Financial Crisis and the P/C Insurance Industry

Challenges & Opportunities Amid the Economic Storm

Latin American Association of Insurance Agencies
Hollywood, FL

July 17, 2009

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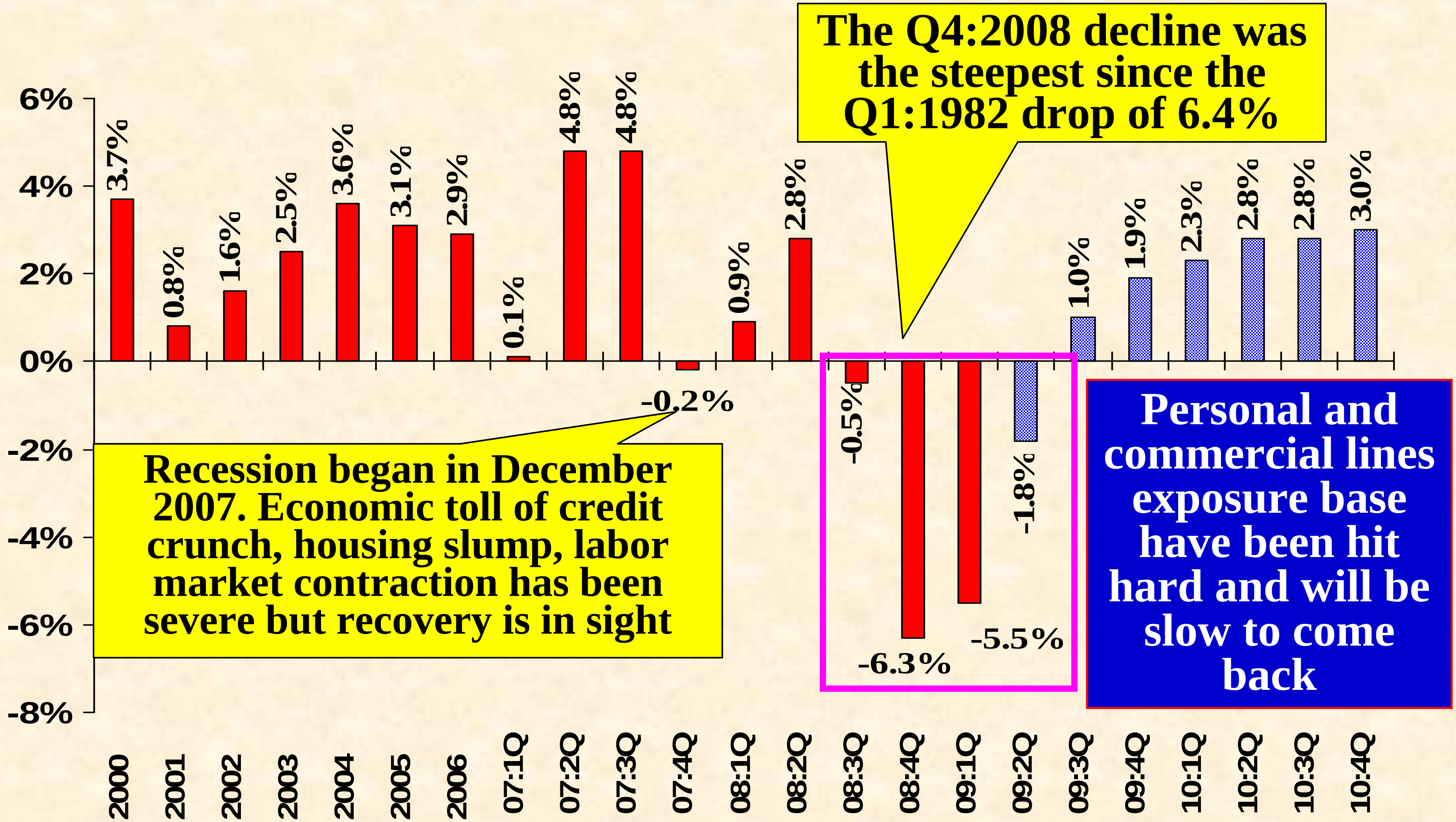
Presentation Outline

- **The Economic Storm: Financial Crisis & Recession**
- **Economic Trends: Personal, Commercial Exposure Implications**
- **Impact of the Financial Crisis on Hispanic/Latino Populations**
- **Key Threats and Issues Facing P/C Insurers Through 2015**
- **Regulatory Reform**
- **Financial Strength & Ratings**
- **P/C Insurance Industry Overview & Outlook**
  - **Profitability**
  - **Premium Growth**
  - **Underwriting Performance**
  - **Financial Market Impacts**
  - **Merger & Acquisition Activity**
- **Capital & Capacity**
- **Catastrophe Loss Trends**

THE ECONOMIC STORM

What the Financial Crisis and Recession Mean for the Industry's Exposure Base and Growth

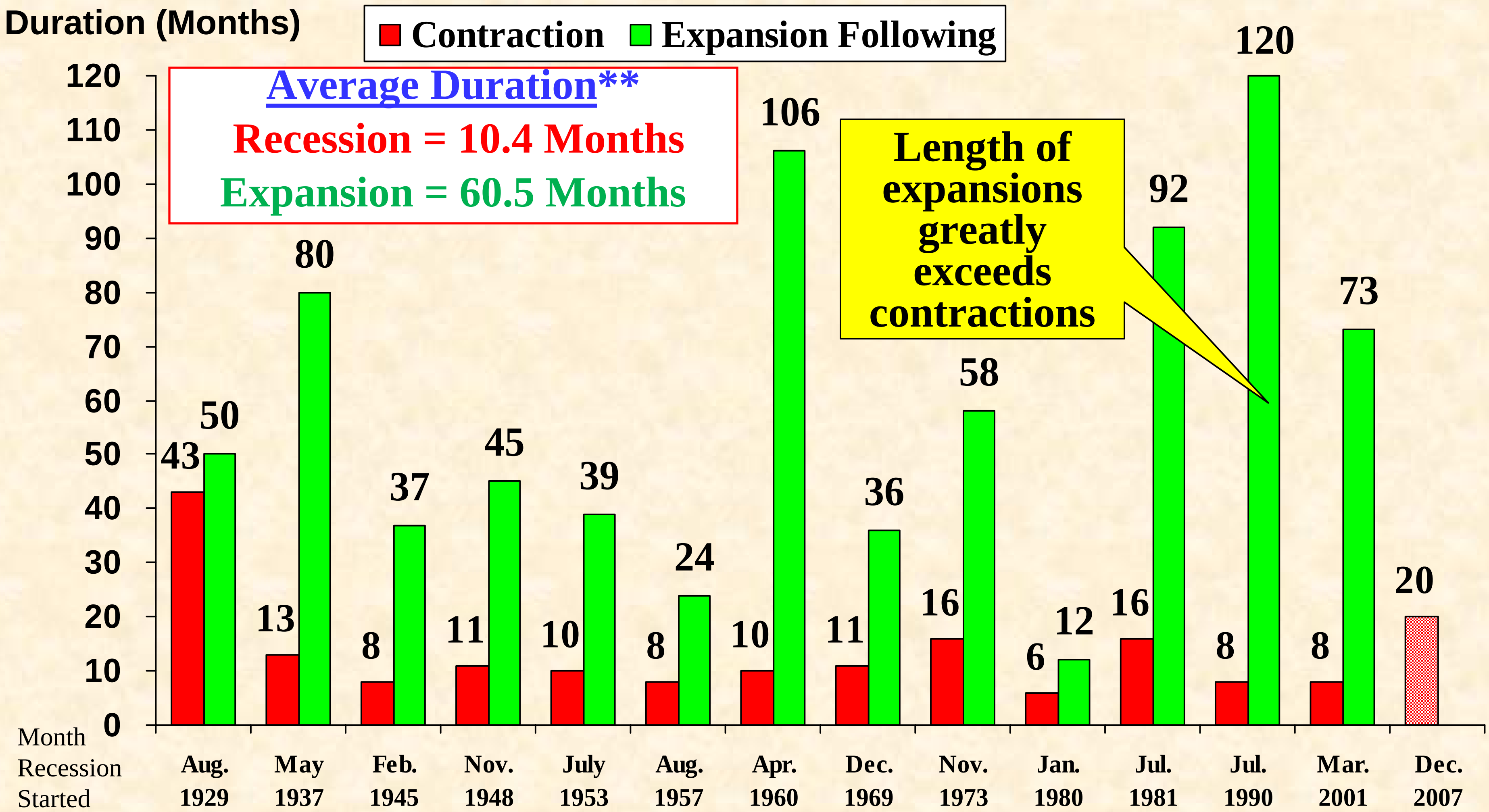
Real GDP Growth*



*Blue bars are Estimates/Forecasts from Blue Chip Economic Indicators.

Source: US Department of Commerce, Blue Economic Indicators 7/09; Insurance Information Institute.

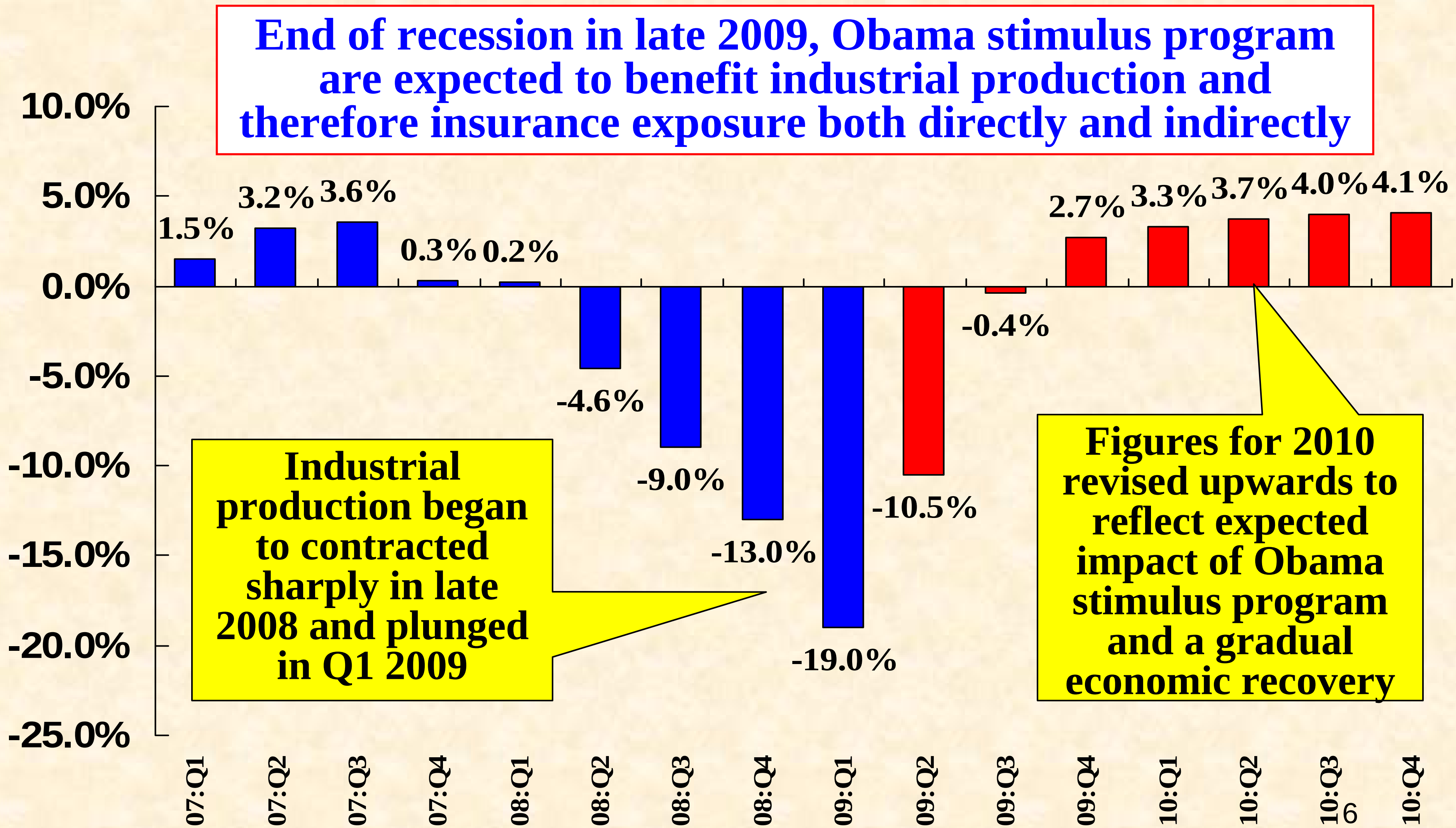
*Length of U.S. Business Cycles, 1929-Present**



* As of July 2009, inclusive; **Post-WW II period through end of most recent expansion.

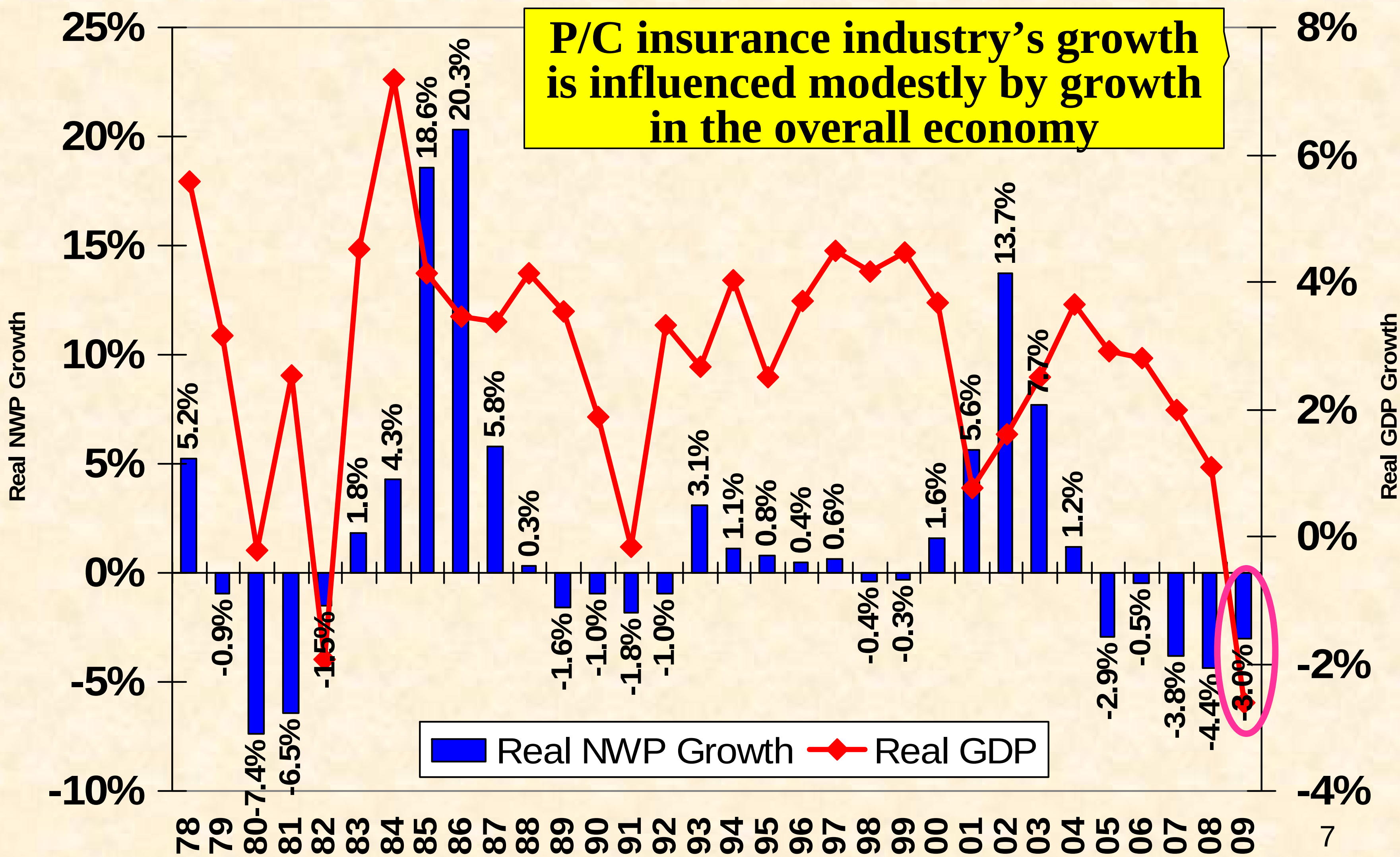
Sources: National Bureau of Economic Research; Insurance Information Institute.

Total Industrial Production, (2007:Q1 to 2010:Q4F)



Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (7/09); Insurance Info. Inst.

Real GDP Growth vs. Real P/C Premium Growth: Modest Association

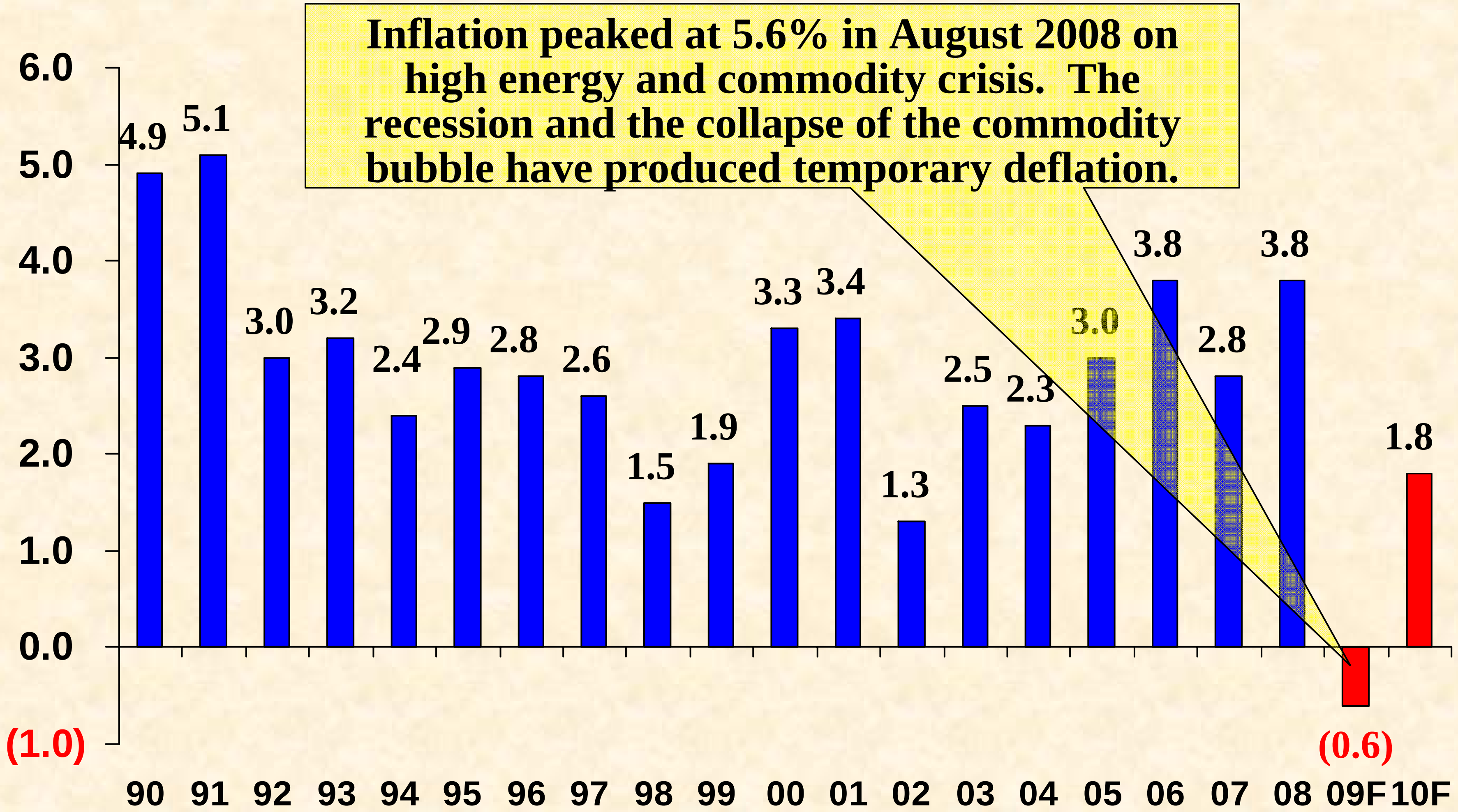


Sources: A.M. Best, US Bureau of Economic Analysis, Blue Chip Economic Indicators, 7/09; Insurance Information Inst.

Inflation Trends

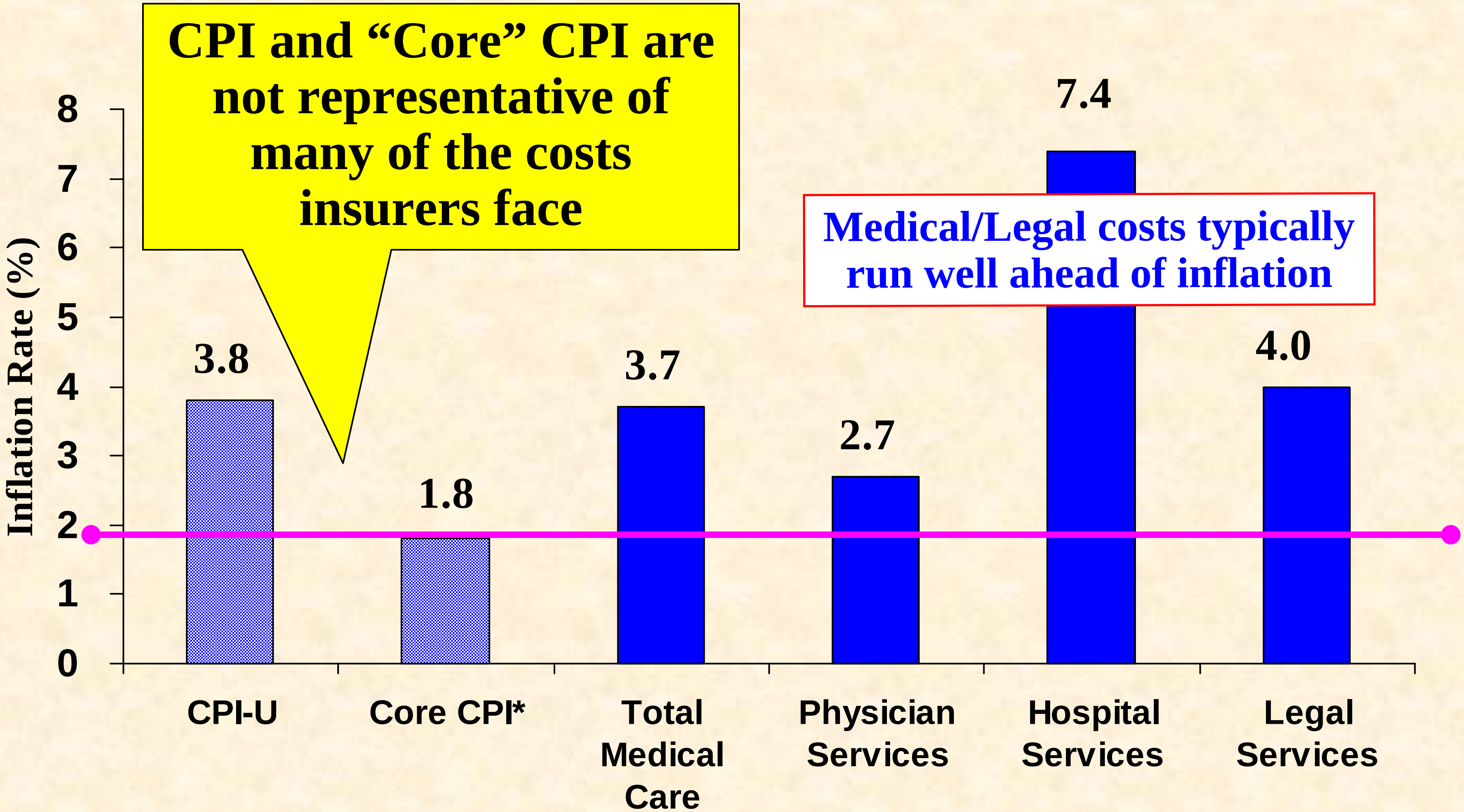
Pressures Claim Cost Severities via Medical and Tort Channels

Annual Inflation Rates (CPI-U, %), 1990-2010F



Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators, July 10, 2009 (forecasts).

Comparative 2008 Inflation Statistics Important to Insurers (%)



*Core CPI is the Consumer Price Index for all Urban Consumers (CPI-U) less food and energy costs.
Source: US Bureau of Labor Statistics; Insurance Information Institute.

Top Concerns/Risks for Insurers if Inflation is Reignited

CONCERNS: The Federal Reserve Has Flooded Financial System with Cash (Turned on the Printing Presses), the Federal Govt. Has Approved a $787B Stimulus and the Deficit is Expected to Mushroom to $1.8 Trillion. All Are Potentially Inflationary.

- **What are the potential impacts for insurers?**
- **What can/should insurers do to protect themselves from the risks of inflation?**

KEY RISKS FROM SUSTAINED/ACCELERATING INFLATION

- Rising Claim Severities
  - **Cost of claims settlement rises across the board (property and liability)**
- Rate Inadequacy
  - **Rates inadequate due to low trend assumptions arising from use of historical data**
- Reserve Inadequacy
  - **Reserves may develop adversely and become inadequate (deficient)**
- Burn Through on Retentions
  - **Retentions, deductibles burned through more quickly**
- Reinsurance Penetration/Exhaustion
  - **Higher costs→risks burn through their retentions more quickly, tapping into re-insurance more quickly and potential exhausting their reinsurance more quickly**

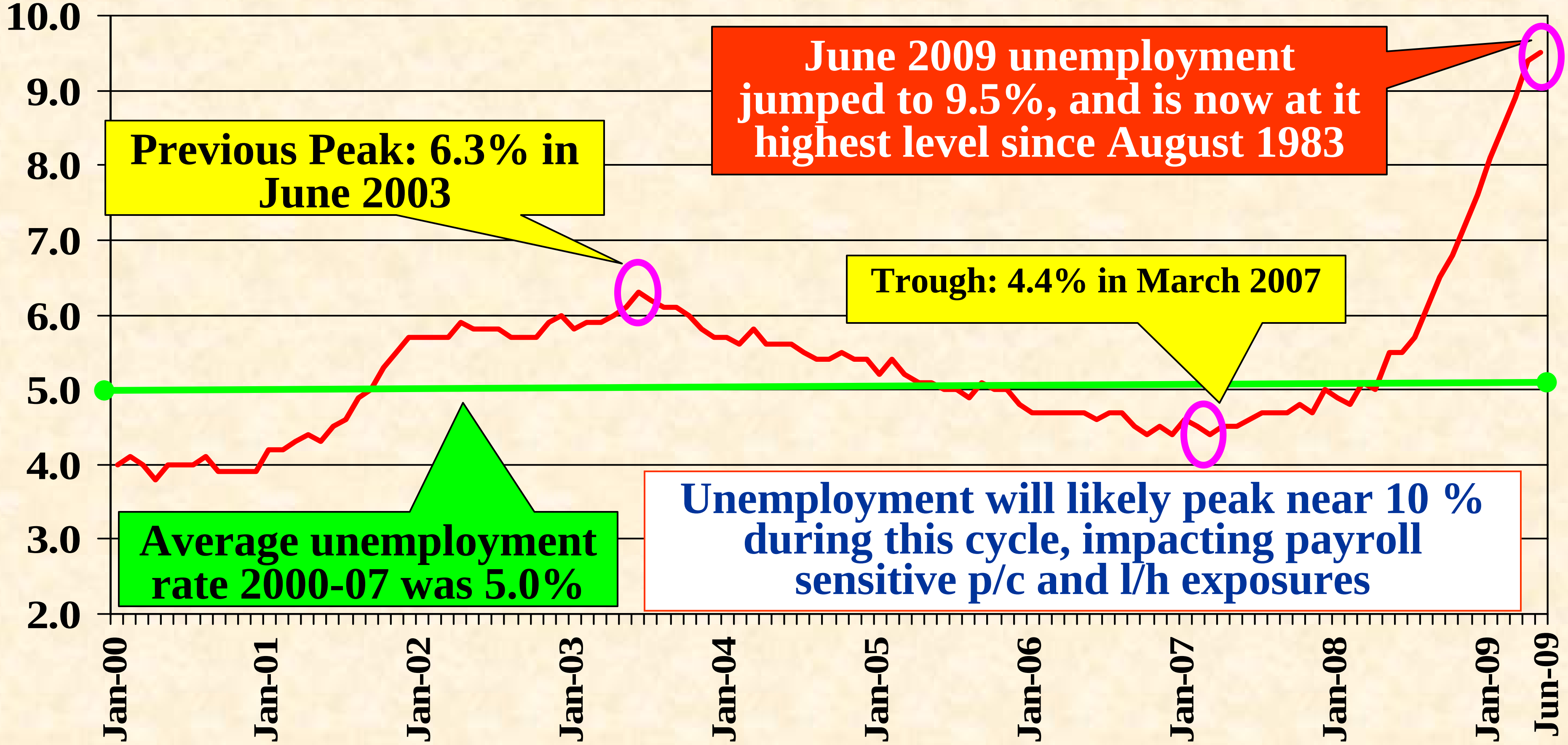
Source: Ins. Info. Inst.

Labor Market Trends

Fast & Furious: Massive Job Losses Sap the Economy Workers Comp & Other Commercial Exposure

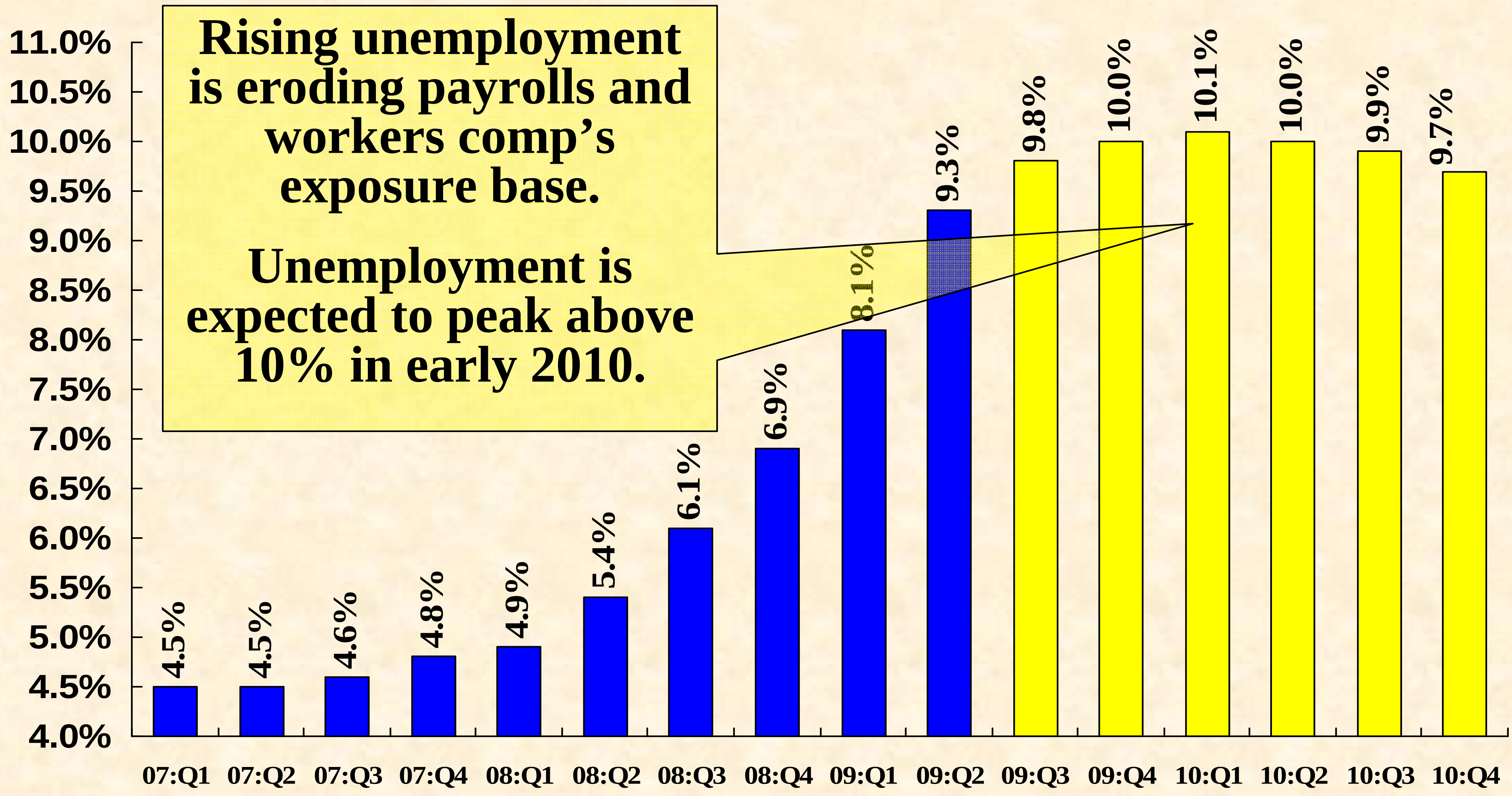
Unemployment Rate: On the Rise

January 2000 through June 2009



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

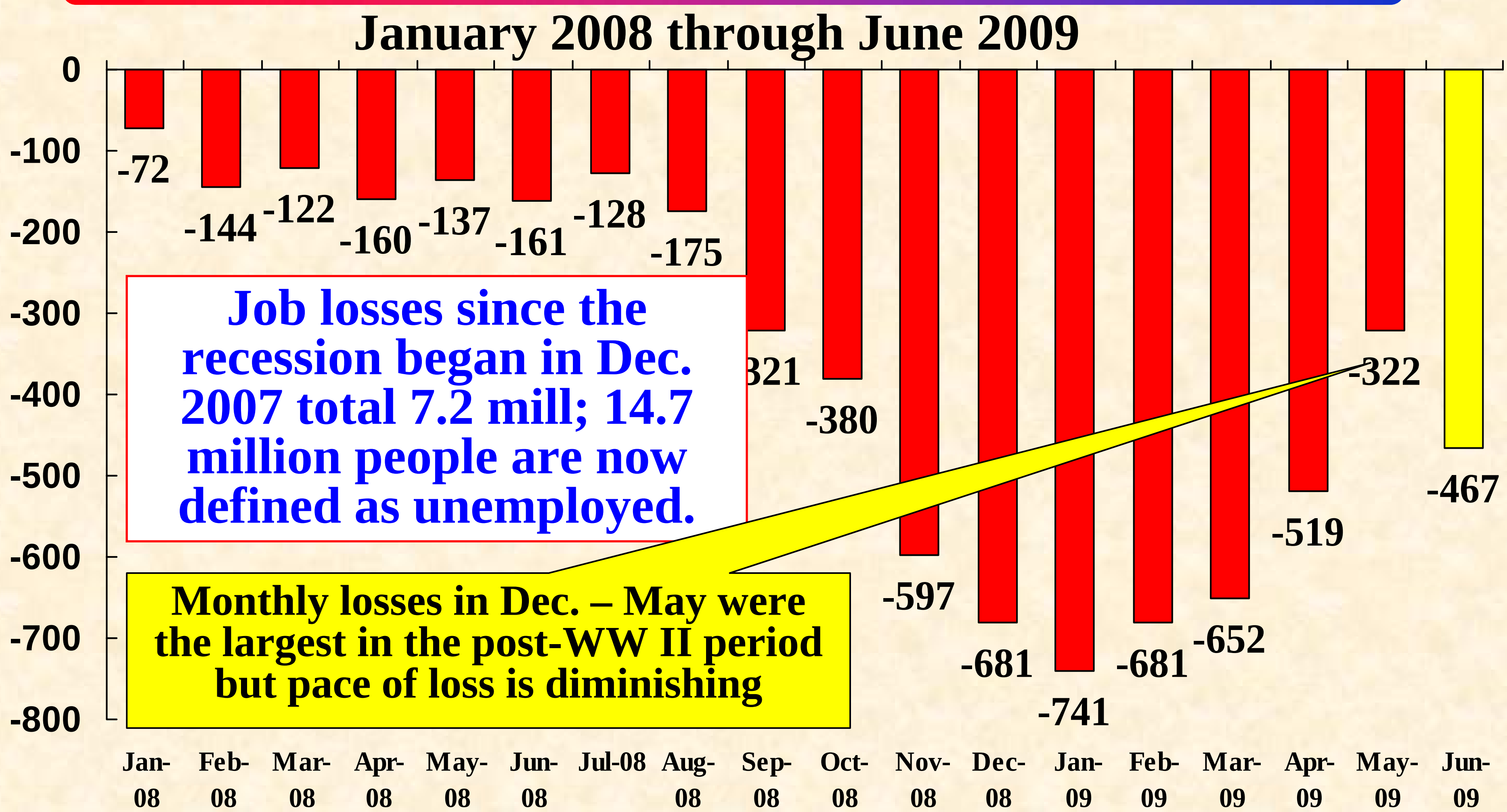
*U.S. Unemployment Rate, (2007:Q1 to 2010:Q4F)**



* Blue bars are actual; Yellow bars are forecasts

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (7/09); Insurance Info. Inst.

Monthly Change Employment (Thousands)*

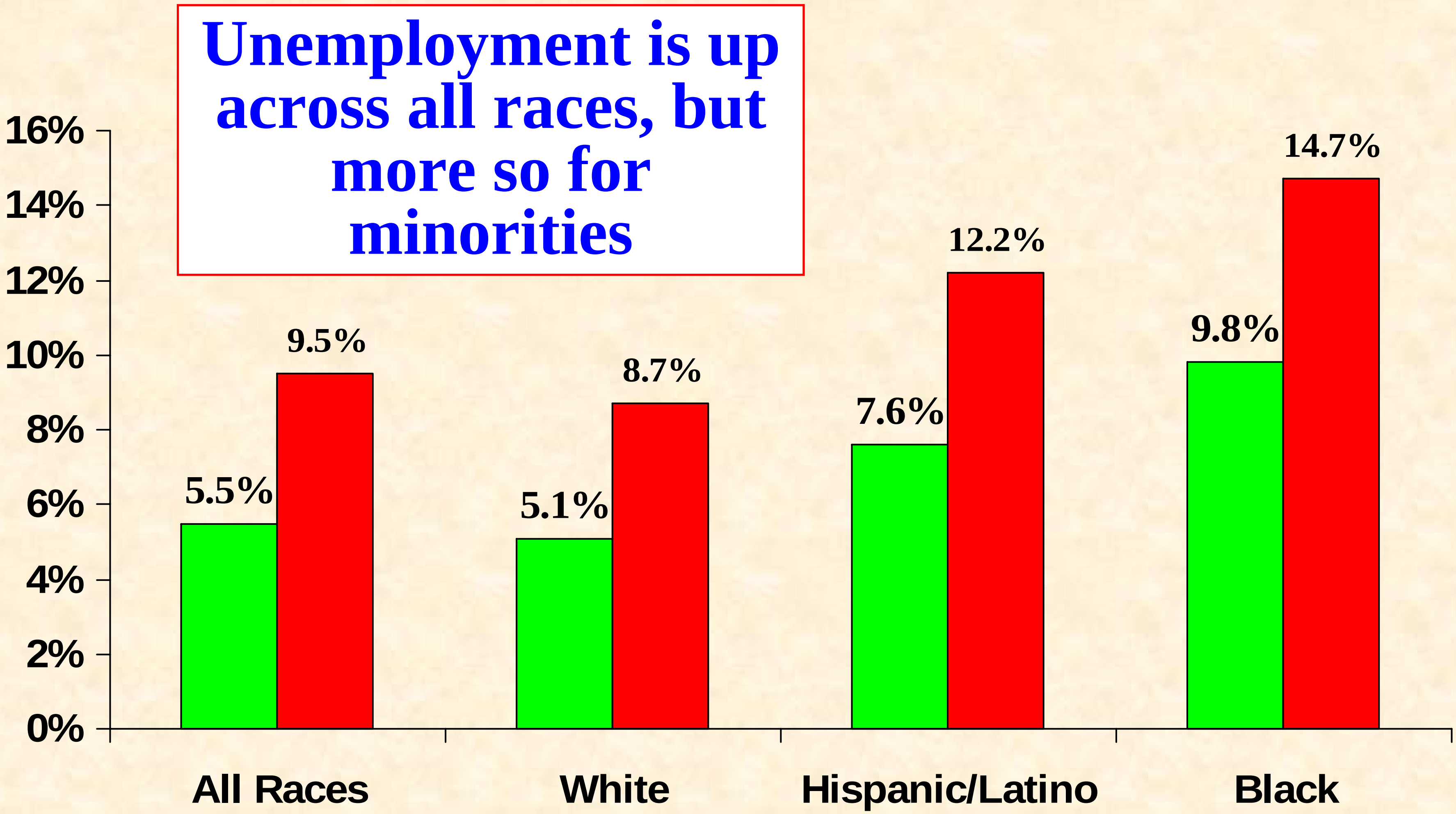


Source: US Bureau of Labor Statistics: http://www.bls.gov/ces/home.htm; Insurance Info. Institute

Impacts of the Recession on the Hispanic and Latino Population

Impacts on Unemployment and Homeownership

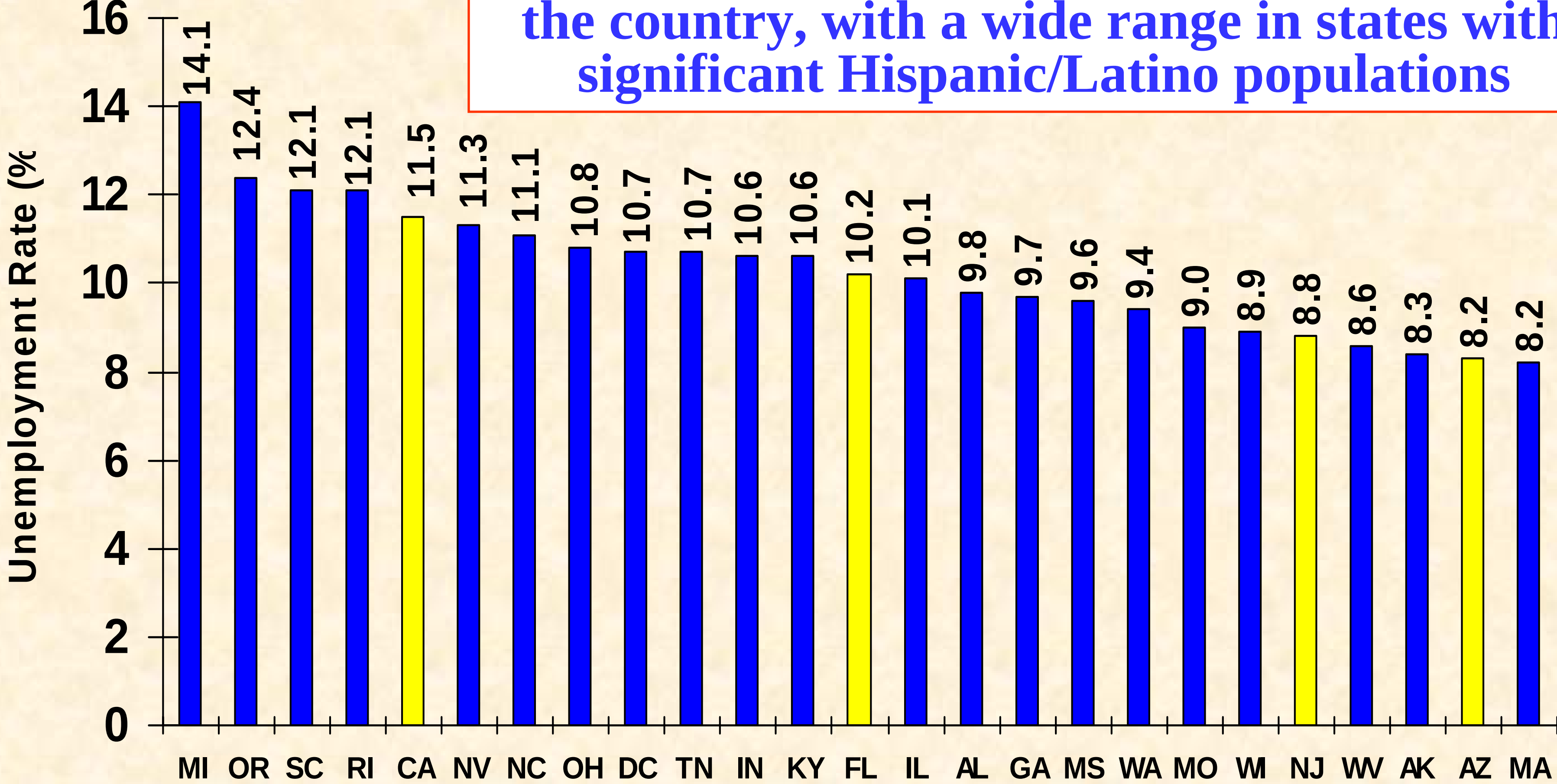
Unemployment Rates by Race, June 2009 vs. June 2008



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

*Unemployment Rates by State, May 2009: Highest 25 States**

The unemployment rate has been rising across the country, with a wide range in states with significant Hispanic/Latino populations



*Provisional figures for May 2009, seasonally adjusted.

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

*Unemployment Rates By State, May 2009: Lowest 25 States**

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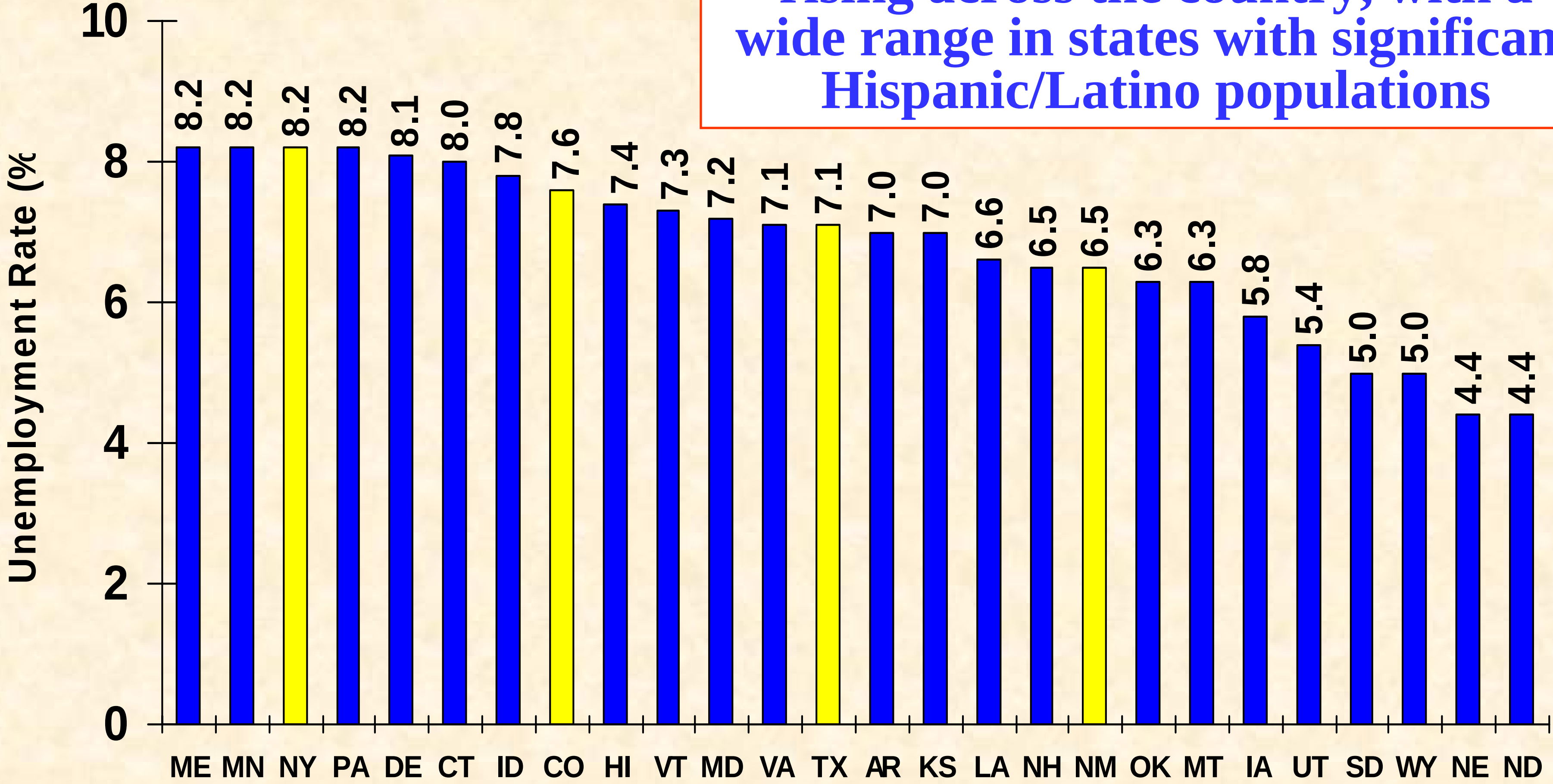
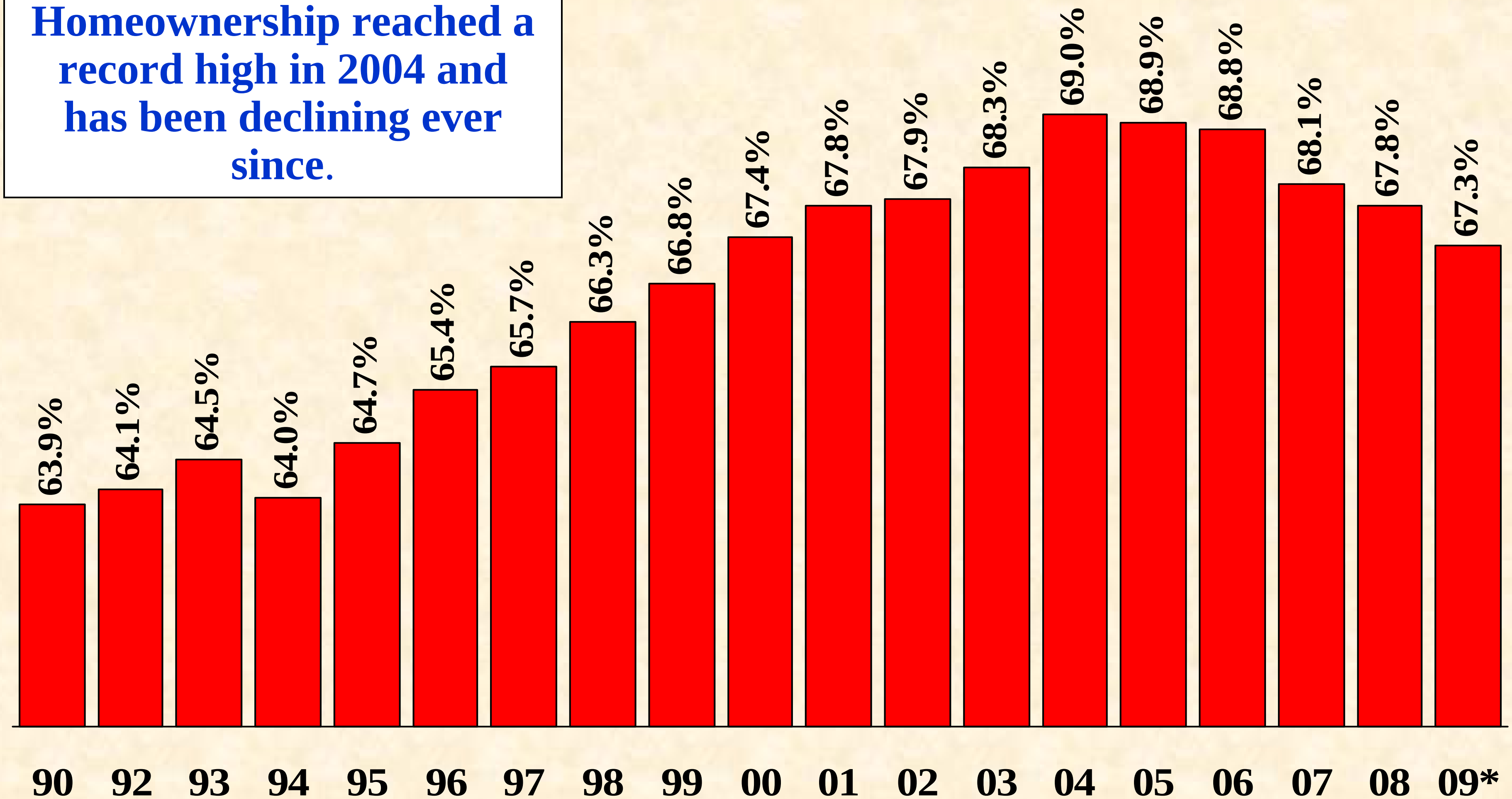


*Provisional figures for May 2009, seasonally adjusted.

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

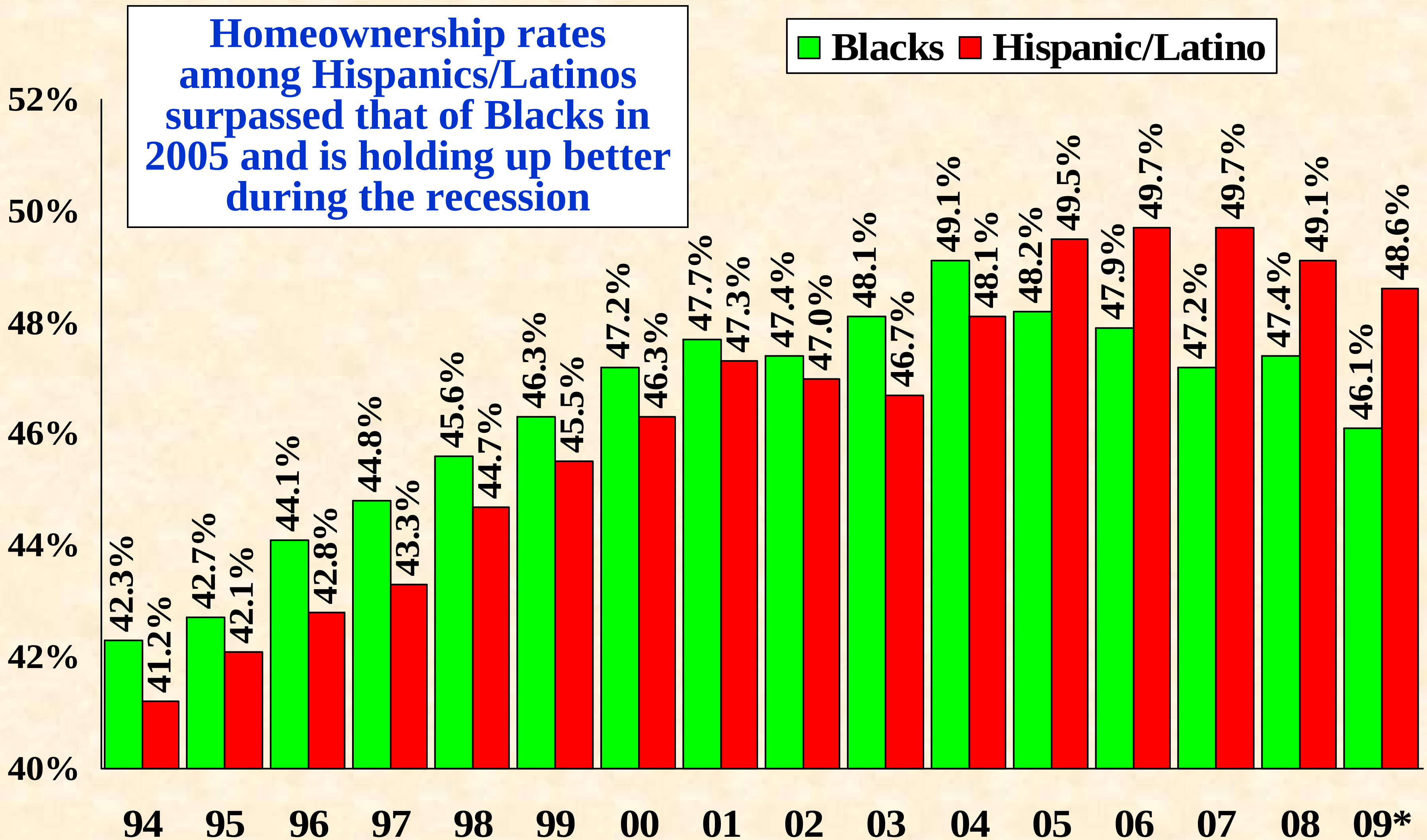
*U.S. Homeownership Rate, 1990 to 2009**

Homeownership reached a record high in 2004 and has been declining ever since.



*1st quarter 2009.
Source: U.S. Census Bureau

*Homeownership Rates Among Minorities, 1994 to 2009**



*First quarter
Source: U.S. Census Bureau

GREEN SHOOTS

Is the Recession Nearing an End?

Hopeful Signs That the Economy Will Begin to Recover Soon

- Recession Appears to be Bottoming Out, Freefall Has Ended
  - Pace of GDP shrinkage is beginning to diminish
  - Pace of job losses is slowing
  - Major stock market indices well off record lows, anticipating recovery
  - Some signs of retail sales stabilization are evident
- Financial Sector is Stabilizing
  - Banks are reporting quarterly profits
  - Many banks expanding lending to credit worthy people & businesses
- Housing Sector Likely to Find Bottom Soon
  - Home are much more affordable (attracting buyers)
  - Mortgage rates are still low relative to pre-crisis levels (attracting buyers)
  - Freefall in housing starts and existing home sales is ending in many areas
- Inflation & Energy Prices Are Under Control
- Consumer & Business Debt Loads Are Shrinking

Source: Ins. Info. Inst.

11 Industries for the Next 10 Years: Insurance Solutions Needed

Government

Education

Health Care

Energy (Traditional)

Alternative Energy

Agriculture

Natural Resources

Environmental

Technology

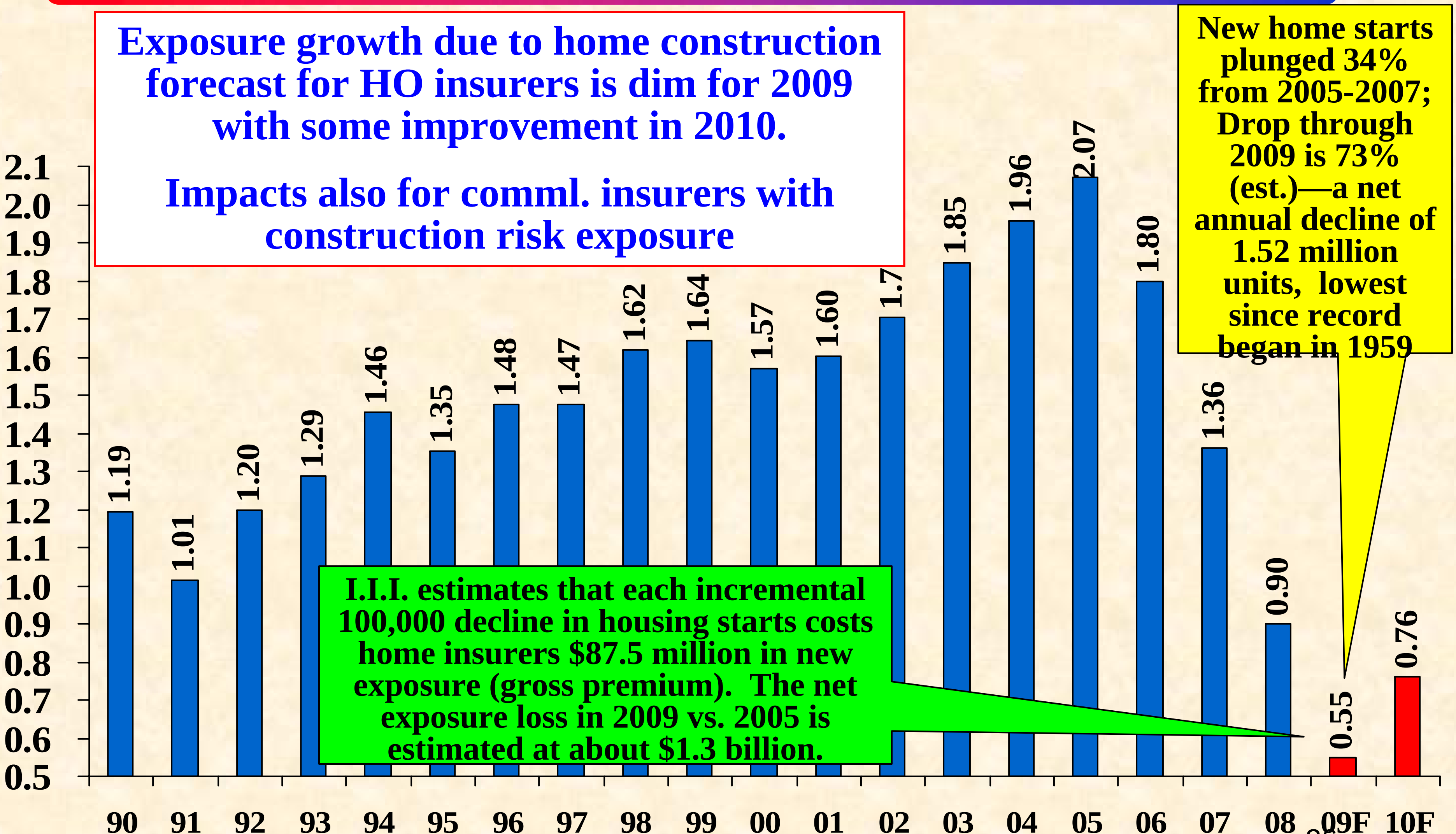
Light Manufacturing

Export Oriented Industries

Crisis-Driven Exposure Implications

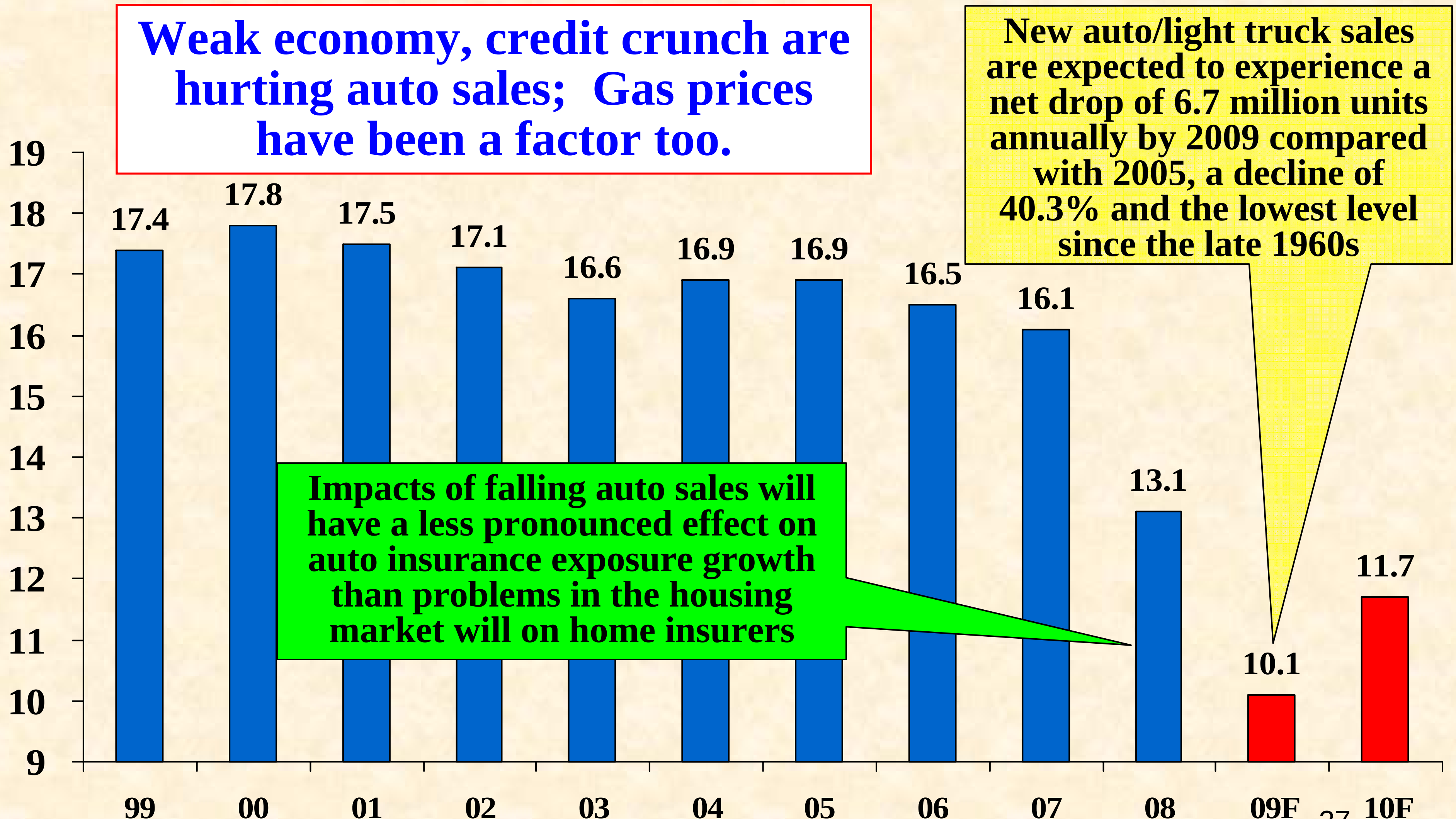
Home, Contractor, Auto, Exposure Growth Slows as Sales Nosedive

New Private Housing Starts, 1990-2010F (Millions of Units)



Source: US Department of Commerce; Blue Chip Economic Indicators (7/09); Insurance Information Inst.

Auto/Light Truck Sales, 1999-2010F (Millions of Units)



Source: US Department of Commerce; Blue Chip Economic Indicators (7/09); Insurance Information Inst.

"Cash for Clunkers" or Car Allowance Rebate System (CARS)

Program to Increase Fuel Efficiency and Stimulate Auto Sales Will Help Auto Insurers Too

Car Allowance Rebate System: How it Works

- President Obama in June 2009 signed into law the Car Allowance Rebate System (CARS) also knows as "Cash for Clunkers"
- Administered by the National Highway Traffic Safety Admin. (NHTSA), the program helps people purchase a new, more fuel efficient vehicle when trading in a less fuel efficient vehicle
- Program allocates $1 billion toward purchases between July 1 and Nov. 1, 2009 or until funds are exhausted (final rule July 24)
- Sense is that program will prove to be very popular and may be extended
- People can get between $3,500 and $4,500 per vehicle, depending on fuel efficiency of new vehicle vs. old vehicle
- Auto insurers should be able to generate between $75 - $125 million in net new auto premiums as people trade up and buy full coverage*

***III estimate based on 250,000 cars purchased via CARS program generating $300-$500 additional premium per vehicle.**

Source: www.CARS.gov; NHSTA; Insurance Information Institute.

Car Allowance Rebate System: How it Works

Important Program Features

- Car must be less than 25 years old
- Only purchase or lease of new vehicles qualify
- Trade-in must get 18mpg or less
- Trade-in must have been registered and continuously insured for the past year
- No voucher needed; dealer will apply credit at purchase
- Trade-in must be scrapped; Get scrap value

Source: www.CARS.gov; NHSTA; Insurance Information Institute.

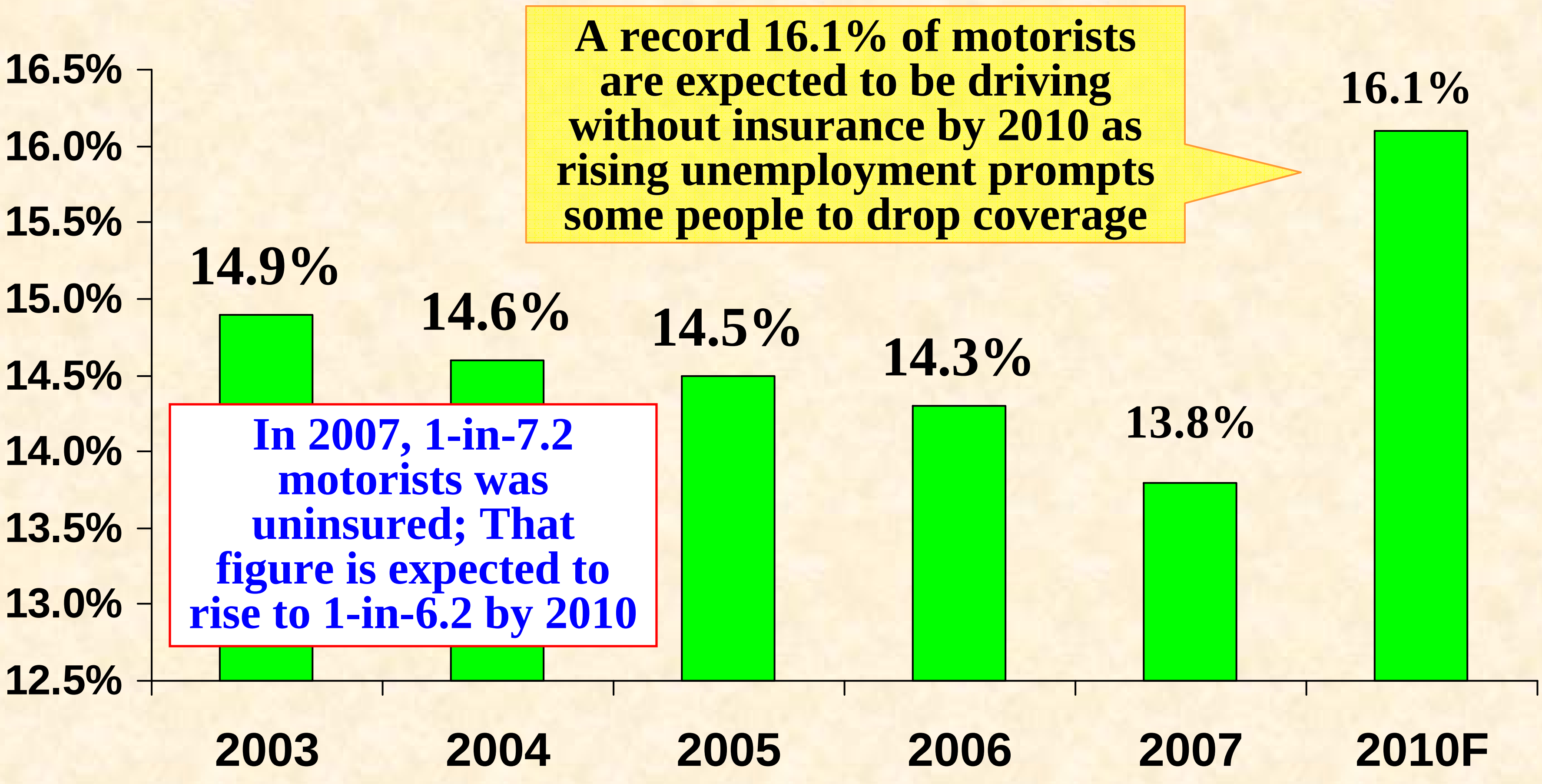
Crisis Implications

Top Crisis-Driven Claim Issues for Personal Lines Insurers

Summary of Short-Run Changes in Claiming Behavior Due to Economy

- **CLAIMING BEHAVIOR**
  - **Claim frequency falls with miles driven. History: Drop is temporary.**
  - **Claim severity continues to rise: med costs, collisions repair costs up**
  - **Likely maintenance on homes, cars deferred→claim. freq/sev. impact?**
- **PURCHASING BEHAVIOR: Efforts to Economize**
  - **More shopping around**
  - **Increased deductibles**
  - **Dropping optional coverages (collision, comprehensive)**
  - **Lower limits**
  - **Insuring fewer vehicles (3 or 4th vehicle sold)**
  - **Insuring older vehicles (old cars retained, new car purchases deferred)**
- **UNINSURED/UNDERINSURED MOTORIST % RISES**
  - **Expected to rise from 13.8% in 2007 to 16.1% in 2010**
- **FRAUD & ABUSE:**
  - **Evidence emerging of increased frequency of "give-ups" where car owners underwater on payments commit fraud to obtain insurance money (e.g., car arson, fabricated theft, etc.)**
  - **Anecdotal evidence of owner-caused home arson**

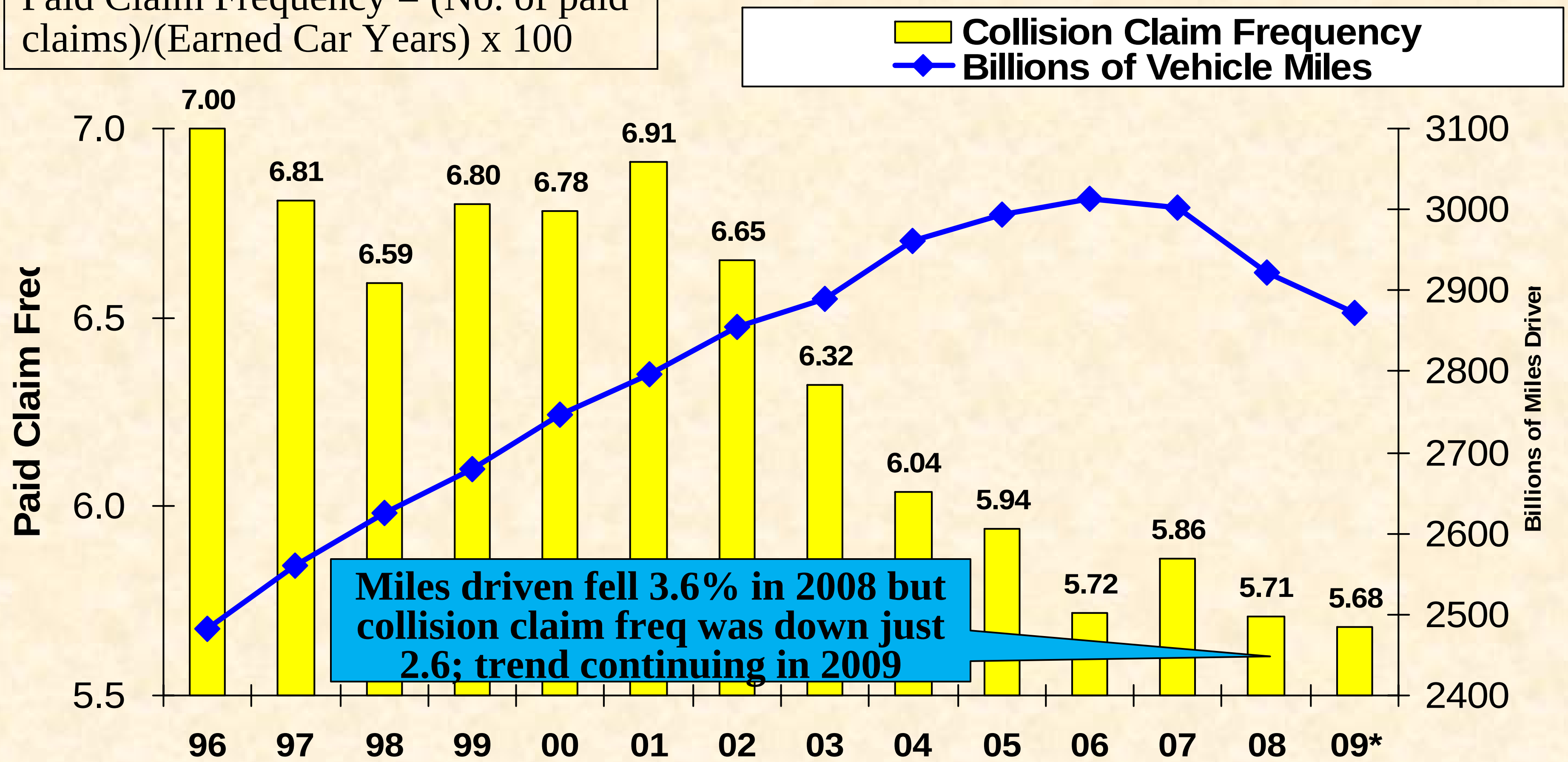
Percentage Motorists Driving Without Insurance, 2003-2010F



Source: ***Uninsured Motorists, 2008*** **Edition, Insurance Research Council; Insurance Information Institute**

*Do Changes in **Miles Driven** Affect Auto Collision Claim Frequency?*

Paid Claim Frequency = (No. of paid claims)/(Earned Car Years) x 100



*2009 frequency data are for 12 months ending 3/31/09. Miles driven are annualized based on data through 3/31/09.

Sources: Federal Highway Administration (http://www.fhwa.dot.gov/ohim/tvtw/tvtpage.cfm; ISO Fast Track Monitoring System, *Private Passenger Automobile Fast Track Data*: First Quarter 2009, published June 30, 2009 and earlier reports.

Auto Insurance: Claim Frequency Impacts of Energy Crisis of 1973/4

Oct. 17, 1973: Arab oil embargo begins

Frequency Impacts

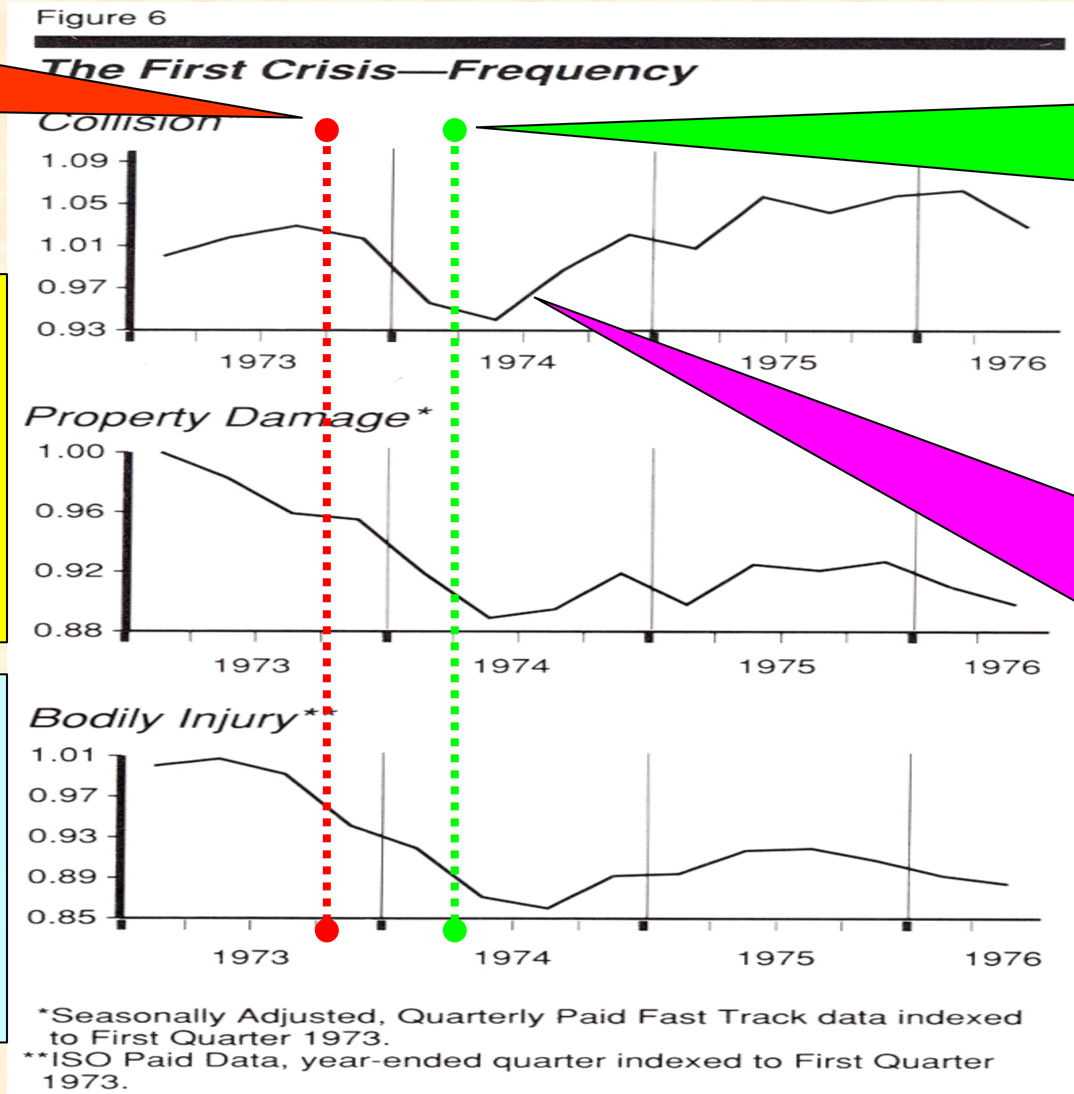
Collision: -7.7%

PD: -9.5%

BI: -13.3%

Driving Stats

- **Gas prices rose 35-40%**
- **Miles driven fell 6.7% in 1974**



March 17, 1974: Arab oil states announce end to embargo

Frequency began to rebound almost immediately after the embargo ended

Source: ISO, US DOT.

AFTERSHOCK

What Will the P/C Insurance Industry Look Like <u>After</u> the Crisis?

6 Key Differences

6 Key Differences: P/C Insurance in the Post-Financial Catastrophe World

1. **The P/C Insurance Industry Will Be Smaller: The Industry Will Have Shrunk by About 5% in Dollar Terms and by 8% on an Inflation Adjusted Basis, 2007-09**
   - **Falling prices, weak exposure growth, increasing government intervention in private (re)insurance markets, large retentions and alternative forms of risk transfer have siphoned away premium**
   - **There will be fewer competitors after a mini consolidation wave**

2. **P/C Industry Will Emerge With Its Risk Mgmt. Model More Intact than Most other Financial Service Segments**
   - **Benefits of risk-based underwriting, pricing and low leverage clear**

3. **There Will Be Federal Regulation of Insurers: Now in Waning Months of Pure State-Based Regulation**
   - **Federal regulation of "systemically important" firms seems certain**
   - **Solvency and Rates regulation, Consumer Protection may be shared**
   - **Dual regulation likely; federal/state regulatory conflicts are likely**
   - **With the federal nose under the tent, anything is possible**
   - **Life insurers want federal regulation**

Source: Insurance Info. Inst.

6 Key Differences: P/C Insurance in the Post-Financial Catastrophe World

4. **Investment Earnings Will Shrink Dramatically for an Extended Period of Time: Federal Reserve Policy, Shrinking Dividends, Aversion to Stocks**
   - **Trajectory toward lower investment earnings is being locked in**

5. **Back to Basics: Insurers Return to Underwriting Roots: Extended Period of Low Investments Exert Greatest Pressure to Generate Underwriting Profits Since 1960s**
   - **Chastened and "derisked" but facing the same (or higher) expected losses, insurers must work harder to match risk to price**

6. **P/C Insurers: Profitable Before & *After* Crisis: Resiliency Once Again Proven**
   - **Directly the result of industry's risk management practices**
   - **Profits in 2009 will be elusive**

Source: Insurance Information Inst.

Key Threats Facing Insurers Amid Financial Crisis

Challenges for the Next 5-8 Years

Important Issues & Threats Facing Insurers: 2009 - 2015

1. Erosion of Capital

- **Losses are larger and occurring more rapidly than is commonly understood or presumed**
- **Surplus down 13%=$66B since 9/30/07 peak; 12% ($80B) in 2008**
- **P/C policyholder surplus could be even more by year-end 2009**
- **Some insurers propped up results by reserve releases**
- **Decline in PHS of 1999-2002 was 15% over 3 years and was entirely made up and them some in 2003. Current decline is ~13% in 5 qtrs.**
- **During the opening years of the Great Depression (1929-1933) PHS fell 37%, Assets fell 28% and Net Written Premiums fell by 35%. It took until 1939-40 before these key measures returned to their 1929 peaks.**
- **BOTTOM LINE: Capital and assets could fall much farther and faster than many believe. It will take years to return to the 2007 peaks (likely until 2011 with a sharp hard market and 2015 without one)**

Source: Insurance Information Inst.

Important Issues & Threats Facing Insurers: 2009 - 2015

2. Reloading Capital After "Capital Event"

- **Continued asset price erosion coupled with major "capital event" could lead to shortage of capital among *some* companies**
- **Possible Consequences: Insolvencies, forced mergers, calls for govt. aid, requests to relax capital requirements**
- **P/C insurers have come to assume that large amounts of capital can be raised quickly and cheaply after major events (post-9/11, Katrina).**
  - ***This assumption may be incorrect in the current environment***
- **Cost of capital is *much* higher today, reflecting both scarcity & risk**
- **Implications: P/C (re)insurers need to protect capital today and develop detailed contingency plans to raise fresh capital & generate internally. Already a reality for some life insurers.**

Source: Insurance Information Inst.

Important Issues & Threats Facing Insurers: 2009 - 2015

3. Long-Term Reduction in Investment Earnings

- **Low interest rates, risk aversion toward equities and many categories of fixed income securities lock in a multi-year trajectory toward ever lower investment gains**
- **Price bubble in Treasury securities keeps yields low**
- **Many insurers have not adjusted to this new investment paradigm of a sustained period of low investment gains**
- ***Regulators will not readily accept it*; Many will reject it**
- **Implication 1: Industry must be prepared to operate in environment with investment earnings accounting for a smaller fraction of profits**
- **Implication 2: Implies underwriting discipline of a magnitude not witnessed in this industry in more than 30 years. Yet to manifest itself.**
- **Lessons from the period 1920-1975 need to be relearned**

Source: Insurance Information Inst.

Important Issues & Threats Facing Insurers: 2009 – 2???

4. Regulatory Overreach

- **Principle danger is that P/C insurers get swept into vast federal regulatory overhaul and subjected to inappropriate, duplicative and costly regulation (Dual Regulation)**
- **Danger is high as feds get their nose under the tent**
- **Status Quo is viewed as unacceptable by all**
- **Pushing for major change is not without *<u>significant</u>* risk in the current highly charged political environment**
- **Insurance & systemic risk**
- **Disunity within the insurance industry**
- **Impact of regulatory changes will be felt for <u>decades</u>**
- **Bottom Line: Regulatory outcome is uncertain and risk of adverse outcome is high**

Source: Insurance Information Inst.

Important Issues & Threats Facing Insurers: 2009 - 2015

5. Creeping Restrictions on Underwriting

- **Attacks on underwriting criteria such as credit, education, occupation, territory increasing**
- **Industry will lose some battles**
- **View that use of numerous criteria are discriminatory and create an adverse impact on certain populations**
- **Impact will be to degrade the accuracy of rating systems to increase subsidies**
- **Predictive modeling also at risk**
- **Current social and economic environment could accelerate these efforts**
- **Danger that bans could be codified at federal level during regulatory overhaul**
- **Bottom Line: Industry must be prepared to defend existing and new criteria indefinitely**

Source: Insurance Information Inst.

Important Issues & Threats Facing Insurers: 2009 -2015

6. Emerging Tort Threat

- **No tort reform (or protection of recent reforms) is forthcoming from the current Congress or Administration**
- **Erosion of recent reforms is a certainty (already happening)**
- **Innumerable legislative initiatives will create opportunities to undermine existing reforms and develop new theories and channels of liability**
- **Torts twice the overall rate of inflation**
- **Influence personal and commercial lines, esp. auto liab.**
- **Historically *extremely* costly to p/c insurance industry**
- **Leads to reserve deficiency, rate pressure**
- **Bottom Line: Tort "crisis" is on the horizon and will be recognized as such by 2012-2014**

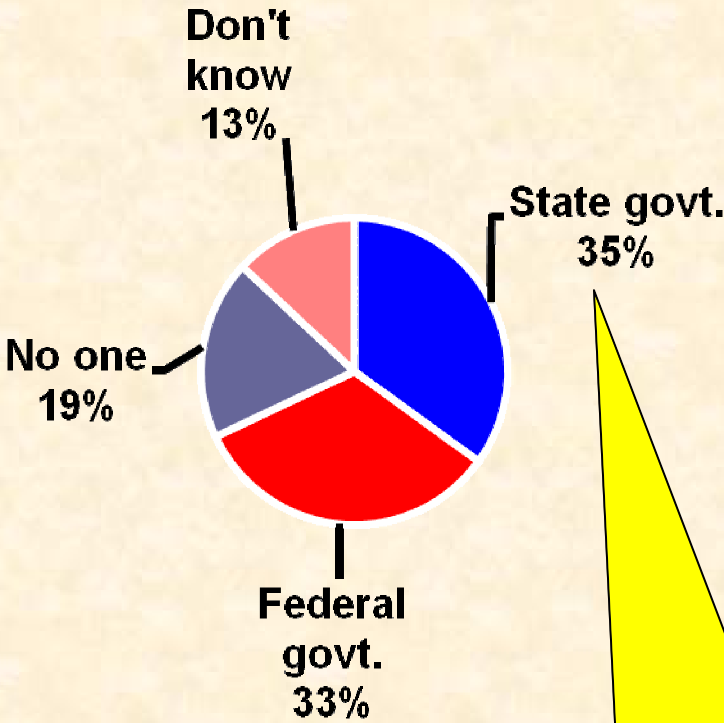
Source: Insurance Information Inst.

Regulatory Reform

Obama Administration's Plan for Reforming Financial Services Industry Regulation Will Impact Insurers

CONSUMER POLL: 2009 I.I.I. PULSE SURVEY

The average American has little to no understanding of insurance regulation: 1/3 believe the industry is regulated by the federal government and nearly 20% believe it is unregulated

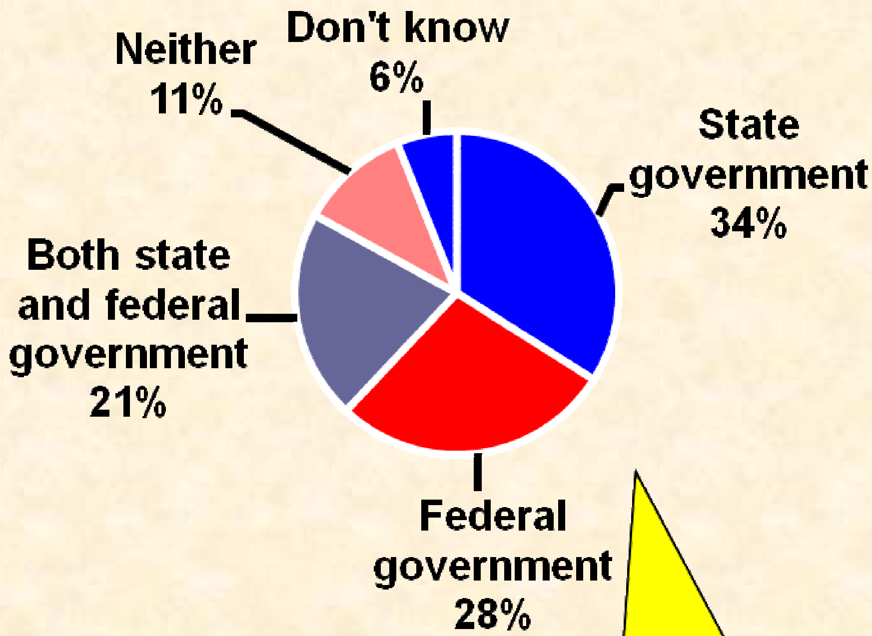


Barely 1/3 of Americans know that insurance is regulated by the states. There is a popular notion that the industry is unregulated.

Source: Insurance Information Institute, 2009 *Pulse* Survey, May 2009.

CONSUMER POLL: 2009 I.I.I. PULSE SURVEY

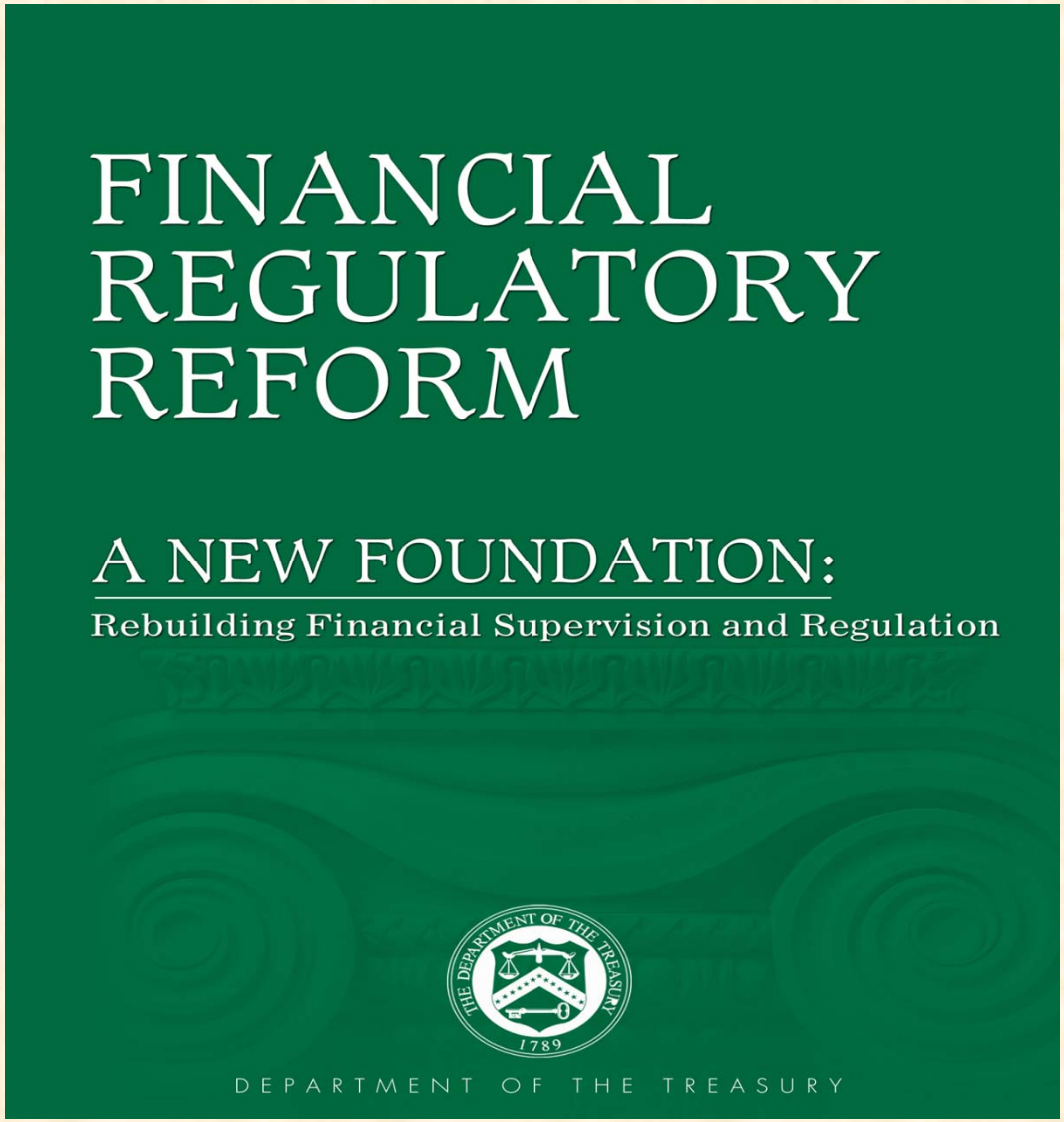
Americans are split on who they believe should regulate the insurance industry. More than 20% believe the industry should be regulated by both the state *and* federal government.



There is no strong support for state or federal regulation among the American public

Source: Insurance Information Institute, 2009 *Pulse* Survey, May 2009.

REGULATORY REFORM: 2009 AND BEYOND



Obama Regulatory Reform Proposal: Plan Components

I. Office of National Insurance (ONI) Duties

1. Monitor “all aspects of the insurance industry”
2. Gather information
3. Identify the emergence of any problems or gaps in regulation that could contribute to a future crisis
4. Recommend to the Federal Reserve insurance companies it believes should be supervised as Tier 1 FHCs
5. Administer the Terrorism Risk Insurance Program
6. Authority to enter into international agreements and increase international cooperation on insurance regulation

Source: “Financial Regulatory Reform, A New Foundation: Rebuilding Financial Supervision and Regulation,” US Department of the Treasury, June 2009.

Obama Regulatory Reform Proposal: Plan Components (cont'd)

II. Systemic Risk Oversight & Resolution Authority

- Federal Reserve given authority to oversee systemic risk of large federal holding companies (Tier 1 FHCs)
  - Insurers are explicitly included among the types of entities that could be found to be a Tier 1 FHC
  - ONI given authority to "recommend to the Federal Reserve any insurance companies that the ONI believes should be supervised as Tier 1 FHC."
- Proposal also recommends "creation of a resolution regime to avoid disorderly resolution of failing bank holding companies, including Tier 1 FHCs "…in situations where the stability of the financial system is at risk." Directly affects insurers in 2 ways:
  - Resolution authority may extend to an insurer within the BHC structure if the BHC is failing
  - If systemically important insurer is failing (as identified by ONI as Tier 1 FHC) resolution authority may apply

Source: "Financial Regulatory Reform, A New Foundation: Rebuilding Financial Supervision and Regulation," US Department of the Treasury, June 2009.

Obama Regulatory Reform Proposal: Plan Components (cont'd)

III. Consumer Financial Protection Agency (CFPA)

- Recommendation that "CFPA should have broad jurisdiction to protect consumers in consumer financial products and services such as credit, savings and payment products."
  - Appears that Administration does not intend that the CFPA have jurisdiction over the insurance industry products or market practices
  - At the same time, there is no language that expressly excludes insurance from the scope of the CFPA's authority
- CFPA proposal contains numerous references specific to credit and savings products but none to insurance. However, the Administration clearly anticipates that CFPA would have broad powers with the scope of the agency's agenda defined by several "Principles for Action," which clearly could apply to insurance regulation:
  - Transparency: Disclosures and communications with clients should be "reasonable"
  - Simplicity: Standards for simplified products, straightforward pricing
  - Fairness: Restrictions on products if benefits outweigh costs

Source: "Financial Regulatory Reform, A New Foundation: Rebuilding Financial Supervision and Regulation," US Department of the Treasury, June 2009; "Obama .Proposal Would Create Office of National Insurance But is Unclear on Federal Chartering," Dewey & LeBoeuf, *Client Alert*, June 17, 2009.

Obama Regulatory Reform Proposal: Plan Components (cont'd)

IV. Other Provisions Potentially Affecting Insurers

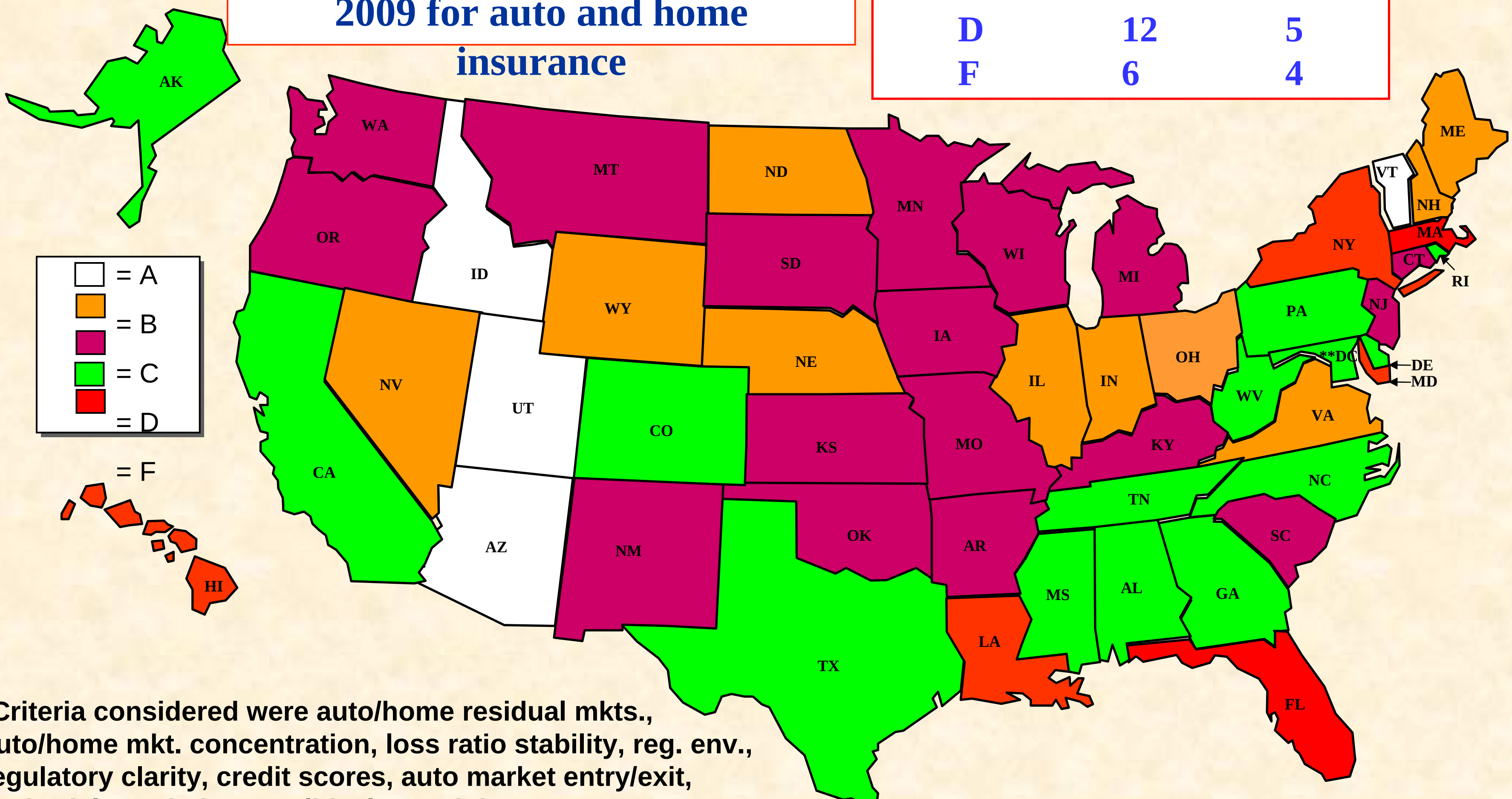
- Creation of Financial Services Oversight Council (FSOC)
  - ONI is ***not*** included among Council's membership
- Strengthen Capital and Other Prudential Standards for All Banks, Bank Holding Companies and Tier 1 Financial Holding Companies
- Require Hedge Funds and Other Private Pools of Capital to Register
  - Alternative sources of capital have played a more important role in the wake of major catastrophes such as 9/11 and Hurricane Katrina
- Institute Regulation of All OTC Derivatives, Including CDS's
- International:
  - Strengthen Intl. Capital Framework & Improve Oversight of Global Financial Markets
  - Enhance Supervision of Internationally Active Financial Services Firms
  - Determine appropriate Tier 1 FHC definition for foreign financial firms
- Improve Accounting Standards
- Tighten Oversight of Credit Rating Agencies

Source: "Financial Regulatory Reform, A New Foundation: Rebuilding Financial Supervision and Regulation," US Department of the Treasury, June 2009; "

*Rating of Auto/Home Insurance Regulatory & Operating Environment**

Study suggest the insurance regulatory and operating environments deteriorated in 2009 for auto and home insurance

GRADE	2009	2008
A	4	7
B	10	25
C	17	10
D	12	5
F	6	4



***Criteria considered were auto/home residual mkts., auto/home mkt. concentration, loss ratio stability, reg. env., regulatory clarity, credit scores, auto market entry/exit, territorial restrictions, political oversight.**

****Information not available.**

Source: Heartland Institute, May 2009

http://www.heartland.org/custom/semod_policybot/pdf/25091.pdf

INSURANCE INFORMATION INSTITUTE

Insurance Handbook for Policymakers

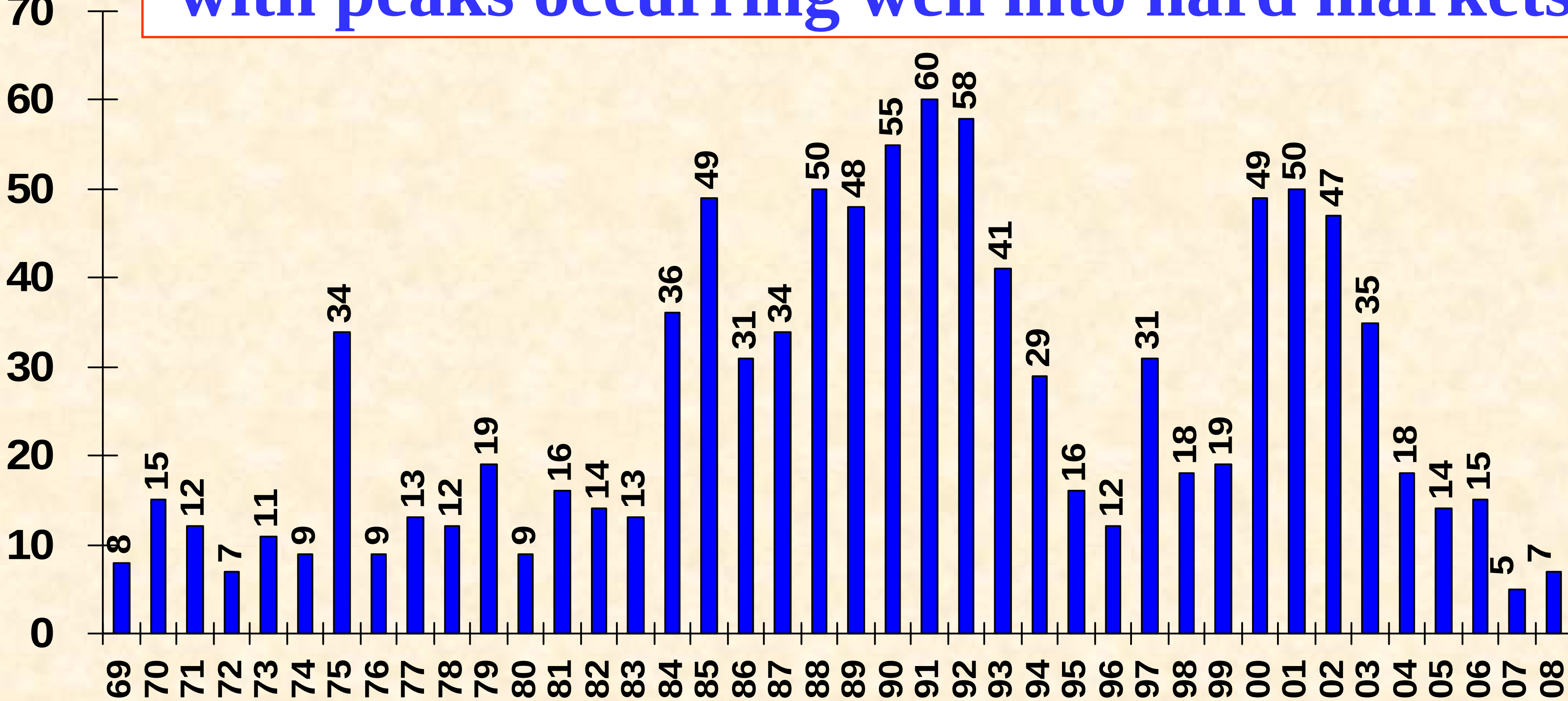
A guide to essential information and statistics

FINANCIAL STRENGTH & RATINGS

Industry Has Weathered the Storms Well

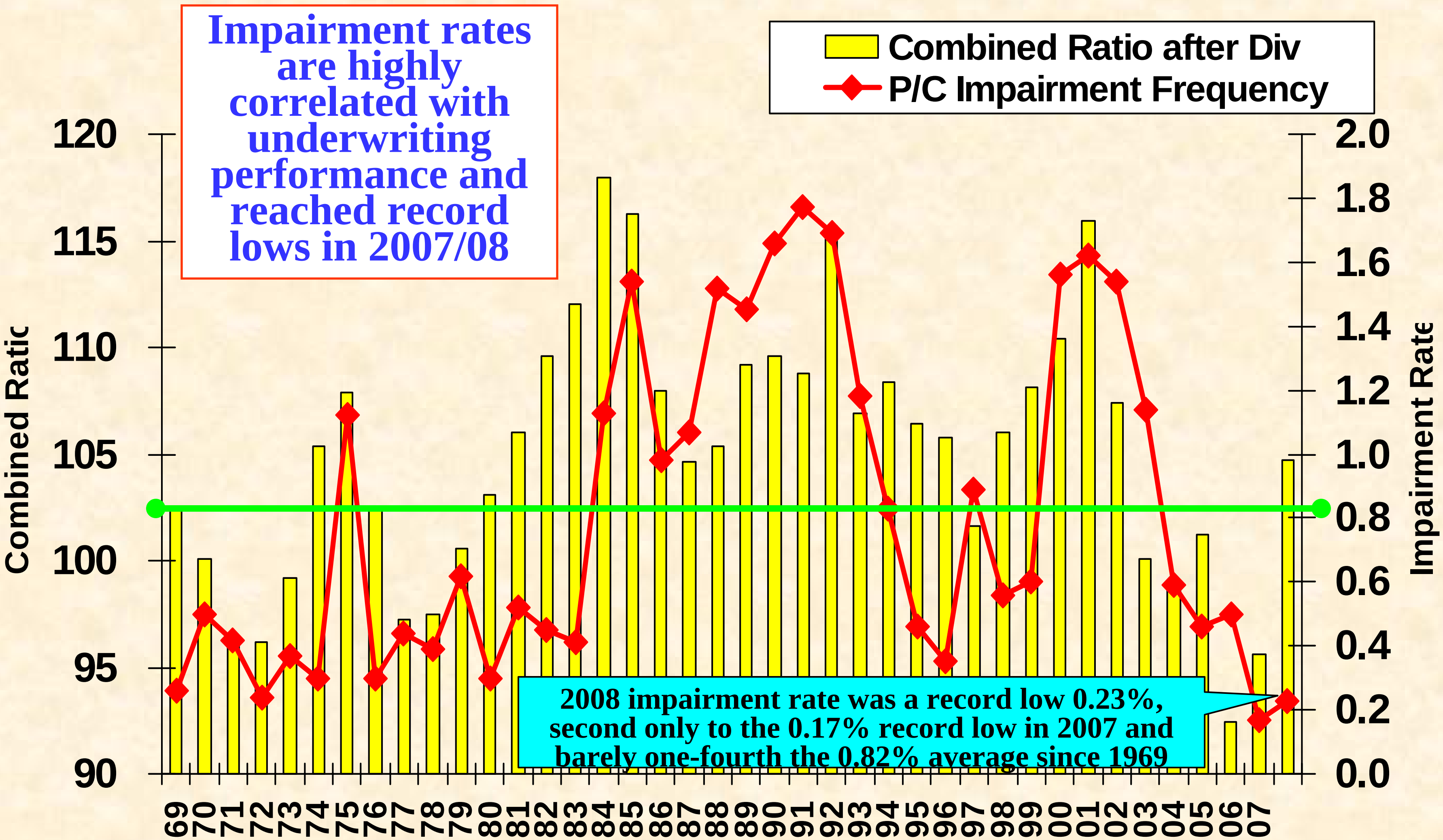
P/C Insurer Impairments, 1969-2008

The number of impairments varies significantly over the p/c insurance cycle, with peaks occurring well into hard markets



Source: A.M. Best; Insurance Information Institute

P/C Insurer Impairment Frequency vs. Combined Ratio, 1969-2008

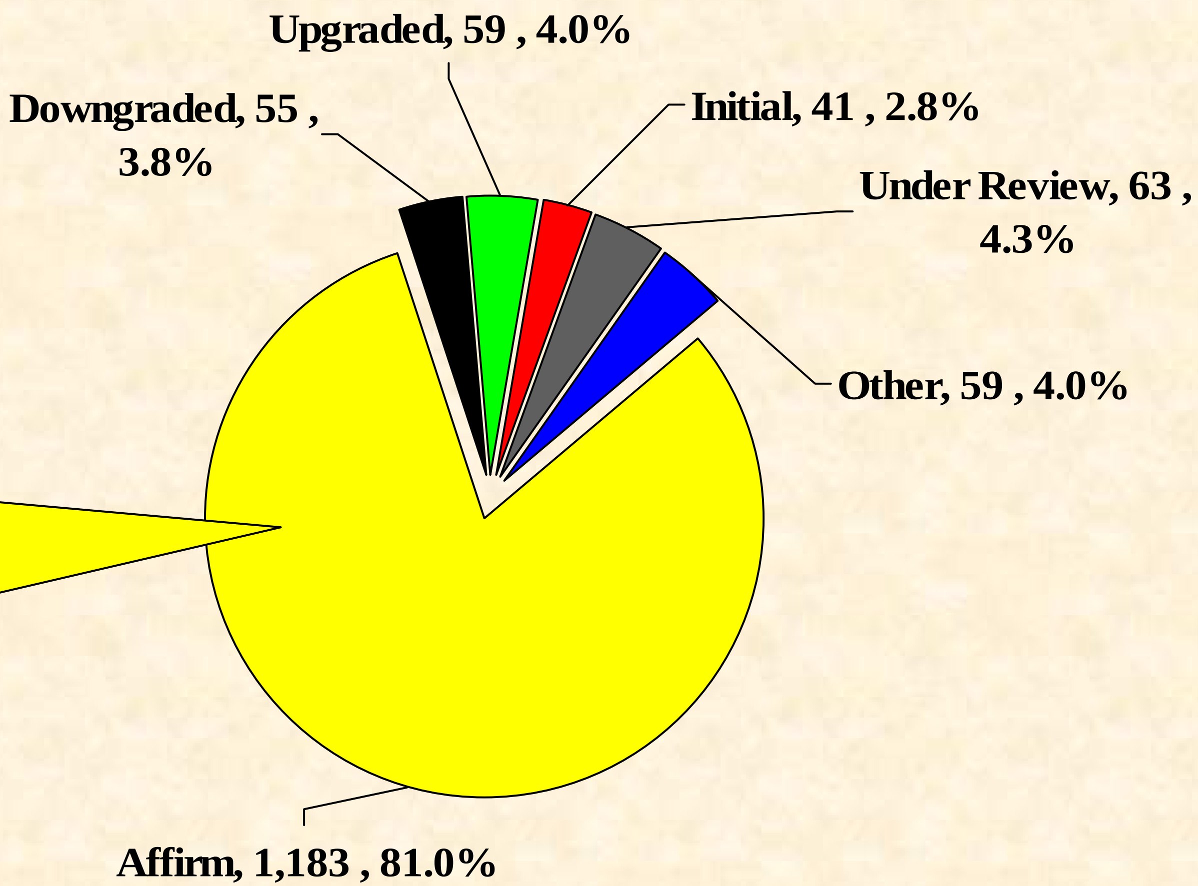


Source: A.M. Best; Insurance Information Institute

*Summary of A.M. Best's P/C Insurer Ratings Actions in 2008**

P/C insurance is by design a resilient in business. The dual threat of financial disasters and catastrophic losses are anticipated in the industry's risk management strategy.

Despite financial market turmoil, high cat losses and a soft market in 2008, 81% of ratings actions by A.M. Best were affirmations; just 3.8% were downgrades and 4.0% upgrades

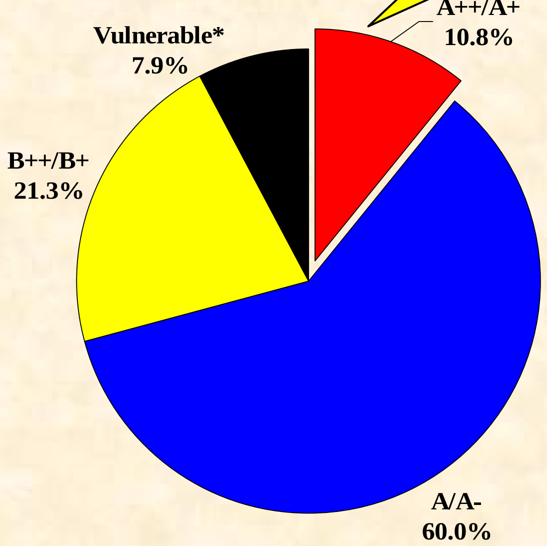


*Through December 19.
Source: A.M. Best.

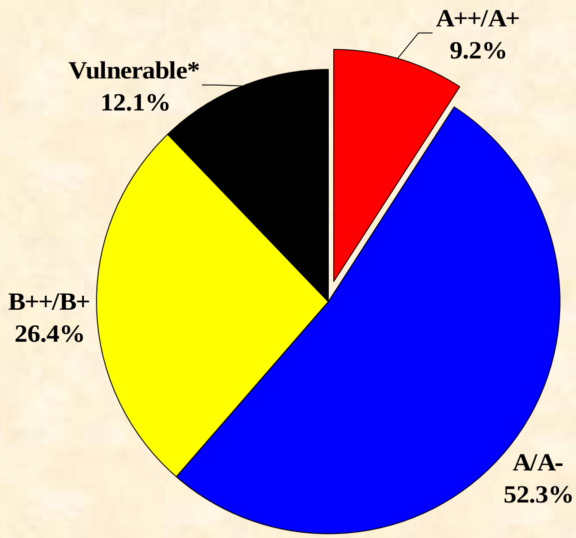
Historical Ratings Distribution,
US P/C Insurers, 2008 vs. 2005 and 2000

2008

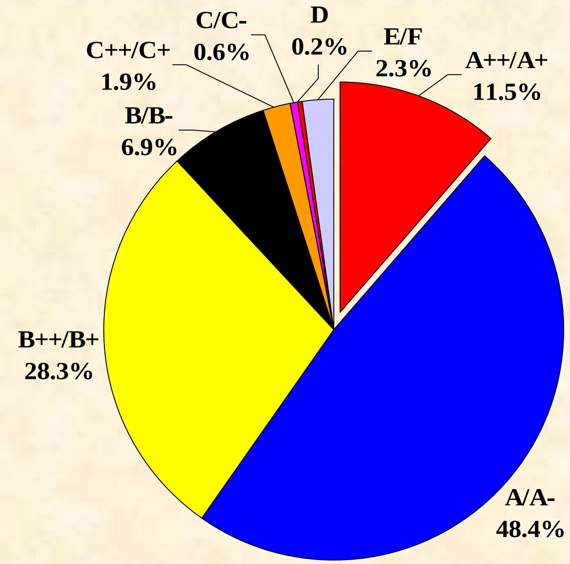
A++/A+ and A/A- gains



2005



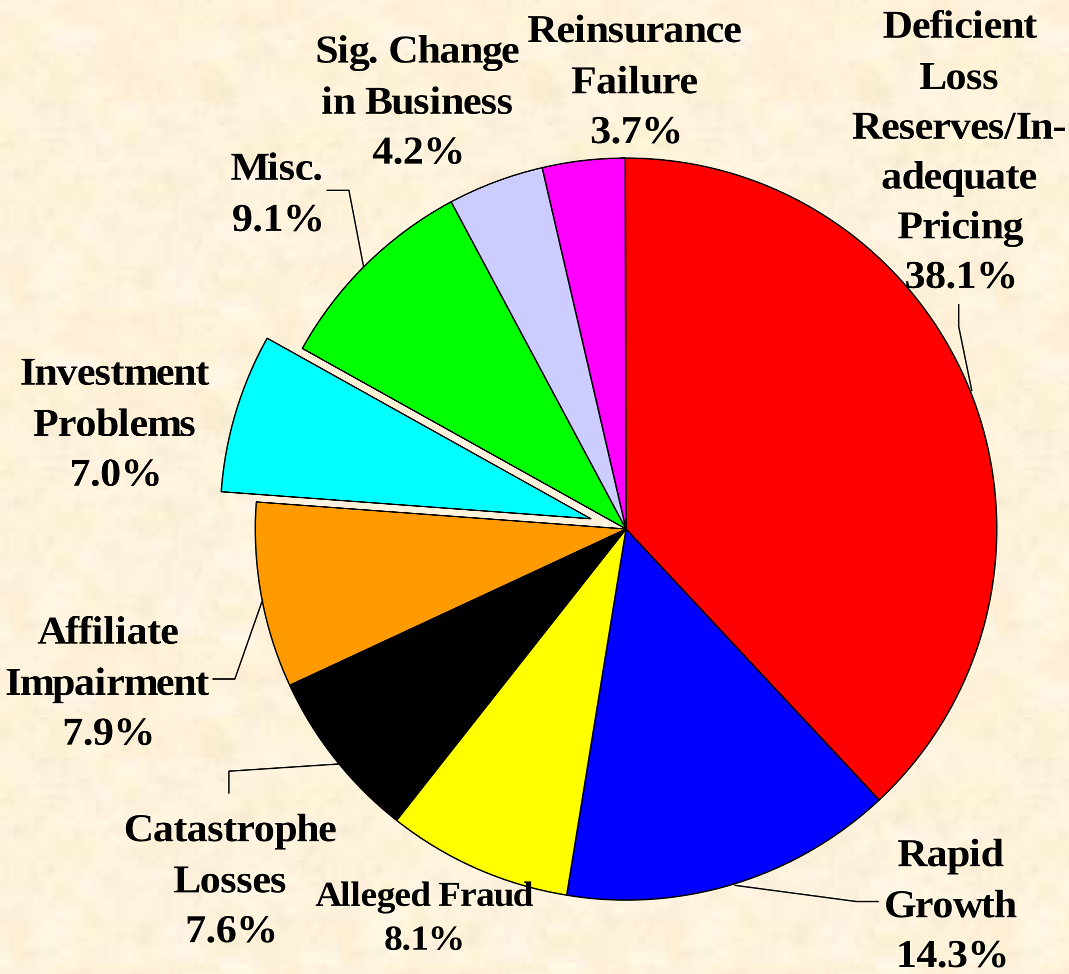
2000



P/C insurer financial strength has improved since 2005 despite financial crisis

Source: A.M. Best: *Rating Downgrades Slowed but Outpaced Upgrades for Fourth Consecutive Year,* Special Report, November 8, 2004 for 2000; 2006 and 2009 *Review & Preview*. *Ratings 'B' and lower.

Reasons for US P/C Insurer Impairments, 1969-2008



Deficient loss reserves and inadequate pricing are the leading cause of insurer impairments, underscoring the importance of discipline. Investment catastrophe losses play a much smaller role.

Source: A.M. Best: *1969-2008 Impairment Review*, Special Report, Apr. 6, 2008

Critical Differences Between P/C Insurers and Banks

Superior Risk Management Model & Low Leverage Make a Big Difference

How Insurance Industry Stability Has Benefitted Consumers

BOTTOM LINE:

- **Insurance Markets—Unlike Banking—Are Operating *Normally***
- **The Basic Function of Insurance—the Orderly Transfer of Risk from Client to Insurer—Continues *Uninterrupted***
- **This Means that Insurers Continue to:**
  - **Pay claims (whereas 79 banks have gone under as of 7/10/09)**
    - ***The Promise is Being Fulfilled***
  - **Renew existing policies (banks are reducing and eliminating lines of credit)**
  - **Write new policies (banks are turning away people who want or need to borrow)**
  - **Develop new products (banks are scaling back the products they offer)**

Source: Insurance Information Institute

Reasons Why P/C Insurers Have Fewer Problems Than Banks: A Superior Risk Management Model

- ***Emphasis on Underwriting***
  - **Matching of risk to price (via experience and modeling)**
  - **Limiting of potential loss exposure**
  - ***Some banks sought to maximize volume and fees and disregarded risk***
- ***Strong Relationship Between Underwriting and Risk Bearing***
  - **Insurers always maintain a stake in the business they underwrite, keeping "skin in the game" at all times**
  - ***Banks and investment banks package up and securitize, severing the link between risk underwriting and risk bearing, with (predictably) disastrous consequences—straightforward moral hazard problem from Econ 101***
- ***Low Leverage***
  - **Insurers do not rely on borrowed money to underwrite insurance or pay claims →*There is no credit or liquidity crisis in the insurance industry***
- ***Conservative Investment Philosophy***
  - **High quality portfolio that is relatively less volatile and more liquid**
- ***Comprehensive Regulation of Insurance Operations***
  - **The business of insurance remained comprehensively regulated whereas a separate banking system had evolved largely outside the auspices and understanding of regulators (e.g., hedge funds, private equity, complex securitized instruments, credit derivatives—CDS's)**
- ***Greater Transparency***
  - **Insurance companies are an open book to regulators and the public**

Source: Insurance Information Institute

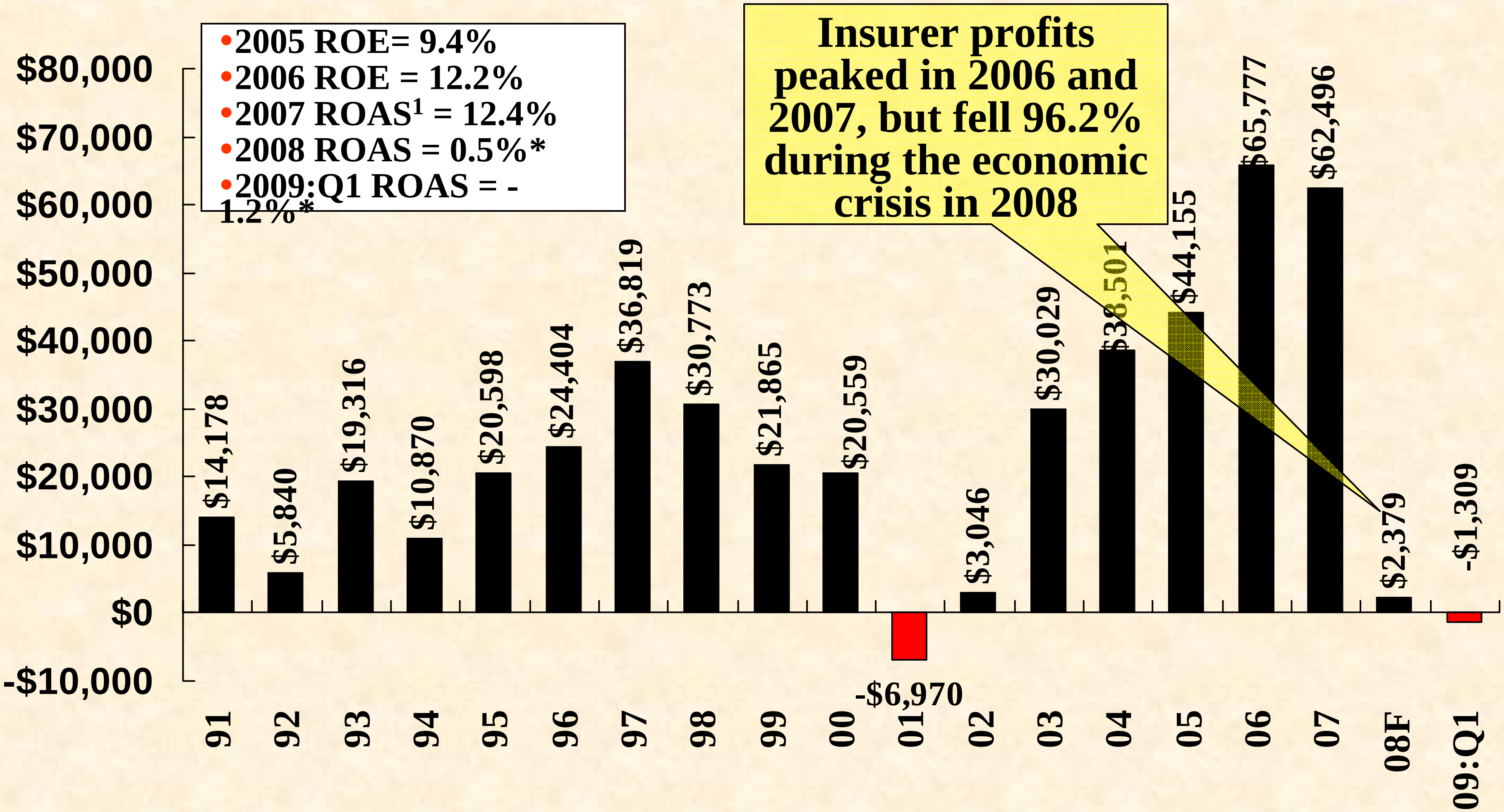
P/C INSURANCE FINANCIAL PERFORMANCE

A Resilient Industry in Challenging Times

Profitability

Historically Volatile

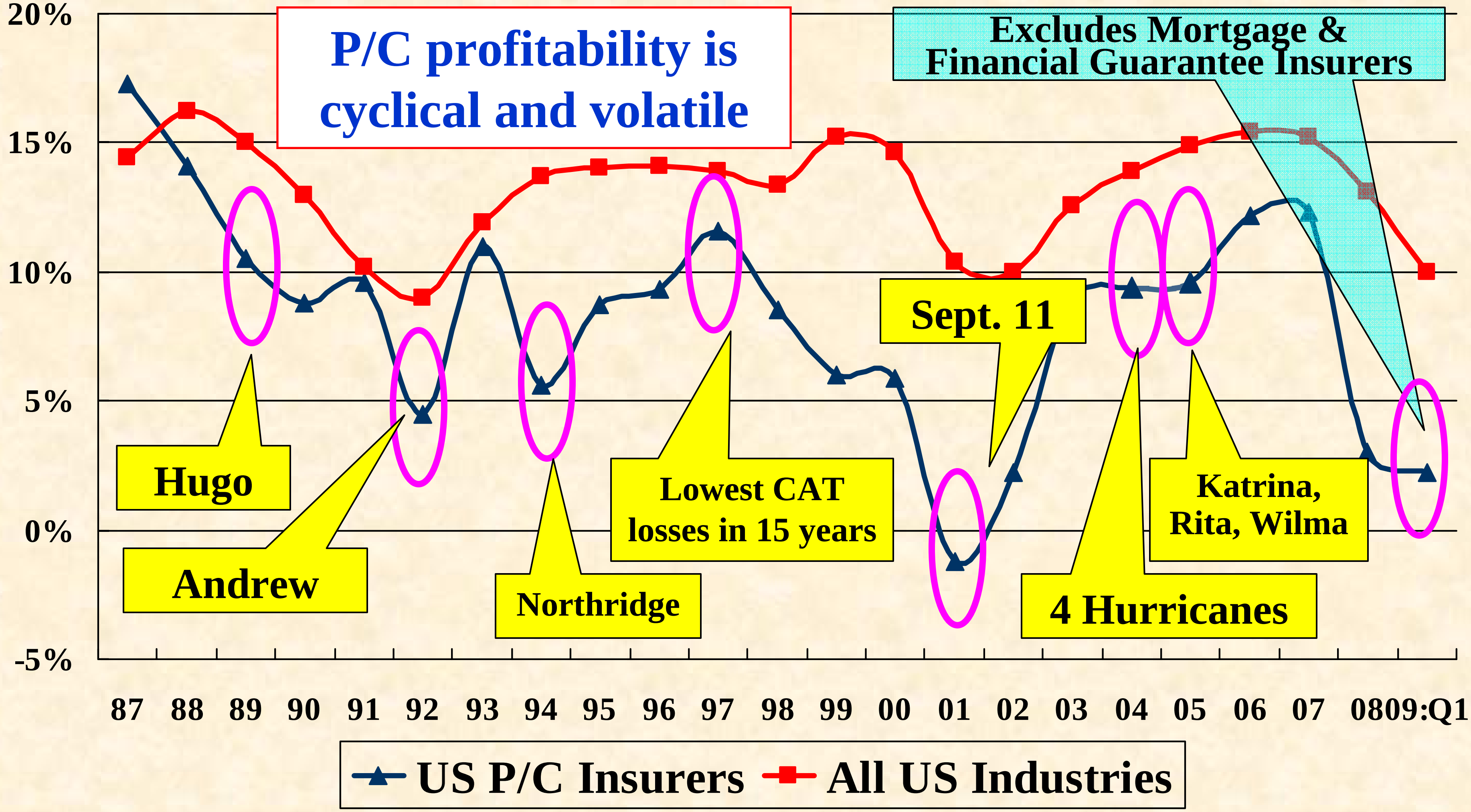
P/C Net Income After Taxes 1991-2009:Q1 ($ Millions)*



*ROE figures are GAAP; [1]Return on avg. surplus. Excluding Mortgage & Financial Guarantee insurers yields an 4.2% ROAS for 2008 and 2.2%. 2009:Q1 net income was $2.4 billion excl. M&FG.

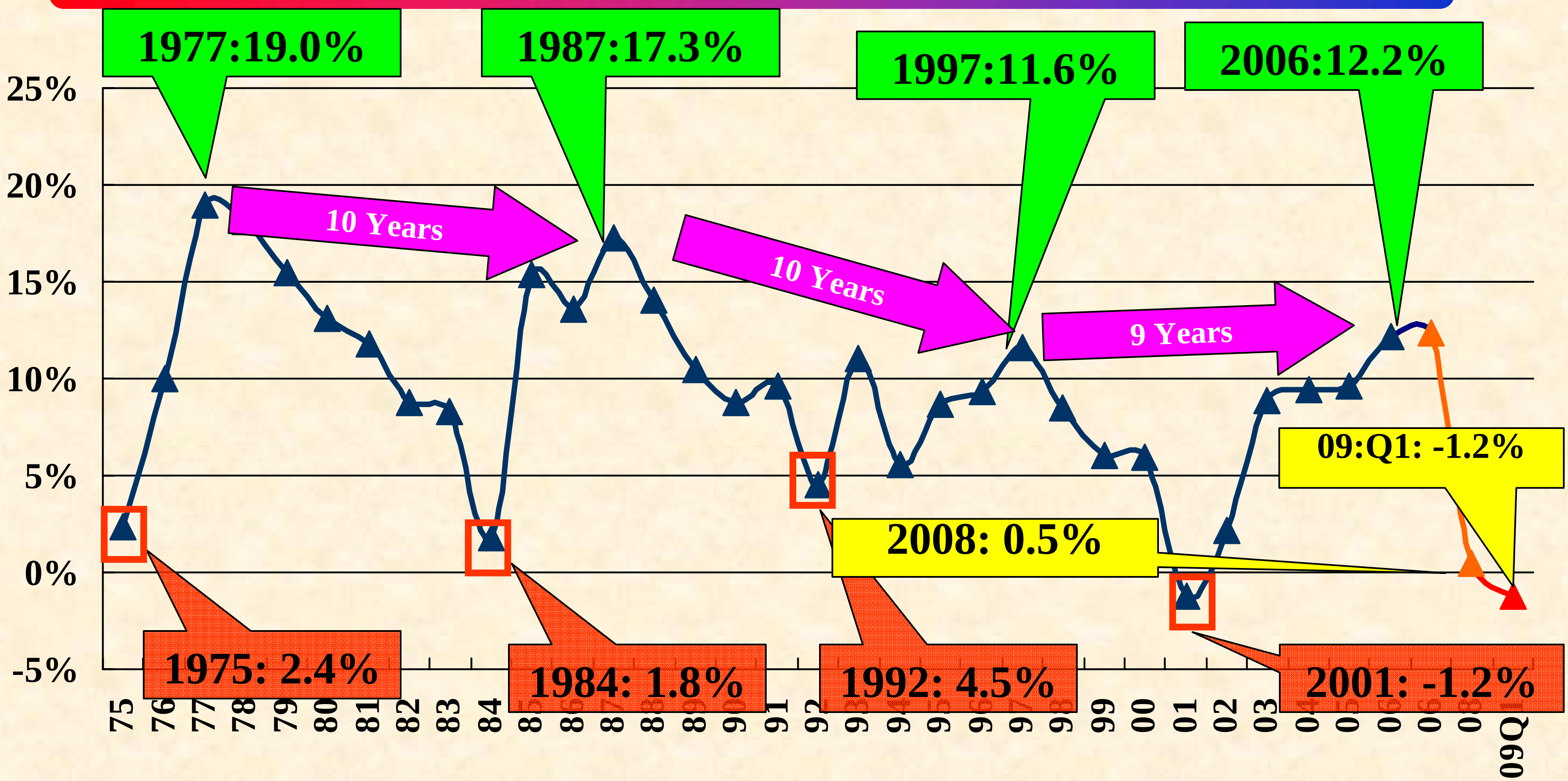
Sources: A.M. Best, ISO, Insurance Information Inst.

ROE: P/C vs. All Industries 1987–2009: Q1*



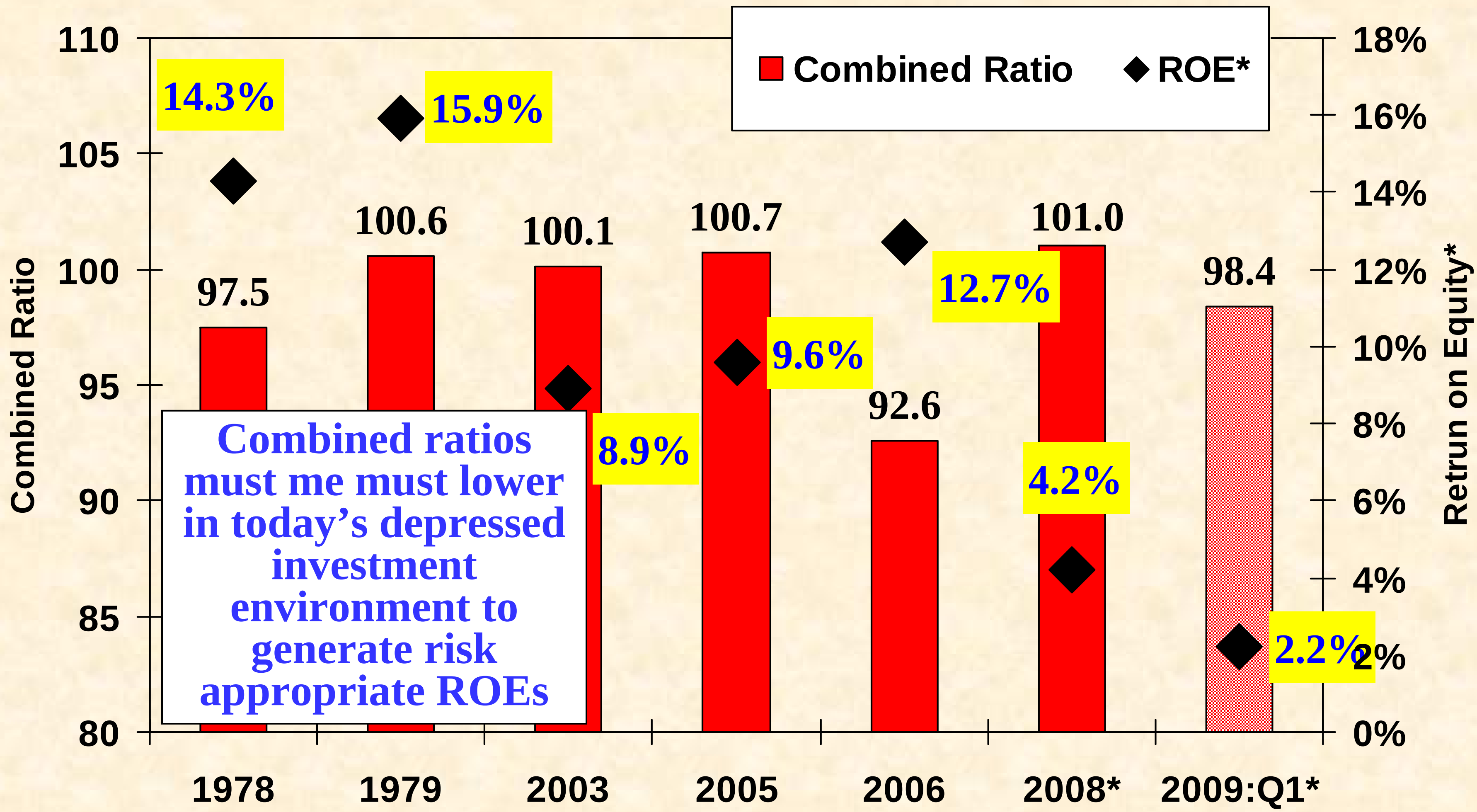
*Excludes Mortgage & Financial Guarantee in 2008 and 2009
Sources: ISO, *Fortune;* Insurance Information Institute.

P/C Insurance Industry ROEs, 1975 – 2009:Q1*



Note: 2008 result excluding Mortgage & Financial Guarantee insurers is 4.2% and 2.2 in Q1 2009.
Sources: ISO; A.M. Best; Insurance Information Institute.

A 100 Combined Ratio Isn't What it Used to Be: 95 is Where It's At

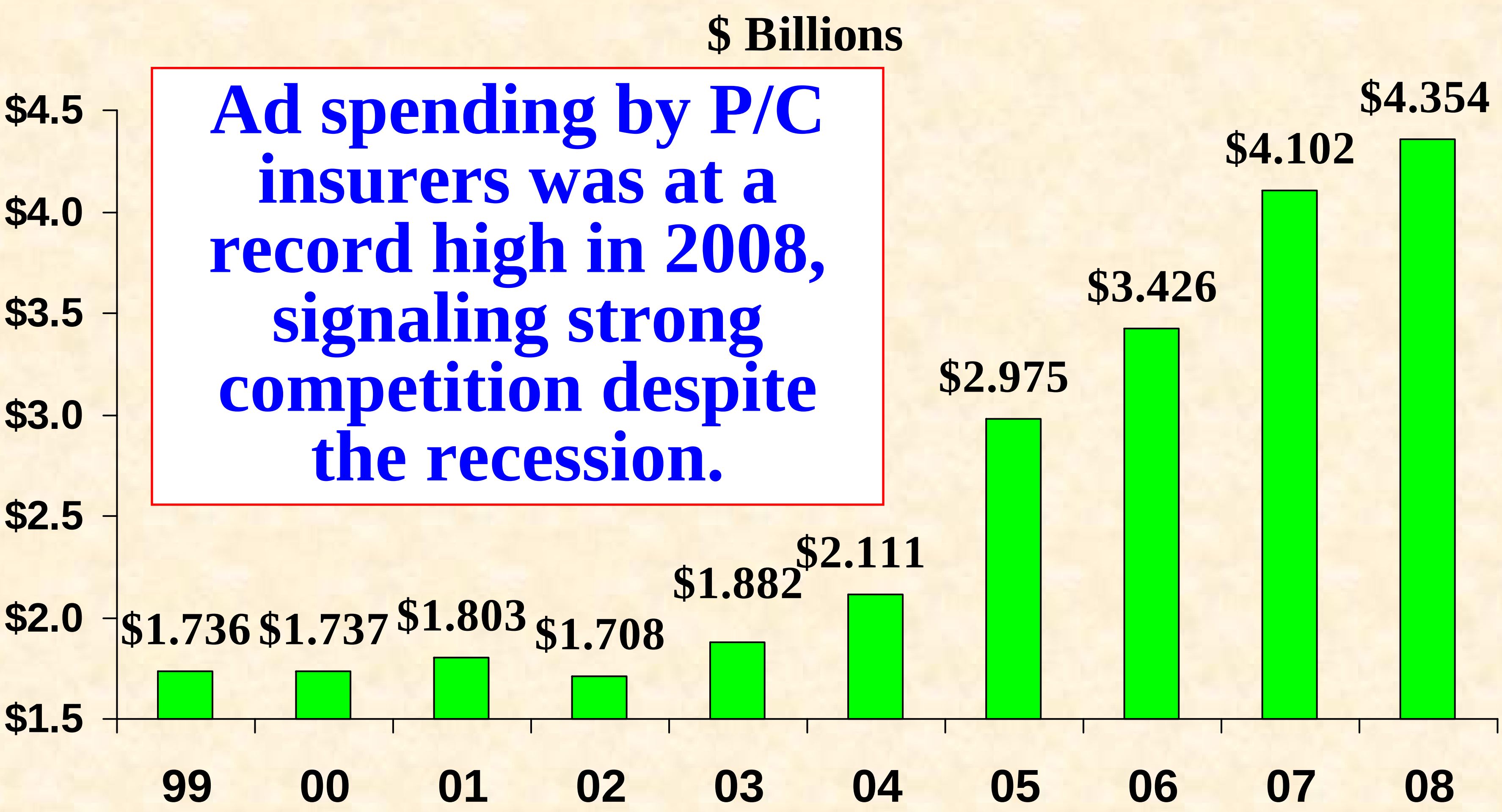


* 2008/9 figures are return on average statutory surplus. Excludes mortgage and financial guarantee insurers.

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

Advertising Trends

Advertising Expenditures by P/C Insurance Industry, 1999-2008

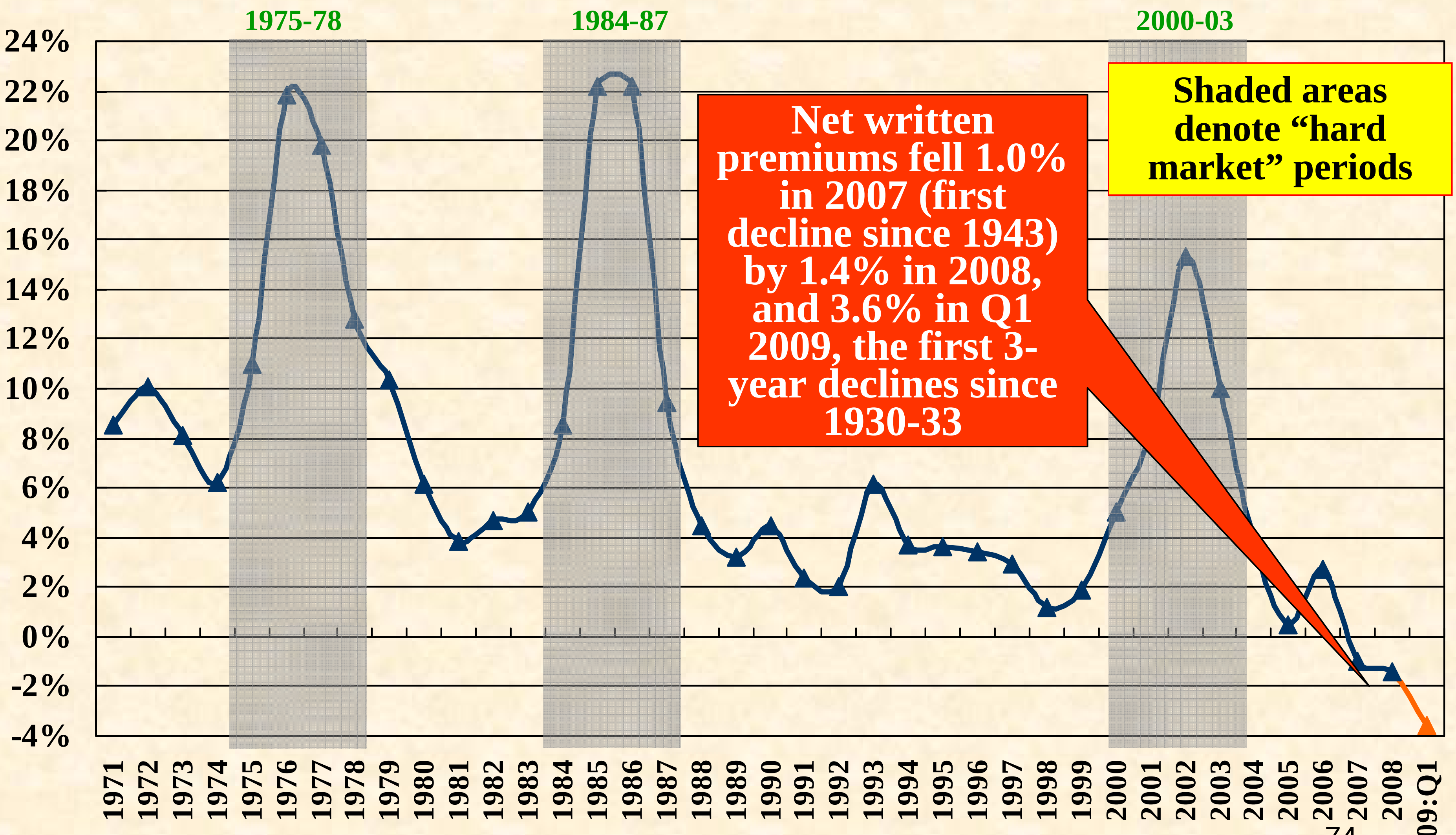


Source: Insurance Information Institute from consolidated P/C Annual Statement data.

P/C Premium Growth

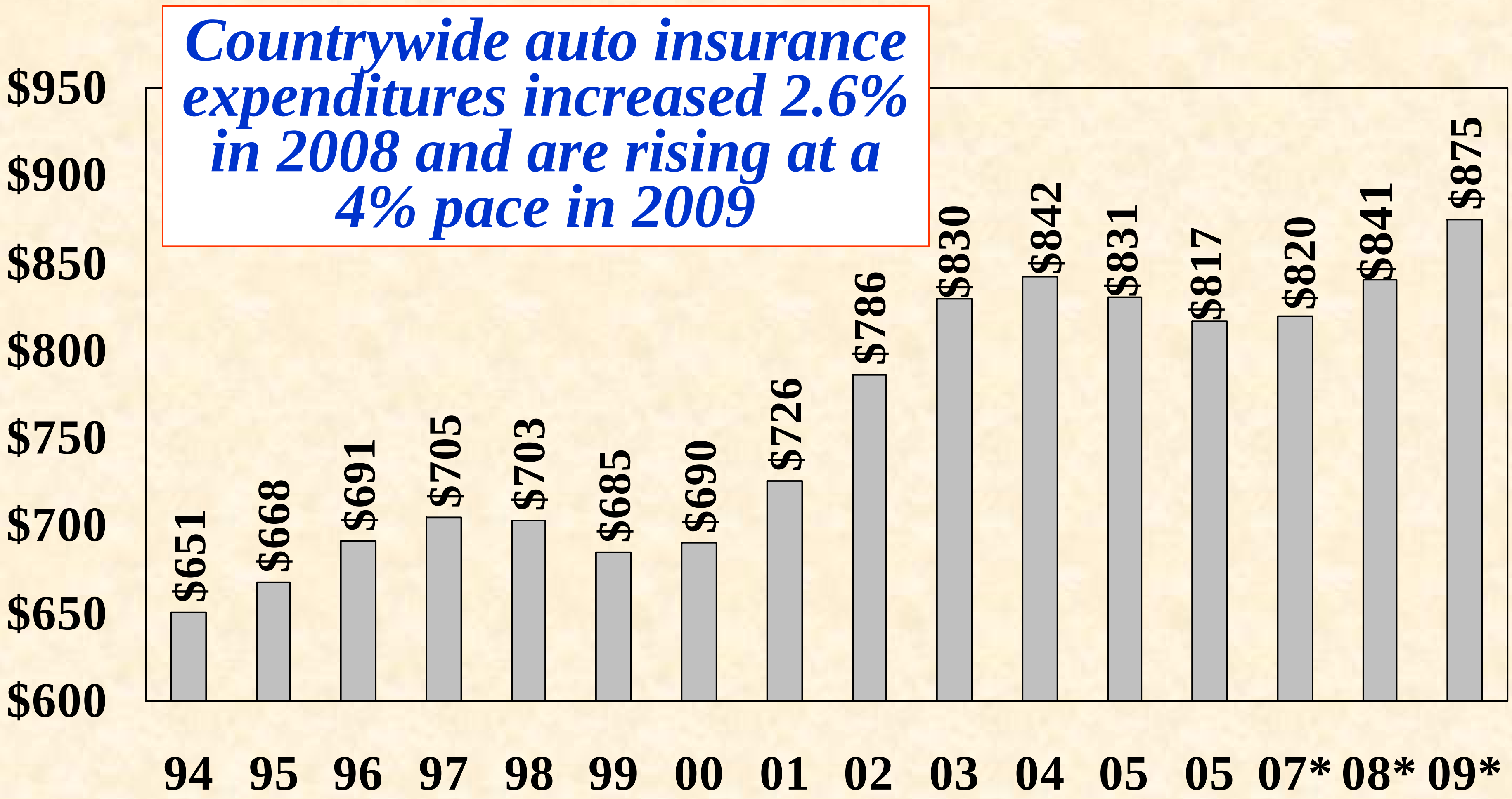
Primarily Driven by the Industry's Underwriting Cycle, Not the Economy

Strength of Recent Hard Markets by NWP Growth



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

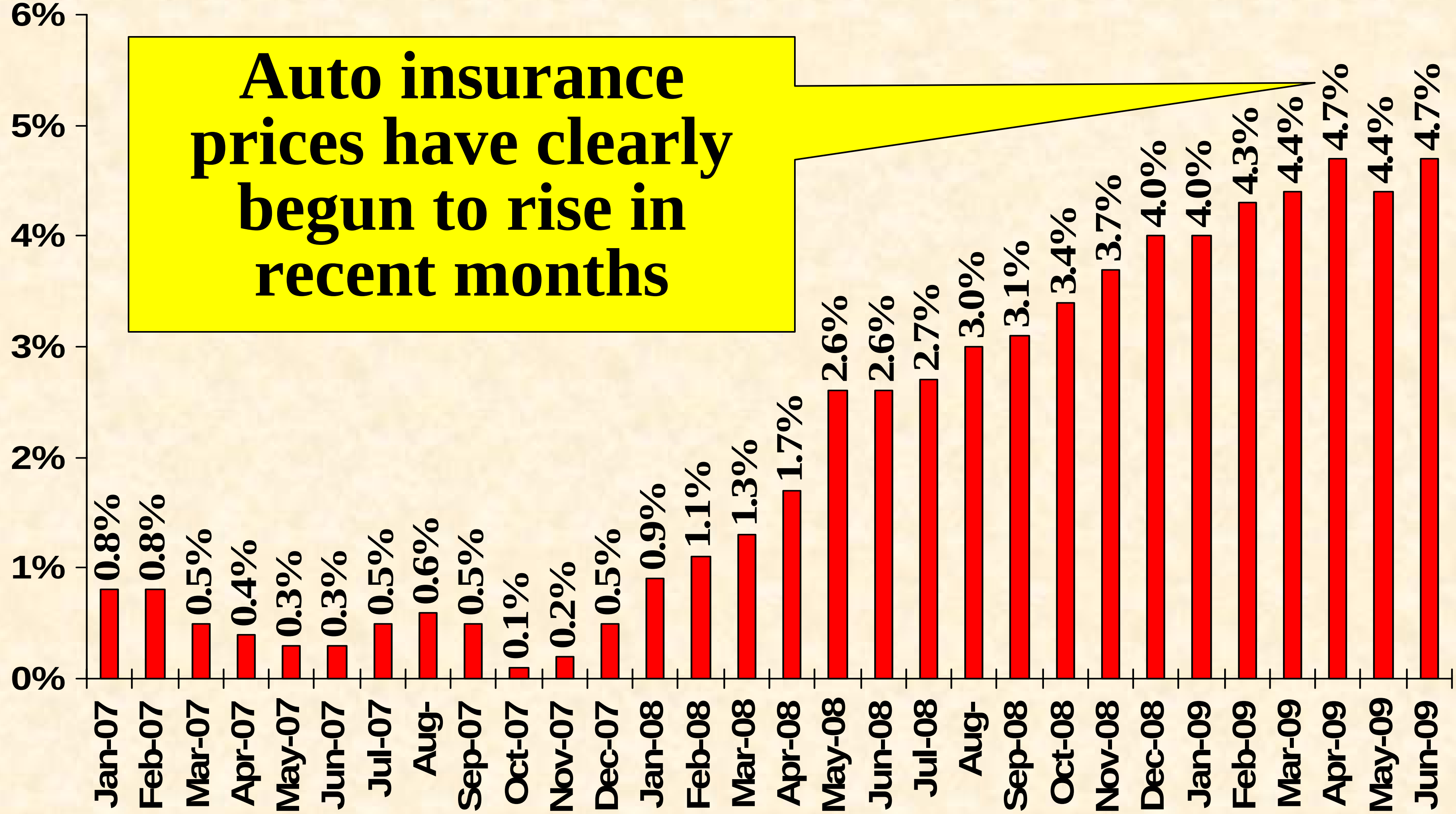
Average Expenditures on Auto Insurance



*Insurance Information Institute Estimates/Forecasts

Source: NAIC, Insurance Information Institute estimates 2007-2009 based on CPI data.

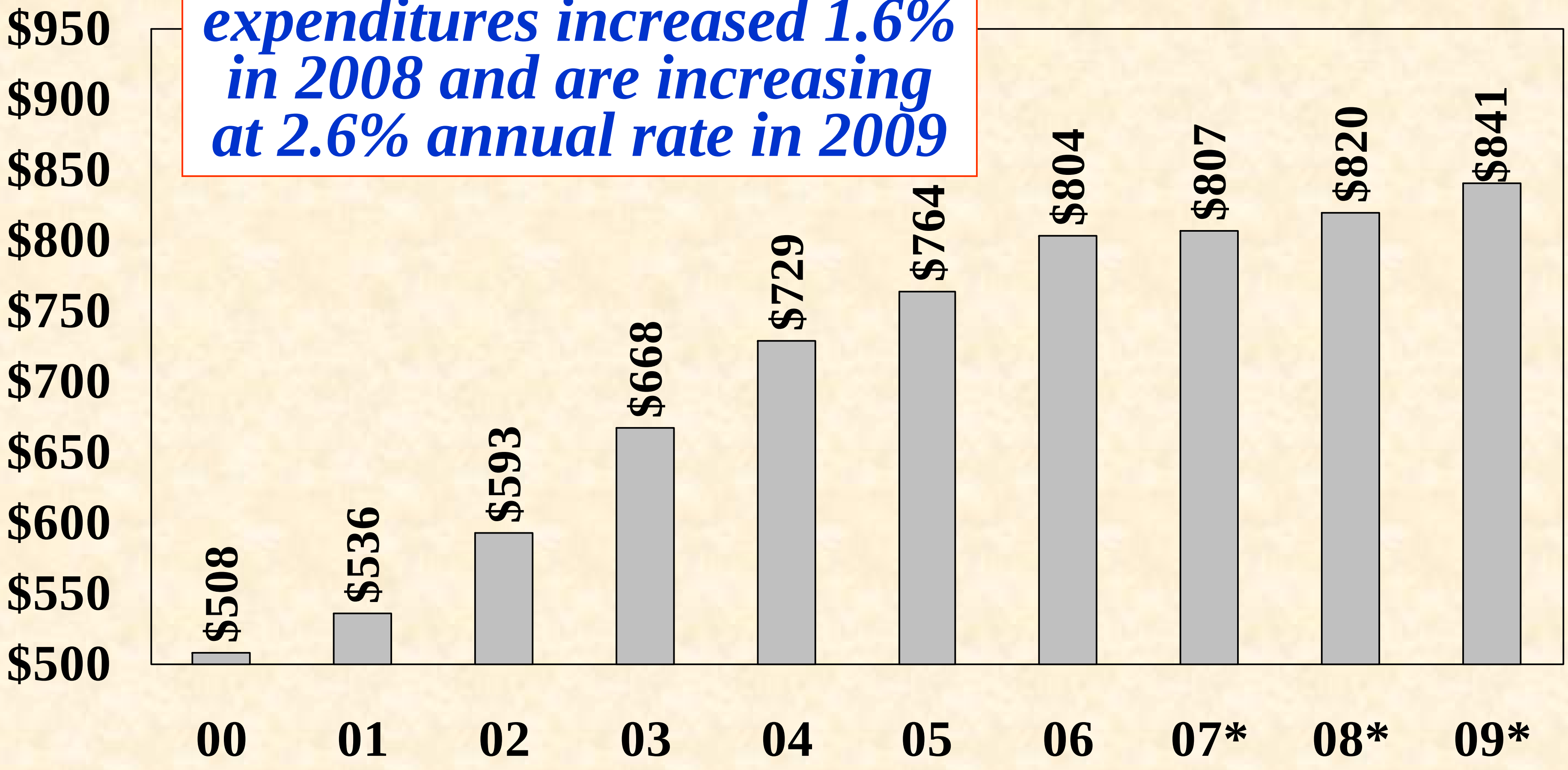
*Monthly Change in Auto Insurance Prices**



***Percentage change from same month in prior year.**
Source: US Bureau of Labor Statistics

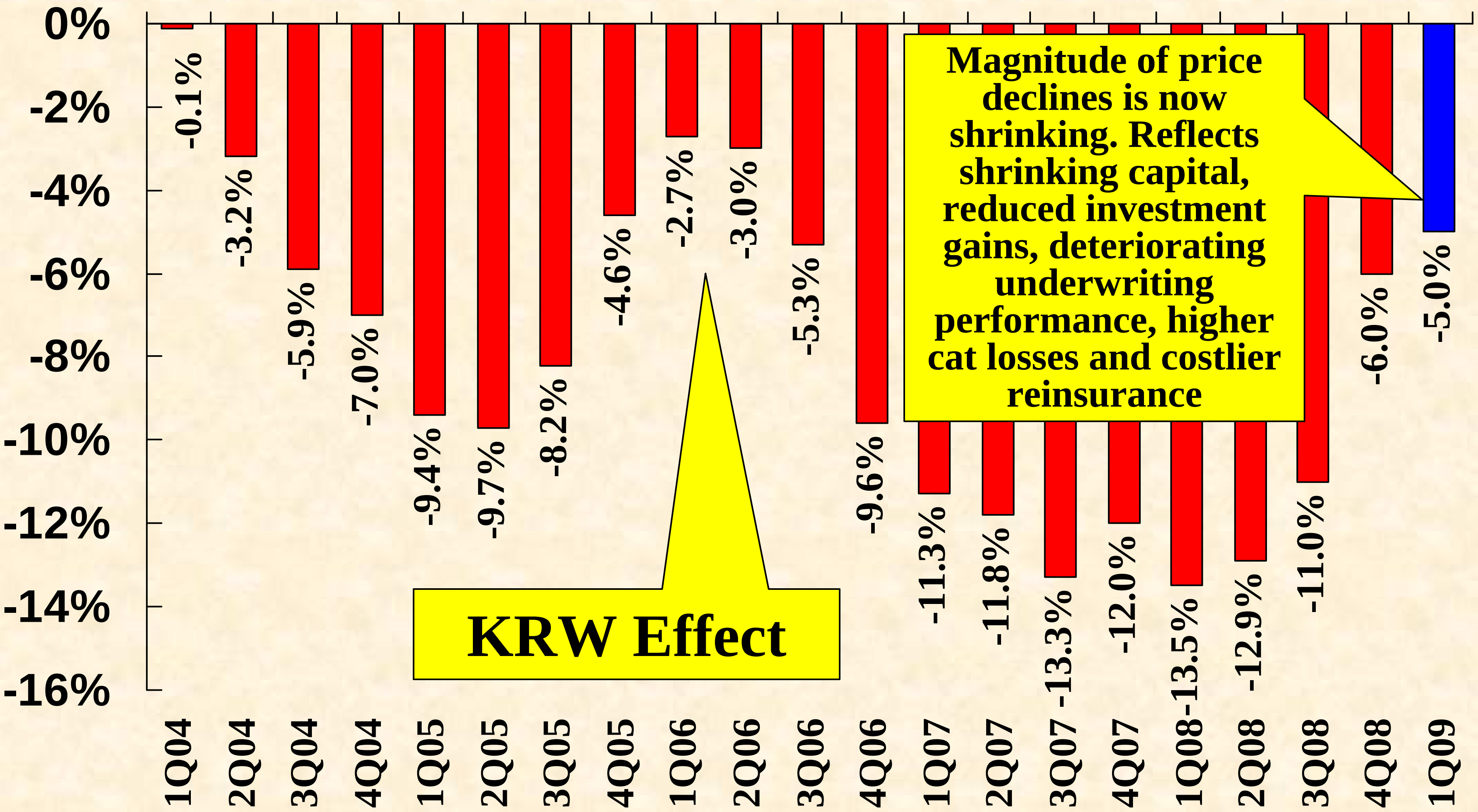
*Average Premium for Home Insurance Policies***

Countrywide auto insurance expenditures increased 1.6% in 2008 and are increasing at 2.6% annual rate in 2009



***Insurance Information Institute Estimates/Forecasts **Excludes state-run insurers.**
Source: NAIC, Insurance Information Institute estimates 2007-2009 based on CPI data.

Average Commercial Rate Change, All Lines, (1Q:2004 – 1Q:2009)

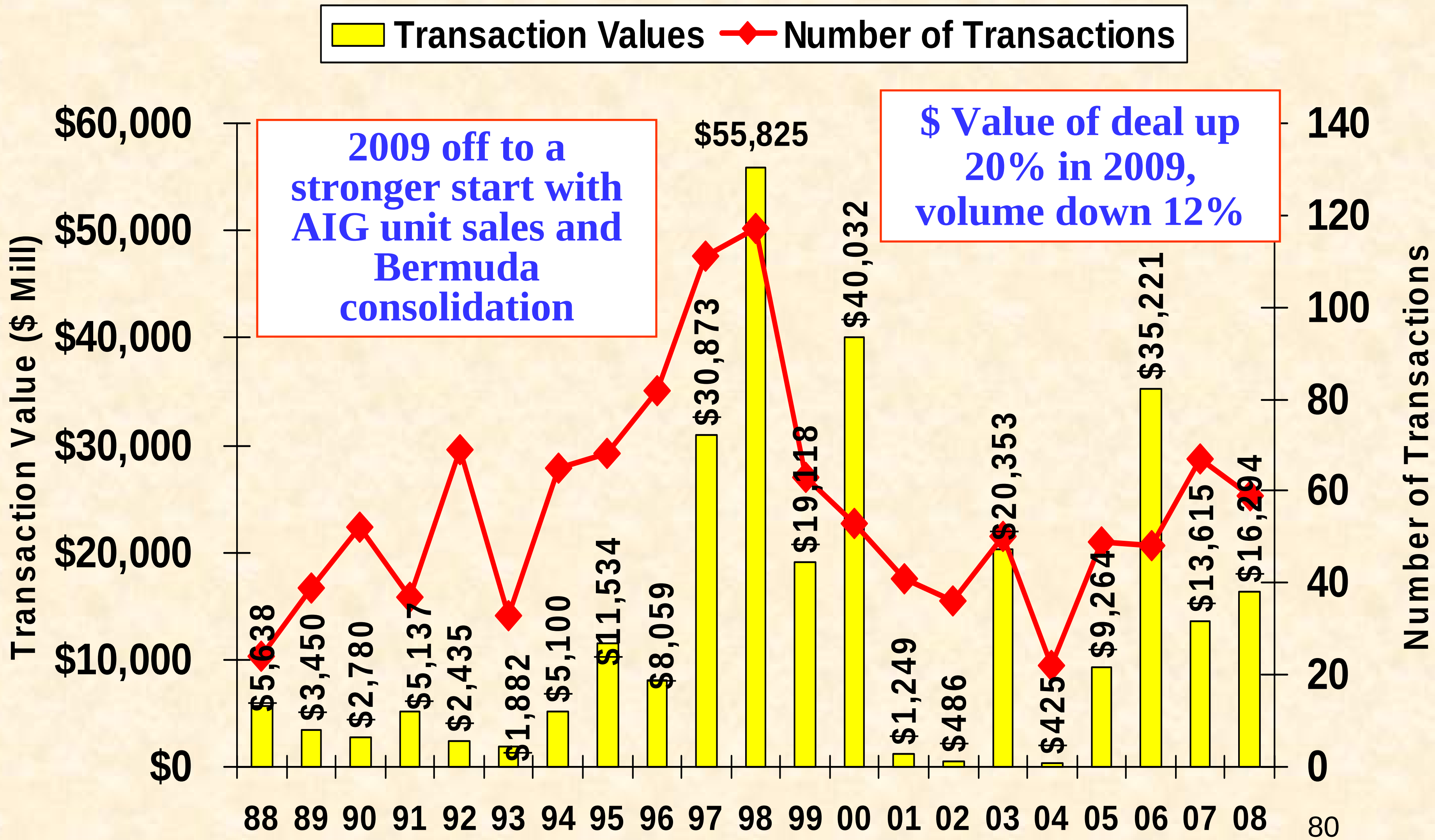


Source: Council of Insurance Agents & Brokers; Insurance Information Institute

Merger & Acquisition

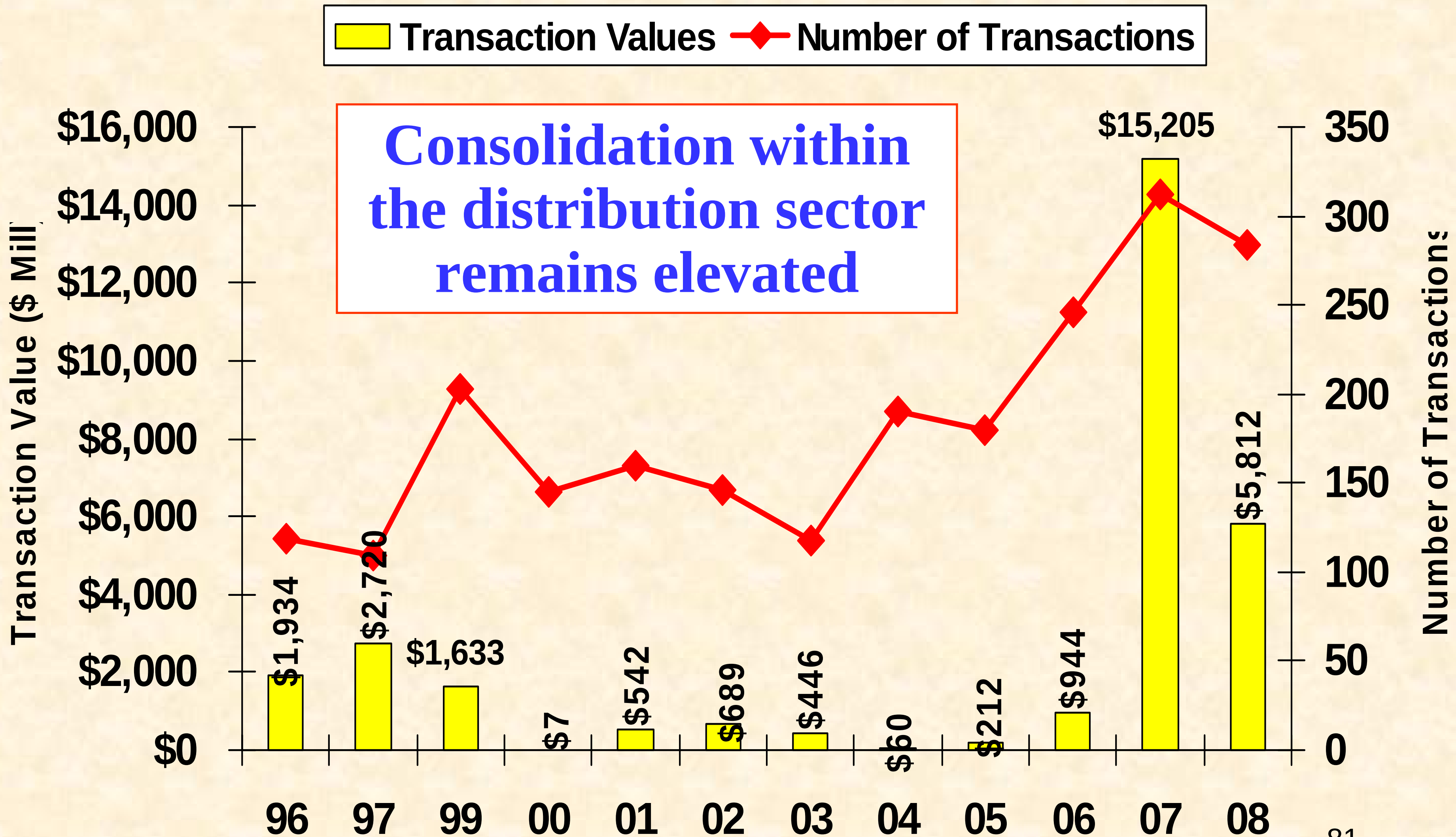
Barriers to Consolidation Will Diminish in 2009/10

P/C Insurance-Related M&A Activity, 1988-2008



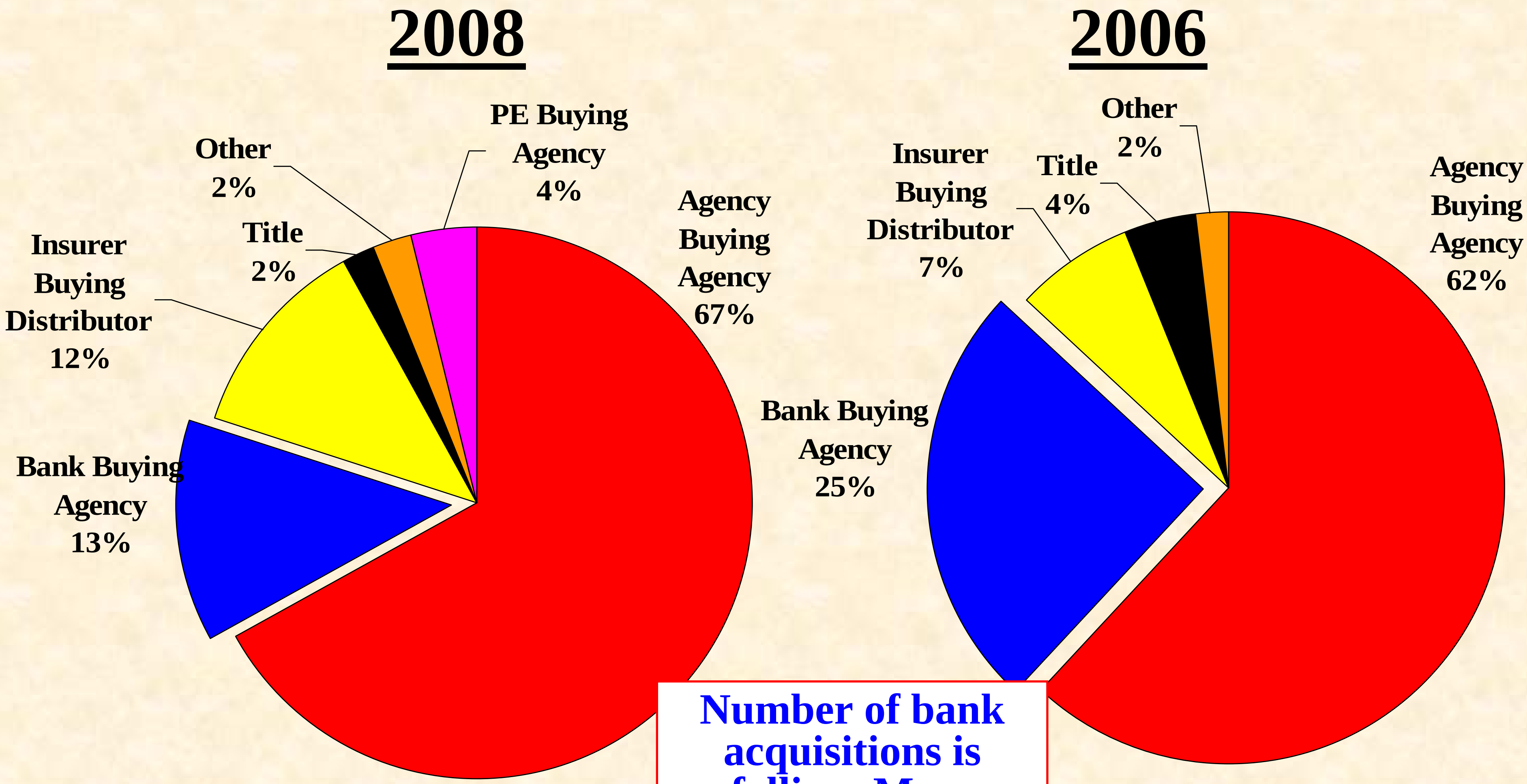
Source: Conning Research & Consulting.

Distribution Sector: Insurance-Related M&A Activity, 1988-2008



Source: Conning Research & Consulting.

Distribution Sector M&A Activity, 2008 vs. 2006



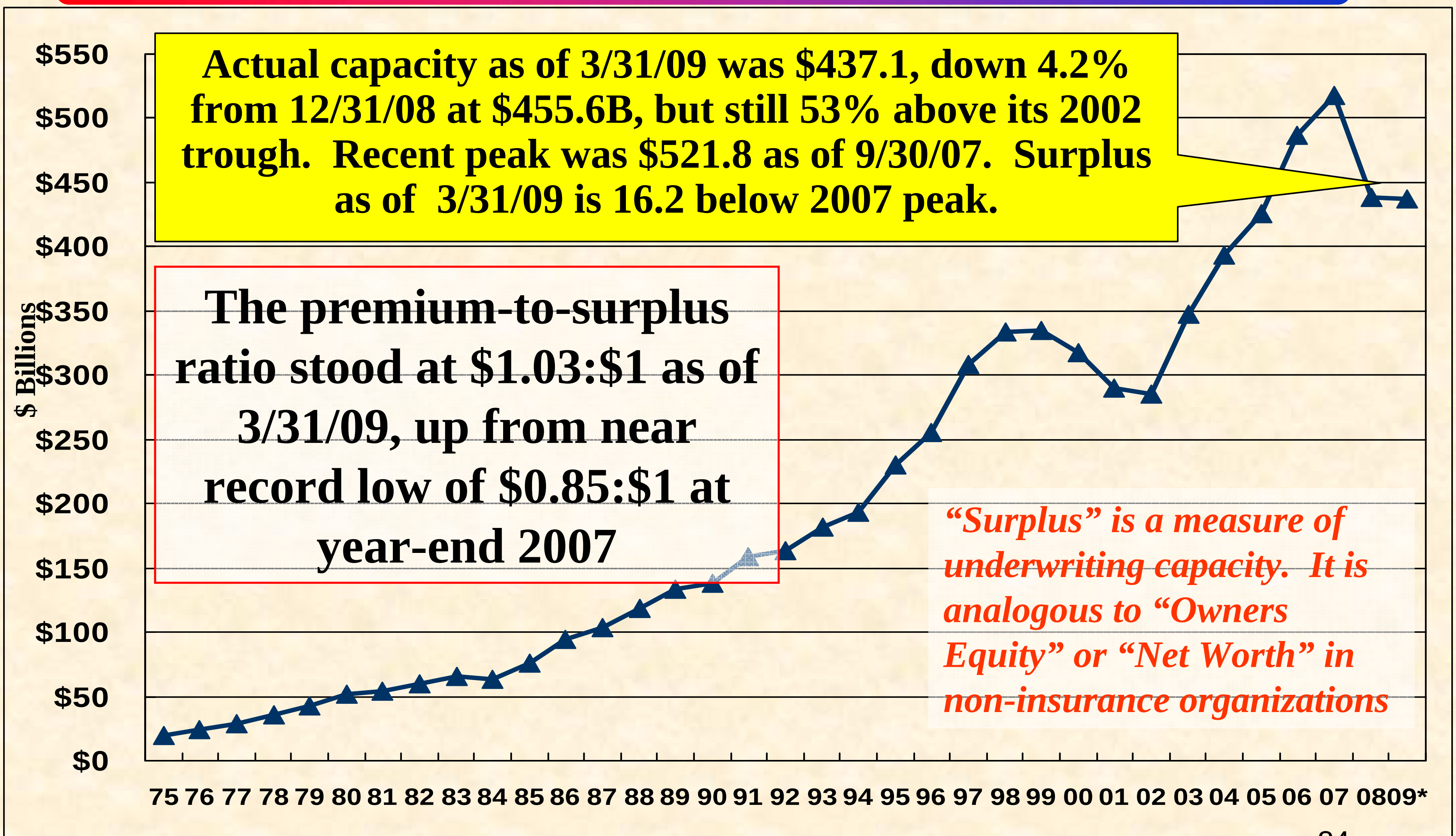
Number of bank acquisitions is falling; More private equity interest

Source: Conning Research & Consulting

Capital/ Policyholder Surplus

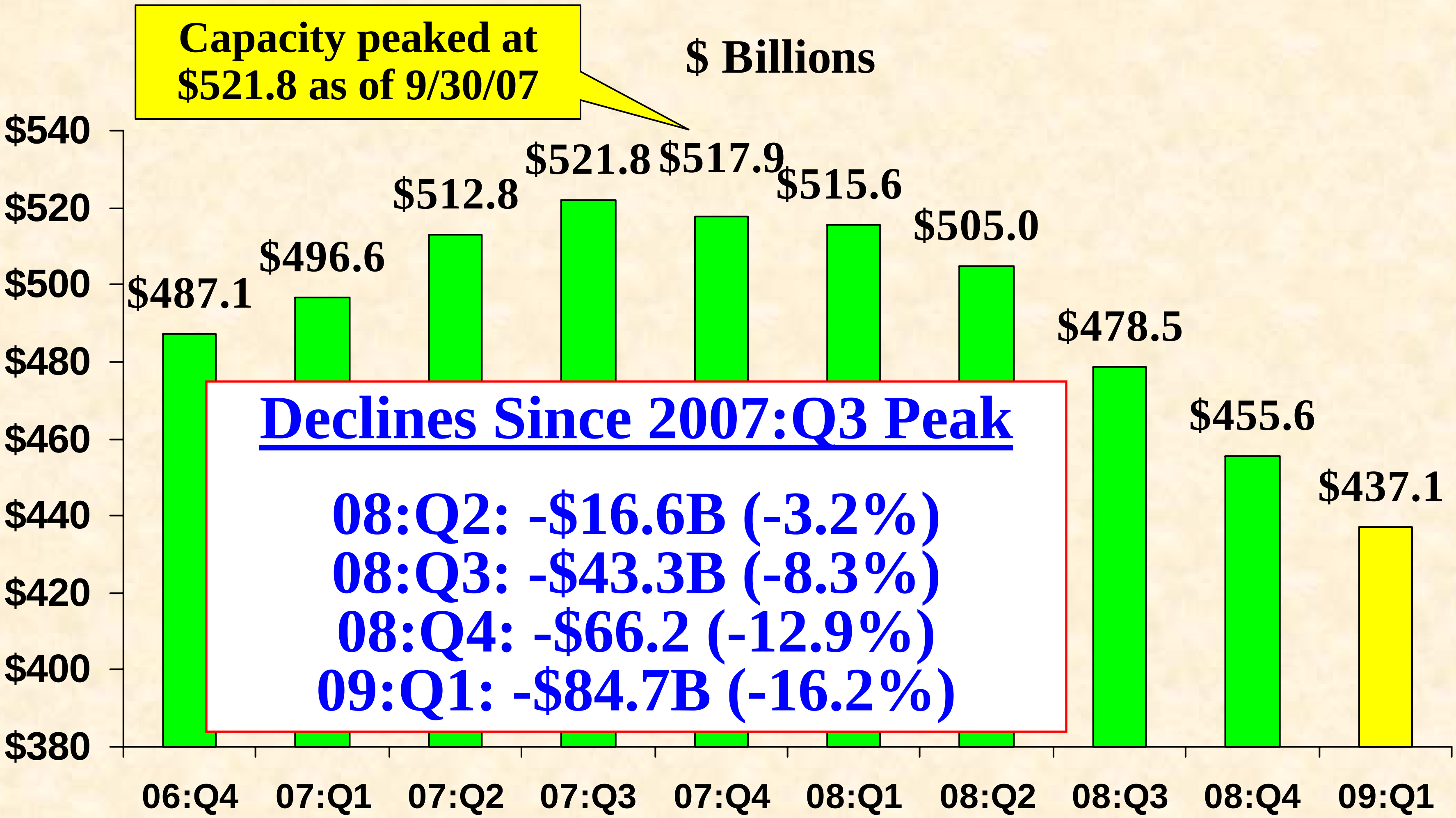
Shrinkage, but Capital is Within Historic Norms

*U.S. Policyholder Surplus: 1975-2009:Q1**



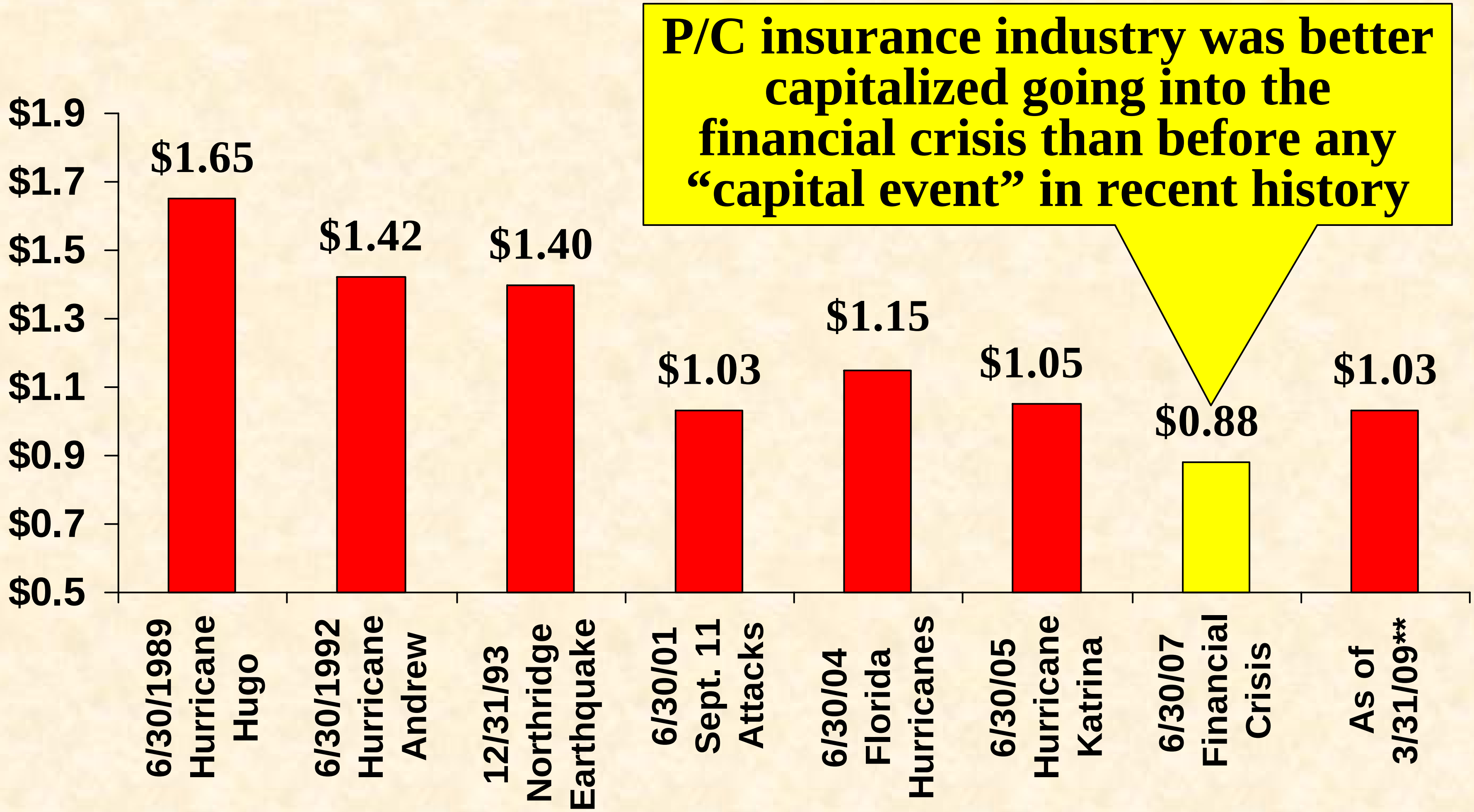
Source: A.M. Best, ISO, Insurance Information Institute. *As of 3/31/09

Policyholder Surplus,
2006:Q4 – 2009:Q1



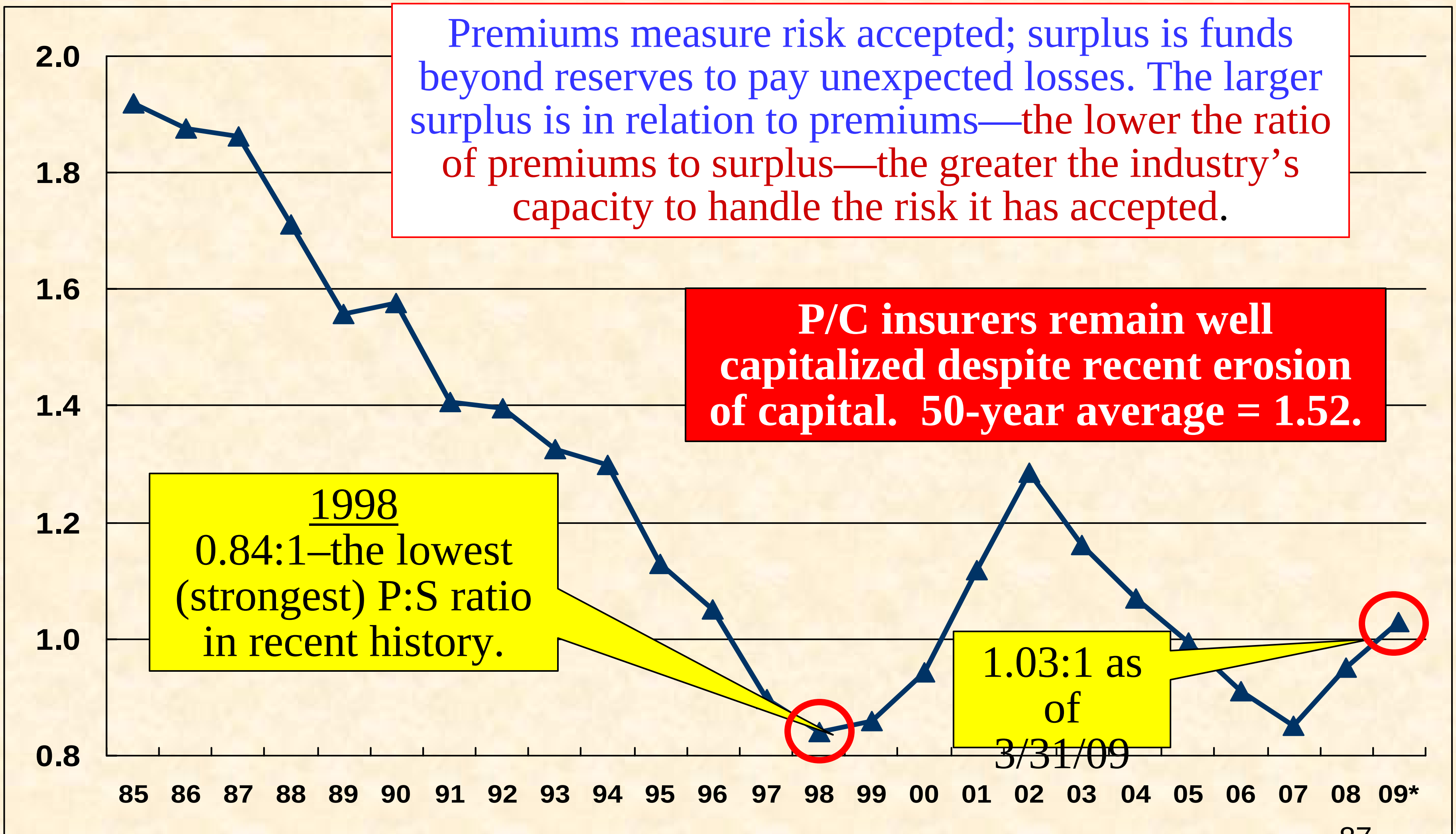
Source: ISO.

*Premium-to-Surplus Ratios Before Major Capital Events**



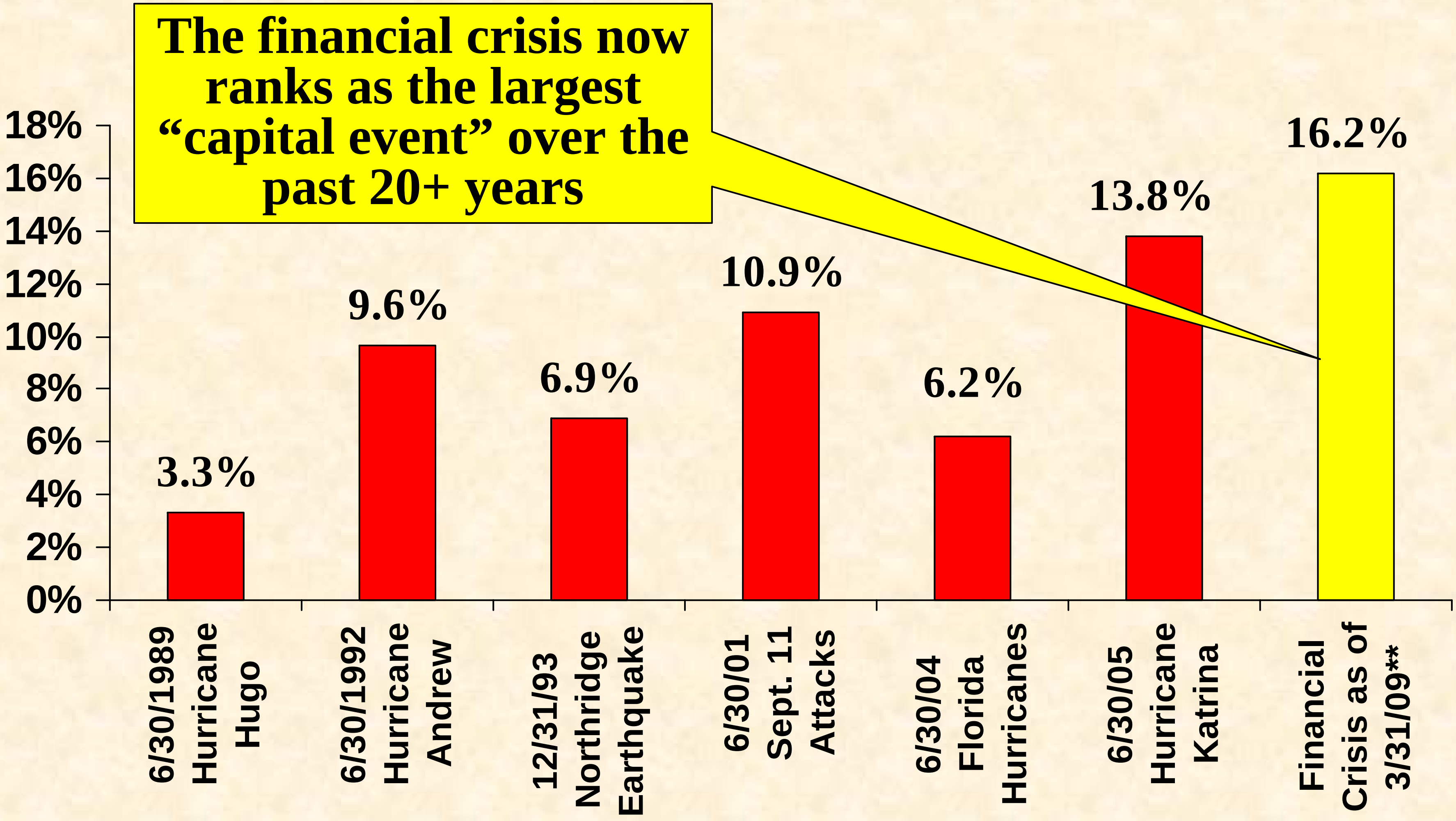
***Ratio is for end of quarter immediately prior to event. Date shown is end of quarter prior to event.**
****Latest available**
Source: PCS; Insurance Information Institute.

U.S. P/C Industry Premiums-to-Surplus Ratio: 1985-2009:Q1



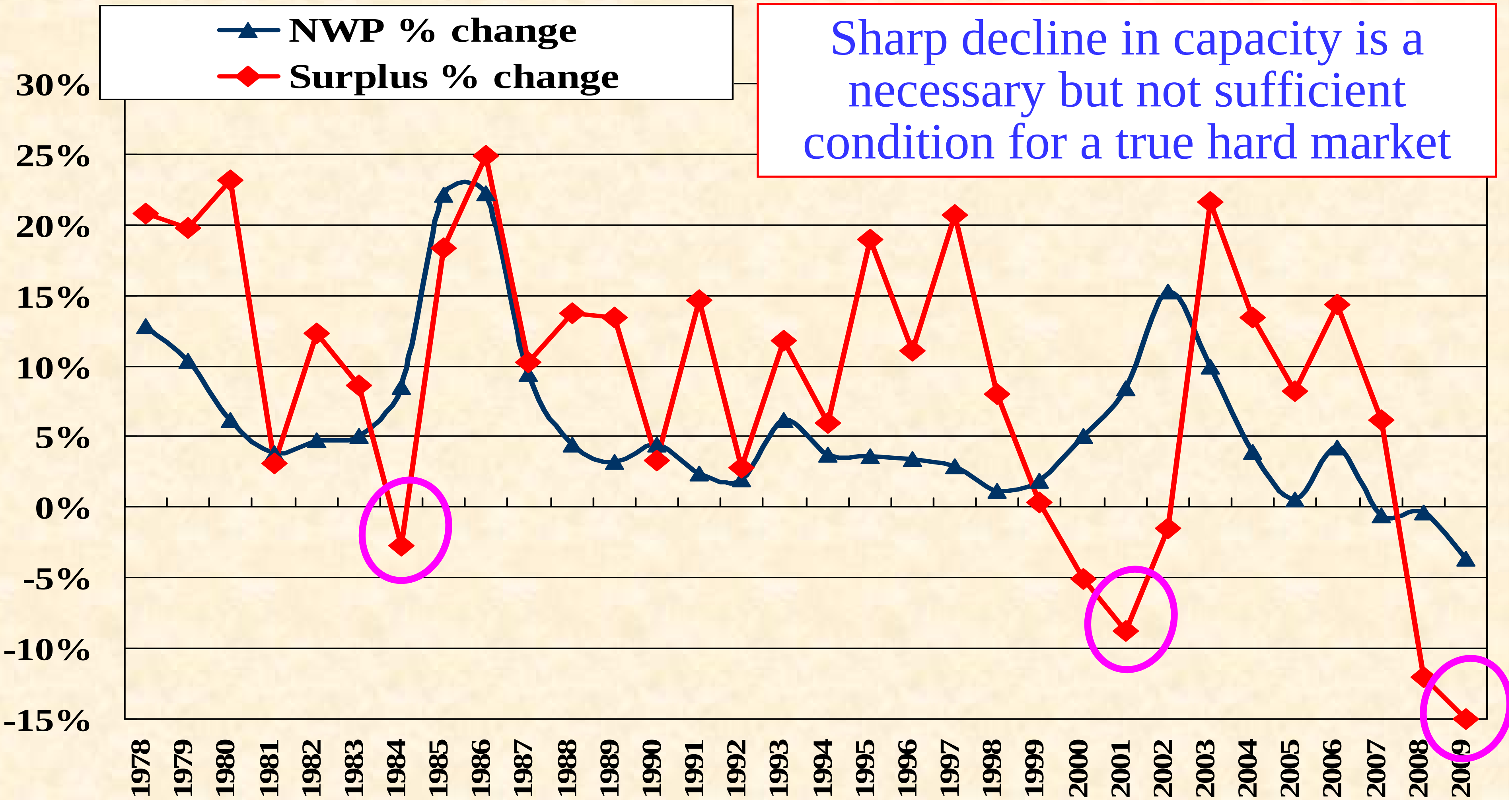
Sources: A.M. Best, ISO, Insurance Information Institute *As of 3/31/09.

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



***Ratio is for end-of-quarter surplus immediately prior to event. Date shown is end of quarter prior to event.**
****Latest available**
Source: PCS; Insurance Information Institute.

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



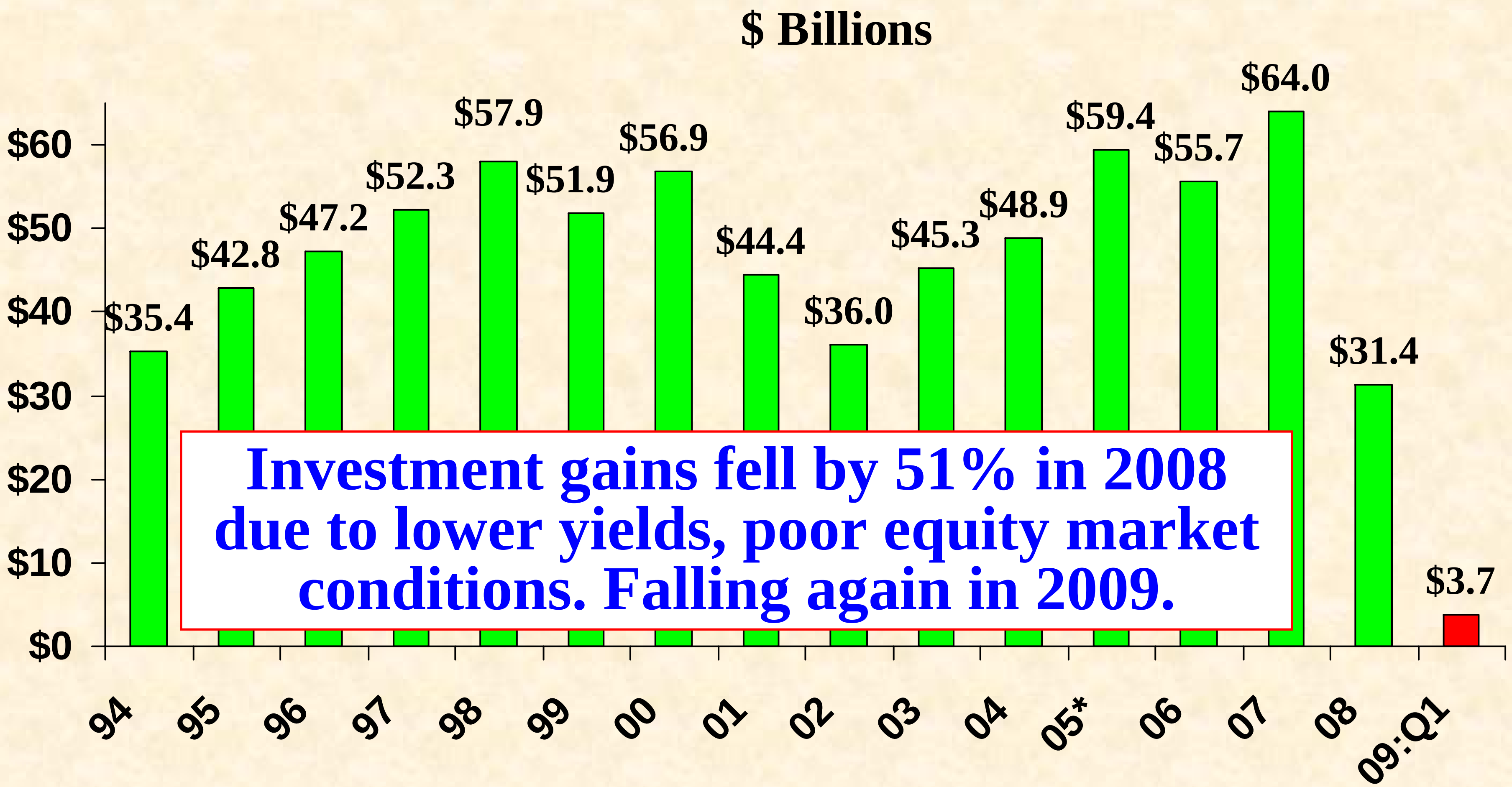
*2009 NWP and Surplus figures are % changes for Q1:09 vs Q1:08

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

Investment Performance

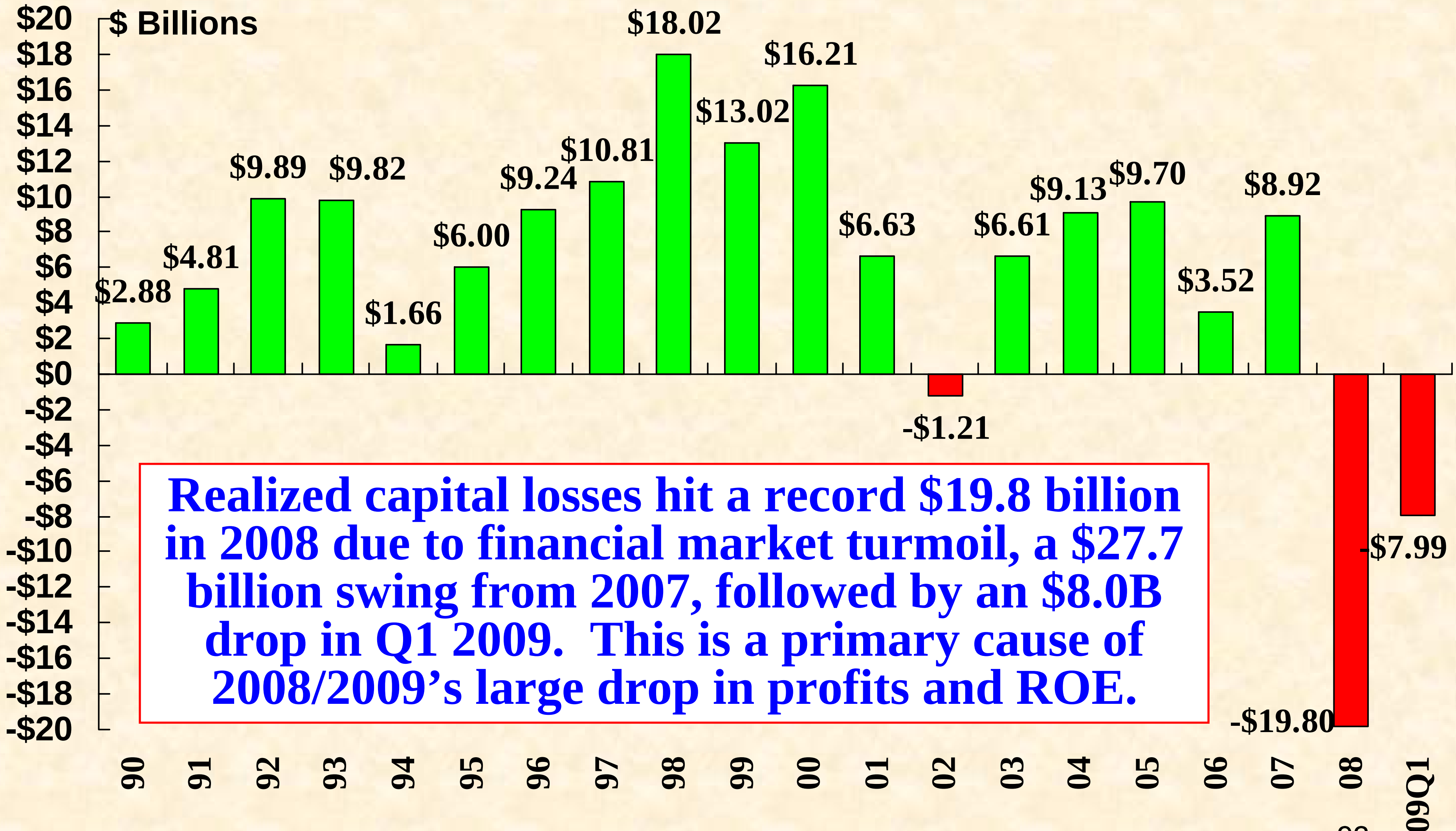
Investments are the Principle Source of Declining Profitability

Property/Casualty Insurance Industry Investment Gain:1994- 2009:Q1[1]



[1]Investment gains consist primarily of interest, stock dividends and realized capital gains and losses.
2006 figure consists of $52.3B net investment income and $3.4B realized investment gain.
***2005 figure includes special one-time dividend of $3.2B.**
Sources: ISO; Insurance Information Institute.

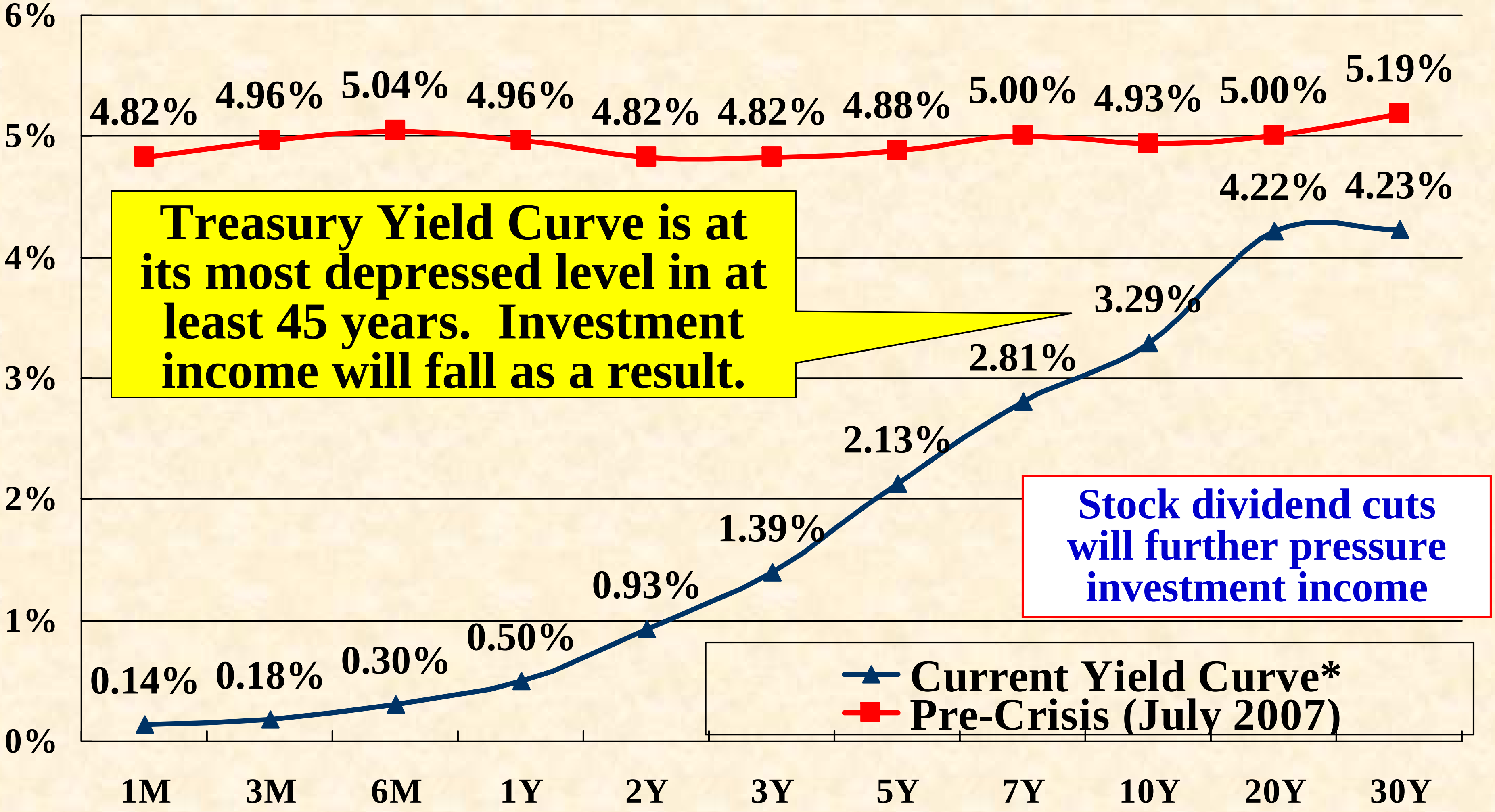
P/C Insurer Net Realized Capital Gains, 1990-2009:Q1



Realized capital losses hit a record $19.8 billion in 2008 due to financial market turmoil, a $27.7 billion swing from 2007, followed by an $8.0B drop in Q1 2009. This is a primary cause of 2008/2009's large drop in profits and ROE.

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

Treasury Yield Curves: Pre-Crisis vs. Current*



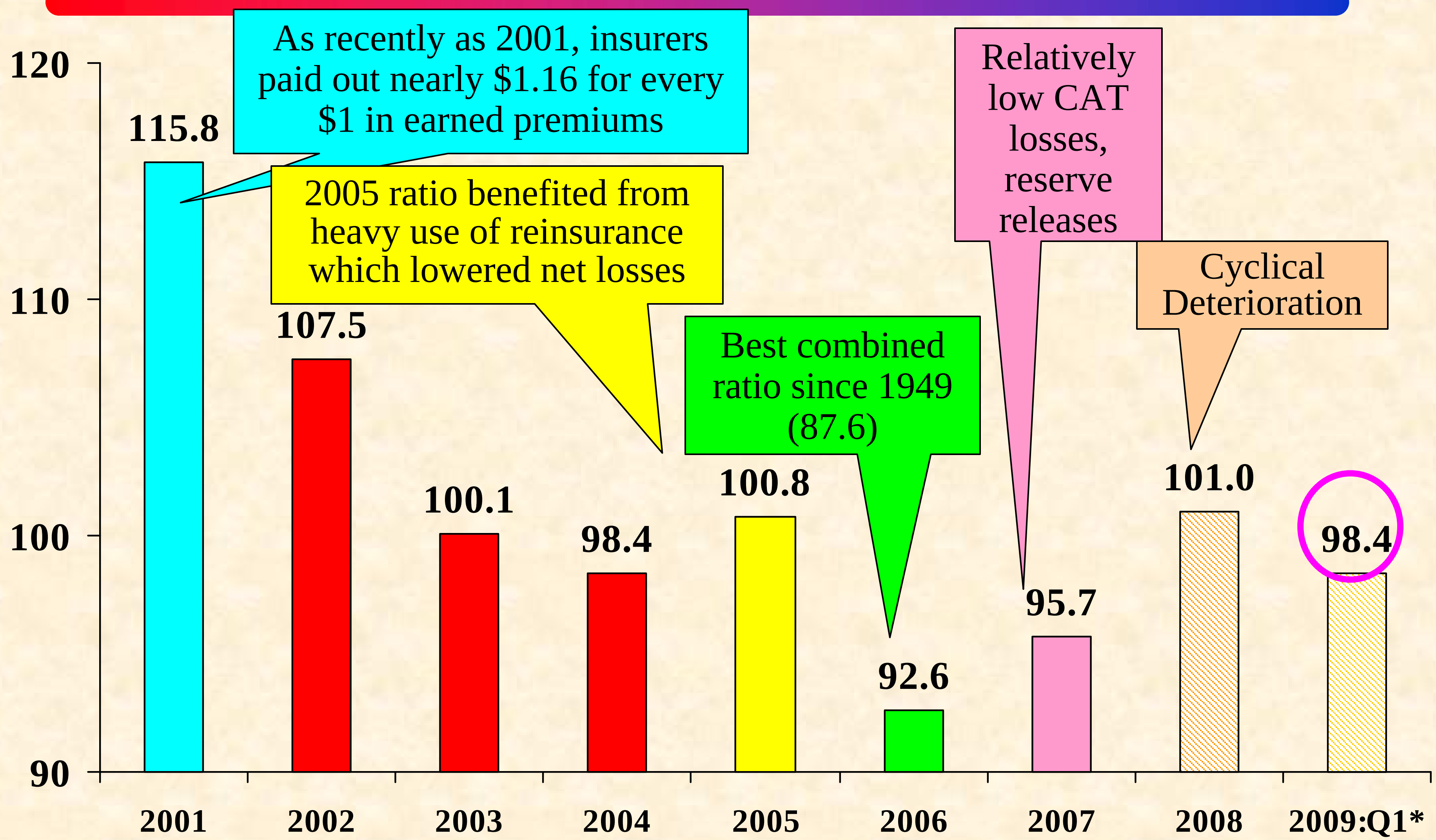
*May 2009.

Sources: Federal Reserve; Insurance Information Institute.

Underwriting Trends

Financial Crisis Does *Not* Directly Impact Underwriting Performance: Cycle, Catastrophes Were 2008's Drivers

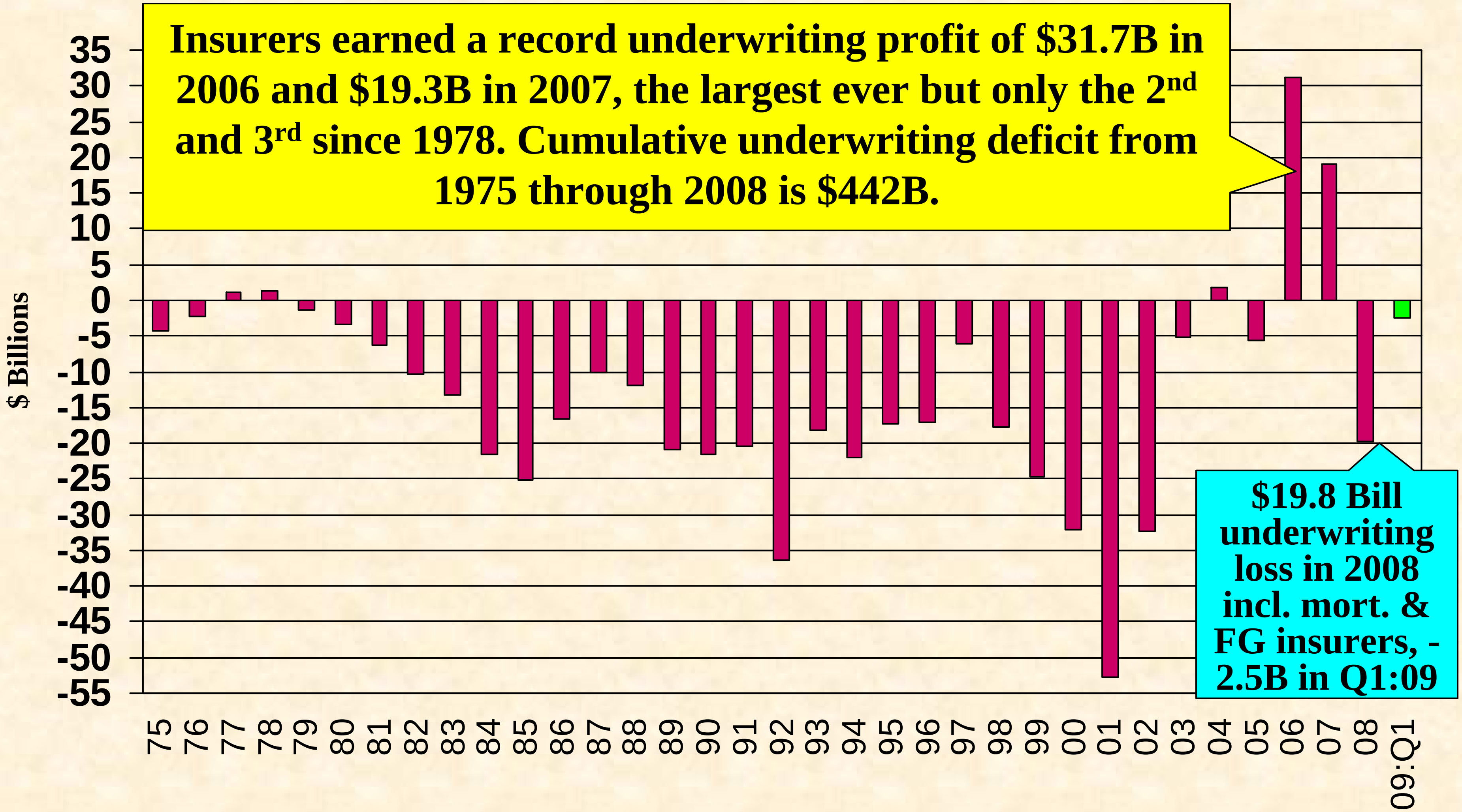
P/C Insurance Industry Combined Ratio, 2001-2009:Q1*



*Excludes Mortgage & Financial Guarantee insurers in 2008/09. Including M&FG, 2008=105.1, 2009=102.2

Sources: A.M. Best, ISO.

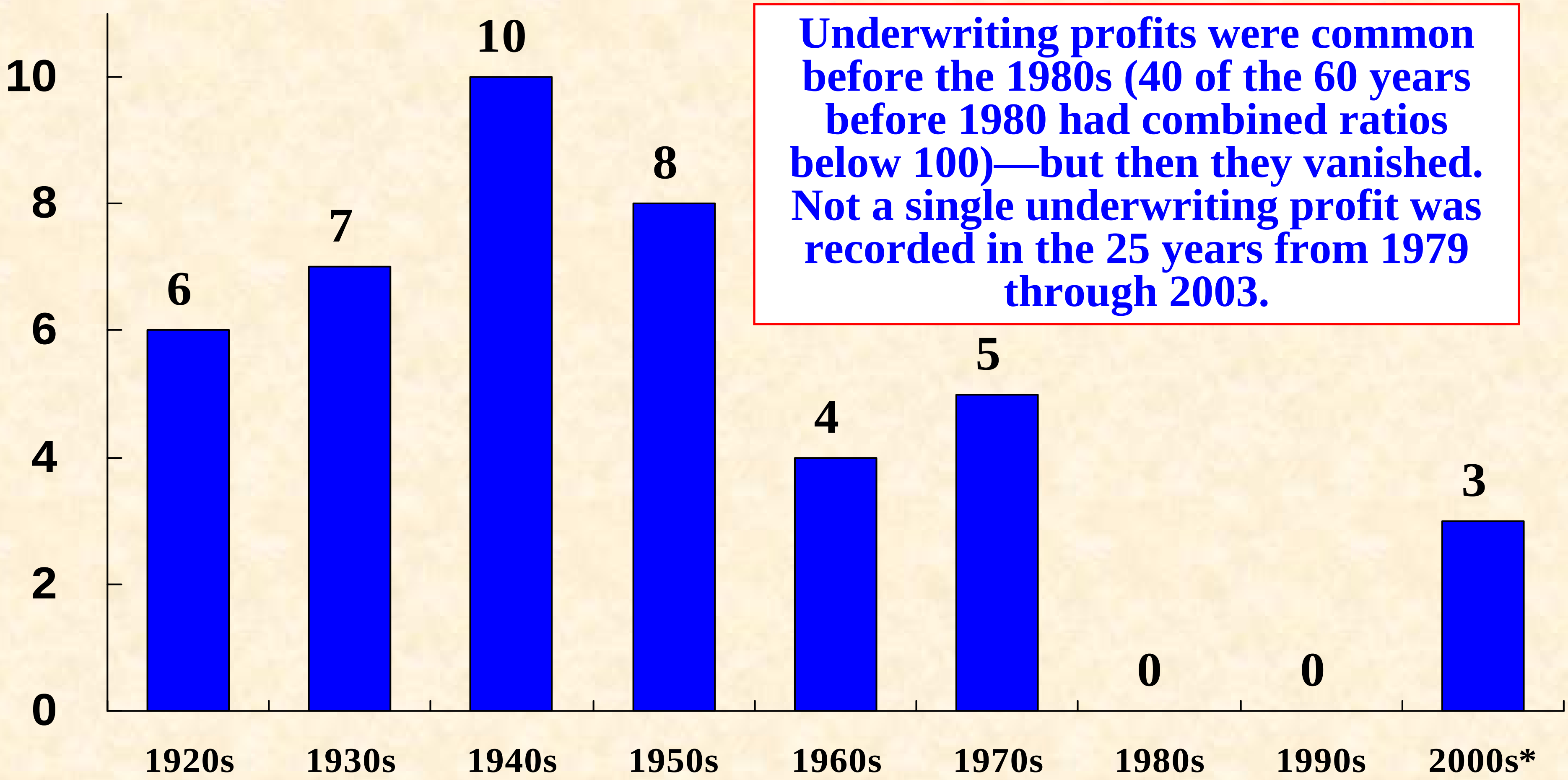
*Underwriting Gain (Loss) 1975-2009:Q1**



Source: A.M. Best, ISO; Insurance Information Institute * Includes mortgage & finl. guarantee insurers

Number of Years With Underwriting Profits by Decade, 1920s –2000s

Number of Years with Underwriting Profits

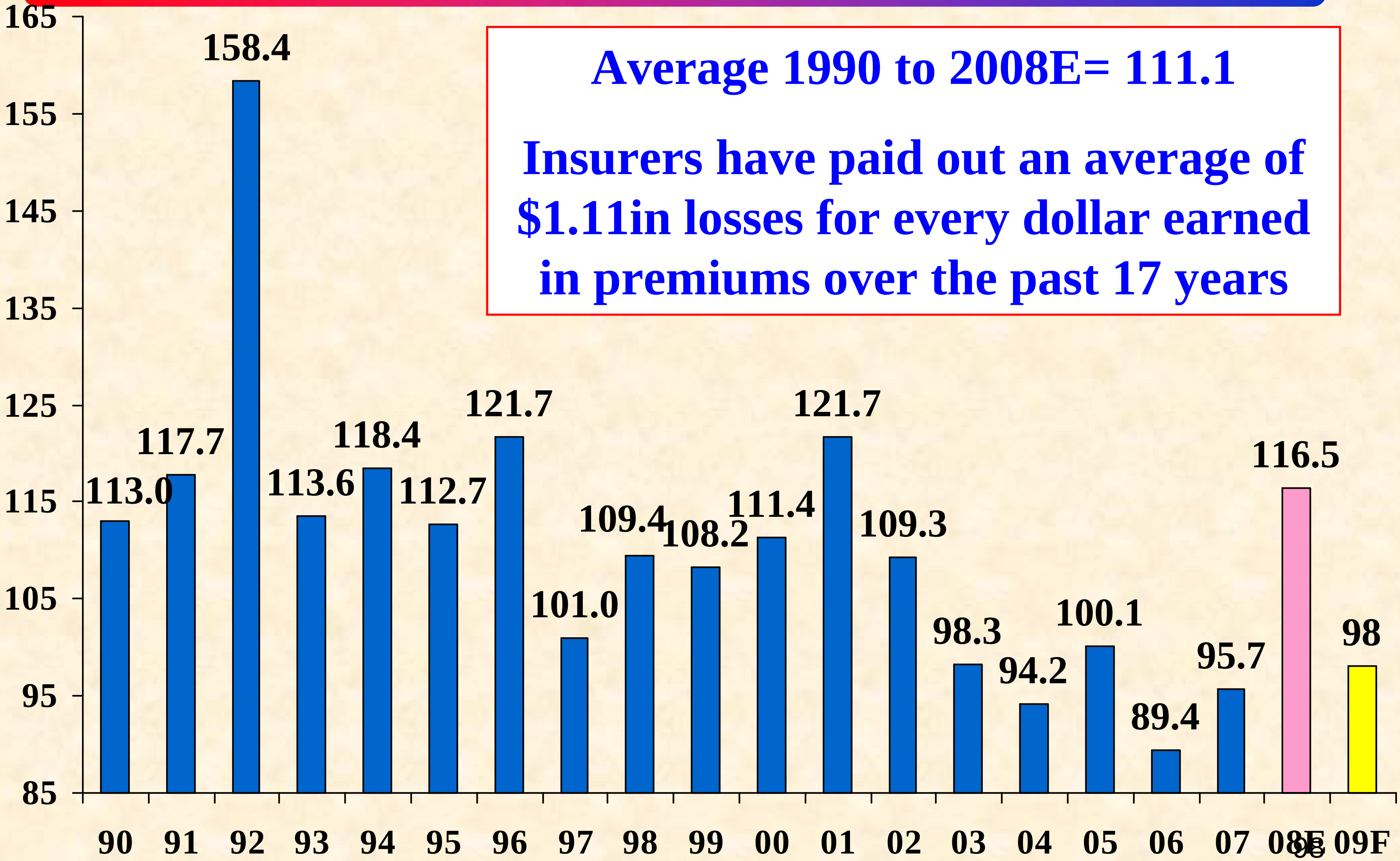


Note: Data for 1920 – 1934 based on stock companies only.

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

*2000 through 2008.

Homeowners Insurance Combined Ratio

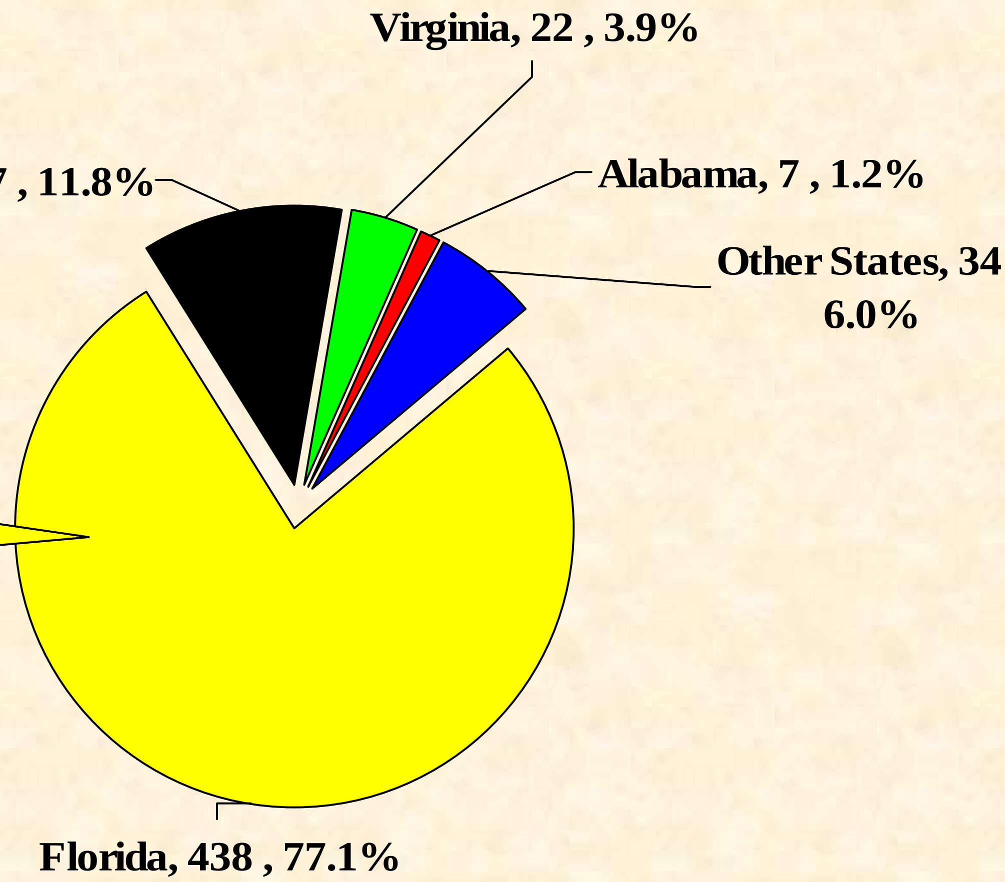


Sources: A.M. Best (historical and forecasts)

*Number and Percentage of Problem Chinese Drywall Reports by State**

Coverage for defective drywall is excluded under a standard homeowners insurance policy (construction defect and pollution exclusions apply and there is no covered cause of loss)

The vast majority of problem Chinese drywall was used in FL in the wake of the 2004/2005 hurricanes

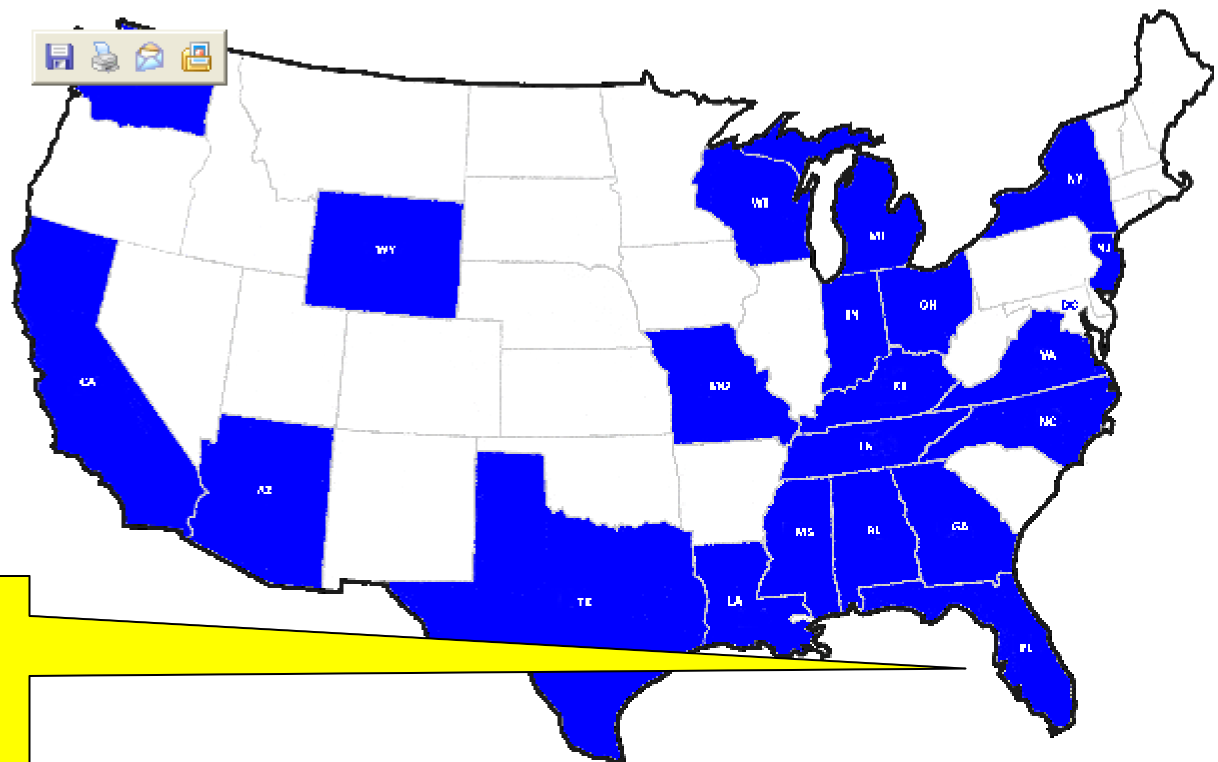


*** First report was received 12/22/08.**

Source: US Consumer Product Safety Commission, http://www.cpsc.gov/info/drywall/where.html accessed 7/16/09.

*States With Problem Chinese Drywall Reports**

As of July 16, 2009, the Consumer Product Safety Commission had received 608 reports of defective Chinese drywall from 21 states plus DC, 77% of those from FL

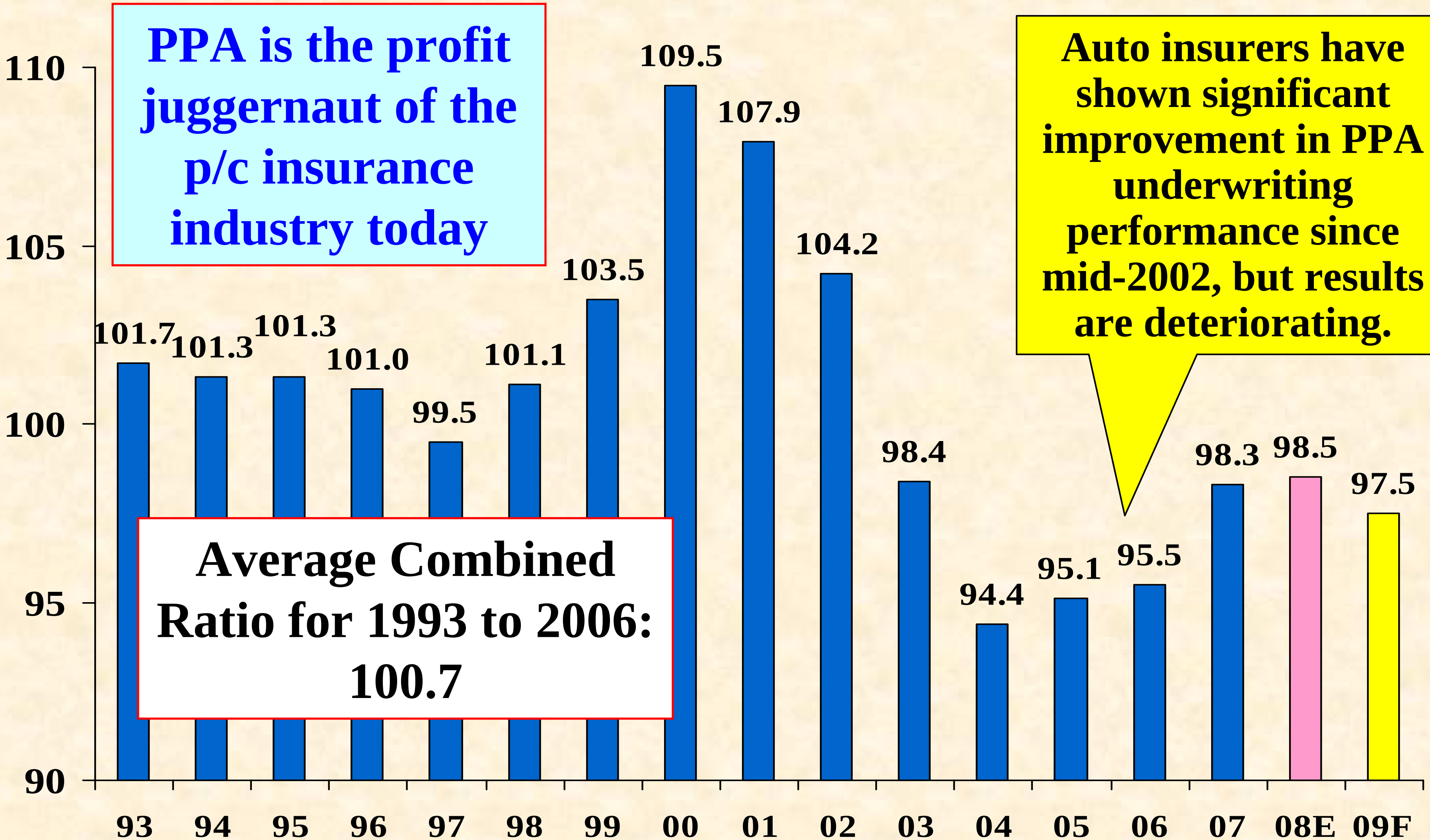


Most problems have arisen in hotter, more humid climates such as FL and LA

*** First report was received 12/22/08.**

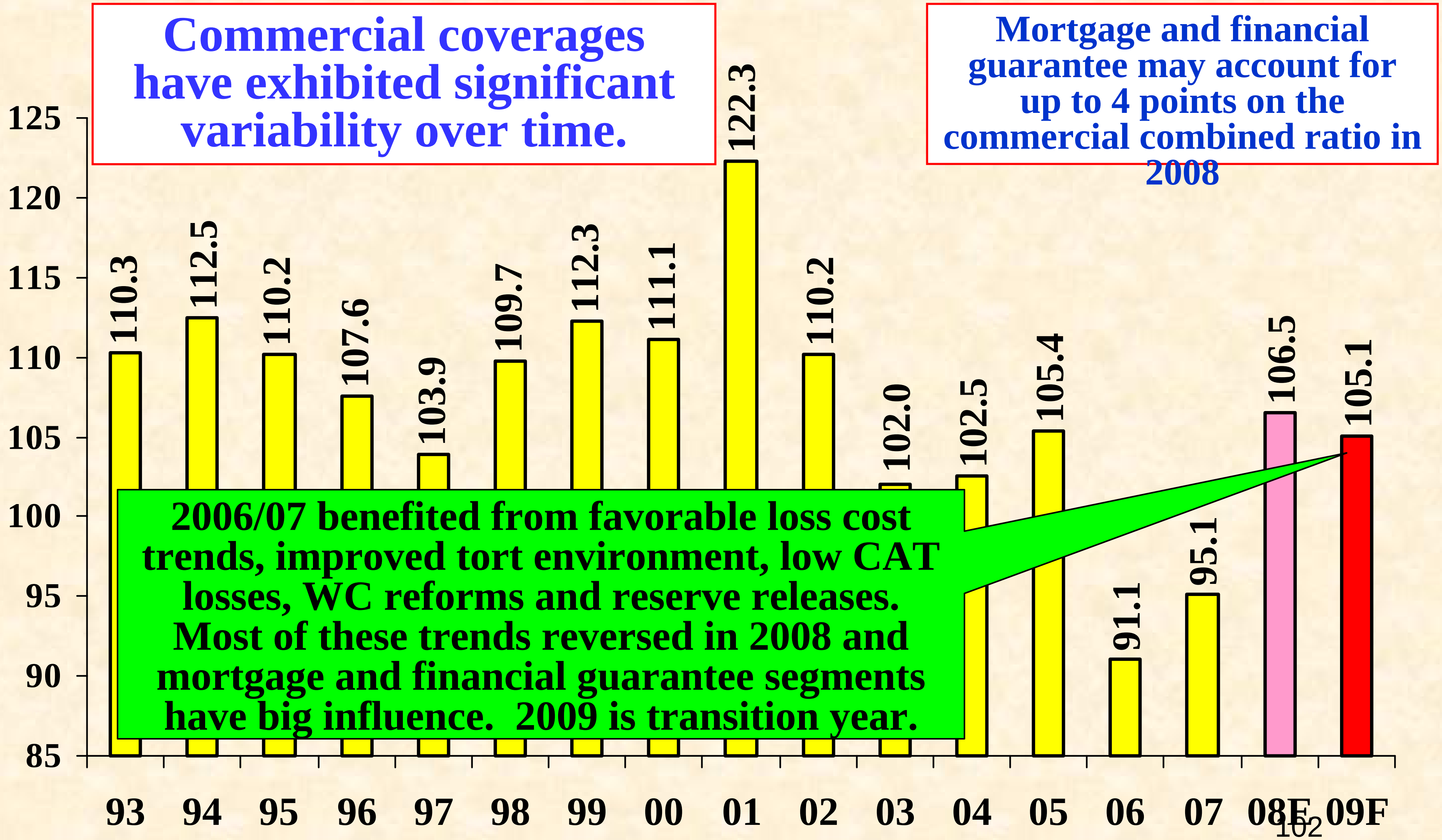
Source: US Consumer Product Safety Commission, http://www.cpsc.gov/info/drywall/where.html accessed 7/16/09.

Private Passenger Auto (PPA) Combined Ratio



Sources: A.M. Best (historical and forecasts)

Commercial Lines Combined Ratio, 1993-2009F

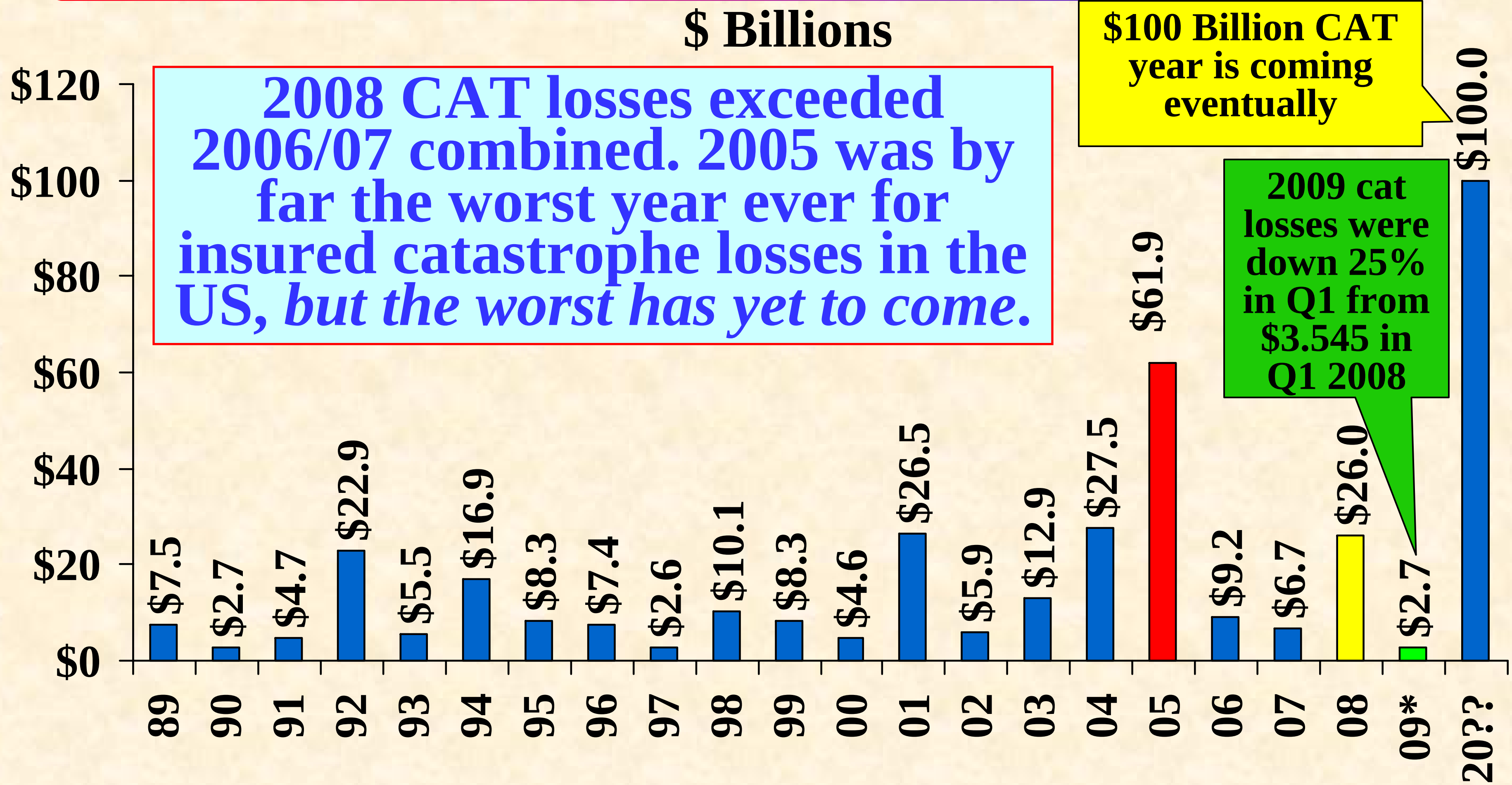


Sources: A.M. Best (historical and forecasts)

Catastrophic Loss

Catastrophe Losses Trends Are Trending Adversely

U.S. Insured Catastrophe Losses

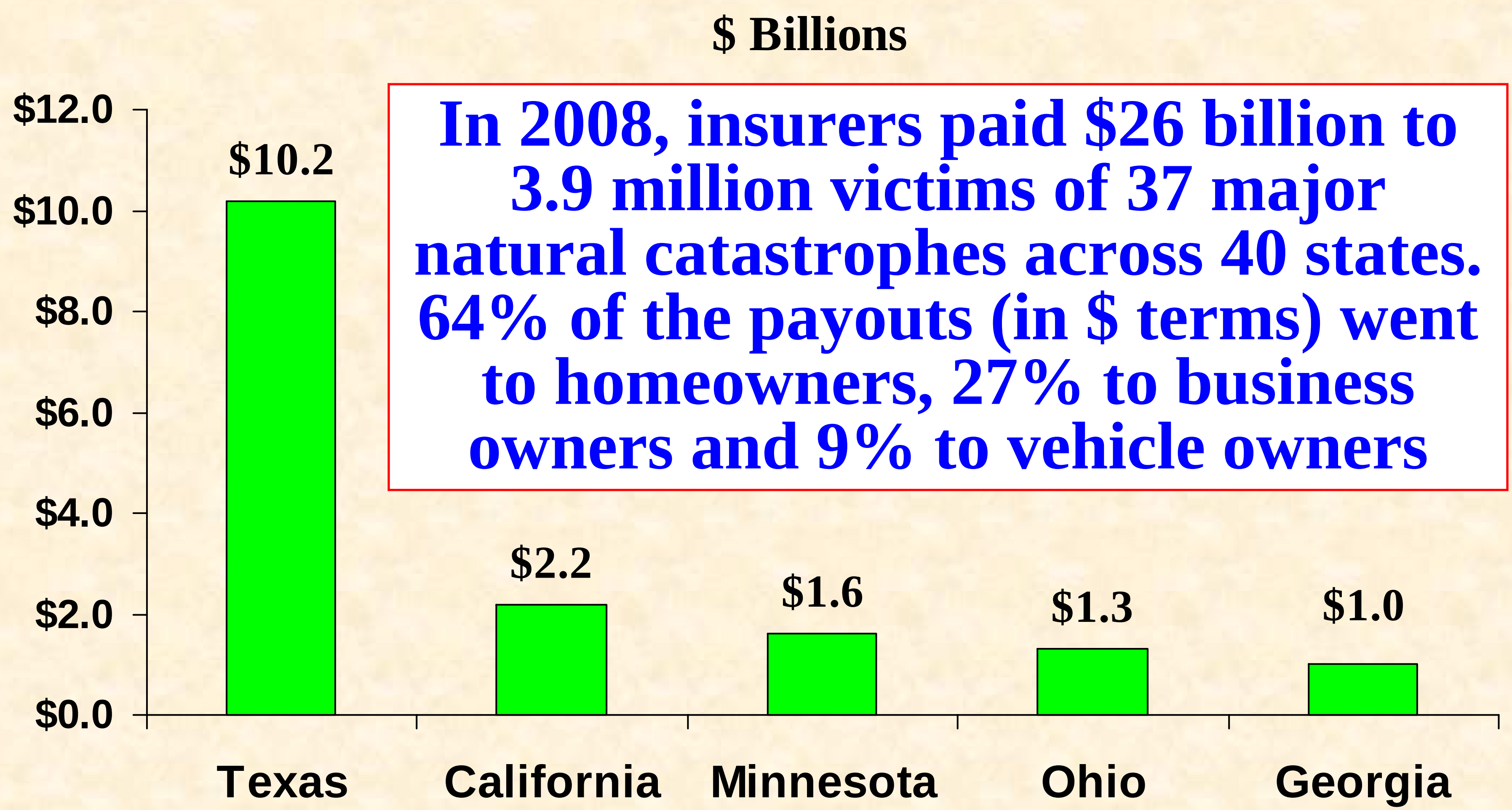


***Based on PCS data through March 31 = $2.66 billion.**

<u>Note</u>: 2001 figure includes $20.3B for 9/11 losses reported through 12/31/01. Includes only business and personal property claims, business interruption and auto claims. Non-prop/BI losses = $12.2B.

Source: Property Claims Service/ISO; Insurance Information Institute

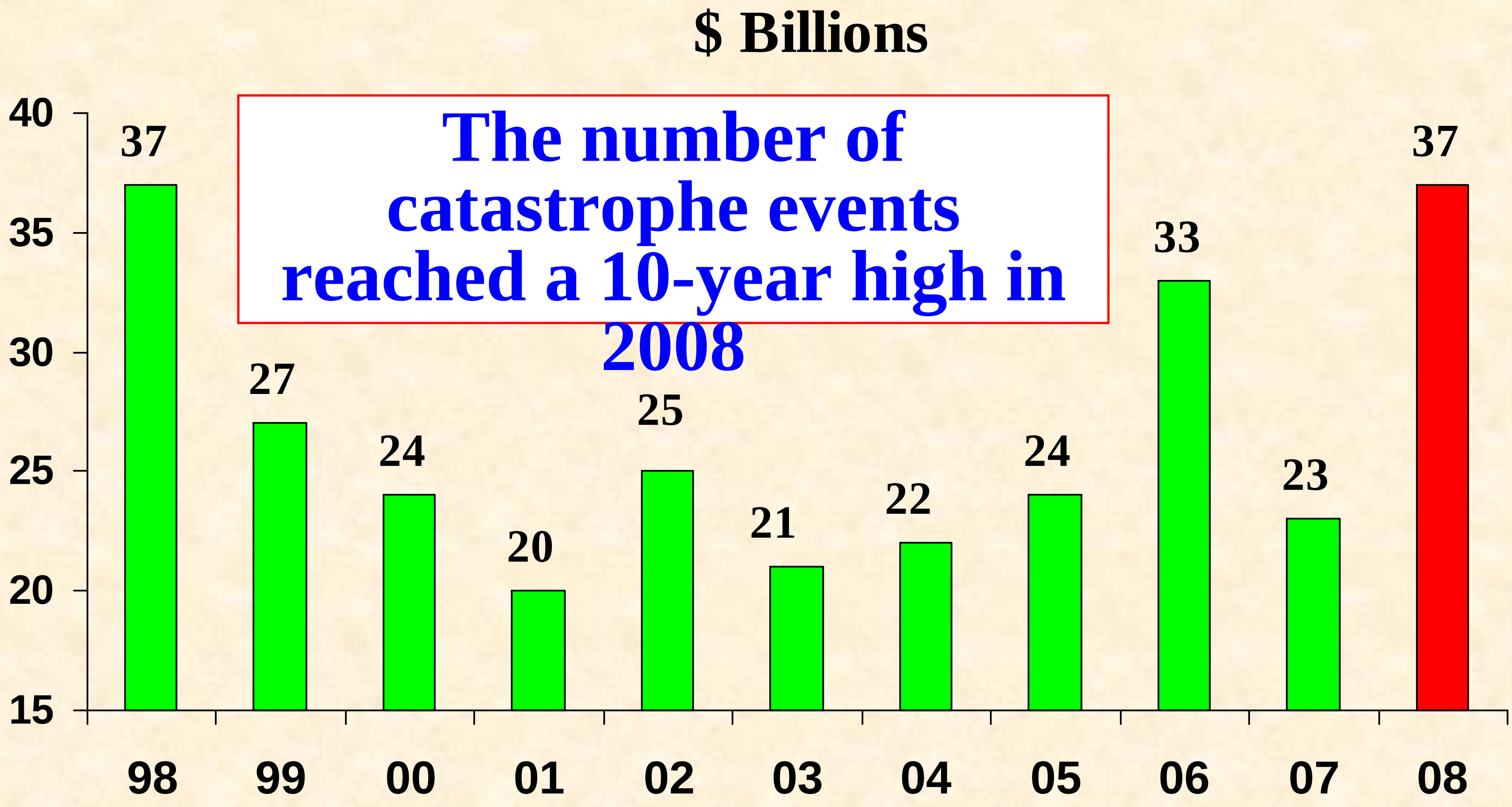
States With Highest Insured Catastrophe Losses in 2008



In 2008, insurers paid $26 billion to 3.9 million victims of 37 major natural catastrophes across 40 states. 64% of the payouts (in $ terms) went to homeowners, 27% to business owners and 9% to vehicle owners

Source: PCS; Insurance Information Institute.

*Number of PCS Catastrophe Events, 1998-2008**



***PCS defines a catastrophe as an even that caused at least $25 million in insured property damage and affects and significant number of policyholders and insurers.**

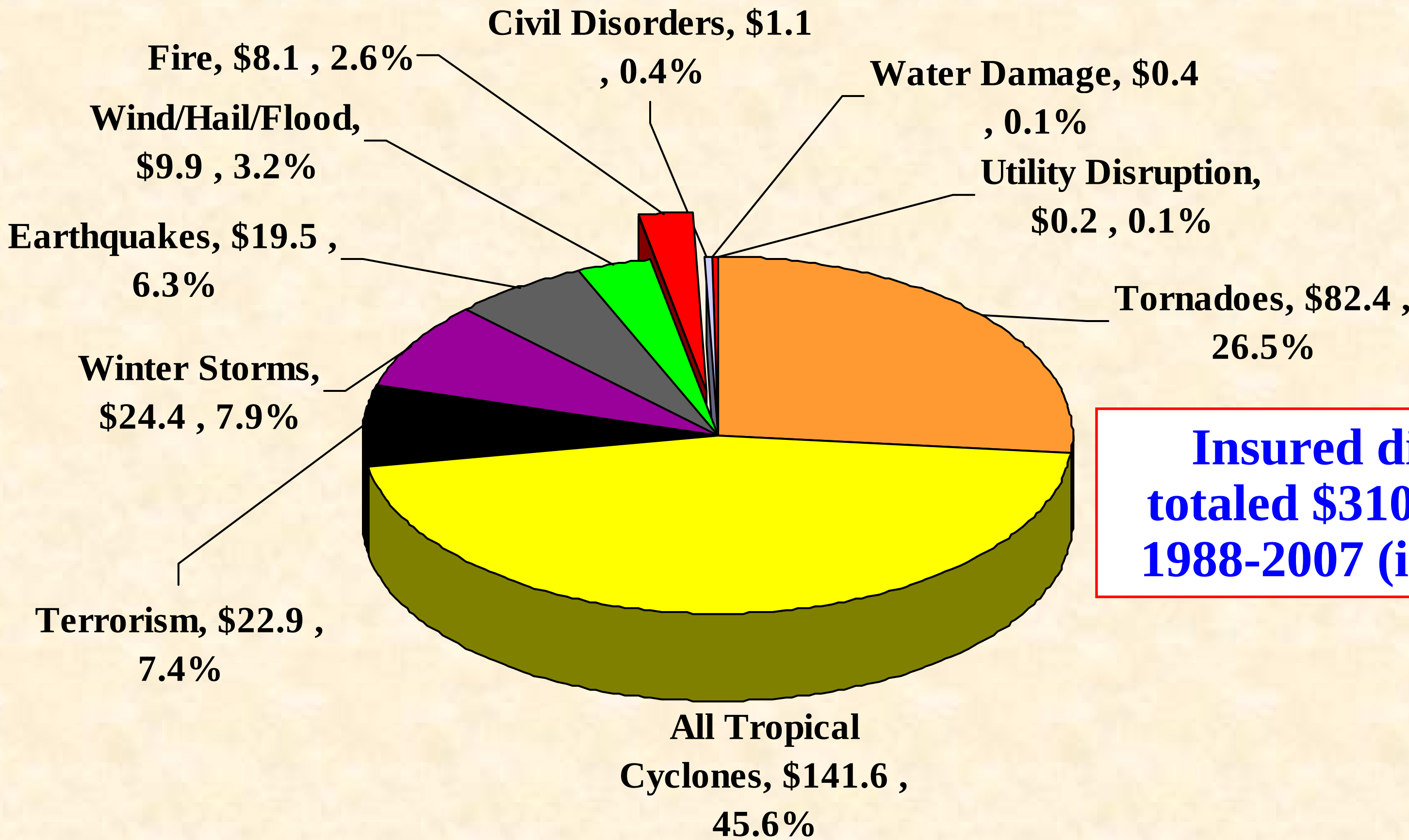
Source: PCS; Insurance Information Institute

Top 12 Most Costly Disasters in US History, (Insured Losses, $2007)

*PCS estimate as of 12/15/08.

Sources: ISO/PCS; AIR Worldwide, RMS, Eqecat; Insurance Information Institute inflation adjustments.

Inflation-Adjusted U.S. Insured Catastrophe Losses By Cause of Loss, 1988-2007[1]



Insured disaster losses totaled $310.5 billion from 1988-2007 (in 2007 dollars)

[1] Catastrophes are all events causing direct insured losses to property of $25 million or more in 2007 dollars. Catastrophe threshold changed from $5 million to $25 million beginning in 1997. Adjusted for inflation by the III. [2] Excludes snow. [3] Includes hurricanes and tropical storms. [4] Includes other geologic events such as volcanic eruptions and other earth movement. [5] Does not include flood damage covered by the federally administered National Flood Insurance Program. [6] Includes wildland fires.

Source: Insurance Services Office (ISO)..

Insurance Information Institute On-Line

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THANK YOU FOR YOUR TIME AND YOUR ATTENTION!