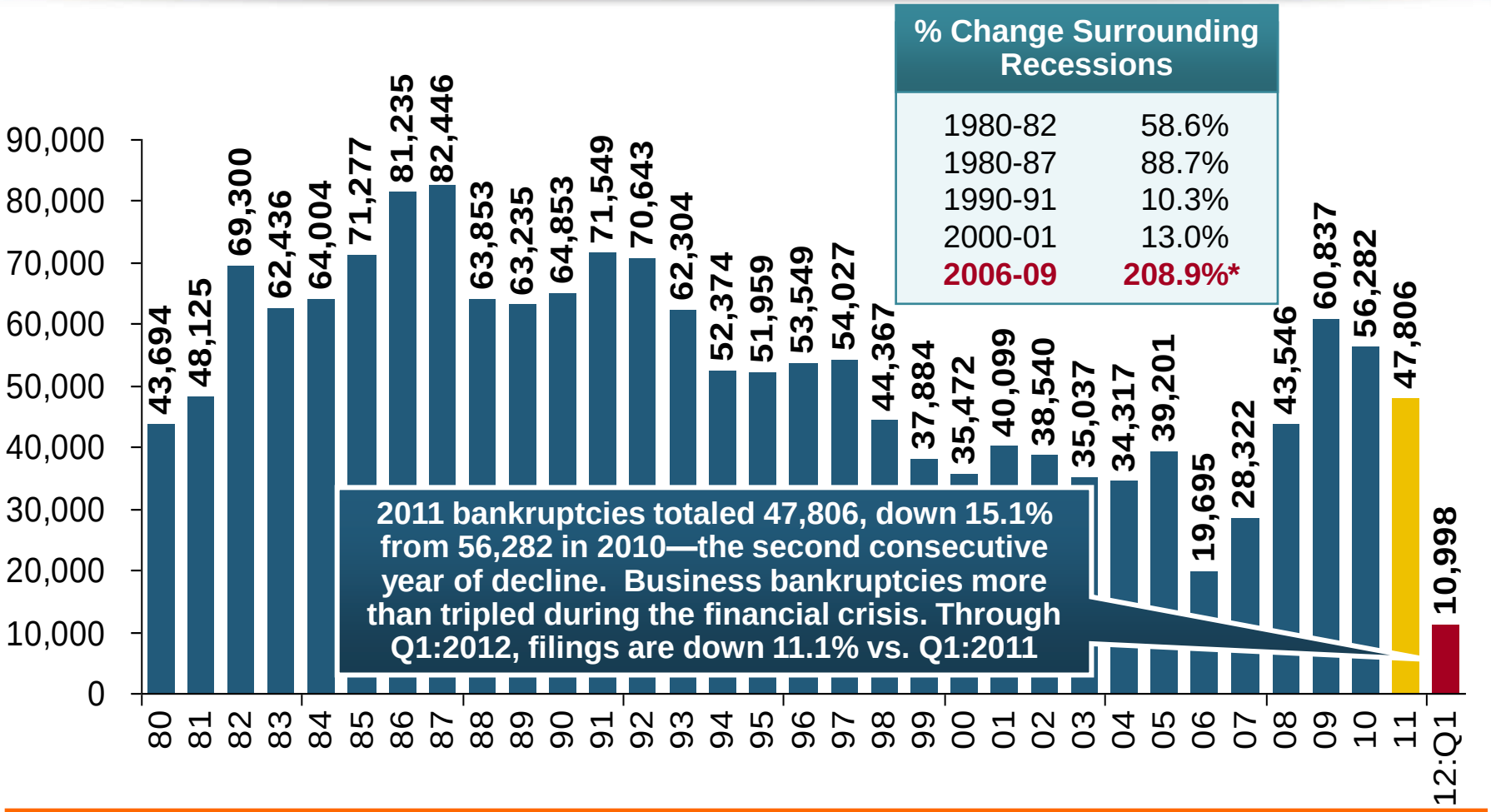
January 2010 through August 2012



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

Source: Institute for Supply Management at http://www.ism.ws/ismreport/nonmfgrob.cfm; Insurance Information Institute.

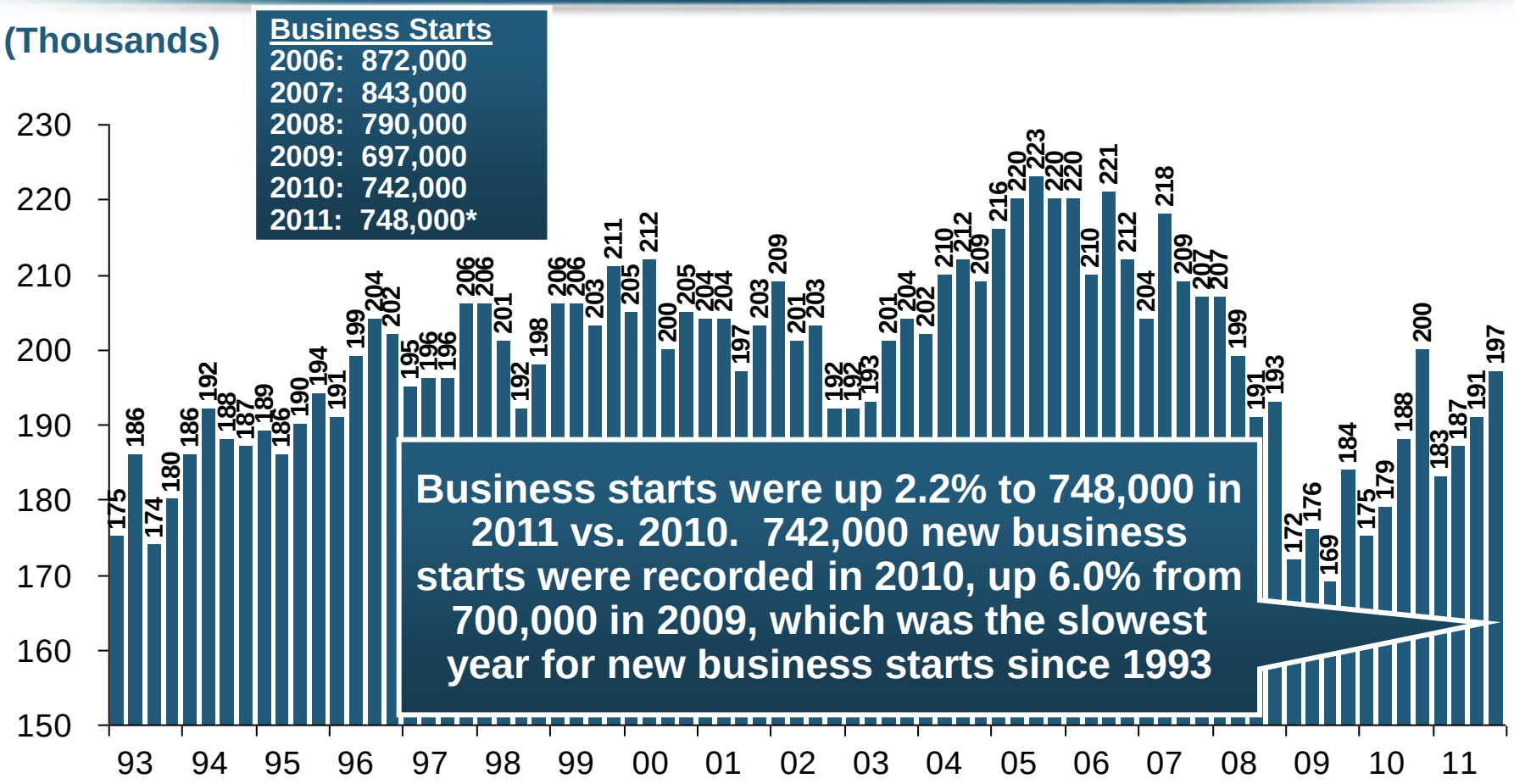
Business Bankruptcy Filings, 1980-2012: Q1



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

Sources: American Bankruptcy Institute at http://www.abiworld.org/AM/AMTemplate.cfm?Section=Home&TEMPLATE=/CM/ContentDisplay.cfm&CONTENTID=61633; Insurance Information Institute

Private Sector Business Starts, 1993:Q2 – 2011:Q4*



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

* Data through Dec. 31, 2011 are the latest available as of Sept. 20, 2012; Seasonally adjusted.

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

NFIB Small Business Optimism Index

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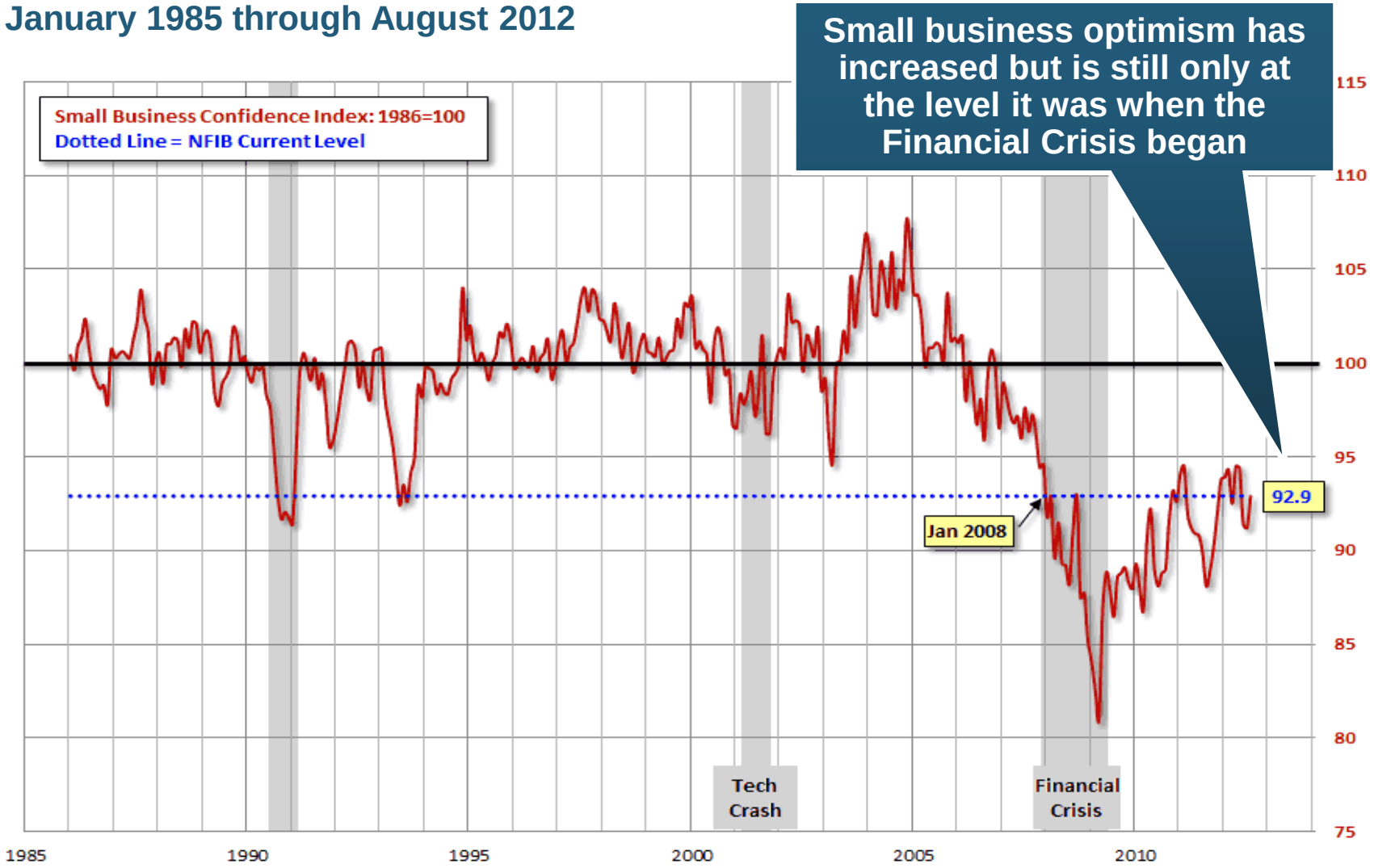
January 1985 through August 2012



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

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- 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)

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

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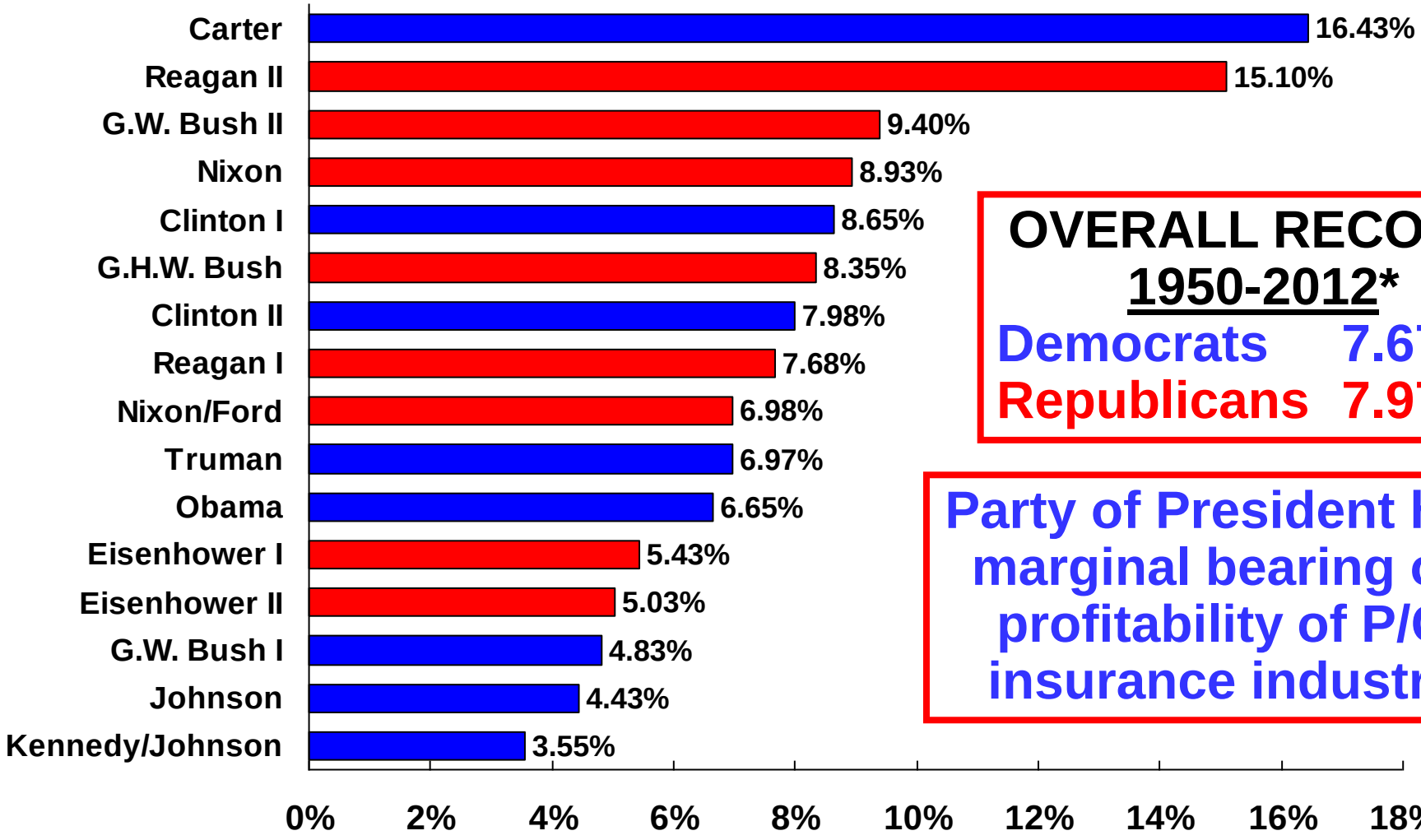
Presidential Politics & the P/C Insurance Industry

How Is Profitability Affected by the President's Political Party?

P/C Insurance Industry ROE by Presidential Administration, 1950- 2012*



OVERALL RECORD: 1950-2012*

Democrats 7.67%

Republicans 7.97%

Party of President has marginal bearing on profitability of P/C insurance industry

*Truman administration ROE of 6.97% based on 3 years only, 1950-52; ROEs for the years 2008 forward exclude mortgage and financial guaranty segments. Estimated ROE for 2012 = 7.0%.

Source: Insurance Information Institute

P/C insurance Industry ROE by Presidential Party Affiliation, 1950- 2012*

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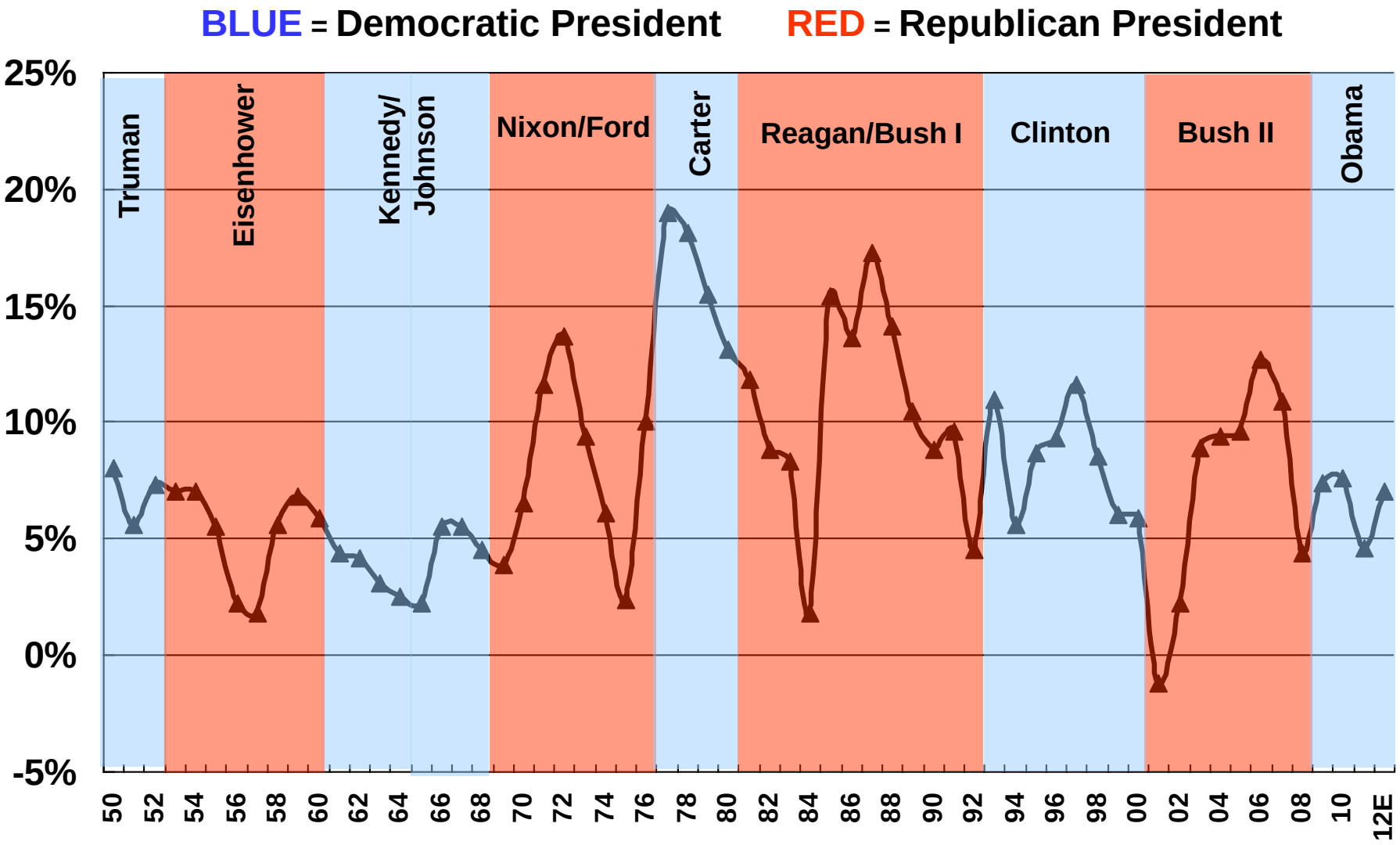

*ROEs for the years 2008 forward exclude mortgage and financial guaranty segments; Estimated 2012 ROE = 7.0%
Source: Insurance Information Institute

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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

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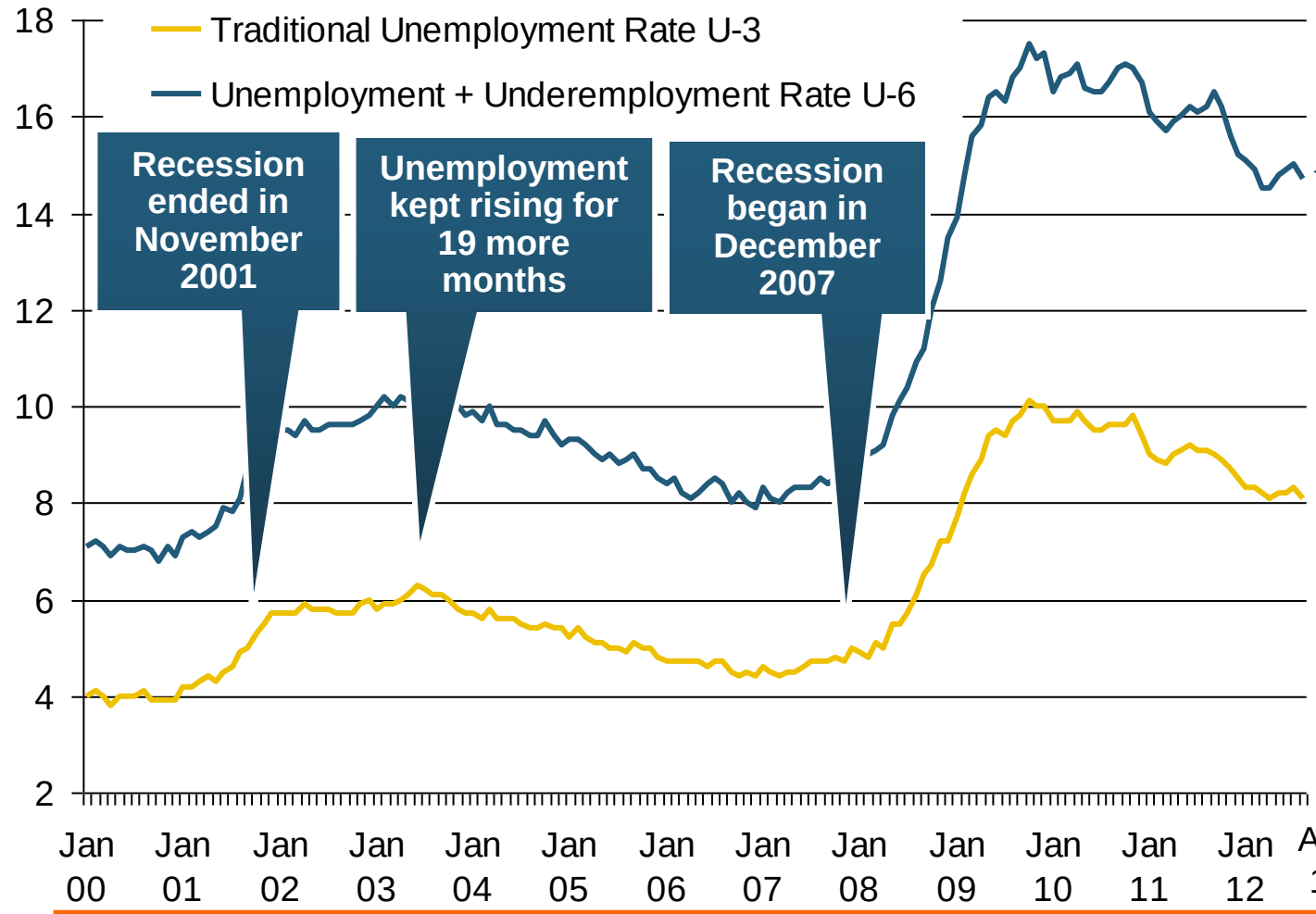
January 2000 through August 2012, Seasonally Adjusted (%)



U-6 went from 8.0% in March 2007 to 17.5% in October 2009; Stood at 14.7% in Aug. 2012

Unemployment stood at 8.1% in Aug. 2012

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

Source: US Bureau of Labor Statistics; Insurance Information Institute.

Monthly Change in Private Employment

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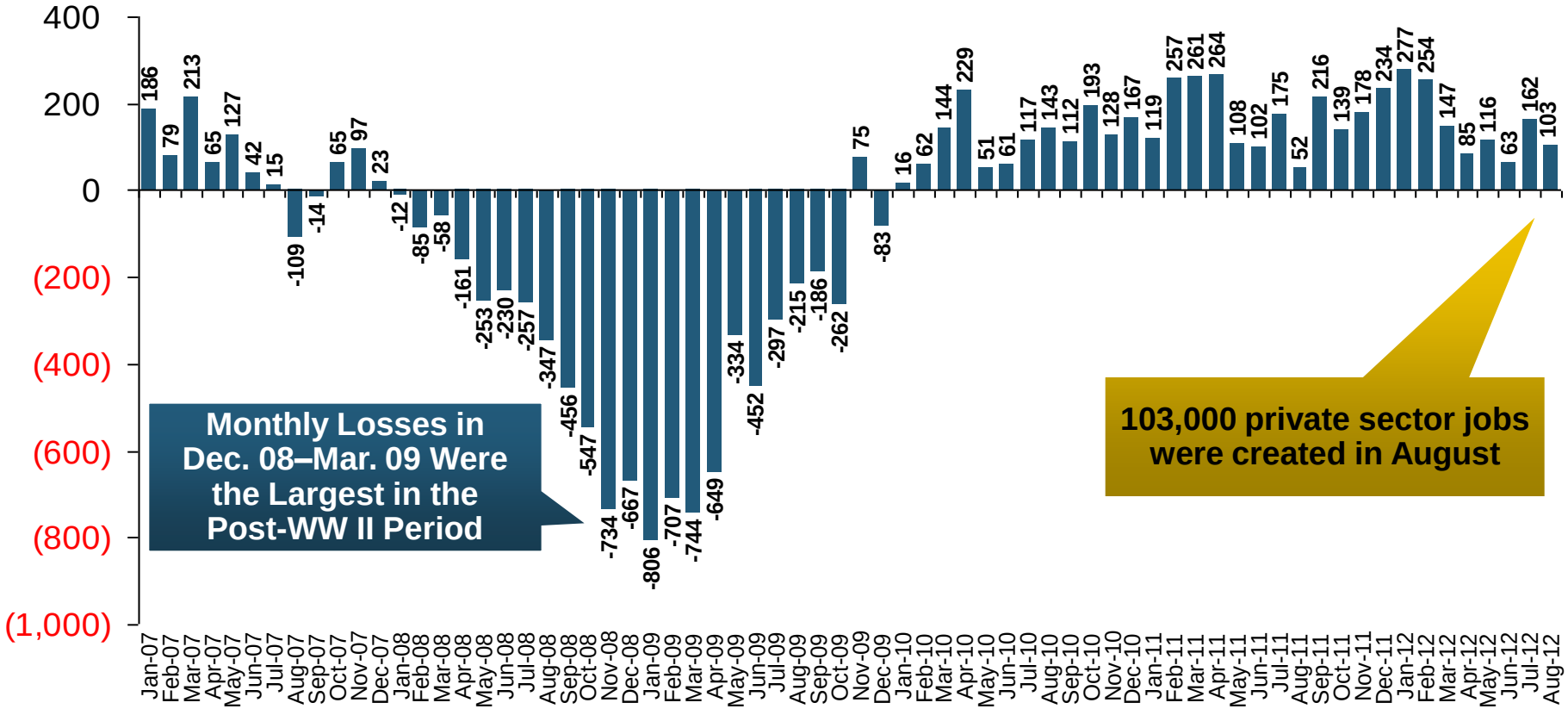
January 2008 through August 2012 (Thousands)



Private Employers Added 4.65 million Jobs Since Jan. 2010 After Having Shed 4.66 Million Jobs in 2009 and 3.81 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Source: US Bureau of Labor Statistics: http://www.bls.gov/ces/home.htm; Insurance Information Institute

Cumulative Change in Private Employment: Dec. 2007—August 2012

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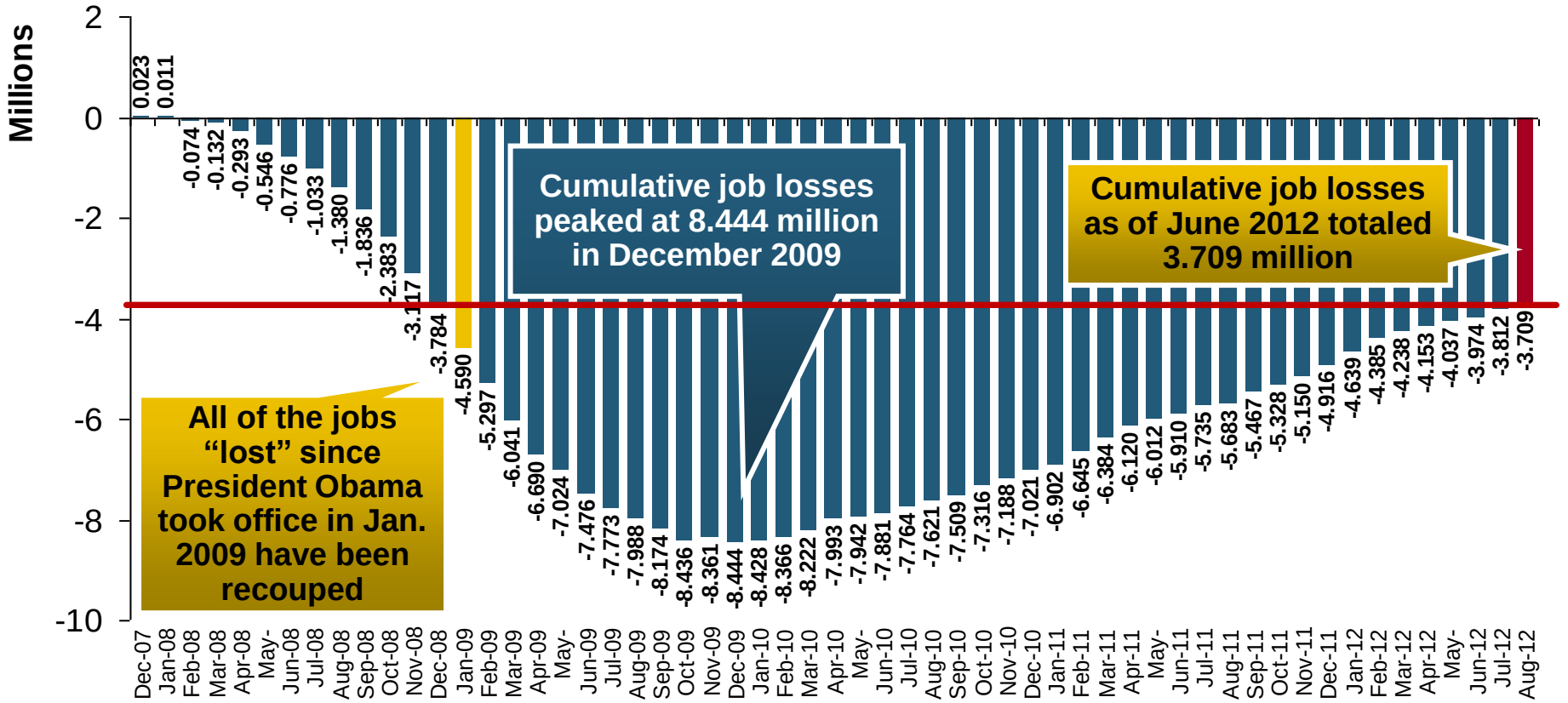
December 2007 through August 2012 (Millions)



Private Employers Added 4.74 million Jobs Since Jan. 2010 After Having Shed 4.66 Million Jobs in 2009 and 3.81 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Source: US Bureau of Labor Statistics: http://www.bls.gov/ces/home.htm; Insurance Information Institute

Cumulative Change in Private Sector Employment: Jan. 2010—August 2012

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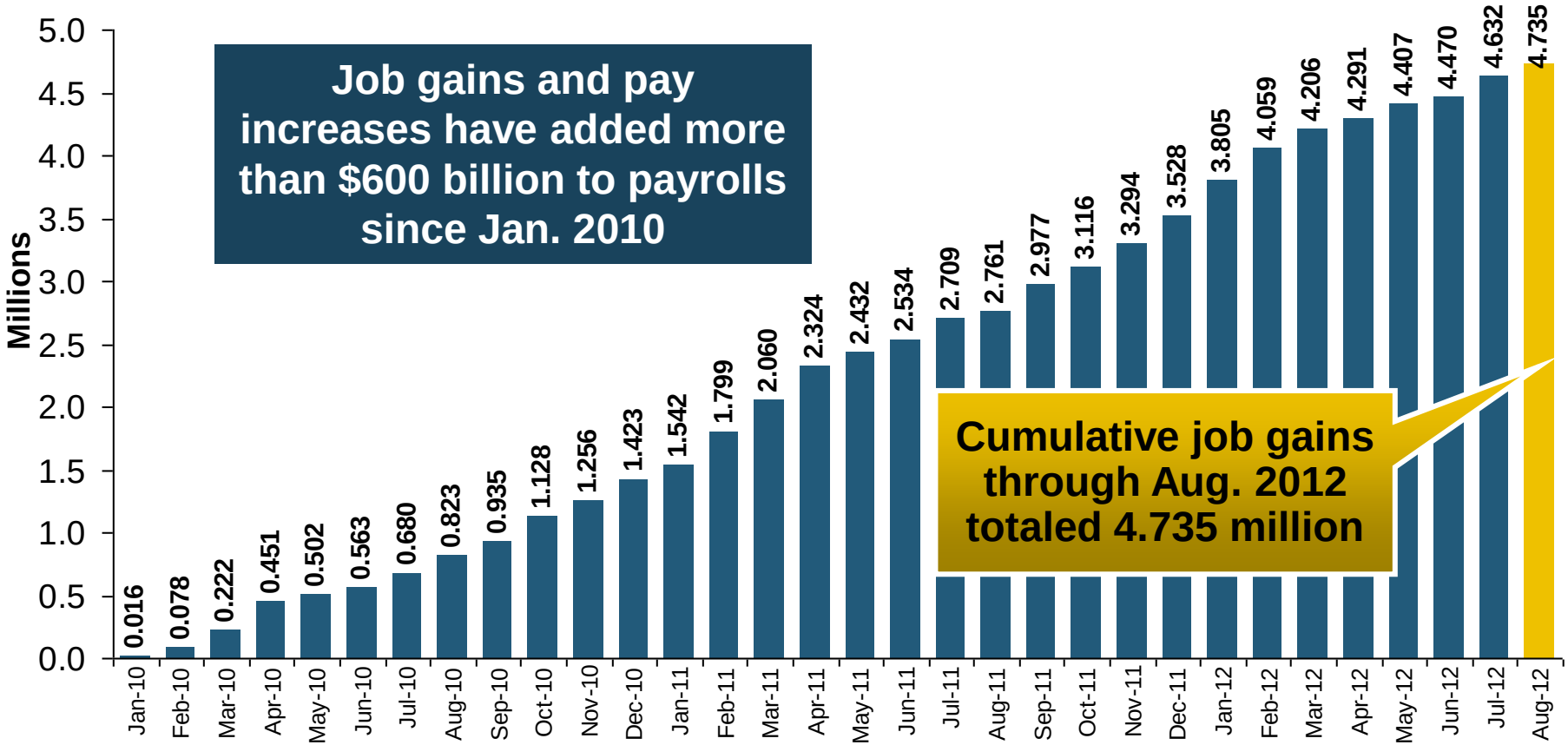
January 2010 through August 2012* (Millions)



Private Employers Added 4.74 million Jobs Since Jan. 2010 After Having Shed 4.66 Million Jobs in 2009 and 3.81 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)

Source: US Bureau of Labor Statistics: http://www.bls.gov/ces/home.htm; Insurance Information Institute

Cumulative Change in Government Employment: Jan. 2010—August 2012

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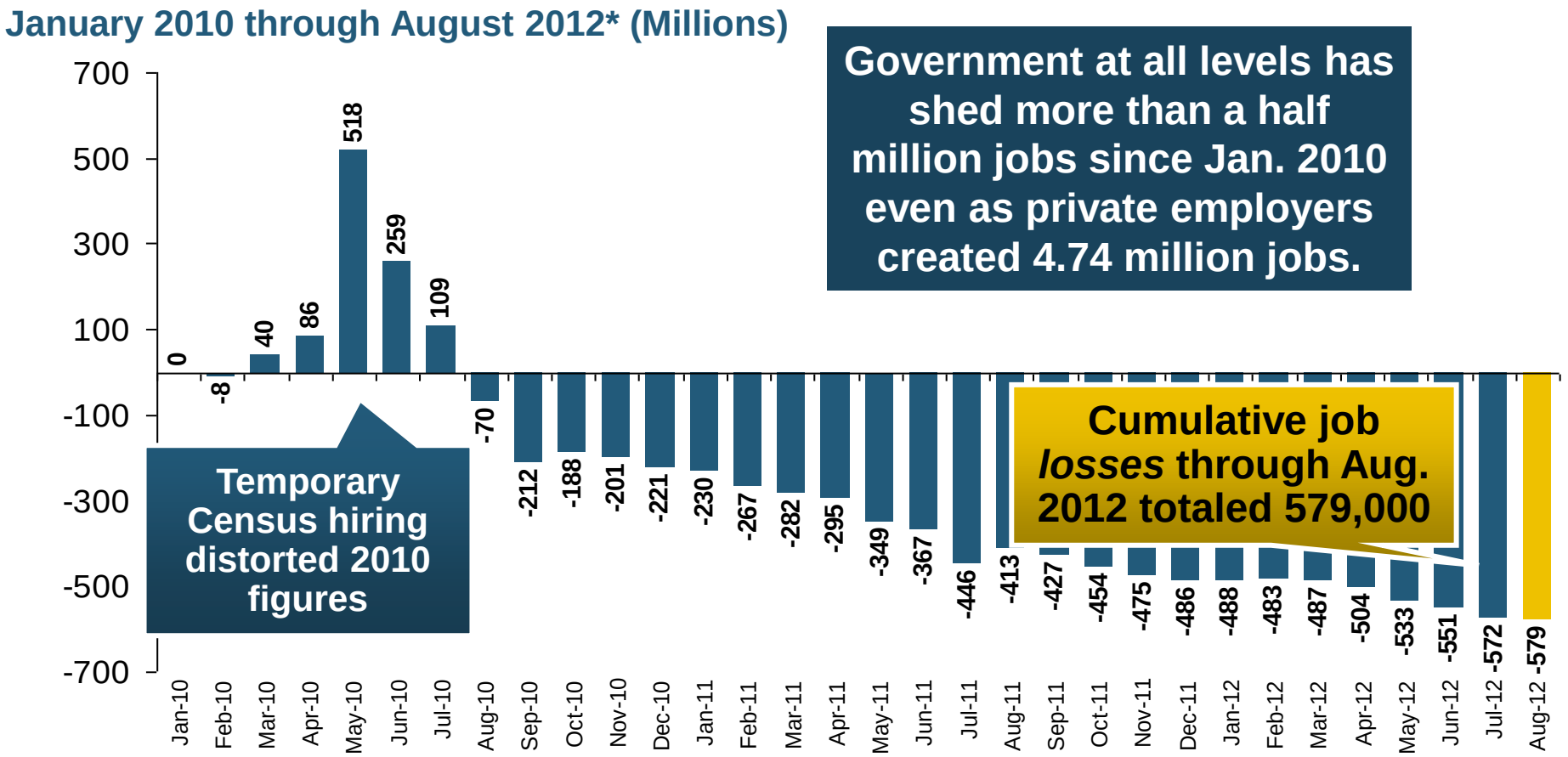
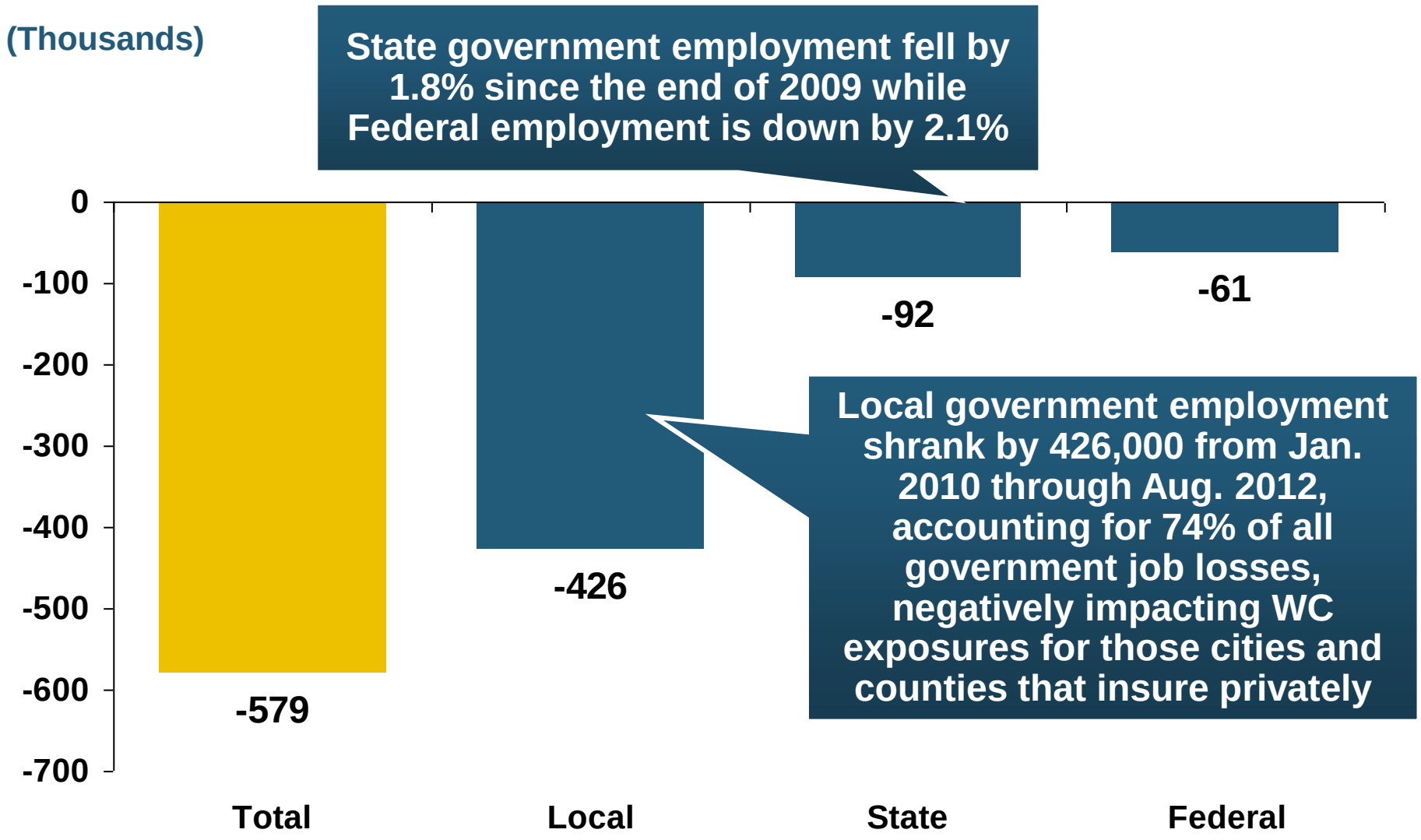


Governments at All Levels are Under Severe Fiscal Strain As Tax Receipts Plunged and Pension Obligations Soared During the Financial Crisis, Causing Them to Reduce Staff

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

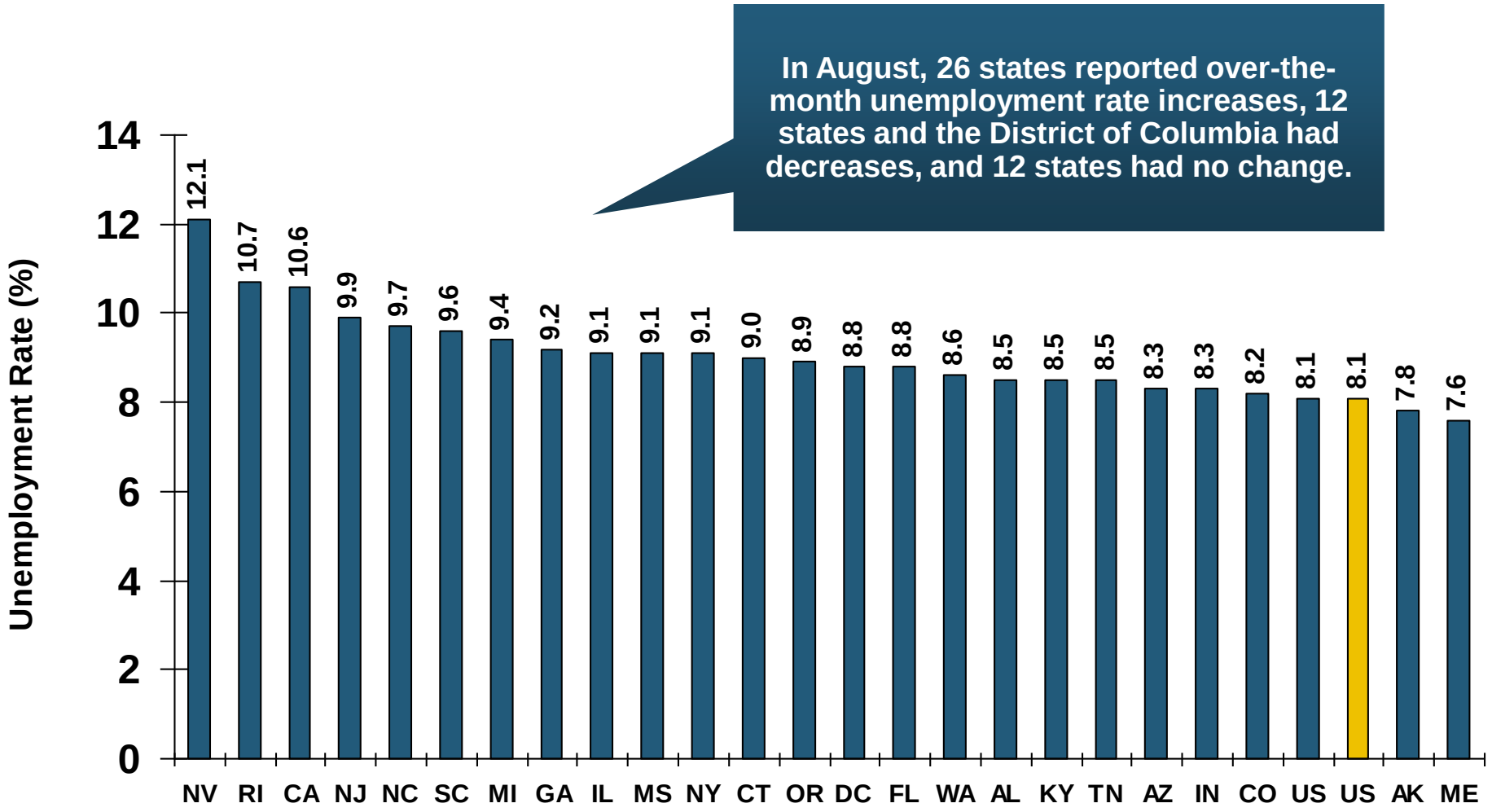
Net Change in Government Employment: Jan. 2010—August 2012*



*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

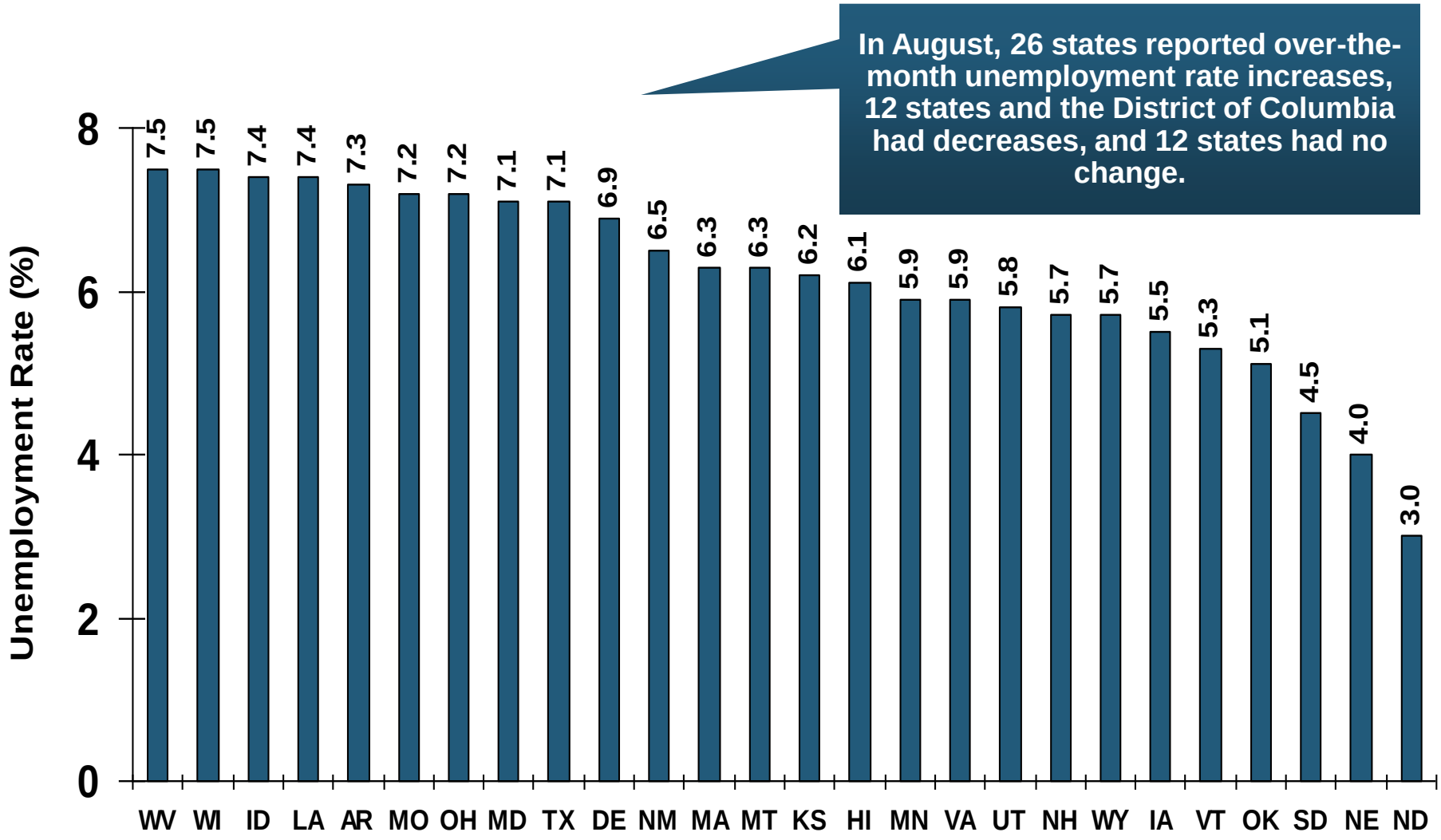
Unemployment Rates by State, August 2012: Highest 25 States*



*Provisional figures for August 2012, seasonally adjusted.

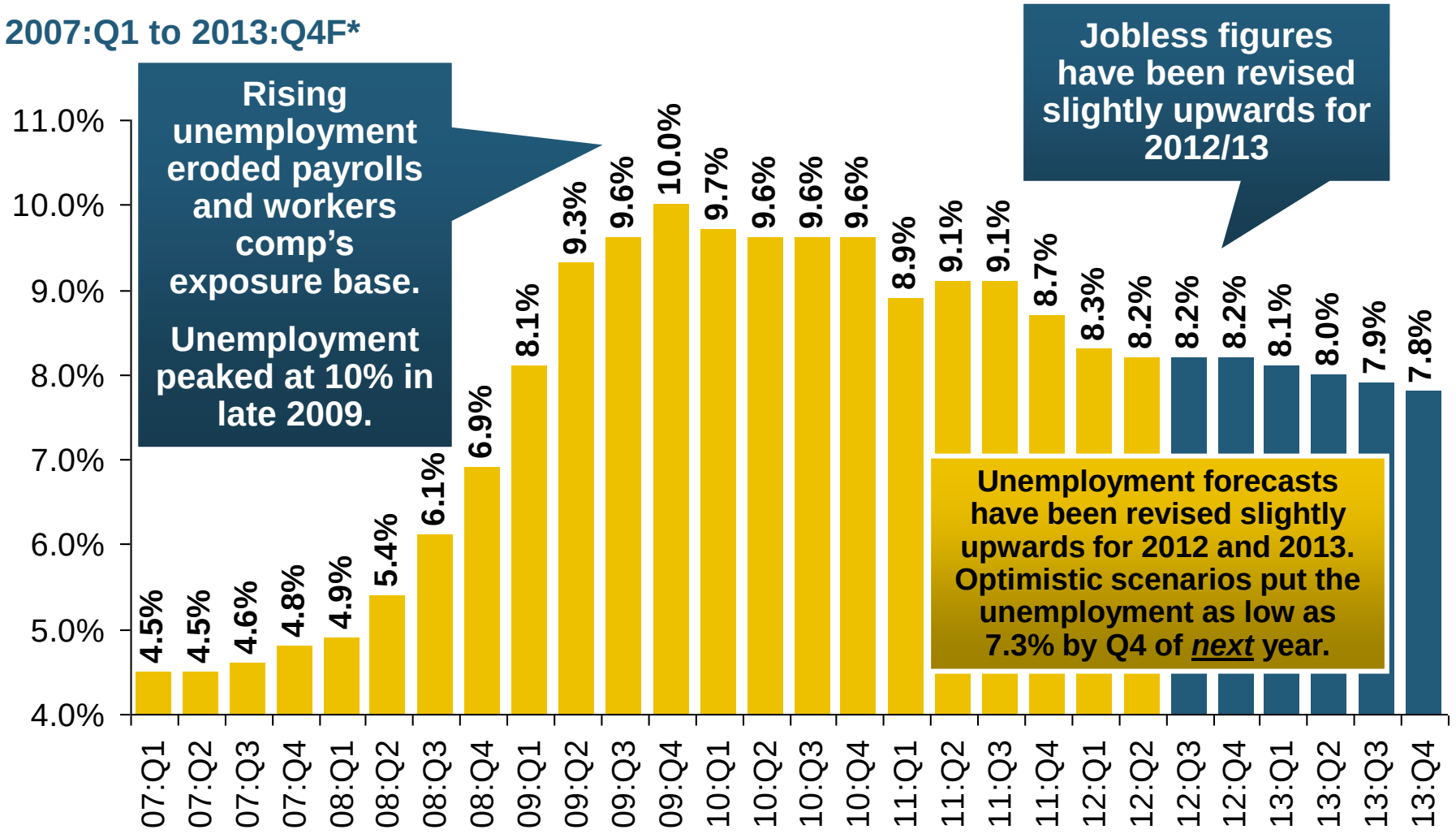
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

Unemployment Rates by State, August 2012: Lowest 25 States*



*Provisional figures for August 2012, seasonally adjusted.
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

US Unemployment Rate Forecast



* = actual; = forecasts

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (9/12 edition); Insurance Information Institute.

US Unemployment Rate Forecasts

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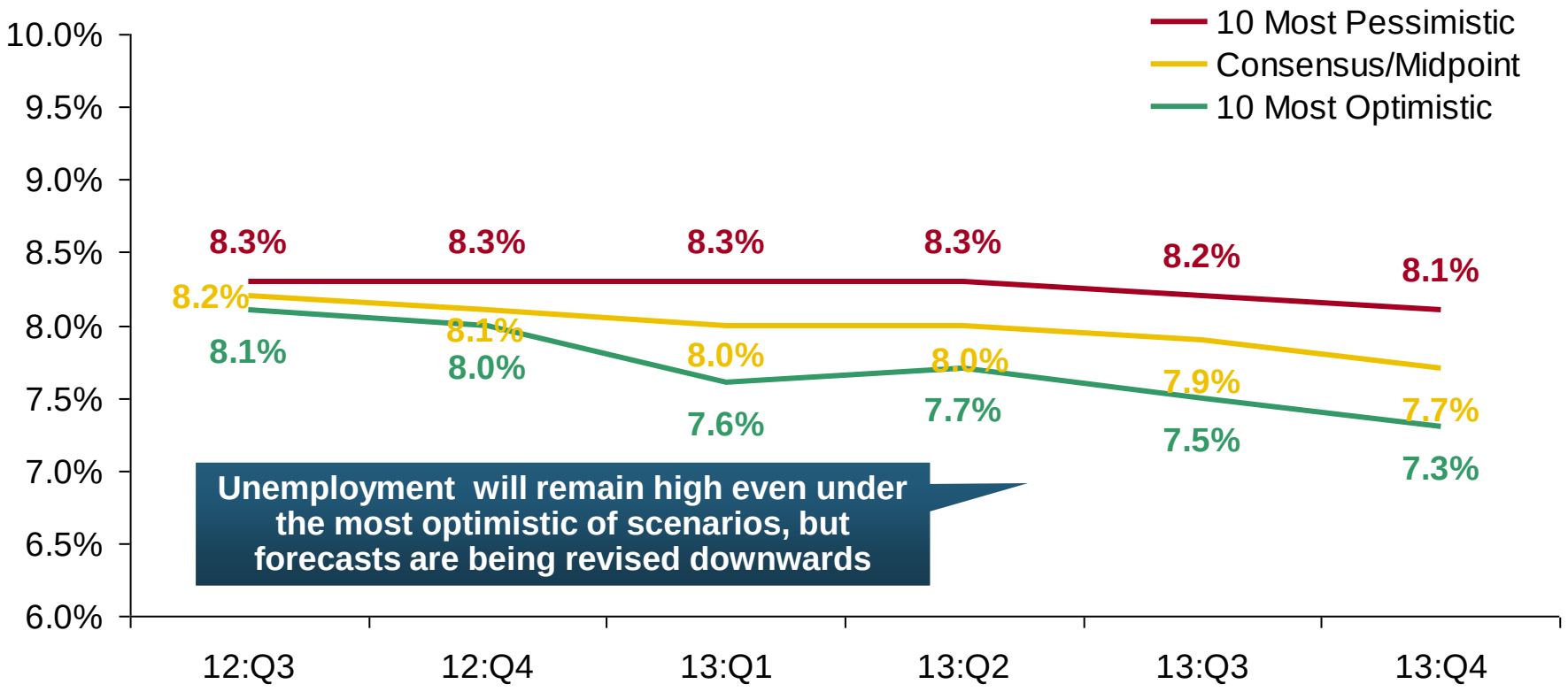
Quarterly, 2012:Q2 to 2013:Q4

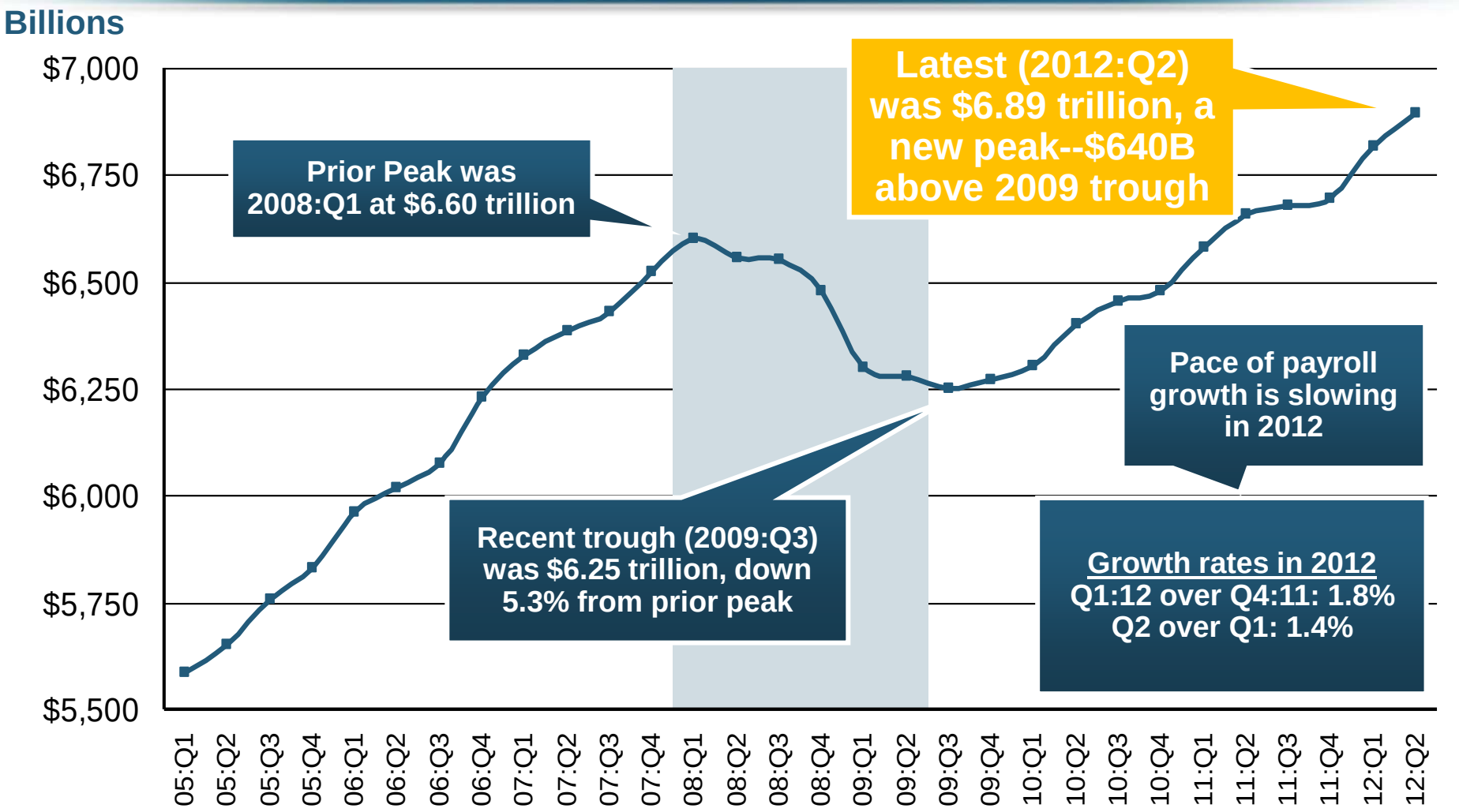


Unemployment will remain high even under the most optimistic of scenarios, but forecasts are being revised downwards

Steadily Decreasing Unemployment Should Benefit the Workers Comp Exposure Base at Least Through 2013

Sources: Blue Chip Economic Indicators (8/12); Insurance Information Institute

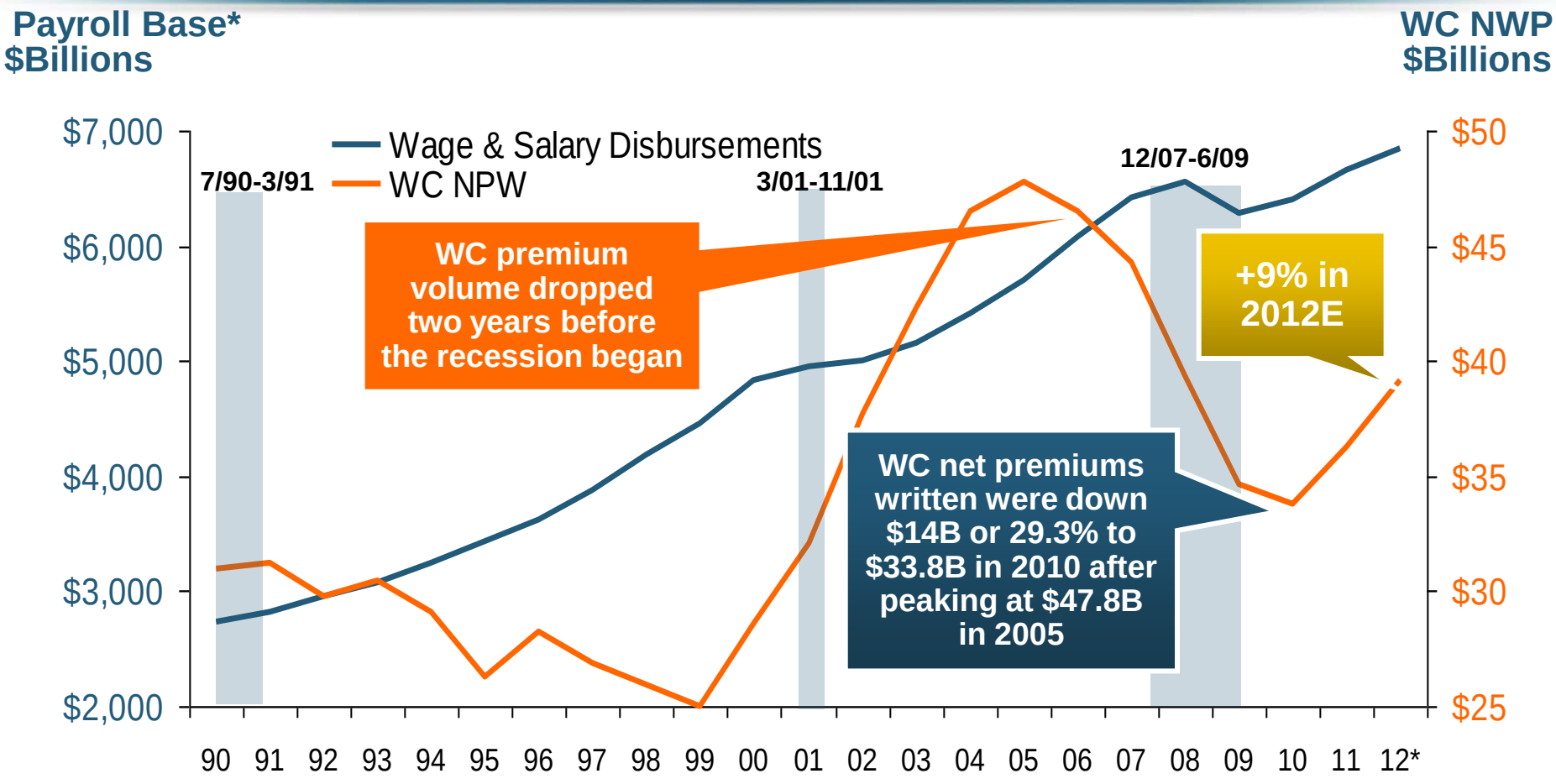
Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2012:Q2



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



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. Payroll and WC premiums for 2012 is 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.

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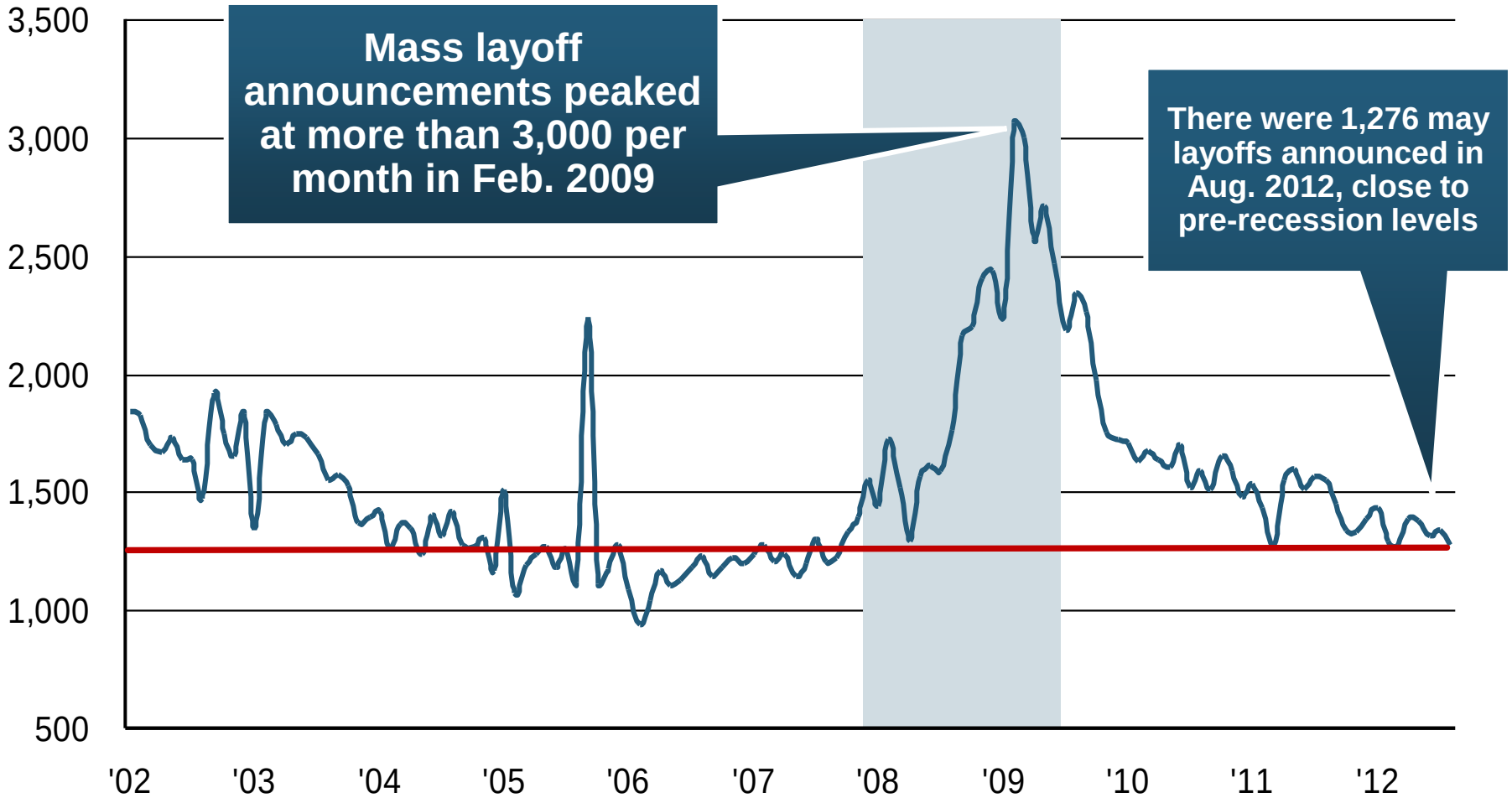
POSITIVE LABOR MARKET DEVELOPMENTS

Key Factors Driving Workers Compensation Exposure

Mass Layoff Announcements, Jan. 2002—August 2012*



*Seasonally adjusted.

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics at http://www.bls.gov/mls/; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Average Weekly Hours of All Private Workers, Mar. 2006—June 2012

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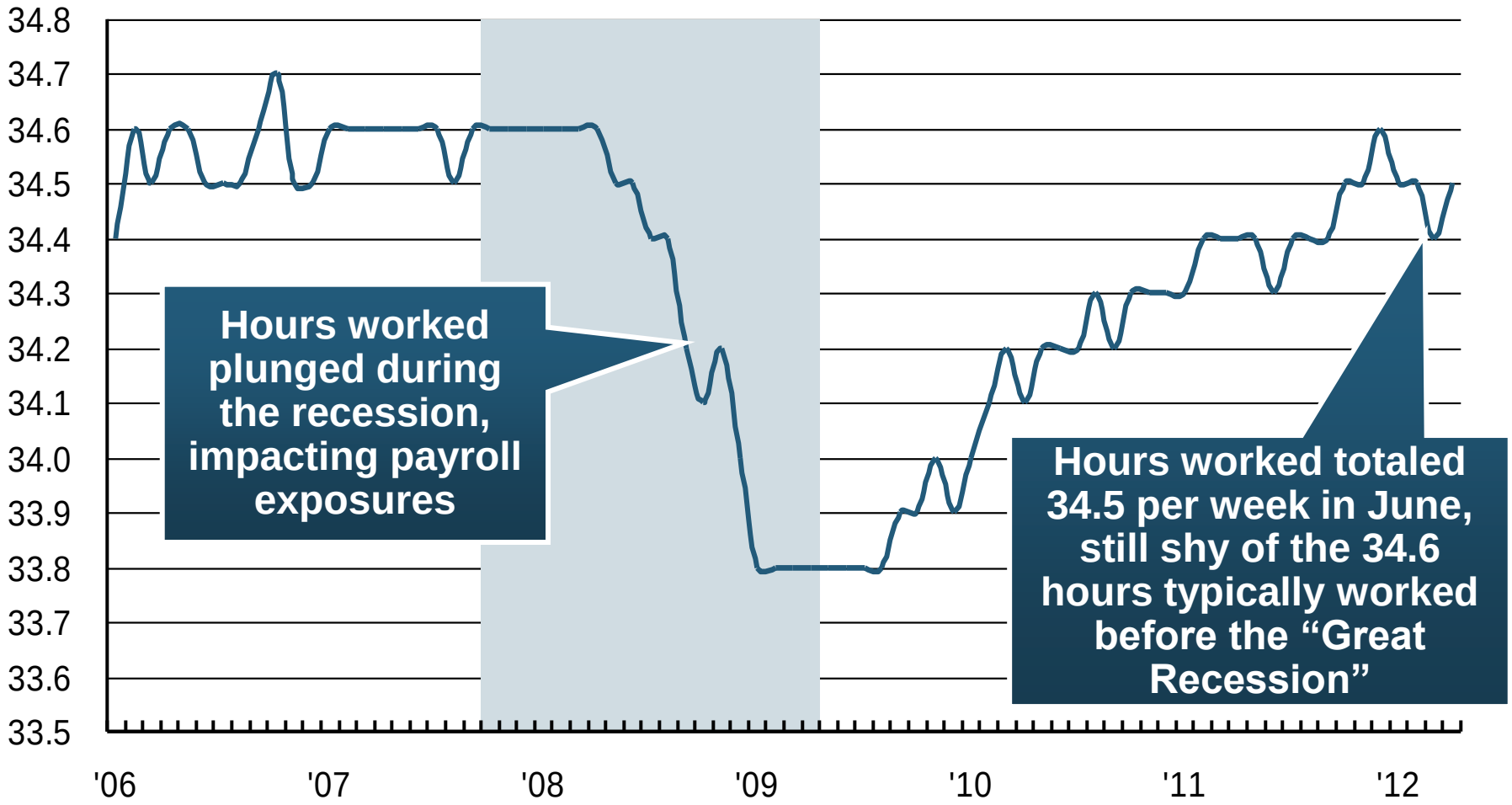
(Hours Worked)



*Seasonally adjusted

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics at http://www.bls.gov/data/#employment; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Average Hourly Wage of All Private Workers, Mar. 2006—June 2012

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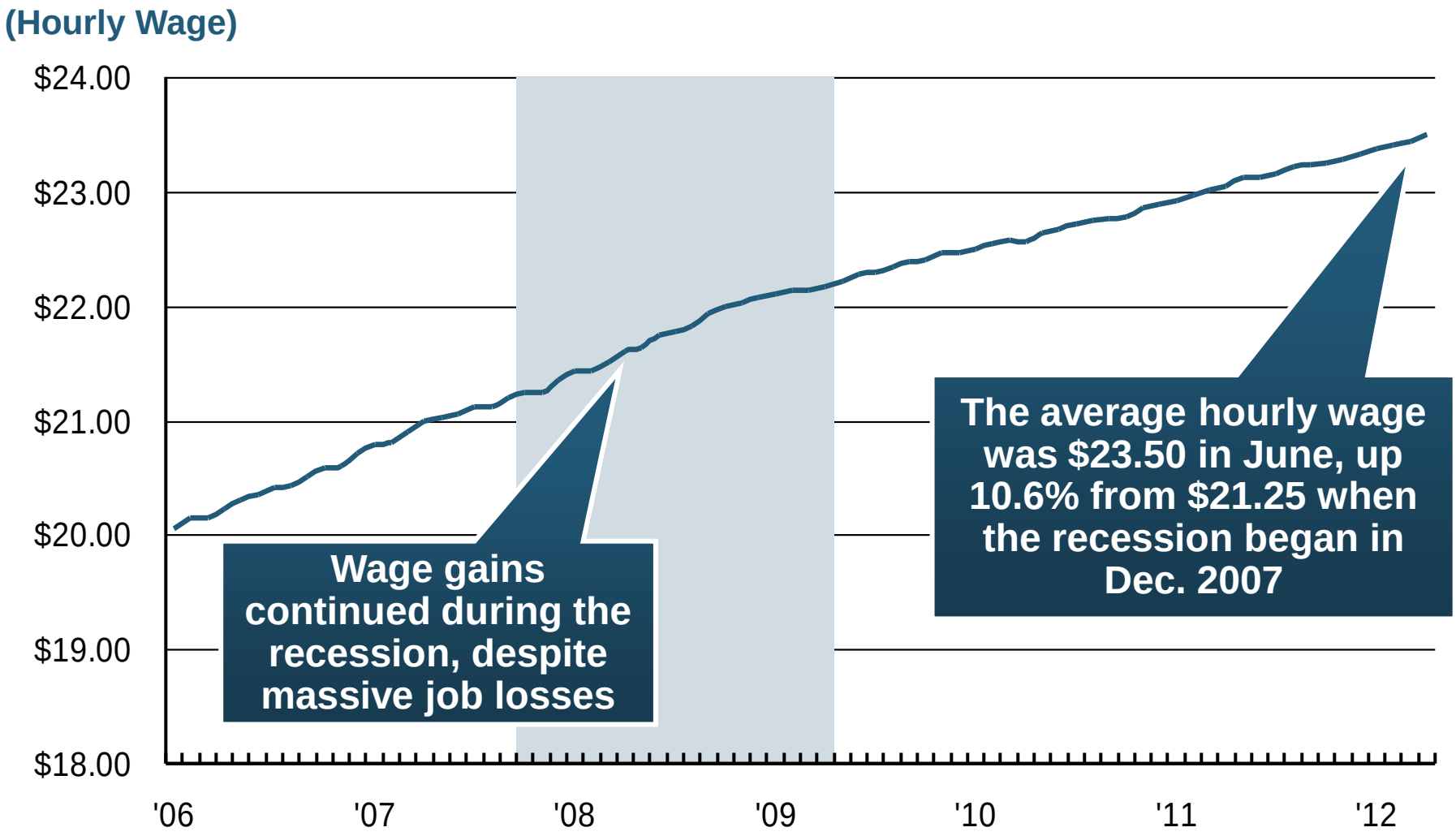

*Seasonally adjusted

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics at http://www.bls.gov/data/#employment; National Bureau of Economic Research (recession dates); Insurance Information Institute.

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ADVERSE LONG-TERM LABOR MARKET DEVELOPMENTS

Key Factors Harming Workers Compensation Exposure and the Overall Economy

Duration of Unemployment, June 2011 vs. June 2012

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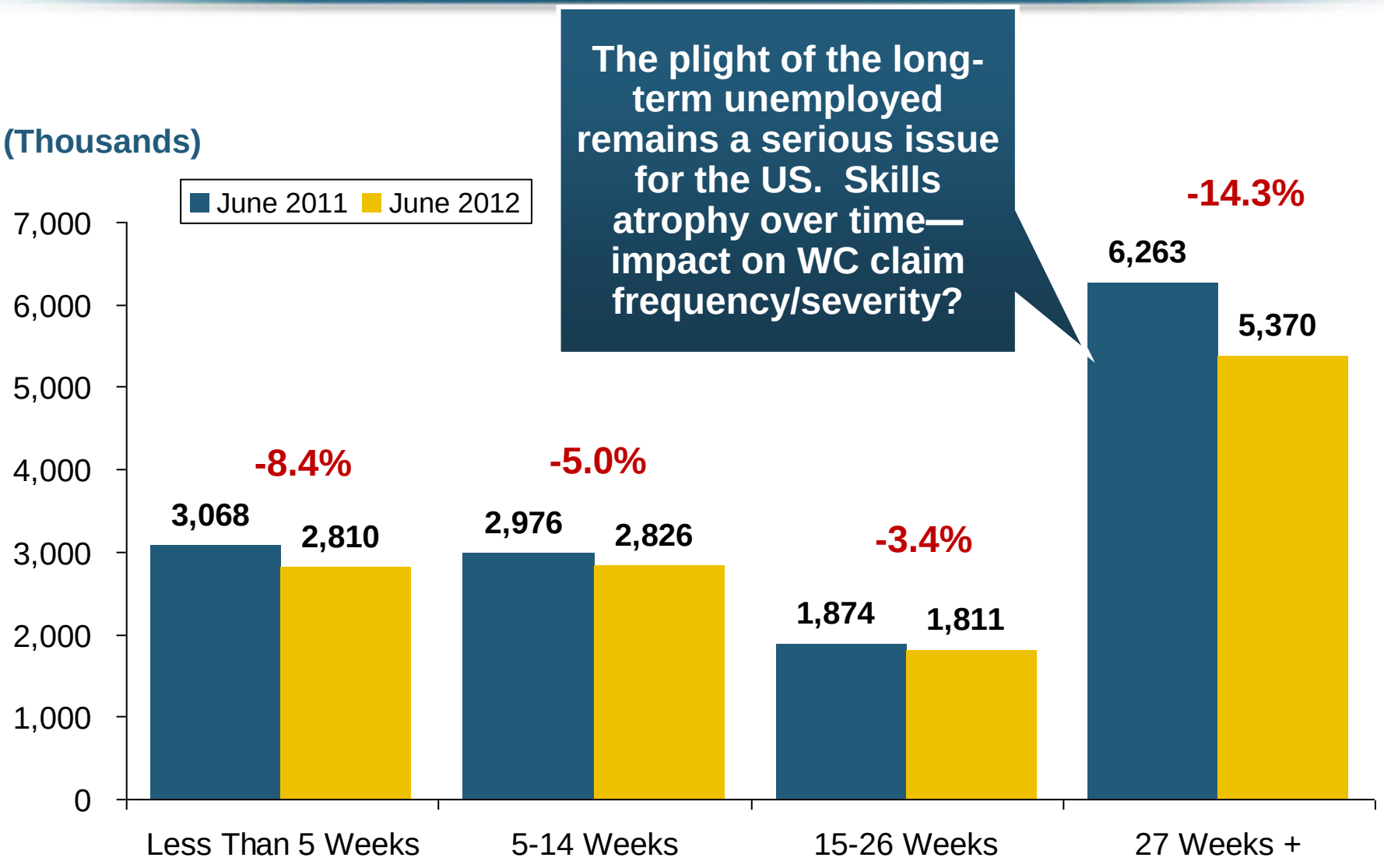

Source: US Bureau of Labor Statistics at http://www.bls.gov/news.release/empsit.a.htm; Insurance Information Institute.

Labor Force Participation Rate, Jan. 2002—June 2012*

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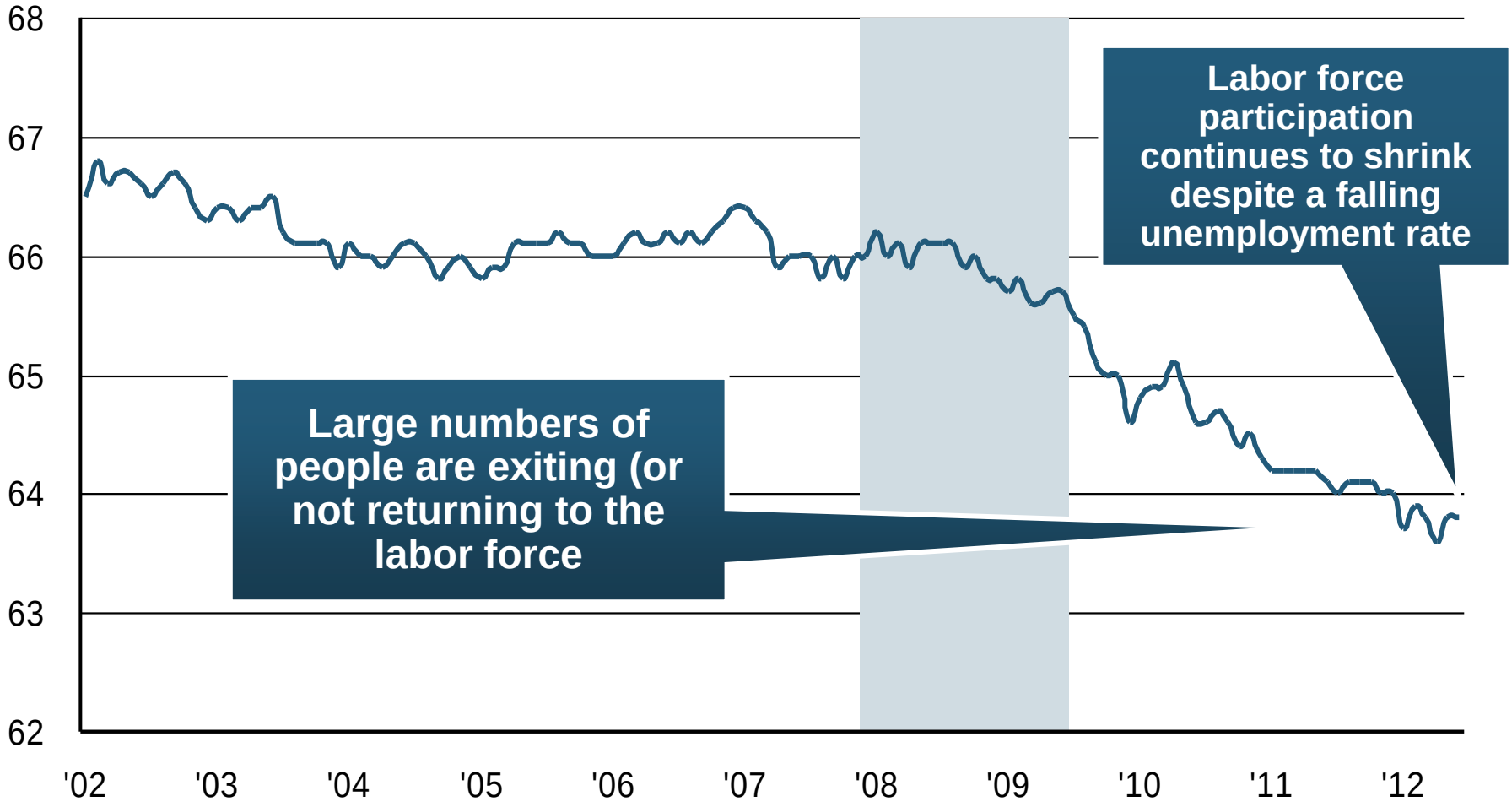
Labor Force Participation as a % of Population



*Defined as the percentage of working age persons in the population who are employed or actively seeking work.

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics at http://data.bls.gov/timeseries/LNS11300000; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Number of "Discouraged Workers," Jan. 2002—August 2012

In recent good times, the number of discouraged workers ranged from 200,000-400,000 (1995-2000) or from 300,000-500,000 (2002-2007).

Notes: Recessions indicated by gray shaded columns. Data are seasonally adjusted.

Sources: Bureau of Labor Statistics http://www.bls.gov/news.release/empsit.a.htm ; NBER (recession dates); Ins. Info. Inst.

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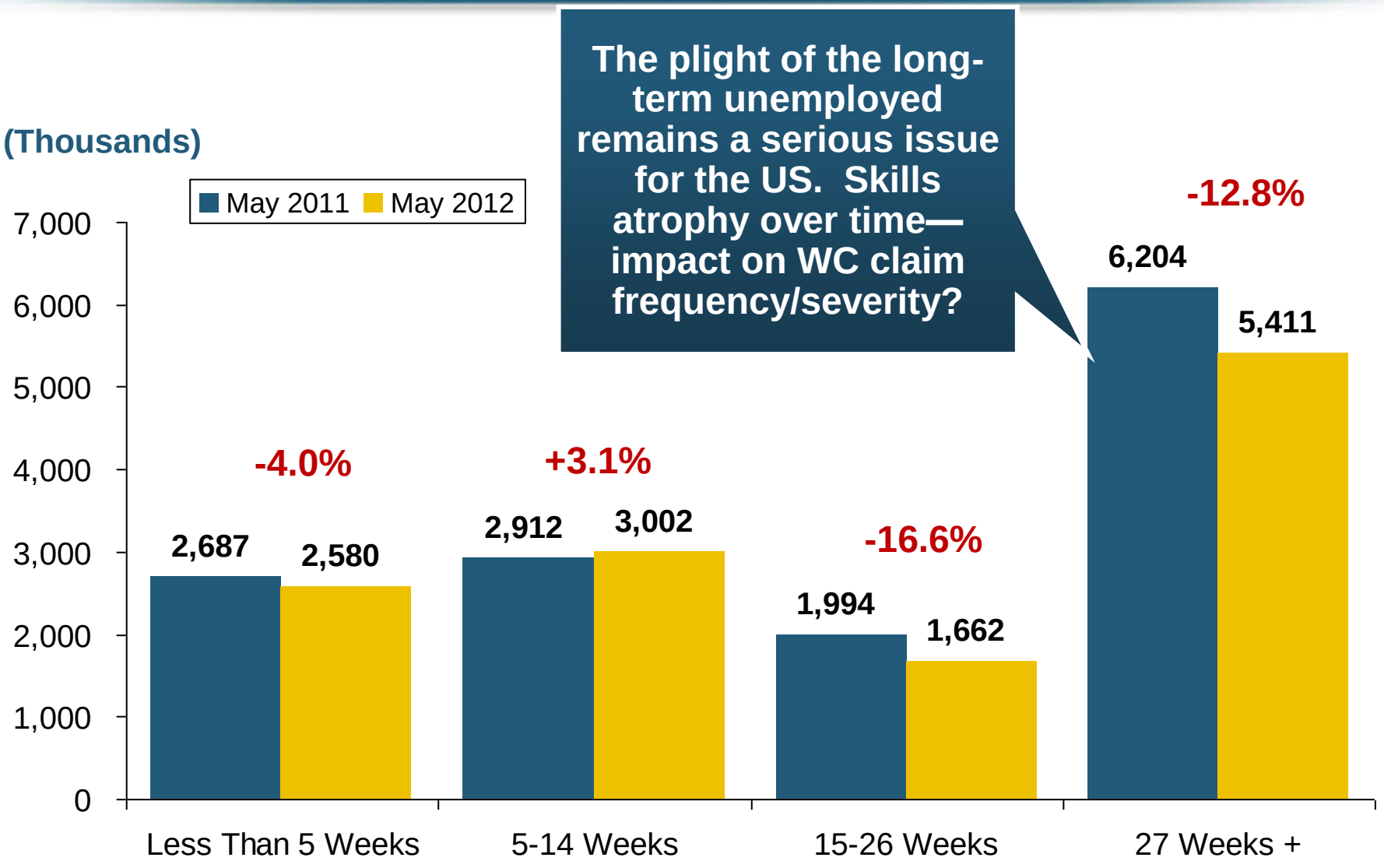
ADVERSE LONG-TERM LABOR MARKET DEVELOPMENTS

Key Factors Harming Workers Compensation Exposure and the Overall Economy

Duration of Unemployment, May 2011 vs. May 2012

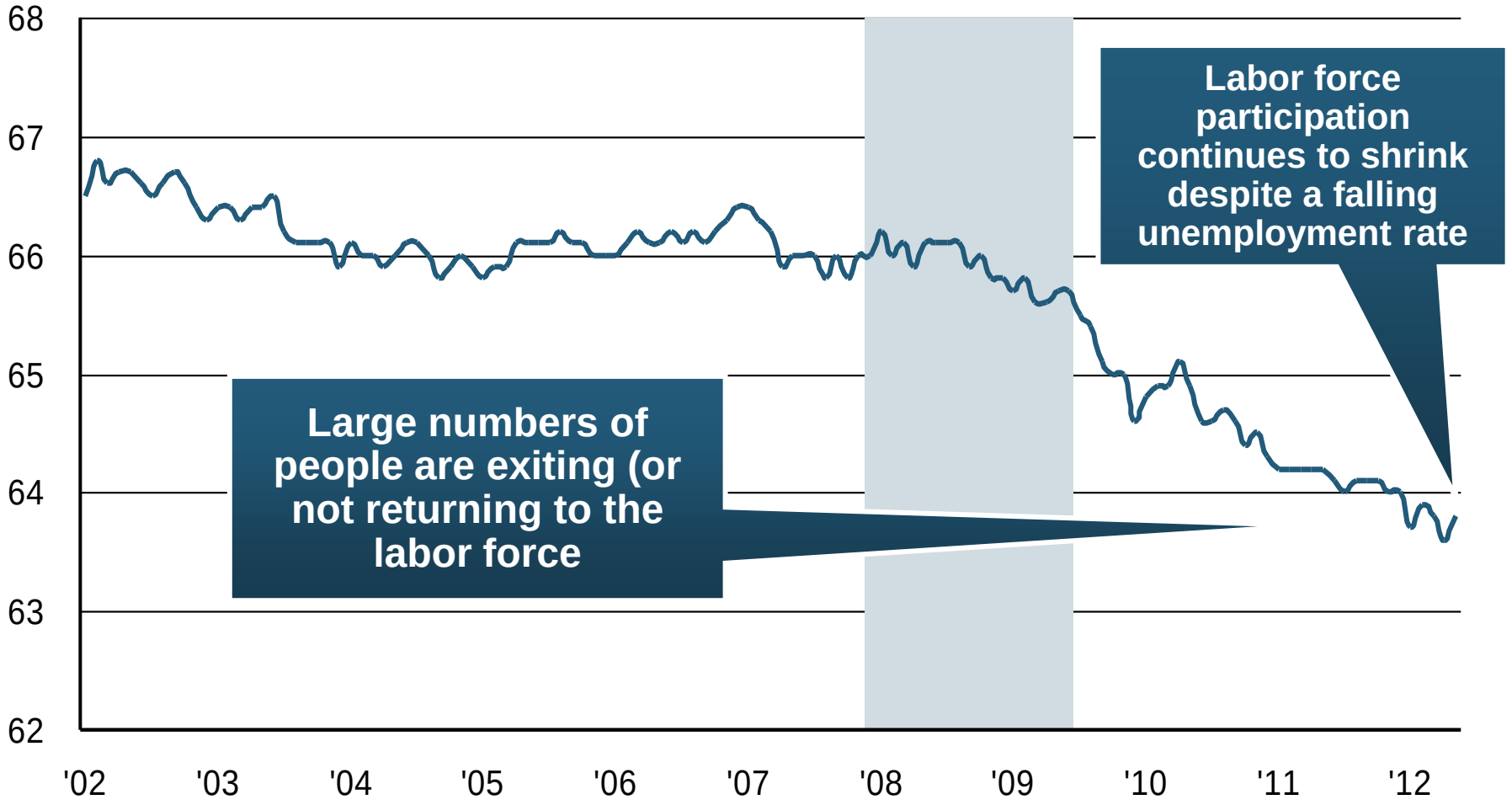


Source: US Bureau of Labor Statistics at http://www.bls.gov/news.release/empsit.a.htm; Insurance Information Institute.

Labor Force Participation Rate, Jan. 2002—May 2012*

INSURANCE INFORMATION INSTITUTE

Labor Force Participation as a % of Population



*Defined as the percentage of working age persons in the population who are employed or actively seeking work.

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Sources: US Bureau of Labor Statistics at http://www.bls.gov/mls/; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Number of "Discouraged Workers," Jan. 2002—May 2012

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Notes: Recessions indicated by gray shaded columns. Data are seasonally adjusted.

Sources: Bureau of Labor Statistics; National Bureau of Economic Research (recession dates).

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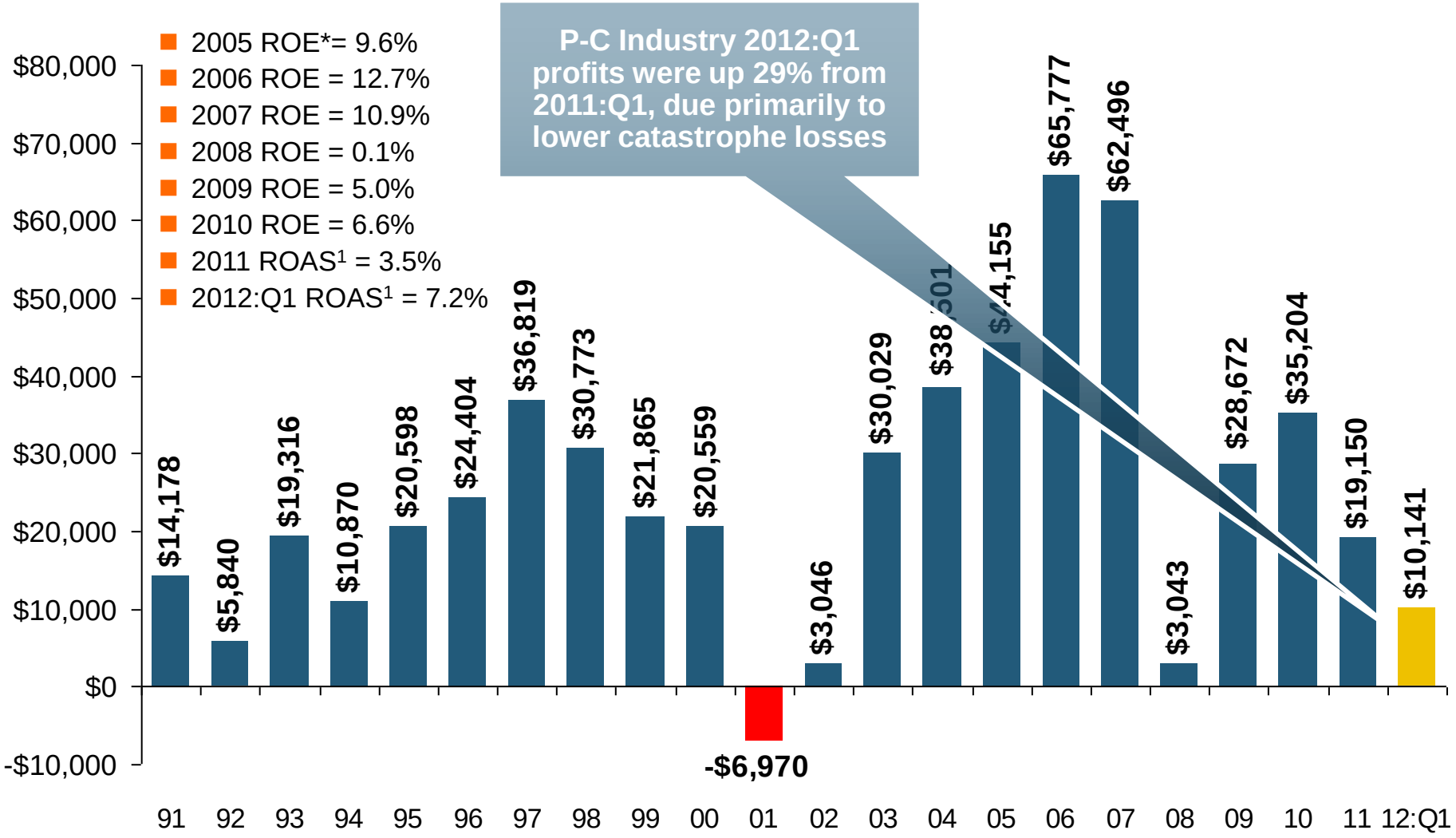
P/C Insurance Industry Financial Overview

Profit Recovery Was Set Back in 2011 by High Catastrophe Loss & Other Factors

P/C Net Income After Taxes 1991–2012:Q1 ($ Millions)



* ROE figures are GAAP; [1]Return on avg. surplus. Excluding Mortgage & Financial Guaranty insurers yields a 8.2% ROAS for 2012:Q1, 4.6% ROAS for 2011, 7.6% for 2010 and 7.4% for 2009.

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

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

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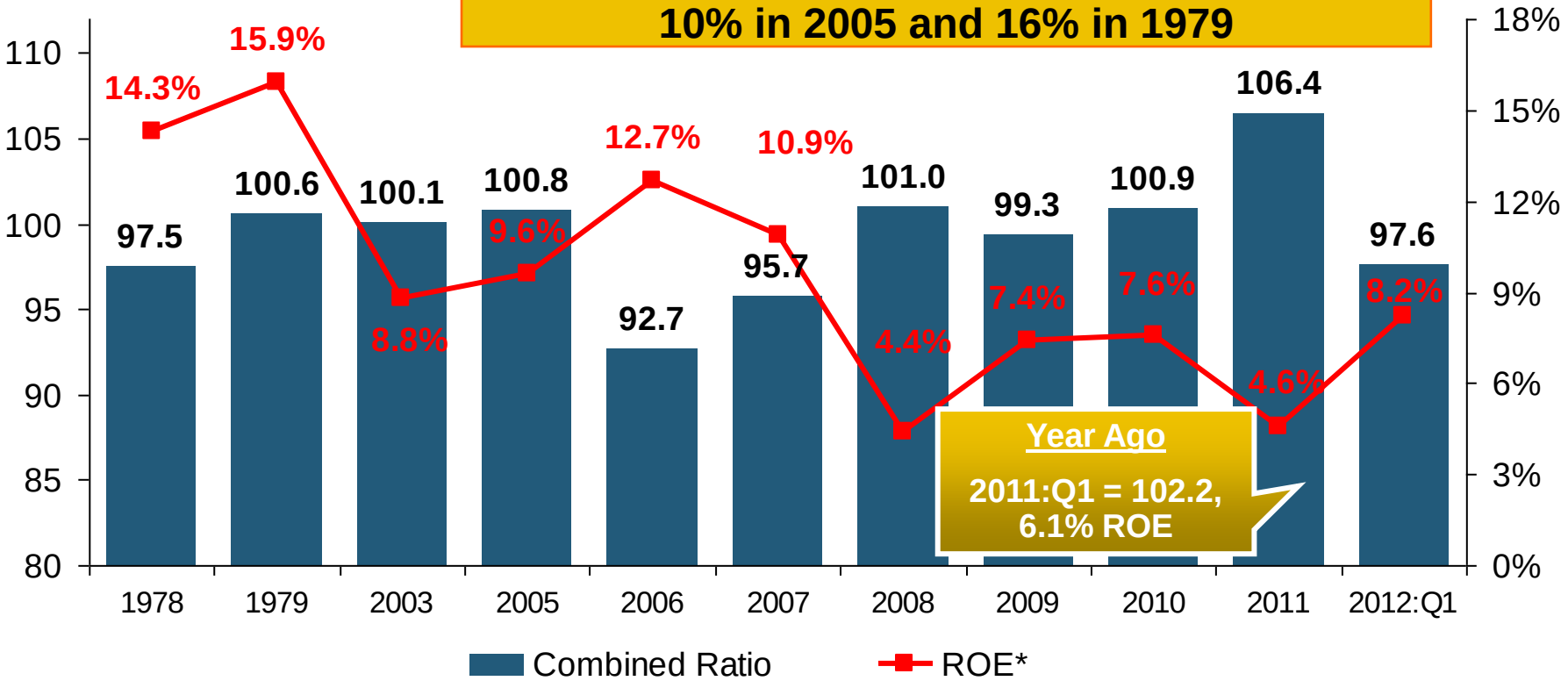
Combined Ratio / ROE

A combined ratio of about 100 generates an ROE of ~6.7% in 2012, ~7.5% ROE in 2009/10, 10% in 2005 and 16% in 1979

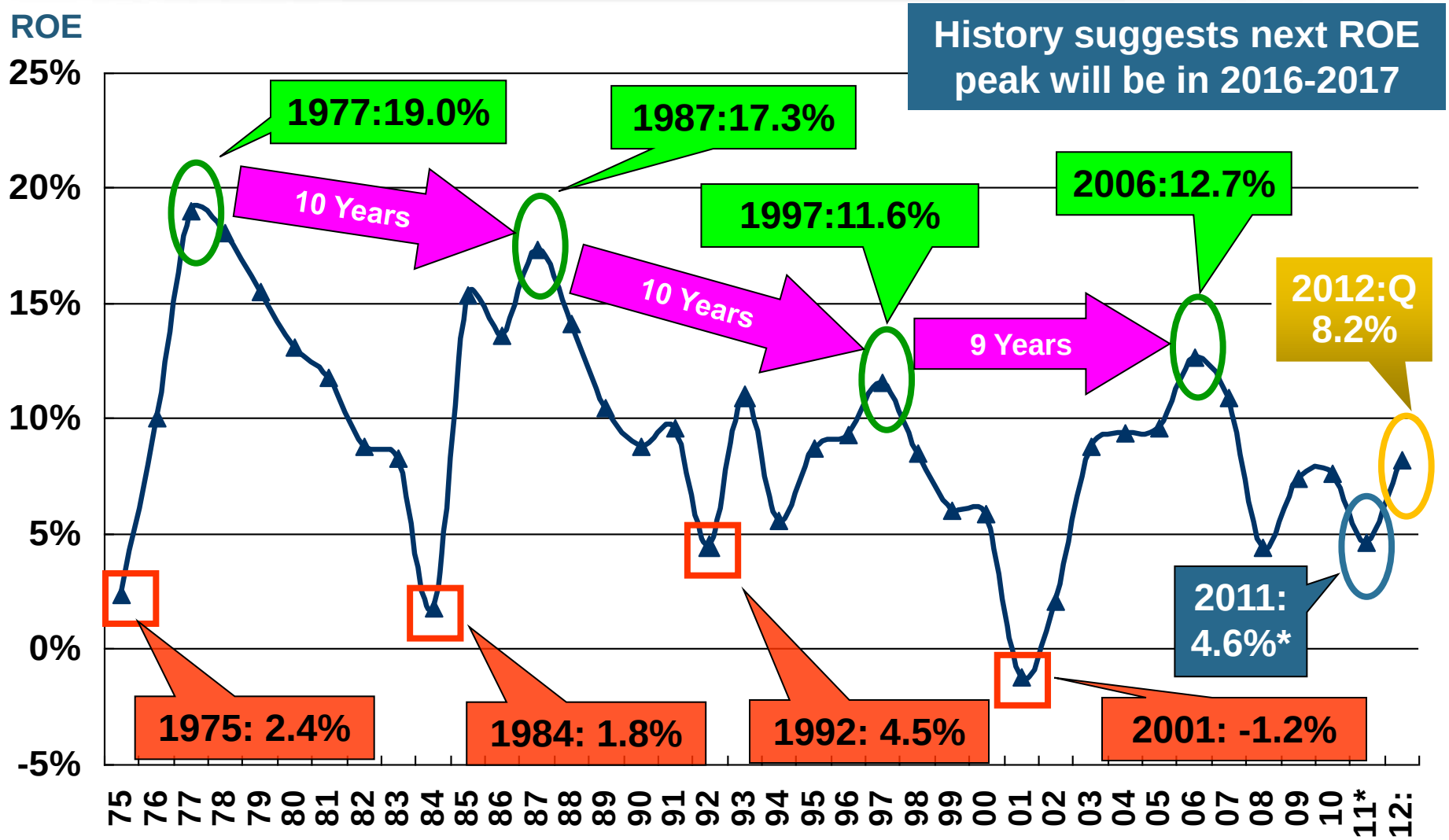


Combined Ratios Must Be Lower in Today's Depressed Investment Environment to Generate Risk Appropriate ROEs

* 2008 -2012 figures are return on average surplus and exclude mortgage and financial guaranty insurers. 2012:Q1 combined ratio including M&FG insurers is 99.0, ROAS = 7.2%; 2011 combined ratio including M&FG insurers is 108.2, ROAS = 3.5%.

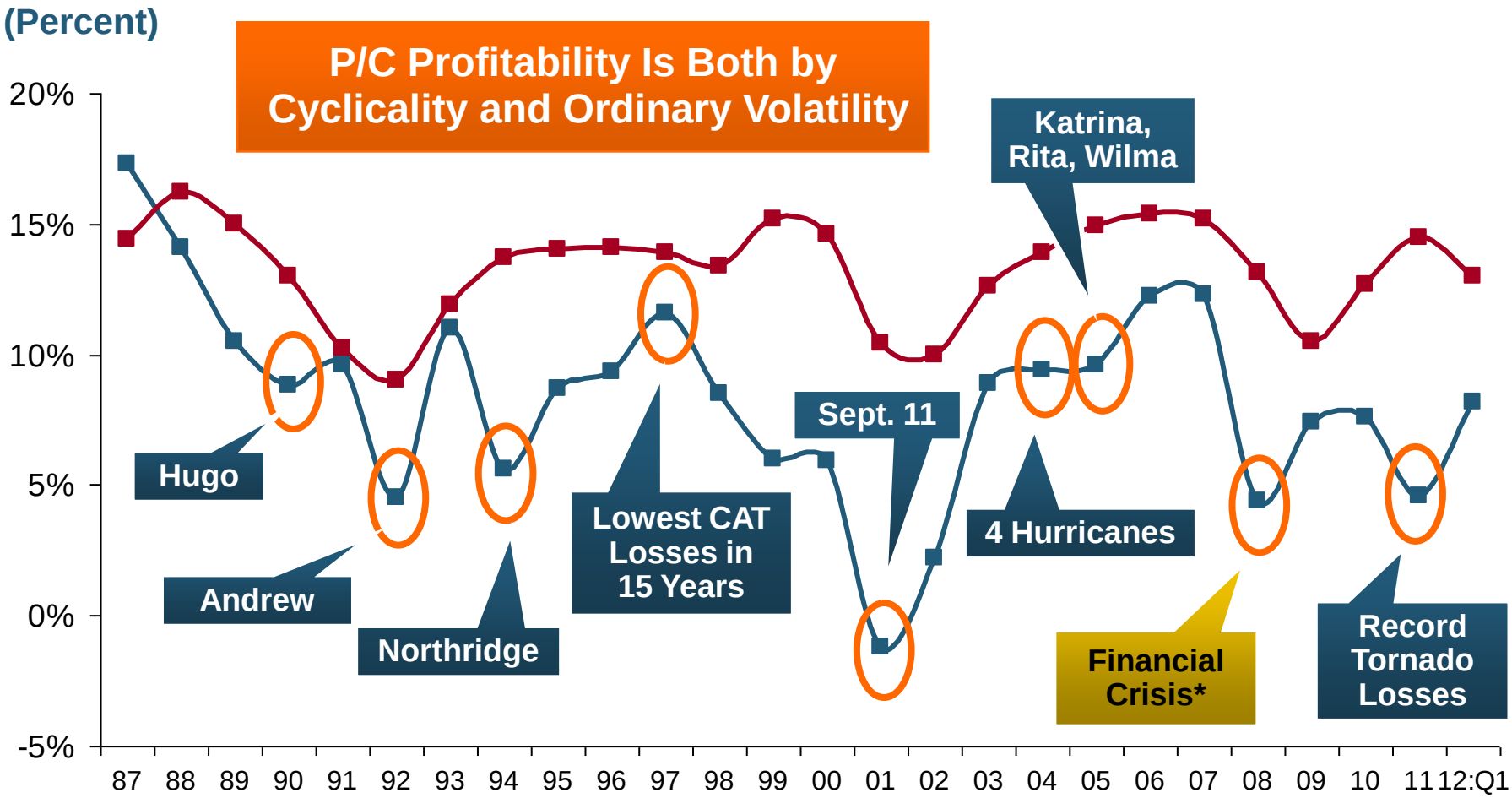
Source: Insurance Information Institute from A.M. Best and ISO data.

Profitability Peaks & Troughs in the P/C Insurance Industry, 1975 – 2012:Q1*



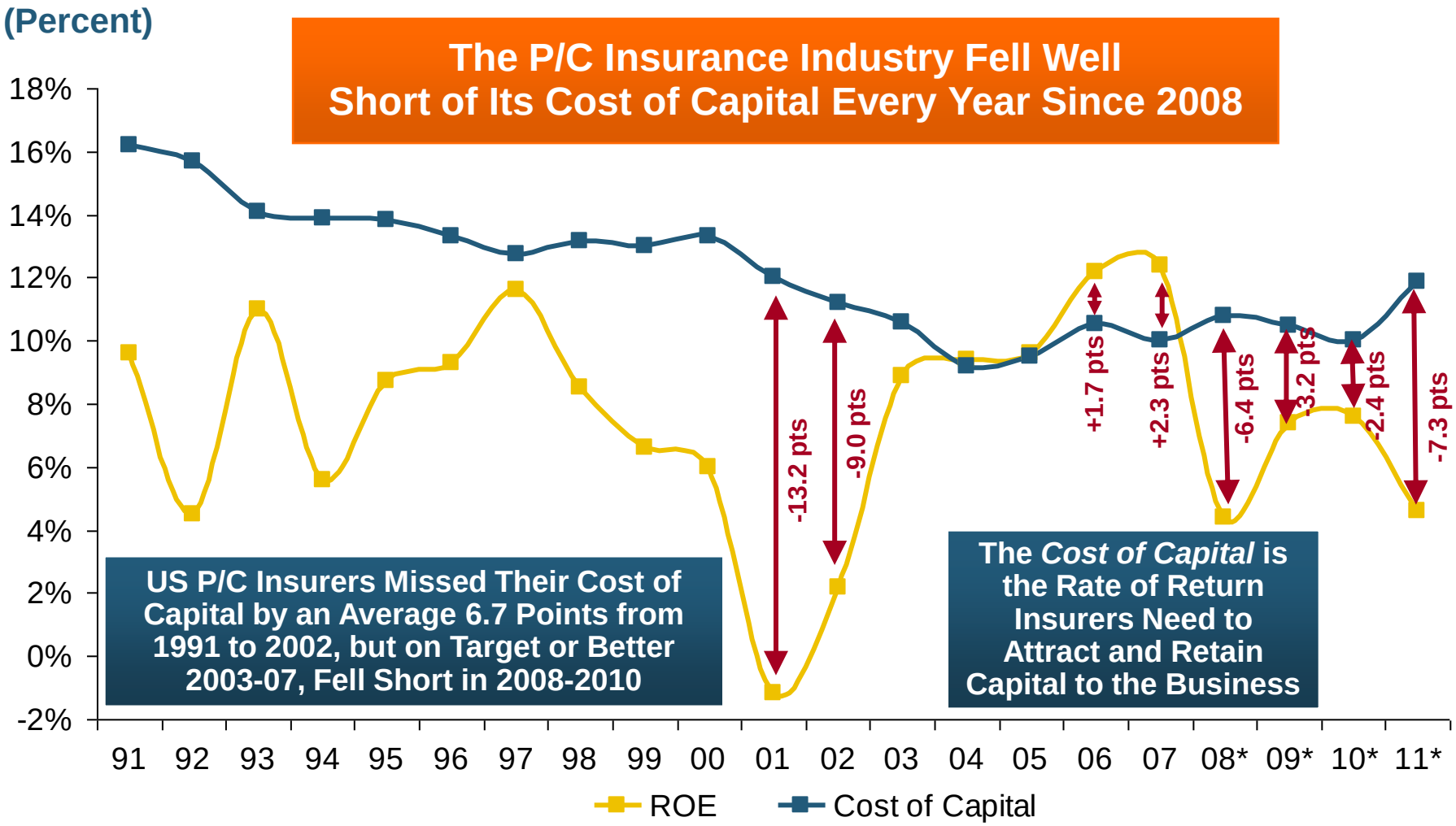
*Profitability = P/C insurer ROEs. 2011 figure is an estimate based on ROAS data. Note: Data for 2008-2012 exclude mortgage and financial guaranty insurers. 2012:Q1 ROAS = 7.2% including M&FG.
Source: Insurance Information Institute; NAIC, ISO, A.M. Best.

ROE: Property/Casualty Insurance vs. Fortune 500, 1987–2012:Q1*



* Excludes Mortgage & Financial Guarantee in 2008 – 2012. 2012 Fortune 500 figure is III estimate.
Sources: ISO, *Fortune*; Insurance Information Institute.

ROE vs. Equity Cost of Capital: U.S. P/C Insurance:1991-2011*



* Return on average surplus in 2008-2011 excluding mortgage and financial guaranty insurers.
Source: The Geneva Association, Insurance Information Institute

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Personal Lines Profitability Analysis

Significant Variability Over Time and Across States

Return on Net Worth: Pvt. Passenger Auto, 10-Year Average (2001-2010*)

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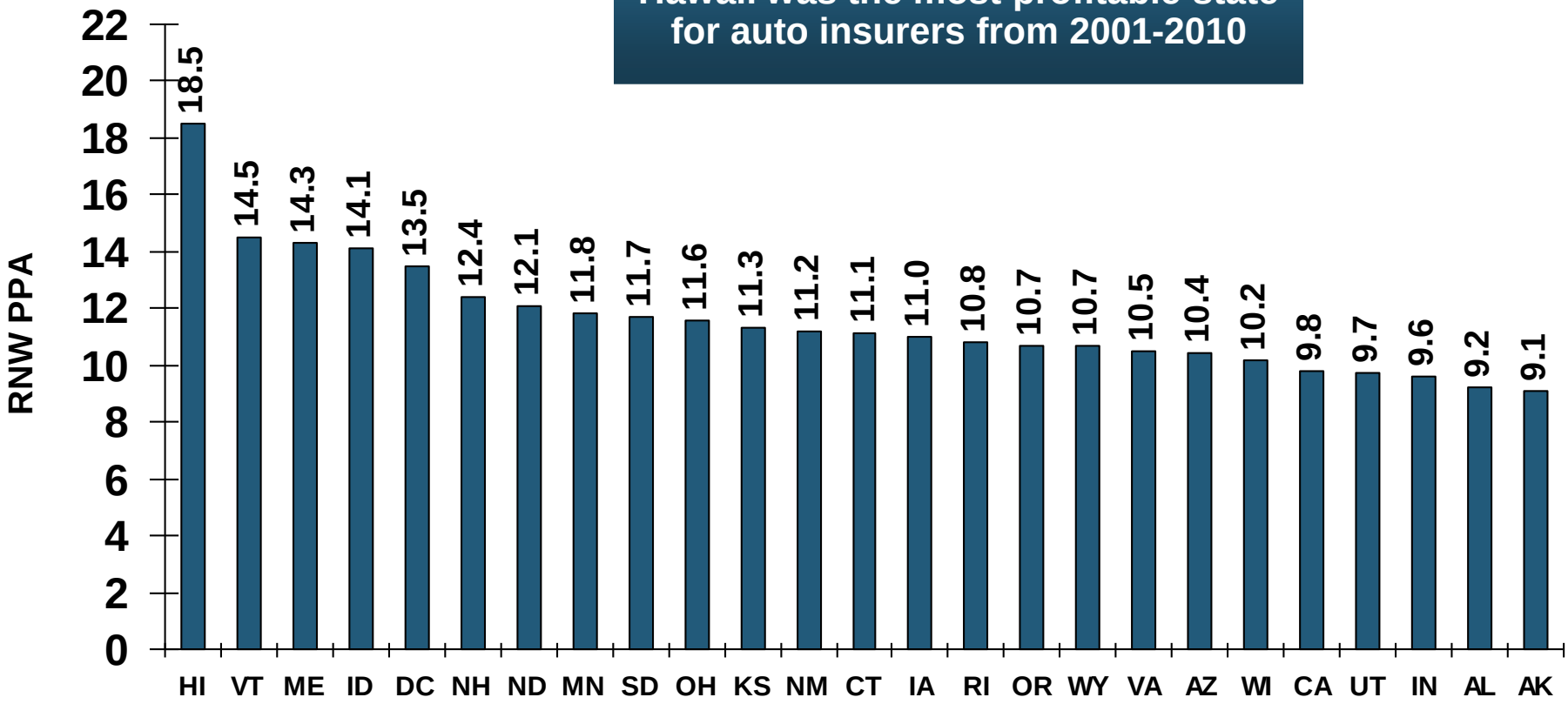
Top 25 States

(Percent)

Hawaii was the most profitable state for auto insurers from 2001-2010



*Latest available.

Sources: NAIC.

Return on Net Worth: Pvt. Passenger Auto, 10-Year Average (2001-2010*)

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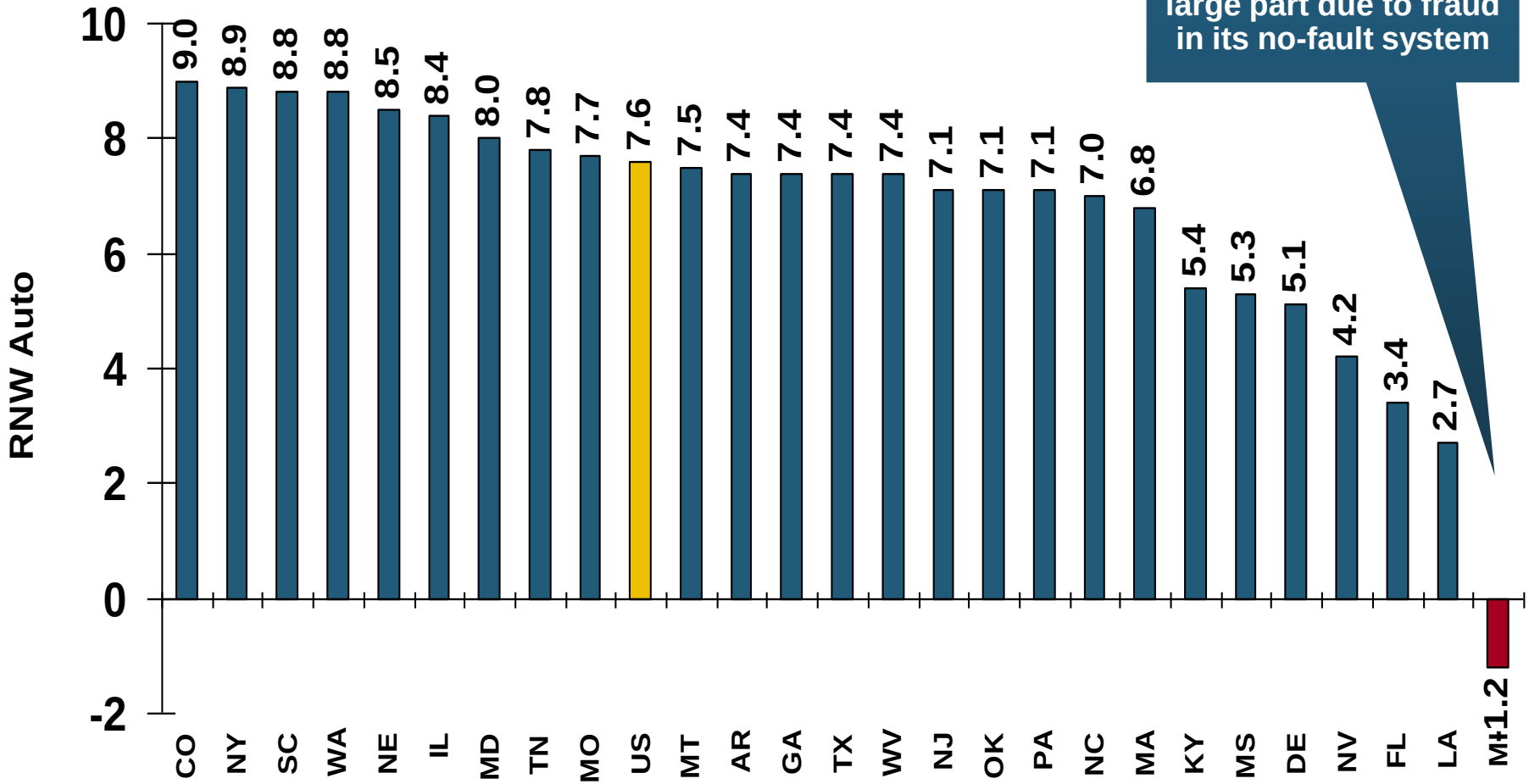
(Percent)

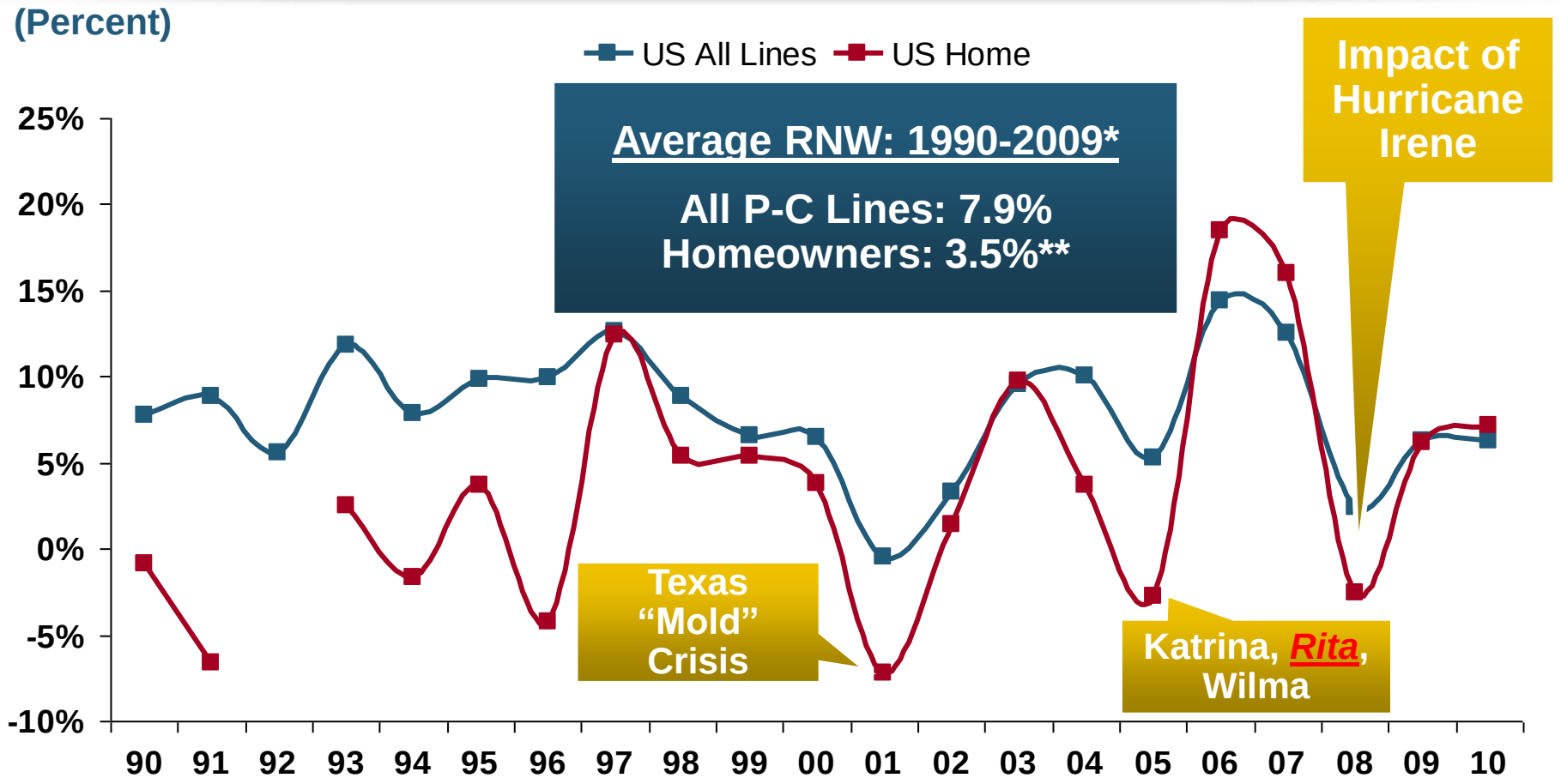
Bottom 25 States

Michigan was the least profitable state, in large part due to fraud in its no-fault system



*Latest avaiiable.
Sources: NAIC

Return on Net Worth: All P-C Lines vs. Homeowners, 1990-2010*



Homeowners Insurance Is Considerably More Volatile than the Market Overall Due to Coastal Exposure and Interior Wind/Hail Events

*Latest available.
**Excluding Hurricane Andrew (1992); including 1992 produces an average homeowners RNW of 0.7%.
Sources: NAIC.

Return on Net Worth: Homeowners Insurance, 10-Year Average (2001-2010*)

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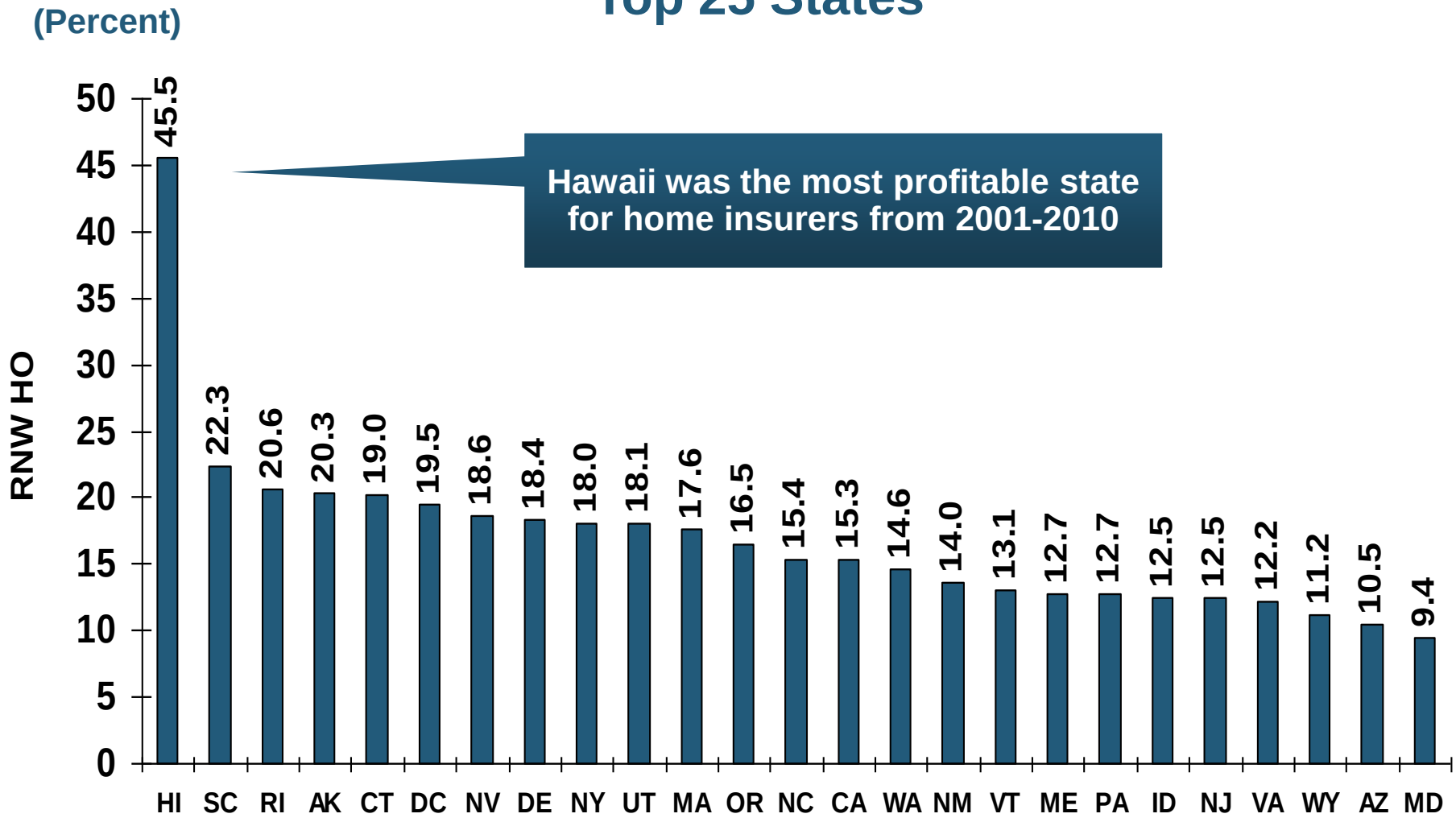
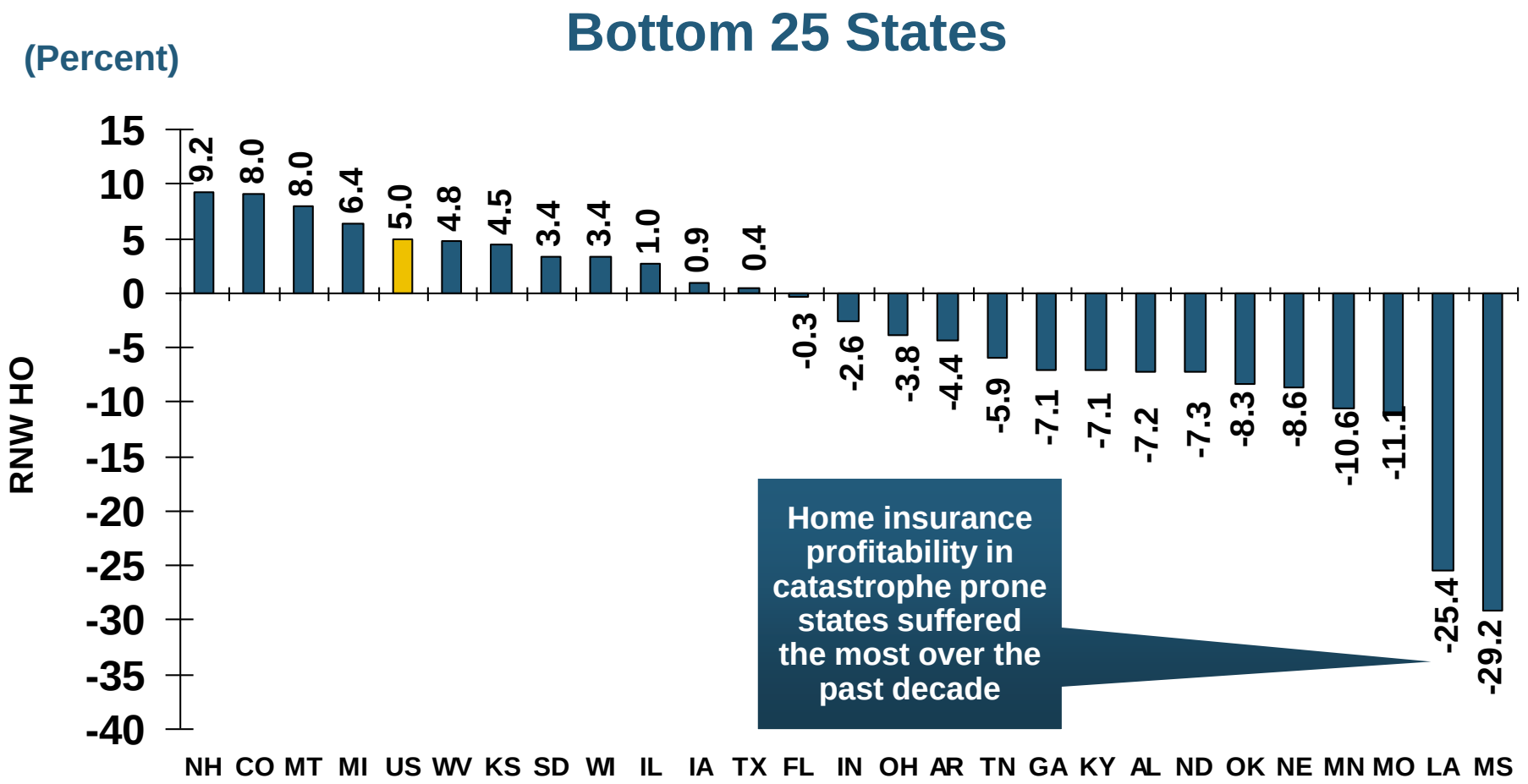
Top 25 States



*Latest available.

Sources: NAIC.

Return on Net Worth: Homeowners Insurance, 10-Year Average (2001-2010*)



*Latest available.
Sources: NAIC

Average Premiums For Home Insurance By State, 2009* (1)

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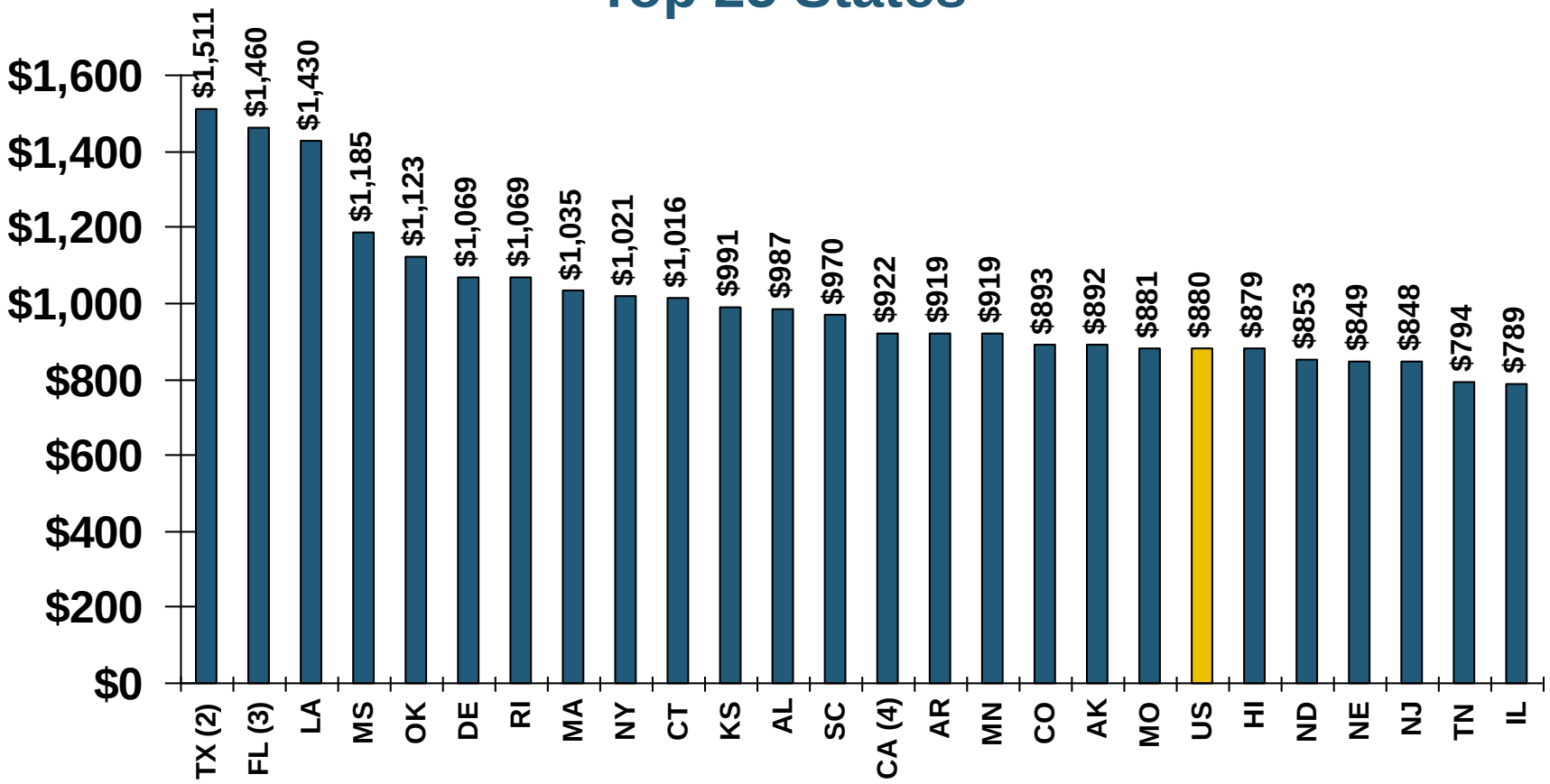
Top 25 States



*Latest available.

(1) Based on the HO-3 homeowner package policy for owner-occupied dwellings, 1 to 4 family units. Provides "all risks" coverage (except those specifically excluded in the policy) on buildings and broad named-peril coverage on personal property, and is the most common package written.

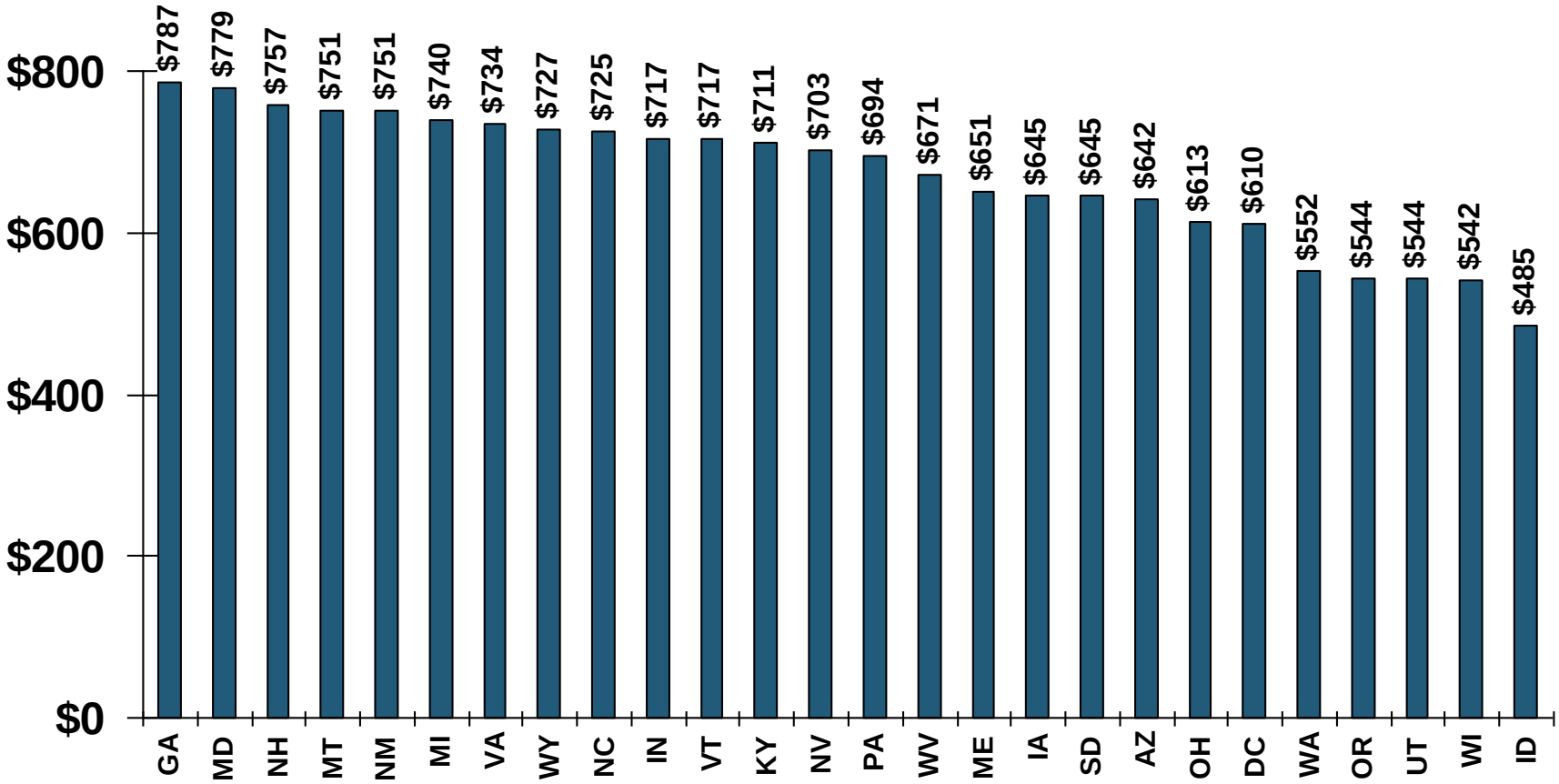
Note: Average premium=Premiums/exposure per house years. A house year is equal to 365 days insured coverage for a single dwelling.

Source: NAIC; Insurance Information Institute.

Average Premiums For Home Insurance By State, 2009* (1)

INSURANCE INFORMATION INSTITUTE

Bottom 25 States



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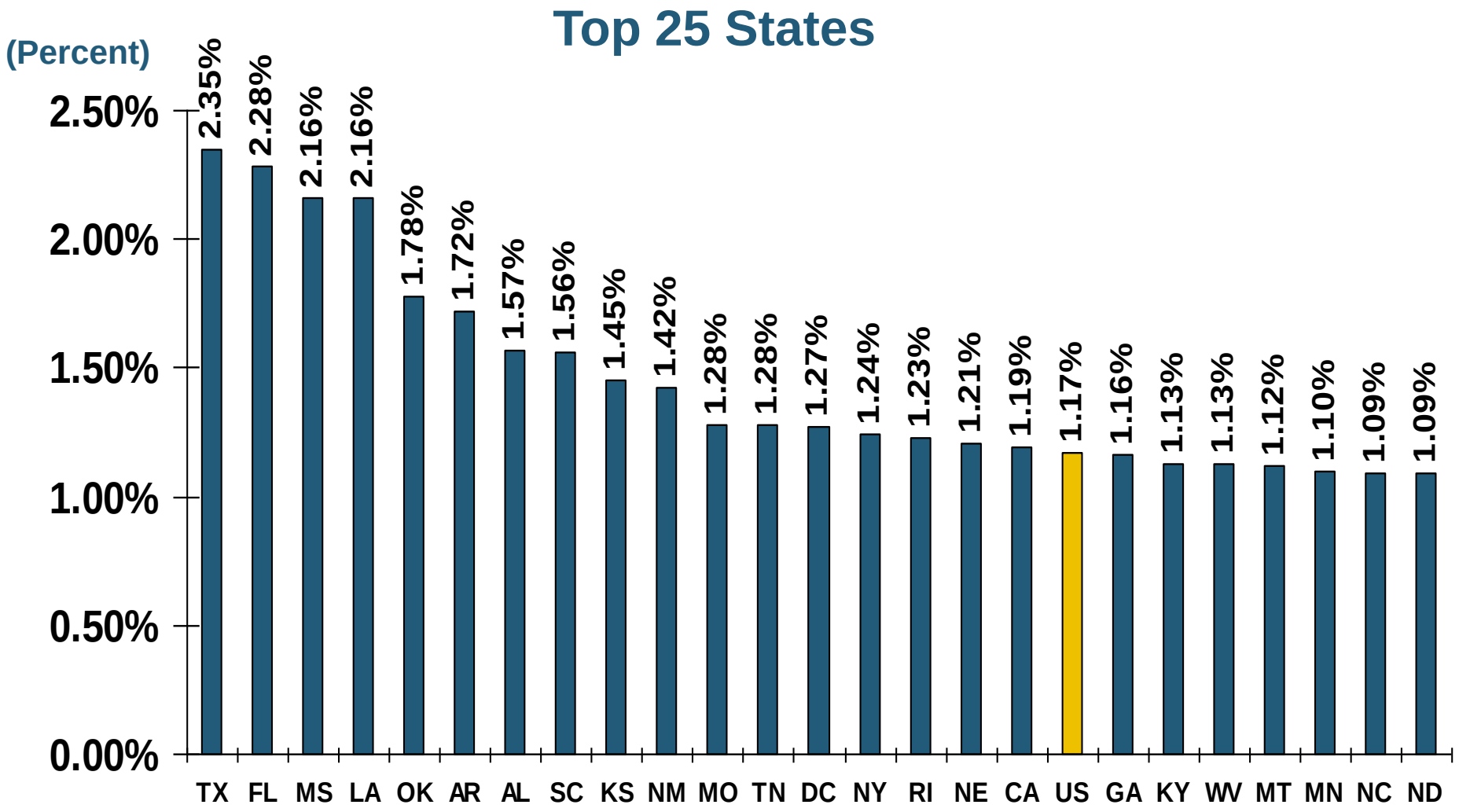
Ratio of Avg. Premium for Homeowners Insurance to Median Family Income, 2009



*Average homeowners insurance expenditure as a percentage of the 2009 median income for a family of four

Sources: Prepared by the Insurance Information Institute, based on data from the U.S. Census and the National Association of Insurance Commissioners.

Ratio of Avg. Premium for Homeowners Insurance to Median Family Income, 2009

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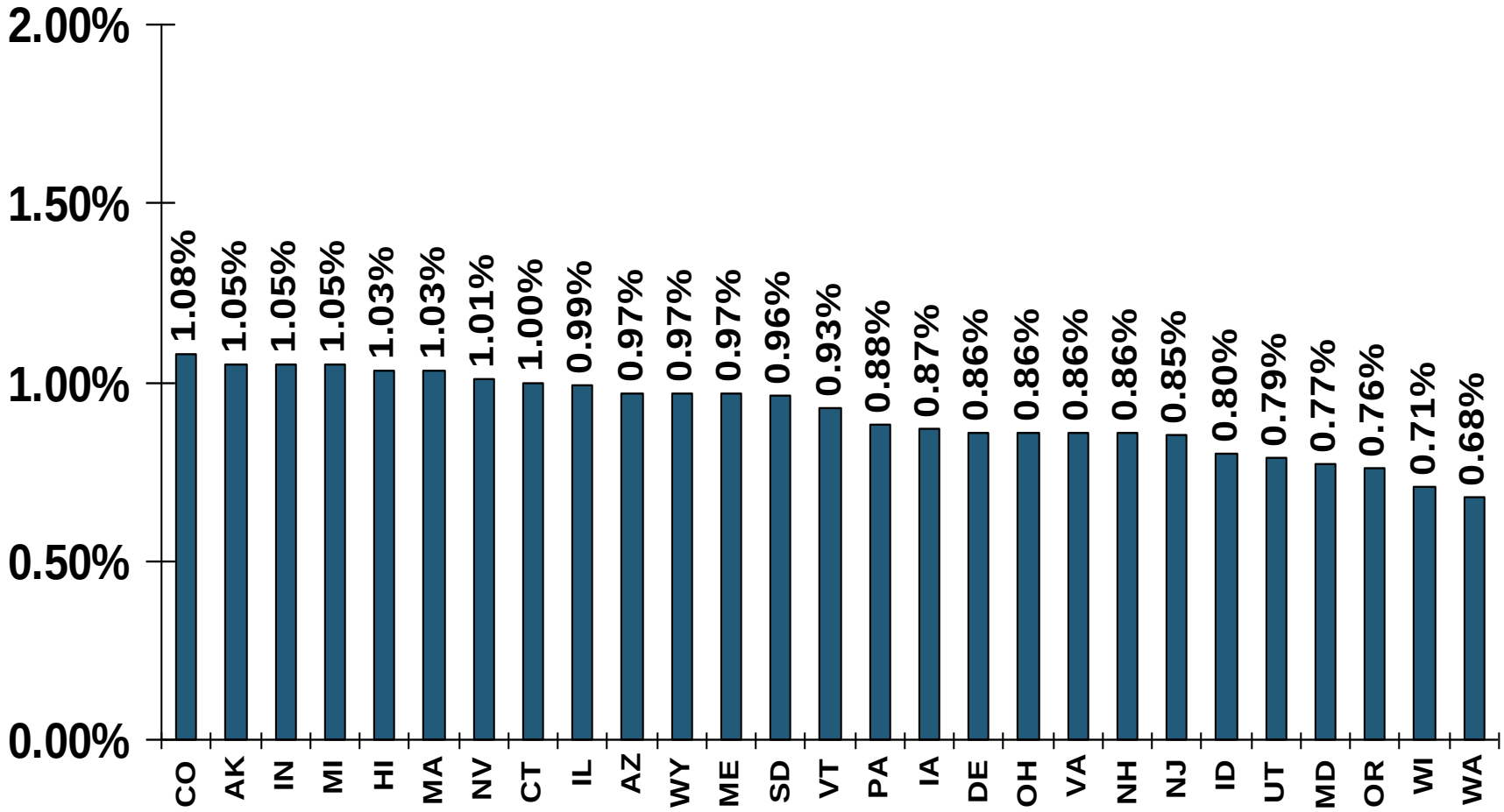
(Percent)

Bottom 25 States



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Ratio of Avg. Expenditure for Pvt. Passenger Auto Insurance to Median Family Income, 2009

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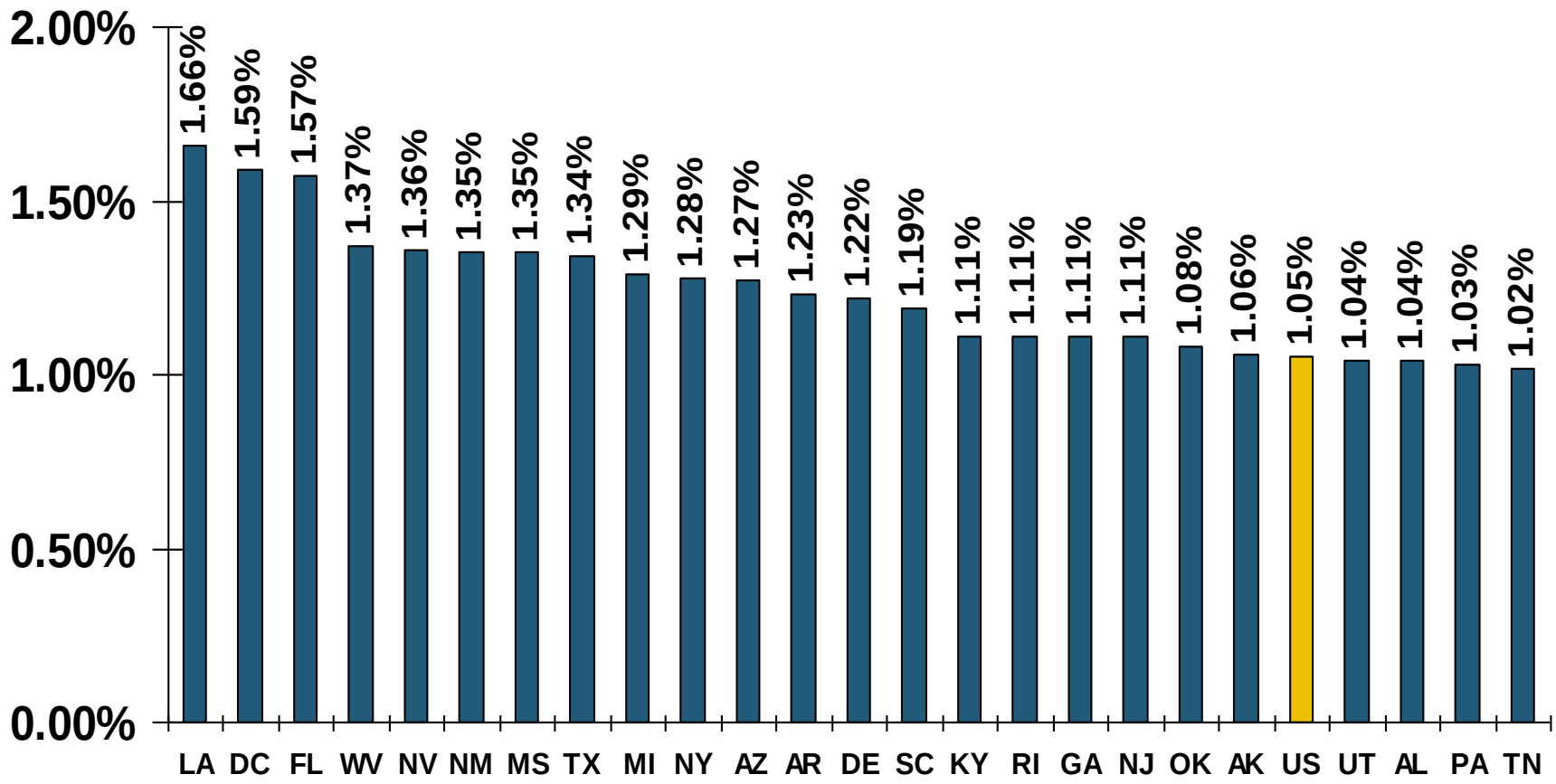
Top 25 States



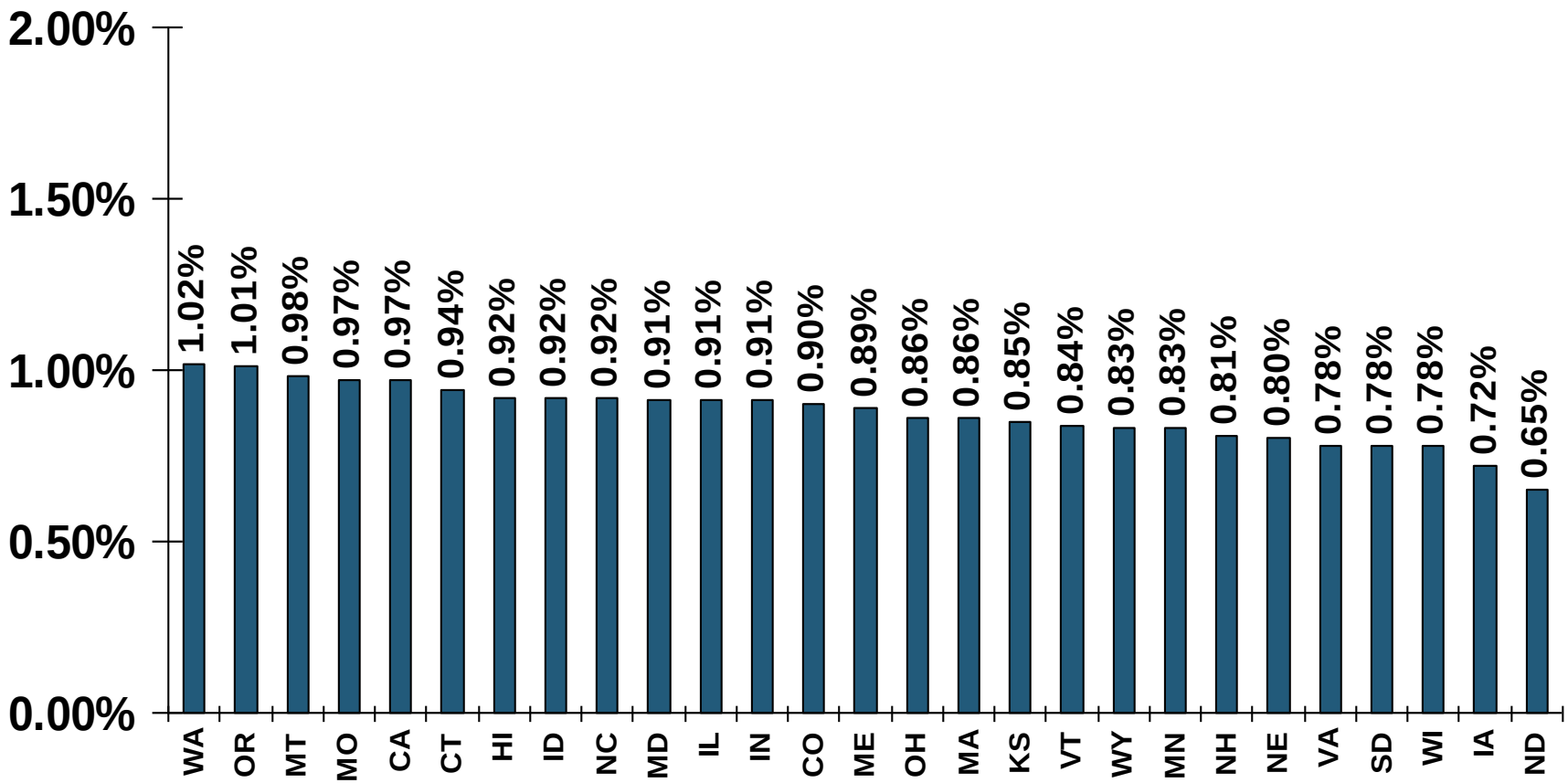
*Average auto insurance expenditure as a percentage of the 2009 median income for a family of four

Sources: Prepared by the Insurance Information Institute, based on data from the U.S. Census and the National Association of Insurance Commissioners.

Ratio of Avg. Expenditure for Pvt. Passenger Auto Insurance to Median Family Income, 2009

(Percent)

Bottom 25 States



*Average auto insurance expenditure as a percentage of the 2009 median income for a family of four

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Global Catastrophe Loss Developments and Trends

2011 Rewrote Catastrophe Loss and Insurance History, But 2012 Cats Are Down Substantially

Global Catastrophe Loss Summary: First Half 2012

- **$12B in *Insured* Losses Globally (Down from 85% from $81.7B in 2011:H1)**
  - Few extraordinarily severe natural catastrophe events experienced in 2011: Earthquakes, tsunami, floods and tornadoes
  - Despite drop from 2011, total is still 18% above 30-yr. average (in 2011 $) of $10.2B
  - There were 450 nat cat events globally and 3,500 fatalities
- **$26B in *Economic* Losses Globally (Down from Record $302B in 2011:H1)**
  - Represents a 91% decline; Also 40% below 30-yr. average (in 2011 $) of $43.3B
- **$9.3 Billion in *Insured* Losses in the US Arising from 90 CAT Events**
  - Down 62% from $24.4B in 2011:H1; Loss is close to long-term average
  - Represents 80%+ of global total
  - Mild winter helped keep first half losses down
  - Thunderstorm (includes tornado, hail and wind damage) accounted for $8.8B or 95% of first half insured losses and represent the third most expensive spring thunderstorm ever
- **$14.6 Billion in *Economic* Losses in the US**
  - Down from approximately $75B in 2011:H1

Source: Munich Re; Insurance Information Institute.

Top 16 Most Costly World Insurance Losses, 1970-2011**

(Insured Losses, 2011 Dollars, $ Billions)

Taken as a single event, the Spring 2011 tornado and thunderstorm season would likely become the 5th costliest event in global insurance history

5 of the top 14 most expensive catastrophes in world history have occurred within the past 2 years

*Average of range estimates of $35B - $40B as of 1/4/12; Privately insured losses only.

**Figures do not include federally insured flood losses.

Sources: Swiss Re *sigma 1/2011*; Munich Re; Insurance Information Institute research.

Natural Loss Events: First Half 2012

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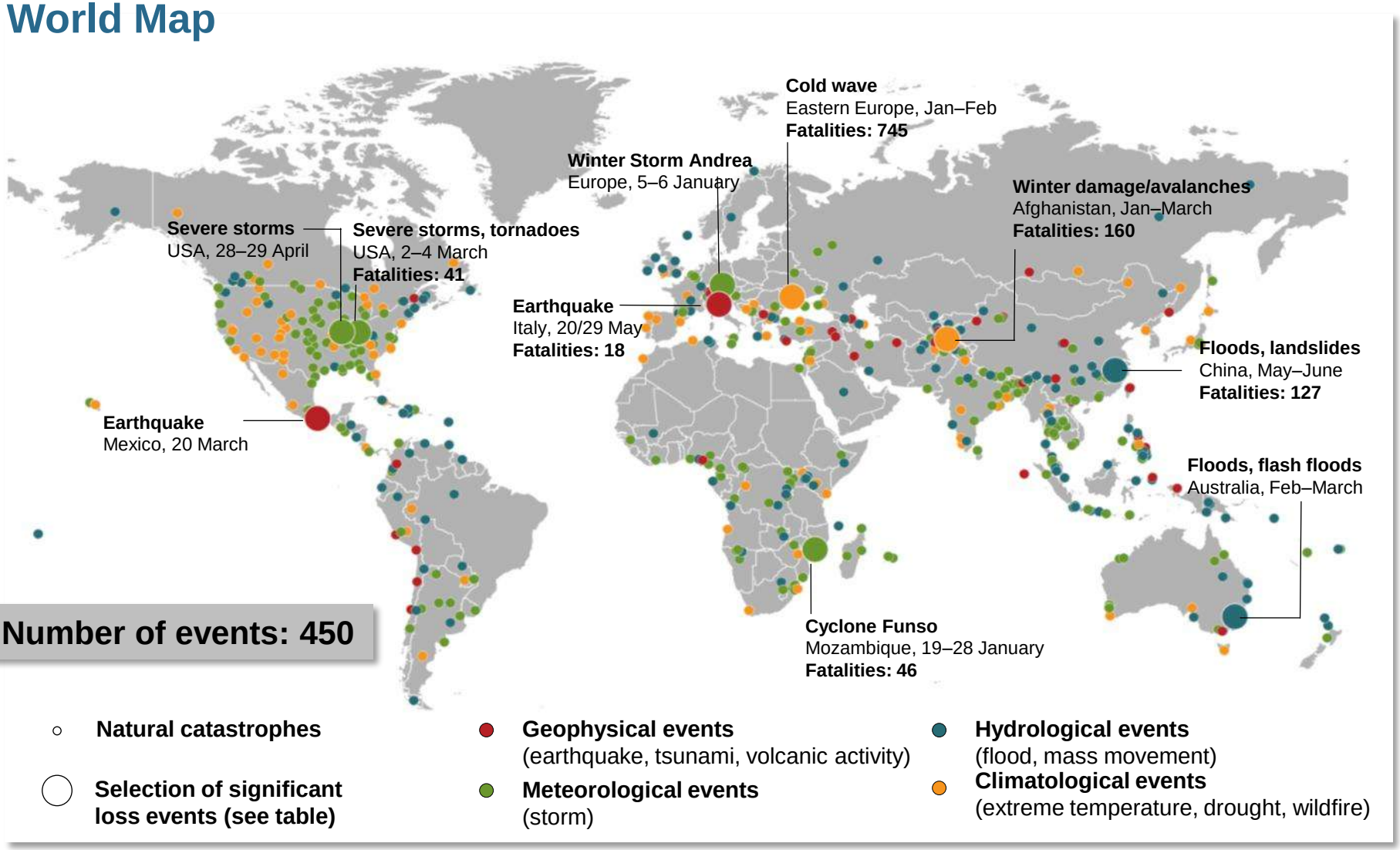
World Map



Source: MR NatCat*SERVICE*

Natural Loss Events, 2011

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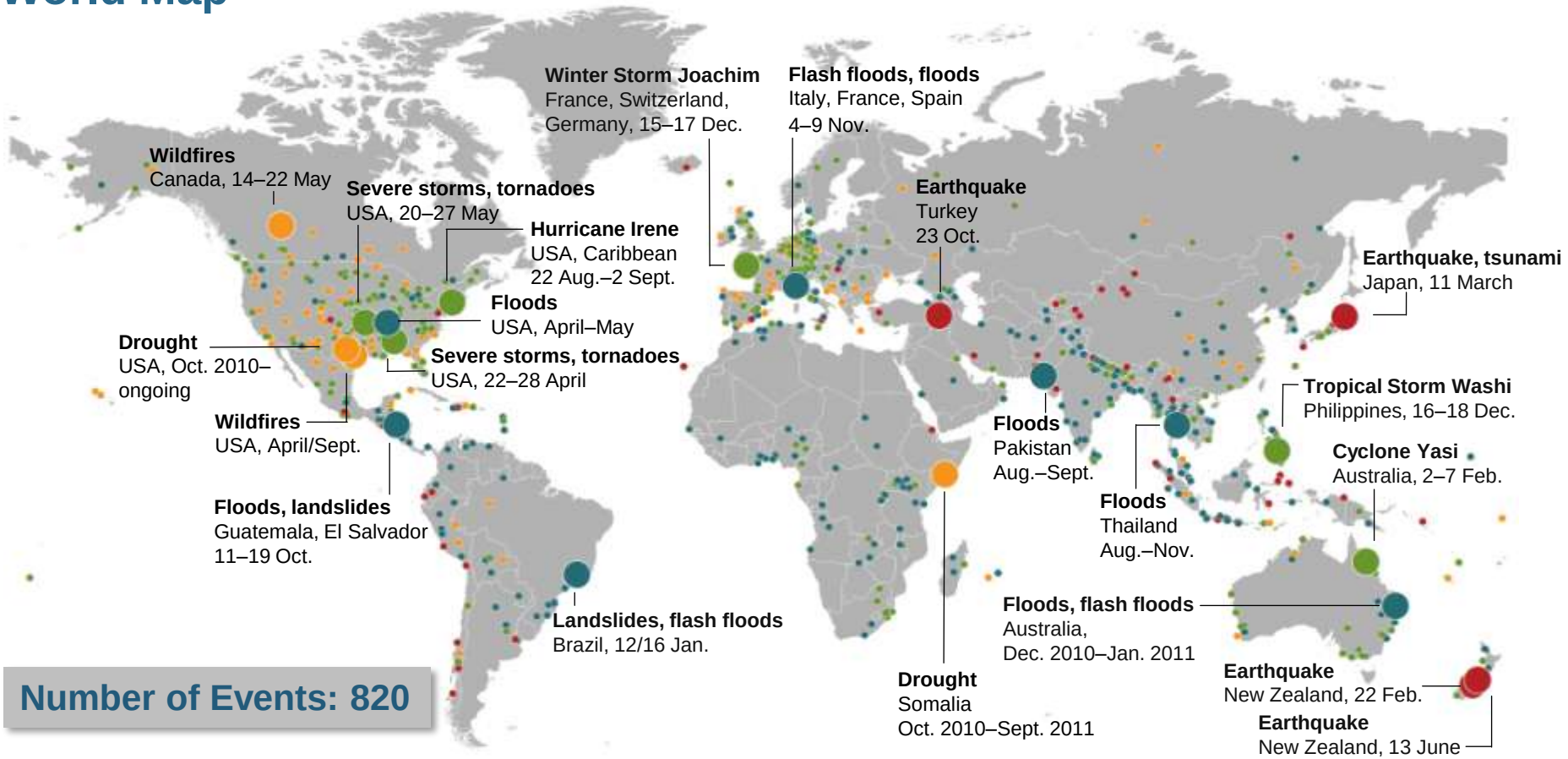
World Map



- **Natural catastrophes**
- **Selection of significant loss events (see table)**
- **Geophysical events** (earthquake, tsunami, volcanic activity)
- **Meteorological events** (storm)
- **Hydrological events** (flood, mass movement)
- **Climatological events** (extreme temperature, drought, wildfire)

Source: MR NatCat*SERVICE*

Natural Catastrophes Worldwide: First Half 2012

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Overview and Comparison with Previous Years

	2012 (Jan – June)	2011 (Jan – June)	Average of the last 10 years 2002-2011 (Jan –June)	Average of the last 30 years 1982-2011 (Jan – June)	Top Year 1982 - 2011 (Jan – June)
Number of events	450	405	395	320	**2007** 520
Overall losses in US$m (original values)	26,000	302,000	75,600	43,300	**2011** (EQ Japan) 302,000
Insured losses in US$m (original values)	12,000	81,700	19,200	10,200	**2011** (EQ, Japan) 82,000
Fatalities	3,500	20,200	53,000	40,000	**2010** (EQ Haiti) 230,000

Source: MR NatCat*SERVICE*

Natural Catastrophes Worldwide, 2011

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Overview and Comparison with Previous Years

	2011	2010	Average of the last 10 years 2001-2010	Average of the last 30 years 1981-2010	Top Year 1981-2010
Number of events	820	970	790	630	**2007 (1,025)**
Overall losses in US$ m (original values)	380,000	152,000	113,000	75,000	**2005 (227,000)**
Insured losses in US$ m (original values)	105,000	42,000	35,000	19,000	**2005 (101,000)**
Fatalities	27,000	296,000	106,000	69,000	**2010 (296,000)**

Source: MR NatCat*SERVICE*

5 Costliest Natural Catastrophes Worldwide in Terms of Insured Losses, 2011 ($Mill)

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Date	Region	Event	Fatalities	Overall losses US$ m	Insured losses US$ m
March 11	Japan	Earthquake, tsunami	15,840	210,000	35,000-40,000
Feb. 22	New Zealand	Earthquake	181	16,000	13,000
Aug. 1 – Nov. 15	Thailand	Floods, landslides	813	40,000	10,000
Apr. 22-28	USA	Severe storms/ tornadoes	350	15,000	7,300
Aug. 22 - Sep. 2	USA, Caribbean	Hurricane Irene	55	15,000	7,000

Source: MR NatCat*SERVICE*

Natural Catastrophes Worldwide 1980 – 2011 & 2012:H1
Insured losses US$ 870bn - Percentage distribution per continent

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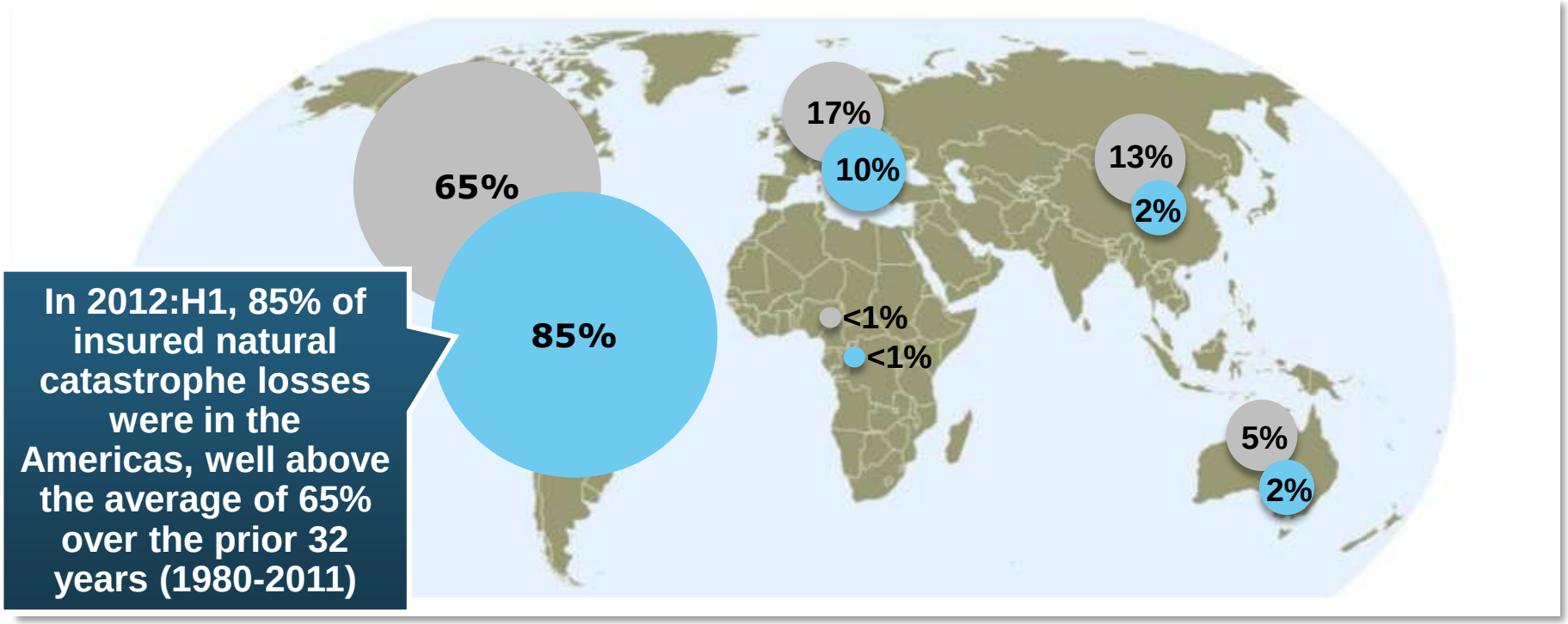

In 2012:H1, 85% of insured natural catastrophe losses were in the Americas, well above the average of 65% over the prior 32 years (1980-2011)

Insured Losses	US$
1980 – 2011 (ann. totals):	870bn* *losses in 2011 values
2012 (first 6 months):	12bn

Source: MR NatCat*SERVICE*

Natural Catastrophes Worldwide 2011

Insured losses US$ 105bn - Percentage distribution per continent

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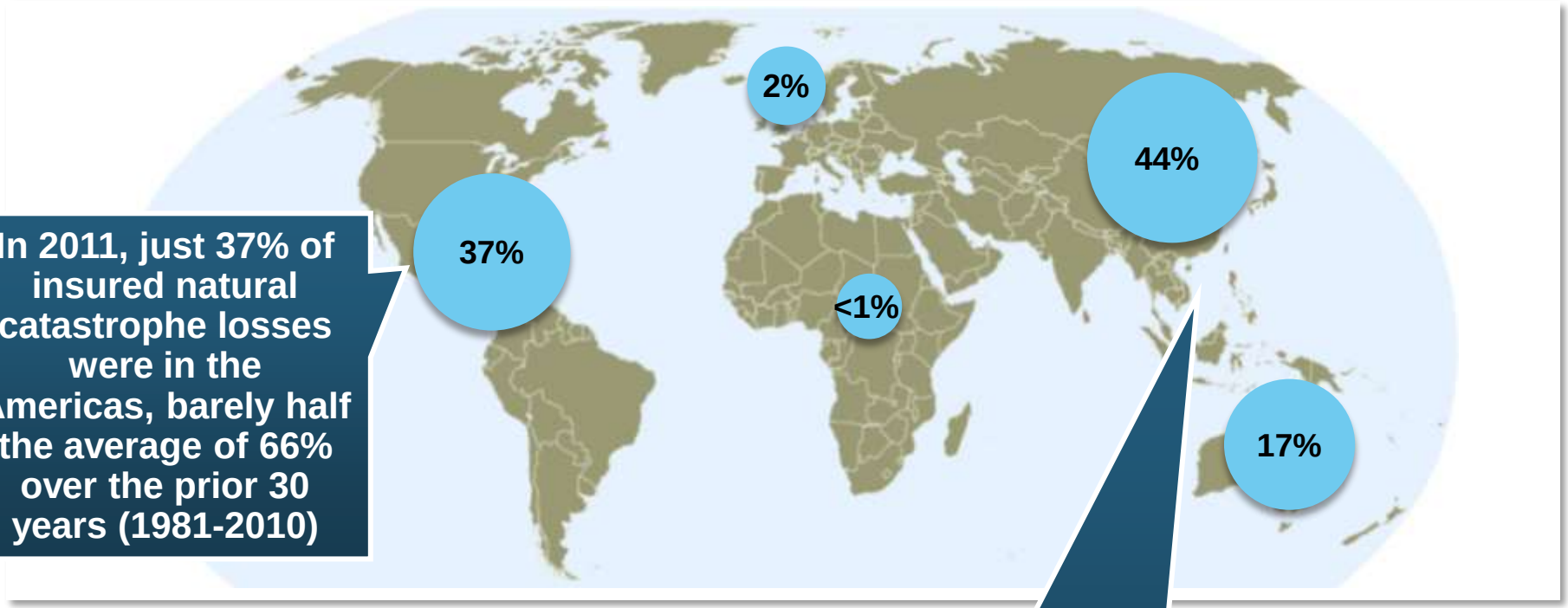

In 2011, just 37% of insured natural catastrophe losses were in the Americas, barely half the average of 66% over the prior 30 years (1981-2010)

Continent	Insured losses US$ m
America (North and South America)	40,000
Europe	2,000
Africa	Minor damages
Asia	45,000
Australia/Oceania	18,000

In 2011, 61% of insured natural catastrophe losses were in the Asia/Pacific region, nearly 3.5 times the average of 13% over the prior 30 years (1981-2010)

Source: MR NatCat*SERVICE*

Worldwide Natural Disasters, 1980 – 2012:H1

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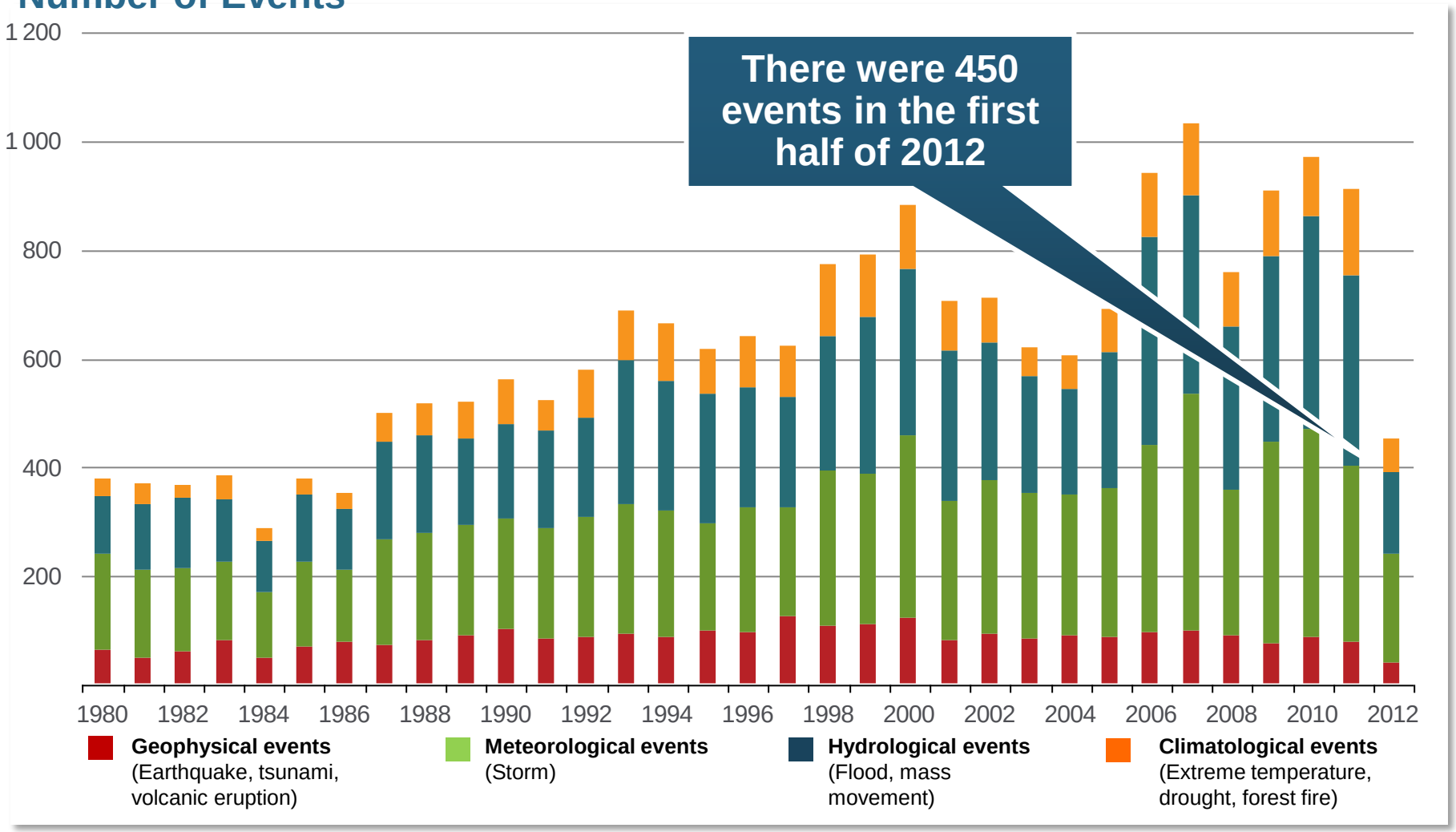
Number of Events



Source: MR NatCat*SERVICE*

Worldwide Natural Disasters, 1980–2012:H1 Overall and Insured Losses

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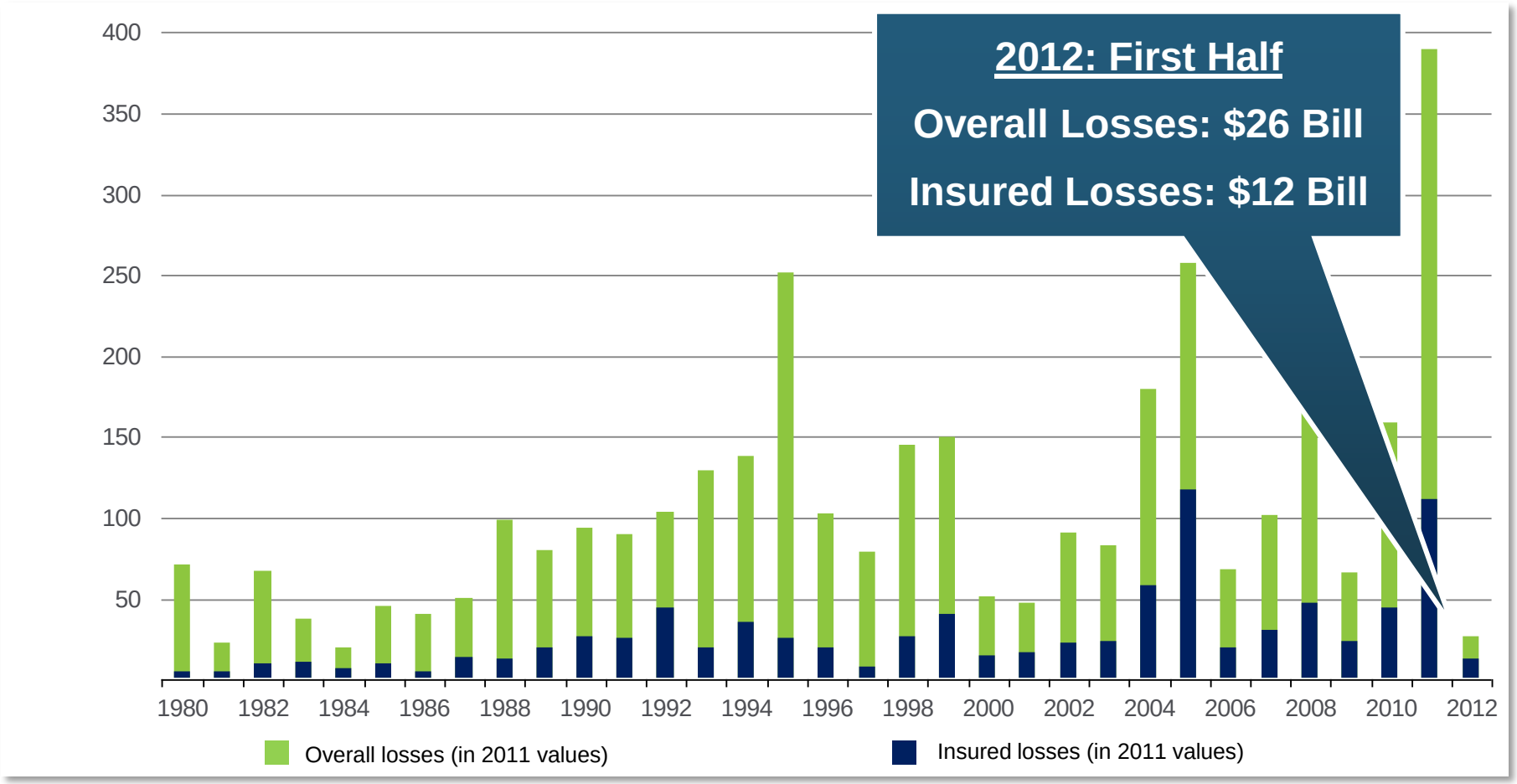
(Insured Losses, 2011 Dollars, $ Billions)



Source: MR NatCat*SERVICE*

5 Costliest Natural Catastrophes Worldwide in Terms of Insured Losses, 2012:H1 ($Mill)

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Date	Region	Event	Fatalities	Overall losses US$ m	Insured losses US$ m
March 2-4	U.S.	Severe storm, tornadoes (PCS 67)	41	4,000	**2,350**
April 28-29	U.S.	Severe storm, tornadoes (PCS 74)	1	2,000	**1,025**
April 13-15	U.S.	Severe storm, tornadoes (PCS 72)	6	1,800	**910**
May 25-30	U.S.	Severe storm, tornadoes (PCS 76)	-	1,600	**850**
June 6-7	U.S.	Severe storm, tornadoes (PCS 77)	-	1,500	**750**

Source: PCS - Property Claim Services; Munich Re.

10 Costliest Natural Catastrophes Worldwide Since 1950 in Terms of Insured Losses

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(Insured Losses, Original Dollars, US $ Millions)

Year	Event	Region	Insured loss US$m (in original values)
2005	Hurricane Katrina	USA	62,200
2011	EQ, tsunami	Japan	35-40,000
2008	Hurricane Ike	USA, Caribbean	18,500
1992	Hurricane Andrew	USA	17,000
1994	EQ Northridge	USA	15,300
2004	Hurricane Ivan	USA, Caribbean	13,800
2011	EQ Christchurch	New Zealand	13,000
2005	Hurricane Wilma	USA, Mexico	12,500
2005	Hurricane Rita	USA	12,100
2011	Floods	Thailand	10,000

Source: MR NatCat*SERVICE*

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U.S. Insured Catastrophe Loss Update

2012 Catastrophe Losses Were Close to "Average" in the First Half of 2012

2011 Was the 5th Most Expensive Year on Record

US Catastrophe Loss Summary: First Half 2012

- **$12.5 Billion in *Insured* Losses in the US Arising from ~90 CAT Events**
  - Down 49% from $24.4B in 2011:H1; But loss is still 44% above average over past 10 yrs.
  - Represents 80%+ of global total
  - Mild winter helped keep first half losses down
  - T-storm (includes tornado, hail and wind damage) accounted for est. $11.9B or 95% of first half insured losses and represent the 3rd most expensive spring t-storm season ever
- **~$19.6 Billion in *Economic* Losses in the US**
  - Down from approximately $75B in 2011:H1
- **Mild Winter Helped Keep First Half Insured Losses Down**
  - Lack of heavy precipitation limited spring flood but exacerbated drought conditions
- **Severe Droughts Now Impacting Central and Southwest Parts of US**
  - Two major wildfires in Colorado in June caused record $500 mill damage in the state
  - Largest wildfire in New Mexico history occurred in May
  - Insured crop losses could be high in 2012
- **Mild Hurricane Season**
  - While season got off to an early start, insured losses are not large by historical standards

Isaac likely in the lower end of modeled loss range of $600M to $2B

Source: Munich Re; PCS; Insurance Information Institute.

Natural Disaster Losses in the United States: First Half 2012

As of July 1, 2012	Number of Events	Fatalities	Estimated Overall Losses (US $m)	Estimated Insured Losses (US $m)
Severe Thunderstorm	56	69	13,550	**8,760**
Winter Storm	3	3	80	**38**
Flood	6	0	12	**Minor**
Earthquake	1	0	0	**0**
Tropical Cyclone	2	1	100	**50**
Wildfire	22	6	875	**500**
Totals	**90**	**79**	**14,617**	**9,348**

Source: MR NatCat*SERVICE*

Top 14 Most Costly Disasters in U.S. History

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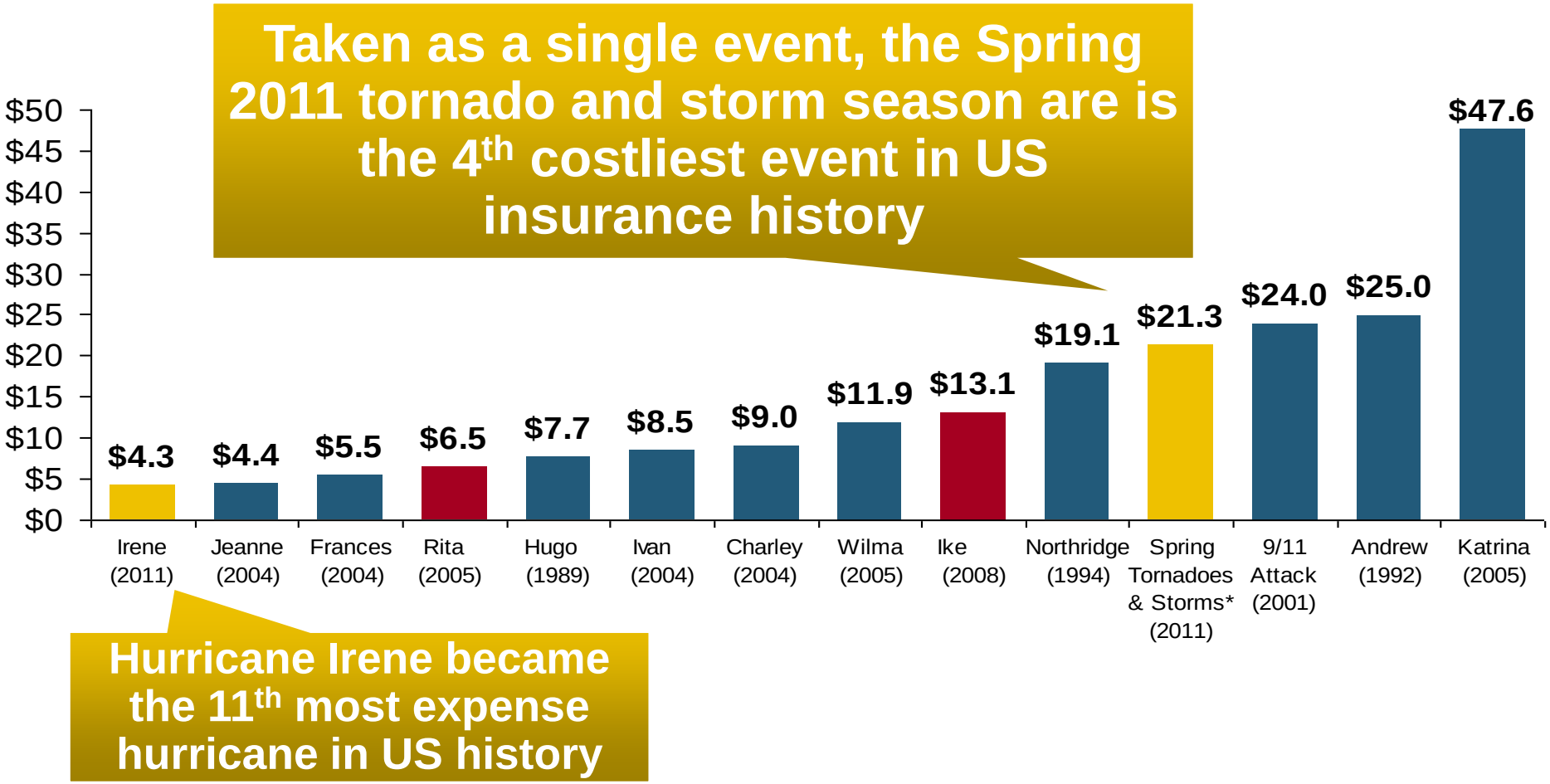
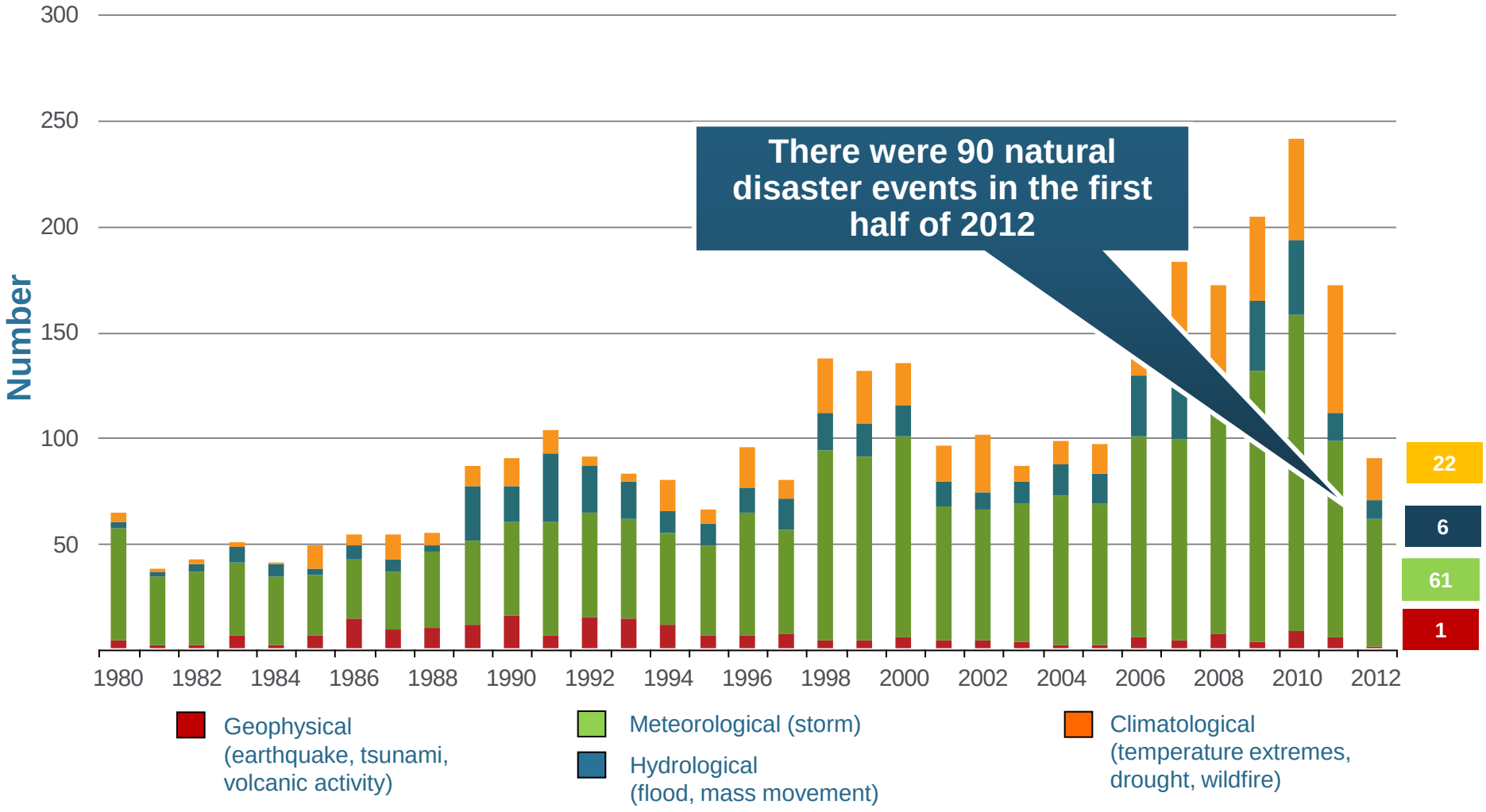
(Insured Losses, 2011 Dollars, $ Billions)



*Losses will actually be broken down into several "events" as determined by PCS. Includes losses for the period April 1 – June 30.
Sources: PCS; Insurance Information Institute inflation adjustments.

Natural Disasters in the United States, 1980 – 2012:H1

Number of Events (Annual Totals 1980 – 2011 and First Half 2012)



Source: MR NatCat*SERVICE*

Losses Due to Natural Disasters in the US, 1980–2011 (Overall & Insured Losses)

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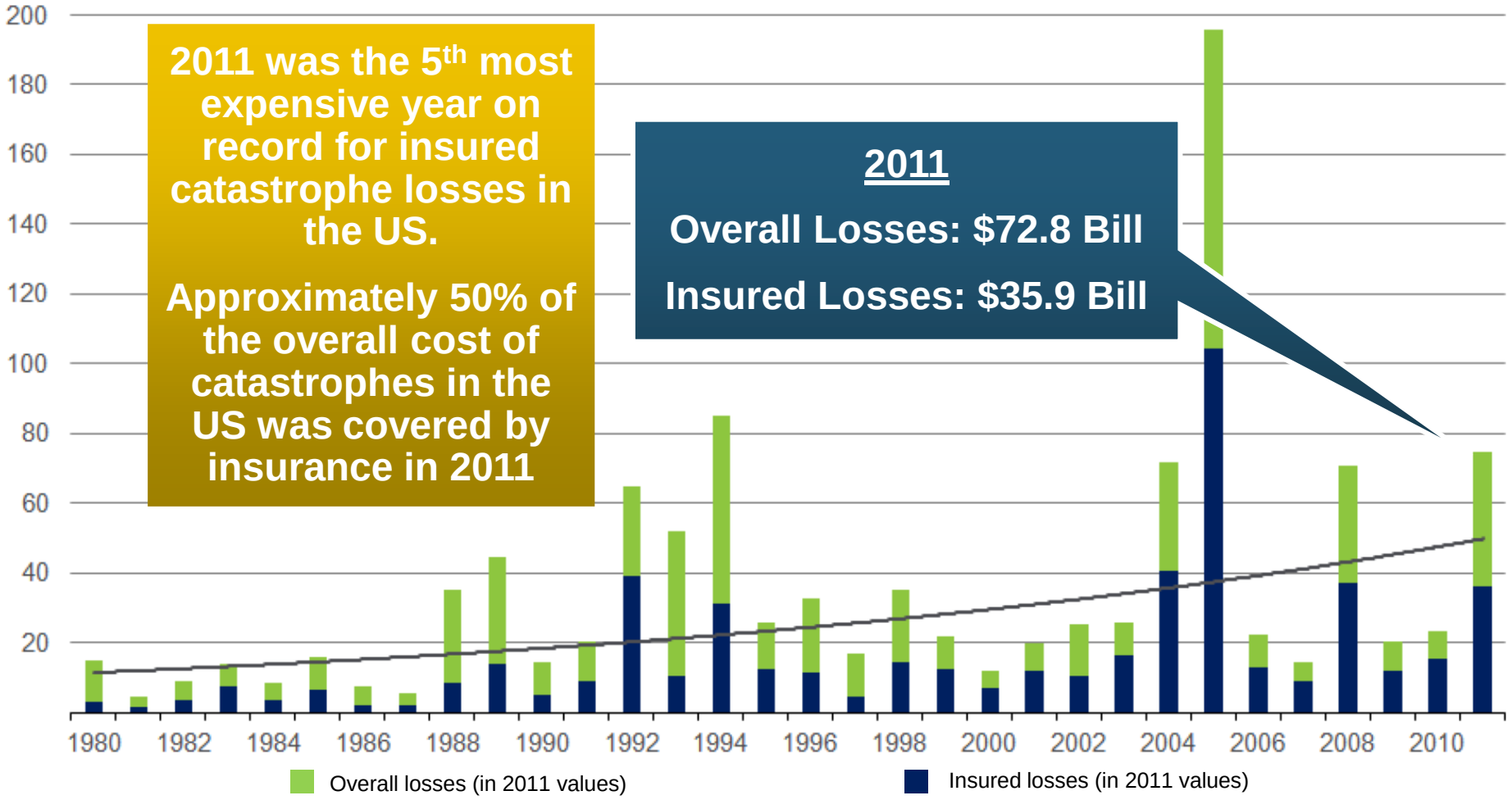
(Overall and Insured Losses)

(2011 Dollars, $ Billions)



Source: MR NatCat*SERVICE*

US Insured Catastrophe Losses

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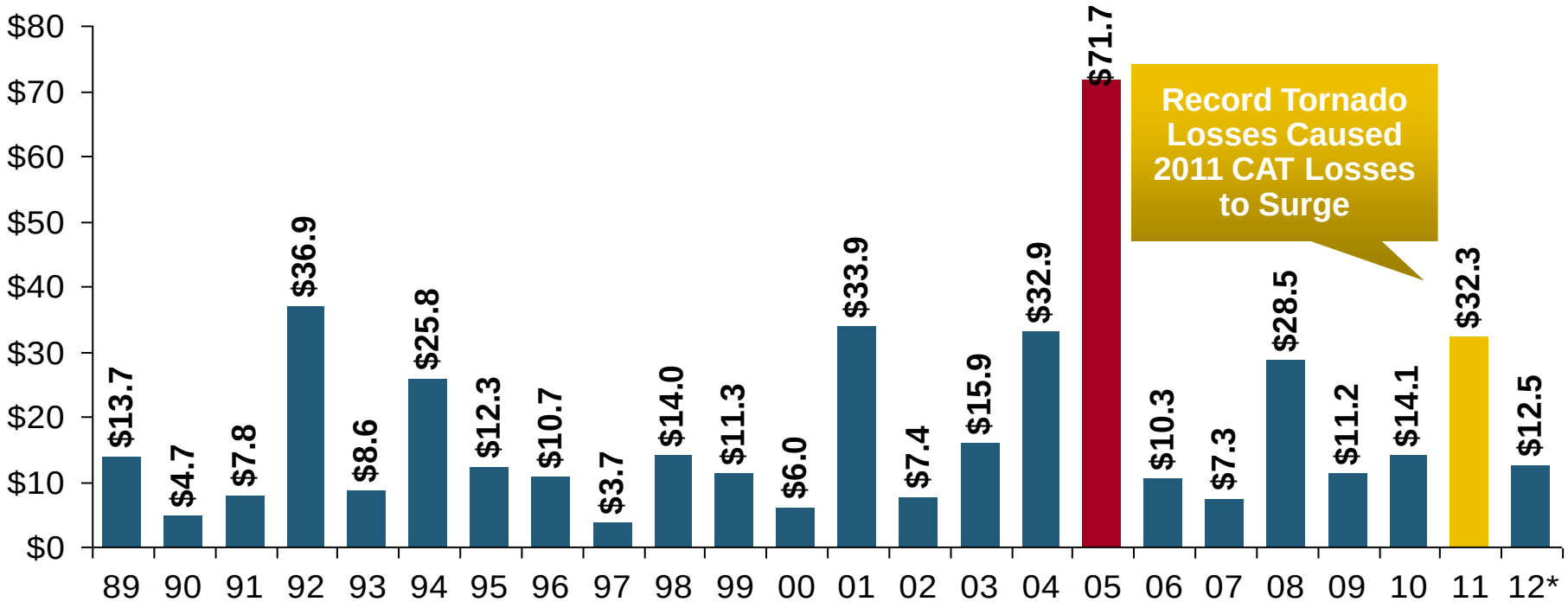
($ Billions, 2011 Dollars)



US CAT Losses in 2011 Were the 5th Highest in US History on An Inflation-Adjusted Basis

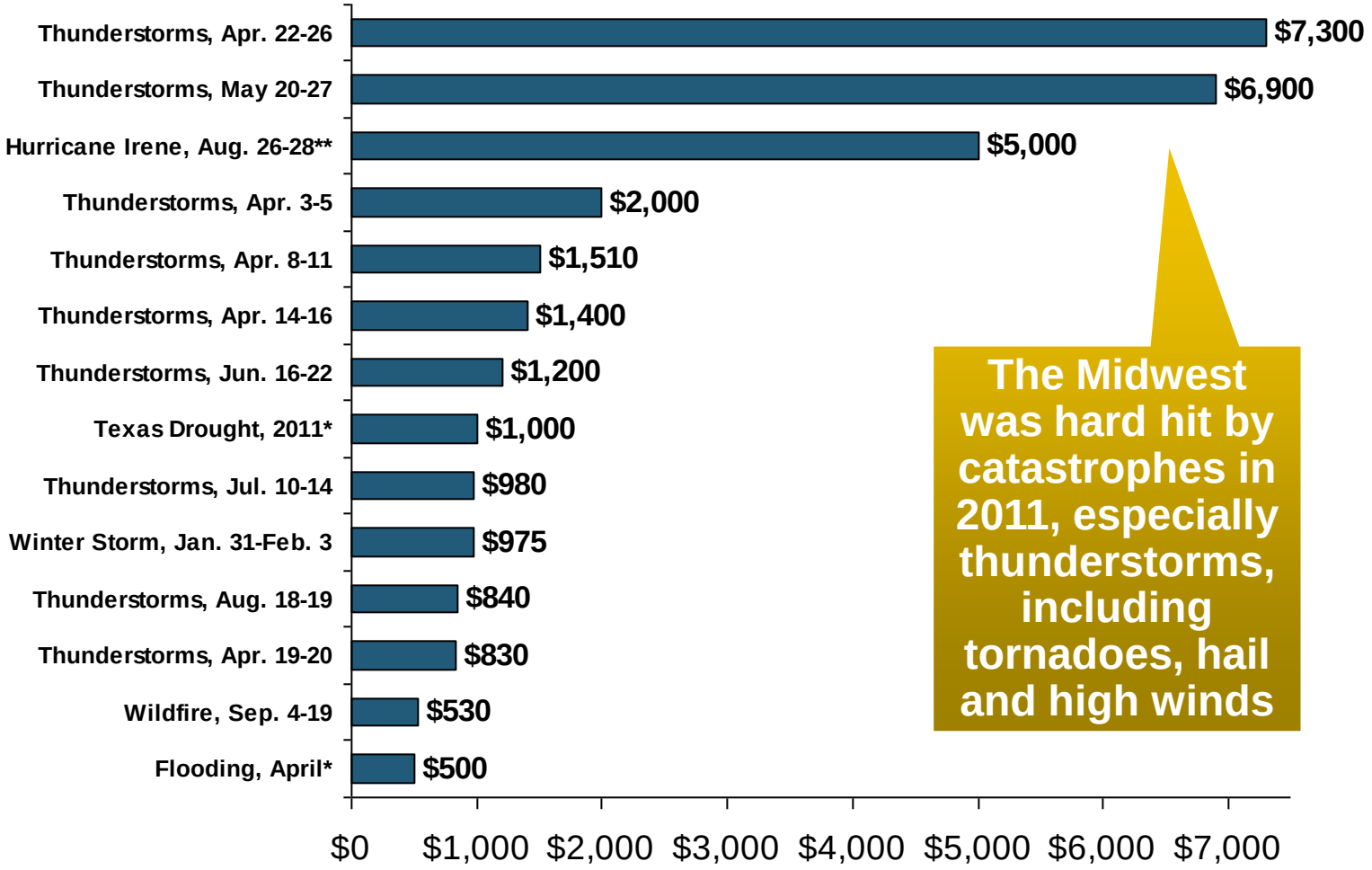
H1 2012 CAT losses were down $11.9B or 49% from $24.4B in H1 2011

*PCS figure for H1 2012.

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.)

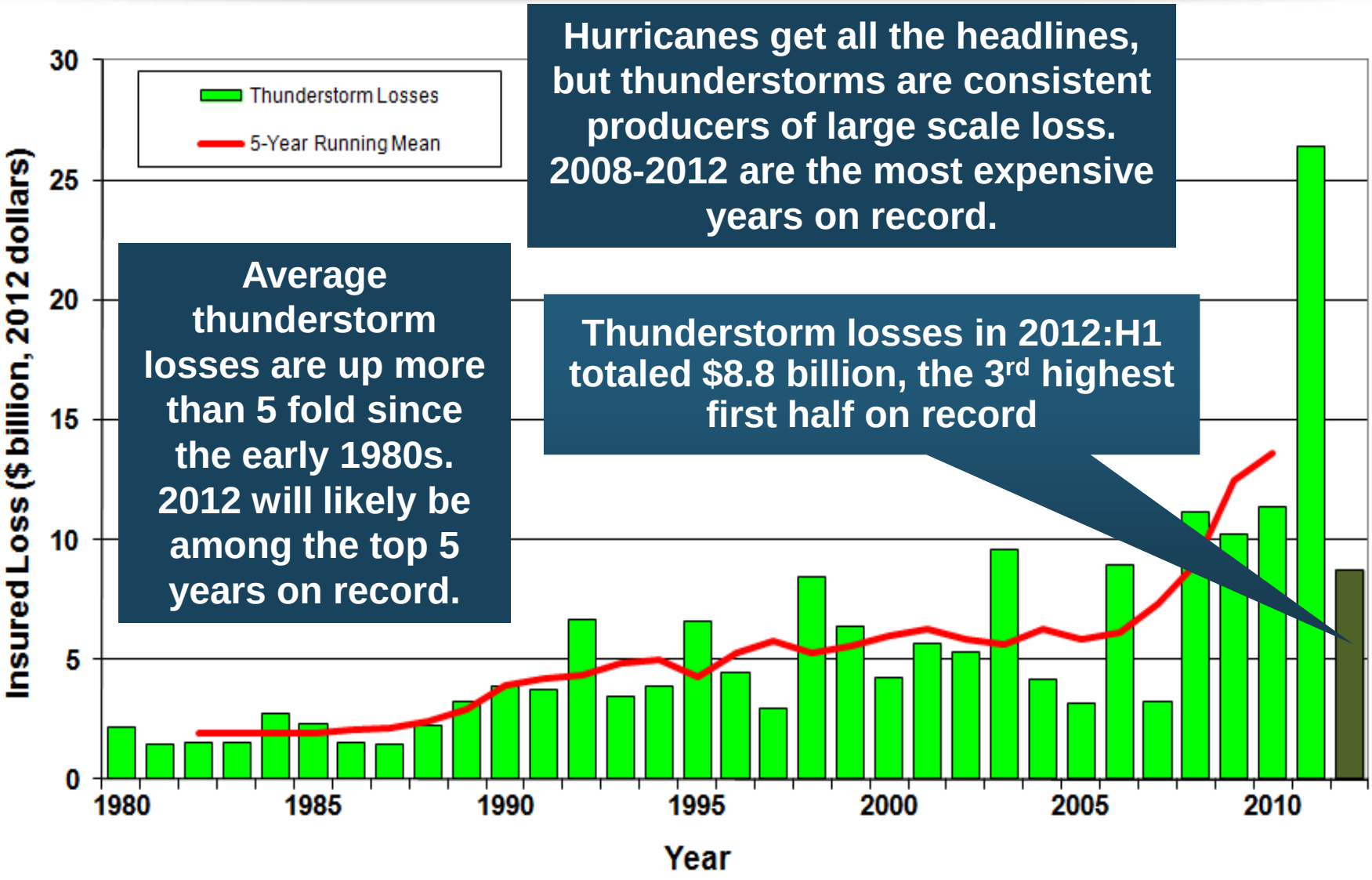
Sources: Property Claims Service/ISO; Insurance Information Institute.

2011's Most Expensive Catastrophes, Insured Losses



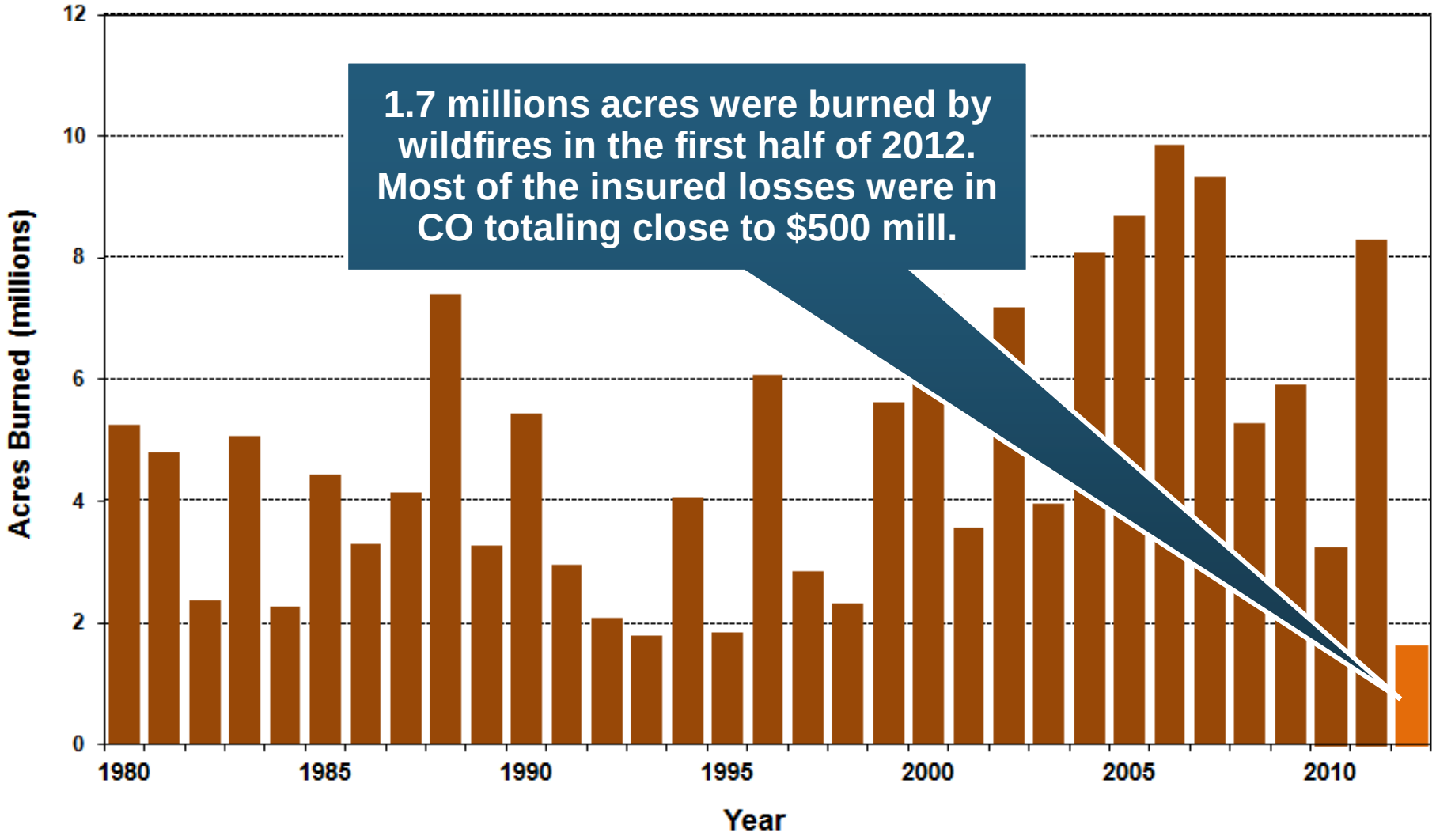
**Includes $700 million in flood losses insured through the National Flood Insurance Program.
Source: PCS except as noted by "*" which are sourced to Munich Re; Insurance Information Institute.

U.S. Thunderstorm Loss Trends, 1980 – 2012:H1



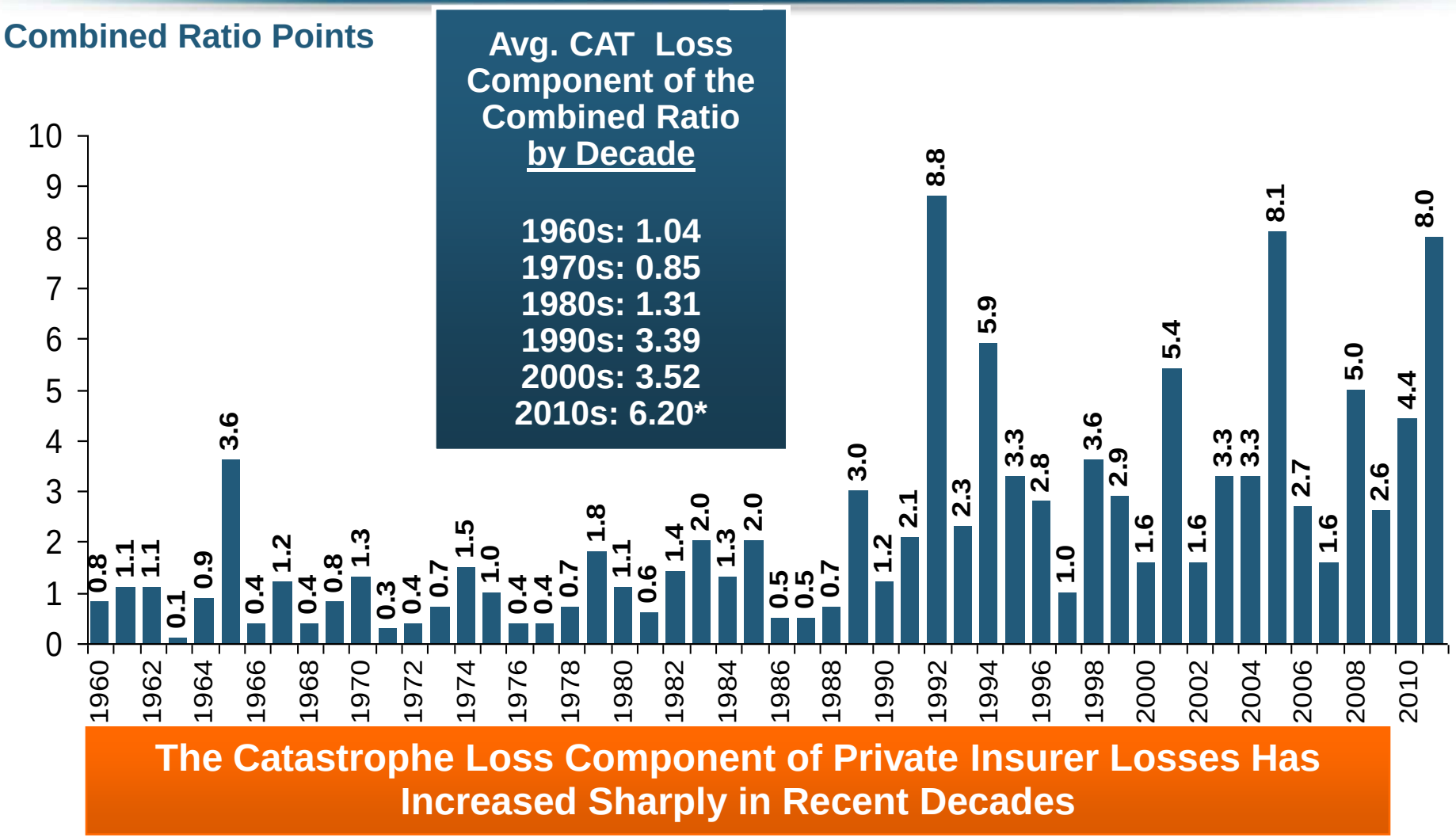
Source: Property Claims Service, MR NatCat*SERVICE*

U.S. Acreage Burned by Wildfires, 1980 – 2012*



*Through June 30.
Source: National Forest Service, MR NatCat*SERVICE*

Combined Ratio Points Associated with Catastrophe Losses: 1960 – 2011*



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

*Insurance Information Institute estimates for 2010 and 2011 based on A.M. Best data.

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; Insurance Information Institute.

U.S. Winter Storm Loss Trends, 1980 – 2011

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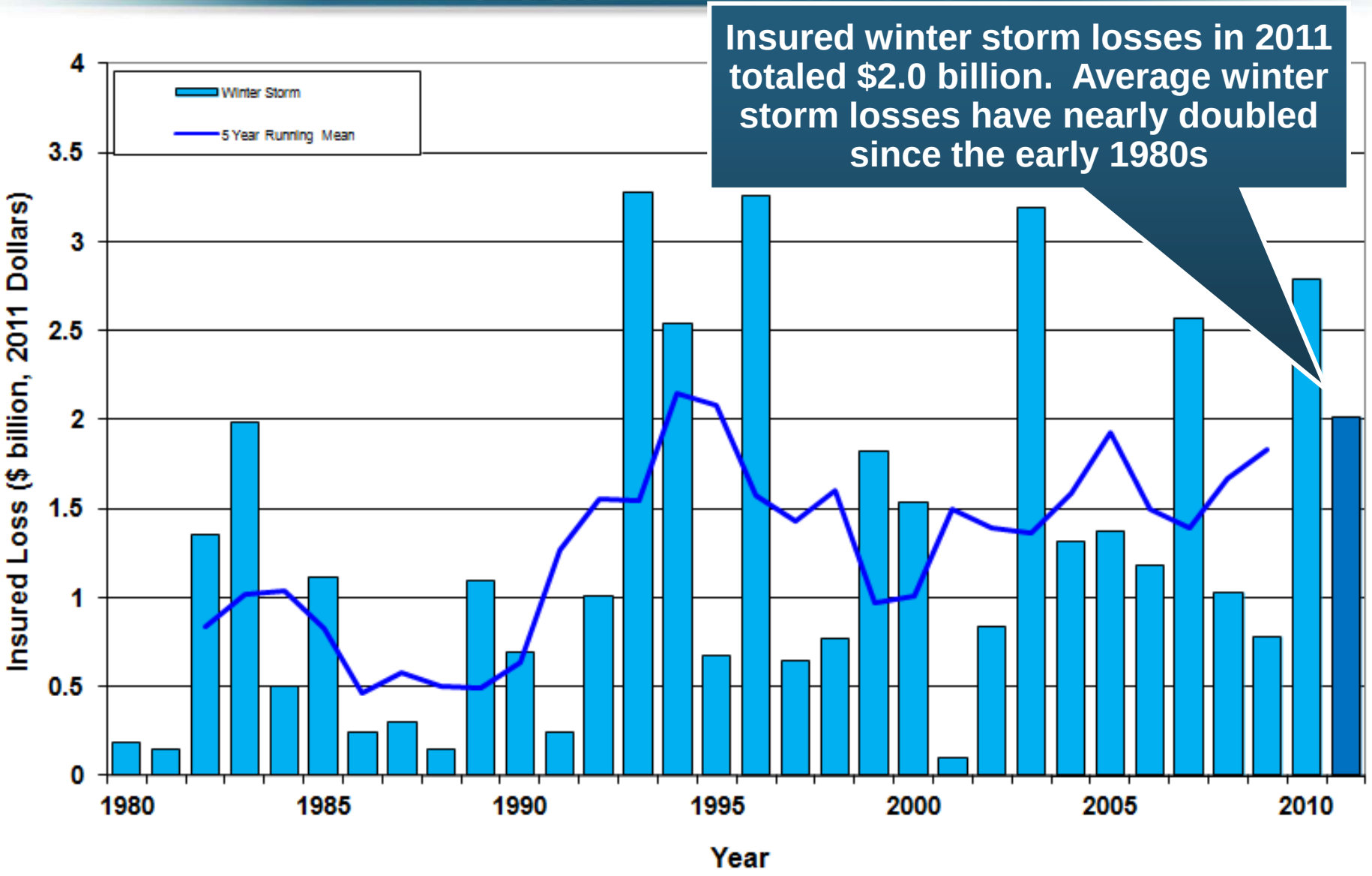
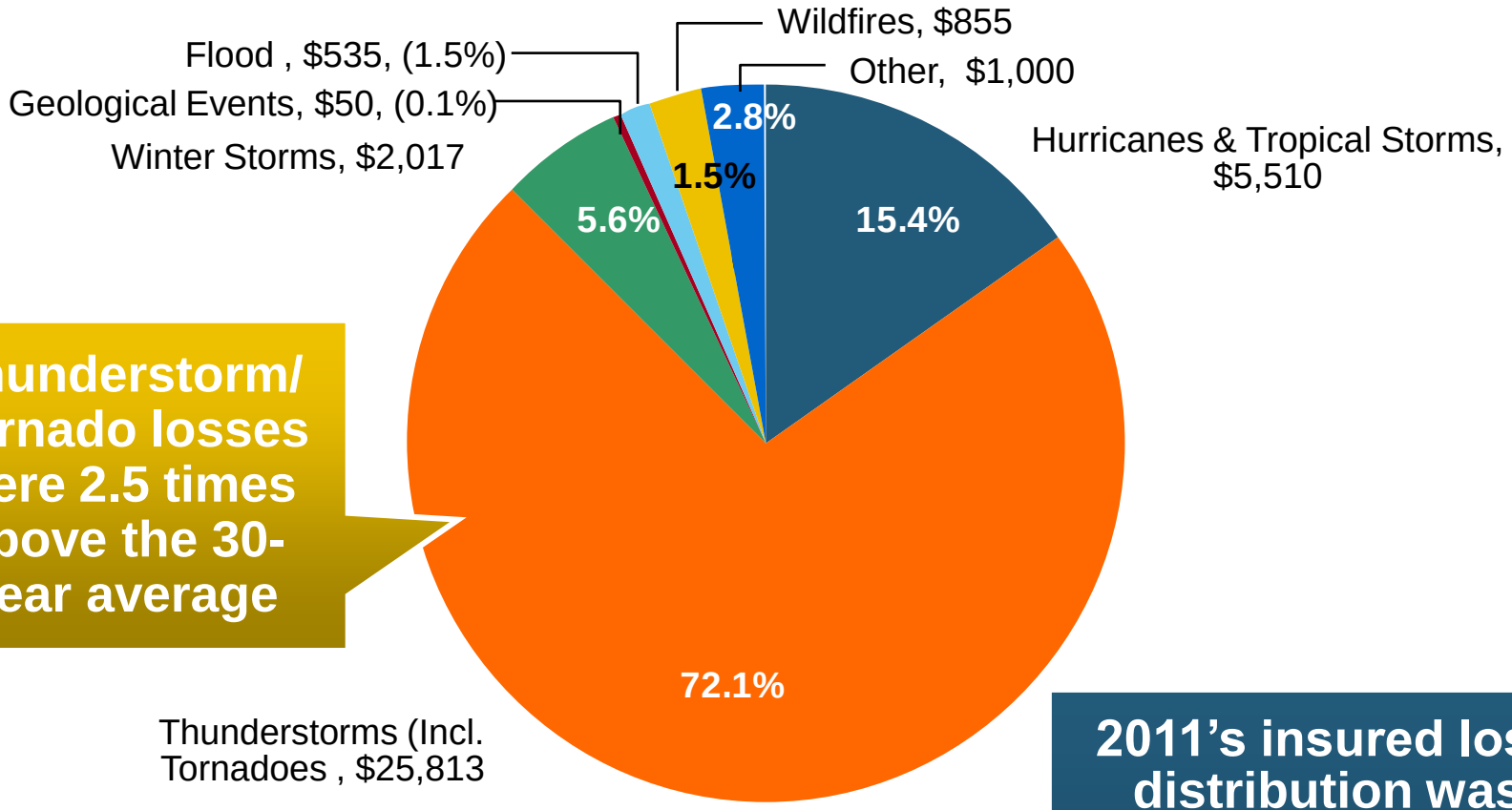


Source: Property Claims Service, MR NatCat*SERVICE*

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

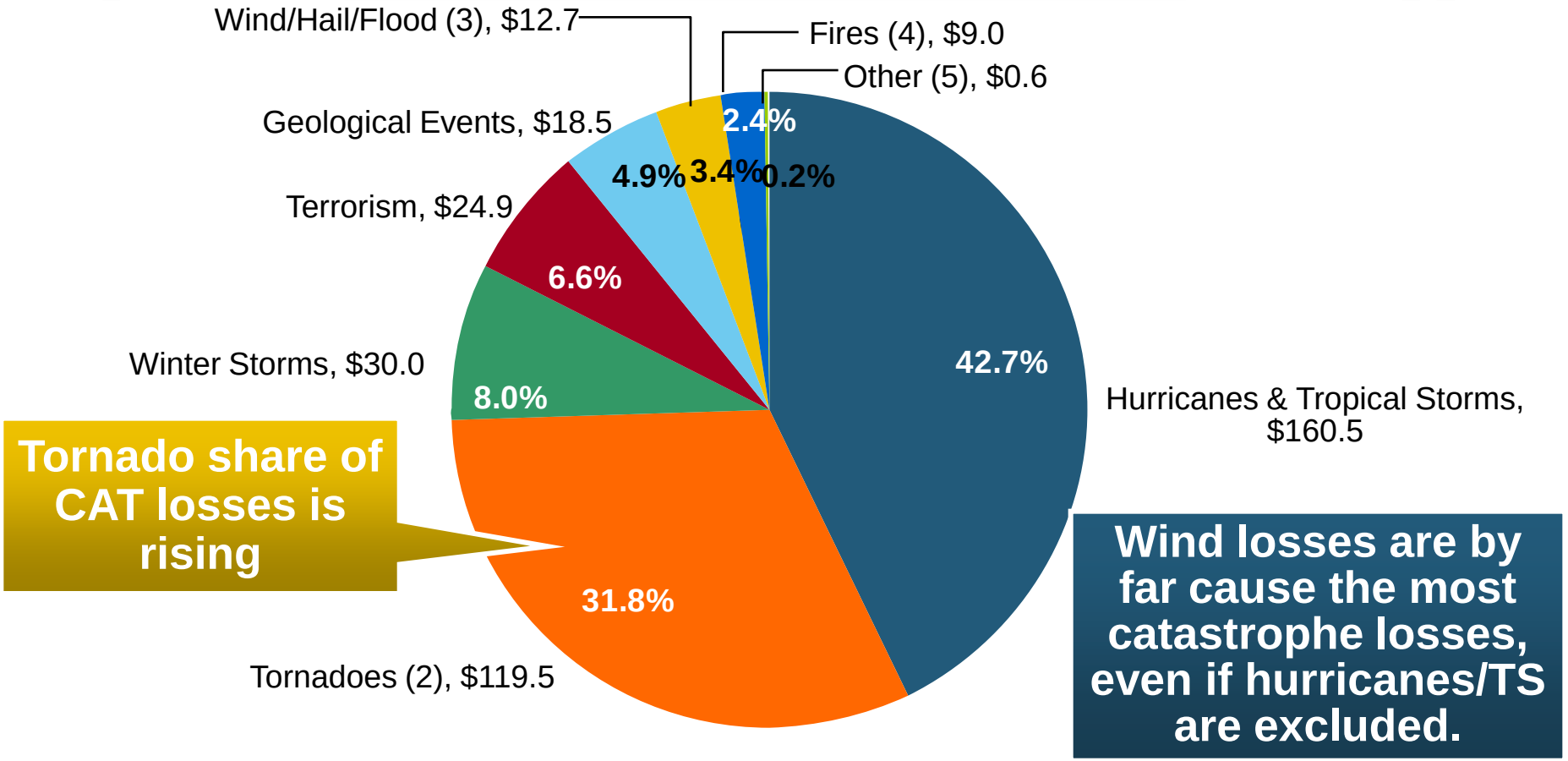


Thunderstorm/ Tornado losses were 2.5 times above the 30-year average

2011's insured loss distribution was unusual with tornado and thunderstorm accounting for the vast majority of loss

Source: ISO's Property Claim Services Unit, Munich Re; Insurance Information Institute.

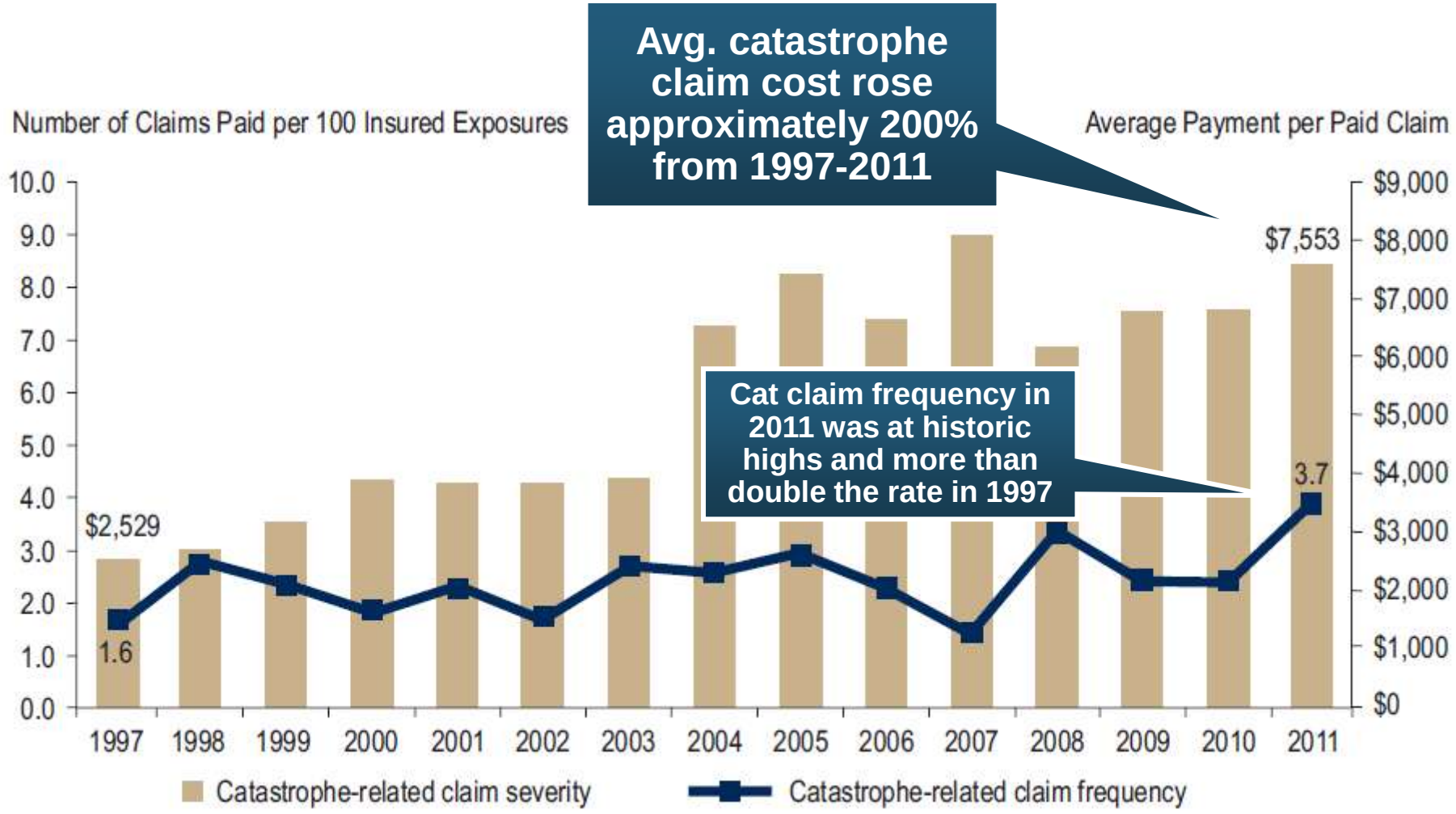
Inflation Adjusted U.S. Catastrophe Losses by Cause of Loss, 1990–2011:H1[1]



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.

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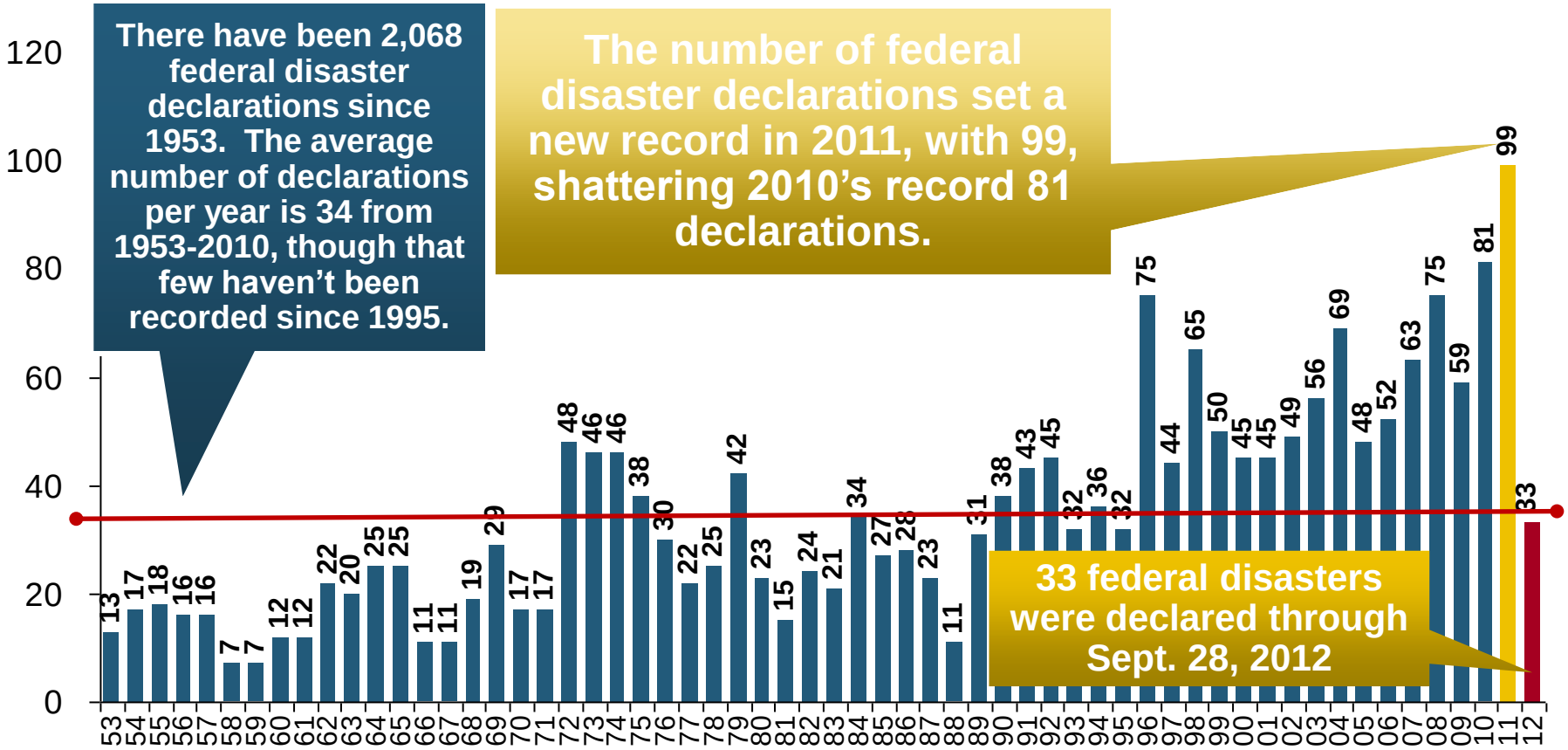
Federal Disaster Declarations Patterns: 1953-2012

Records Were Set for Federal Disaster Declarations in 2010 and 2011—Most Declarations Were Unrelated to Tropical Activity

Number of Federal Disaster Declarations, 1953-2012*

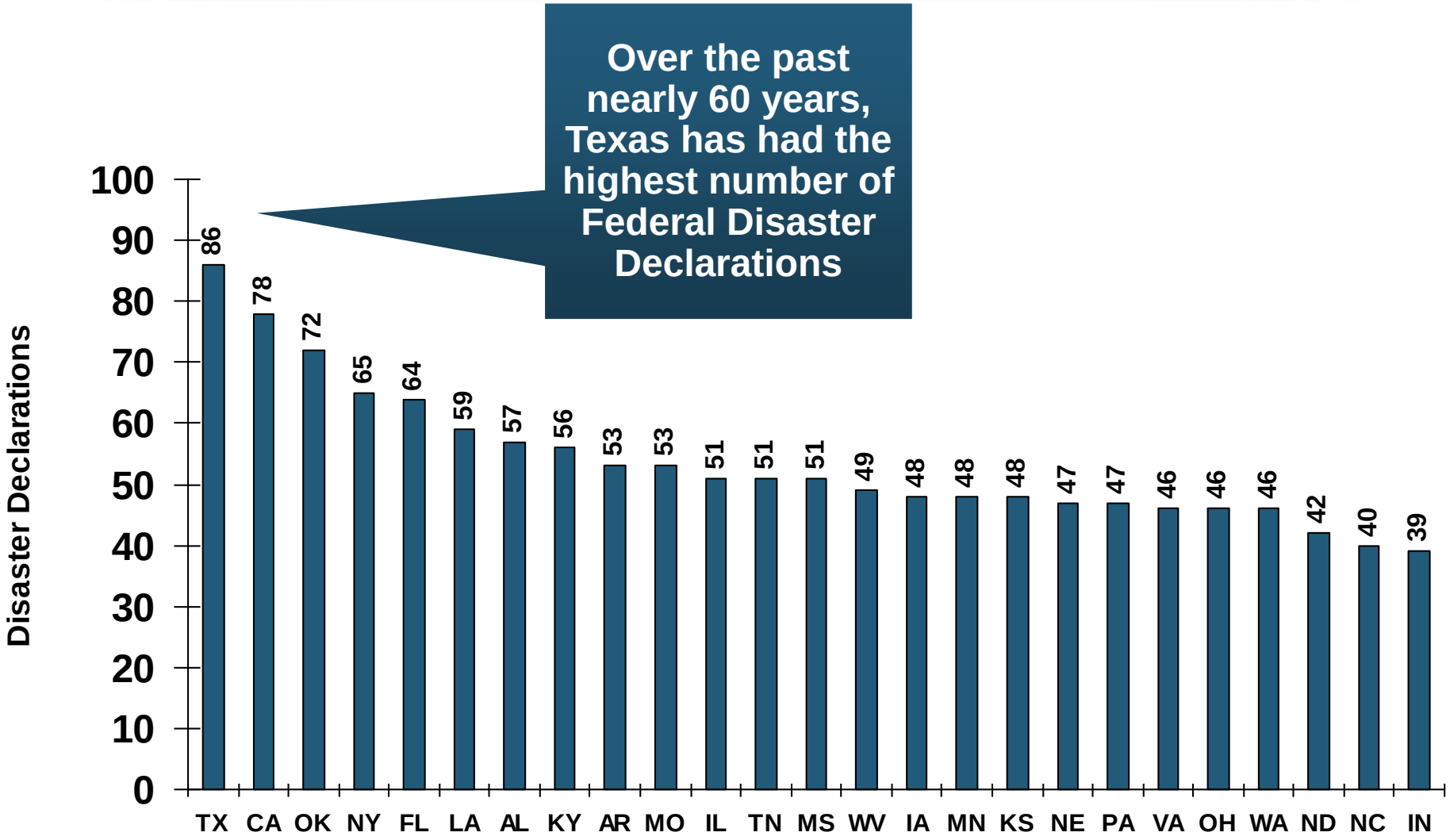


The Number of Federal Disaster Declarations Is Rising and Set New Records in 2010 *and* 2011

*Through Sept. 28, 2012.

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

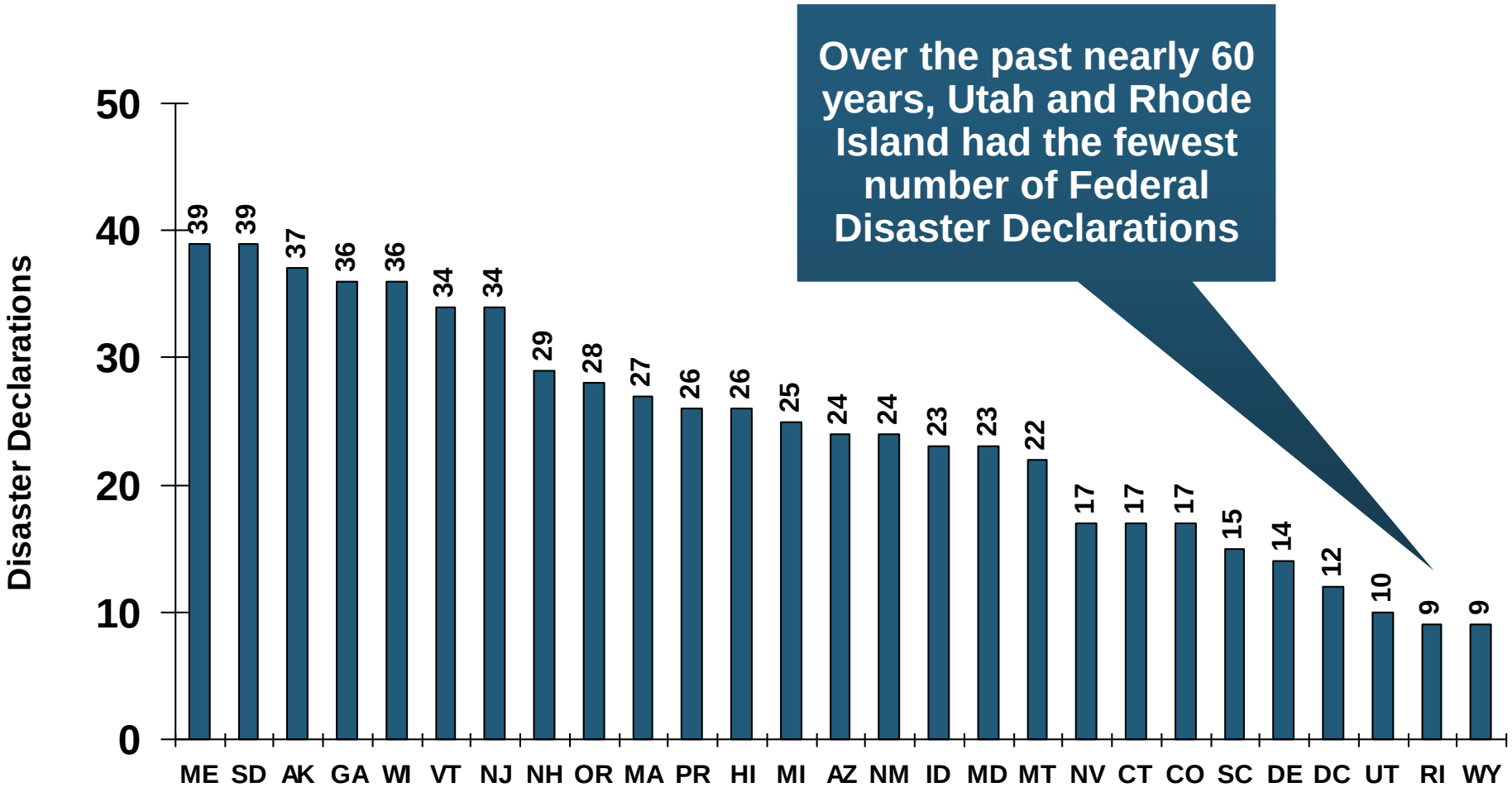
Federal Disasters Declarations by State, 1953 – 2012: Highest 25 States*



*Through Sept. 28, 2012. 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 – 2012: Lowest 25 States*



*Through Sept. 28, 2012. Includes Puerto Rico and the District of Columbia.

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

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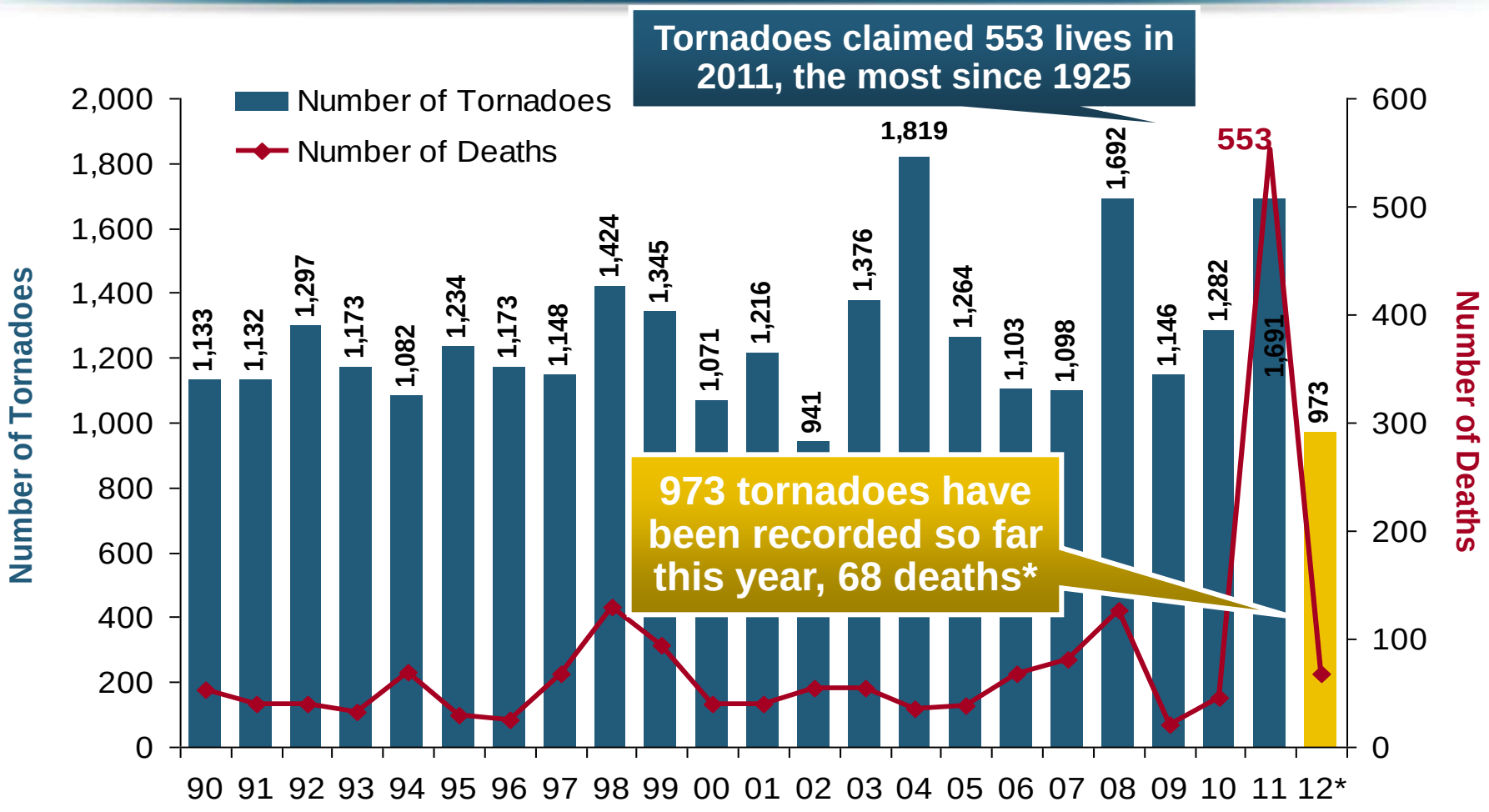
2012 TORNADO & SEVERE STORM SUMMARY

2012 Got Off to a Worrisome Start, But Is No Repeat of 2011

Number of Tornadoes and Related Deaths, 1990 – 2012*

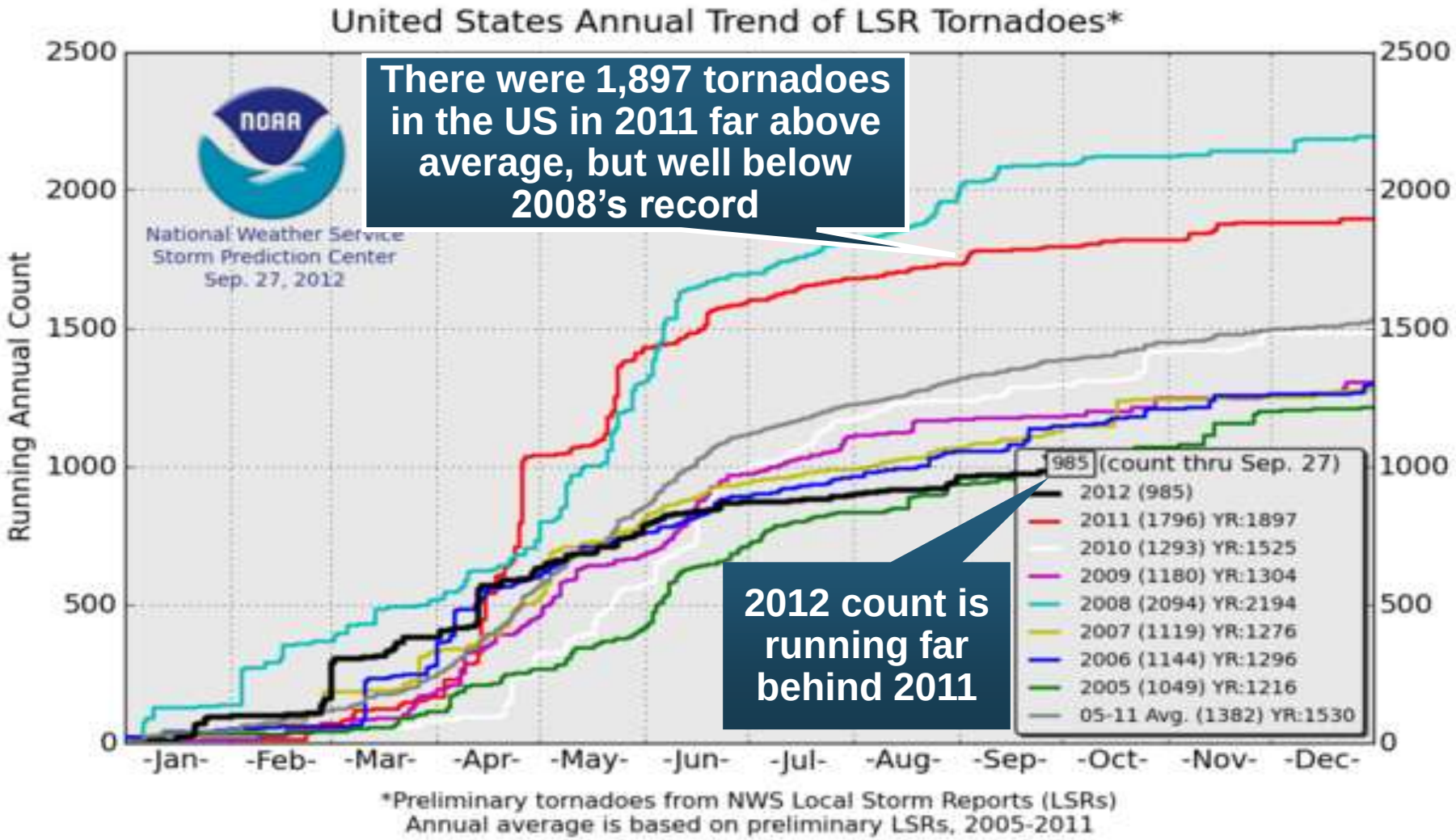


2012 Tornado Losses Got Off to an Ominous Beginning, but Slowed. First Half 2012 Insured Losses from Tornadoes and Thunderstorms Totaled $8.8B.

*Through Sept.23, 2012.

Source: U.S. Department of Commerce, Storm Prediction Center, National Weather Service at http://www.spc.noaa.gov/climo/online/monthly/newm.html

U.S. Tornado Count, 2005-2012*



*Through Sept. 27, 2012.
Source: http://www.spc.noaa.gov/wcm/

June 29, 2012 Derecho: Traveled 600 Miles from Midwest to Mid-Atlantic

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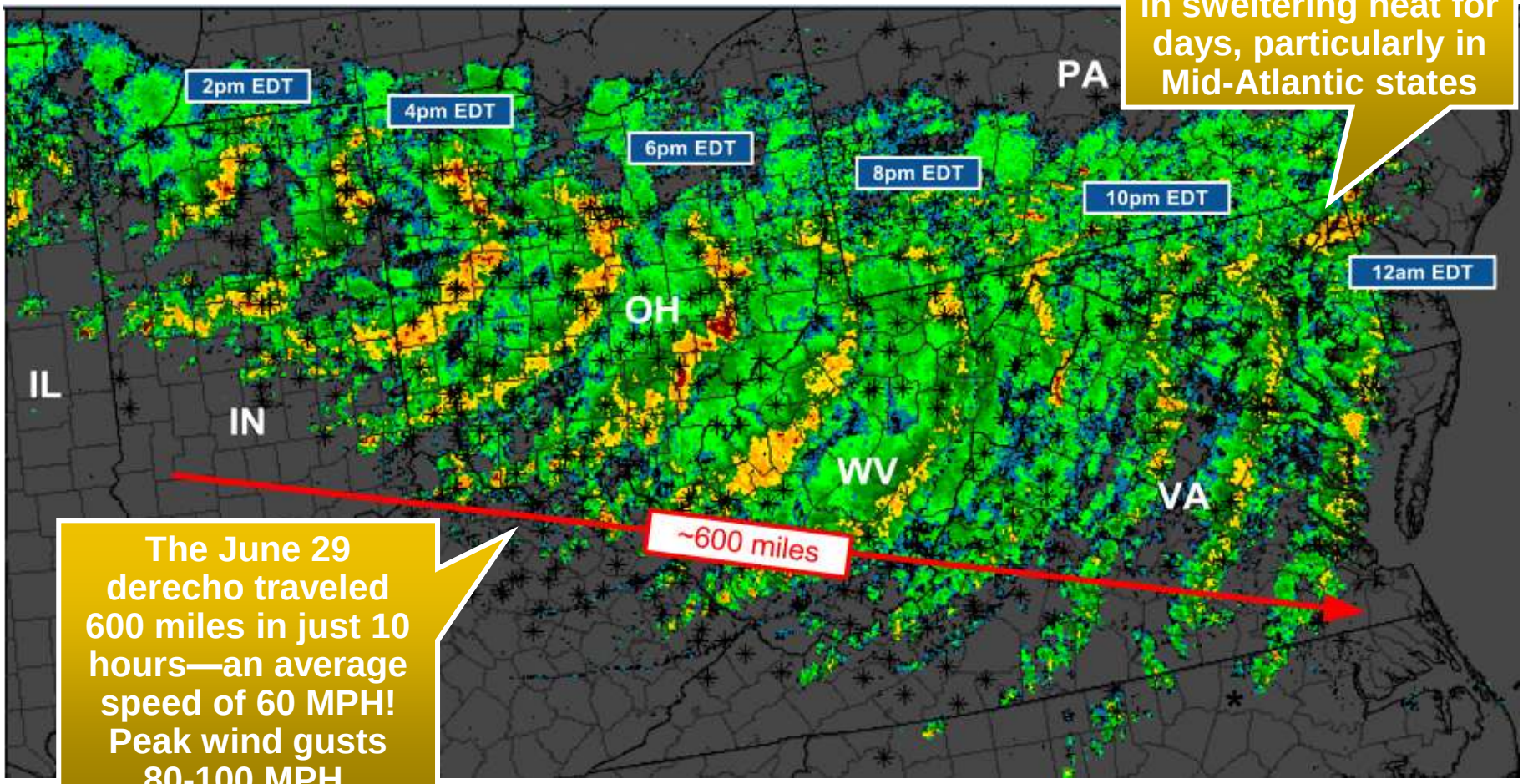
10-HOUR RADAR COMPOSITE (2PM – MIDNIGHT)

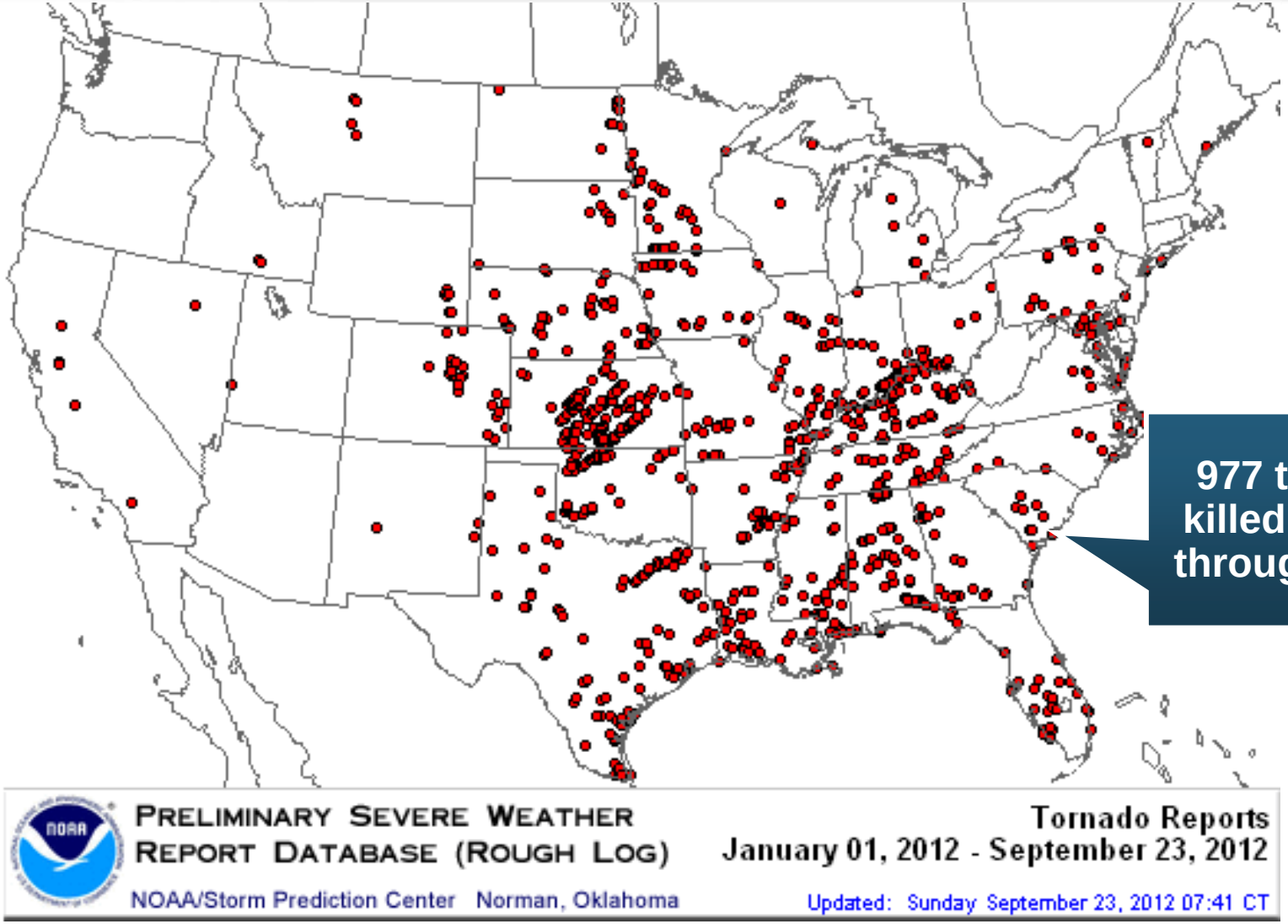


Millions of people were without power in sweltering heat for days, particularly in Mid-Atlantic states

The June 29 derecho traveled 600 miles in just 10 hours—an average speed of 60 MPH! Peak wind gusts 80-100 MPH.

Source: National Weather Service: http://www.spc.noaa.gov/wcm/2012/20120629-derecho.png

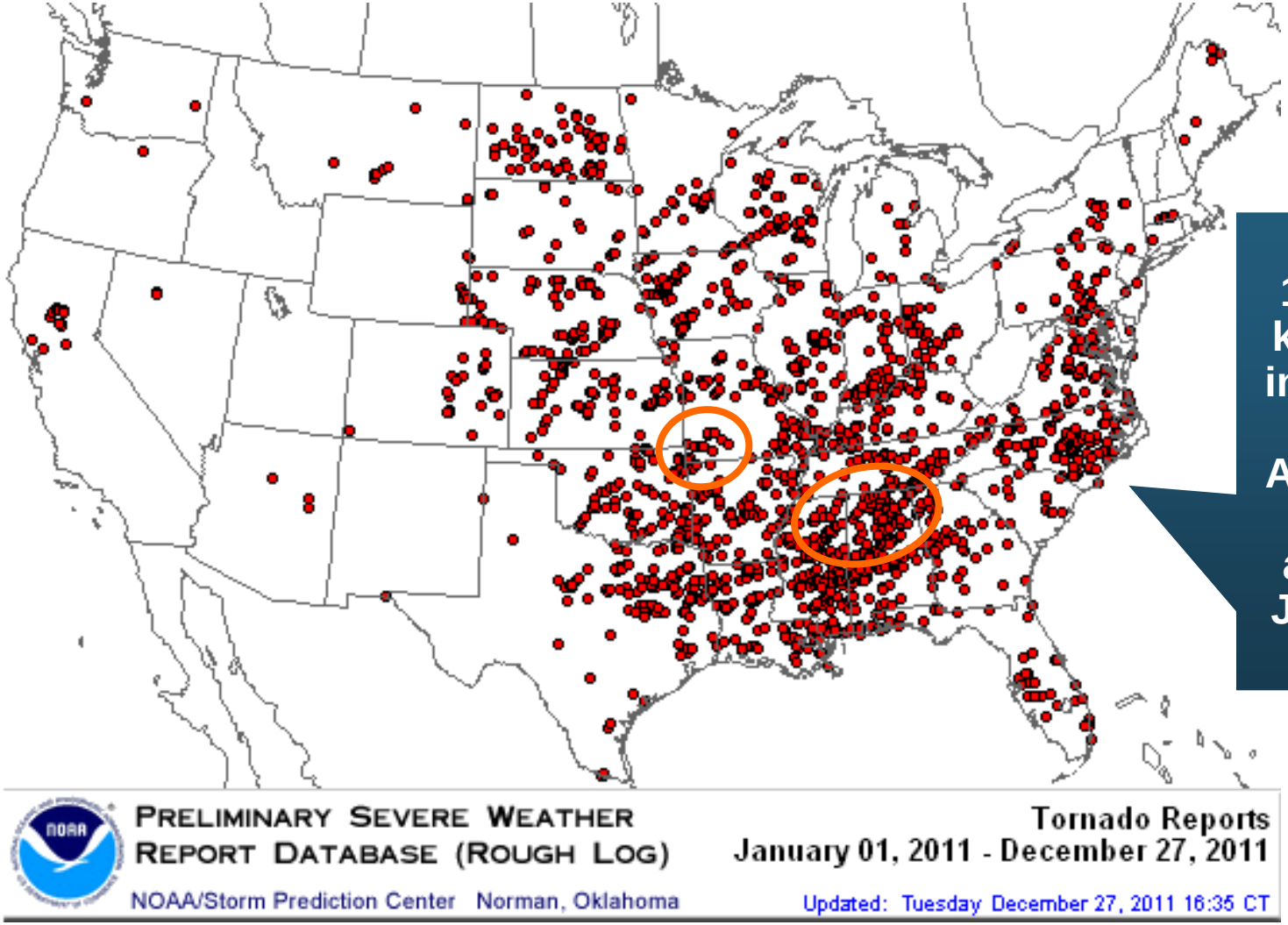
Location of Tornadoes in the US, 2012*



977 tornadoes killed 68 people through Sept. 23

*Through Sept. 23, 2012.
Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2012_annual_summary.html#

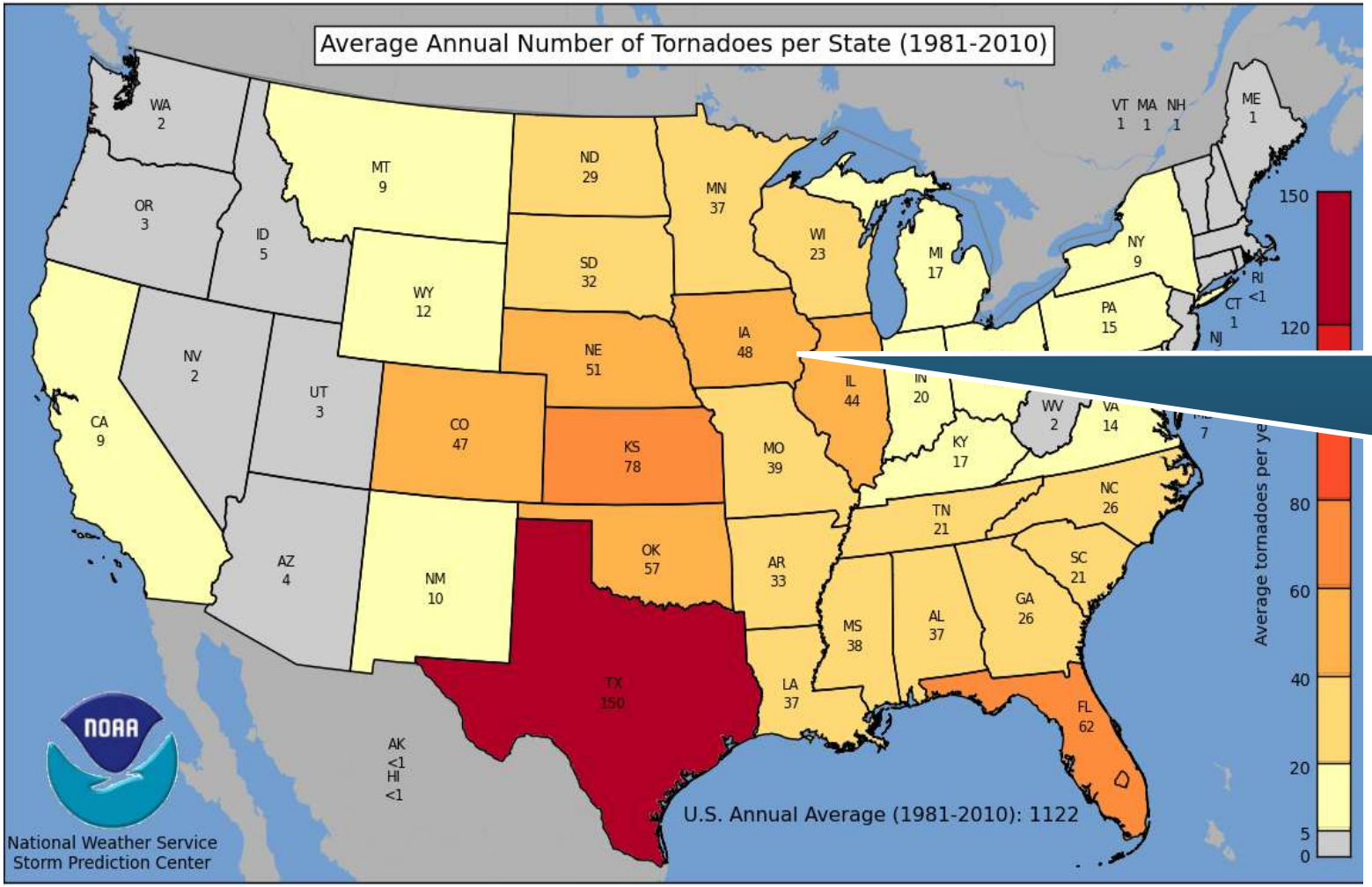
Location of Tornadoes in the US, 2011



1,894 tornadoes killed 553 people in 2011, including at least 340 on April 26 mostly in the Tuscaloosa area, and 130 in Joplin on May 22

Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2011_annual_summary.html#

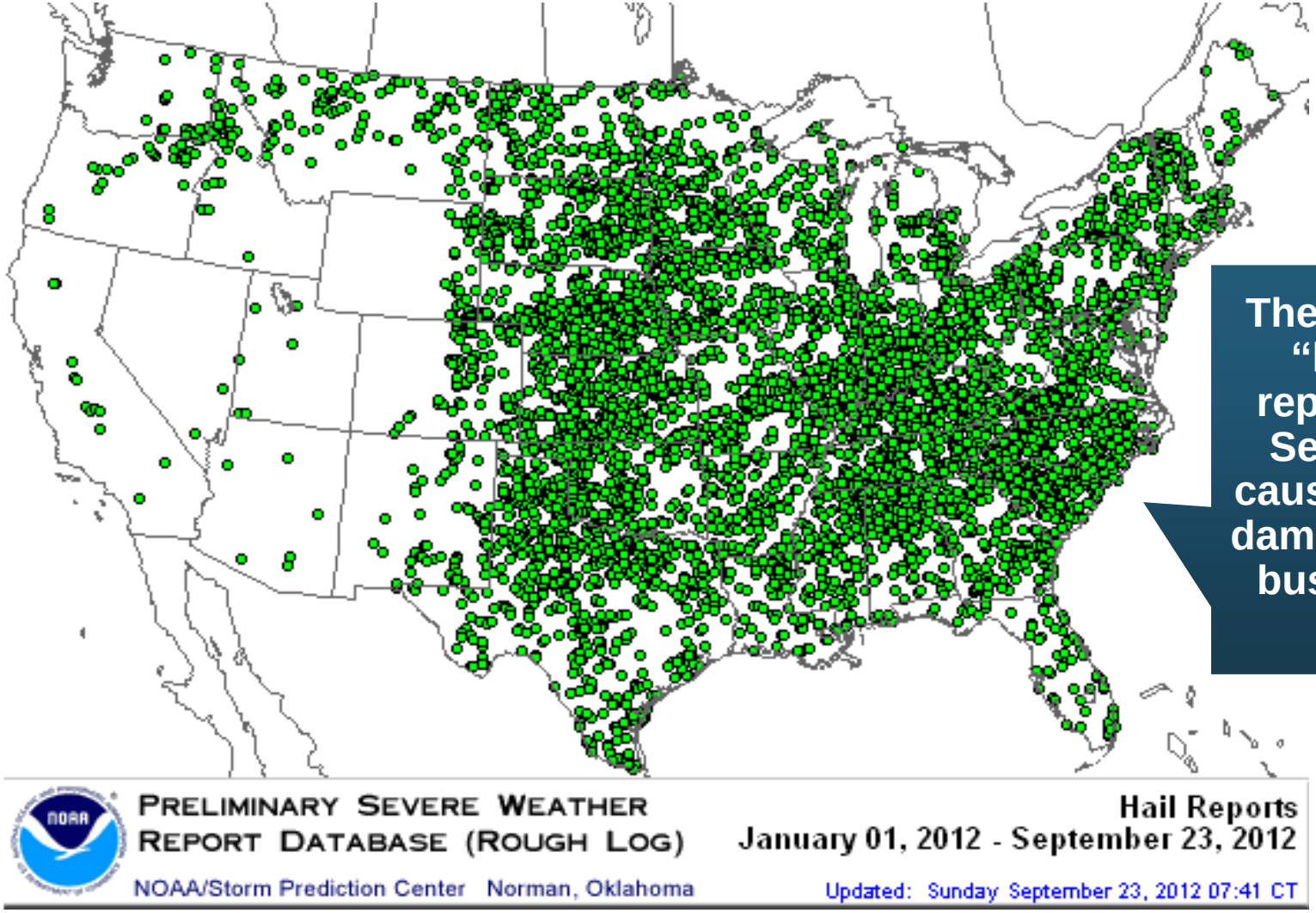
Average Annual Number of Tornadoes per State, 1981—2010



The Midwest sees significant tornado activity in most years

Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2012_annual_summary.html#

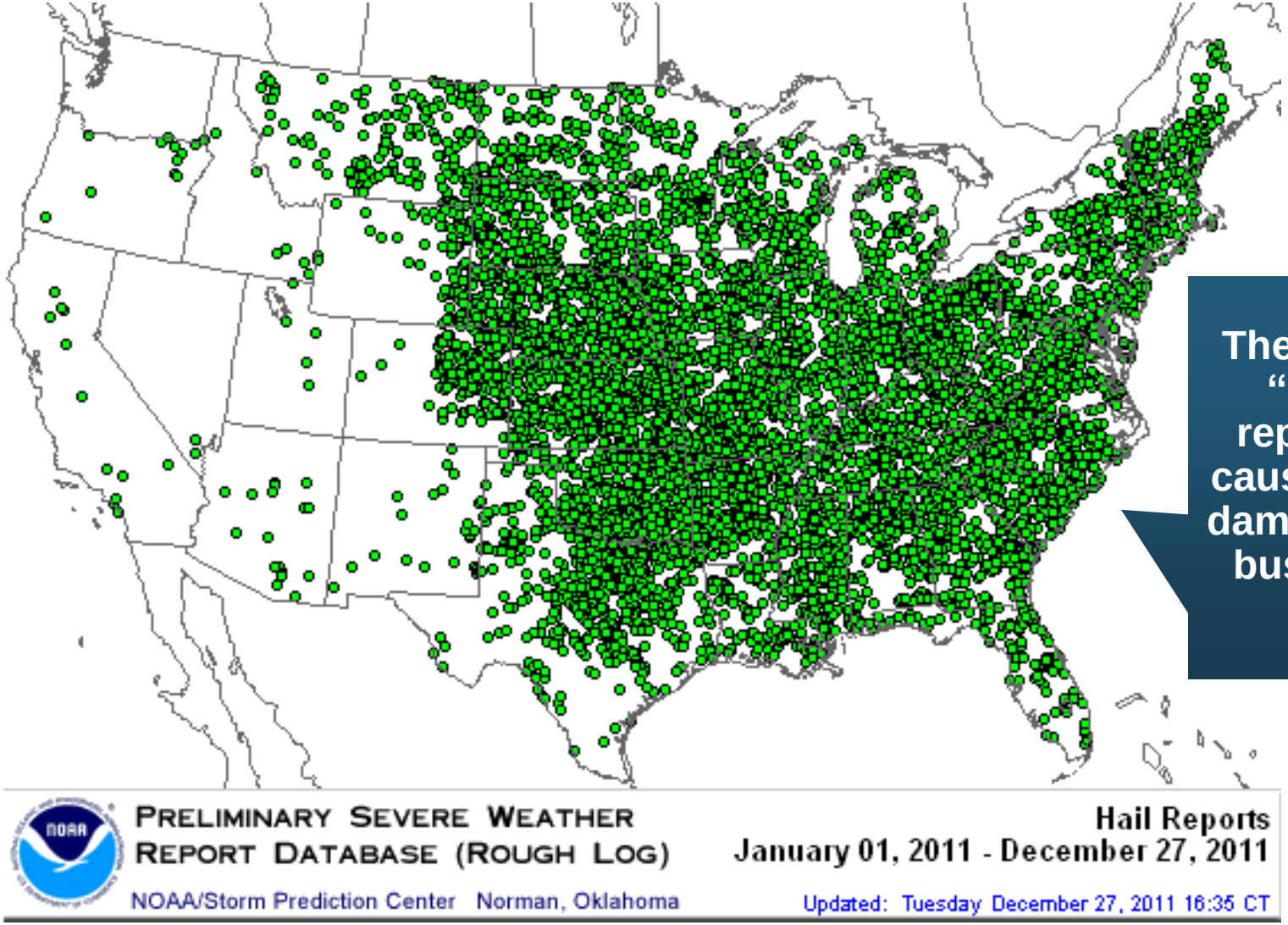
Location of Large Hail Reports in the US, 2012*



There were 6,781 "Large Hail" reports through Sept. 23, 2012, causing extensive damage to homes, businesses and vehicles

*Through Sept. 23, 2012.
Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2012_annual_summary.html#

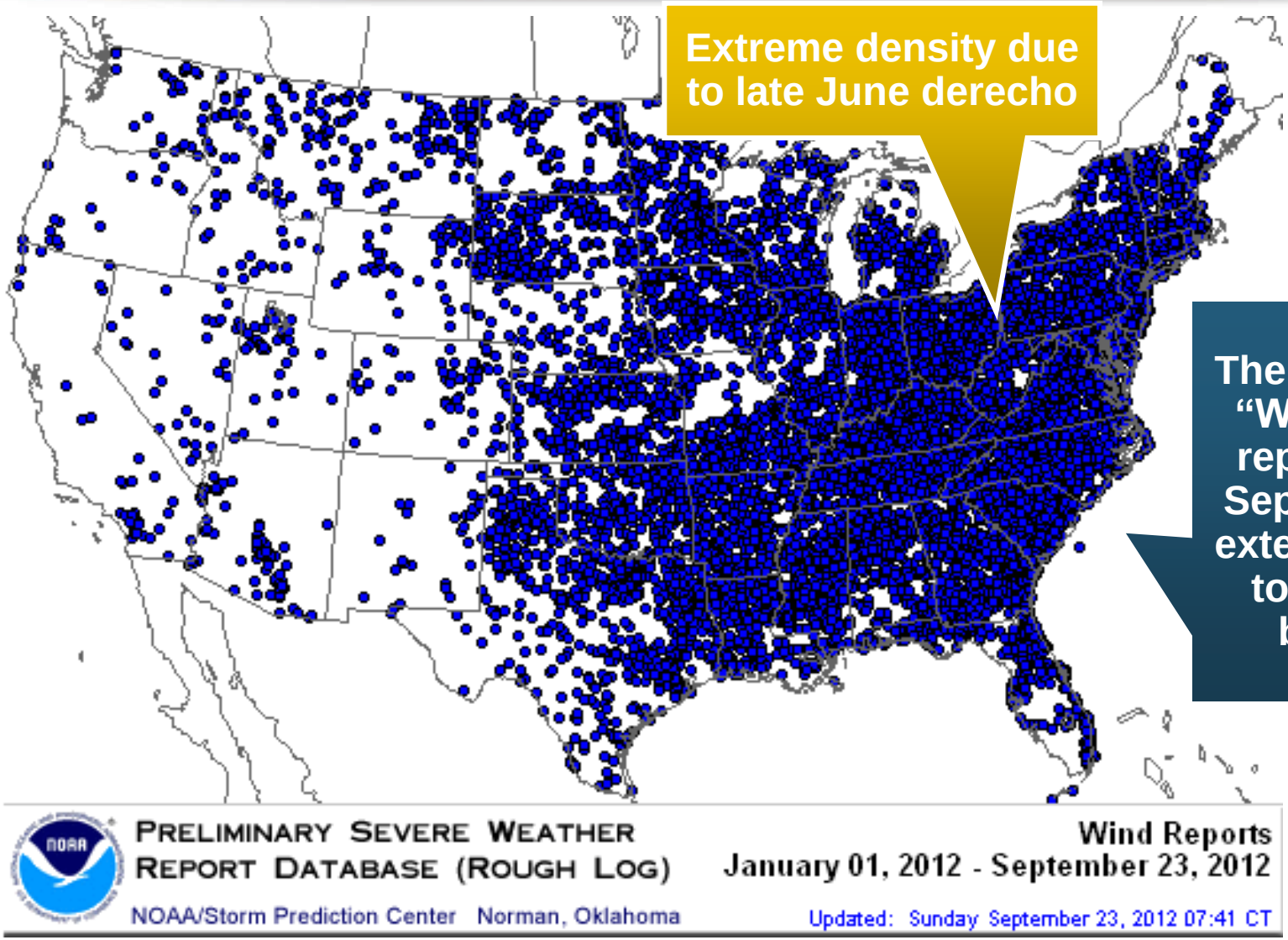
Location of Large Hail Reports in the US, 2011



There were 9,417 "Large Hail" reports in 2011, causing extensive damage to homes, businesses and vehicles

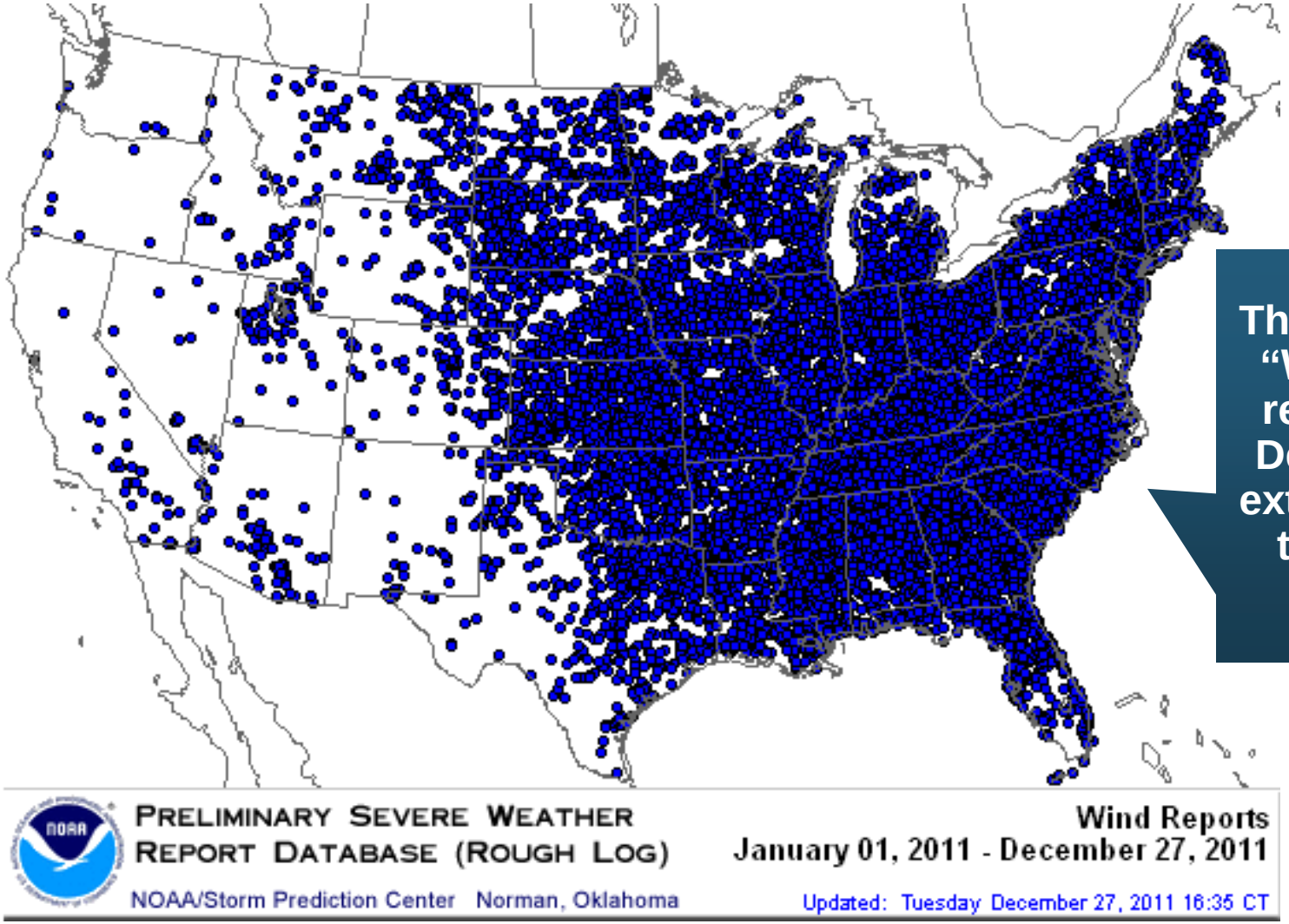
Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2011_annual_summary.html#

Location of Wind Damage Reports in the US, 2012*



*Through Sept. 23, 2012.
Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2012_annual_summary.html#

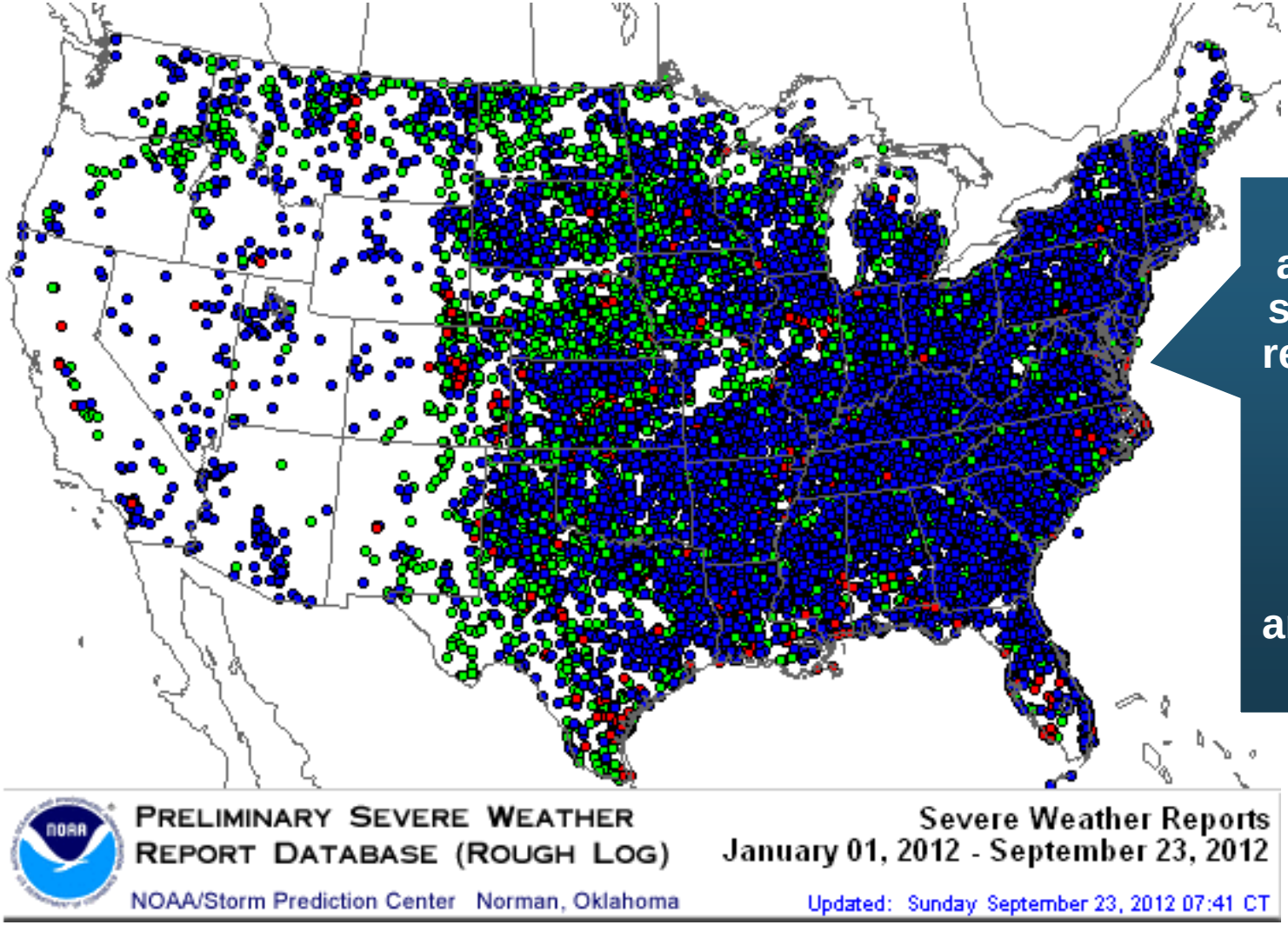
Location of Wind Damage Reports in the US, 2011



There were 18,685 "Wind Damage" reports through Dec. 27, causing extensive damage to homes and, businesses

Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2011_annual_summary.html#

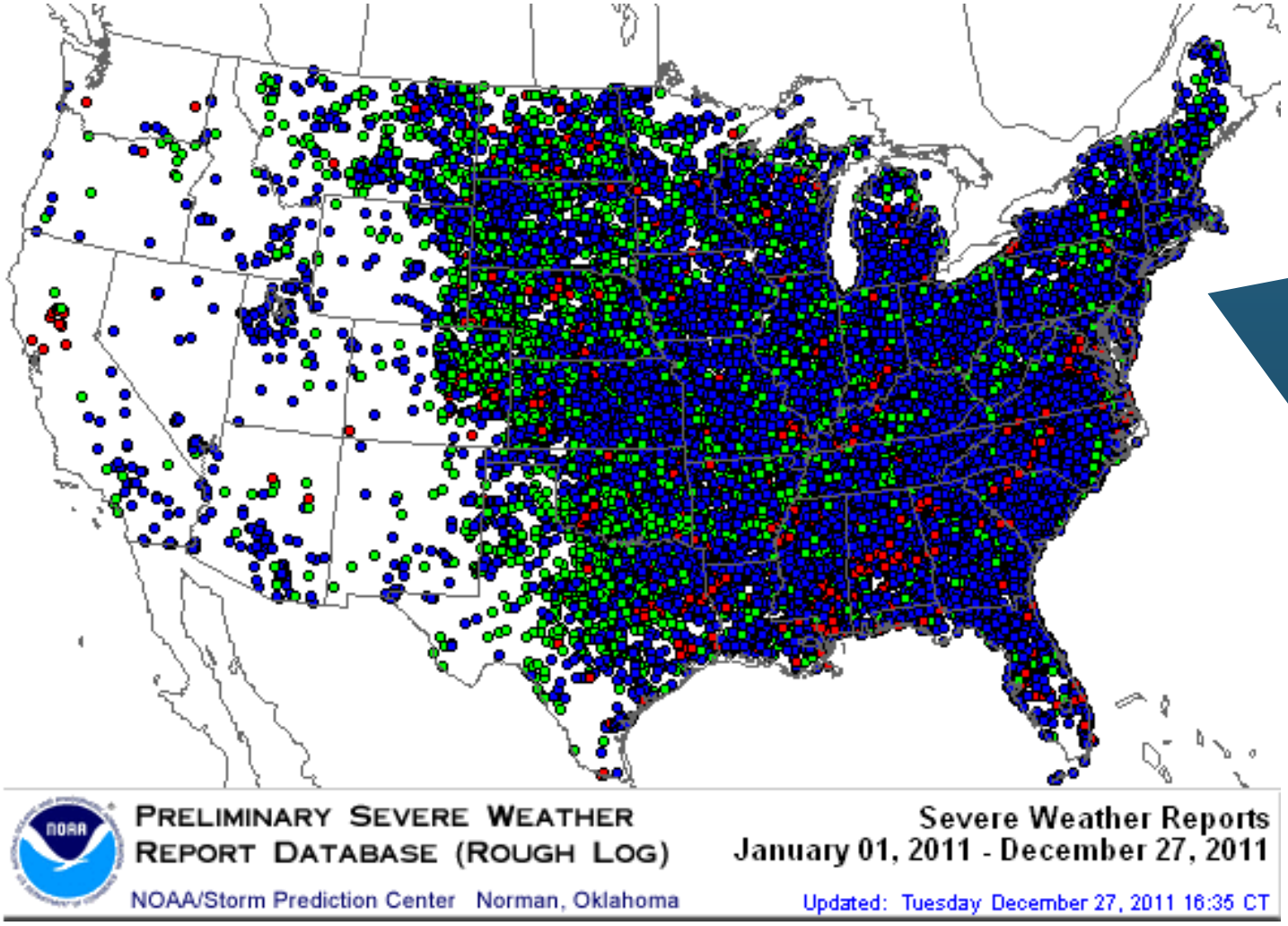
Severe Weather Reports, 2012*



There were already 21,310 severe weather reports through Sept. 23; including 977 tornadoes; 6,781 "Large Hail" reports and 13,550 high wind events

*Through Sept. 23, 2012.
Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2012_annual_summary.html#

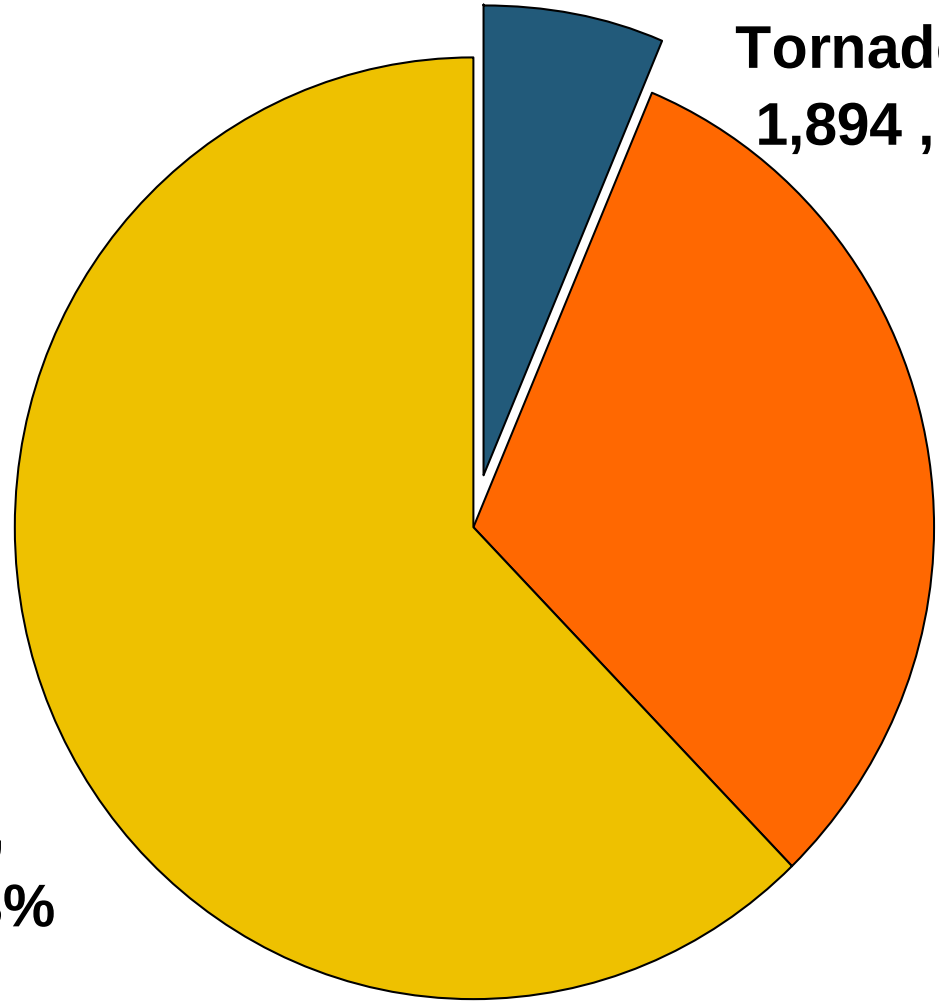
Severe Weather Reports, 2011



There were 29,996 severe weather reports in 2011; including 1,894 tornadoes; 9,417 "Large Hail" reports and 18,685 high wind events

Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2011_annual_summary.html#

Number of Severe Weather Reports in US, by Type, 2011



Tornadoes accounted for just 6% of all Severe Weather Reports but more than 550 deaths in 2011, the most in 75 years

Source: NOAA Storm Prediction Center; http://www.spc.noaa.gov/climo/online/monthly/2011_annual_summary.html#

2012 US Drought: Implications for Crop (Re)Insurers

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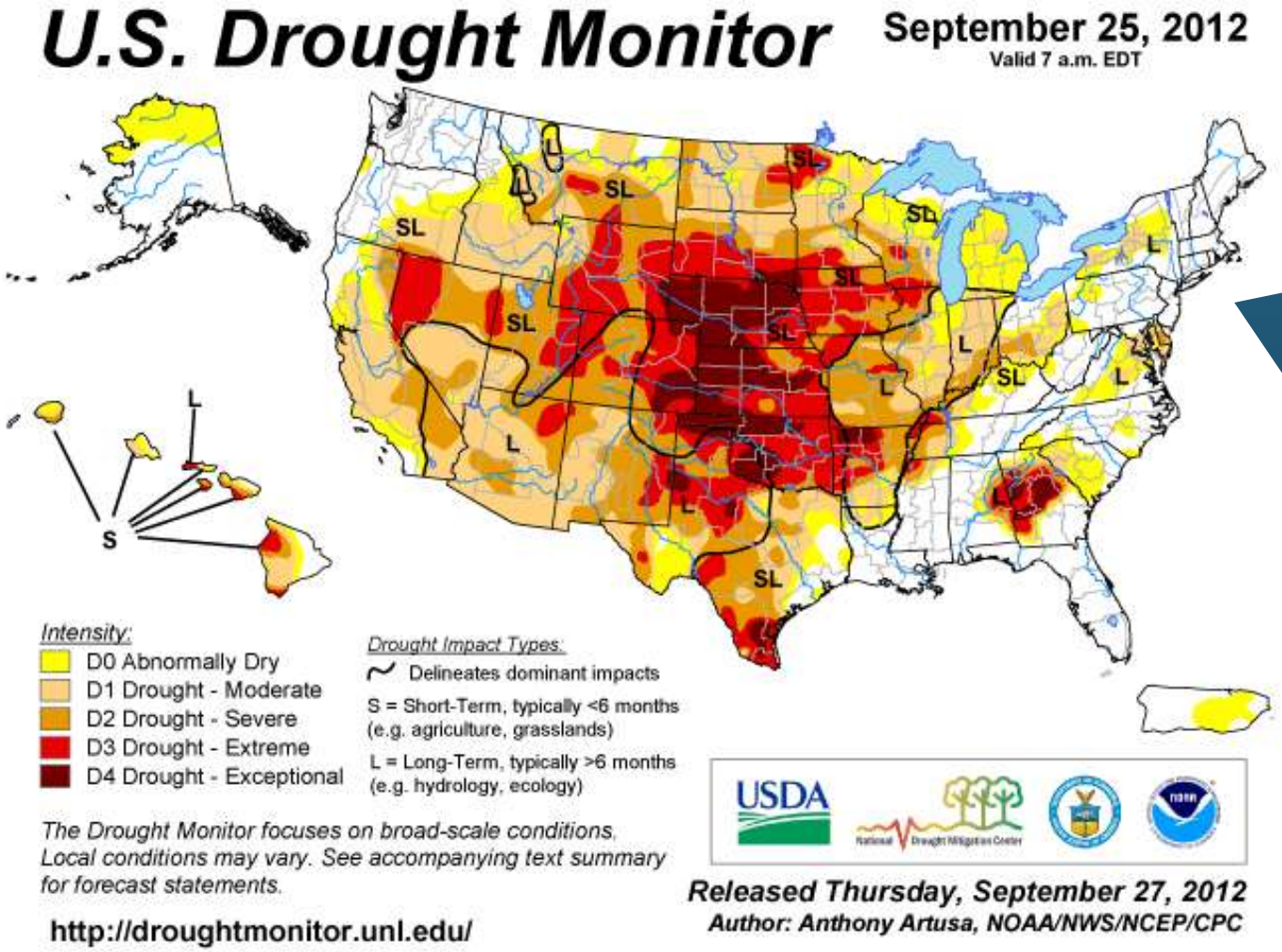
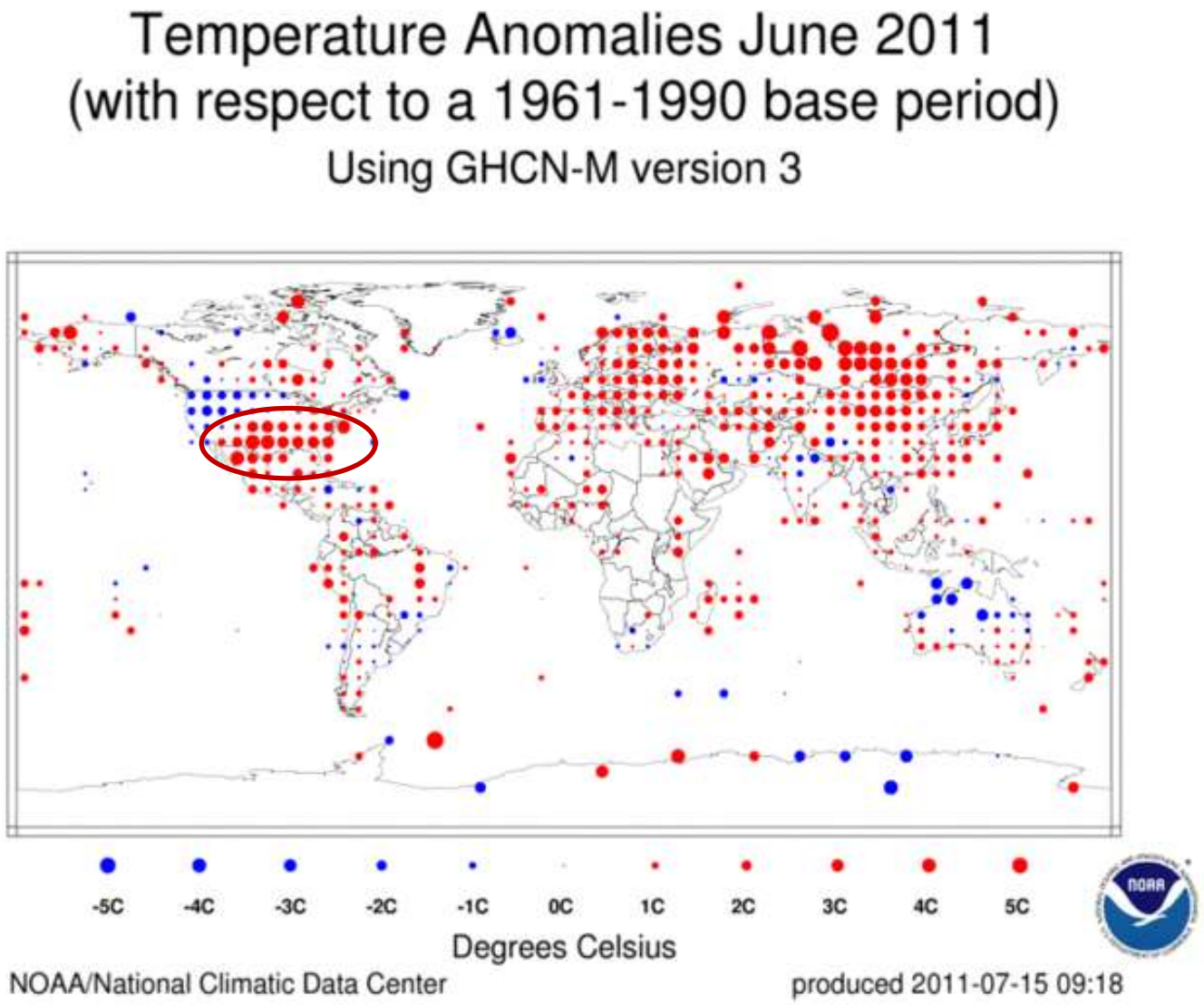


The drought in the US has diminished in intensity over the past month. Crop combined ratios are expected to be in the 100-110 range. For reinsurers, most XOL insurance kicks-in at 104*

*Credit Suisse, P&C Sector Forecast, Sept. 12, 2012.
Source: US Drought Monitor: http://droughtmonitor.unl.edu/

Global Temperature Anomolies, June 2012



Northern hemisphere land and ocean temperature for June 2012 was one of the warmest on record

Source: NOAA

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The BIG Question: When Will the Market Turn?

Catastrophes and Other Factors Are Pressuring Insurance Markets

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

Historical Criteria for a "Market Turn": *Low Interest Rates Add New Pressure*

Criteria	Status	Comments
Sustained Period of Large Underwriting Losses	*Large in 2011, Breakeven in 2012; Will Likely Grow*	•Apart from 2011 CAT losses, overall p/c underwriting losses remain modest •Combined ratios (ex-CATs) still in low 100s (vs. 110+ at onset of last hard market); CR= 97.6 in Q1:2012 (ex-M&FG) •Prior-year reserve releases continue to reduce u/w losses, boost ROEs, though more modestly
Material Decline in Surplus/ Capacity	*Only Small Decline Due to 2011 Cats; Record Highs in 2012*	•Surplus hit a record $570.7B as of 3/31/12 •Fell just 1.6% in 2011 due to CATs •Will likely see new records later in 2012 •Little excess capacity remains in reinsurance markets •Modest growth in demand for insurance is insufficient to absorb much excess capacity
Tight Reinsurance Market	*Somewhat in Place*	•Much of the global "excess capacity" was eroded by cats •Higher prices in Asia/Pacific •Modestly higher pricing for US risks
Renewed Underwriting & Pricing Discipline	*Firming Broad, Sustained,esp. in Property, WC*	•Commercial lines pricing trends have turned from negative to flat and now positive, esp. Property & WC; •Competition remains intense as many seek to maintain market share

Sources: Barclays Capital; Insurance Information Institute.

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INVESTMENTS: THE NEW REALITY

Investment Performance is a Key Driver of Profitability

Depressed Yields Will Necessarily Influence Underwriting & Pricing

Insurers Have Not Yet Fully Adapted to a Persistently Low Interest Rate Environment

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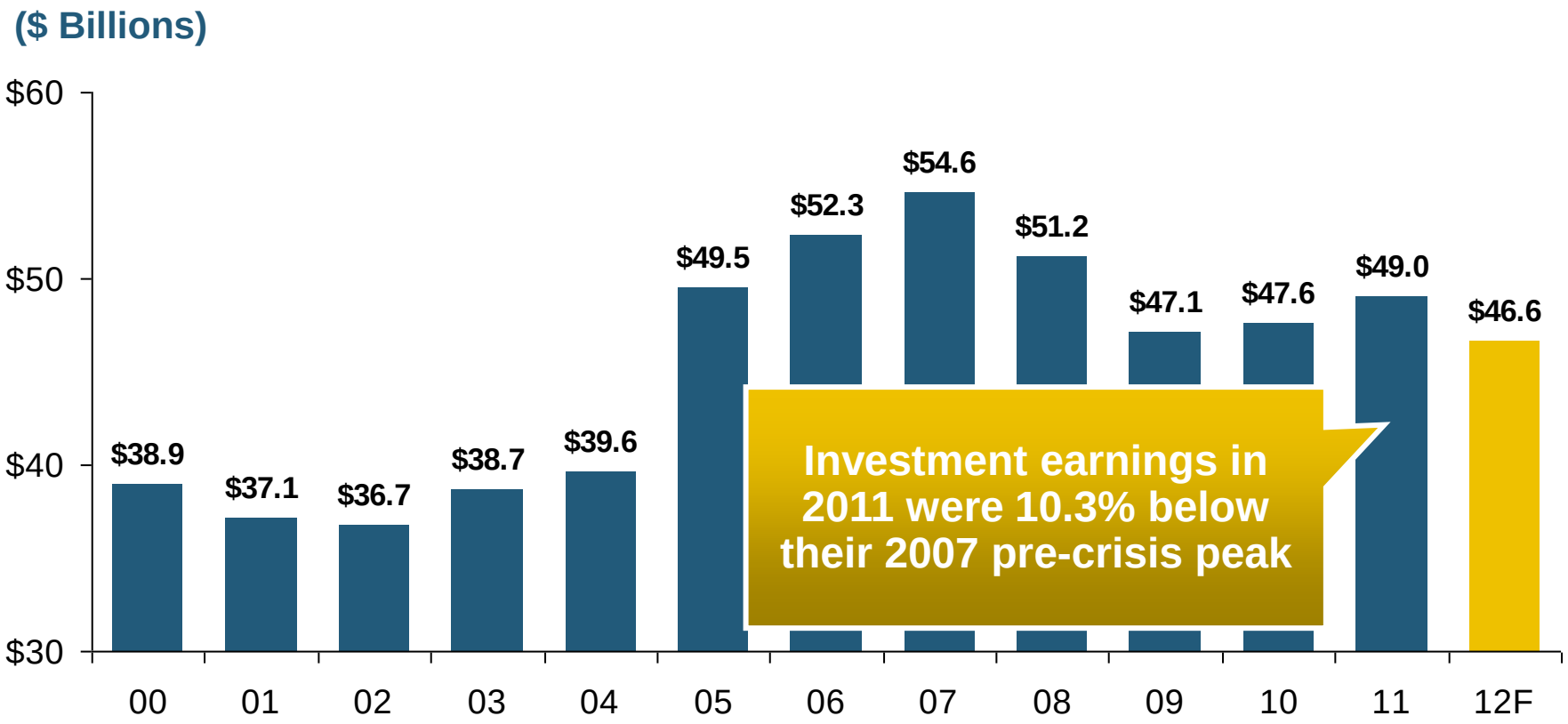
- **No Expectation that Rates Would Be:**
  - **Pushed to Such Low Levels**
  - **Pushed Down so Rapidly**
  - **Held to Such Low Levels for So Long**
  - **Suppressed via Unprecedented Aggressiveness of the Federal Reserve**
    - **Use of traditional and unconventional tools (QE)**
    - **Unconventional 's policies couldn't be anticipated, esp. QE1, 2 (3?)**
- **Competitive Pressure→Protracted Soft Market**
- **Ability to Release Prior Reserves Eases Urgency**
- **Realization of Capital Gains**

Property/Casualty Insurance Industry Investment Income: 2000–2012F[1]



Investment Income in 2011 Was Surprisingly Strong, Though Investment Income Is Likely to Weaken in 2012 Due to Persistently Low Interest Rates

[1] Investment gains consist primarily of interest and stock dividends.
*2012F is based on annualized Q1:2012 actual figure of $11.656B.
Sources: ISO; Conning Research & Consulting; Insurance Information Institute.

Property/Casualty Insurance Industry Investment Gain: 1994–2012F[1]

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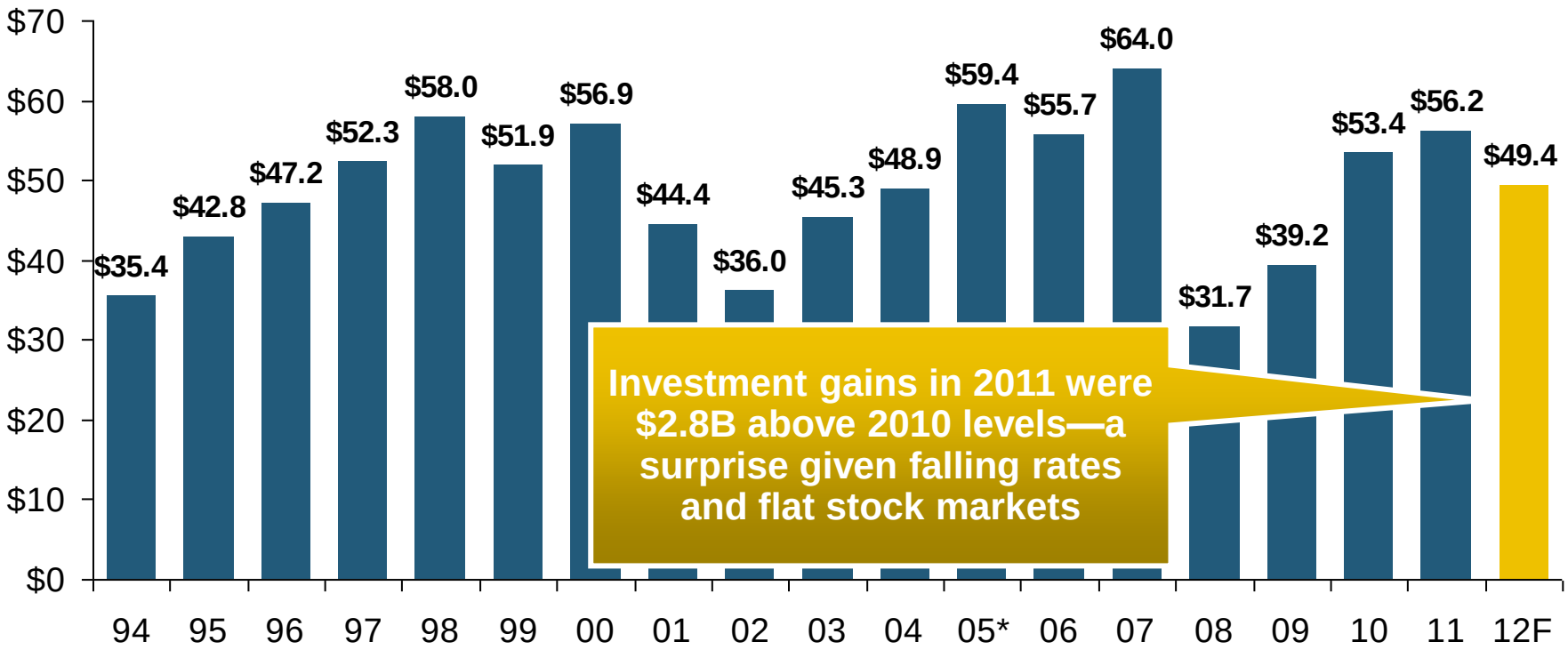
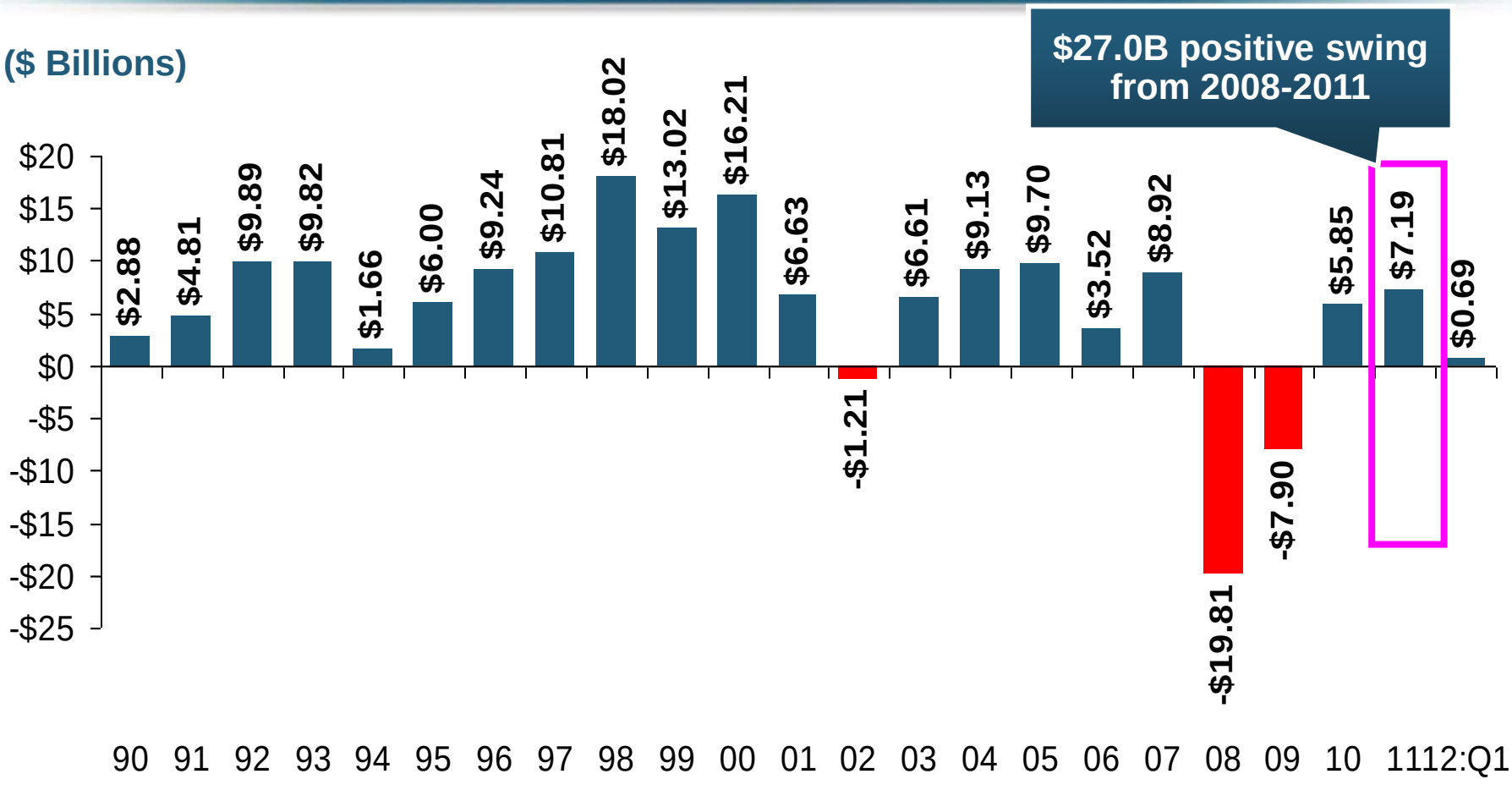
($ Billions)



Investment Gains in 2011 Were Surprisingly Robust. Investment Gains Recovered Significantly in 2011 Due to 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; 2012F figure is III estimate based on annualized actual Q1:2012 result of $12.341B.
Sources: ISO; Insurance Information Institute.

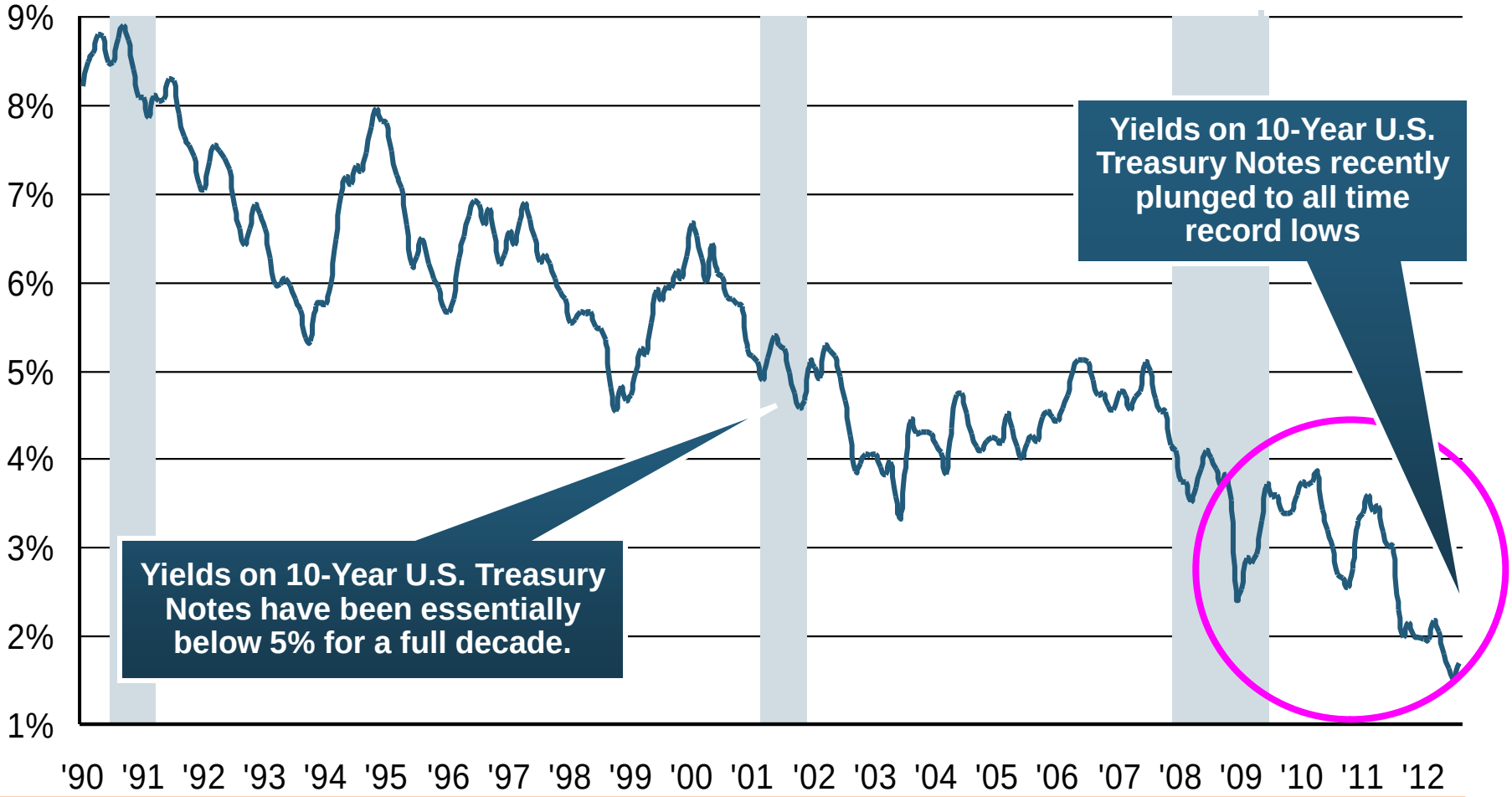
P/C Insurer Net Realized Capital Gains/Losses, 1990-2012:Q1



Insurers Posted Net Realized Capital Gains in 2010 and 2011 After 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

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

U.S. 10-Year Treasury Note Yields: A Long Downward Trend, 1990–2012*

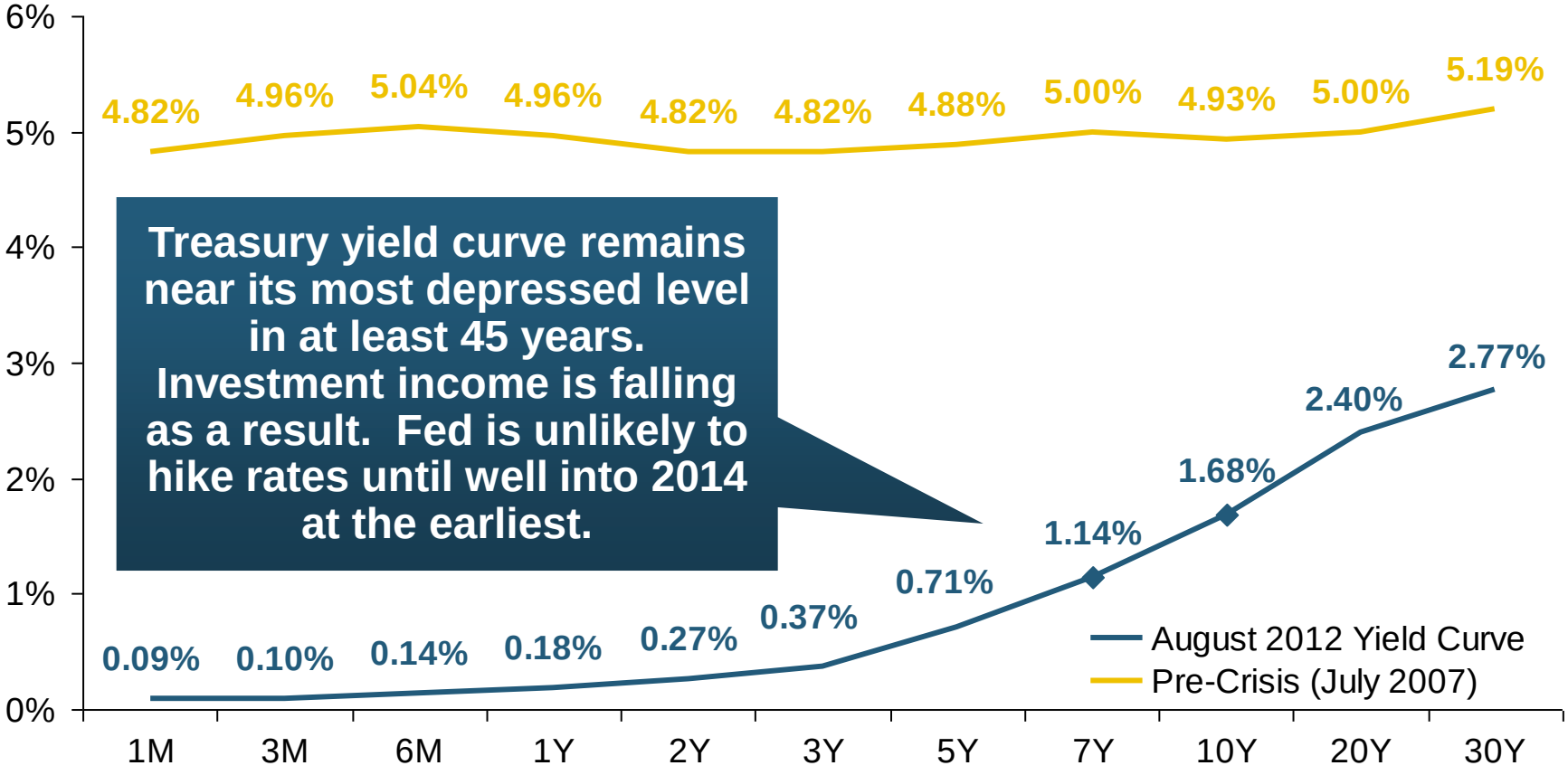


Since roughly 80% of P/C bond/cash investments are in 10-year or shorter durations, most P/C insurer portfolios will have low-yielding bonds for years to come.

*Monthly, through Aug. 2012. 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.

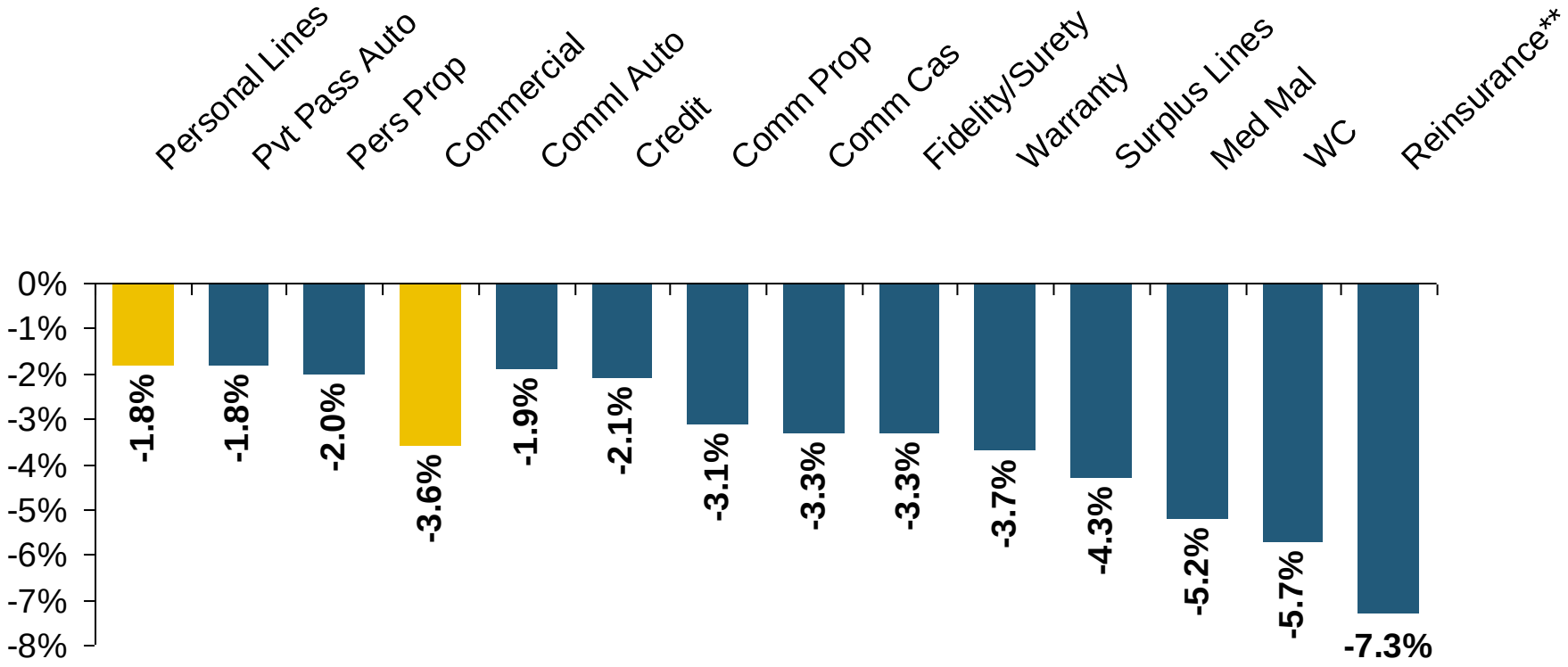
Treasury Yield Curves: Pre-Crisis (July 2007) vs. August 2012



The Fed Is Actively Signaling that it Is Determined to Keep Rates Low Through Mid-2015; This Adds to Pricing Pressure for Insurers.

Source: Federal Reserve Board of Governors; Insurance Information Institute.

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.

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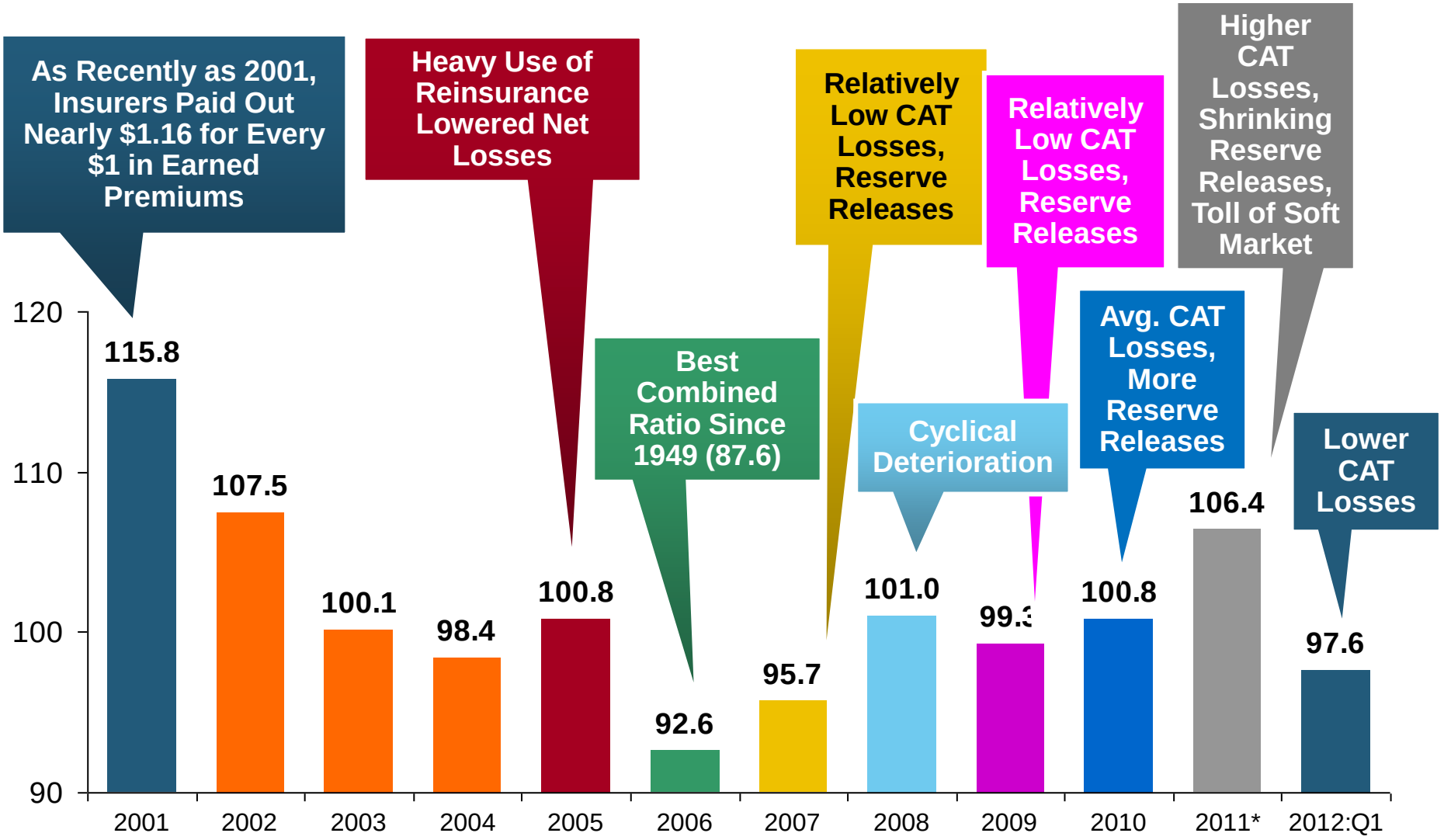
1. UNDERWRITING

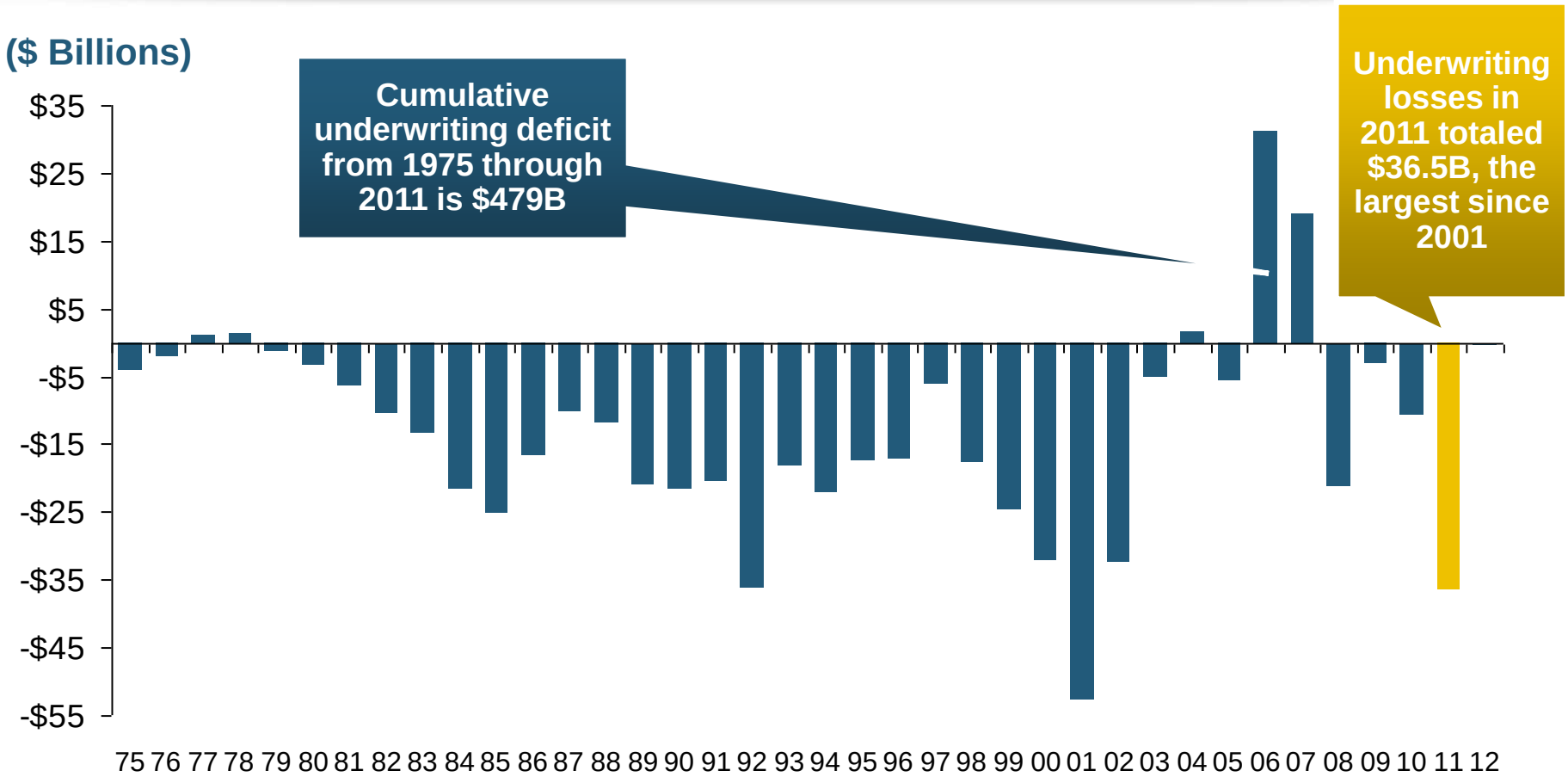
Have Underwriting Losses Been Large Enough for Long Enough to Turn the Market?

P/C Insurance Industry Combined Ratio, 2001–2012:Q1*



* Excludes Mortgage & Financial Guaranty insurers 2008--2012. Including M&FG, 2008=105.1, 2009=100.7, 2010=102.4, 2011=108.2; 2012:Q1=99.0.
Sources: A.M. Best, ISO.

Underwriting Gain (Loss) 1975–2012:Q1*

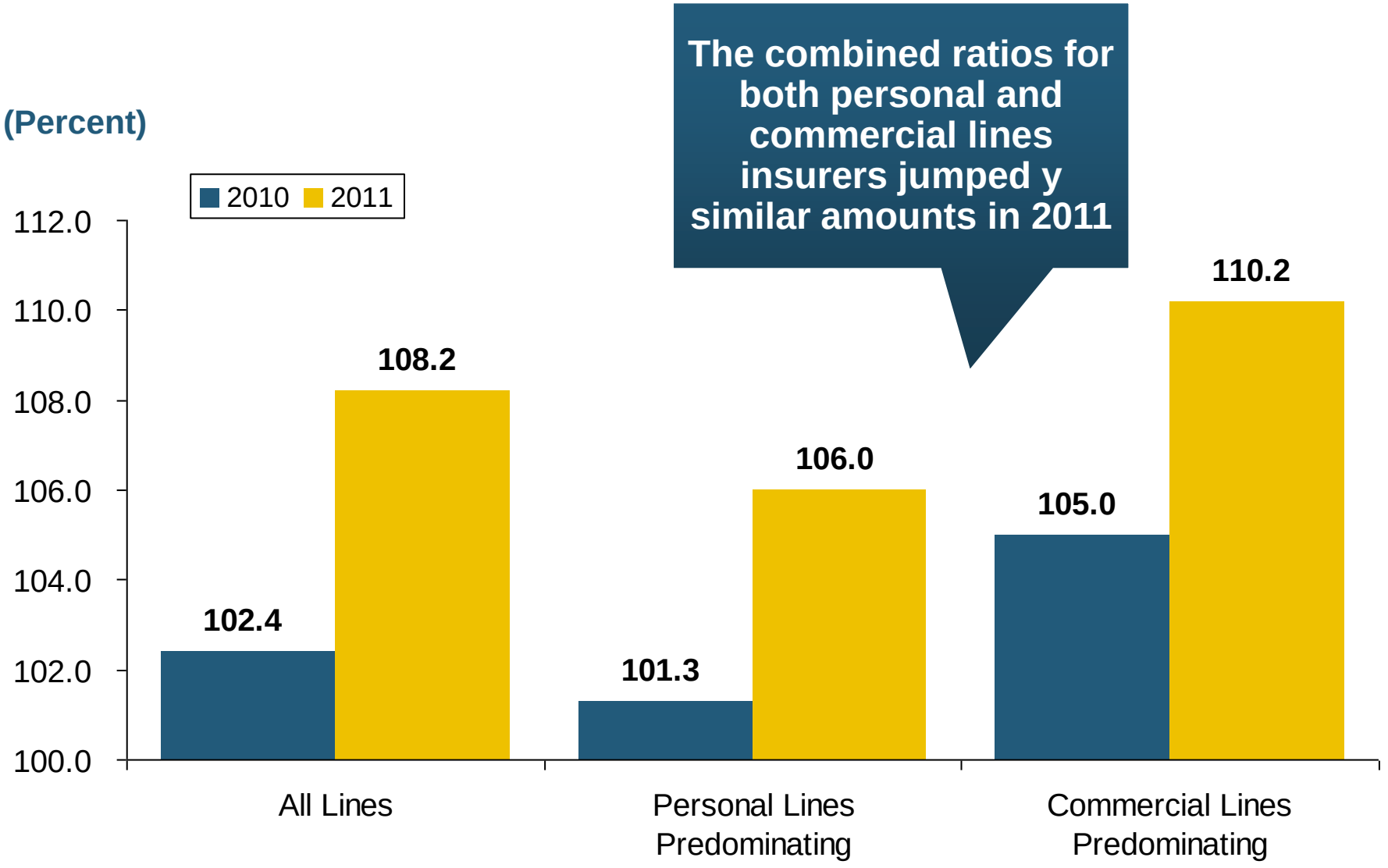


Large Underwriting Losses Are *NOT* Sustainable in Current Investment Environment

* Includes mortgage and financial guaranty insurers in all years.

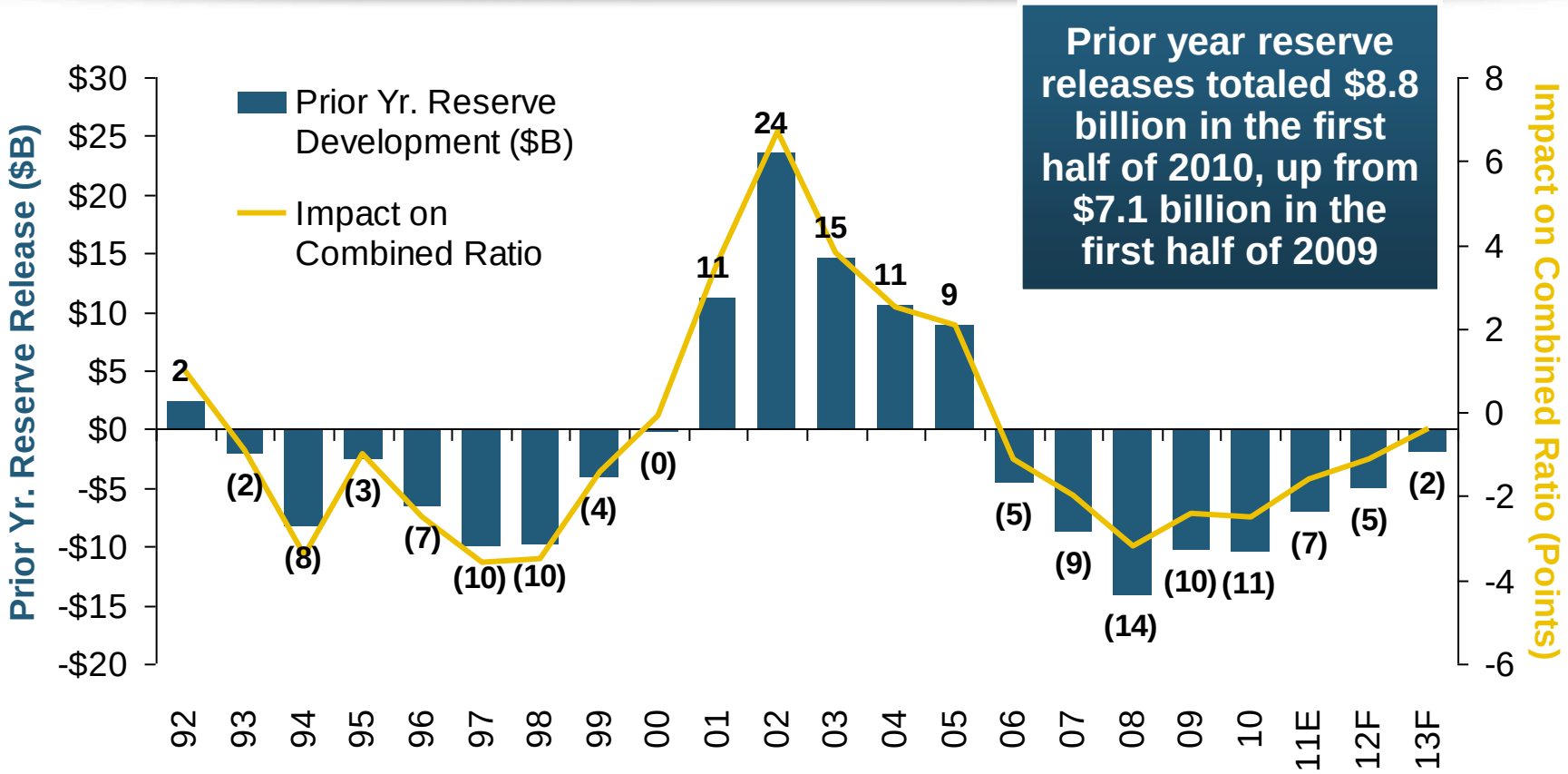
Sources: A.M. Best, ISO; Insurance Information Institute.

Combined Ratios by Predominant Business Segment, 2011 vs. 2010



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

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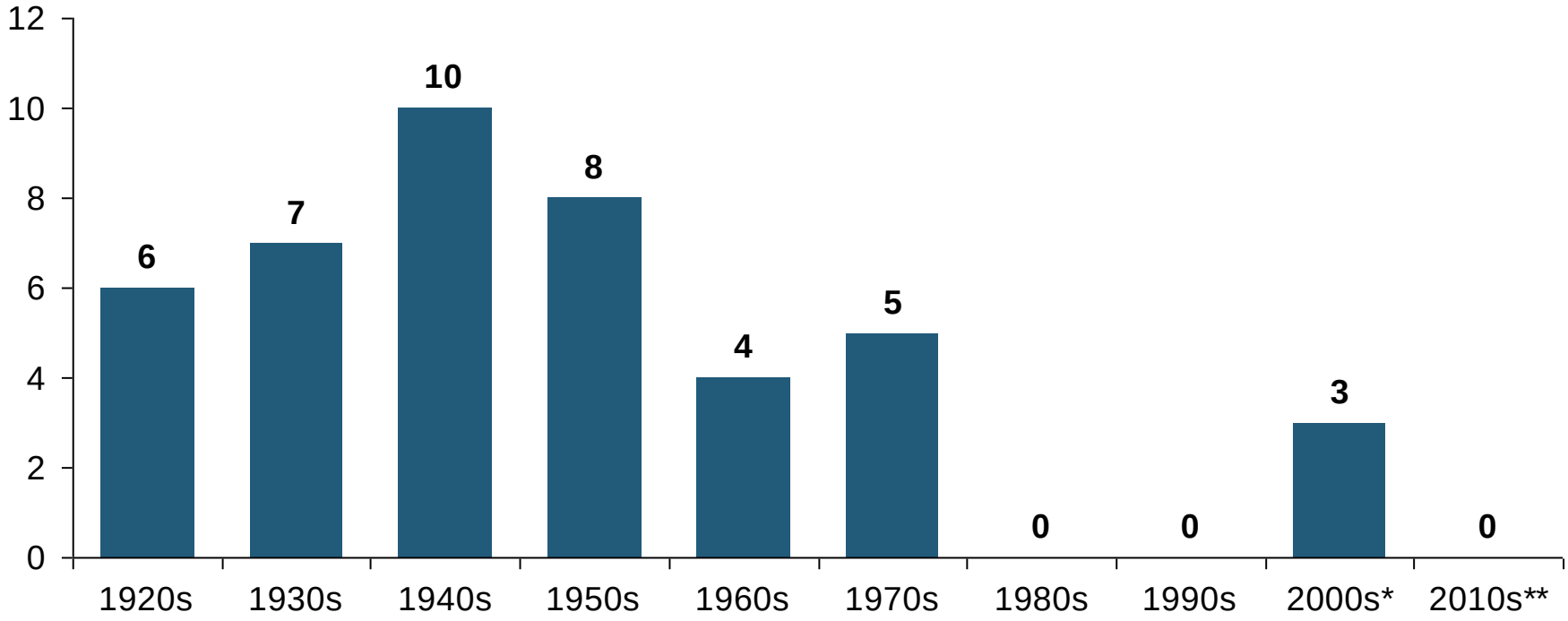
Number of Years with Underwriting Profits



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.

P/C Estimated Loss Reserve Deficiency/ (Redundancy), Excl. Statutory Discount

Line of Business	2011
Personal Auto Liability	-$1.8B
Homeowners	-$0.2
Other Liab (incl. Prod Liab)	$4.0
Workers Compensation	$8.2
Commercial Multi Peril	$1.5
Commercial Auto Liability	$0.0
Medical Malpractice	-$4.0
Reinsurance—Nonprop Assumed	$3.4
All Other Lines*	-$2.2
Total Core Reserves	**$8.9**
Asbestos & Environmental	$7.4
Total P/C Industry	**$16.3B**

Source: A.M. Best, *P/C Review/Preview 2012;* Insurance Information Institute. *Excluding mortgage and financial guaranty segments

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Financial Strength & Underwriting

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

P/C Insurer Impairments, 1969–2011

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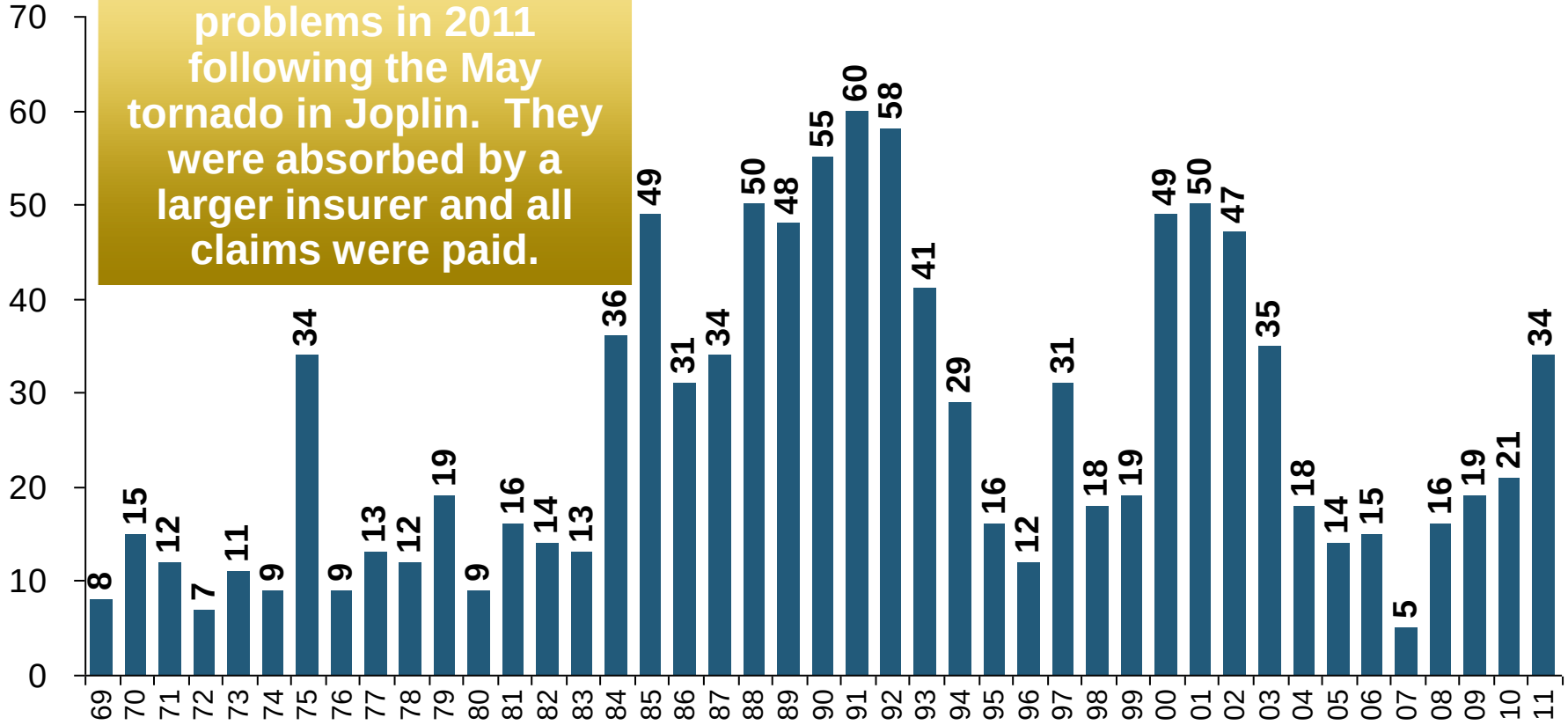
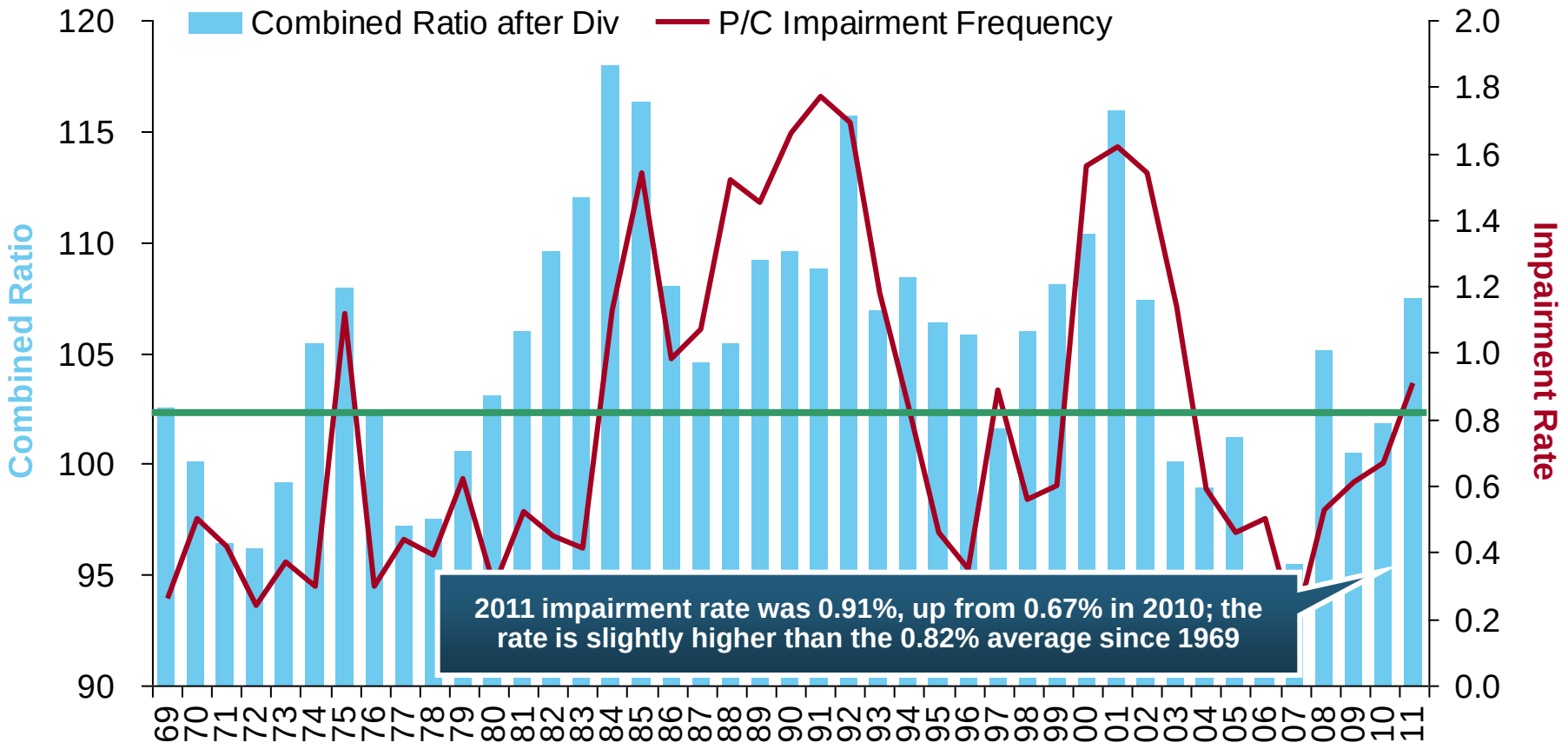
3 small insurers in Missouri did encounter problems in 2011 following the May tornado in Joplin. They were absorbed by a larger insurer and all claims were paid.



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

Source: A.M. Best Special Report "1969-2011 Impairment Review," June 2012; Insurance Information Institute.

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

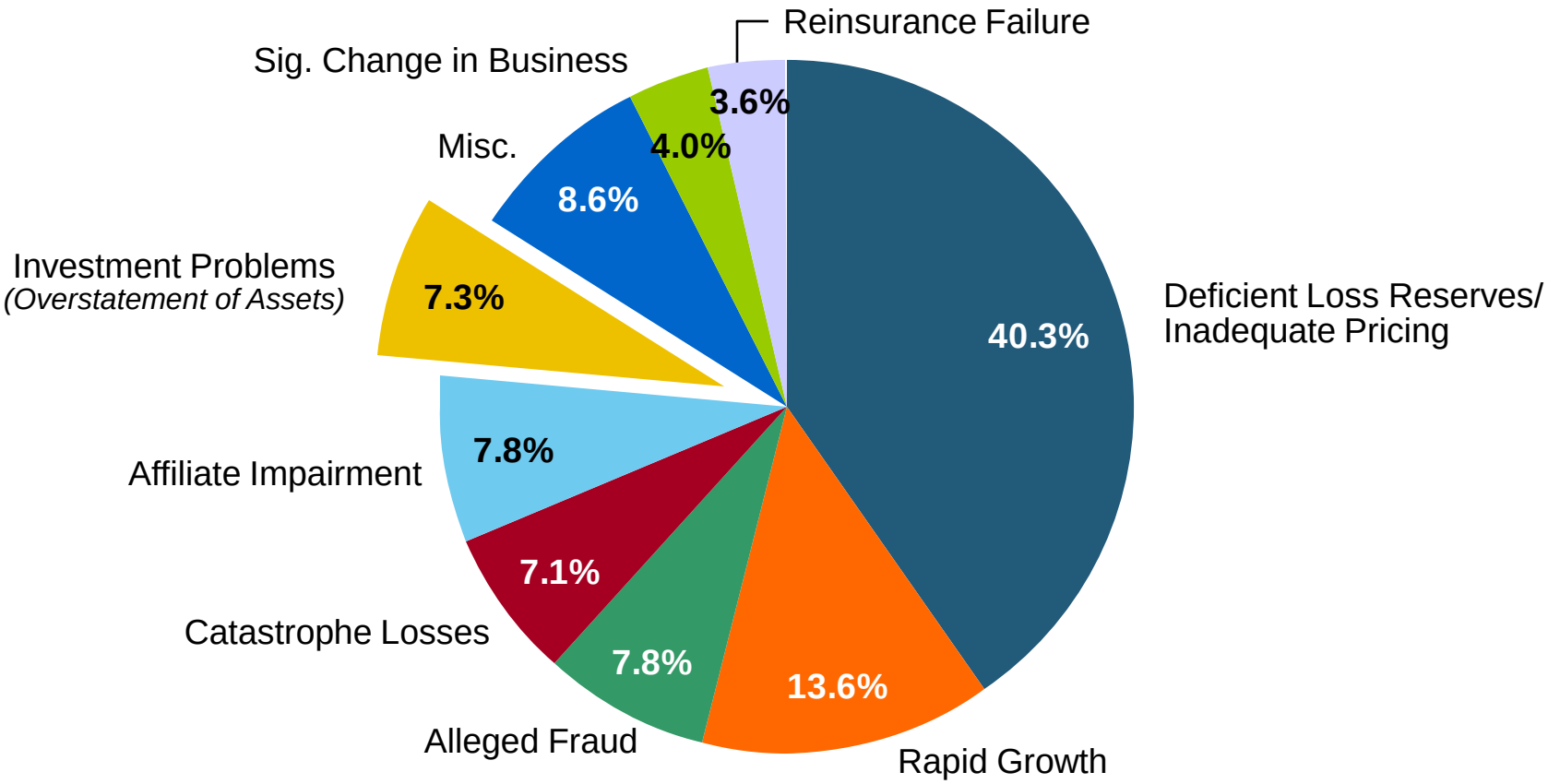


Impairment Rates Are Highly Correlated With Underwriting Performance and Reached Record Lows in 2007; Recent Increase Was Associated Primarily With Mortgage and Financial Guaranty Insurers and Not Representative of the Industry Overall

Source: A.M. Best; Insurance Information Institute

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



Source: A.M. Best: *1969-2010 Impairment Review*, Special Report, April 2011.

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

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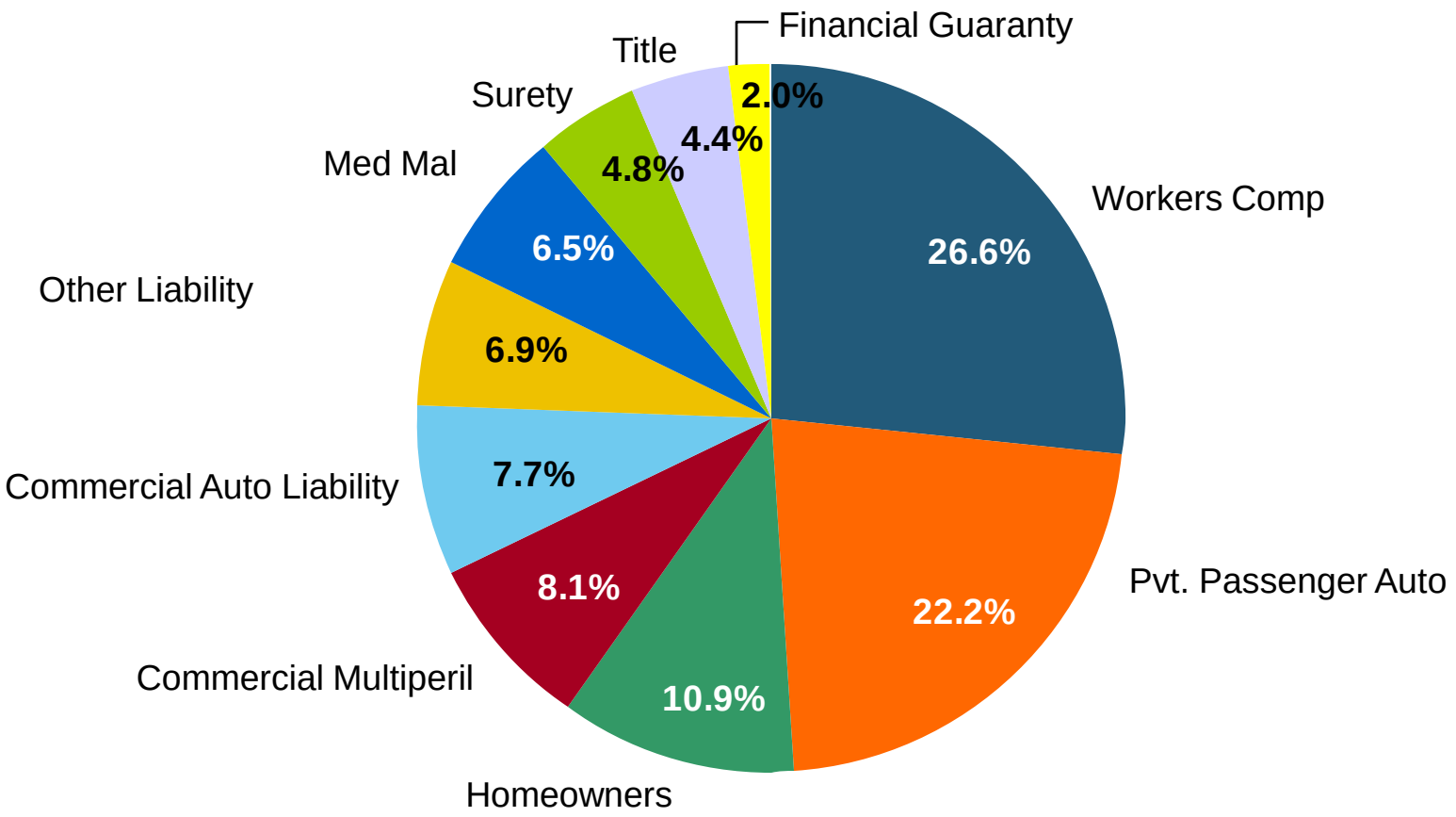
Workers Comp and Pvt. Passenger Auto Account for Nearly Half of the Premium Volume of Impaired Insurers Over the Past Decade



Source: A.M. Best: *1969-2010 Impairment Review*, Special Report, April 2011.

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

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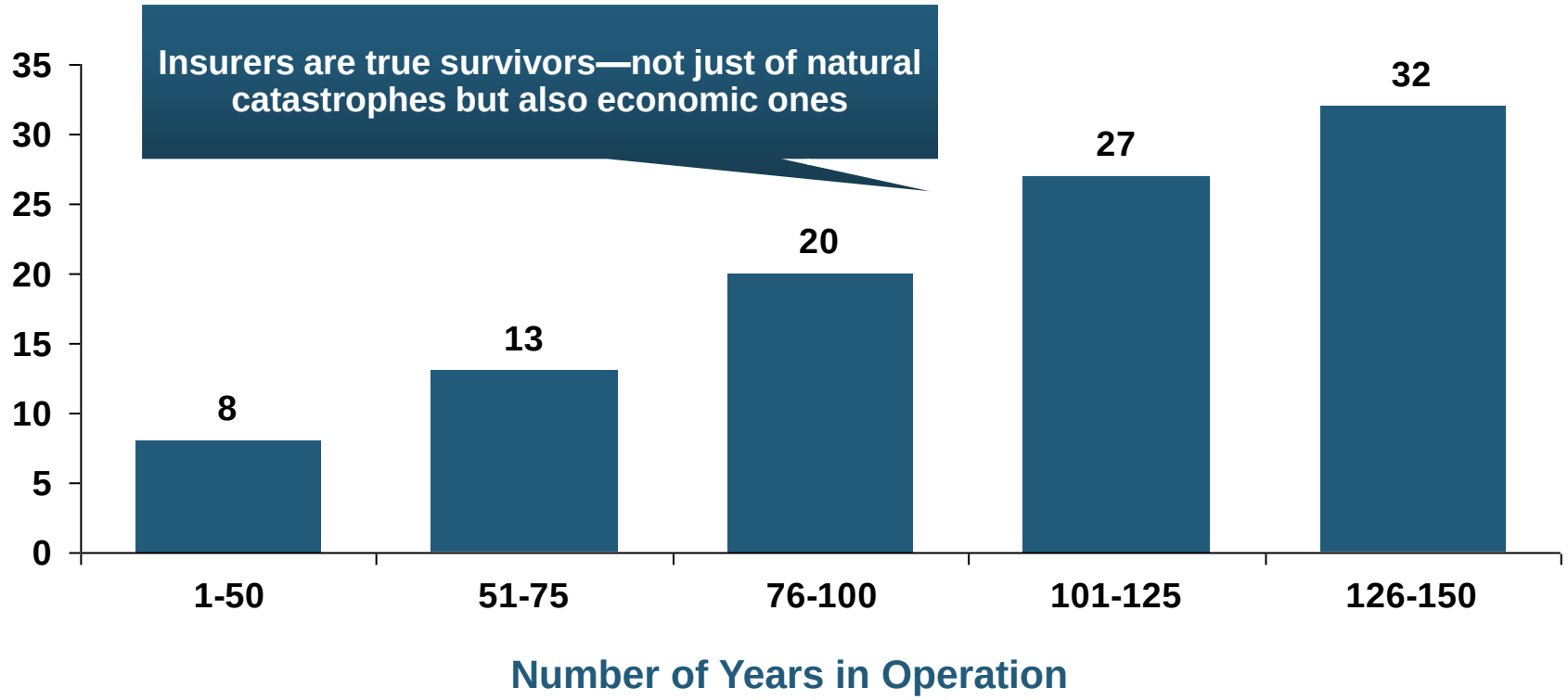
Number of Recessions Since 1860



Many US Insurers Are Close to a Century Old or Older

Sources: Insurance Information Institute research from National Bureau of Economic Research data.

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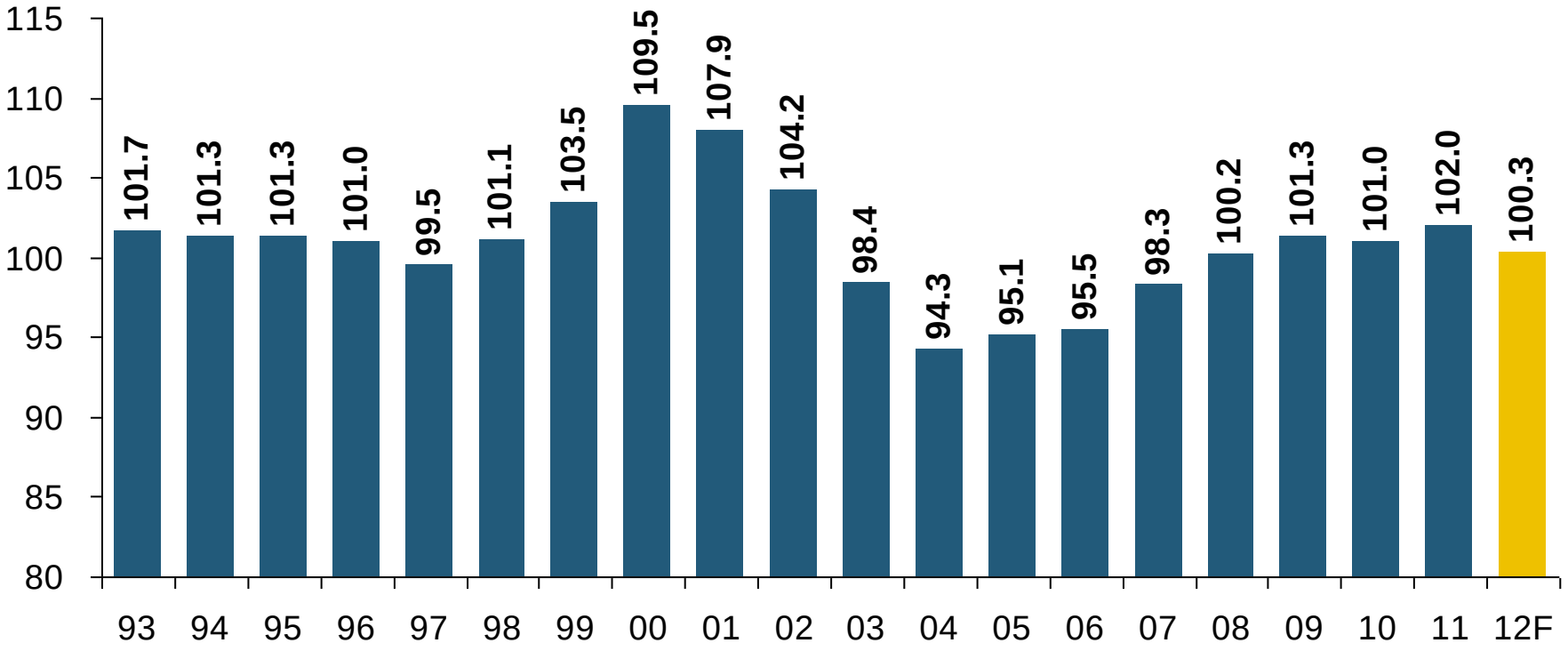
Performance by Segment

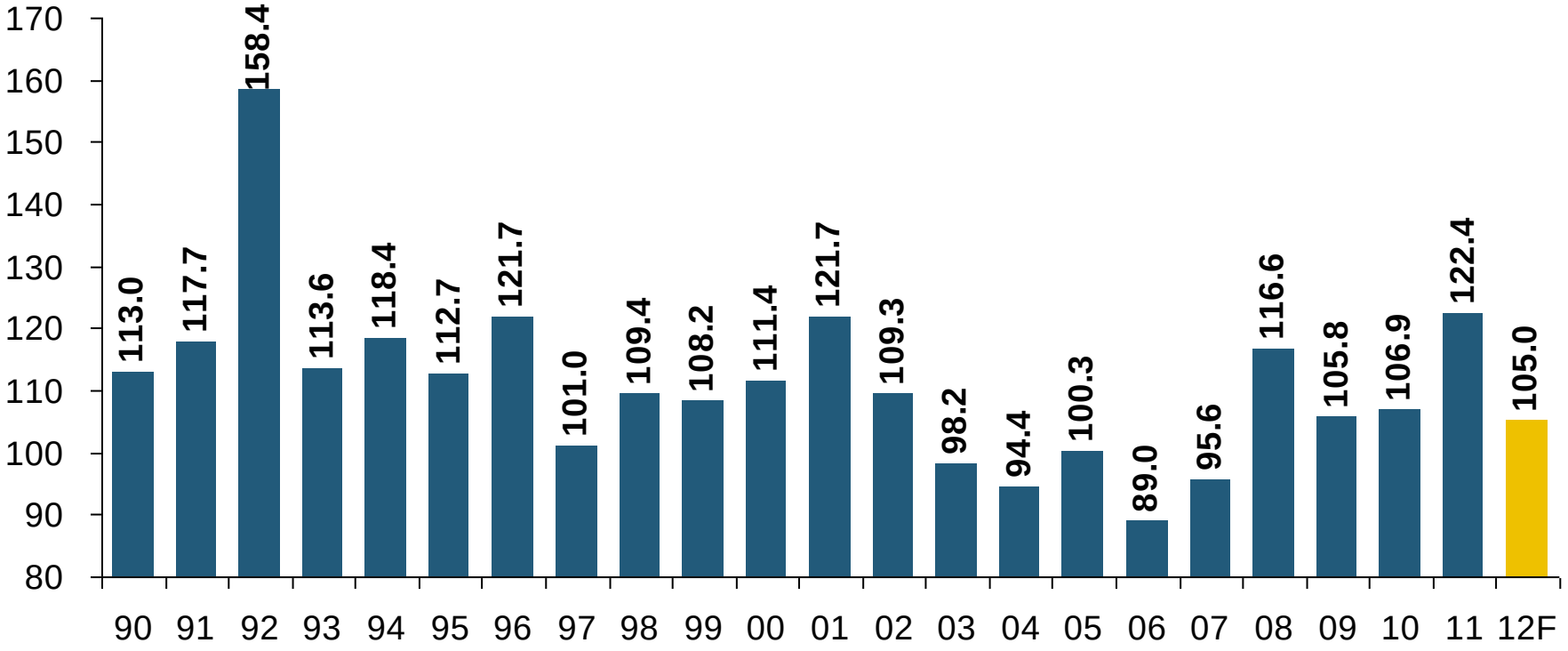
Private Passenger Auto Combined Ratio: 1993–2012P



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

Sources: A.M. Best (1990-2012F); Insurance Information Institute.

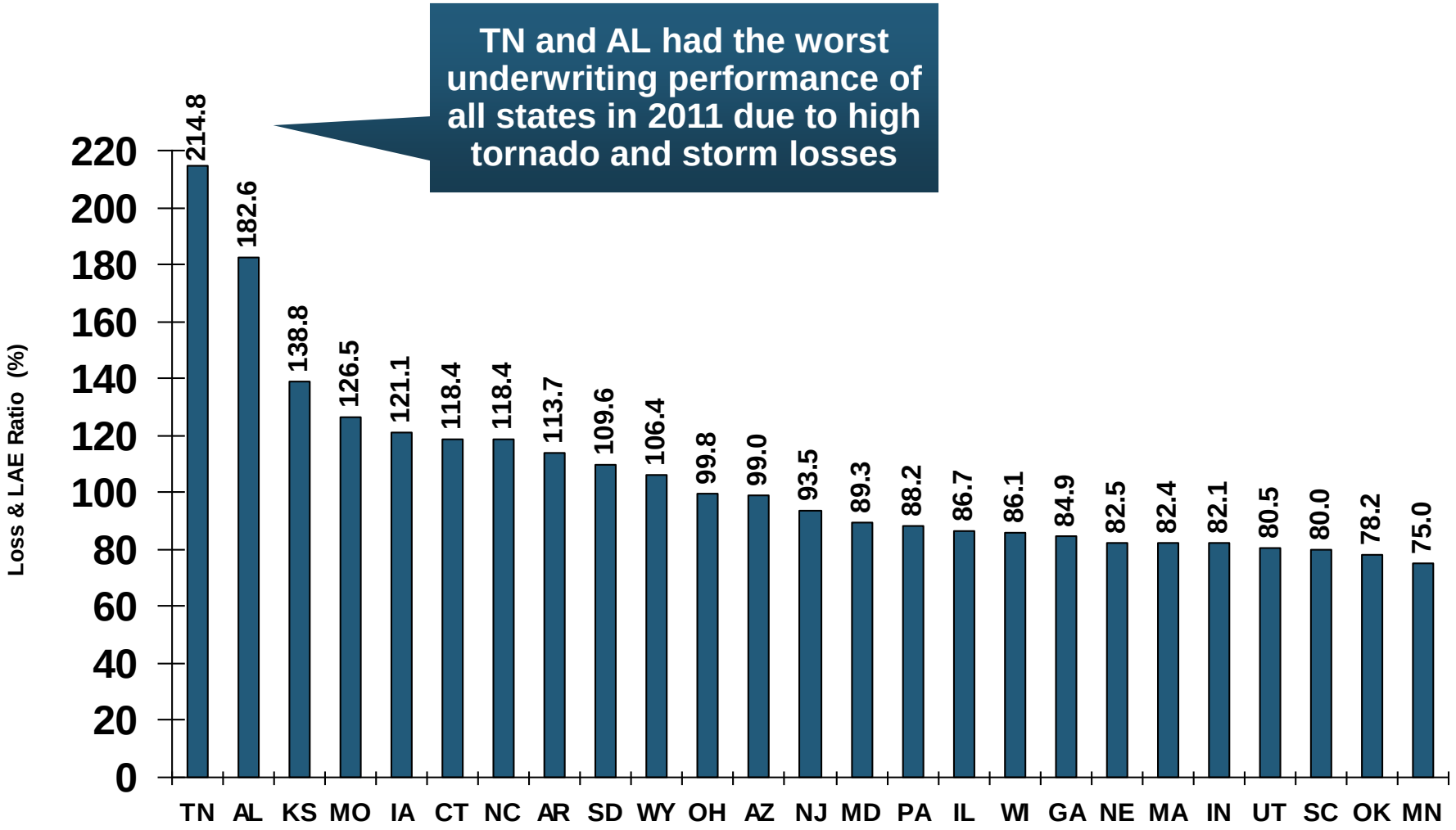
Homeowners Insurance Combined Ratio: 1990–2012F



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

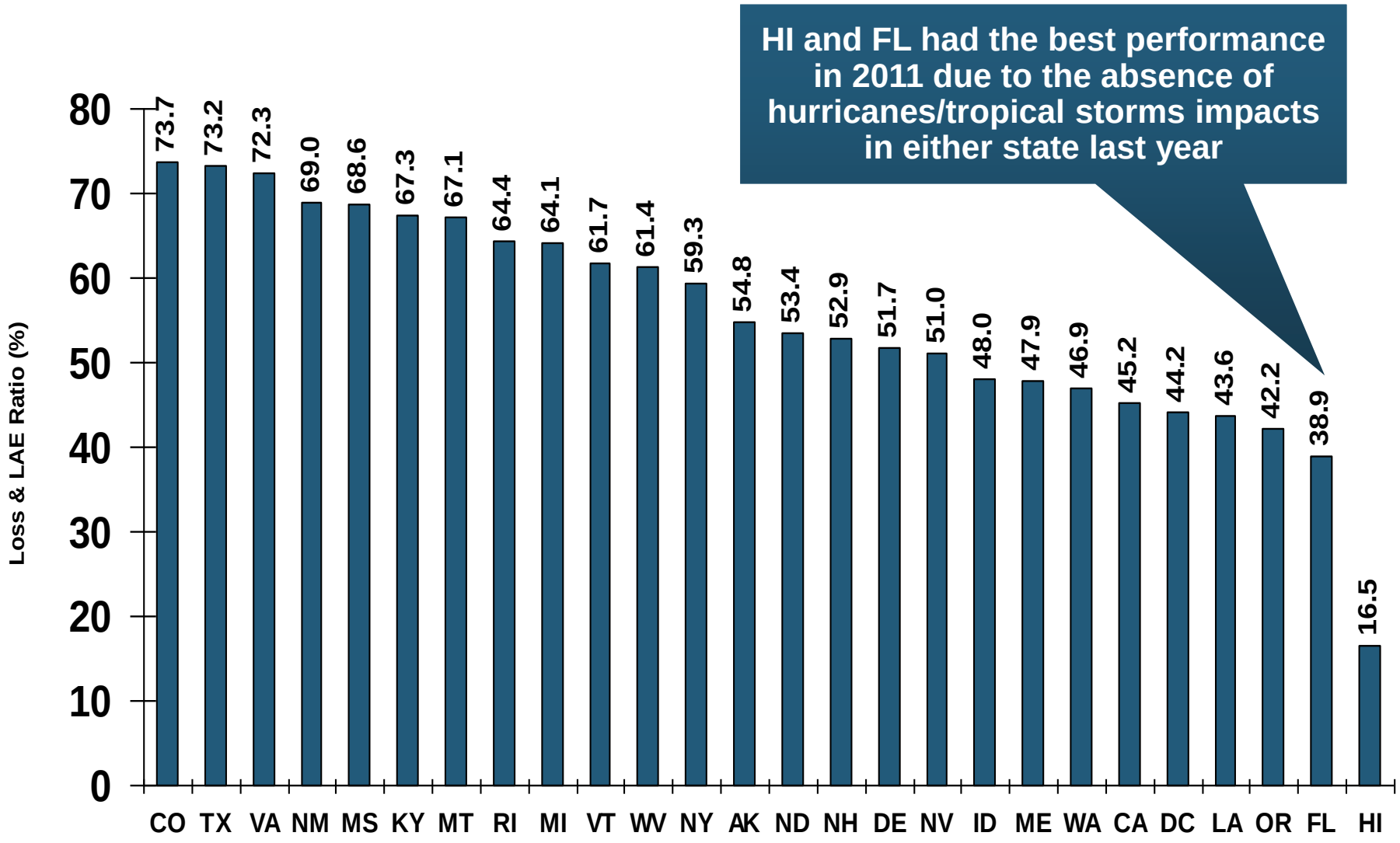
Sources: A.M. Best (1990-2012E); Insurance Information Institute.

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



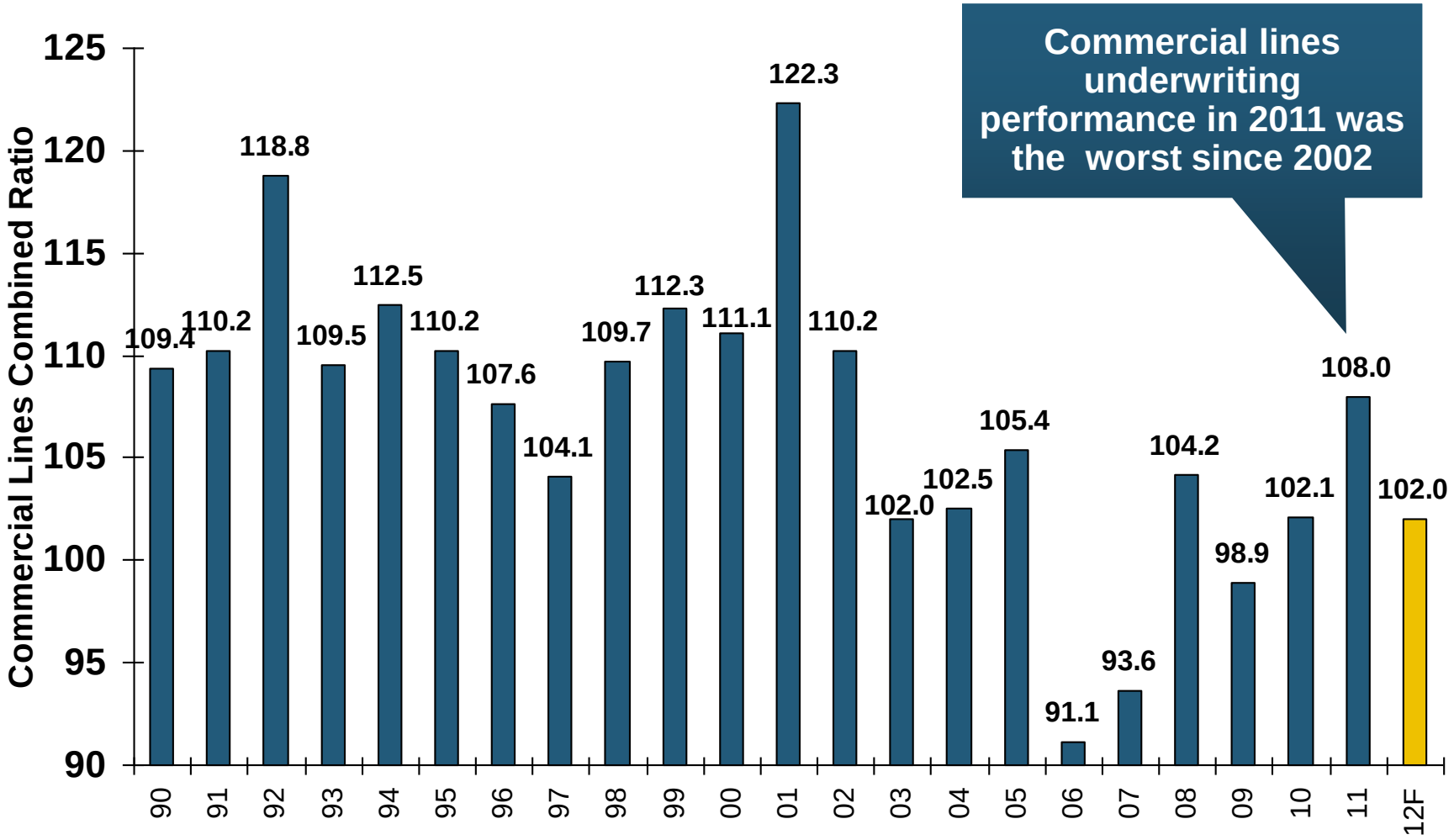
Sources: SNL Financial; Insurance Information Institute.

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



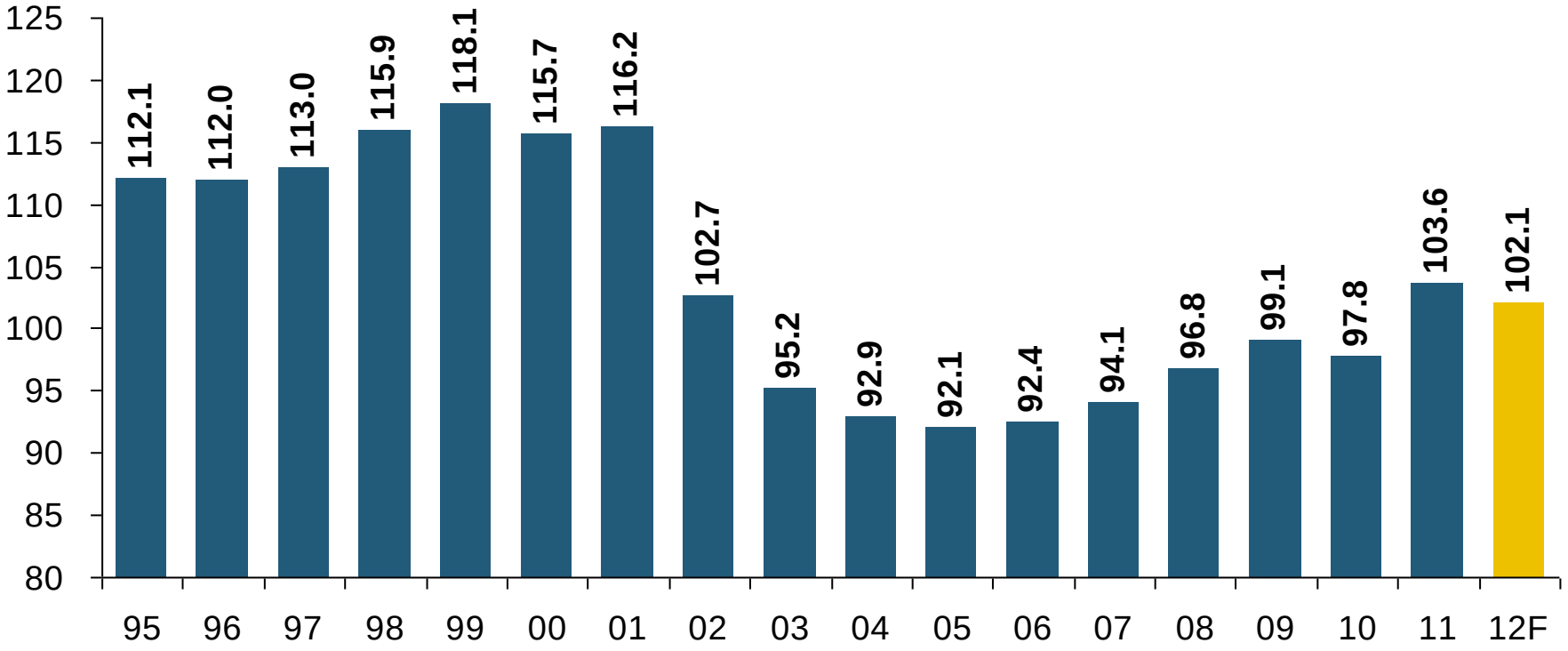
Sources: SNL Financial; Insurance Information Institute.

Commercial Lines Combined Ratio, 1990-2012F*



*2007-2012 figures exclude mortgage and financial guaranty segments.
Source: A.M. Best; Insurance Information Institute

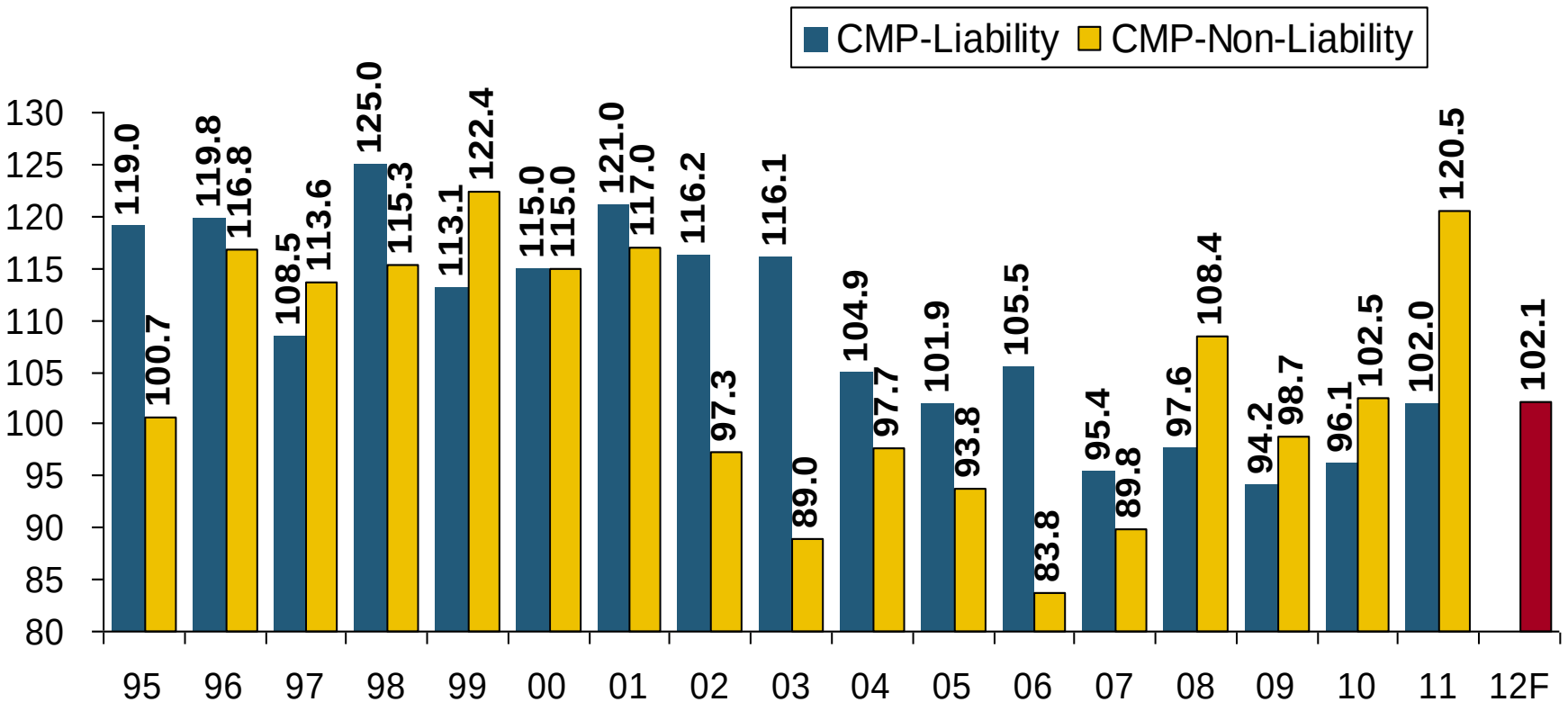
Commercial Auto Combined Ratio: 1993–2012F



Commercial Auto is Expected to Deteriorate as Loss Frequency and Severity Trends Deteriorate 2011-2012

Sources: A.M. Best Insurance Information Institute.

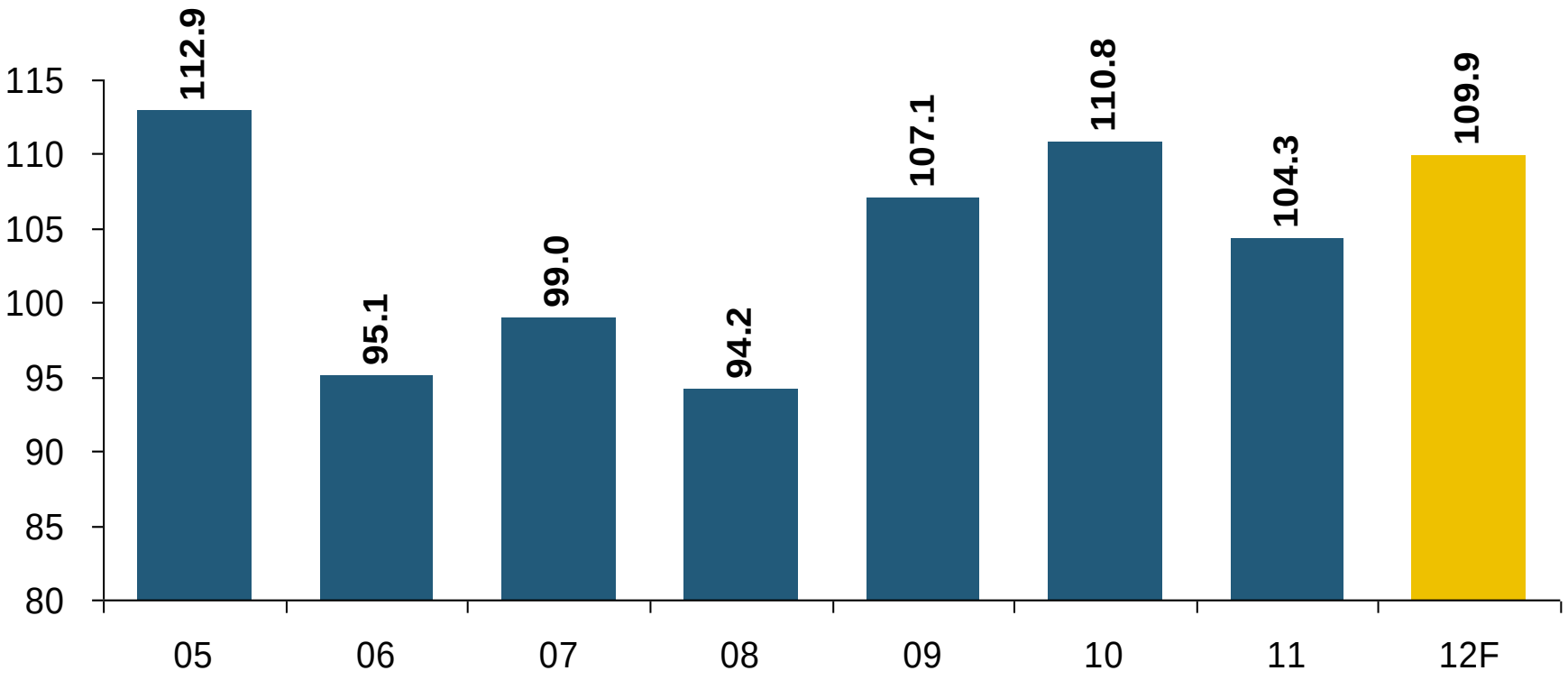
Commercial Multi-Peril Combined Ratio: 1995–2012F



Commercial Multi-Peril Underwriting Performance is Expected to Improve in 2012 Assuming Normal Catastrophe Loss Activity

*2012 figures are A.M. Best estimate/forecast for the combined liability and non-liability components.
Sources: A.M. Best; Insurance Information Institute.

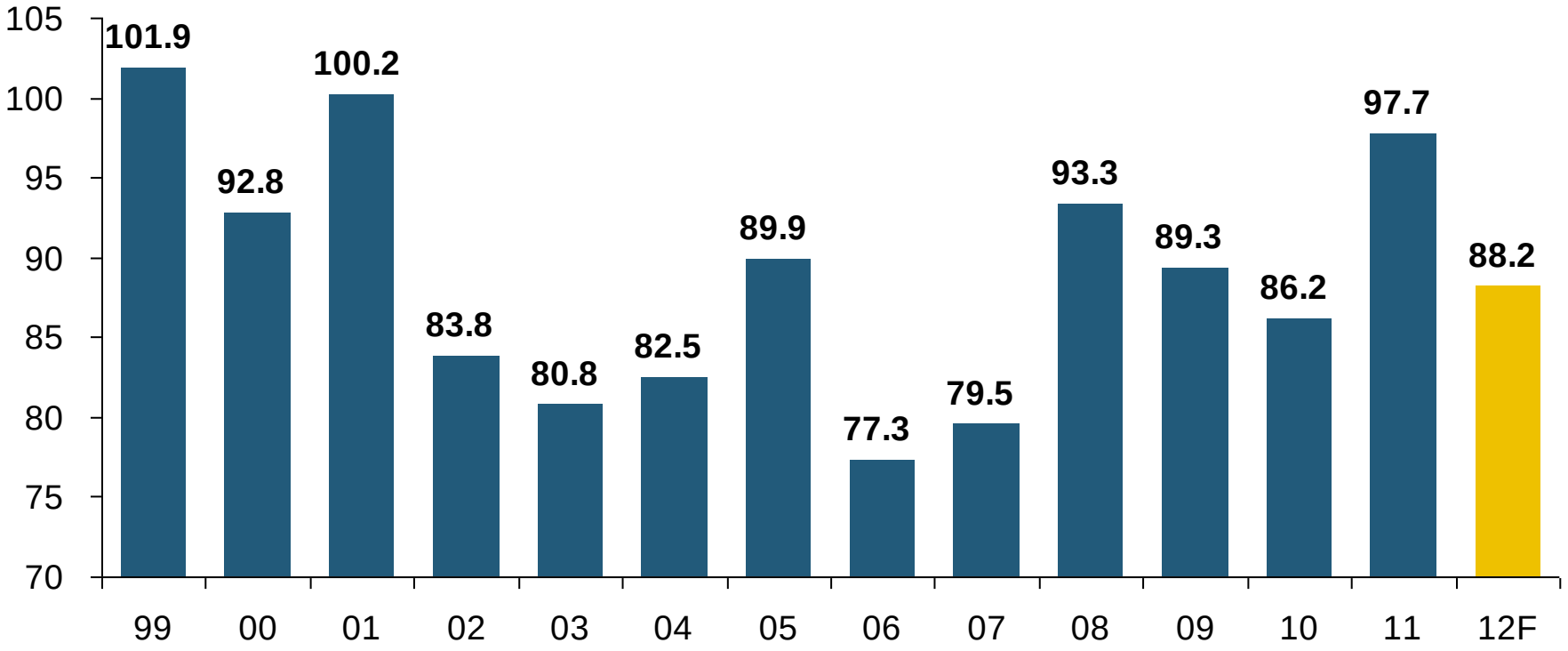
General Liability Combined Ratio: 2005–2012F



Commercial General Liability Underwriting Performance Has Deteriorated in Recent Years

Source: Conning Research and Consulting.

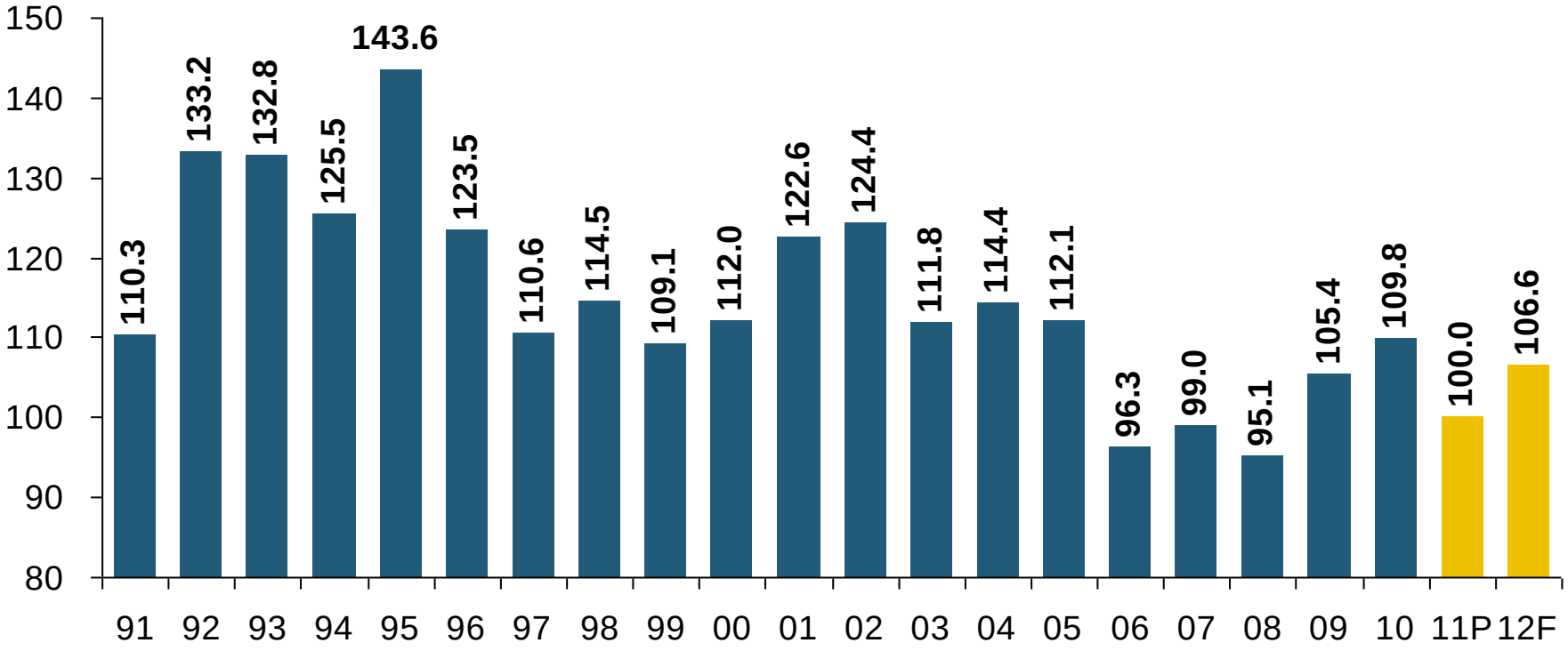
Inland Marine Combined Ratio: 1999–2012F



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

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

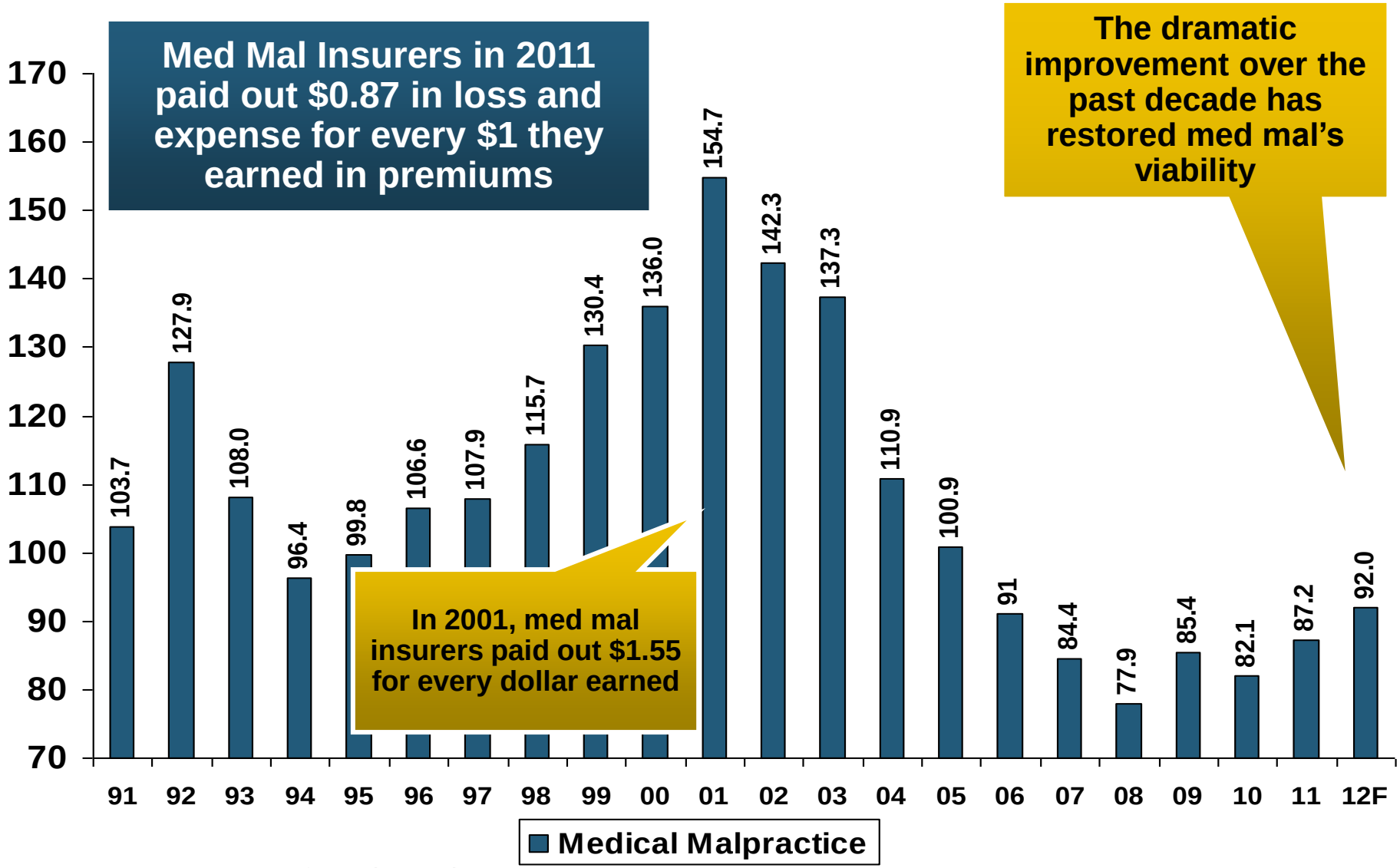
Other & Products Liability Combined Ratio: 1991–2012F



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

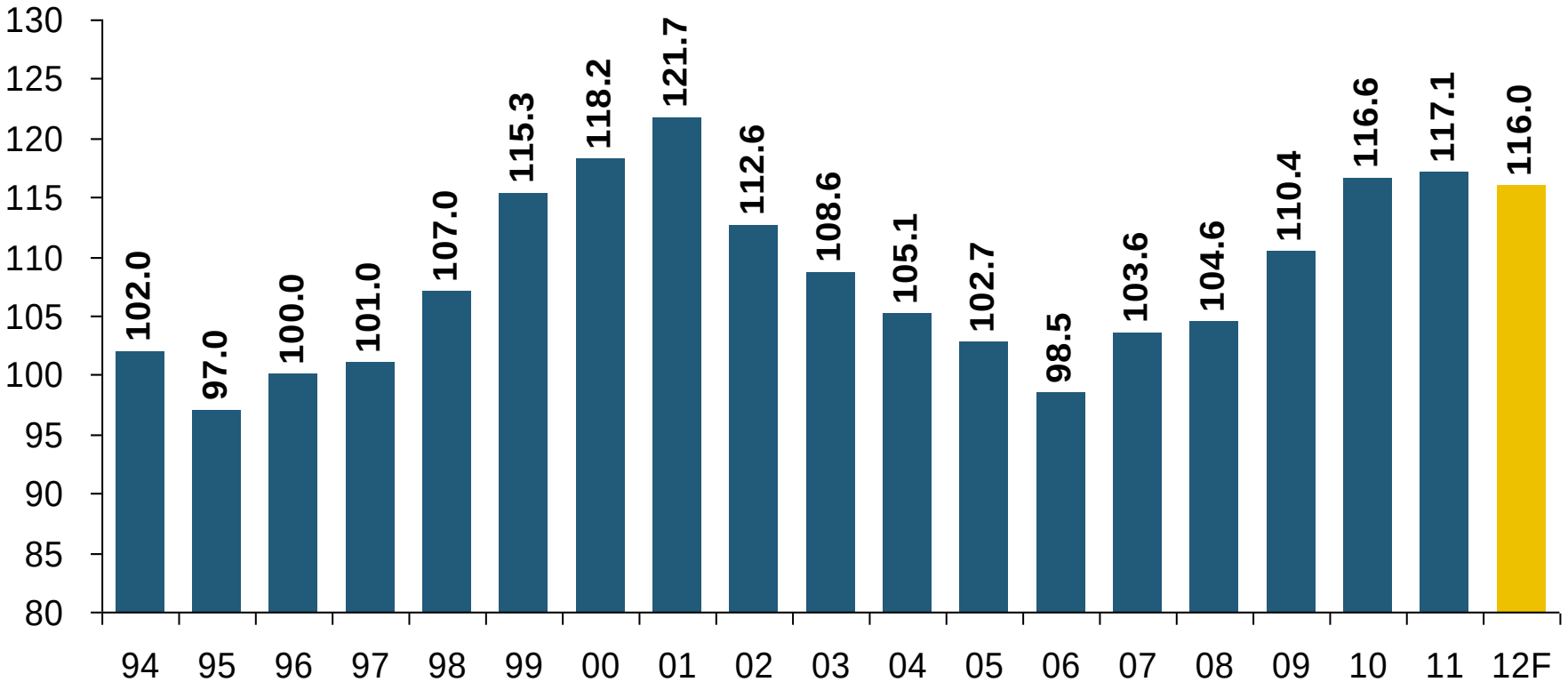
Sources: A.M. Best ; Insurance Information Institute.

Medical Malpractice Combined Ratio vs. All Lines Combined Ratio, 1991-2012F



Source: AM Best, Insurance Information Institute

Workers Compensation Combined Ratio: 1994–2012F



Workers Comp Underwriting Results Are Deteriorating Markedly and the Worst They Have Been in a Decade

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

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Workers Compensation Operating Environment

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

Workers Compensation Medical Severity Moderate Increase in 2011

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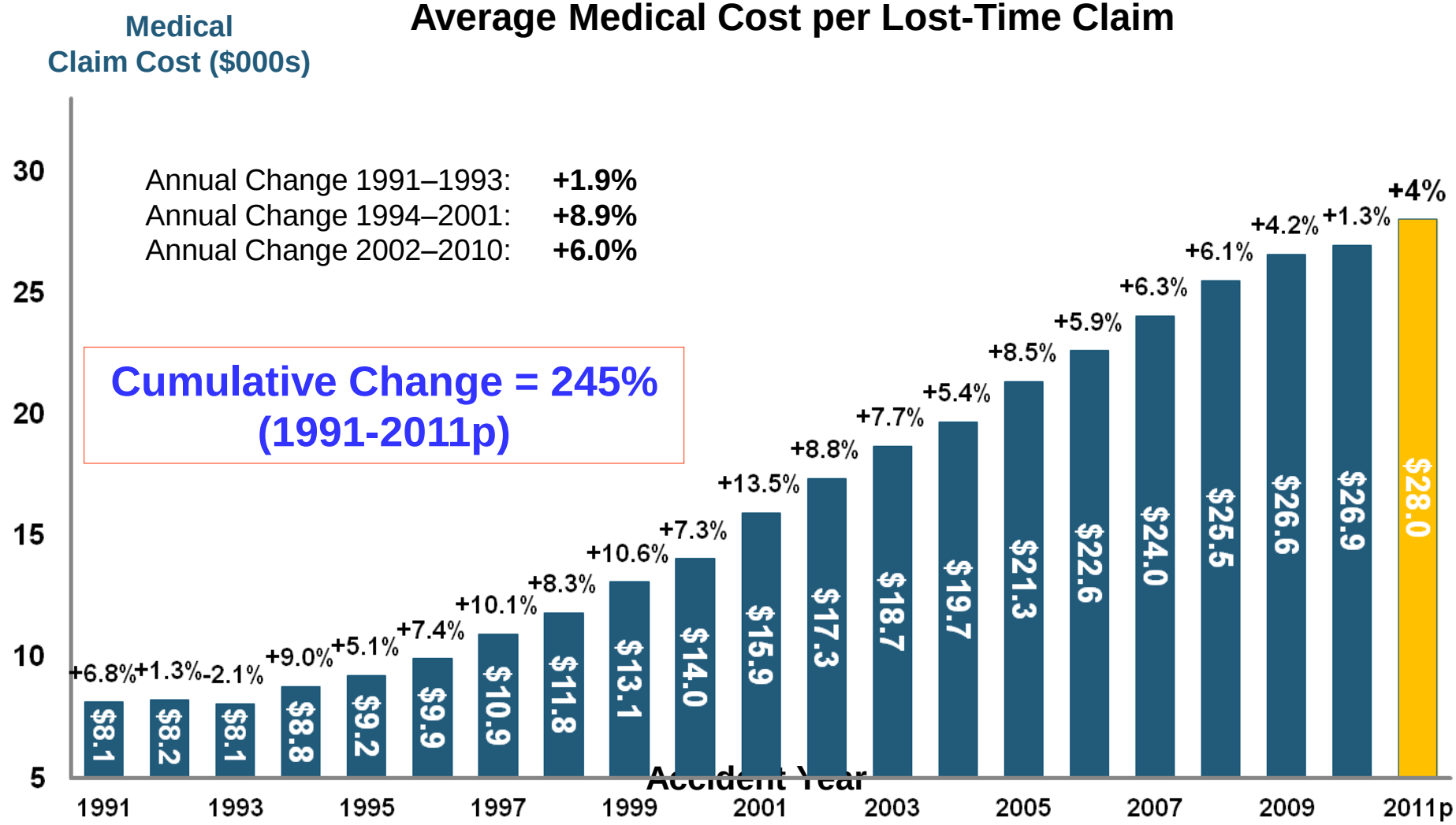
Average Medical Cost per Lost-Time Claim



2011p: Preliminary based on data valued as of 12/31/2011
1991-2010: Based on data through 12/31/2010, developed to ultimate
Based on the states where NCCI provides ratemaking services; Excludes high deductible policies

Workers Comp Indemnity Claim Costs: Modest Increase in 2011

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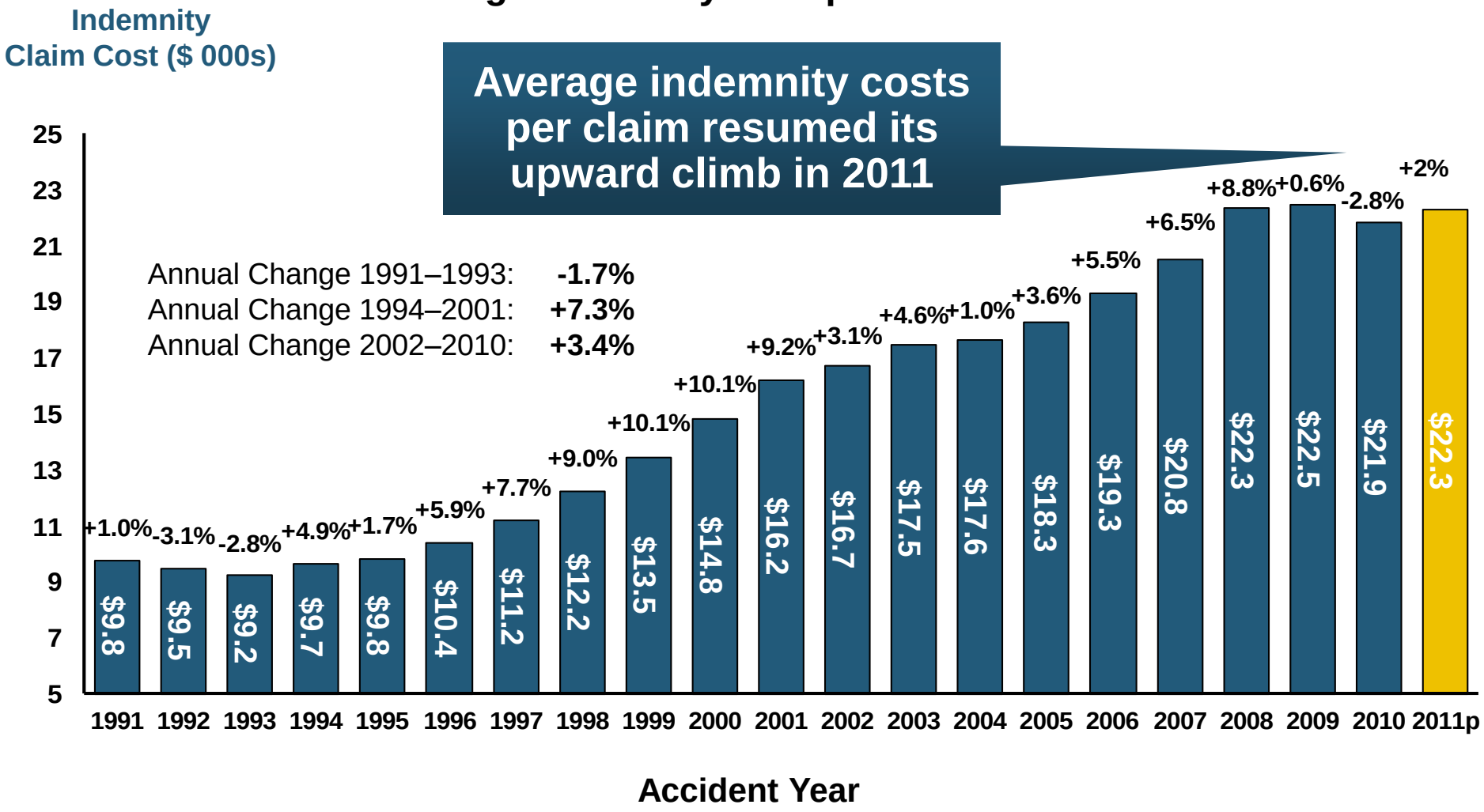
Average Indemnity Cost per Lost-Time Claim



2010p: Preliminary based on data valued as of 12/31/2011
1991–2010: Based on data through 12/31/2010, developed to ultimate
Based on the states where NCCI provides ratemaking services
Excludes high deductible policies

Workers Compensation Premium: First Increase in Years

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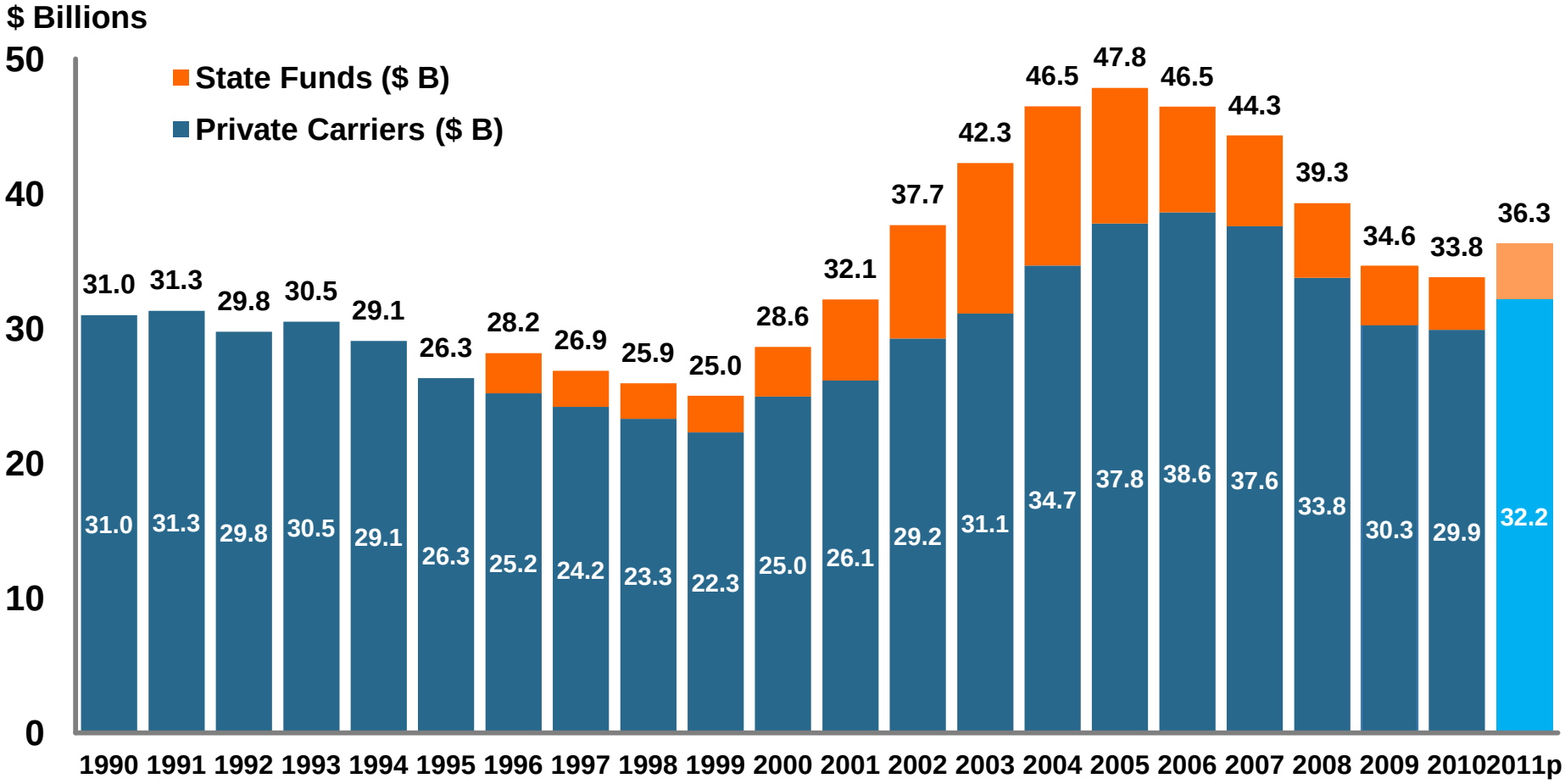
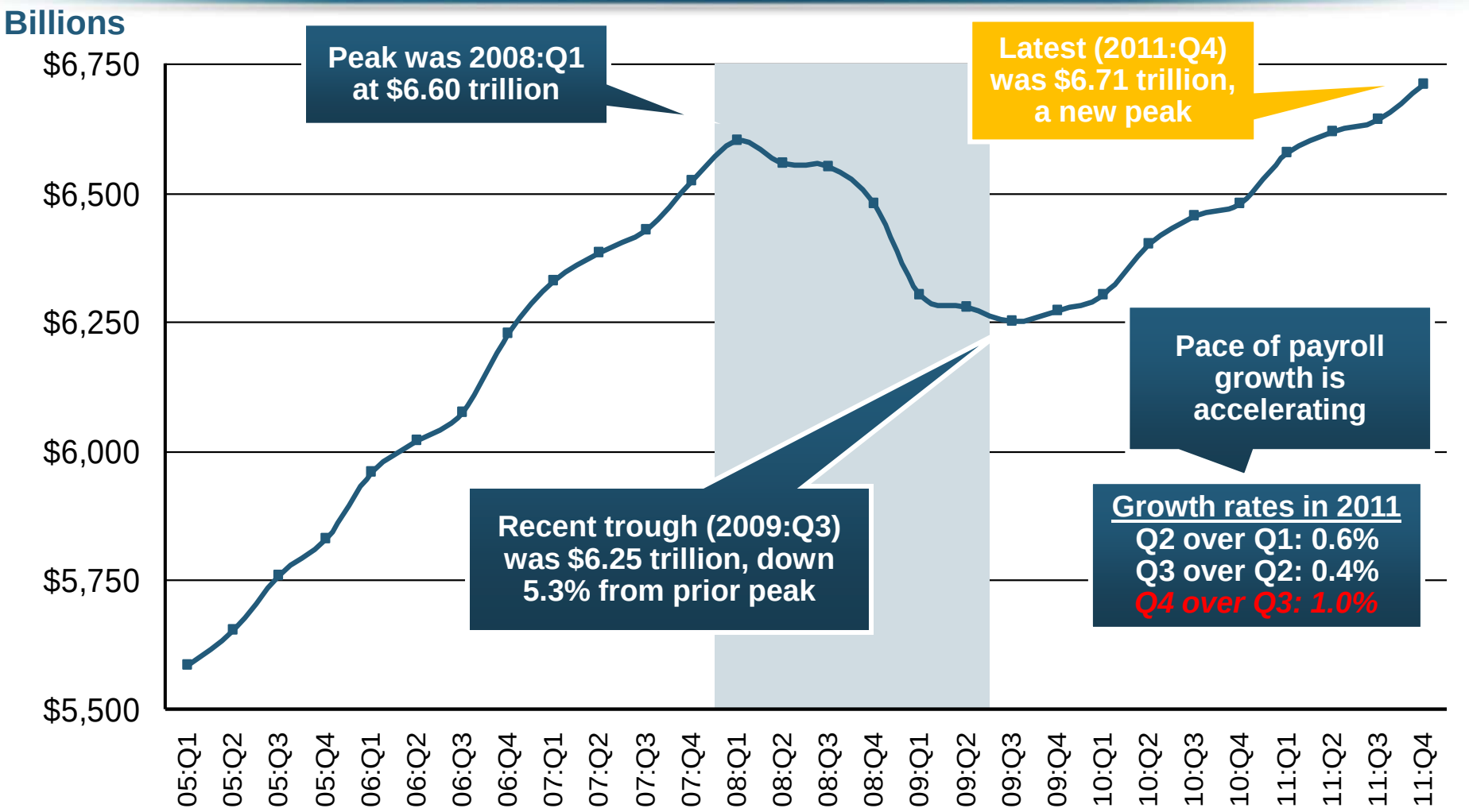
Net Written Premium



p Preliminary

Source: 1990–2010 Private Carriers, *Best's Aggregates & Averages*; 2011p, NCCI
1996–2011p 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

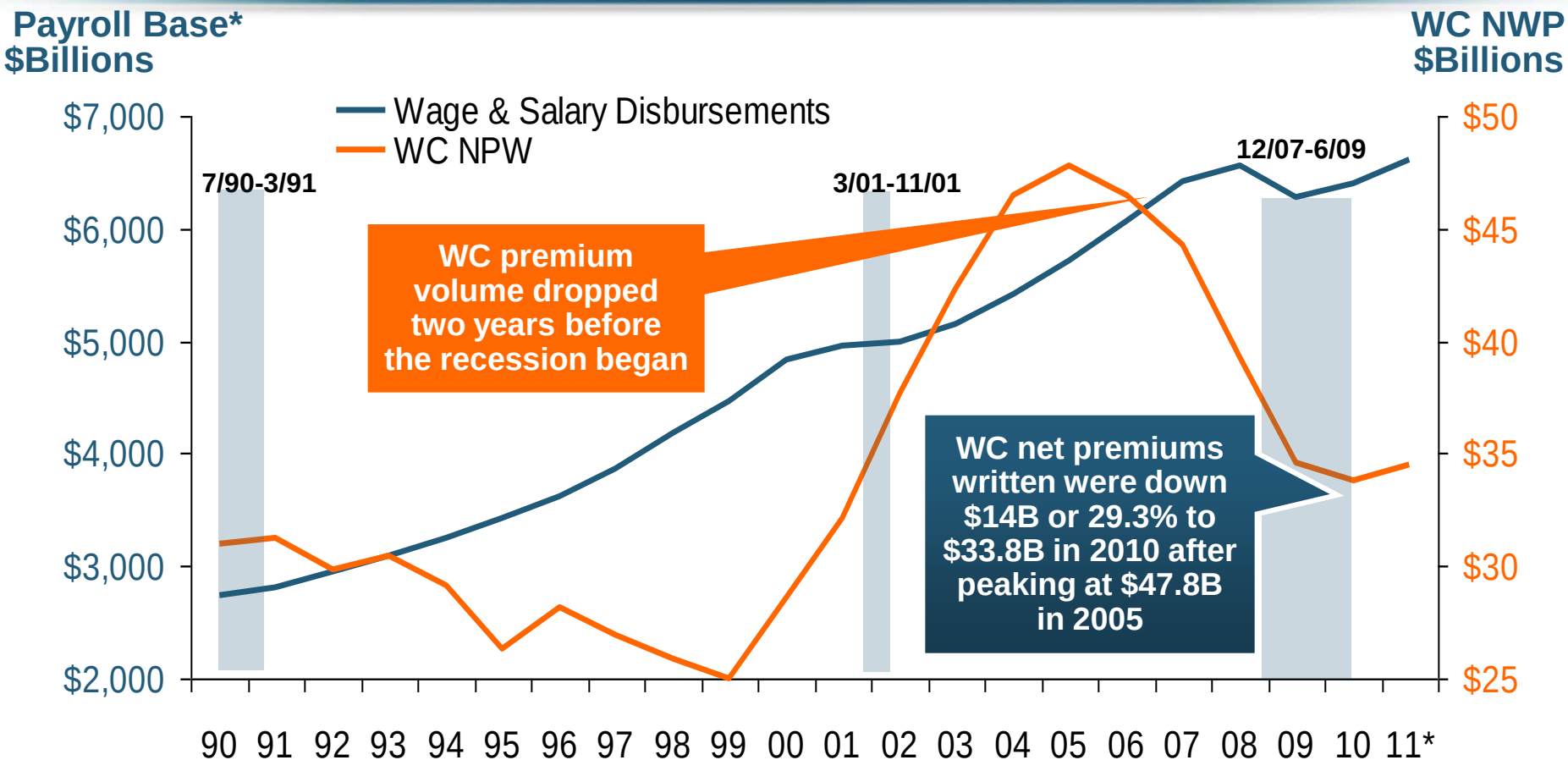
Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2011:Q4



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

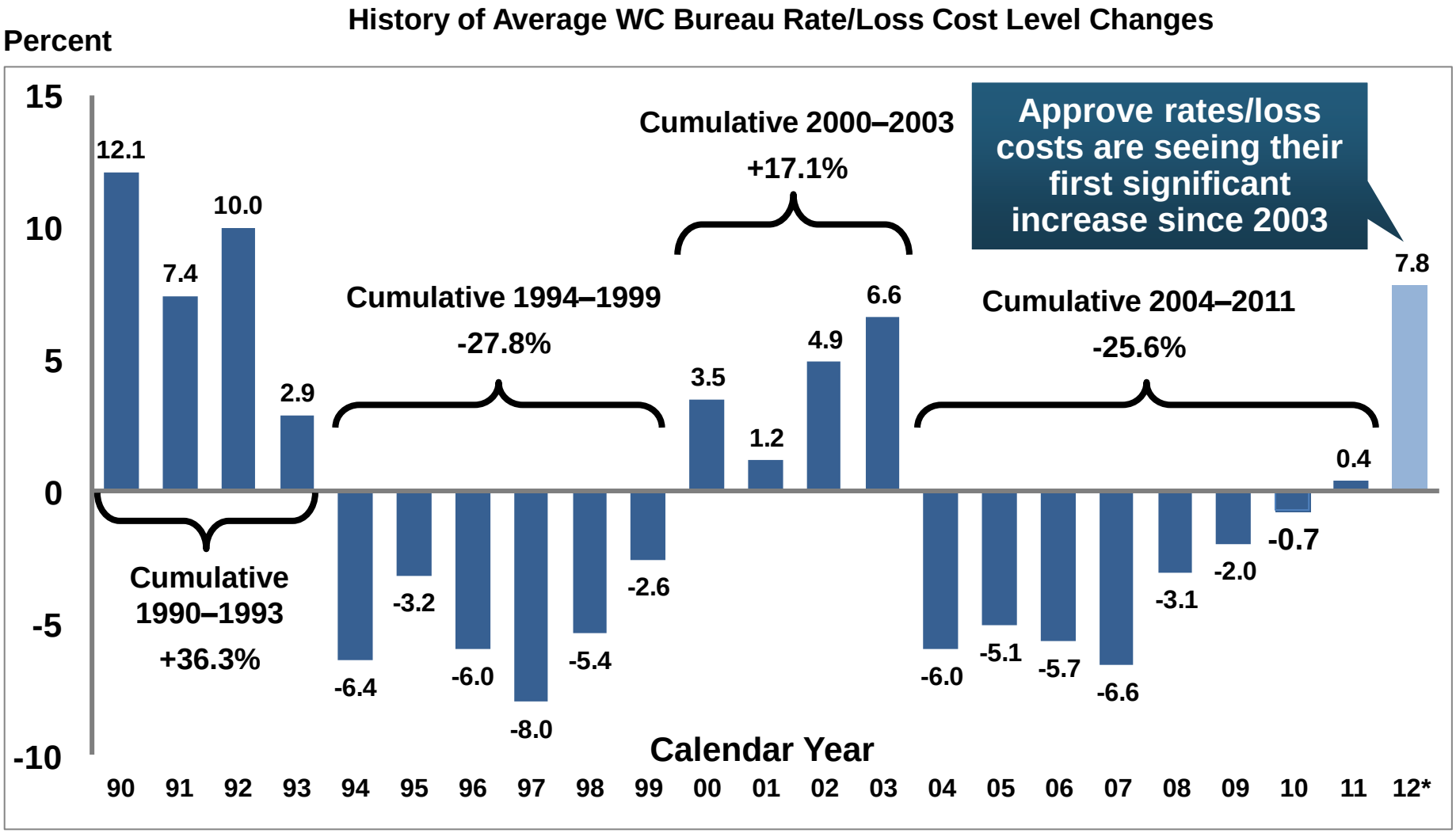


Resumption of payroll growth and rate increases suggests WC NWP will grow again in 2012

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

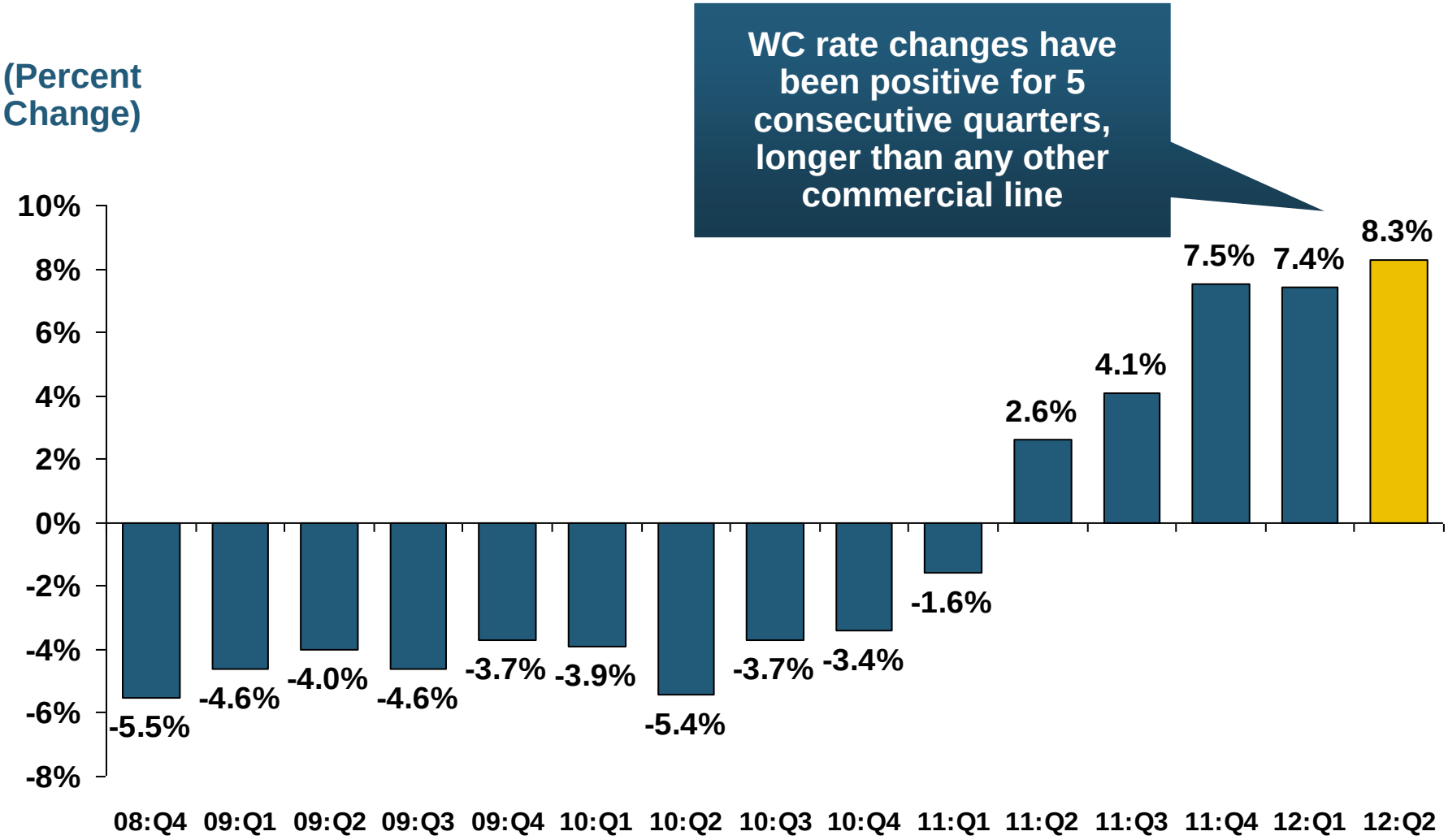
Sources: NBER (recessions); Federal Reserve Bank of St. Louis at http://research.stlouisfed.org/fred2/series/WASCUR ; NCCI; I.I.I.

Average Approved Bureau Rates/Loss Costs



*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.

Workers Comp Rate Changes, 2008:Q4 – 2012:Q2



Source: Council of Insurance Agents and Brokers; Information Institute.

Direct Premiums Written: Worker's Comp Percent Change by State, 2005-2010*

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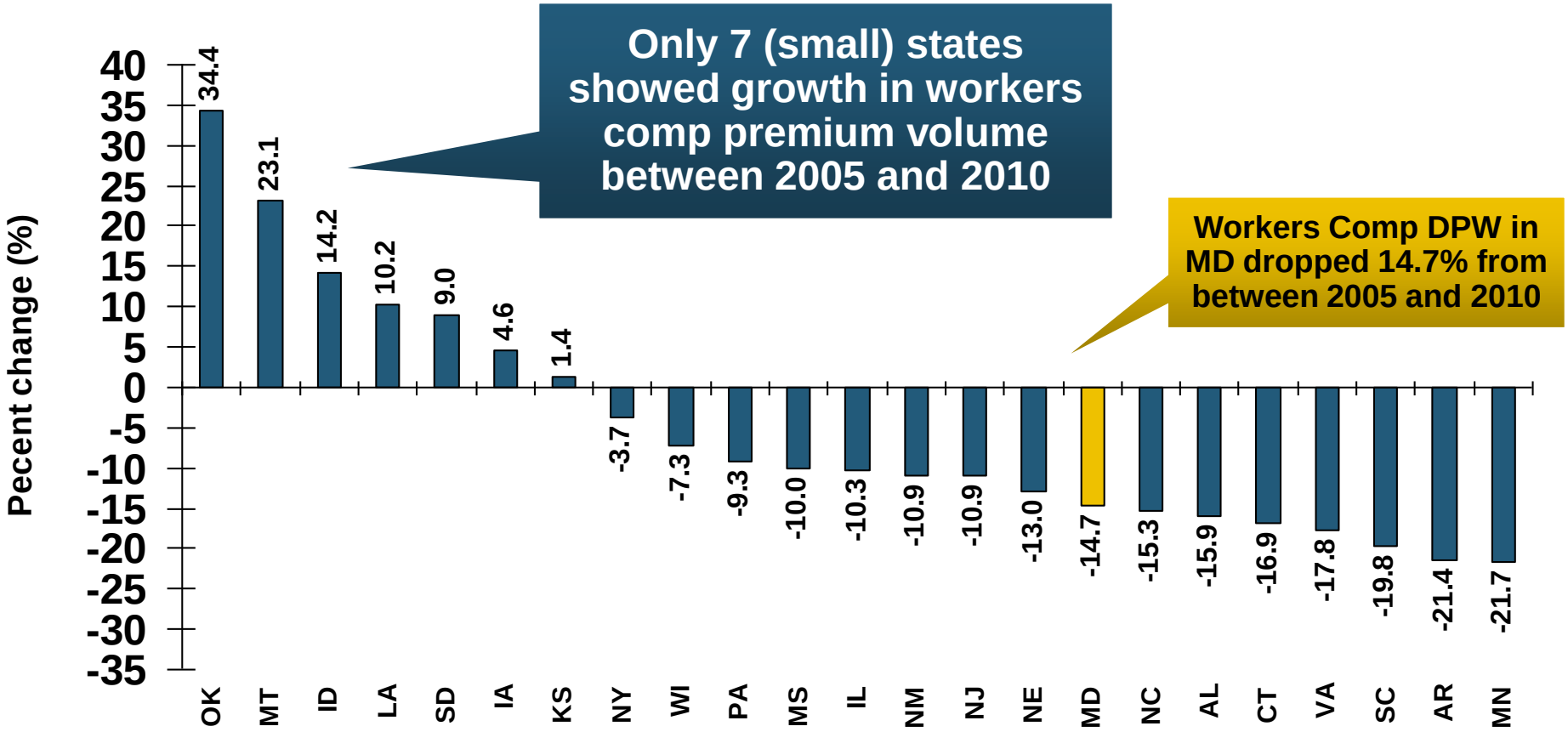
Top 25 States



*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, 2005-2010*

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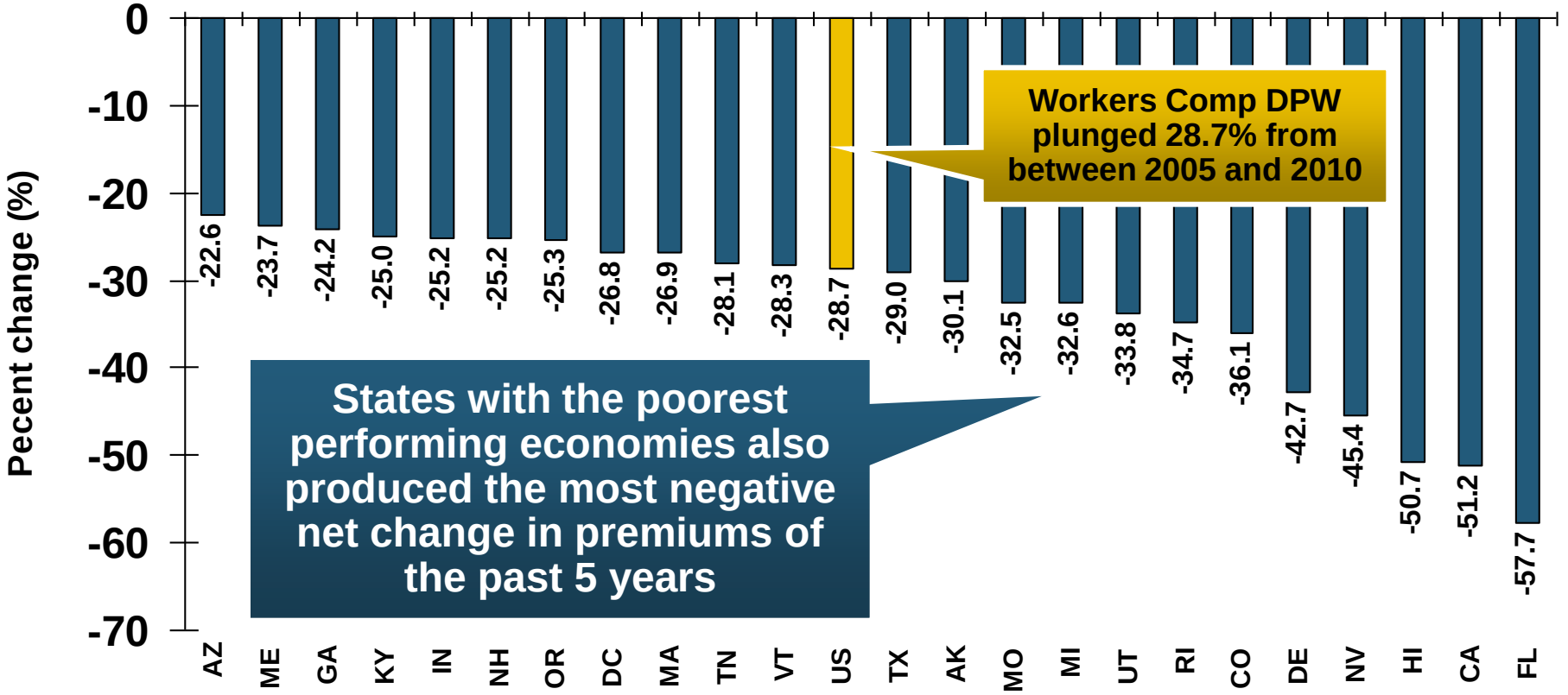
Bottom 25 States



*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.

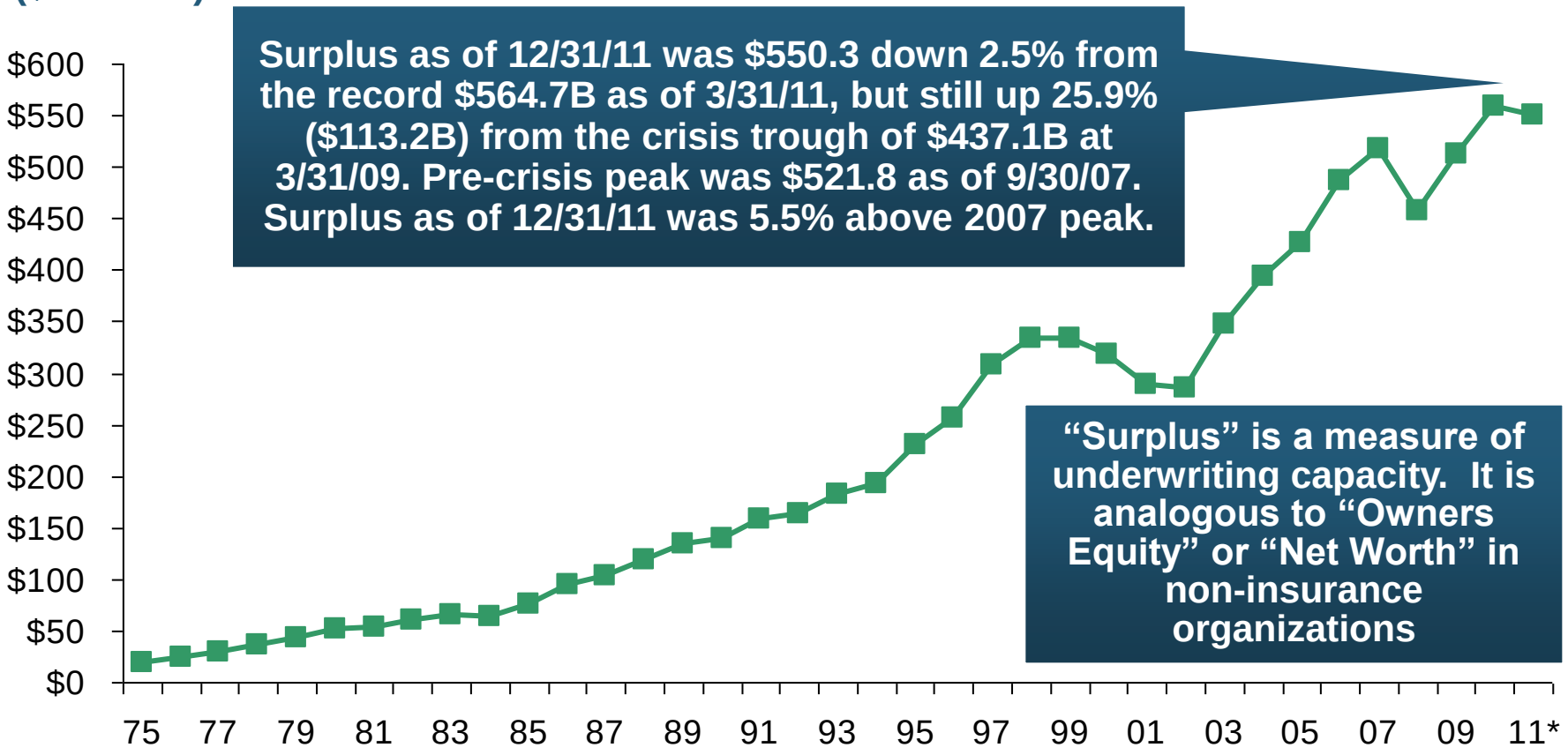
INSURANCE INFORMATION INSTITUTE

2. SURPLUS/CAPITAL/CAPACITY

Have Large Global Losses Reduced Capacity in the Industry, Setting the Stage for a Market Turn?

US Policyholder Surplus: 1975–2011*

($ Billions)



Surplus as of 12/31/11 was $550.3 down 2.5% from the record $564.7B as of 3/31/11, but still up 25.9% ($113.2B) from the crisis trough of $437.1B at 3/31/09. Pre-crisis peak was $521.8 as of 9/30/07. Surplus as of 12/31/11 was 5.5% above 2007 peak.

"Surplus" is a measure of underwriting capacity. It is analogous to "Owners Equity" or "Net Worth" in non-insurance organizations

The Premium-to-Surplus Ratio Stood at $0.80:$1 as of 12/31/11, A Near Record Low (at Least in Recent History)*

* As of 12/31/11.

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

Policyholder Surplus, 2006:Q4–2012:Q1

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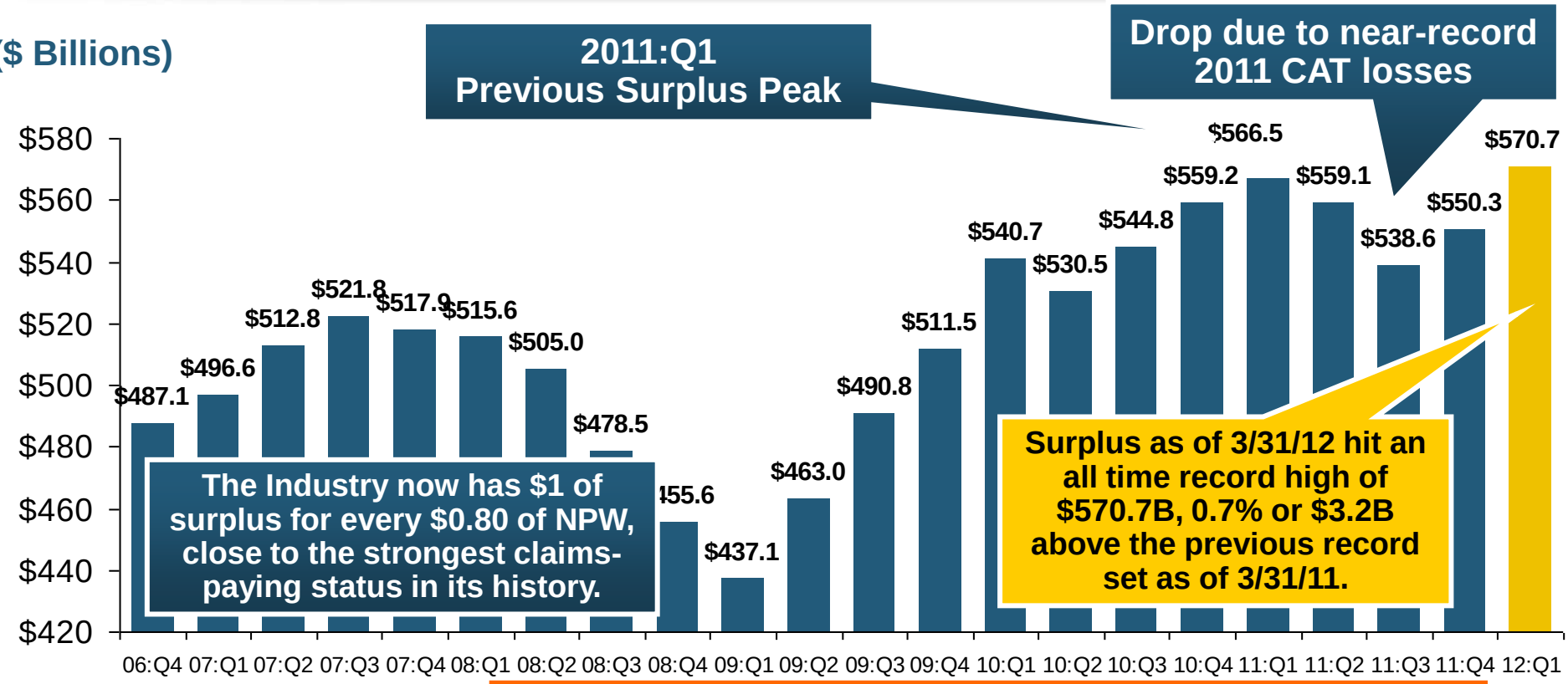
($ Billions)



*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.

Quarterly Surplus Changes Since 2011:Q1 Peak

11:Q2: -$7.4B (-1.0%)
11:Q3: -$27.9B (-4.6%)
11:Q4: -$16.2B (-2.5%)
12:Q1: +$3.2B (+0.7%)

Sources: ISO, A.M .Best.

Implied Excess (Deficit) Capital Assuming Premium/Surplus Ratio = 0.9:1

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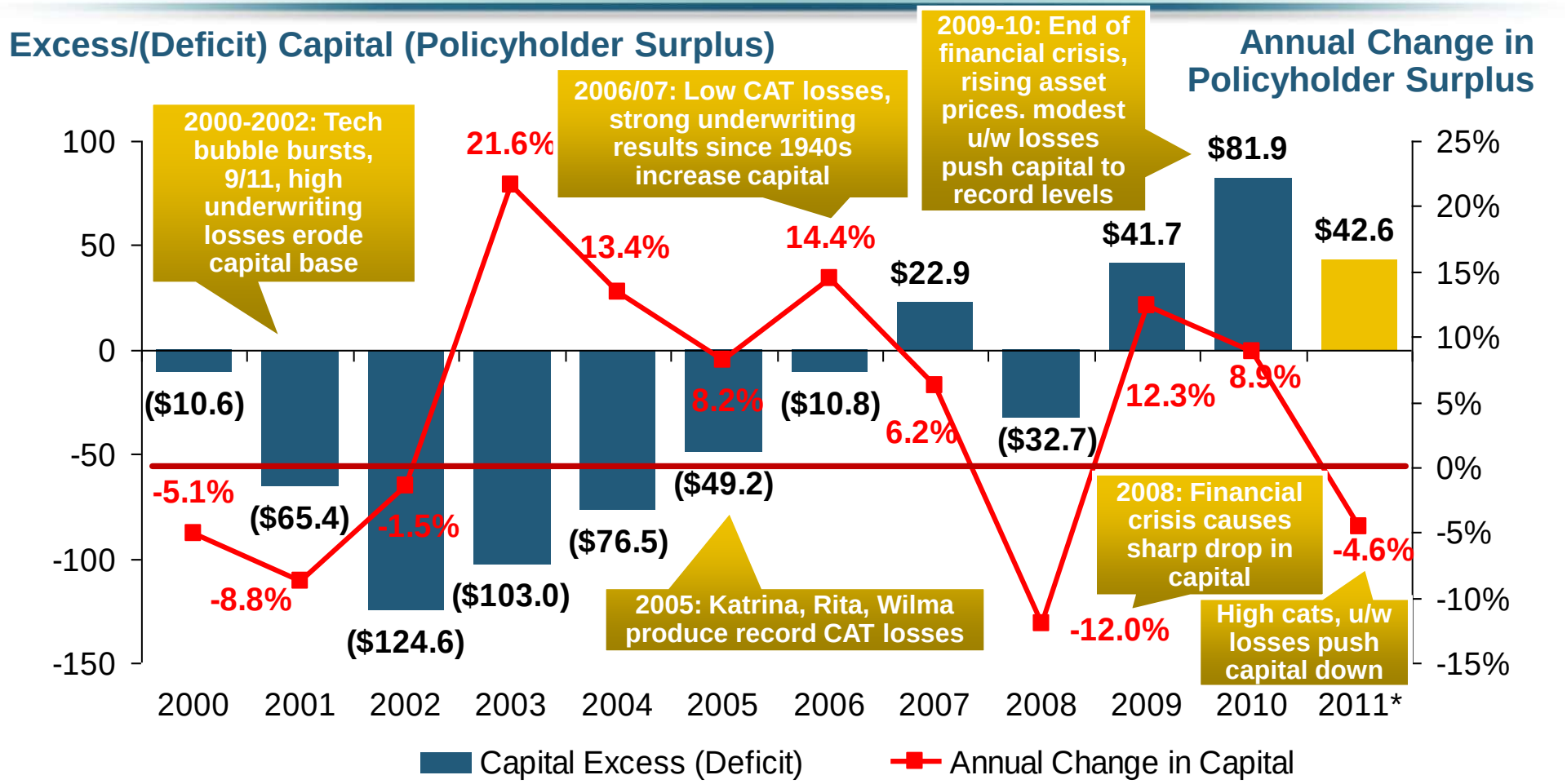


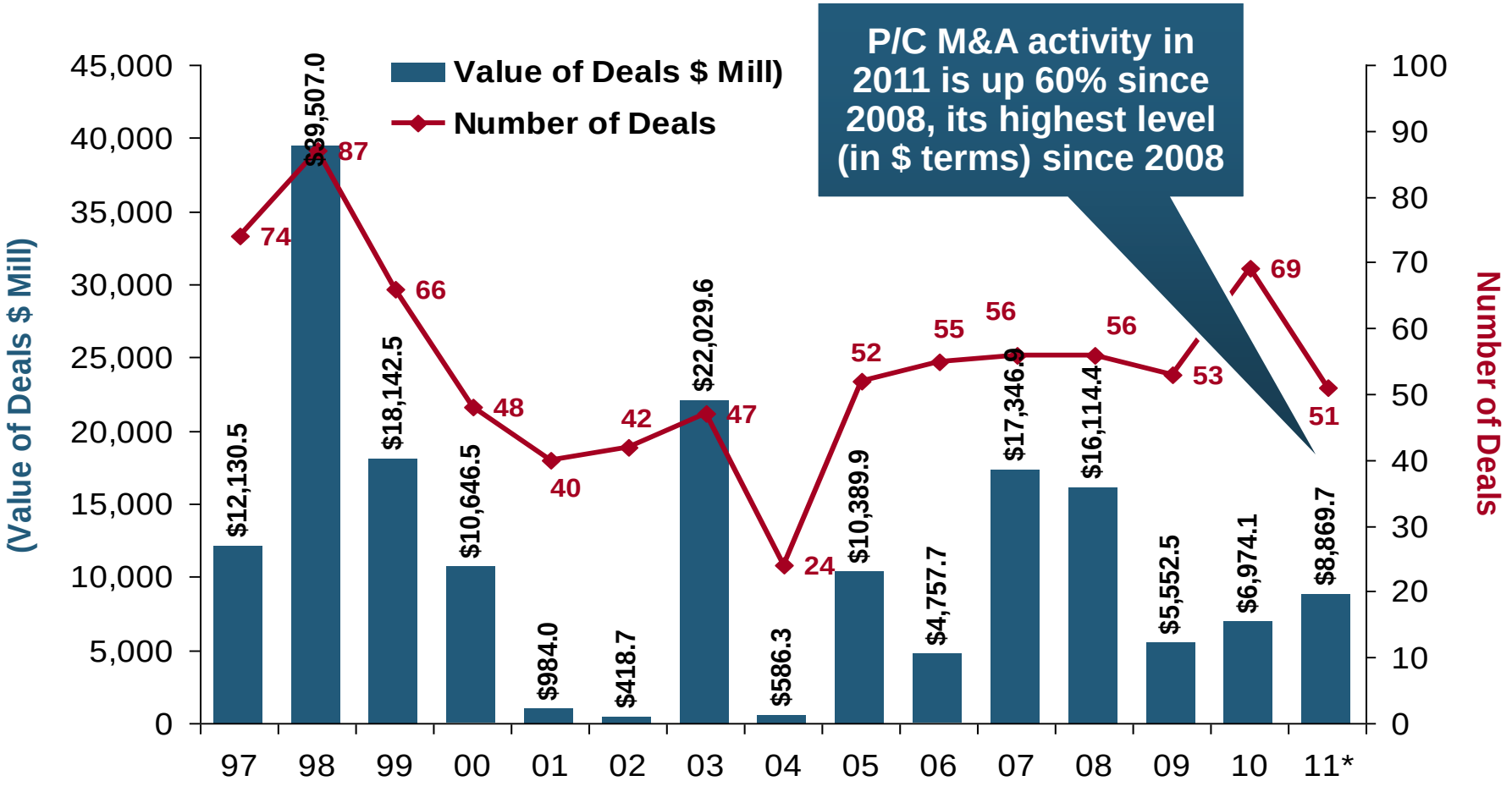
Record Policyholder Surplus (Capital) Resulted in Significant Excess Capital in the P/C Insurance Sector in 2010. Deteriorating Underwriting Losses, Higher CAT Activity, More Modest Market Returns Shrank Excess Capital in 2011 by Nearly Half.

Note: The assumption of a 0.9:1 P/S ratio is derived from a Feb. 2011 announcement by Advisen, Ltd., that the US P/C insurance industry has $74 billion in excess capital. The implied P/S ratio (calculated by III) is 0.88:1, which was rounded to 0.9:1.

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

* Net Premiums Written

M&A Activity in the US P/C Insurance Industry, 1997-2011*



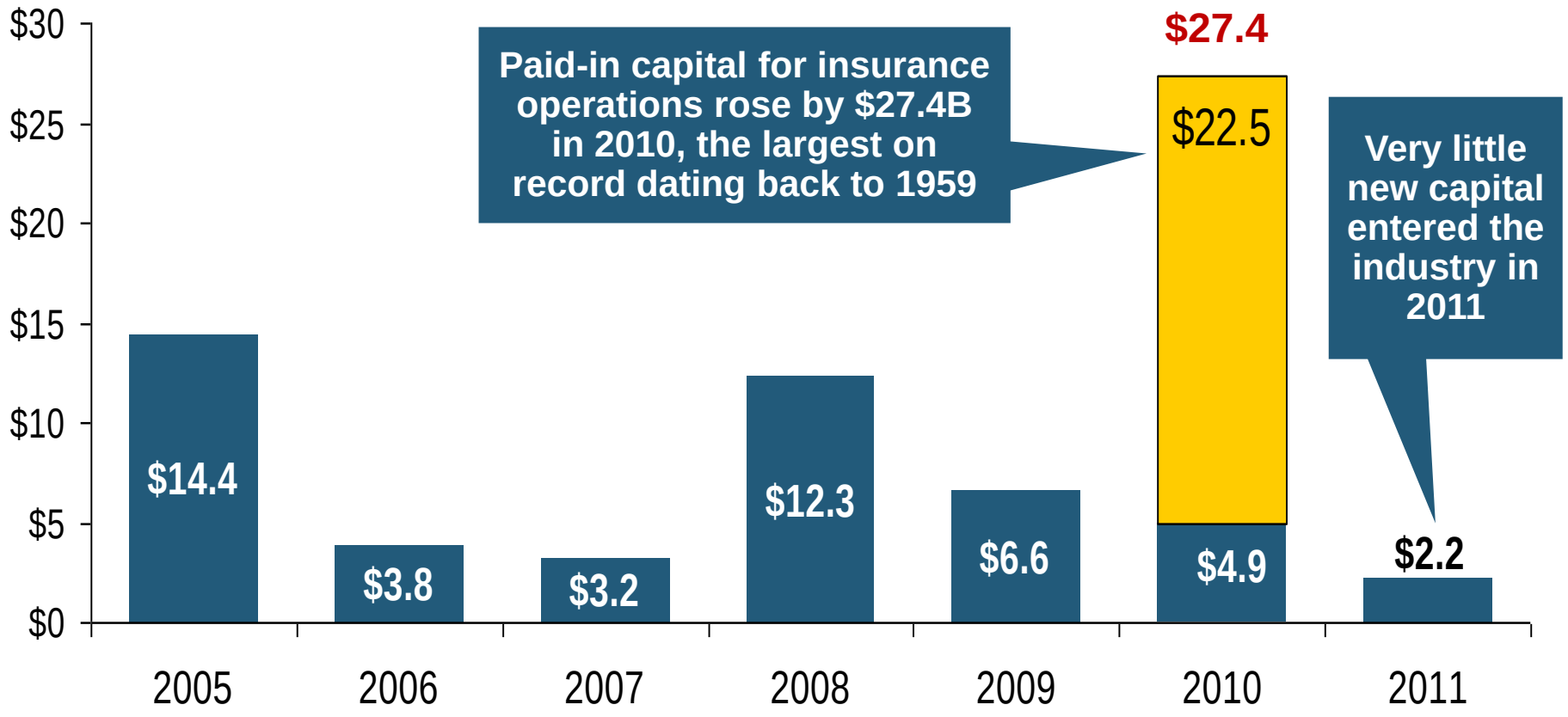
M&A Activity in the P/C Insurance Industry Remains Well Below its 1990s Peak

*2011 data are through December 1.

Source: SNL Securities; Insurance Information Institute.

Paid-in Capital, 2005–2011

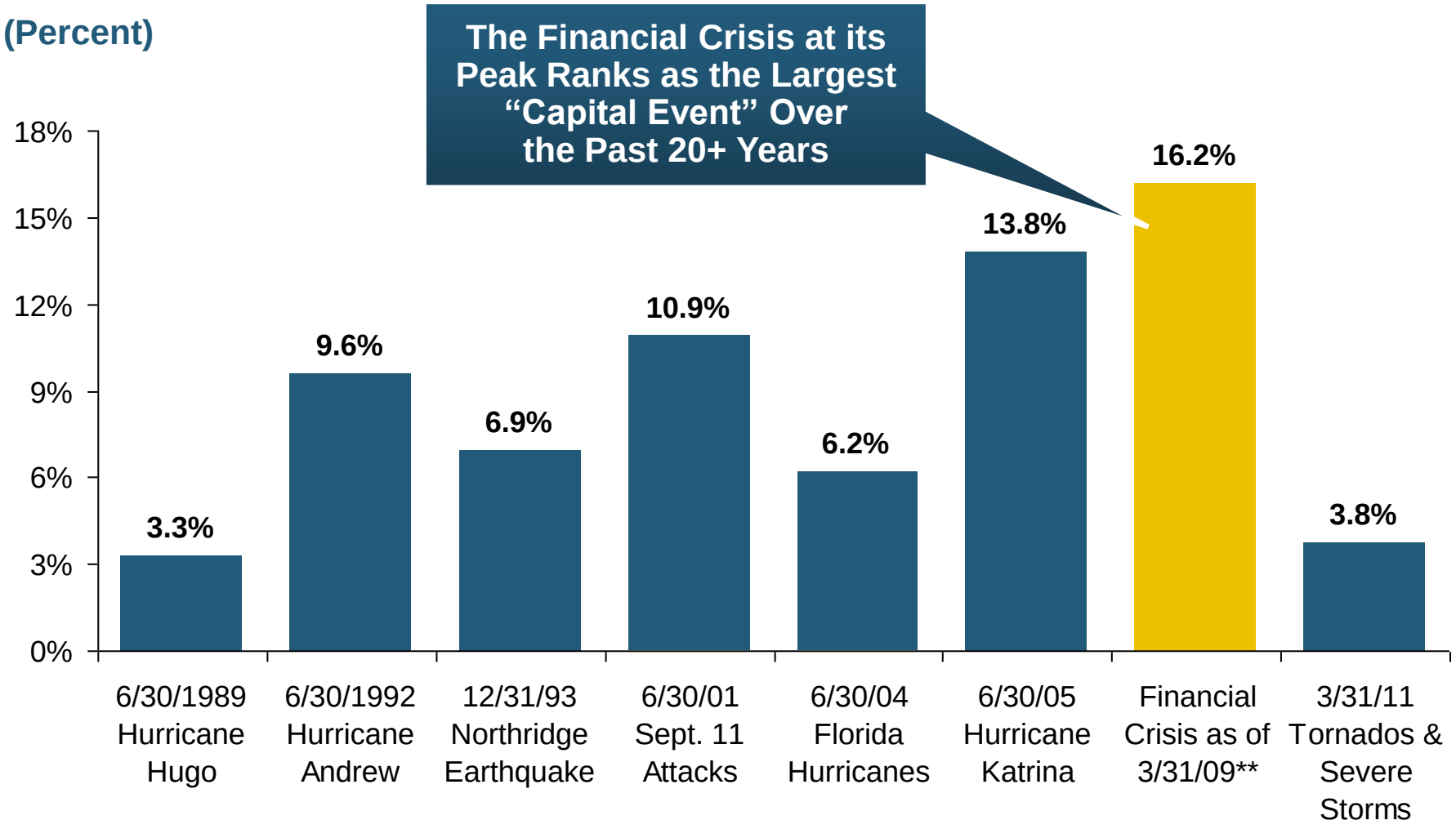
($ Billions)



In 2010 One Insurer's Paid-in Capital Rose by $22.5B as Part of an Investment in a Non-insurance Business

Source: ISO; Insurance Information Institute.

Ratio of Insured Loss to Surplus for Largest Capital Events Since 1989*

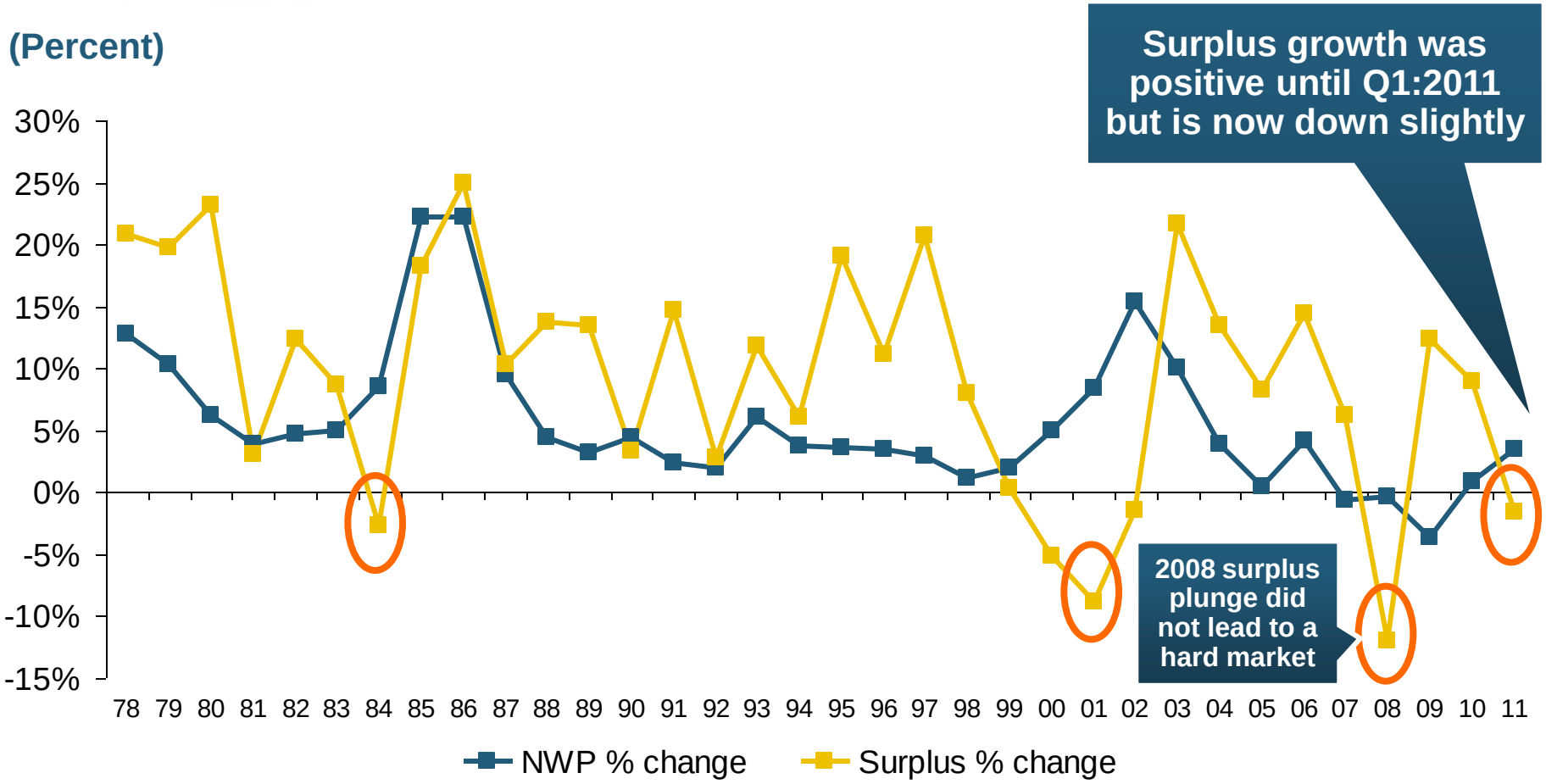


* Ratio is for end-of-quarter surplus immediately after the event. Date shown is end of quarter prior to event

** Date of maximum capital erosion; As of 9/30/09 (latest available) ratio = 5.9%

Source: PCS; Insurance Information Institute

Historically, Hard Markets Follow When Surplus "Growth" is Negative*

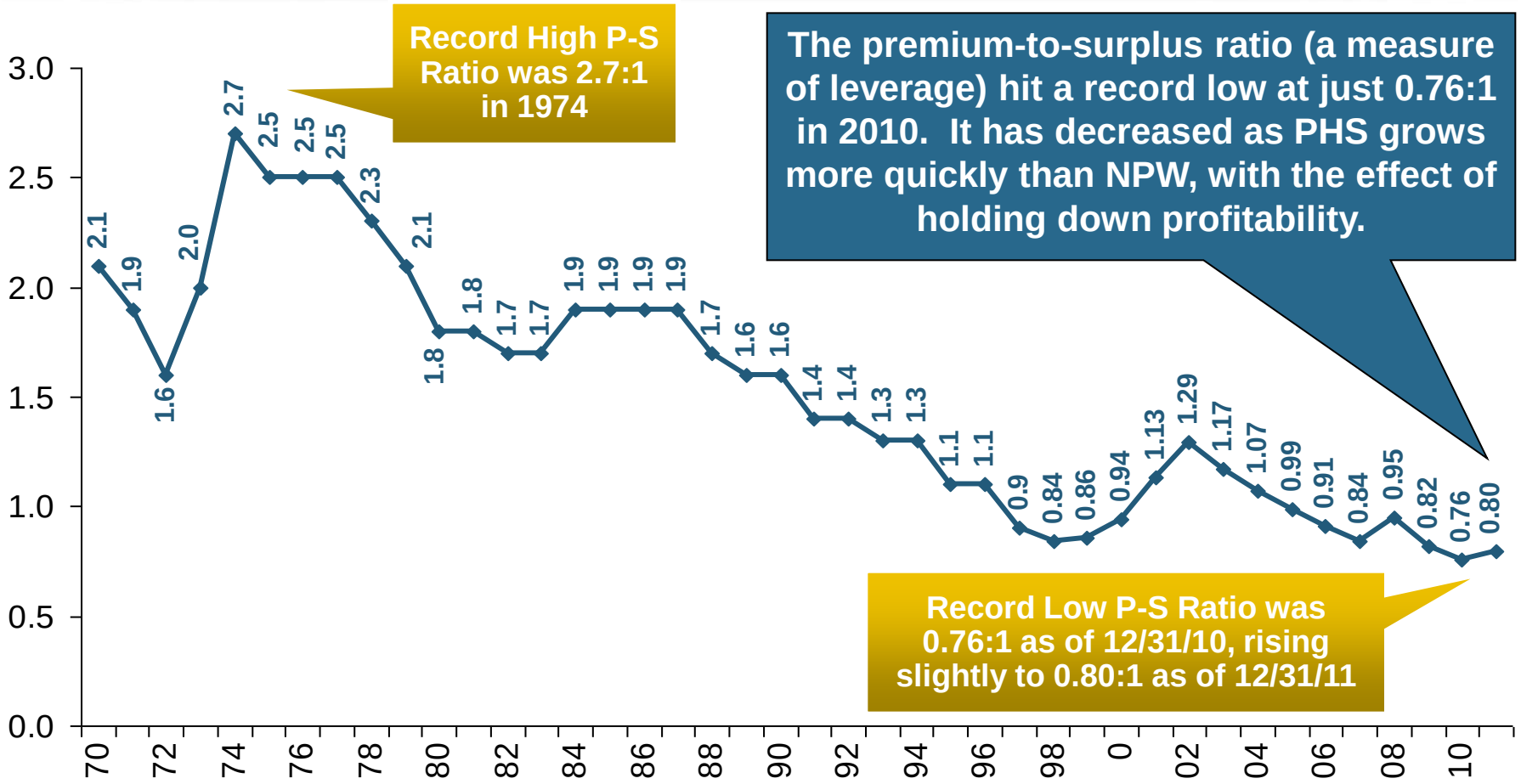


Sharp Decline in Capacity is a Necessary but Not Sufficient Condition for a True Hard Market

* 2011 NWP and Surplus figures are % changes as of Q4:11 vs. Q4:10.

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

Ratio of Net Premiums Written to Policyholder Surplus, 1970-2011*



The Premium-to-Surplus Ratio in 2011:Q4 Implies that P/C Insurers Held $1 in Surplus Against Each $0.80 Written in Premiums. In 1974, Each $1 of Surplus Backed $2.70 in Premium.

*2011 data are as of 12/31/11.

Sources: Insurance Information Institute calculations from A.M. Best data.

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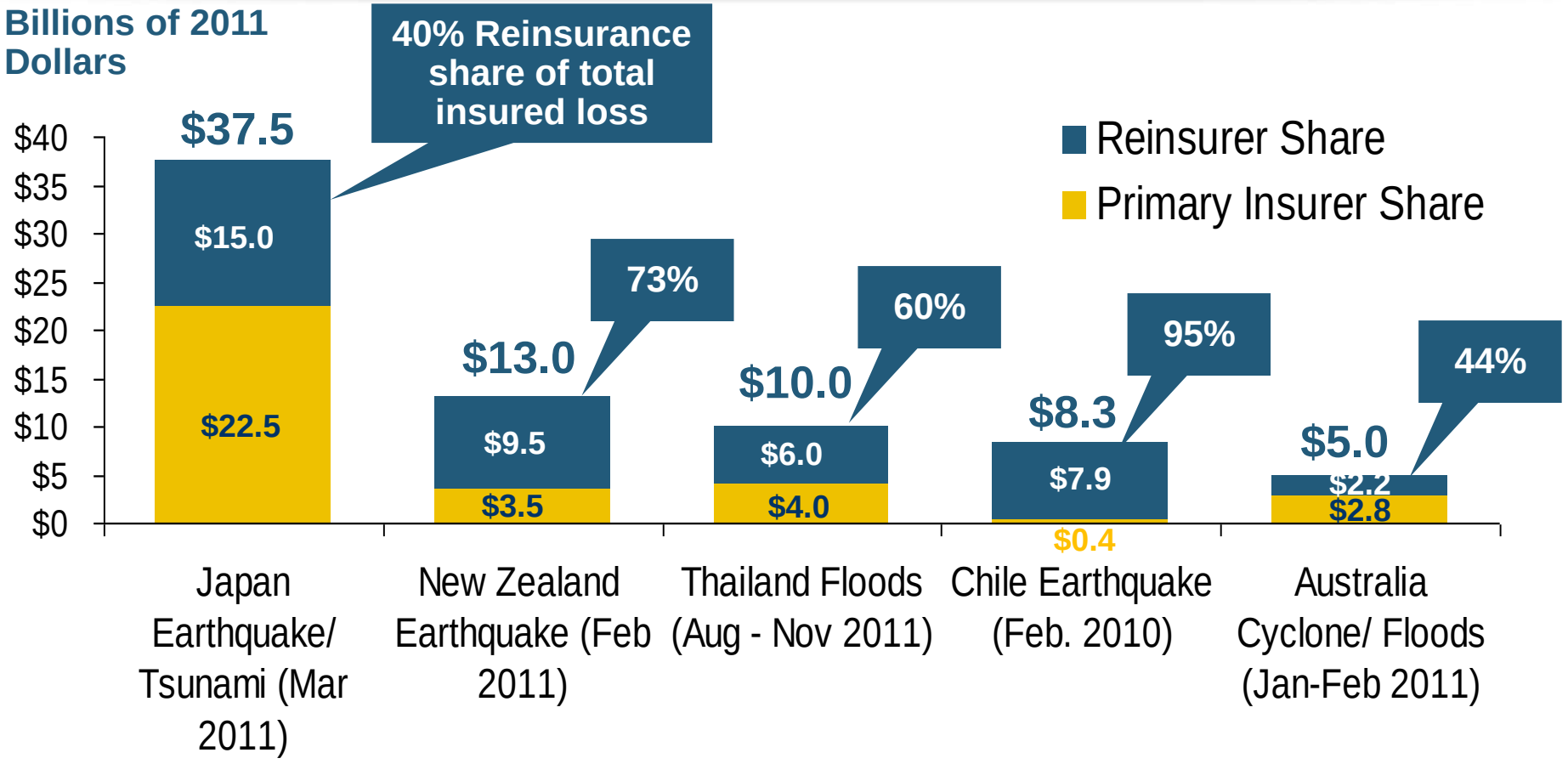
3. REINSURANCE MARKET CONDITIONS

Record Global Catastrophes Activity is Pressuring Pricing

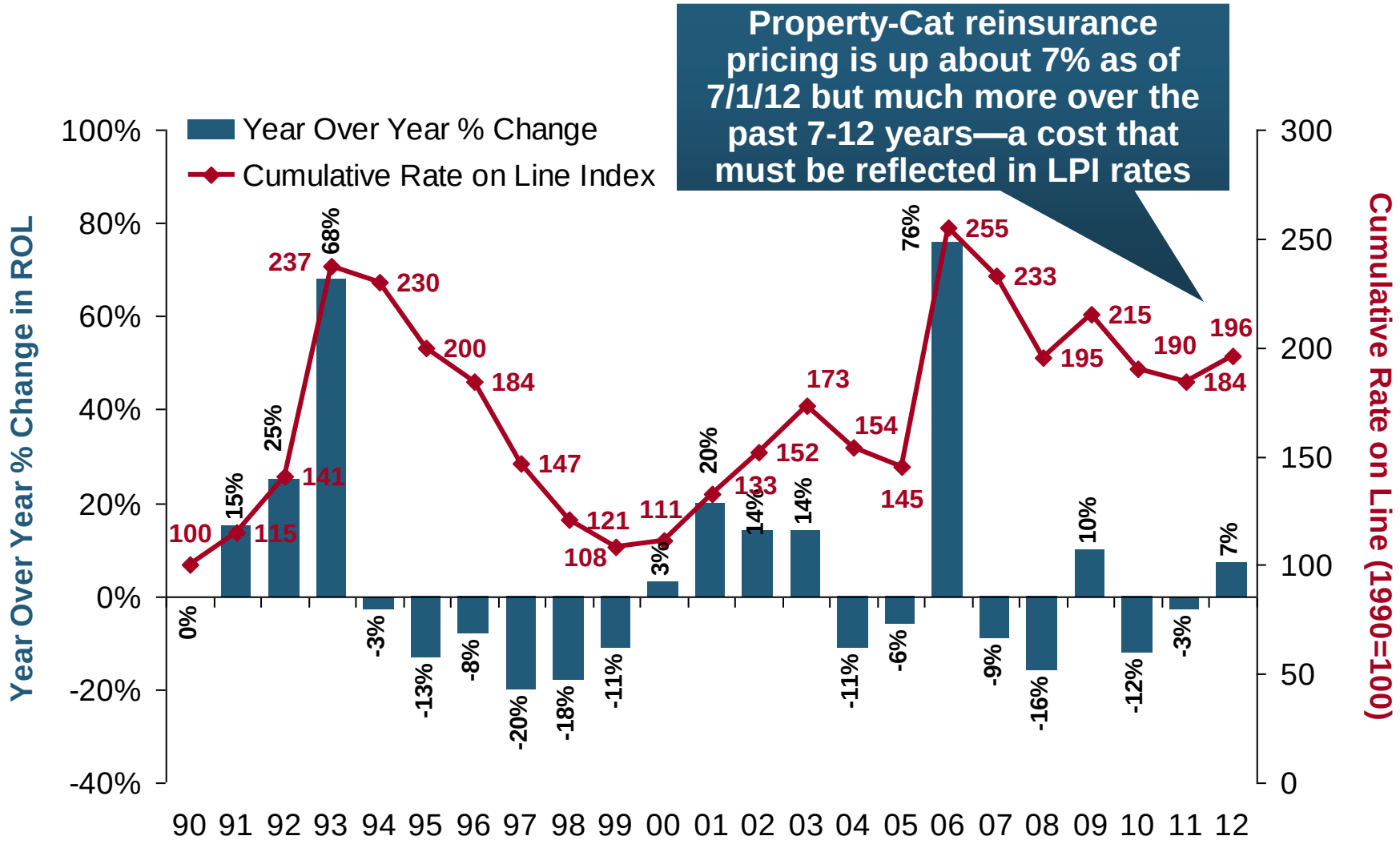
Reinsurer Share of Recent Significant Market Losses



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

Source: Insurance Information Institute from reinsurance share percentages provided in RAA, ABIR and CEA press release, Jan. 13, 2011.

Global Property Catastrophe Rate on Line Index, 1990—2012 (as of July 1)



Sources: Guy Carpenter; Insurance Information Institute.

Historical Capital Levels of Guy Carpenter Reinsurance Composite, 1998—3Q11

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LONG-TERM EVOLUTION OF SHAREHOLDERS' FUNDS
FOR THE GUY CARPENTER GLOBAL REINSURANCE COMPOSITE

Source: Guy Carpenter & Company, LLC

Most excess reinsurance capacity was removed from the market in 2011, but there does not appear to be a shortage, leading to modest increases in 2012 reinsurance renewals except in areas hit hard by CATs.

Source: Guy Carpenter, *GC Capital Ideas.com,* February 28, 2012.

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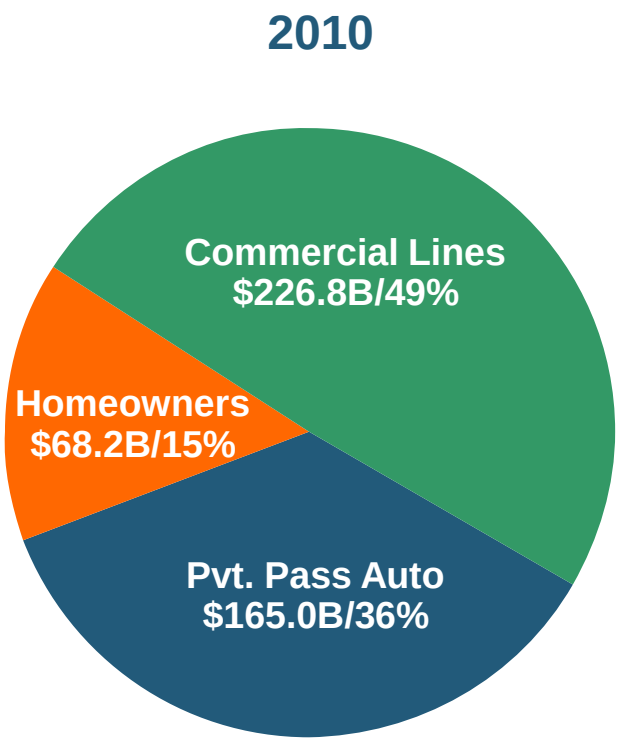
4. RENEWED PRICING DISCIPLINE

Is There Evidence of a Broad and Sustained Shift in Pricing?

Distribution of Direct Premiums Written by Segment/Line, 2010

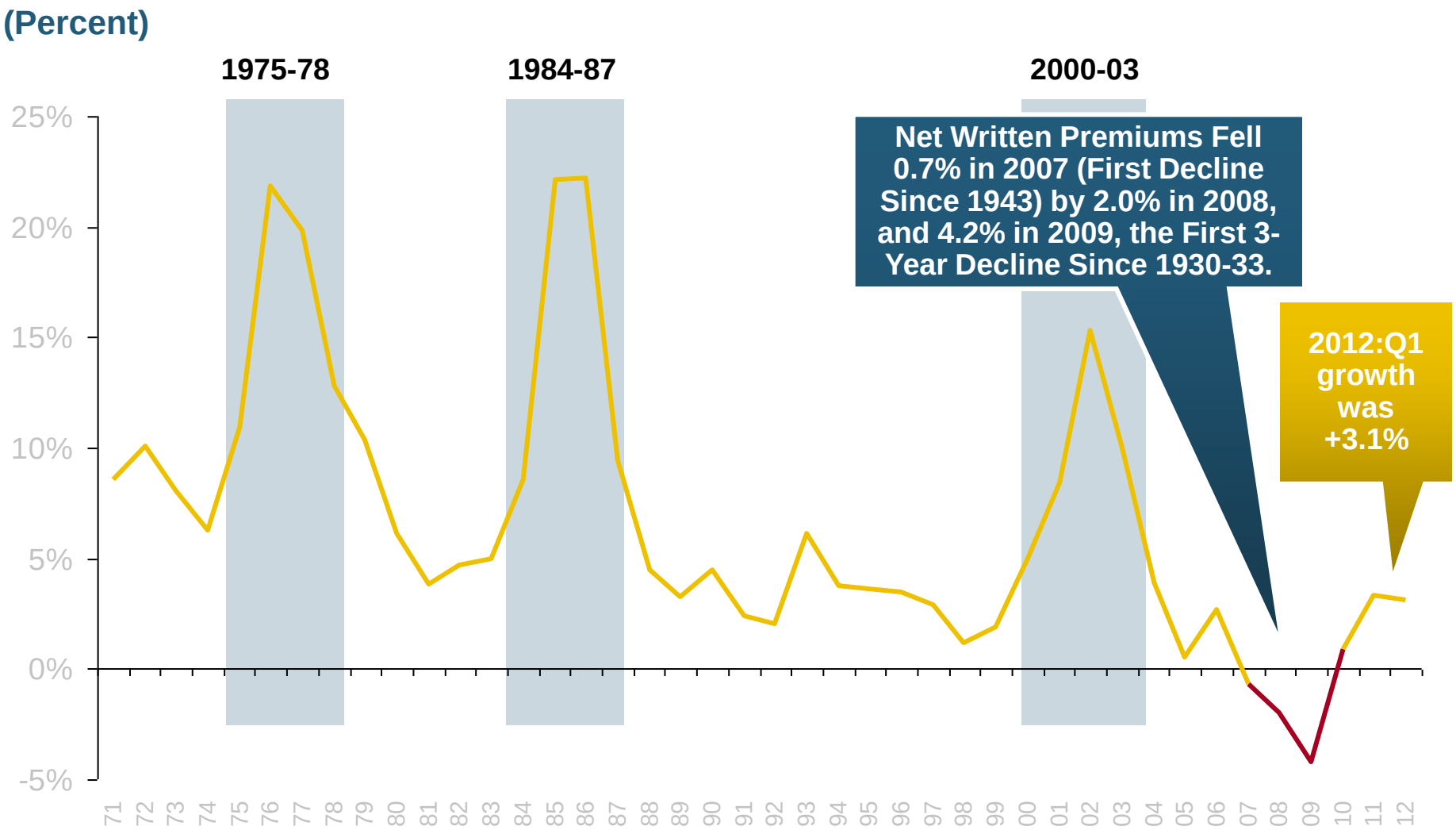
Distribution Facts

- 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



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

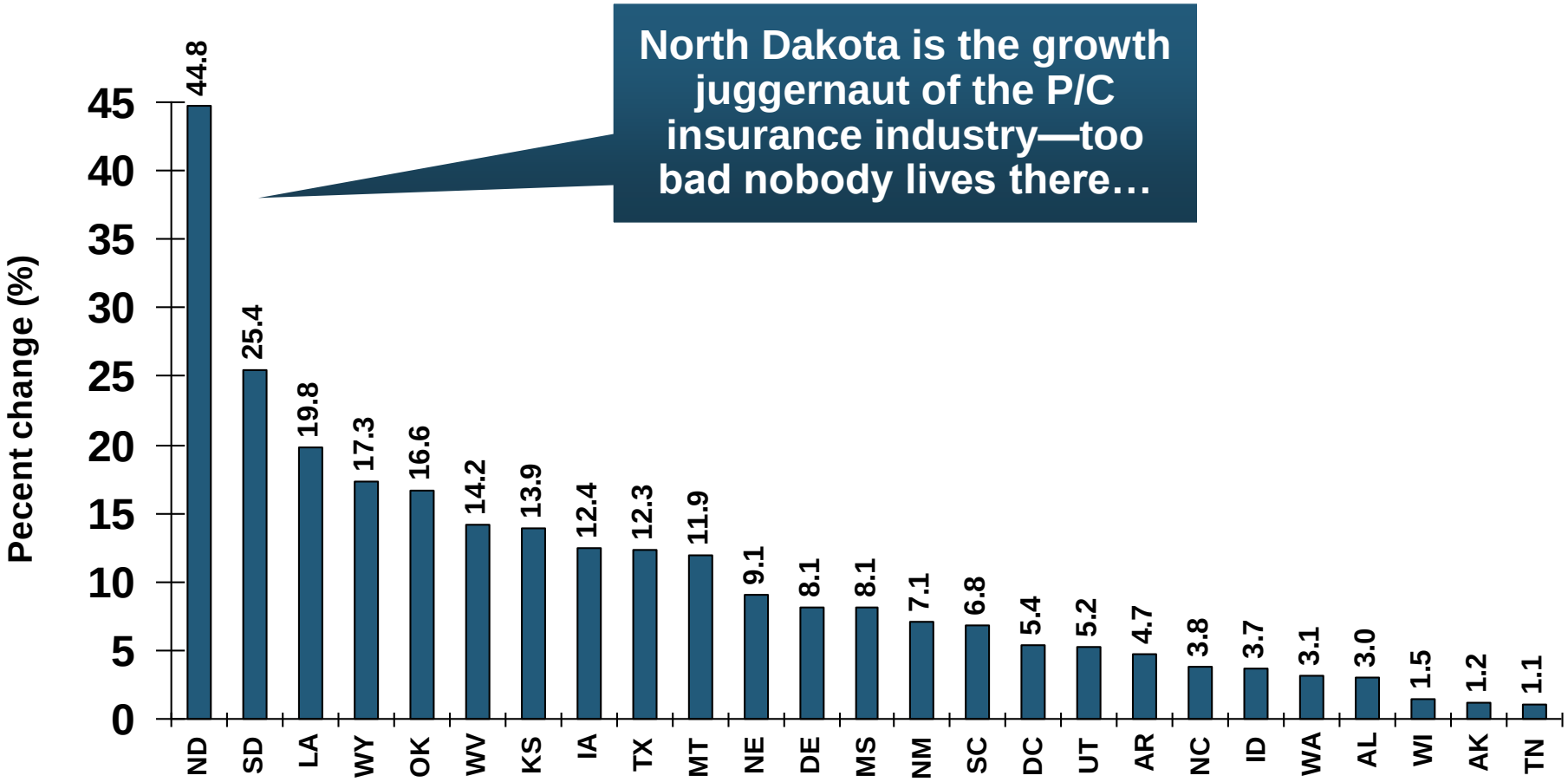
Premium Growth Is Up Modestly: More in 2012?



Shaded areas denote "hard market" periods
Sources: A.M. Best (historical and forecast), ISO, Insurance Information Institute.

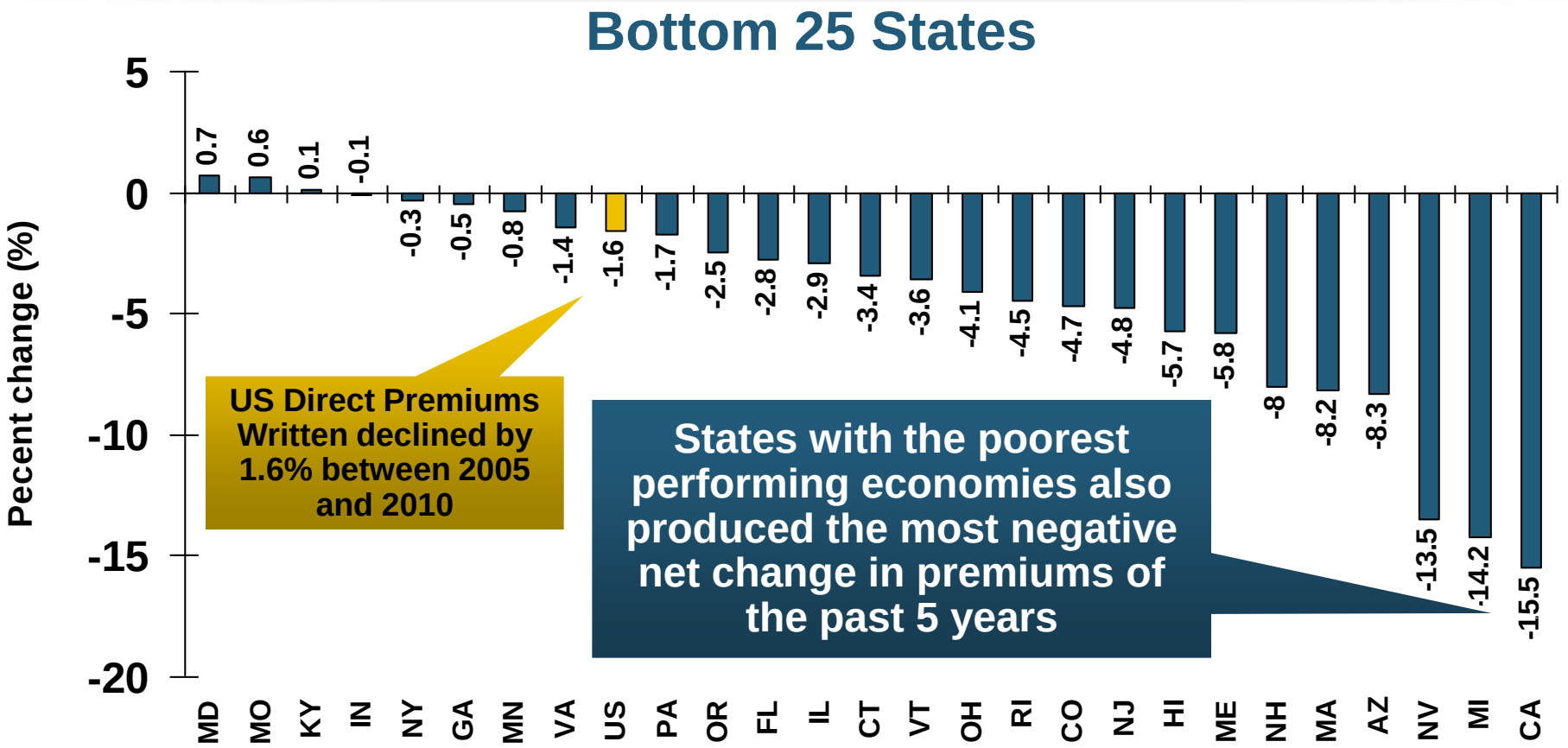
Direct Premiums Written: All P/C Lines Percent Change by State, 2005-2010

Top 25 States



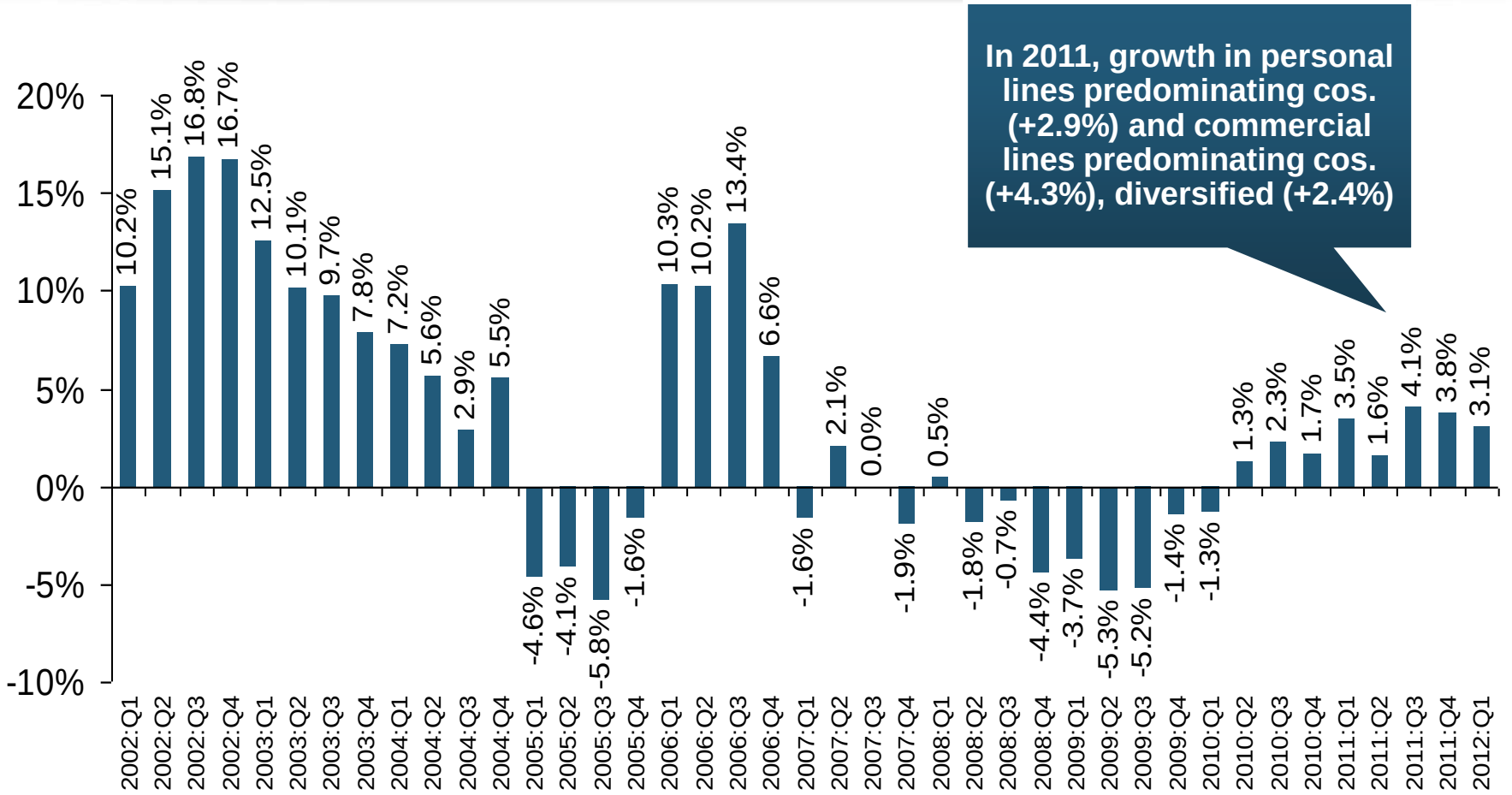
Sources: SNL Financial LC.; Insurance Information Institute.

Direct Premiums Written: All P/C Lines Percent Change by State, 2005-2010



Sources: SNL Financial LC; Insurance Information Institute.

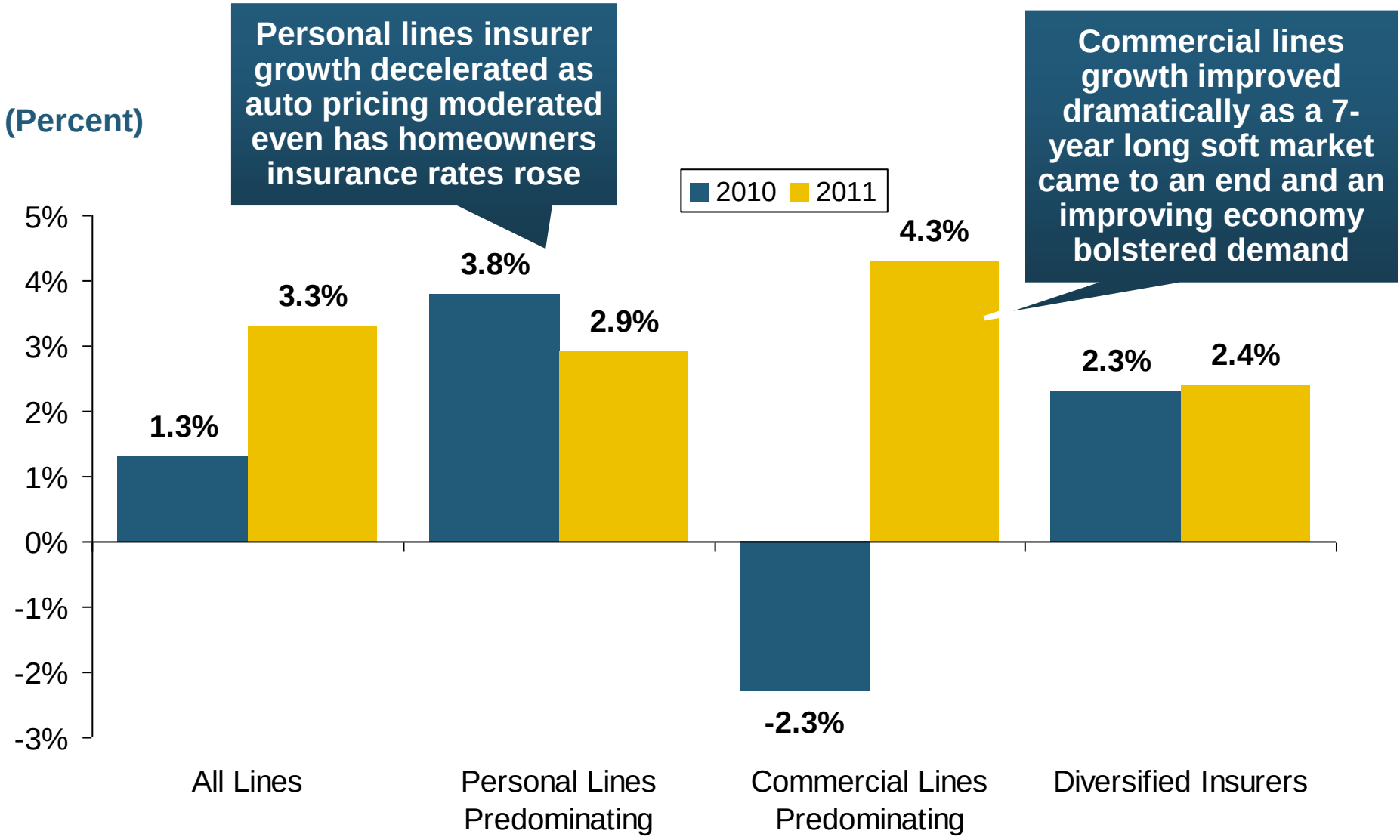
P/C Net Premiums Written: % Change, Quarter vs. Year-Prior Quarter



Finally! A sustained period of growth in written premium growth (vs. the same quarter, prior year)

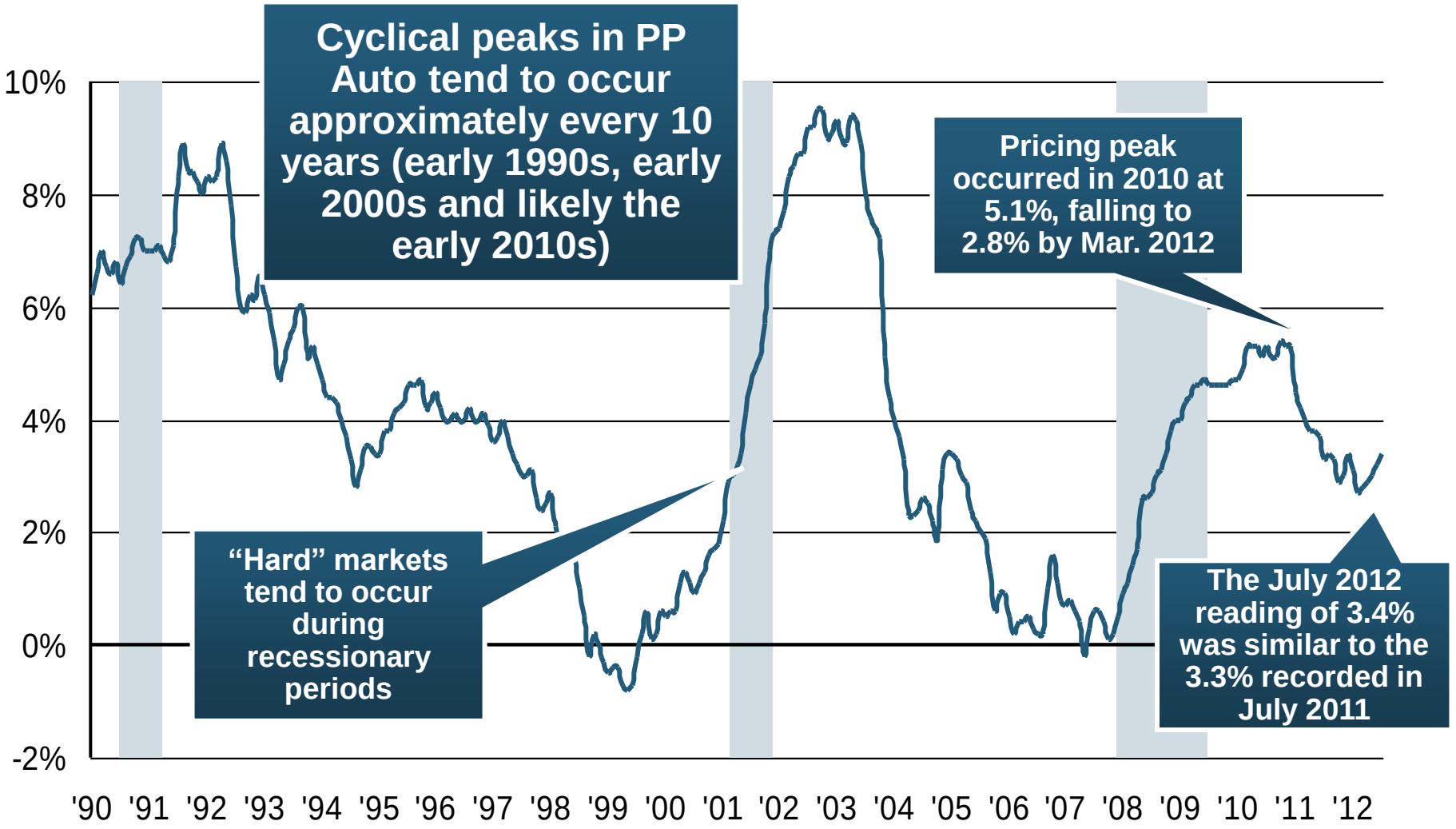
Sources: ISO, Insurance Information Institute.

Growth in Net Written Premium by Segment, 2011 vs. 2010



Source: ISO/PCI; Insurance Information Institute

Monthly Change* in Auto Insurance Prices, 1991–2012*

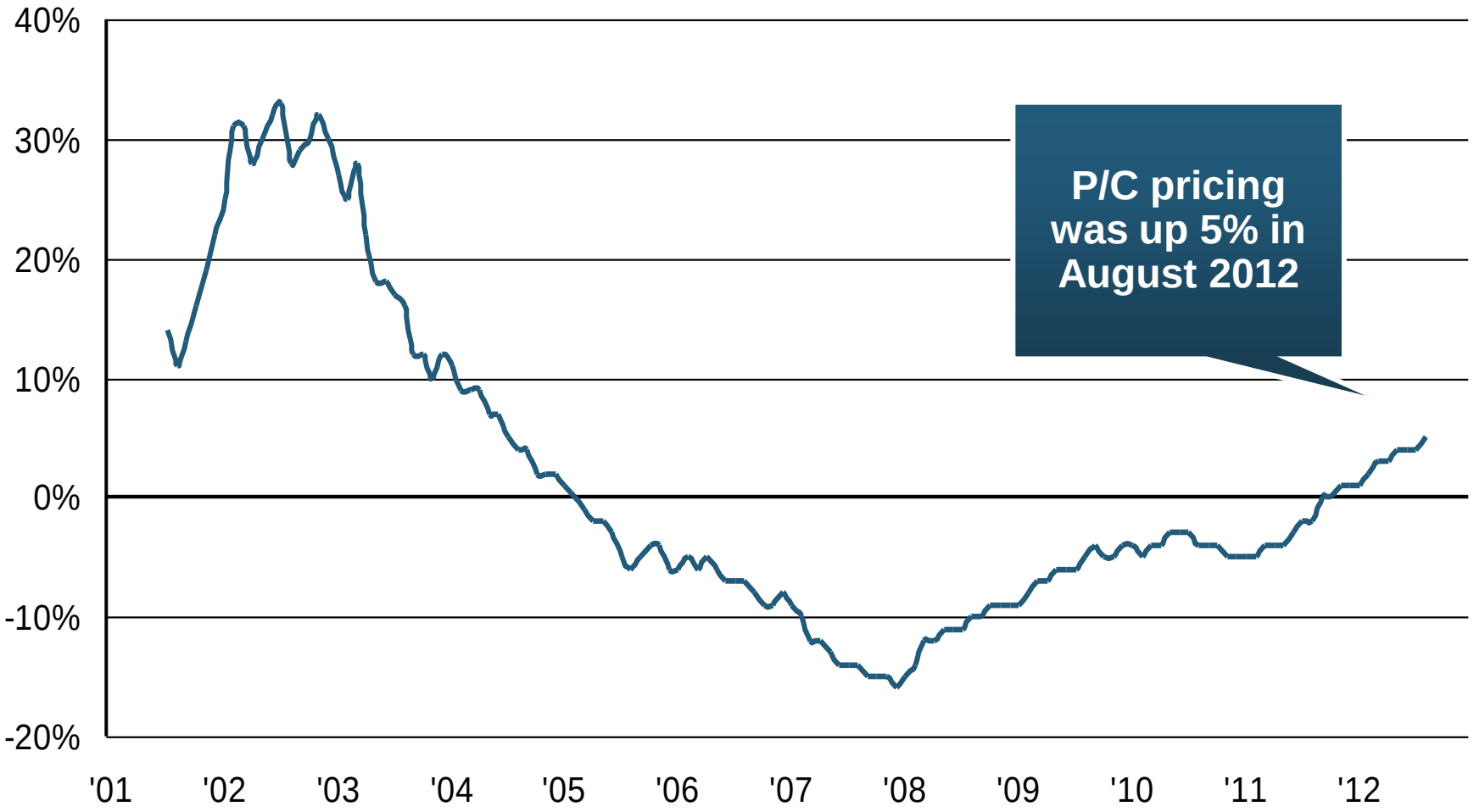


*Percentage change from same month in prior year; through July 2012; seasonally adjusted

Note: Recessions indicated by gray shaded columns.

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

Monthly Average P&C Rate Change, 2001—Aug. 2012



Source: MarketScout Corporation.

Change in Commercial Rate Renewals, by Line: August 2012

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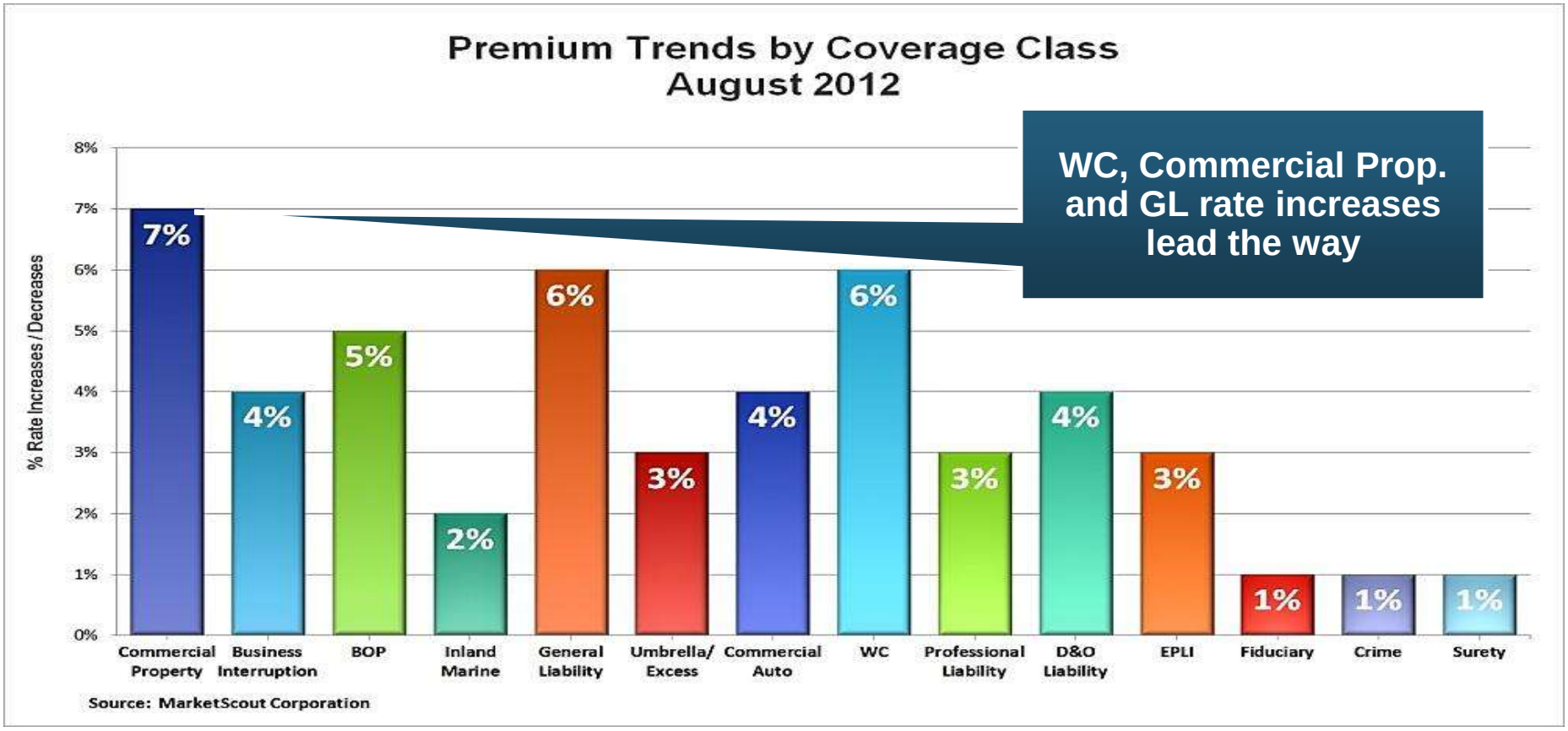
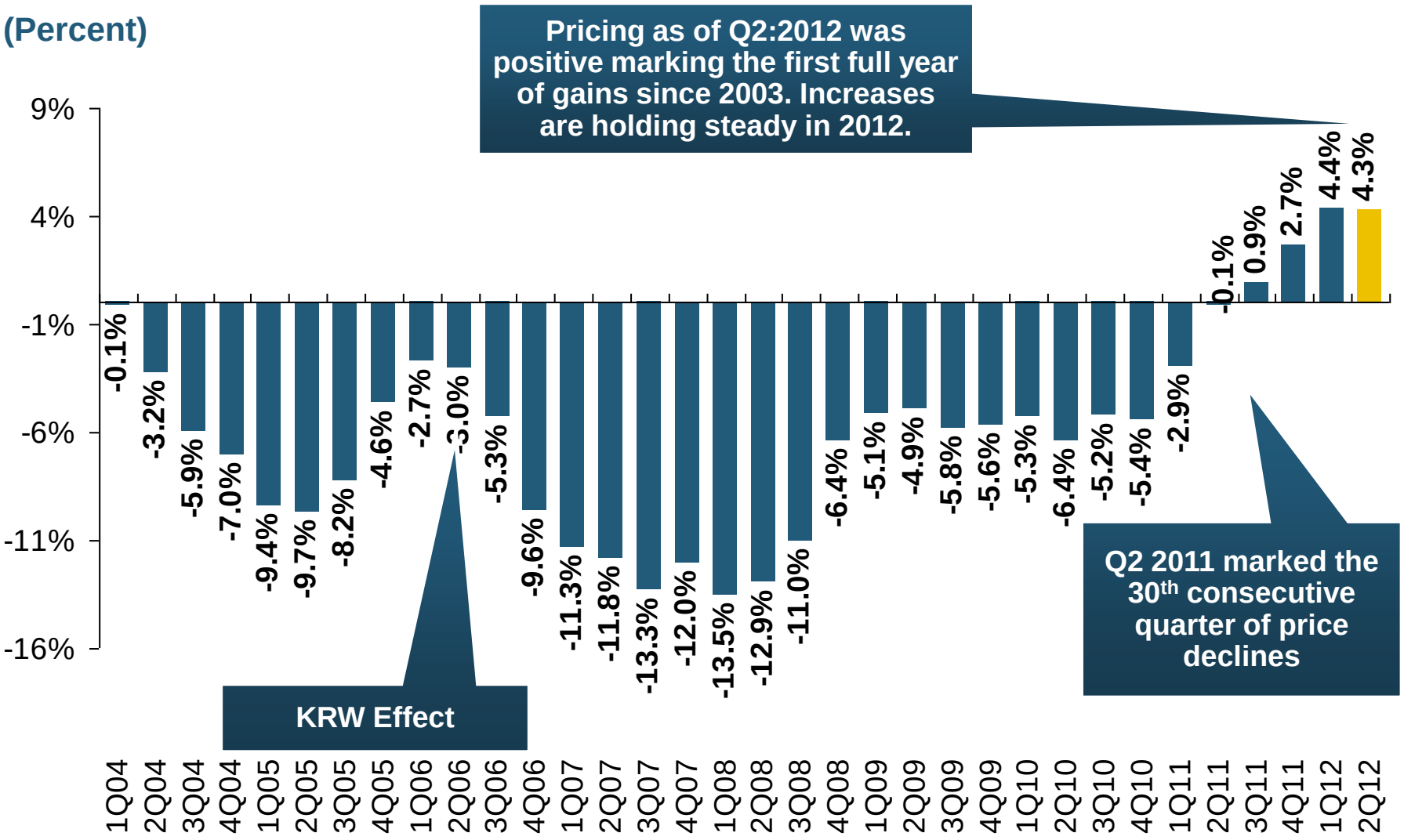
Percentage Change (%)



Major Commercial Lines Are Renewed Upward in Aug. 2012

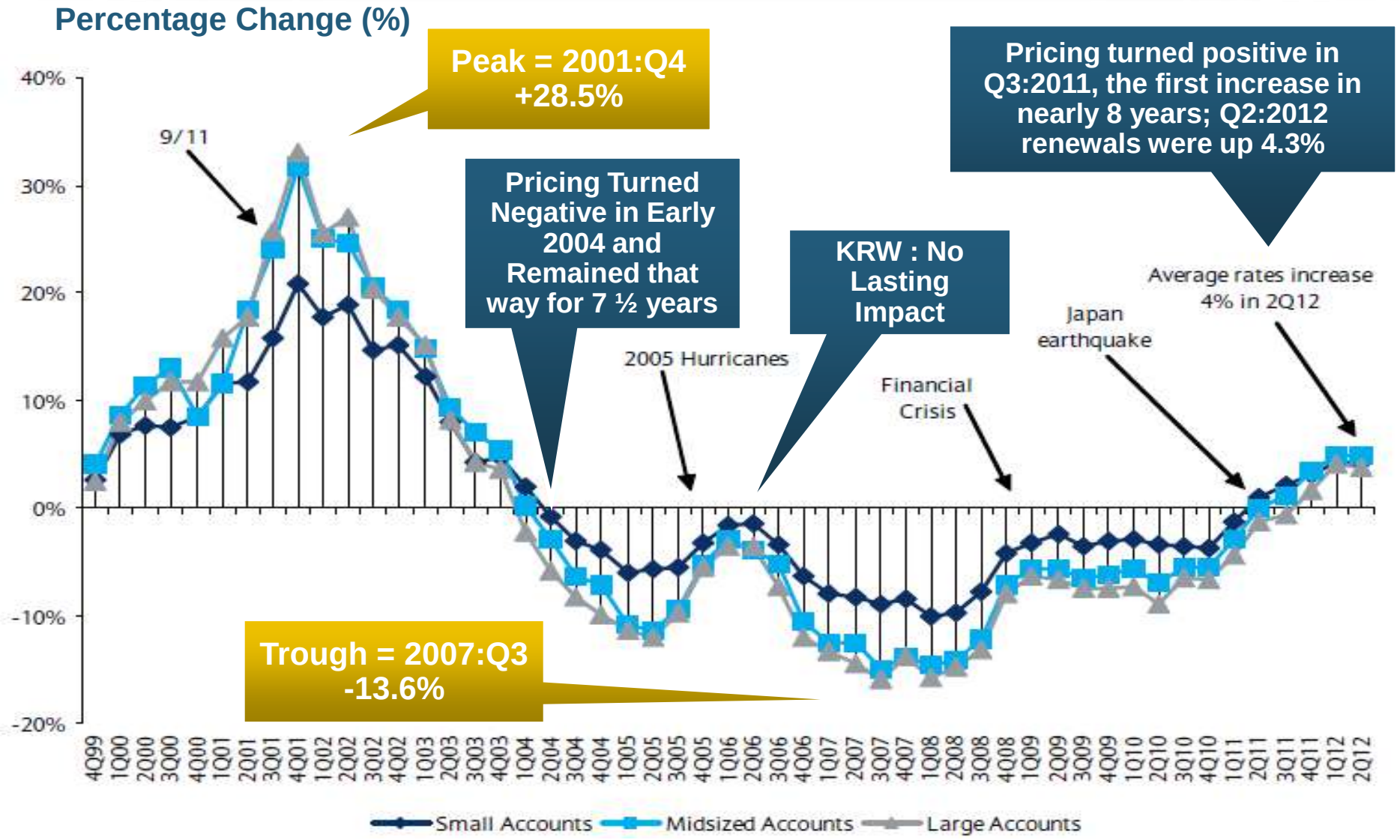
Source: MarketScout Corporation.

Average Commercial Rate Change, All Lines, (1Q:2004–2Q:2012)



Source: Council of Insurance Agents & Brokers; Insurance Information Institute

Change in Commercial Rate Renewals, by Account Size: 1999:Q4 to 2012:Q2



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

Cumulative Qtrly. Commercial Rate Changes, by Account Size: 1999:Q4 to 2012:Q2

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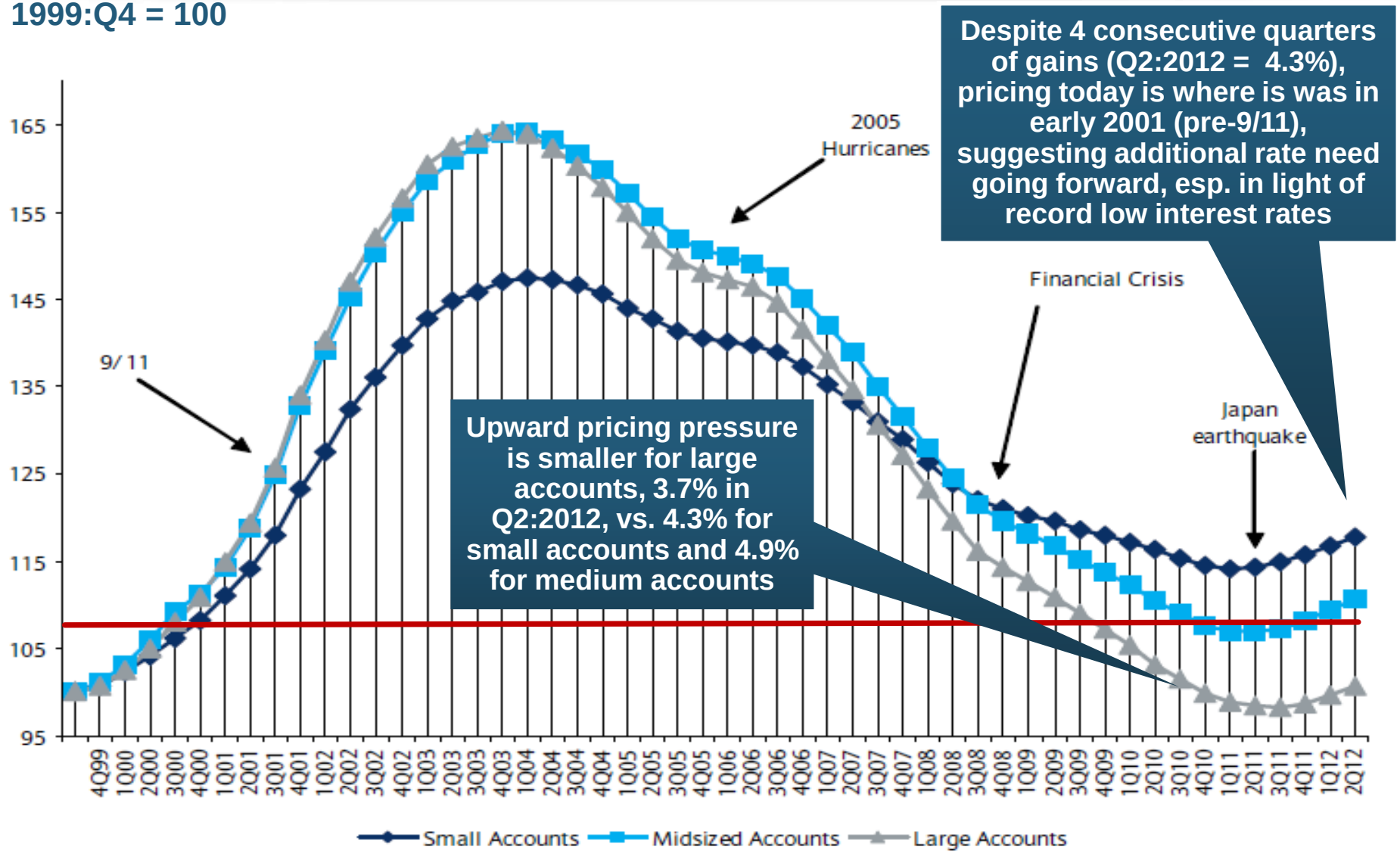
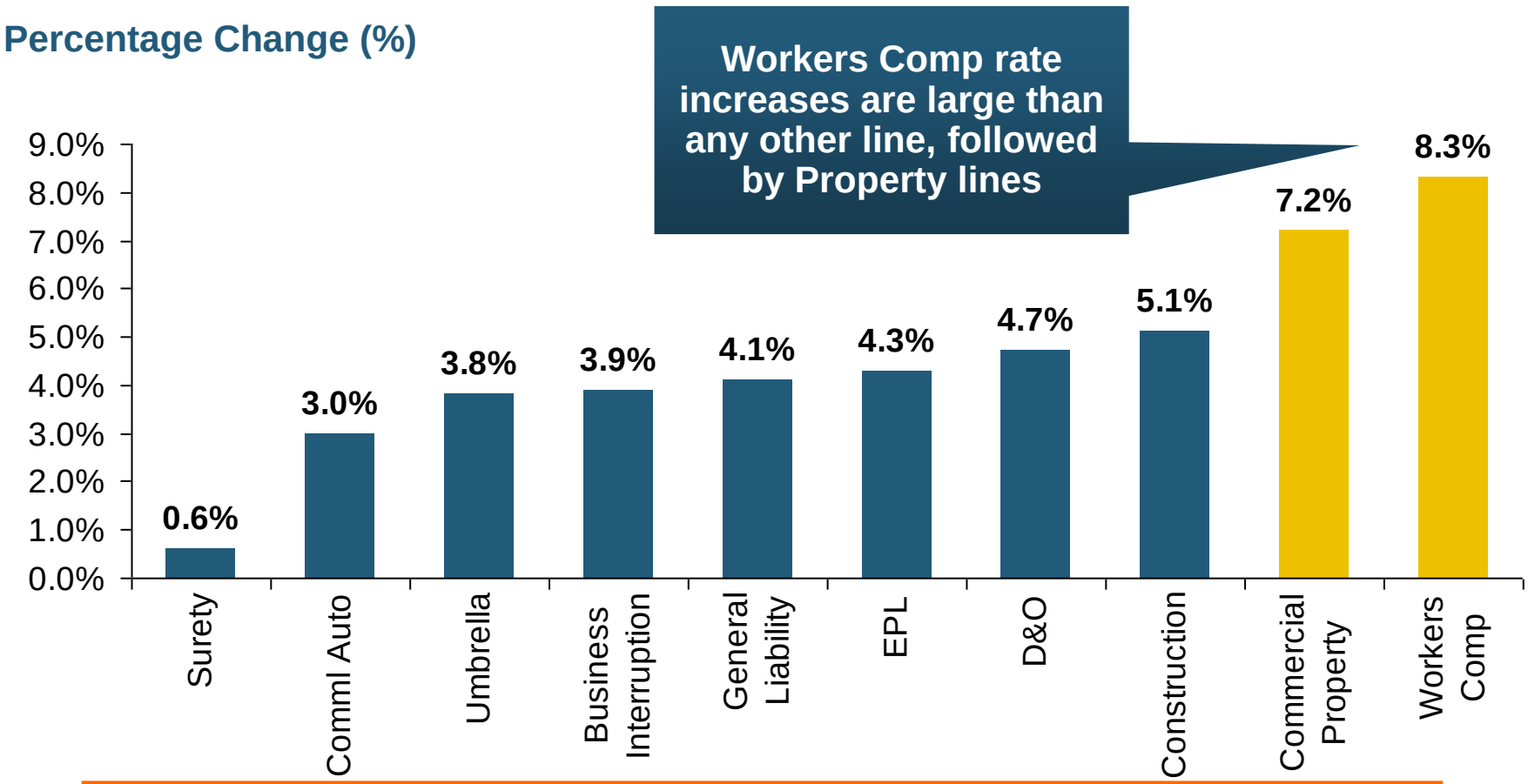


Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

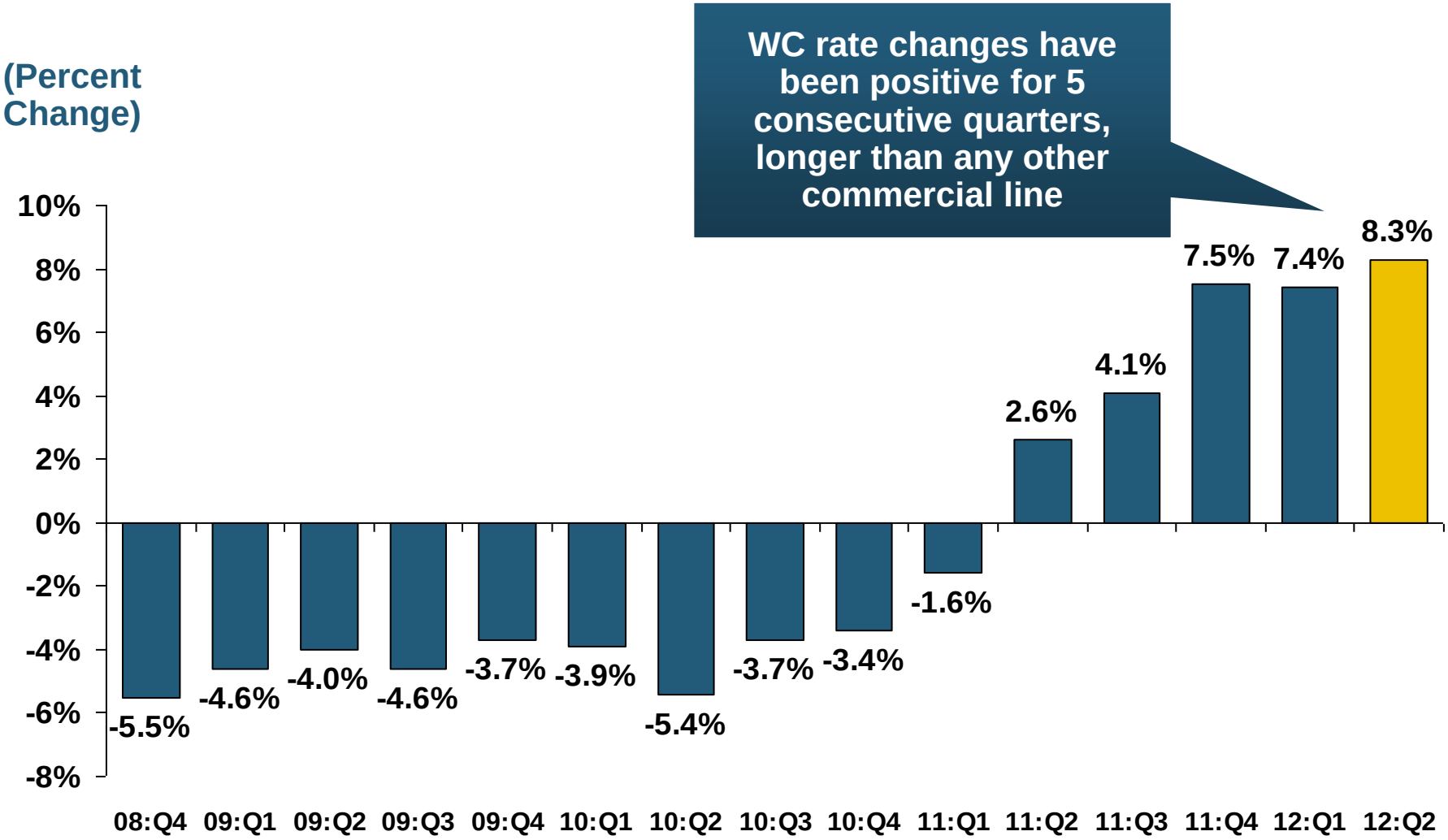
Change in Commercial Rate Renewals, by Line: 2012:Q2



Major Commercial Lines Renewed Uniformly Upward in Q2:2012 for Only the Fourth Time Since 2003; Property Lines & Workers Comp Leading the Way; Cat Losses and Low Interest Rates Provide Momentum Going Forward

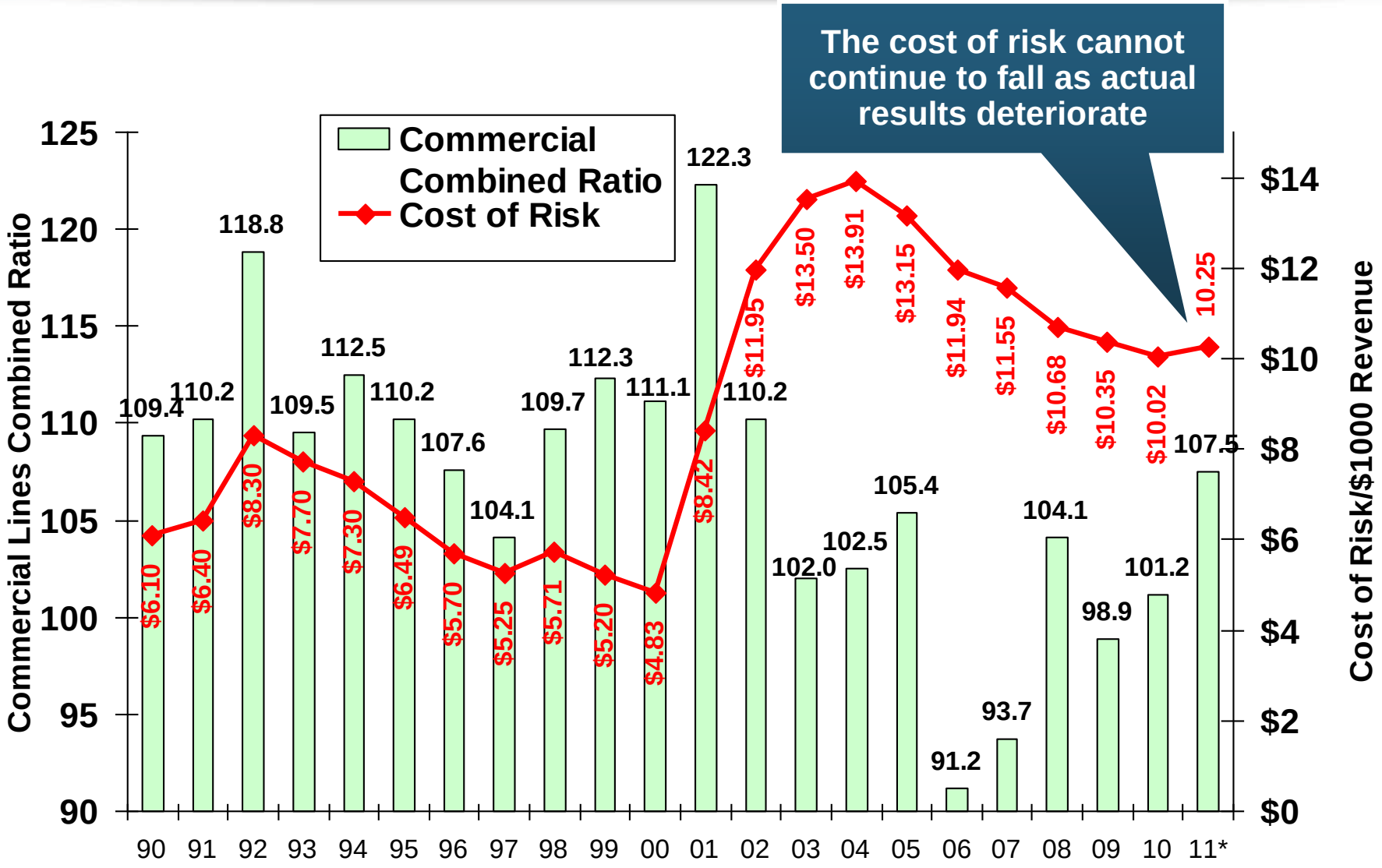
Source: Council of Insurance Agents and Brokers; Insurance Information Institute.

Workers Comp Rate Changes, 2008:Q4 – 2012:Q2



Source: Council of Insurance Agents and Brokers; Information Institute.

Cost of Risk vs. Commercial Lines Combined Ratio



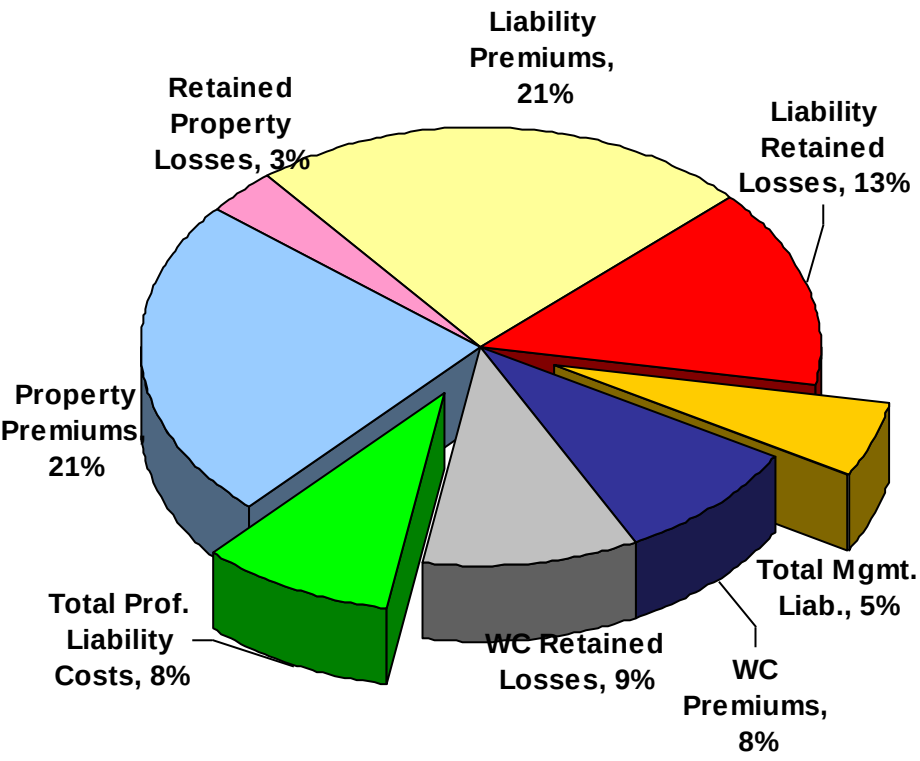
*Insurance Information Institute estimates for 2011.

Source: 2011 RIMS Benchmark Survey; A.M. Best; Insurance Information Institute

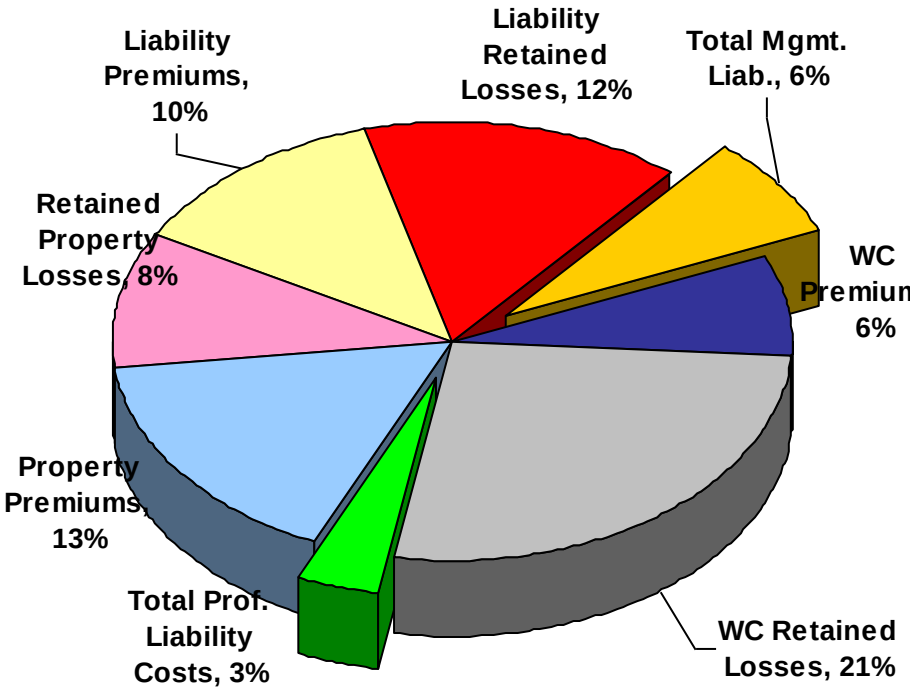
How the Risk Dollar is Spent (2011)

Management & Professional Liability Costs Account for 9% - 13% of the Risk Dollar

Firms w/Revenues < $1 Billion



Firms w/Revenues > $1 Billion



Source: 2011 RIMS Benchmark Survey, Advisen; Insurance Information Institute

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Claim Trends in Auto Insurance

Rising Costs Held in Check by Falling Frequency:

Can That Pattern Be Sustained?

Bodily Injury: Severity Trend Is Up, Frequency Decline Ended and Is Now Flat

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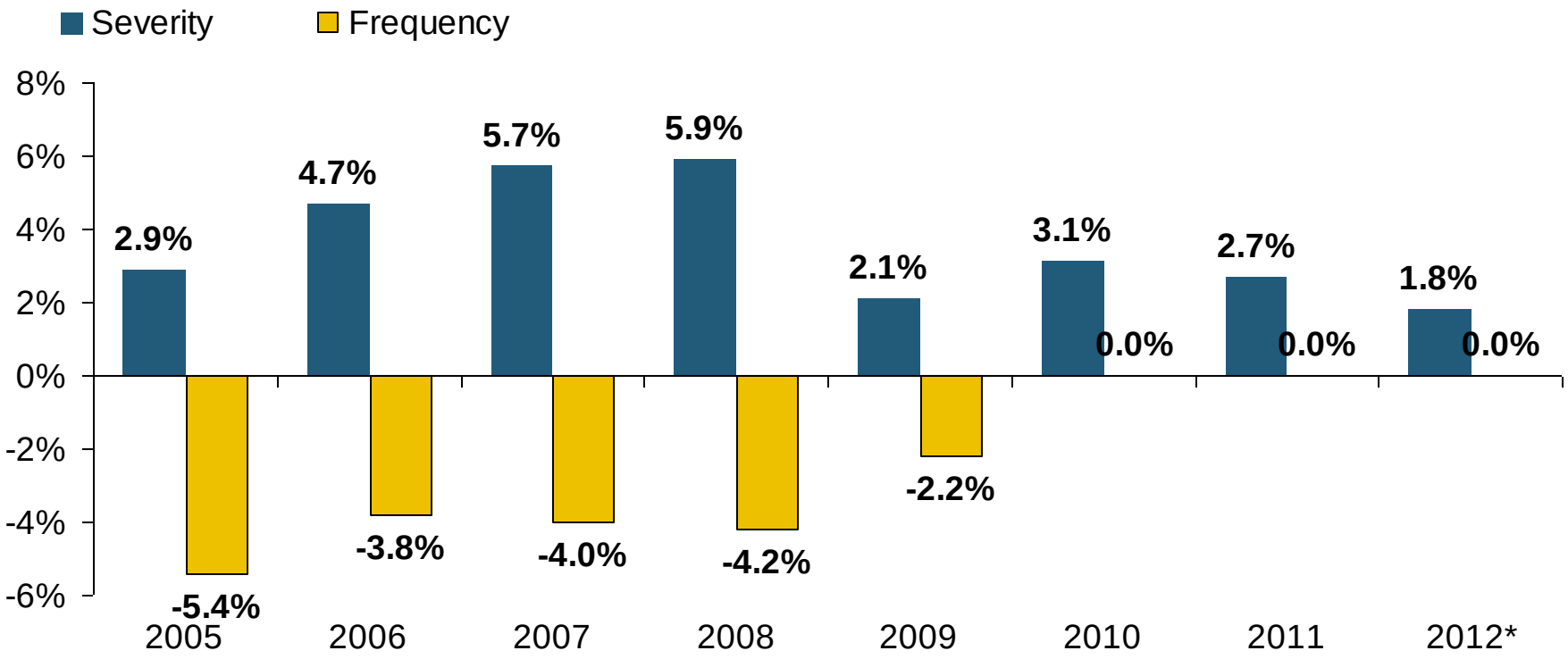
Annual Change, 2005 through 2012*



Cost Pressures Will Increase if BI Severity Increases Continue or Frequency Ticks Up

*2012 figure is for the 4 quarters ending with 2012:Q1.

Source: ISO/PCI *Fast Track* data; Insurance Information Institute

Property Damage Liability: Severity is Up, Frequency Nearly Flat Since 2009

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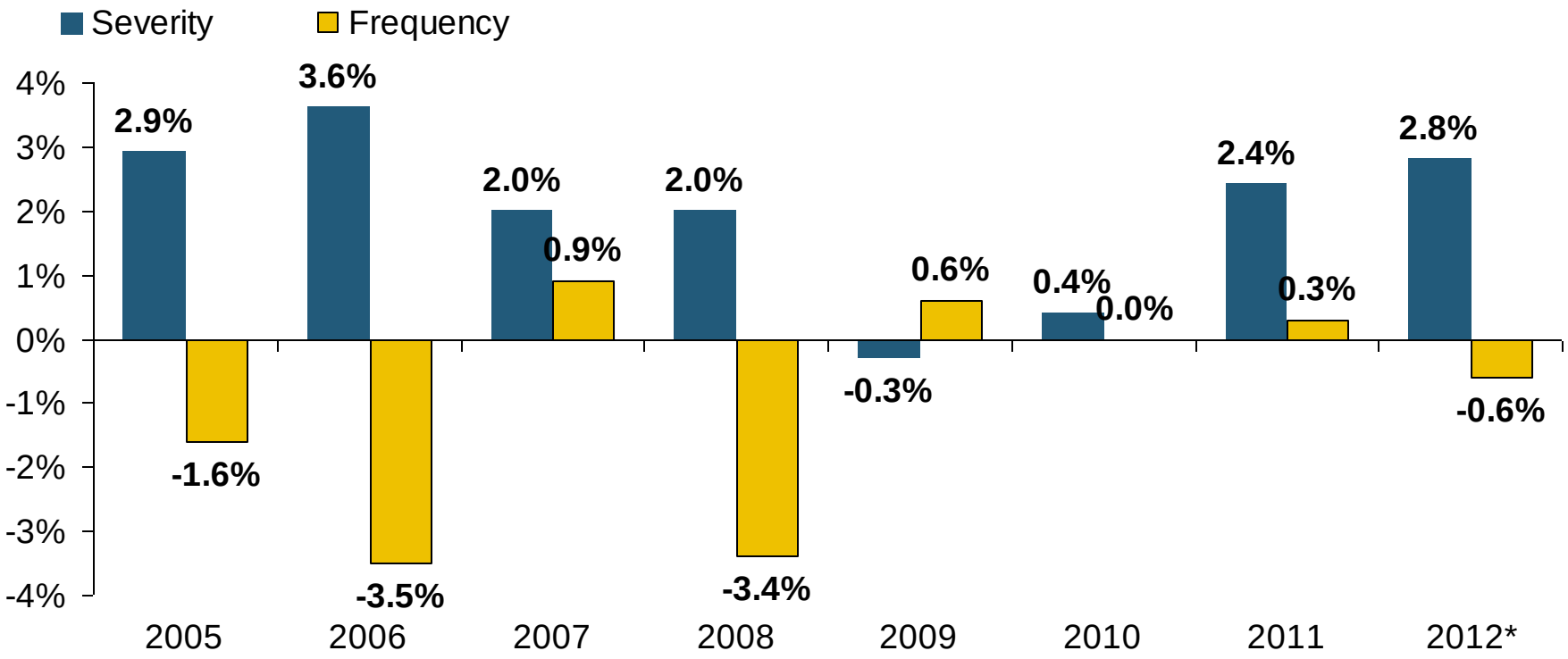
Annual Change, 2005 through 2012*



Severity/Frequency Trends Have Been Volatile, But Rising Severity in 2011 Is a Concern

*2012 figure is for the 4 quarters ending with 2012:Q1.

Source: ISO/PCI *Fast Track* data; Insurance Information Institute

No-Fault (PIP) Liability: Severity Trend Remains Adverse*

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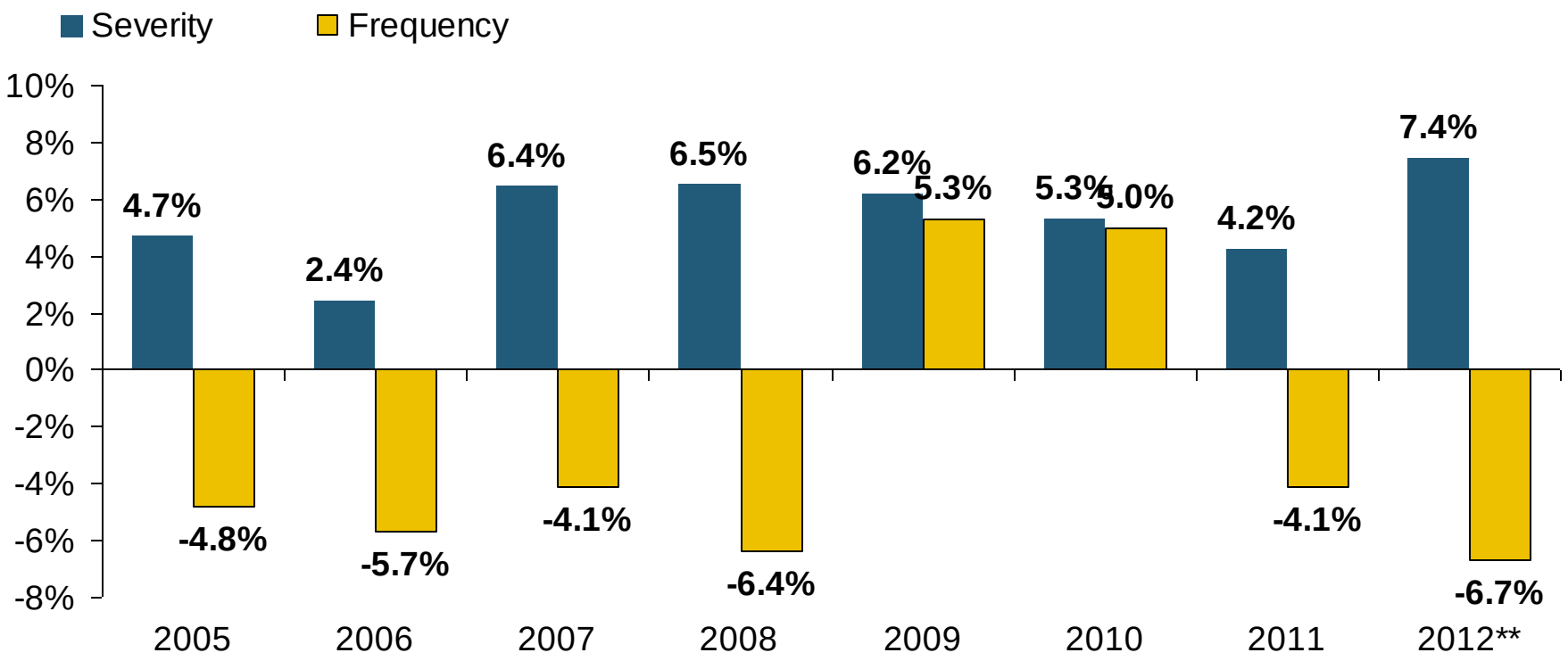
Annual Change, 2005 through 2012**



Multiple States Are Experiencing Severe Fraud and Abuse Problems in their No-Fault Systems, Especially FL, MI, NY and NJ

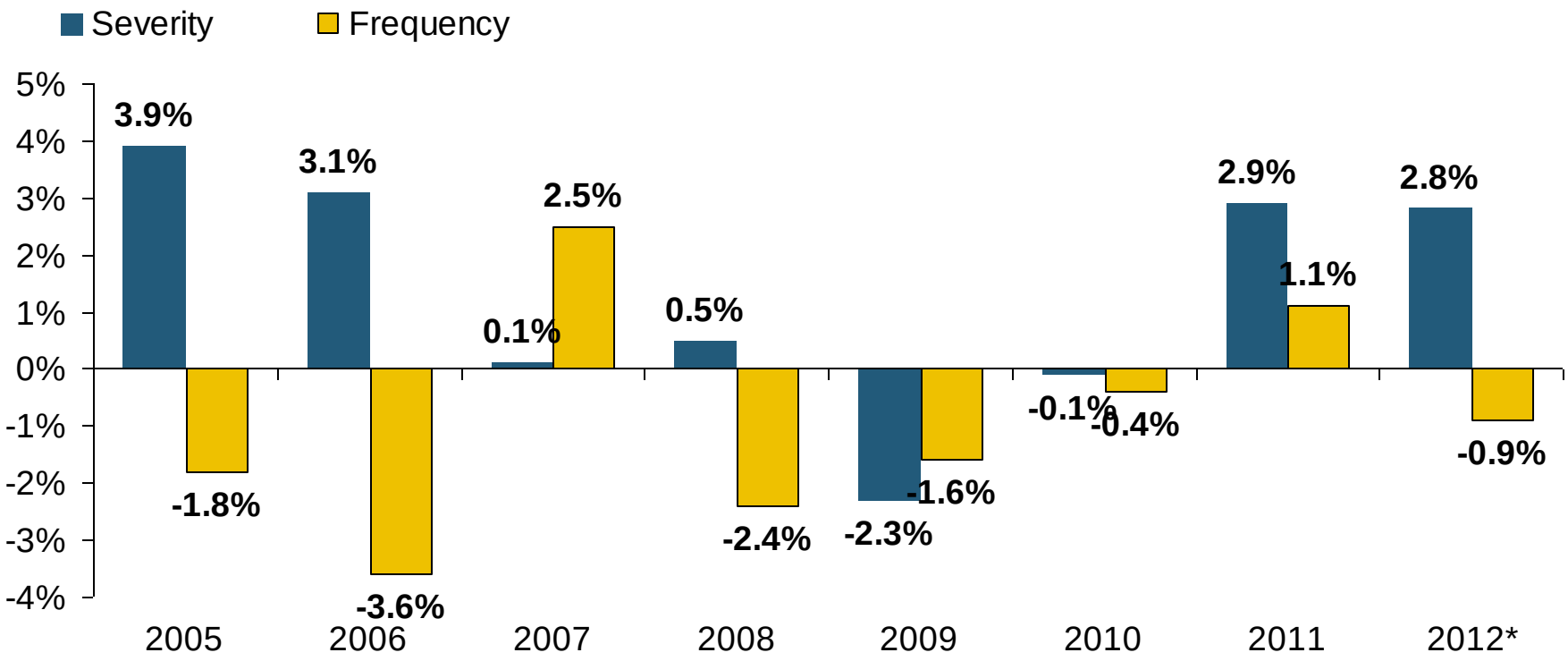
*No-fault states included are: FL, HI, KS, KY, MA, MI, MN, NY, ND and UT.

**2012 figure is for the 4 quarters ending in 2012:Q1.

Source: ISO/PCI *Fast Track* data; Insurance Information Institute

Collision Coverage: Severity Trend Is Up While Frequency Is Down in 2012*

Annual Change, 2005 through 2012*



The Recession, High Fuel Prices Have Helped Temper Frequency and Severity, But this Trend Will Likely Be Reversed Based on Evidence from Past Recoveries

*2012 figure is for the 4 quarters ending with 2012:Q1.

Source: ISO/PCI *Fast Track* data; Insurance Information Institute

Comprehensive Coverage: Frequency and Severity Trends in Are Unfavorable

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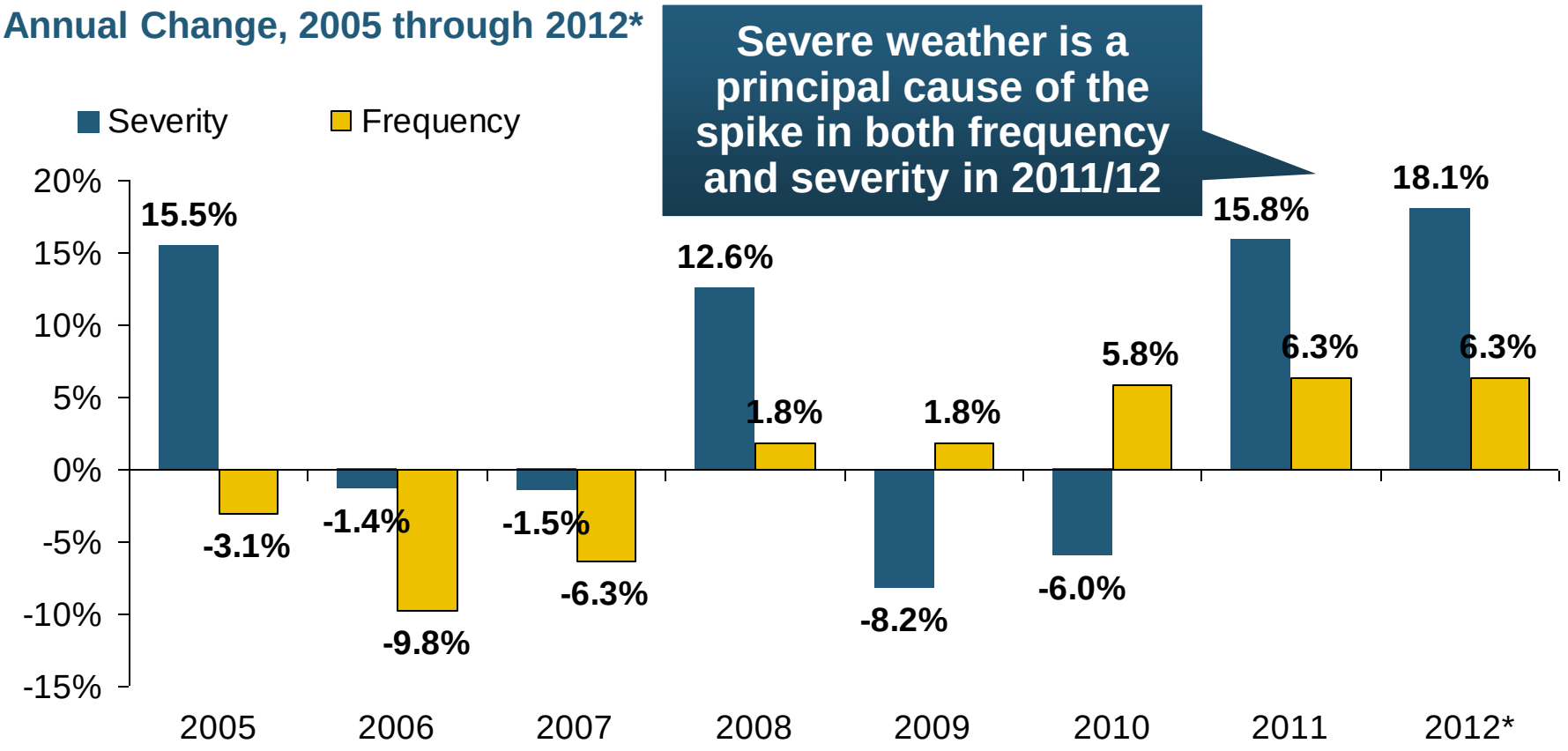
Annual Change, 2005 through 2012*

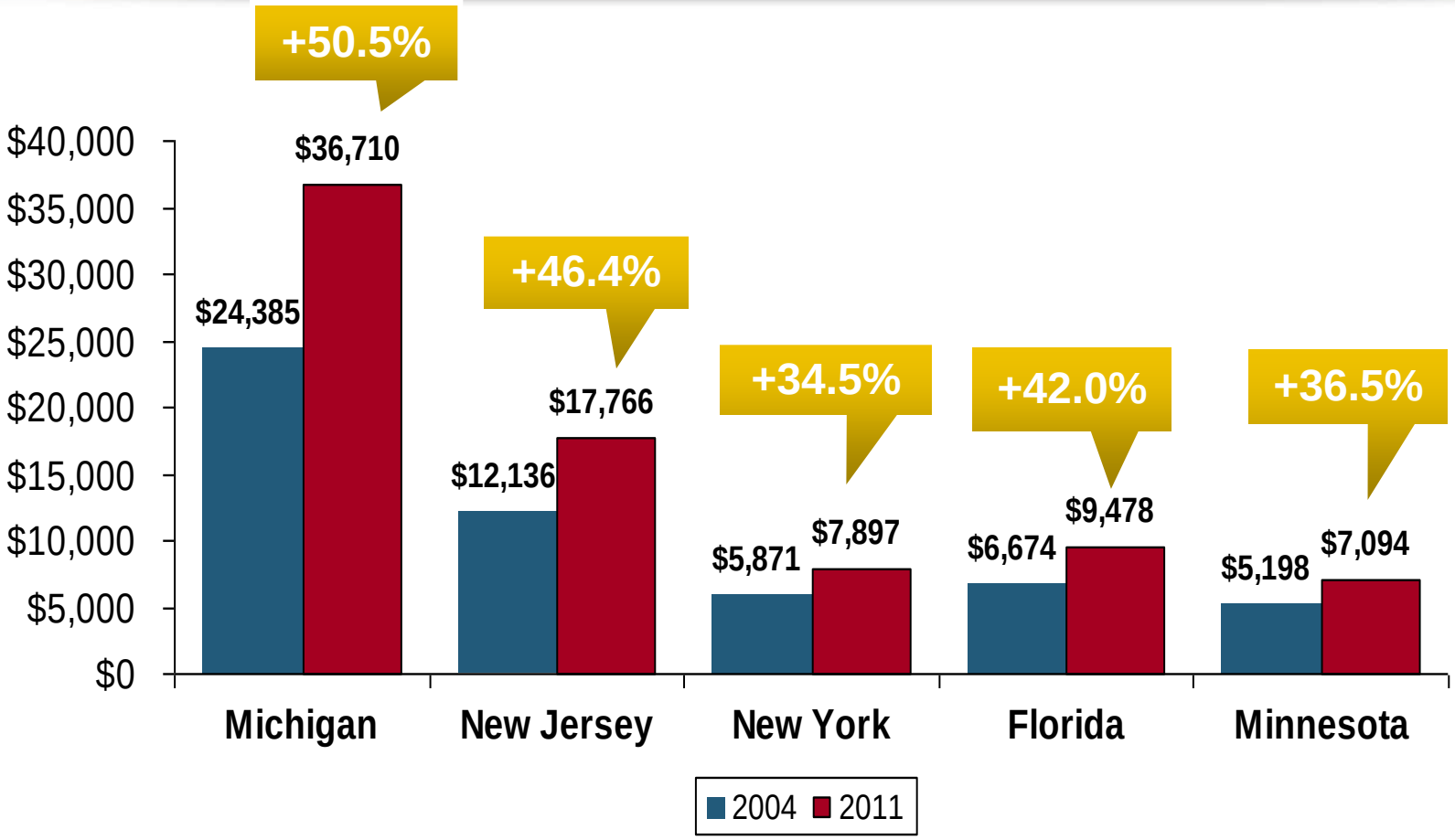


Weather Creates Volatility for Comprehensive Coverage; Recession Has Helped Push Down Frequency and Temper Severity, But This Factor Will Weaken as Economy Recovers

*2012 figure is for the 4 quarters ending with 2012:Q1.

Source: ISO/PCI *Fast Track* data; Insurance Information Institute

Increase in No-Fault Claim Severity: Selected States, 2004-2011



The no-fault systems in MI, NJ, NY, FL, and MN are under stress due to rising fraud and abuse, which leads to higher premiums for honest drivers.

Sources: Insurance Information Institute research from ISO/PCI *Fast Track* data.

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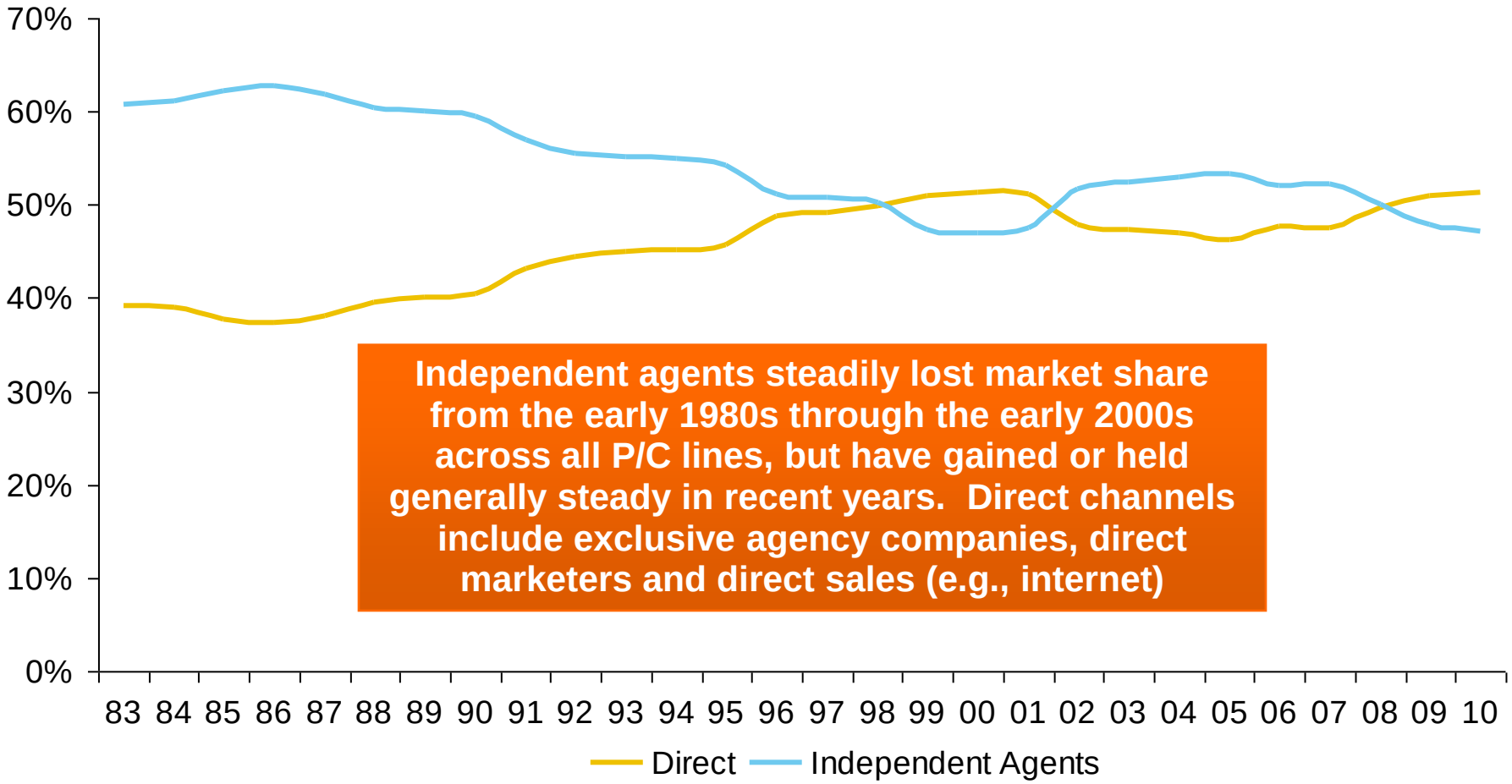
Distribution Trends

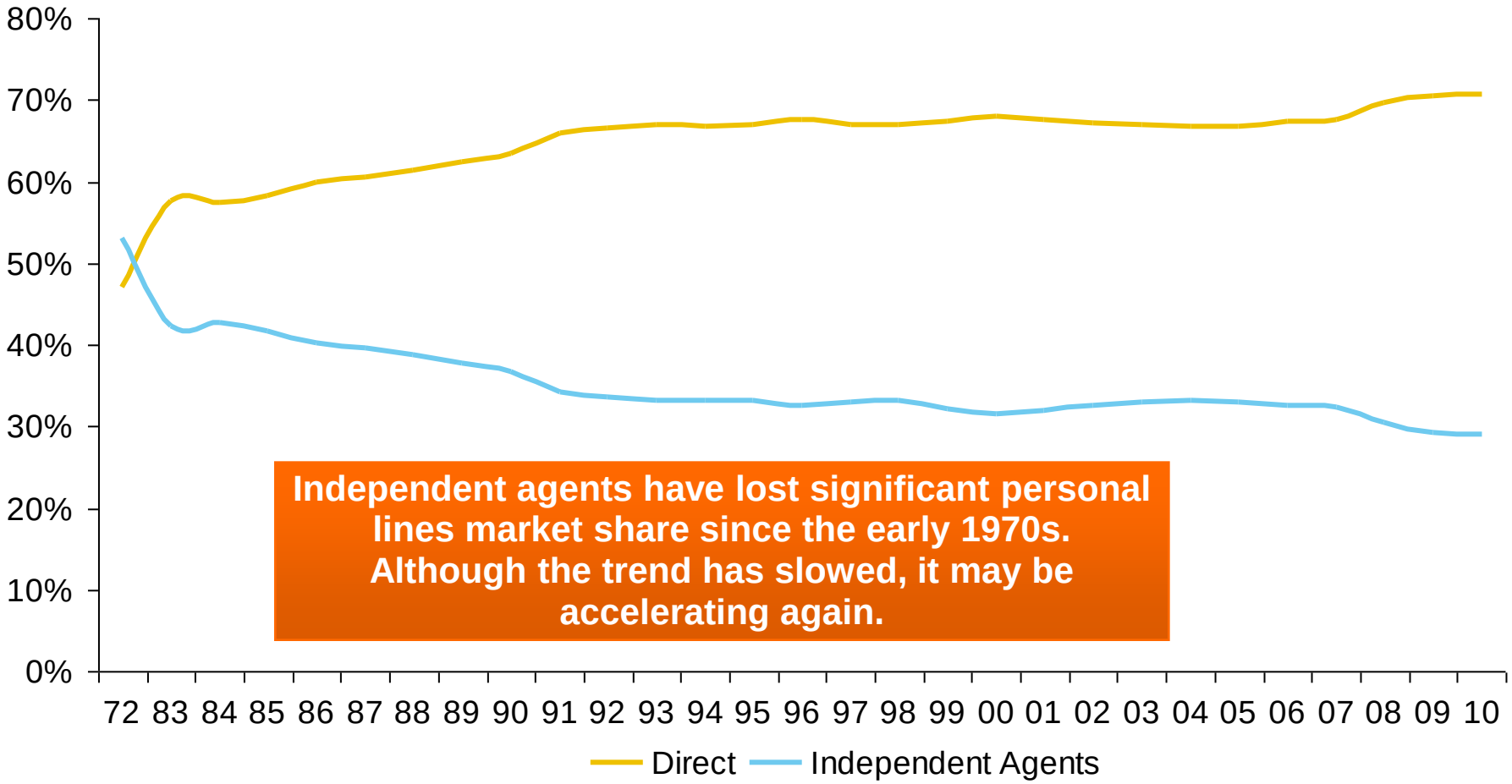
Distribution by Channel Type Continues to Evolve

All P/C Lines Distribution Channels, Direct vs. Independent Agents



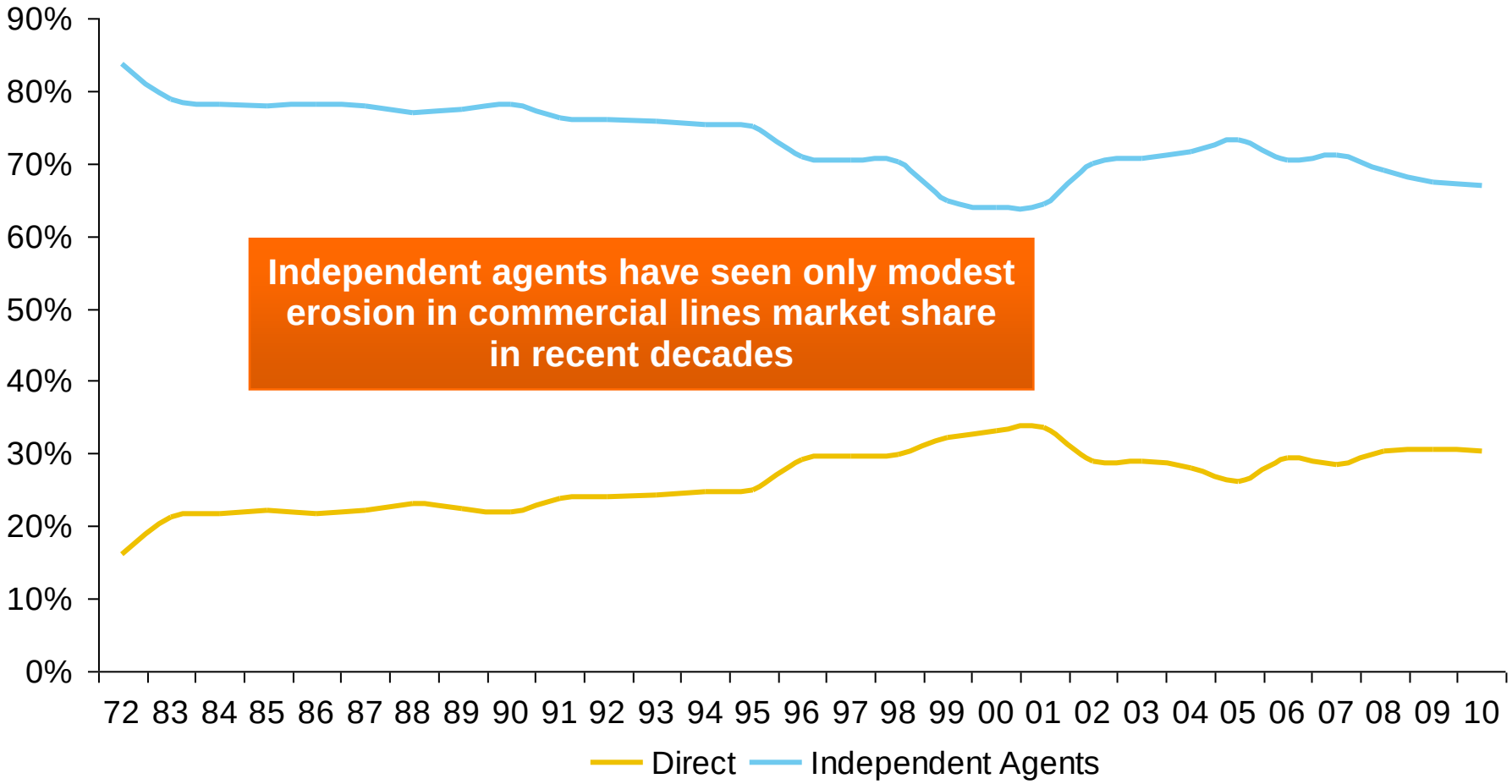
Source: Insurance Information Institute; based on data from Conning and A.M. Best.

Personal Lines Distribution Channels, Direct vs. Independent Agents



Source: Insurance Information Institute; based on data from Conning and A.M. Best.

Commercial P/C Distribution Channels, Direct vs. Independent Agents



Source: Insurance Information Institute; based on data from Conning and A.M. Best.

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Other Cycle-Influencing Factors

Could Other Factors Act as a Catalyst to Turn the Market?

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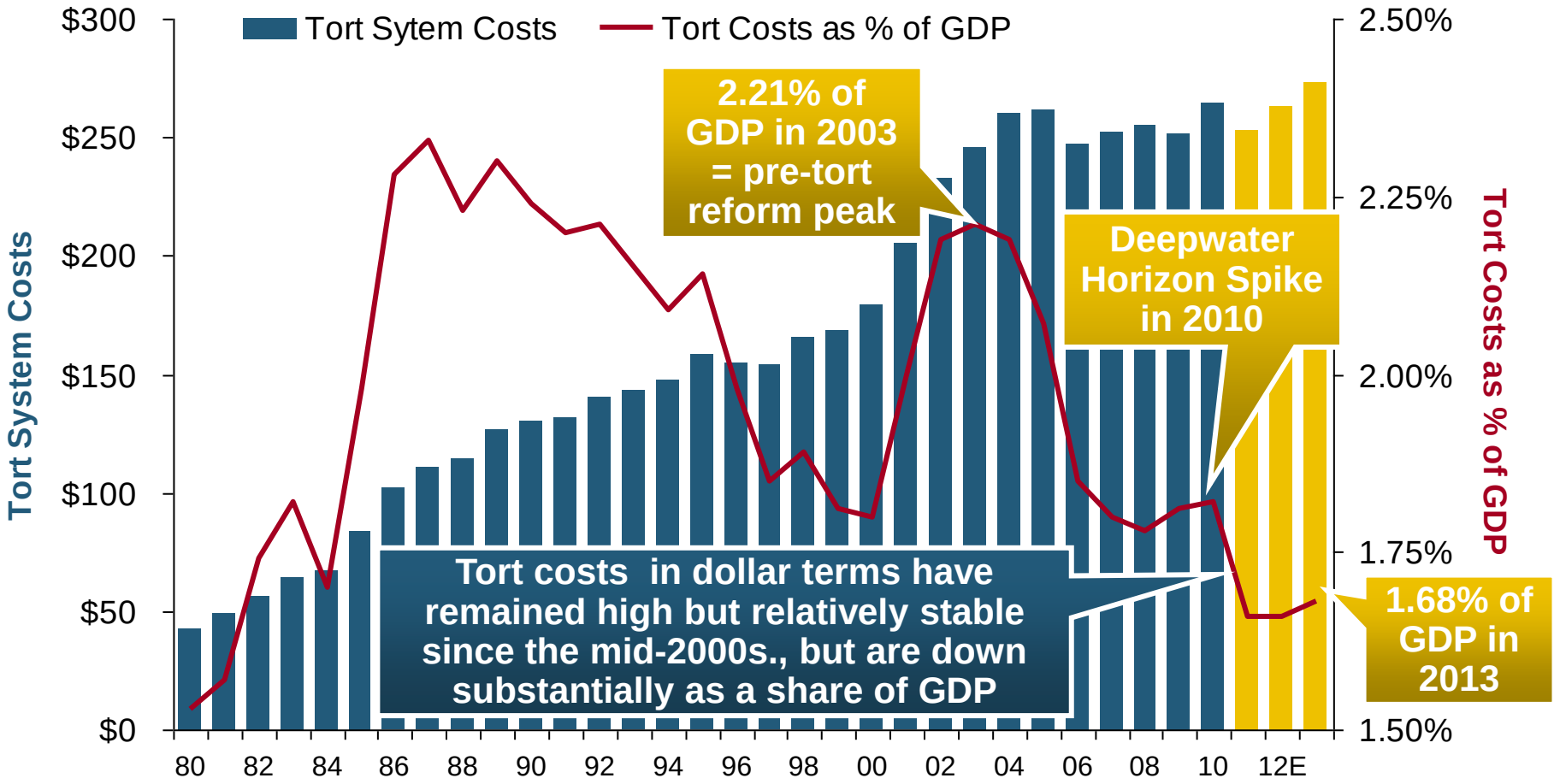
Shifting Legal Liability & Tort Environment

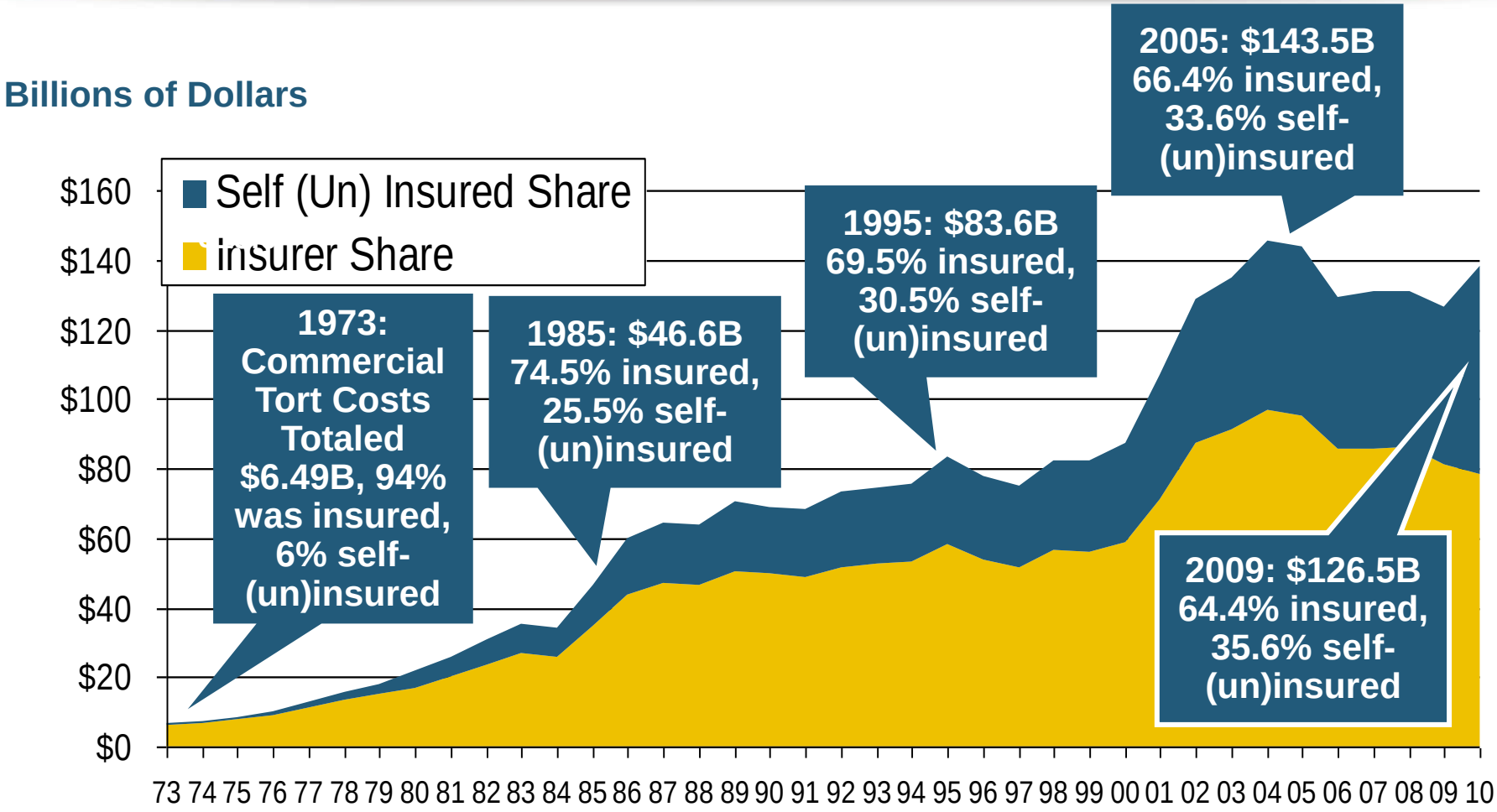
Is the Tort Pendulum Swinging Against Insurers?

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



Sources: Towers Watson, *2011 Update on US Tort Cost Trends*, Appendix 1A

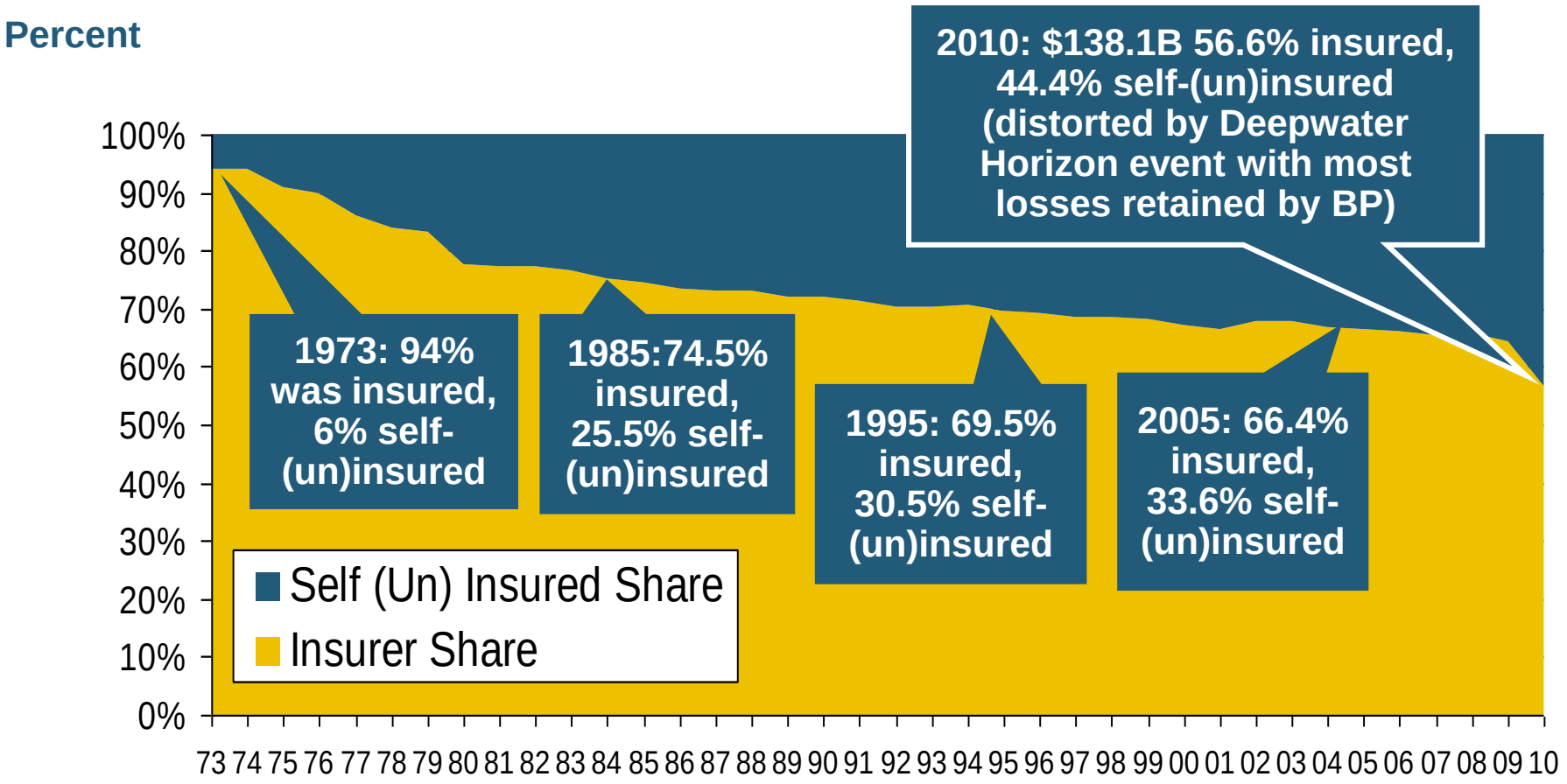
Commercial Lines Tort Costs: Insured vs. Self-(Un)Insured Shares, 1973-2010



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

Sources: Towers Watson, *2011 Update on US Tort Cost Trends*, III Calculations based on data from Appendix 4.

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



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.

Sources: Towers Watson, *2011 Update on US Tort Cost Trends*, III Calculations based on data from Appendix 4.

Business Leaders Ranking of Liability Systems in 2012

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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

Source: US Chamber of Commerce 2012 State Liability Systems Ranking Study; Insurance Info. Institute.

The Nation's Judicial Hellholes: 2011

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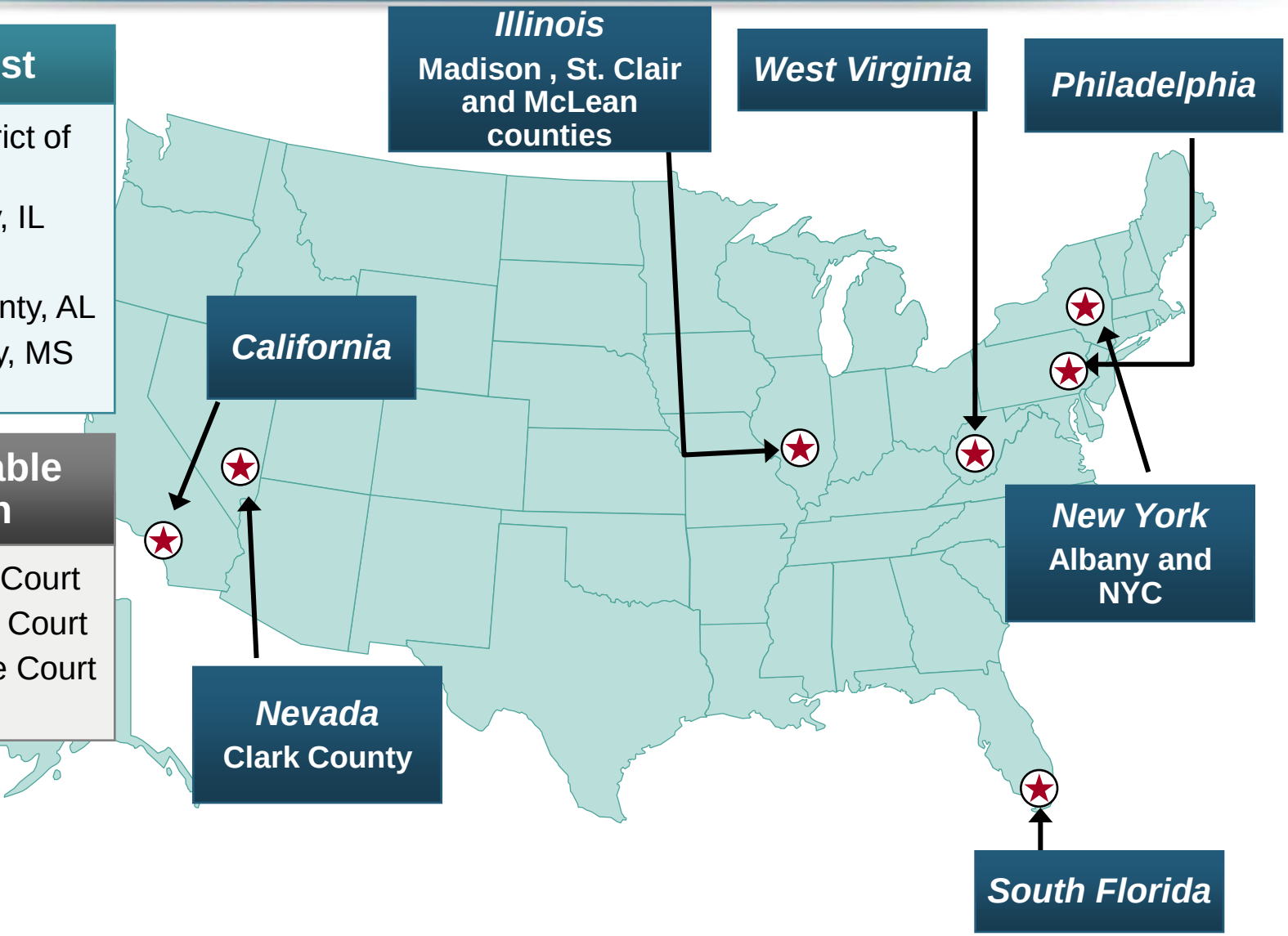
Watch List

- Eastern District of Texas
- Cook County, IL
- Southern NJ
- Franklin County, AL
- Smith County, MS
- Louisiana

Dishonorable Mention

- MI Supreme Court
- AK Supreme Court
- MO Supreme Court



Source: American Tort Reform Association; Insurance Information Institute

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Inflation

Is it a Threat to Claim Cost Severities

Annual Inflation Rates, (CPI-U, %), 1990–2017F

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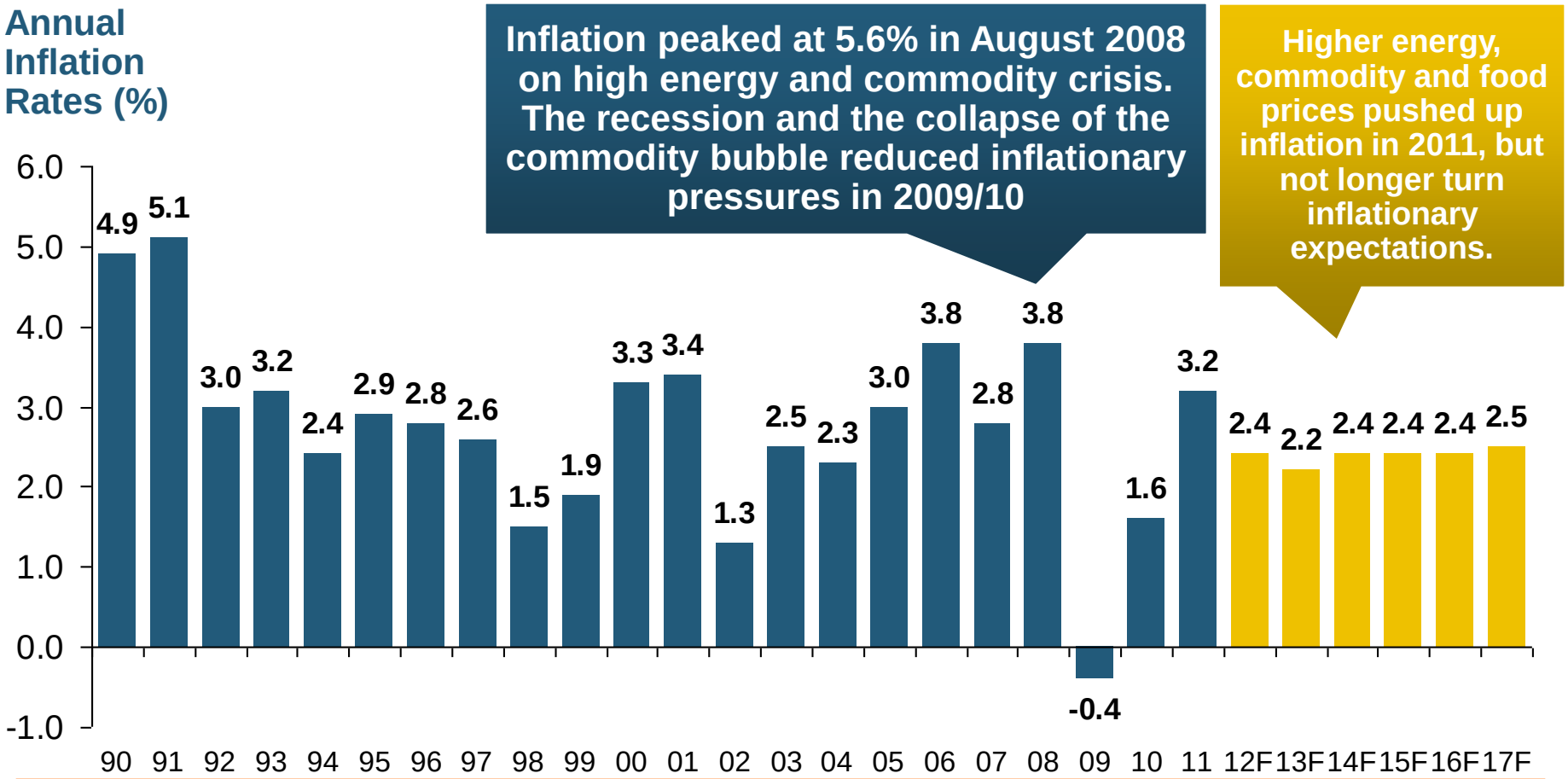

The slack in the U.S. economy suggests that inflationary pressures should remain subdued for an extended period of times. Energy, health care and commodity prices, plus U.S. debt burden, remain longer-run concerns

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators, 10/11 and 5/12 (forecasts).

P/C Personal Insurance Claim Cost Drivers Grow Faster Than the Core CPI Suggests

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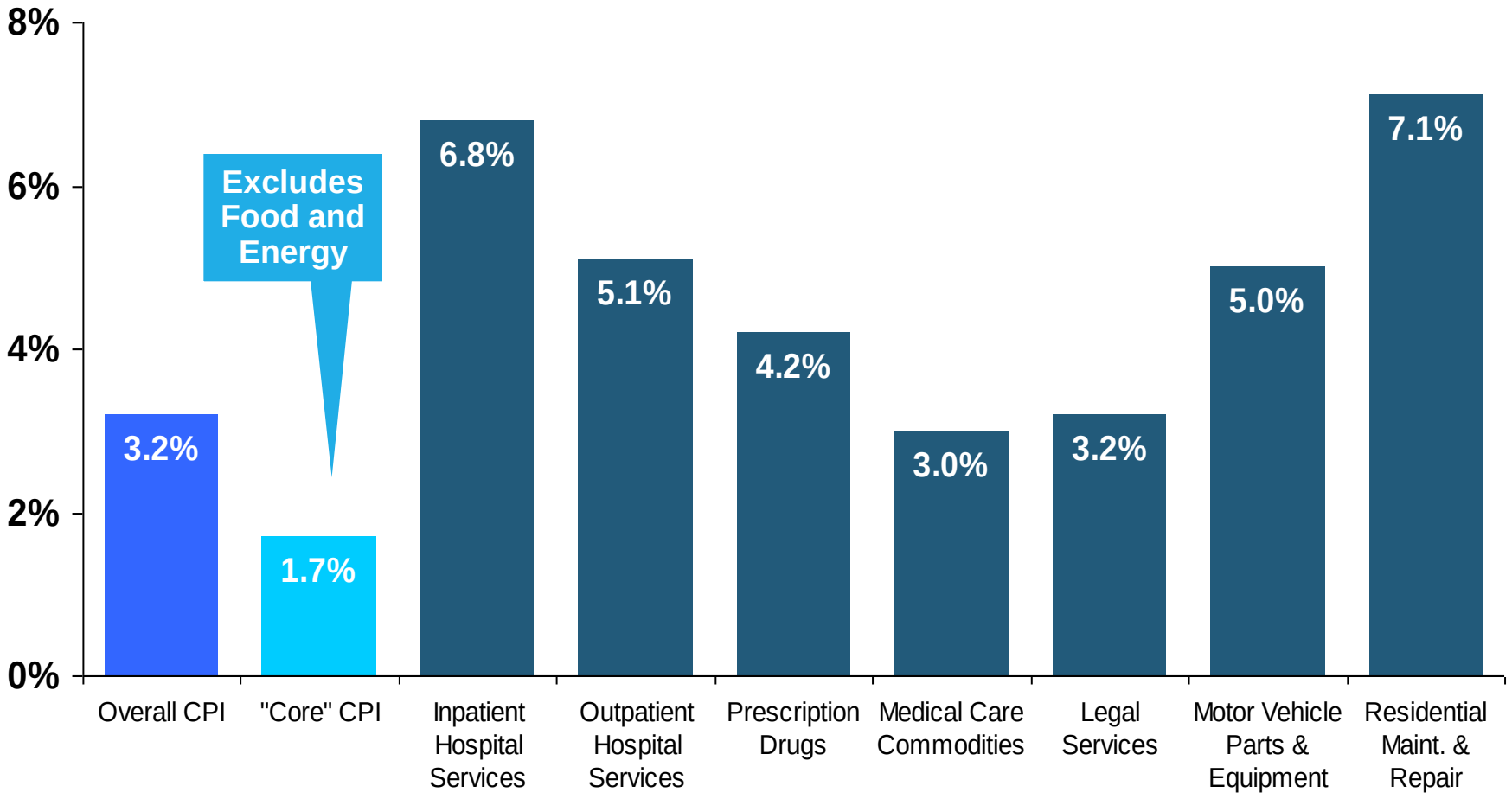
Price Level Change: 2011 vs. 2010



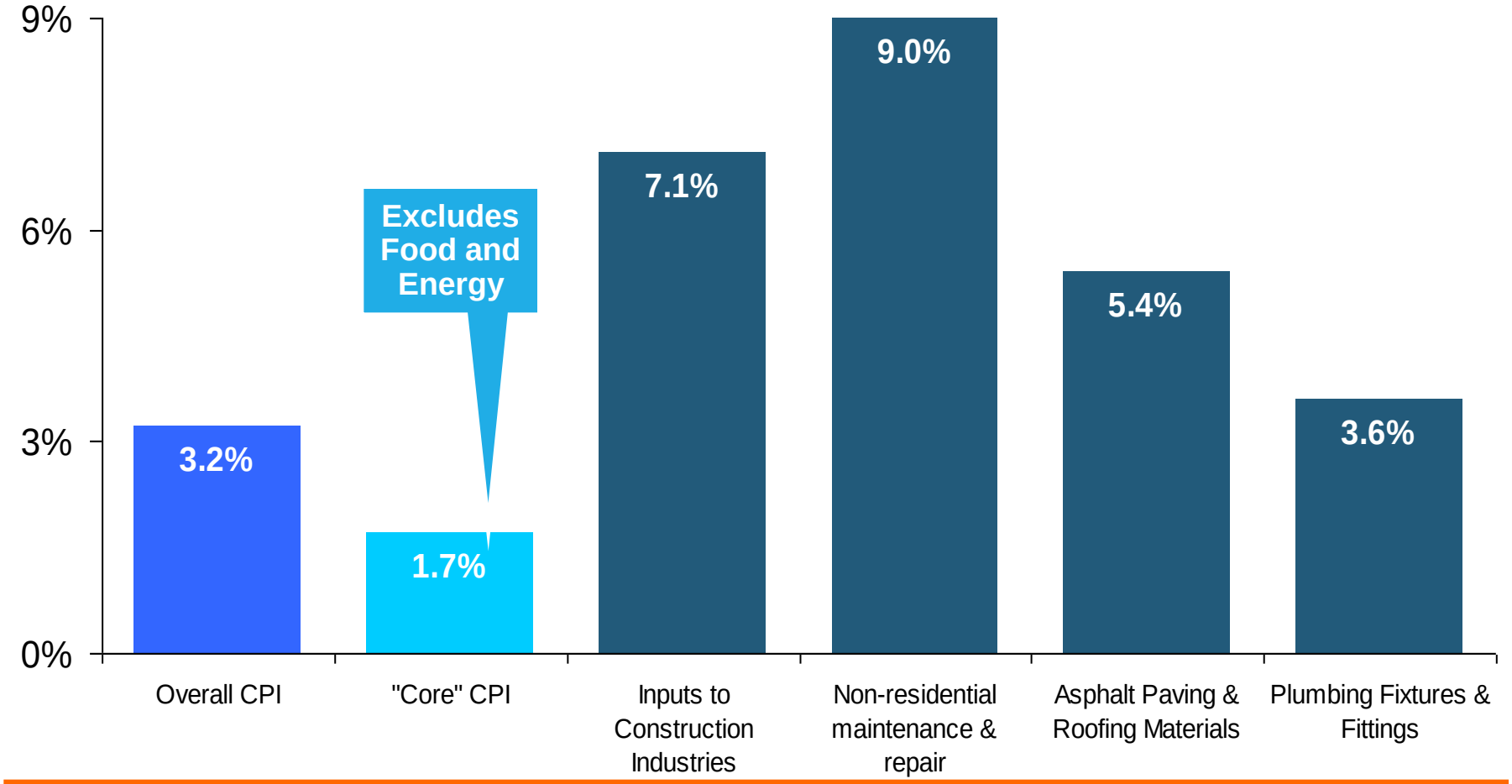
Healthcare costs are a major liability, med pay, and PIP claim cost driver. They are likely to grow faster than the CPI for the next few years, at least

Sources: Bureau of Labor Statistics; Insurance Information Institute.

P/C Commercial Property Insurance Claim Cost Drivers Grow Faster than the Overall CPI Suggests

INSURANCE INFORMATION INSTITUTE

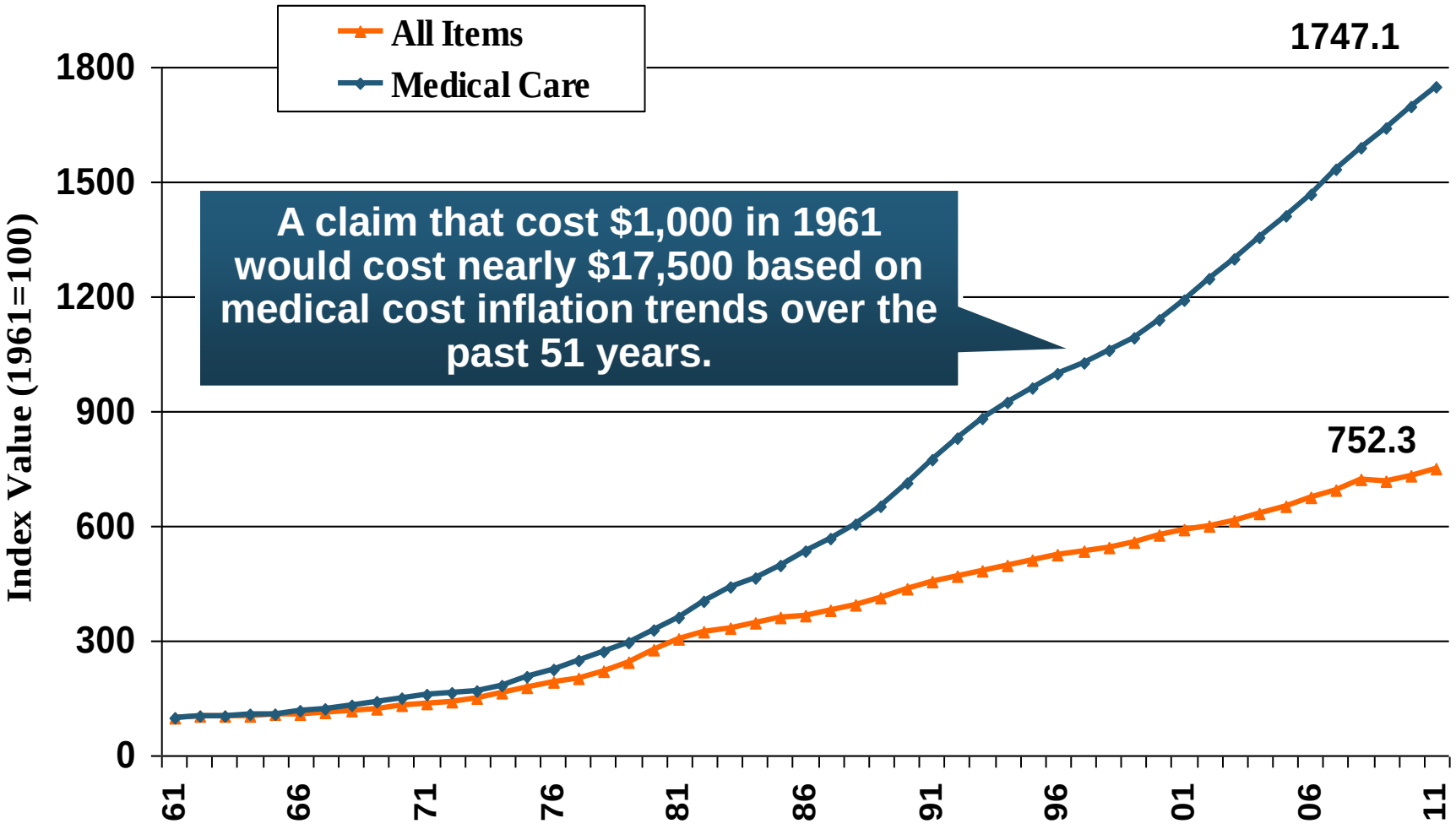
Price Level Change: 2011 vs. 2010



Copper prices spiked and retreated in 2011. In July its price was 33% higher than a year earlier; by November it cost 8% less than in November 2010.

Sources: Bureau of Labor Statistics; Insurance Information Institute.

Medical Cost Inflation Has Outpaced Overall Inflation For Over 50 Years



Source: Department of Labor (Bureau of Labor Statistics)

Insurance Information Institute Online:

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