



# Overview & Outlook for the P/C Insurance Industry

*Drivers of Revenue, Cost and Competition in  
the Aftermath of the “Great Recession”*

**Casualty Actuaries of Greater New England  
Southbridge, MA  
March 31, 2011**

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- **Reasons for Optimism, Causes for Concern in the P/C Insurance Industry**
- **P/C Profitability Overview & Outlook**
- **The Elusive Market Turn: When, Why, How and *IF***
  - ◆ Pricing: Up, Down or Sideways?
  - ◆ Underwriting Trends: Drivers of Future Market Firming?
  - ◆ Investments: New Investment Reality Not Reflected in Pricing
  - ◆ Expenses: Cyclical Increase
  - ◆ Leverage/Capital Management: Excess Capacity and Squeezing it Out
- **M&A Activity in the P/C Insurance Industry**
- **External Factors Influencing Profitability**
  - ◆ Tort System Review: Overview and Causes for Concern
  - ◆ Inflation
- **Growth in the Aftermath of the Great Recession**
  - ◆ Crisis-Driven Exposure Issues: Commercial Lines
- **Global Issues Impacting P/C Insurance**
- **Catastrophe Loss Review**
- **Social Media Strategy**
- **Q&A**

# **Reasons for Optimism, Causes for Concern in the P/C Insurance Industry**

**The Outlook for the Economy  
Has Brightened, But the Outlook  
for P/C Insurance Is Mixed**

# Reasons for Optimism, Causes for Concern in the P/C Insurance Industry

- **Economic Recovery in US is Self-Sustaining and Strengthening**
  - ◆ No Double Dip or Second Recession
  - ◆ Economy is more resilient than most pundits presume
- **Consumer Confidence is Gradually Improving**
- **Consumer Spending is Recovering Gradually**
- **Consumer and Business Lending Are Expanding**
- **Housing Market Remains Weak, but Some Improvement Expected in 2011**
- **Inflation Remains Tame**
  - ◆ Runaway inflation is highly unlikely; Fed has things under control
  - ◆ Deflation—threat has disappeared
- **Private Sector Hiring is Consistently Positive for 14 Months**
  - ◆ Acceleration in hiring later in 2011 compared to 2010
  - ◆ No significant secondary spike in unemployment
- **Japan Threat to Global Economy Overstated**
- **Sovereign Debt, Muni Bond “Crises” Overblown**
- **Current Middle East Turmoil Poses Only Moderate Risk to US Economy**
- **Interest Rates Are Rising but Remain Low by Historical Standards**
- **Stock and Bond Markets More Stable, Less Volatile**
- **Political Environment Is More Hospitable to Business Interests**

# Reasons for Optimism, Causes for Concern in the P/C Insurance Industry

- **Era of Mass P/C Insurance Exposure Destruction Has Ended**
  - ◆ Personal and commercial exposure growth is virtually certain in 2011
  - ◆ But restoration of destroyed exposure will take 3-5 years in US
- **Exposure Growth Returned in 2<sup>nd</sup> Half 2010, Will Accelerate in 2011**
- **P/C Industry Saw Growth in 2010 (+0.8%) for the First Time Since 2006**
- **Increasing Private Sector Hiring Will Drive Payrolls/WC Exposures**
  - ◆ Wage growth is also positive and could modestly accelerate
- **Increase in Demand for Commercial Insurance Is in its Earliest Stages and Will Accelerate in 2011**
  - ◆ Includes workers comp, commercial auto, marine, many liability coverages, D&O
  - ◆ Laggards: Property, inland marine, aviation
  - ◆ Personal Lines: Auto leads, homeowners lags
- **Investment Environment Is/Remains Much More Favorable**
  - ◆ Return of realized capital gains as a profit driver
  - ◆ Interest rates are low but are rising→Boost to investment income
- **Agent Commissions Should Begin to Rise in 2011**
- **Demand, Capital Management Strategies Will Temper Overcapitalization**

# Reasons for Optimism, Causes for Concern in the P/C Insurance Industry

- **Economic Recovery Is Not as Broad Based as Past Recoveries**
  - ◆ Housing, Construction remain weak
- **Recovery Is Uneven**
  - ◆ Certain states remain in recession and recoveries will lag: CA, FL, MI, NV
- **Credit Markets Are Not Completely Yet Healed**
  - ◆ While the financial sector has strengthened, hundreds more banks failures are possible
- **Consumers/Businesses Will Remain Cautious in their Borrowing/Spending**
- **Energy and Commodity Price Volatility Are Serious Economic Risks**
  - ◆ Effects can be disruptive to a fragile recovery even without igniting overall inflation
  - ◆ Concern over serial bubbles in various economic sectors on a global scale
- **Financial Markets, While Calm Now, Remain Jittery**
  - ◆ Markets buy into “crisis du jour” mindset quickly; Another “Flash Crash” possibility
  - ◆ Currency risk is elevated
- **Minor Muni Bond Default(s) Could Result in Irrational Market Response**
- **Potential for Botched Implementation of Dodd-Frank**
  - ◆ Systemic risk definition may be too broad
  - ◆ Banks will eventually find a way to screw up the economy—again
- **Strength of Admin/Congress Commitment to Pro-Business Policies Unclear**

# Reasons for Optimism, Causes for Concern in the P/C Insurance Industry

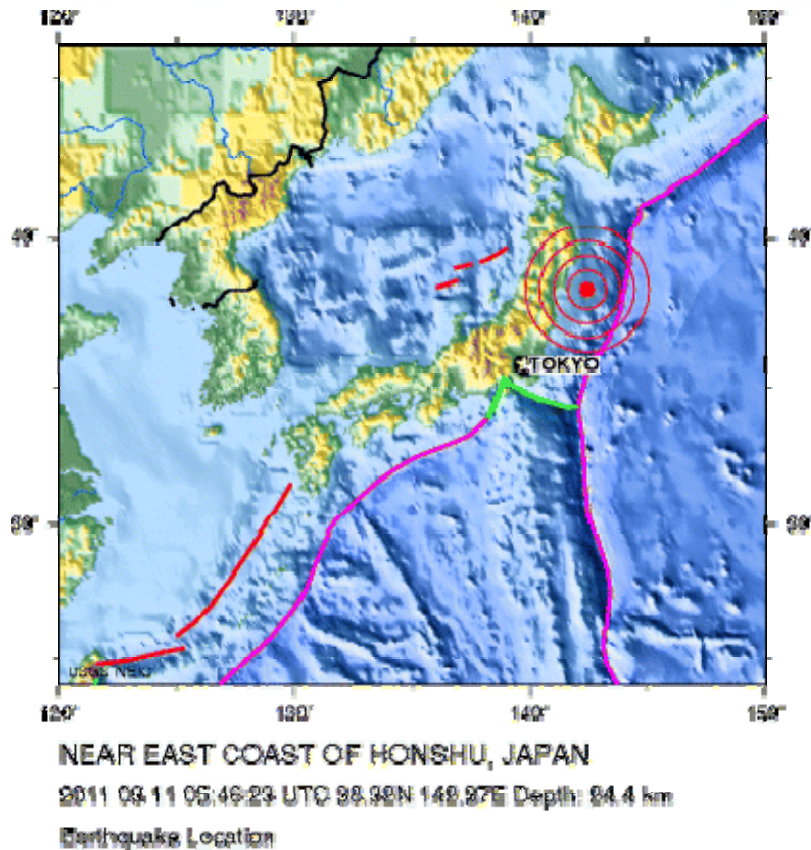
- **Exposure Loss Was Extraordinary, Concentrated in Commercial Lines**
  - ◆ Will take years to restore lost capacity
  - ◆ Capacity will not be restored in the same industrial or geographic sectors
  - ◆ Public sector pain has a long way to go
- **Consumers Emerged from the Crisis Much More Cost Conscious**
  - ◆ Quicker to shop/switch; Price elasticity of demand is higher
  - ◆ Heightens retention challenge
- **Commercial Customers Remain Comfortable/Able Retaining More Risk**
  - ◆ “Leakage” remains a problem (ART, captives, self insurance, large ded. progs.)
- **Strength of Recovery Insufficient to Absorb Excess Capital or Firm Pricing**
- **P/C Insurance Industry Capacity as of 12/31/10 Is at Record Levels and Has Recovered 100%+ of the Capital Lost During the Financial Crisis**
  - ◆ The industry is overcapitalized by approximately \$100 billion
  - ◆ Record capacity, depressed exposures (S>D) mean that generally soft market conditions will persist through 2011
- **There is No Catalyst for a Robust Hard Market at the Current Time**
- **Pricing Today Does Not Reflect New Investment Realities or Underlying Deterioration in Underwriting Performance Masked by Release of Prior-Year Reserves**

# Summary of Japan Earthquake

**The March 11 Quake is Just the  
Most Recent of Several Large  
Catastrophe Losses**



# Location of March 11, 2011 Earthquake Near Sendai, Honshu, Japan



## LOCATION

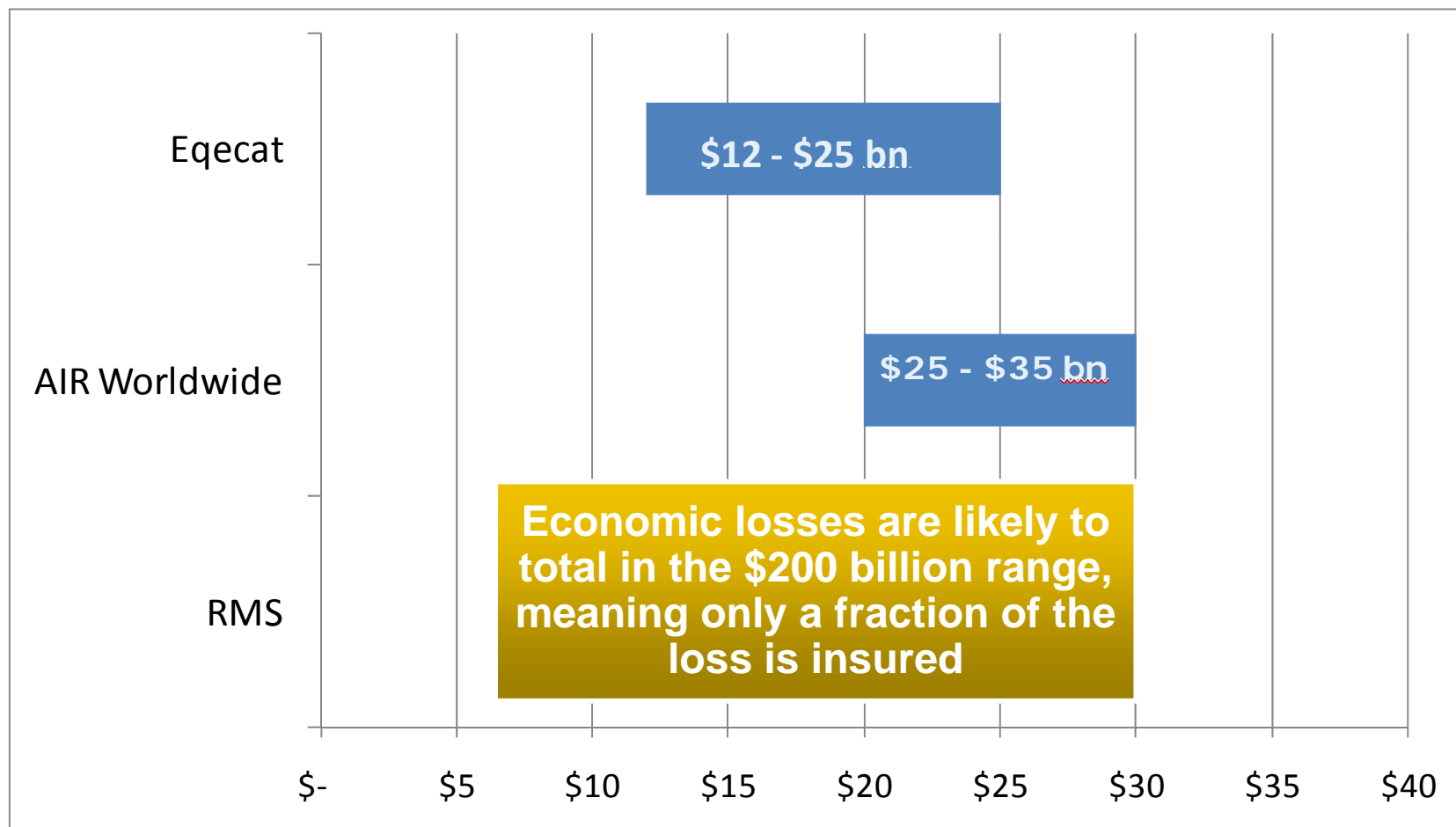
130 km (80 miles) E of **Sendai, Honshu, Japan**  
178 km (110 miles) E of **Yamagata, Honshu, Japan**  
178 km (110 miles) ENE of **Fukushima, Honshu, Japan**  
373 km (231 miles) NE of **TOKYO, Japan**

## March 11 Earthquake Facts as of 3/24/2011

- Magnitude 9.0 earthquake struck Japan at 2:46PM local time (2:46AM Eastern) off the northeast coast of Honshu, 80 miles east of the city of Sendai
- Quake is among the 5 strongest in recorded history and the strongest in the 140 years for which records have been kept in Japan
- 11,000+ fatalities
- Economic loss: \$100 - \$300 bn
- Insured losses up to \$35 bn
- Significant tsunami damage was recorded in Japan; relatively minor damage on the U.S. West Coast

# Insured Japan Earthquake Loss Estimates\*

(Insured Losses, \$ Billions)



\*As of March 29, 2011. Figures do not include insured tsunami losses.

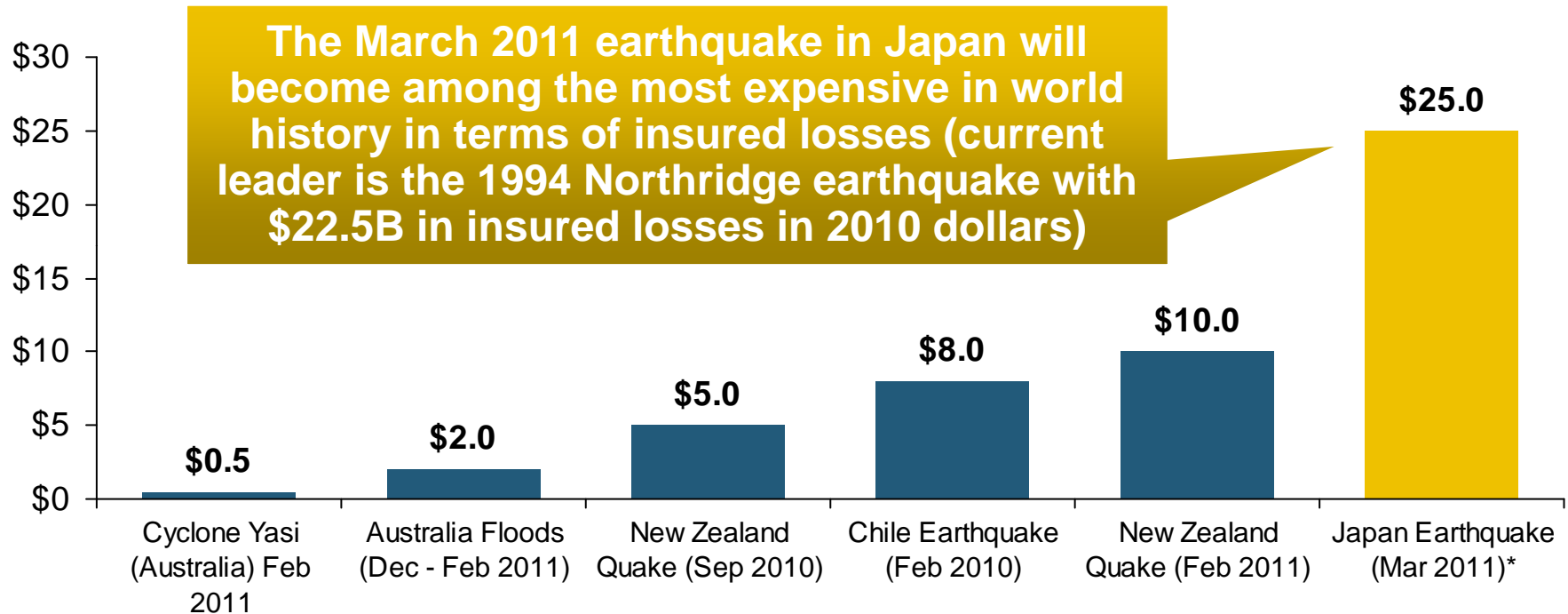
Sources: AIR Worldwide, Eqecat; Insurance Information Institute.

# Top 20 Nonlife Insurance Companies in Japan by DPW, 2008

Rank	Companies	Direct premiums written, 2008		Market share	Cumulative Market Share
		JPY (millions)	U.S. (\$ millions)		
1	Tokio & Marine Nichido	\$2,032,131.2	\$19,660.9	24.0%	24.0%
2	Sompo Japan	1,504,262.7	14,553.8	17.8	41.8%
3	Mitsui Sumitomo	1,455,161.8	14,078.7	17.2	59.0%
4	Aioi	897,182.6	8,680.3	10.6	69.6%
5	Nipponkoa	728,262.9	7,046.0	8.6	78.2%
6	Nisay Dowa	361,530.7	3,497.8	4.3	82.5%
7	Fuji	329,345.7	3,186.4	3.9	86.4%
8	AIU	253,522.8	2,452.8	3.0	89.4%
9	Kyoei	199,393.1	1,929.1	2.4	91.8%
10	Nisshin	149,735.8	1,448.7	1.8	93.6%
11	American Home	82,889.8	802.0	1.0	94.6%
12	Asahi	73,600.1	712.1	0.9	95.5%
13	Sony	60,868.3	588.9	0.7	96.2%
14	ACE	54,876.2	530.9	0.7	96.9%
15	Zurich	45,471.3	439.9	0.5	97.4%
16	SECOM	44,245.0	428.1	0.5	97.9%
17	Sumi Sei	33,594.0	325.0	0.4	98.3%
18	AXA	30,418.9	294.3	0.4	98.7%
19	Mitsui Direct	29,471.9	285.1	0.4	99.1%
20	Daido	15,690.4	151.8	0.2	99.3%

# Recent Major Catastrophe Losses

(Insured Losses, \$US Billions)



**Insured Losses from Recent Major Catastrophe Events Exceed \$50 Billion, an Estimated \$48 Billion of that from Earthquakes**

\*Midpoint of AIR Worldwide estimated insured loss range of \$15 billion to \$35 billion as of March 13, 2011. Does not include tsunami losses.

Sources: Insurance Council of Australia, Munich Re, AIR Worldwide; Insurance Information Institute.

# Nonlife Insurance Market Impacts of Japan Earthquake

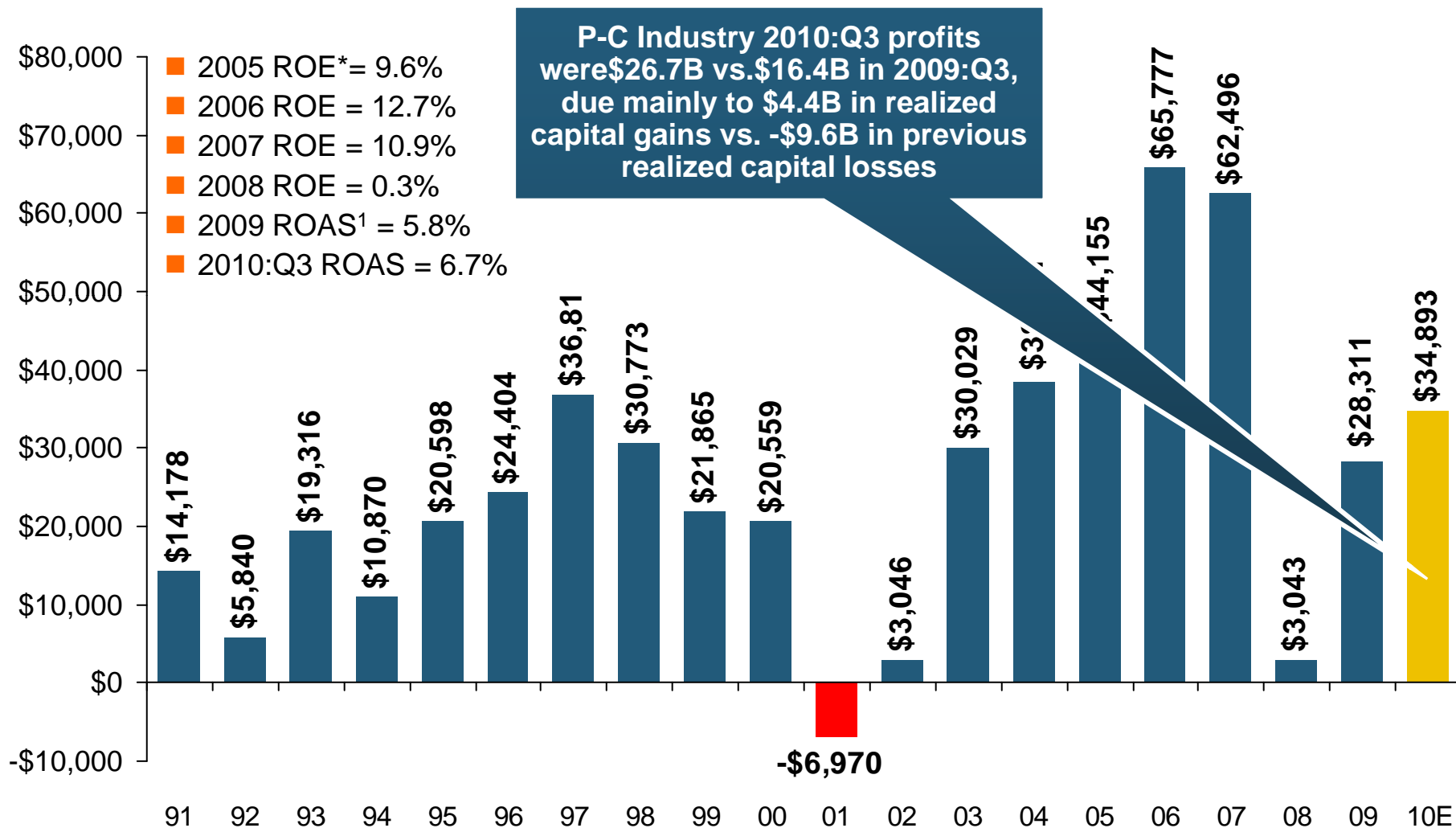
- **Primary Insurance: Downgrades of Some Domestic Japanese Insurers**
- **Significant Absorption of Loss by Japanese Government**
  - ◆ Residential earthquake damage
  - ◆ Nuclear-related property and liability damage
- **Market Share of Foreign Primary Insurers in Japan is Small**
  - ◆ Not a capital event for any non-Japanese primary insurer
- **Significant Impacts for Global Reinsurers**
  - ◆ Property-Catastrophe covers on Commercial Lines
  - ◆ Business Interruption
  - ◆ Contingent Business Interruption
- **Currently an Earnings Event for Global Reinsurers**
  - ◆ Not a capital event: Global reinsurance markets entered 2011 with record capital
- **Cost of Property/Catastrophe Reinsurance Rising in Japan, New Zealand, Australia**
  - ◆ Up for all; Magnitude of increase is sensitive to size of loss
- **Reinsurance Coverage Remains Available in Affected Regions**
- **Little (If Any) Impact of Cost of US Property-Cat Reinsurance**
  - ◆ Market remains well capitalized and competitive
  - ◆ Elevated global cat activity could halt price declines for property/cat reinsurance



# **P/C Insurance Industry Financial Overview**

**Profit Recovery Continues  
Early Stage Growth Begins**

# P/C Net Income After Taxes 1991–2010E (\$ Millions)



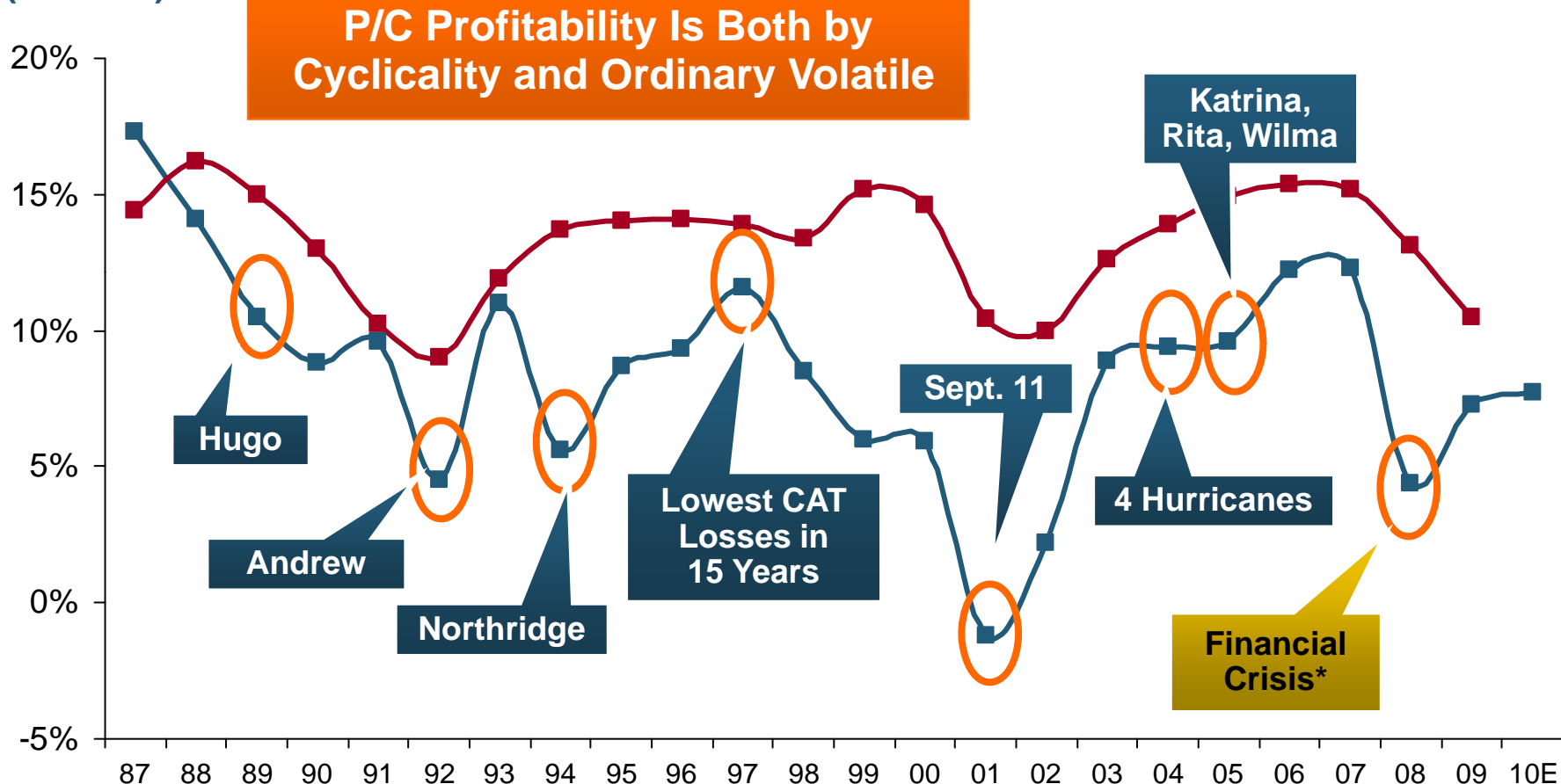
\* ROE figures are GAAP; <sup>1</sup>Return on avg. surplus. Excluding Mortgage & Financial Guaranty insurers yields a 7.7% ROAS for 2010:Q3 and 4.6% for 2009. 2009:Q3 net income was \$29.8 billion excluding M&FG.

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



# ROE: Property/Casualty Insurance, 1987–2010E\*

(Percent)



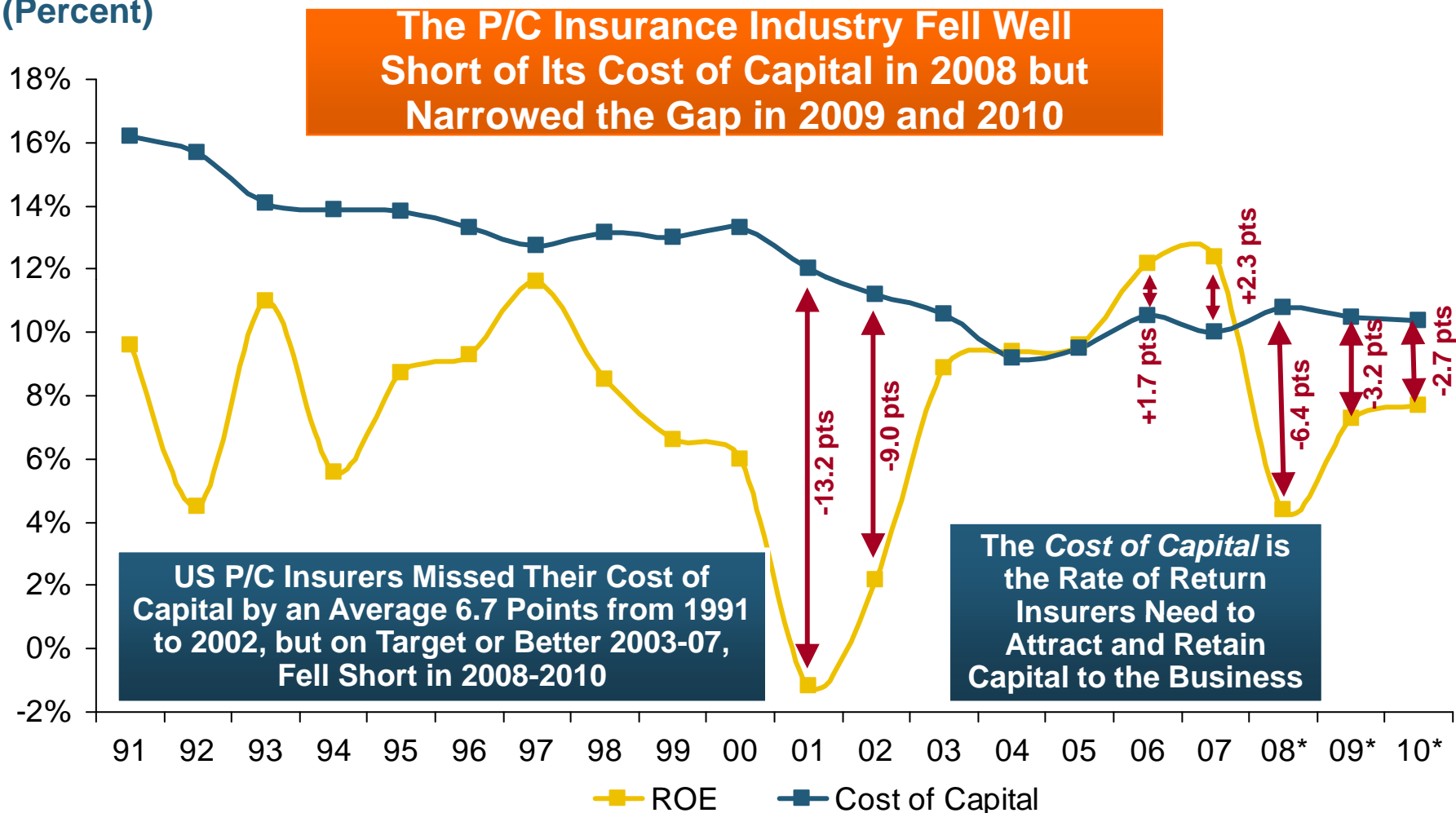
\* Excludes Mortgage & Financial Guarantee in 2008 - 2010.

Sources: ISO, *Fortune*; Insurance Information Institute figure for 2010 is actual through 2010:Q3.



# ROE vs. Equity Cost of Capital: U.S. P/C Insurance:1991-2010:H1\*

(Percent)

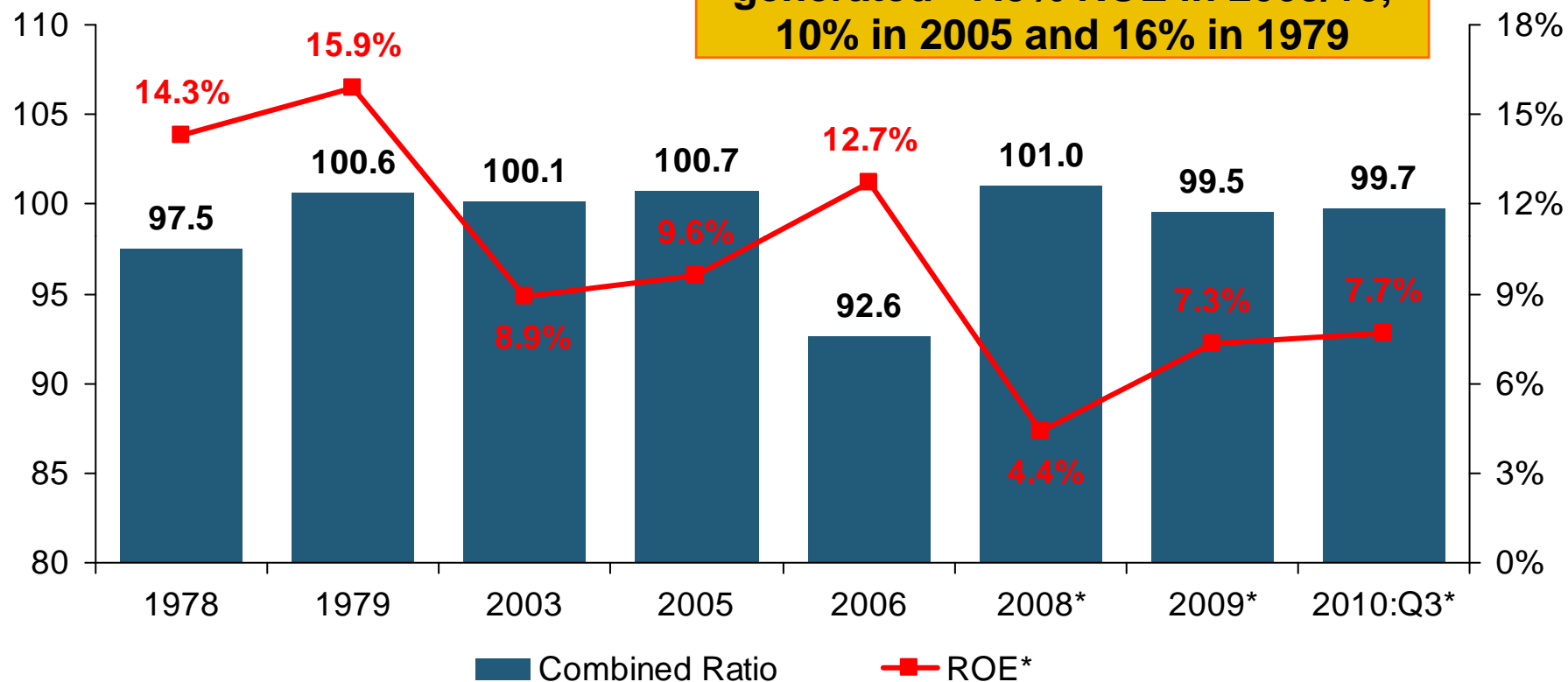


\* Return on average surplus in 2008-2010 excluding mortgage and financial guaranty insurers.

Source: The Geneva Association, Insurance Information Institute

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

## Combined Ratio / ROE



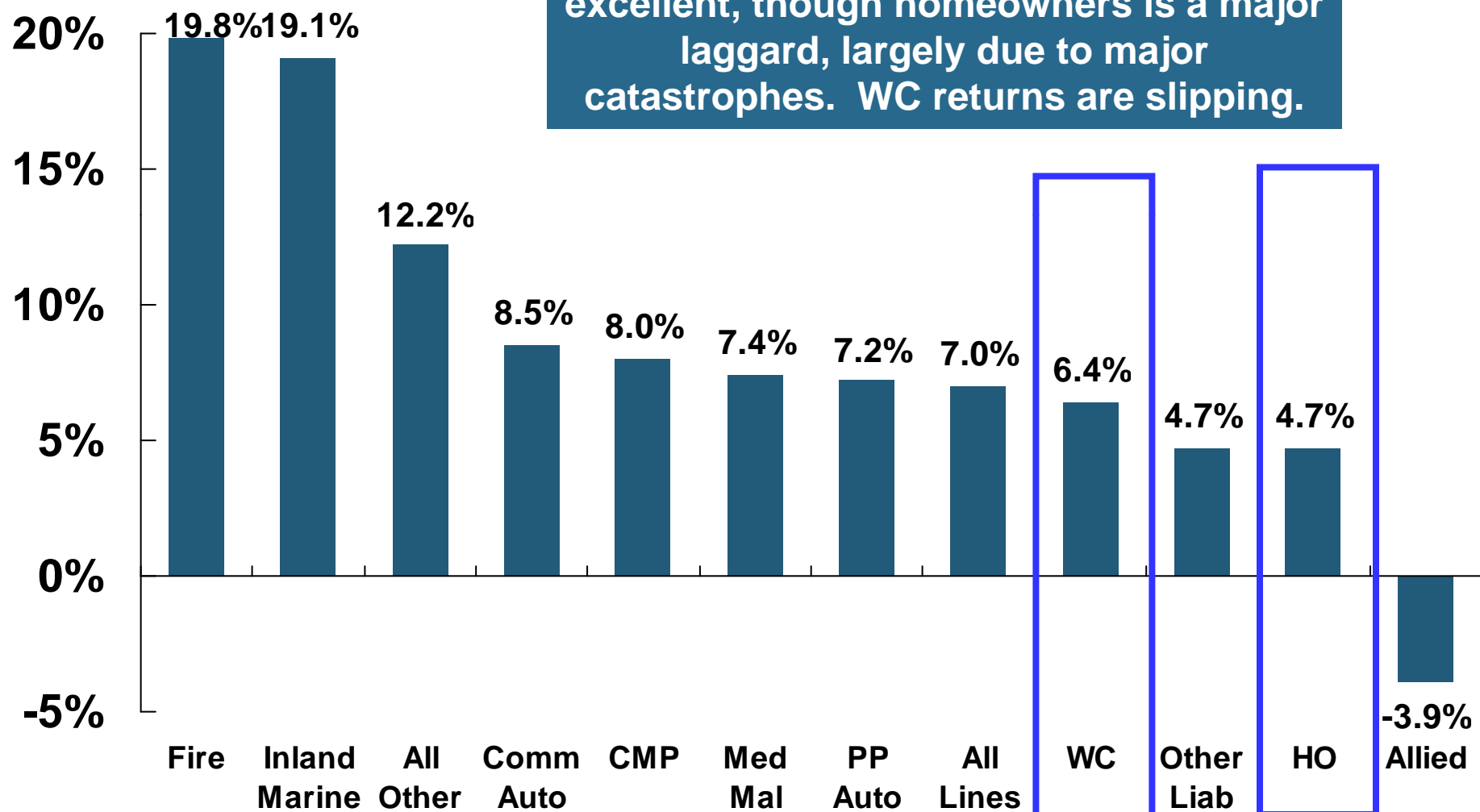
**Combined Ratios Must Be Lower in Today's Depressed Investment Environment to Generate Risk Appropriate ROEs**

\* 2009 and 2010:Q3 figures are return on average statutory surplus. 2008, 2009 and 2010:H1 figures exclude mortgage and financial guaranty insurers

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

# RNW for Major P/C Lines, 2000-2009 Average

10-year returns for some lines are excellent, though homeowners is a major laggard, largely due to major catastrophes. WC returns are slipping.



# The Elusive Market Turn

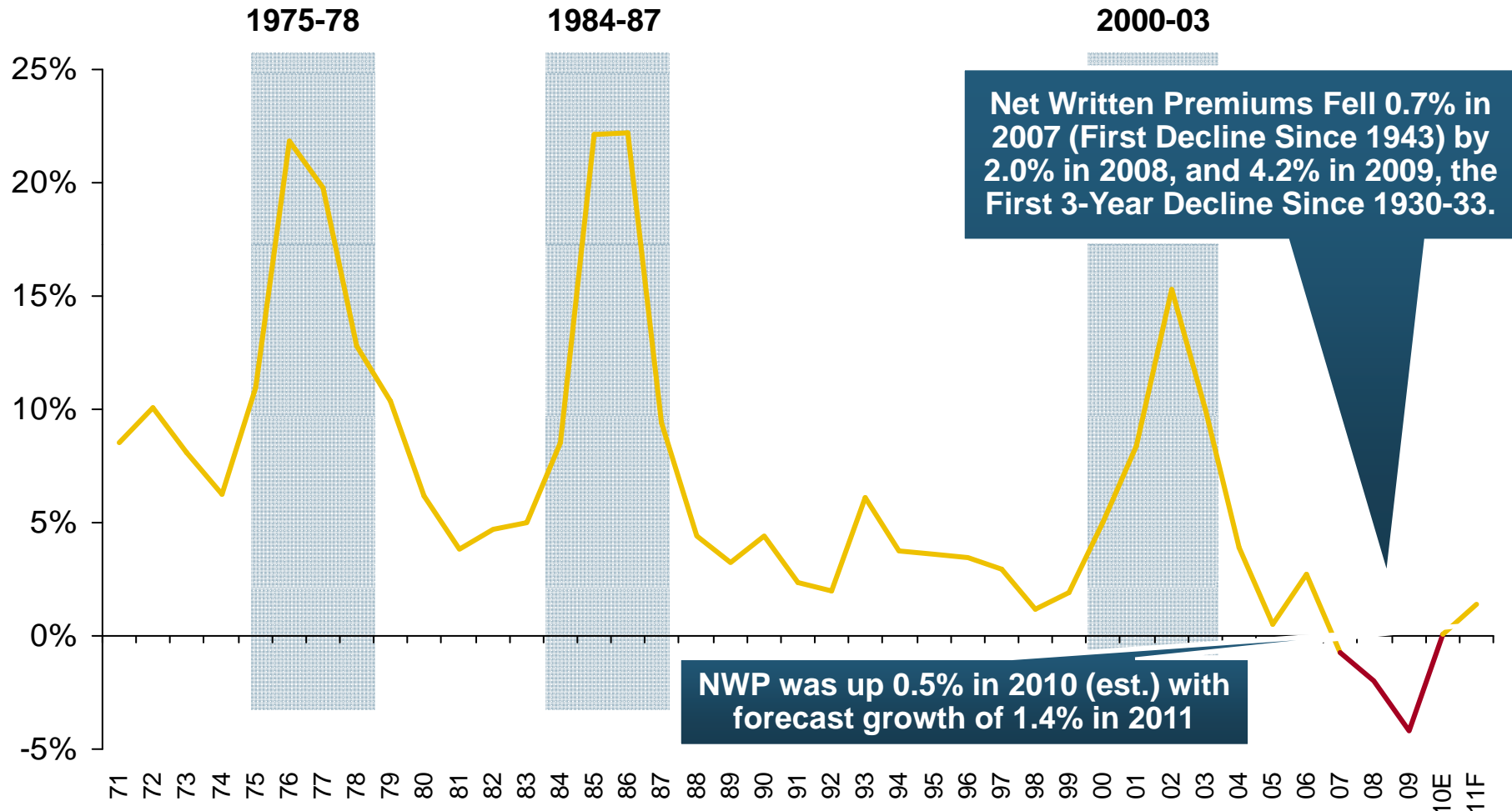
**When, Why, How and  
IF**

# **PRICING TRENDS**

**Winds of Change or  
Moving Sideways?**

# Soft Market Persisted in 2010 but May Be Easing: Relief in 2011?

(Percent)

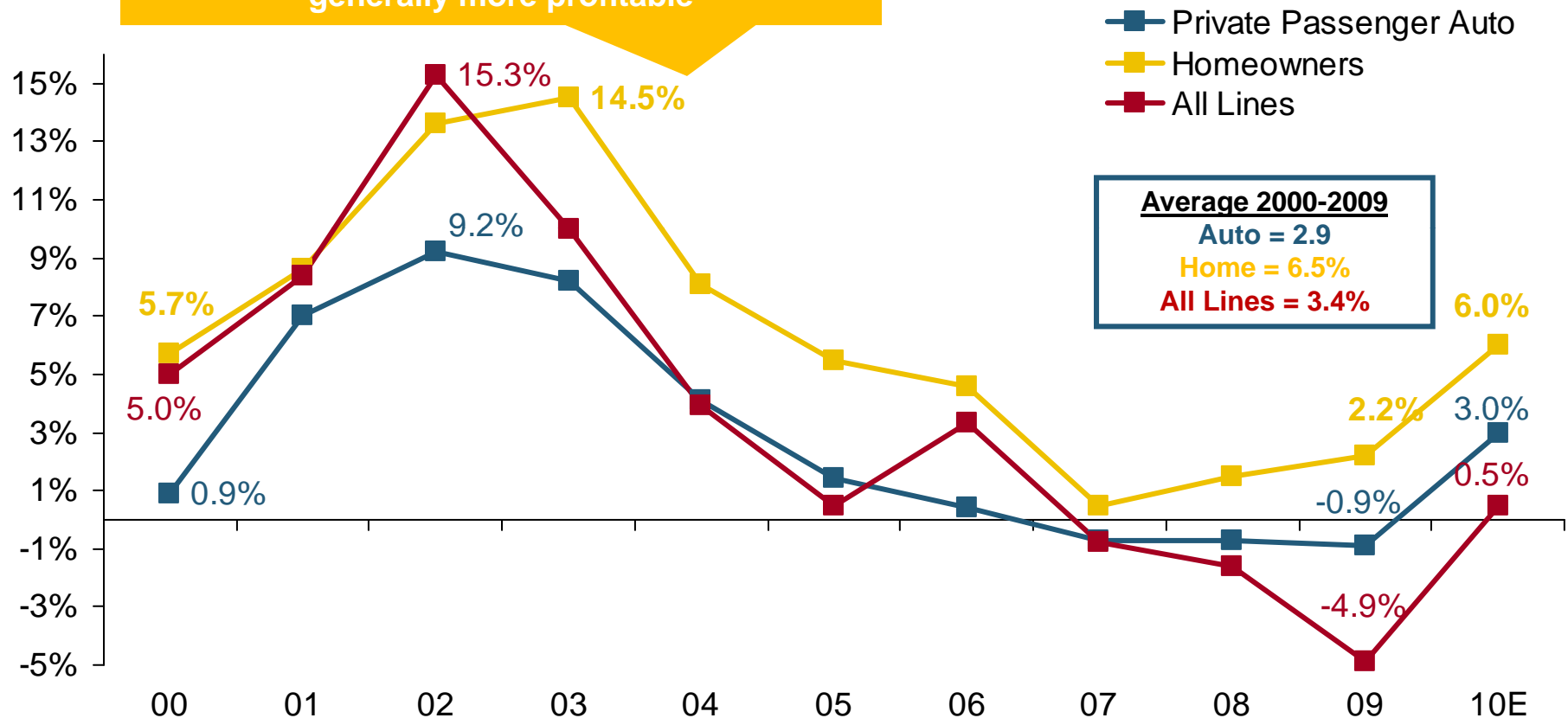


Shaded areas denote "hard market" periods

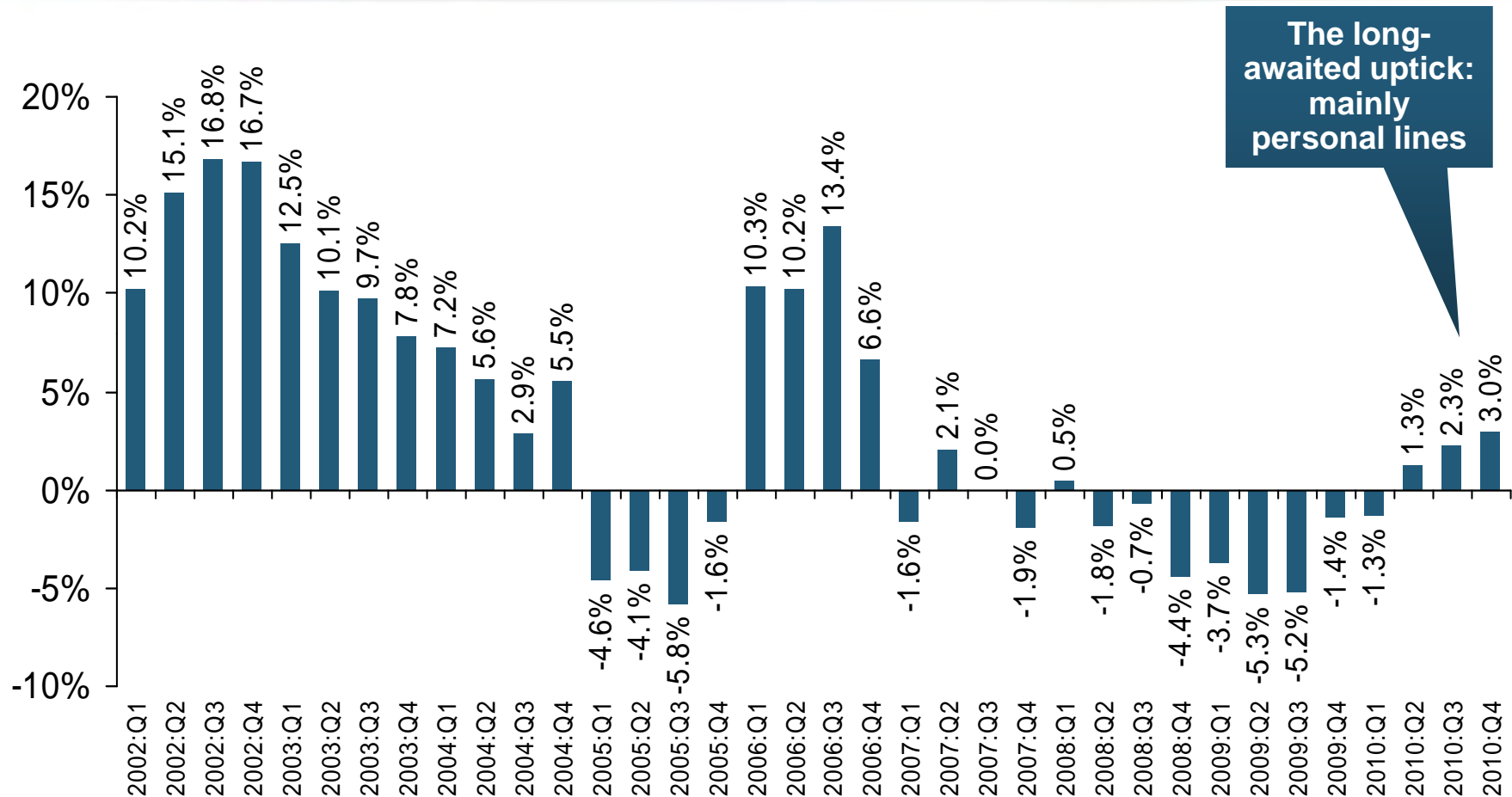
Sources: A.M. Best (historical and forecast), ISO, Insurance Information Institute.

# Auto & Home vs. All Lines, Net Written Premium Growth, 2000–2010E

While homeowners insurance has grown faster than auto over the past decade, auto is generally more profitable



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

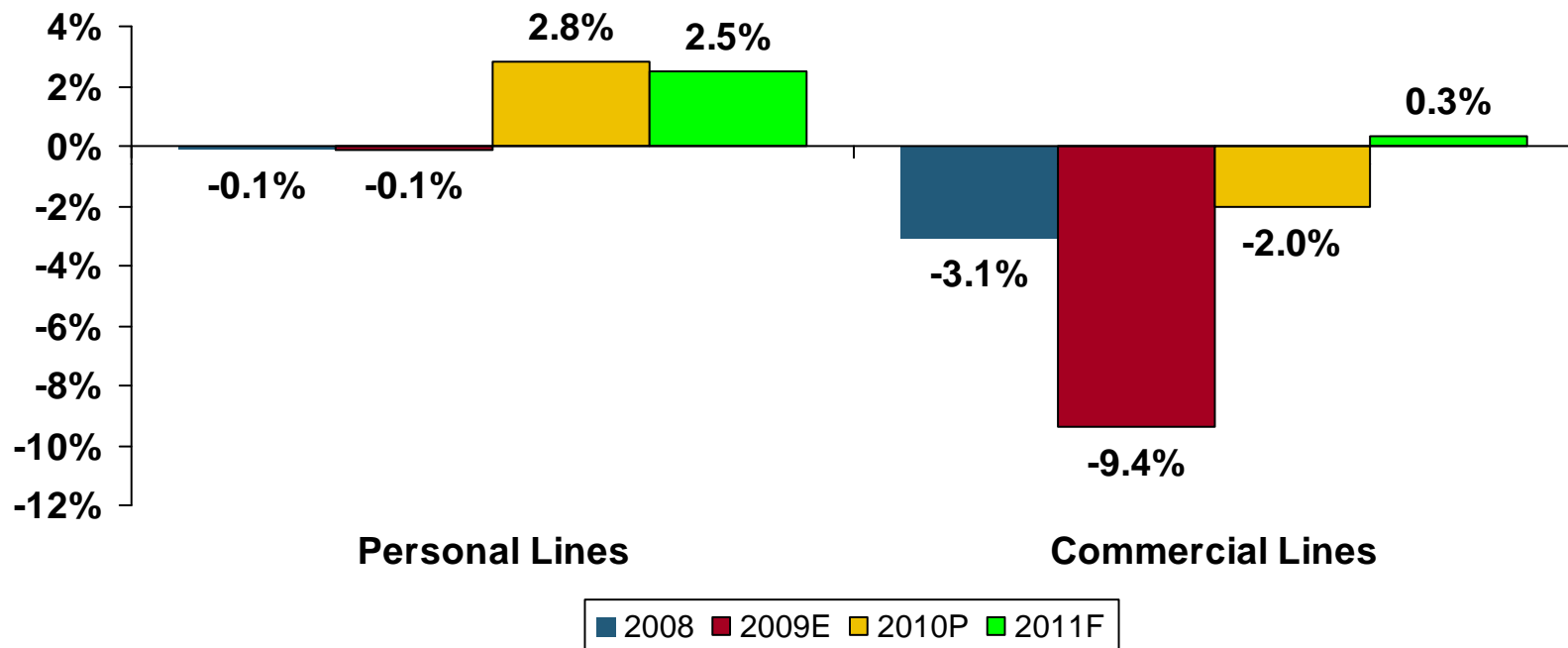


**Finally! Back-to-back quarters of net written premium growth  
(vs. the same quarter, prior year)**



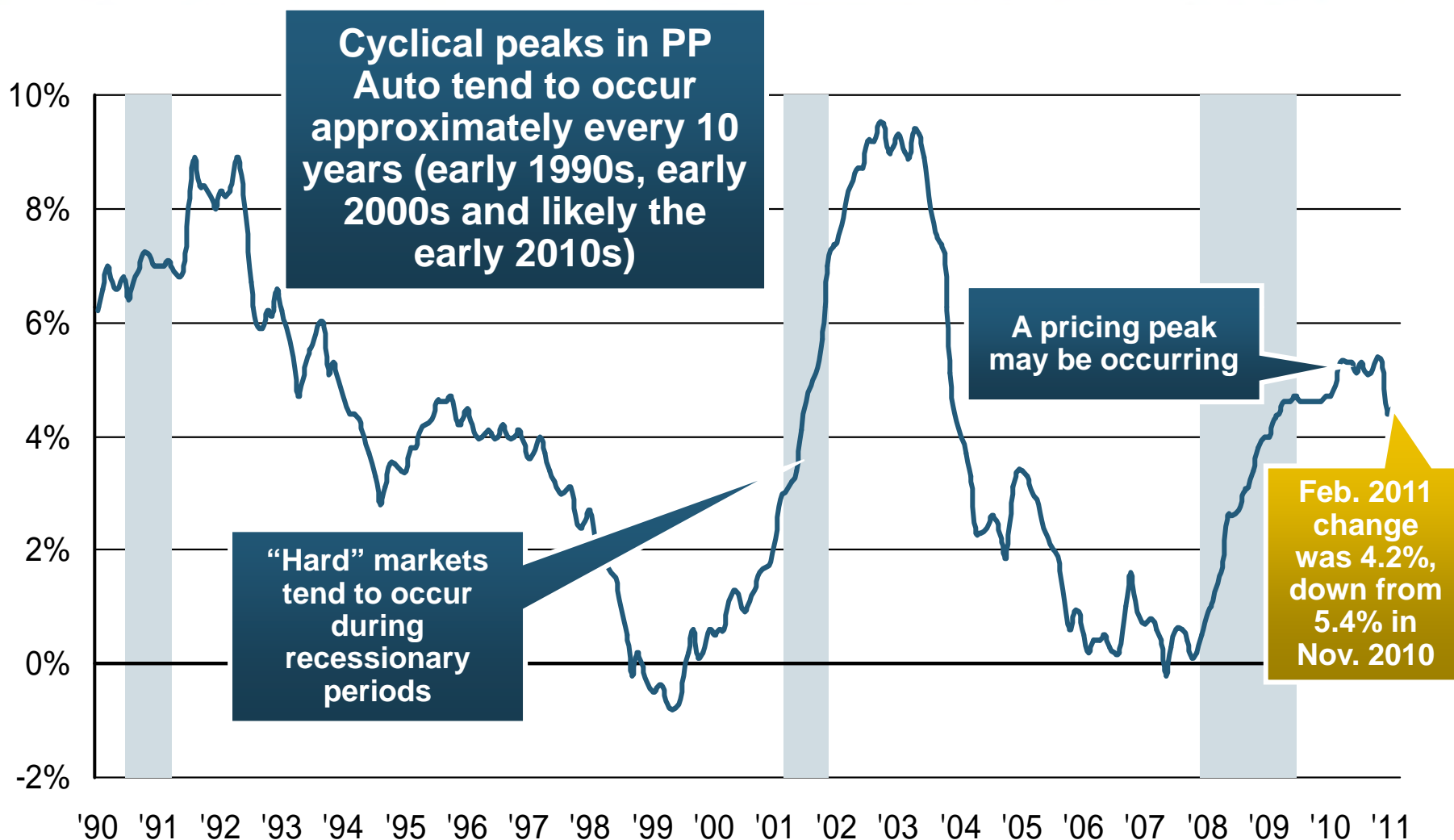
# Net Written Premium Growth by Segment: 2008-2011F

Personal lines growth resumed in 2010 and will continue in 2011, while commercial lines contracted again in 2010 and but will stabilize in 2011



Rate and exposure are more favorable in personal lines, whereas a prolonged soft market and sluggish recovery from the recession weigh on commercial lines.

# Monthly Change\* in Auto Insurance Prices, 1991–2011\*

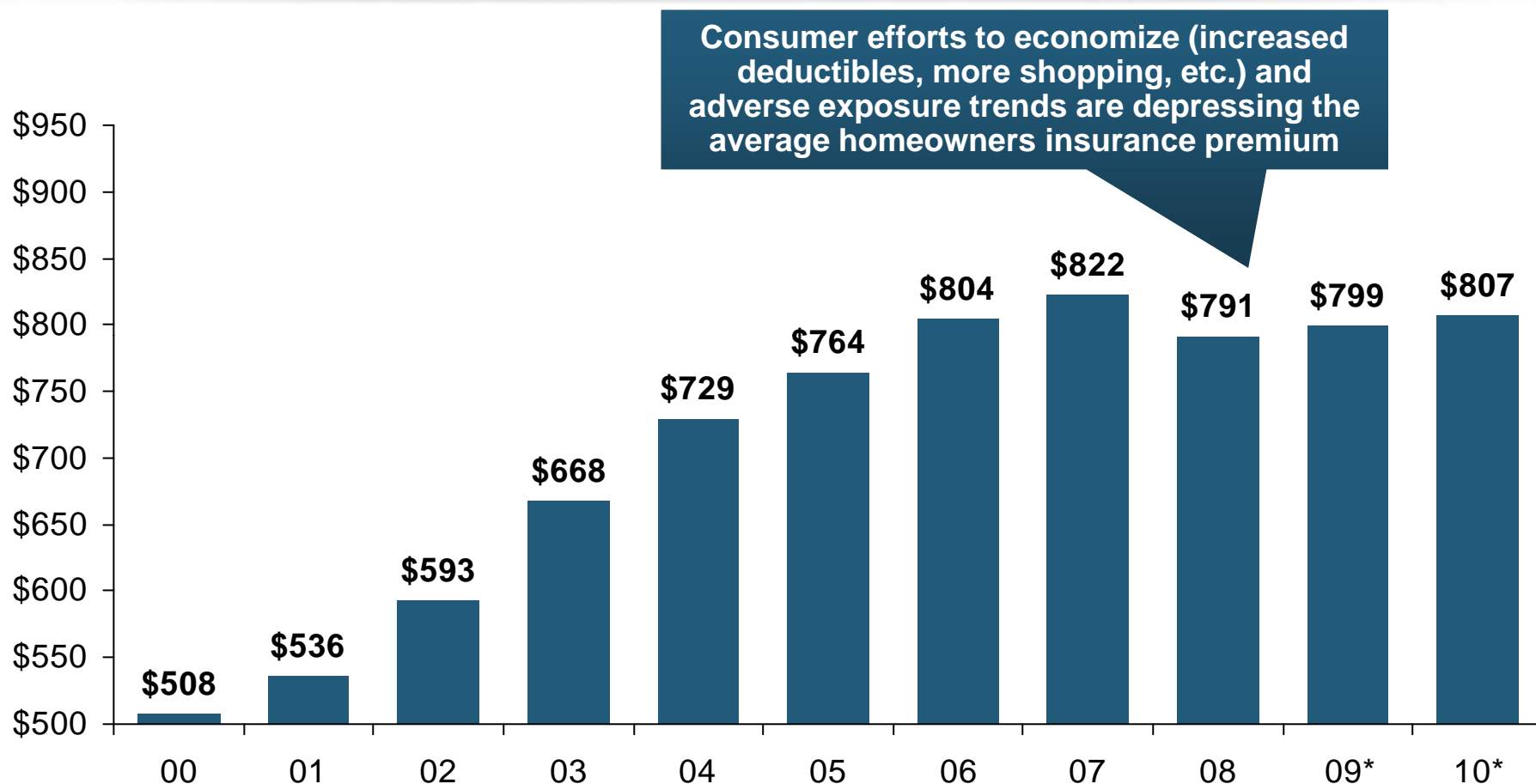


\*Percentage change from same month in prior year; through February 2011; seasonally adjusted

Note: Recessions indicated by gray shaded columns.

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

# Average Premium for Home Insurance Policies\*\*

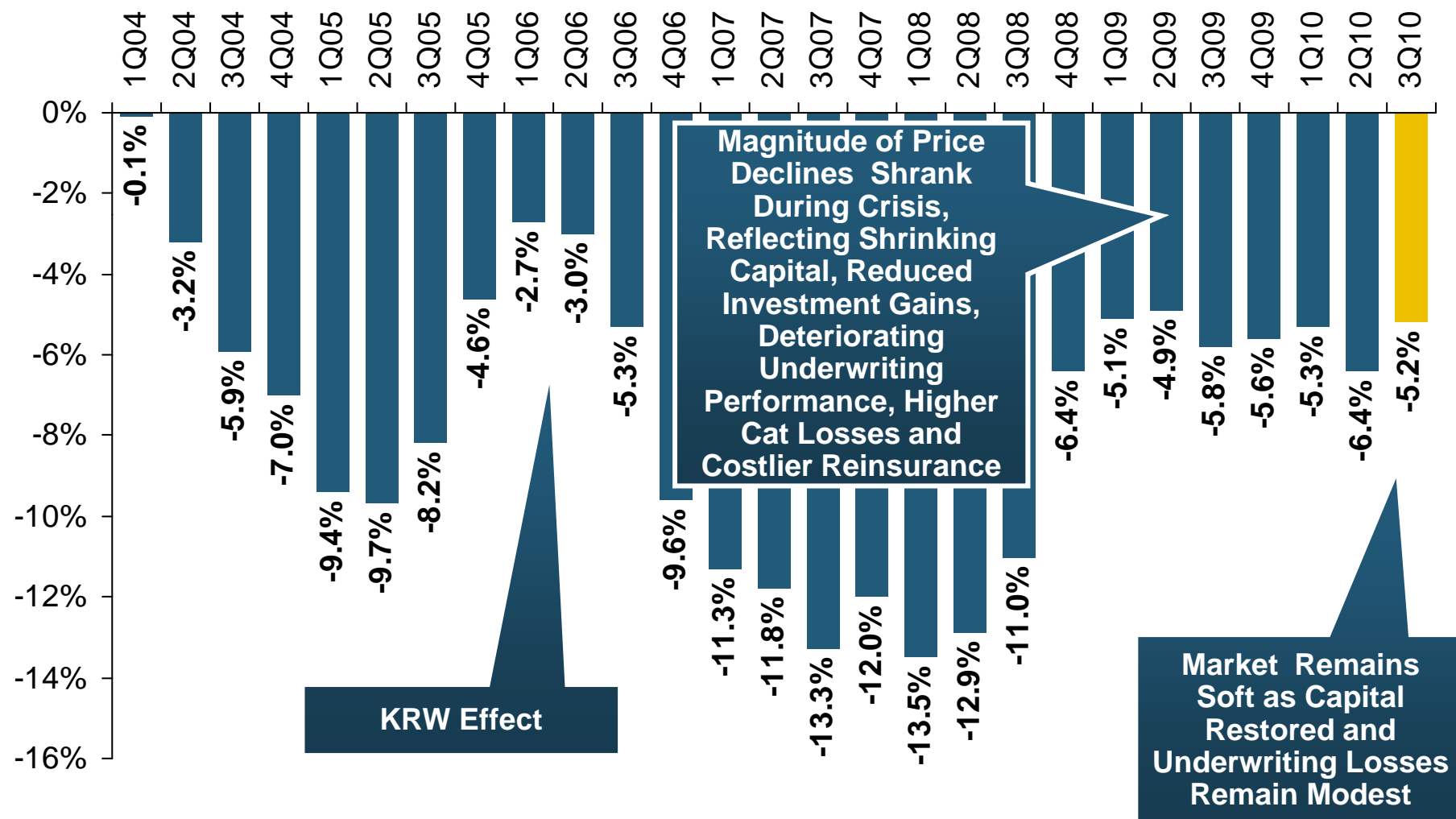


\* Insurance Information Institute Estimates/Forecasts \*\*Excludes state-run insurers.

Source: NAIC, Insurance Information Institute estimates 2009-2010 based on CPI and other data.

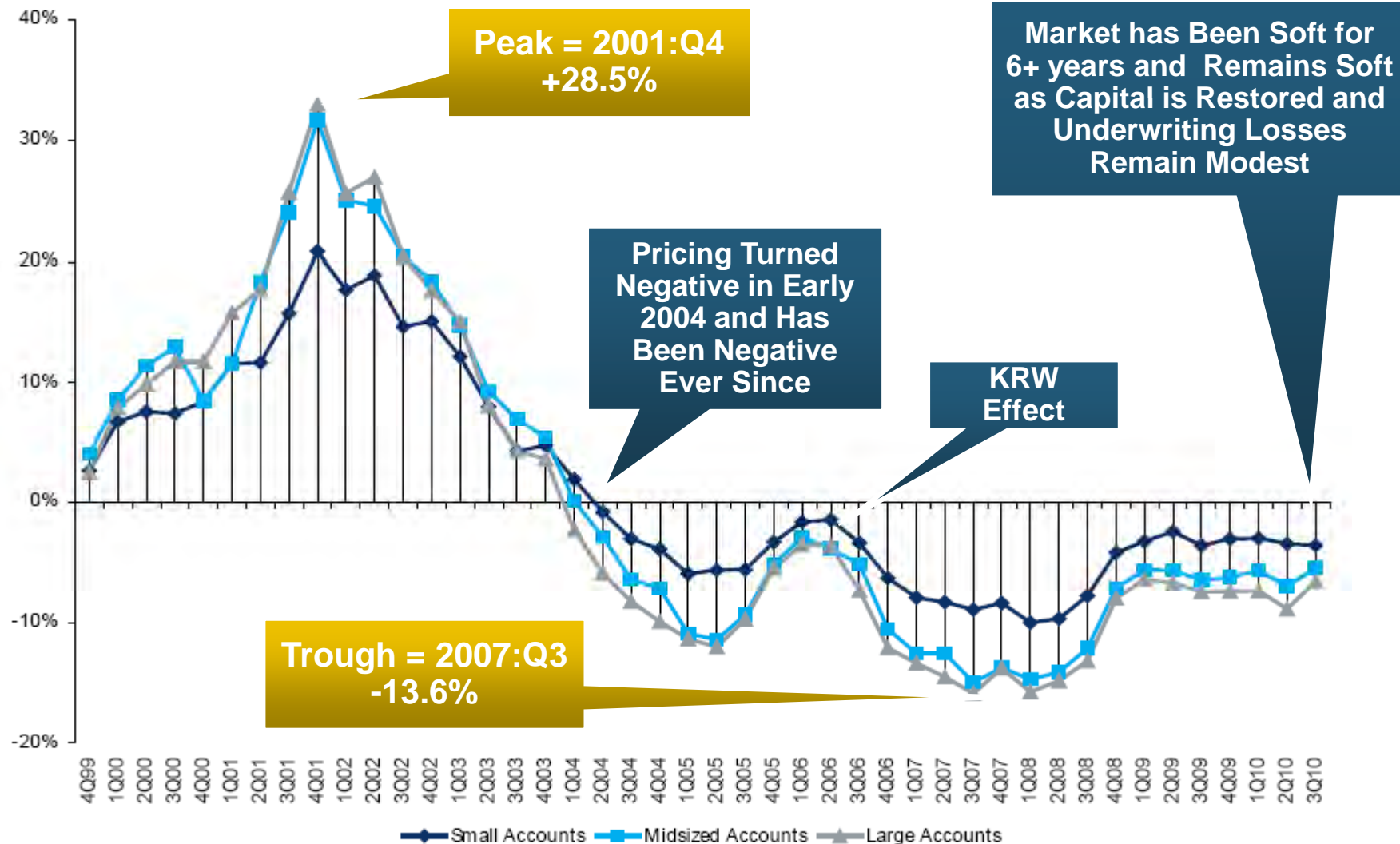
# Average Commercial Rate Change, All Lines, (1Q:2004–3Q:2010)

(Percent)



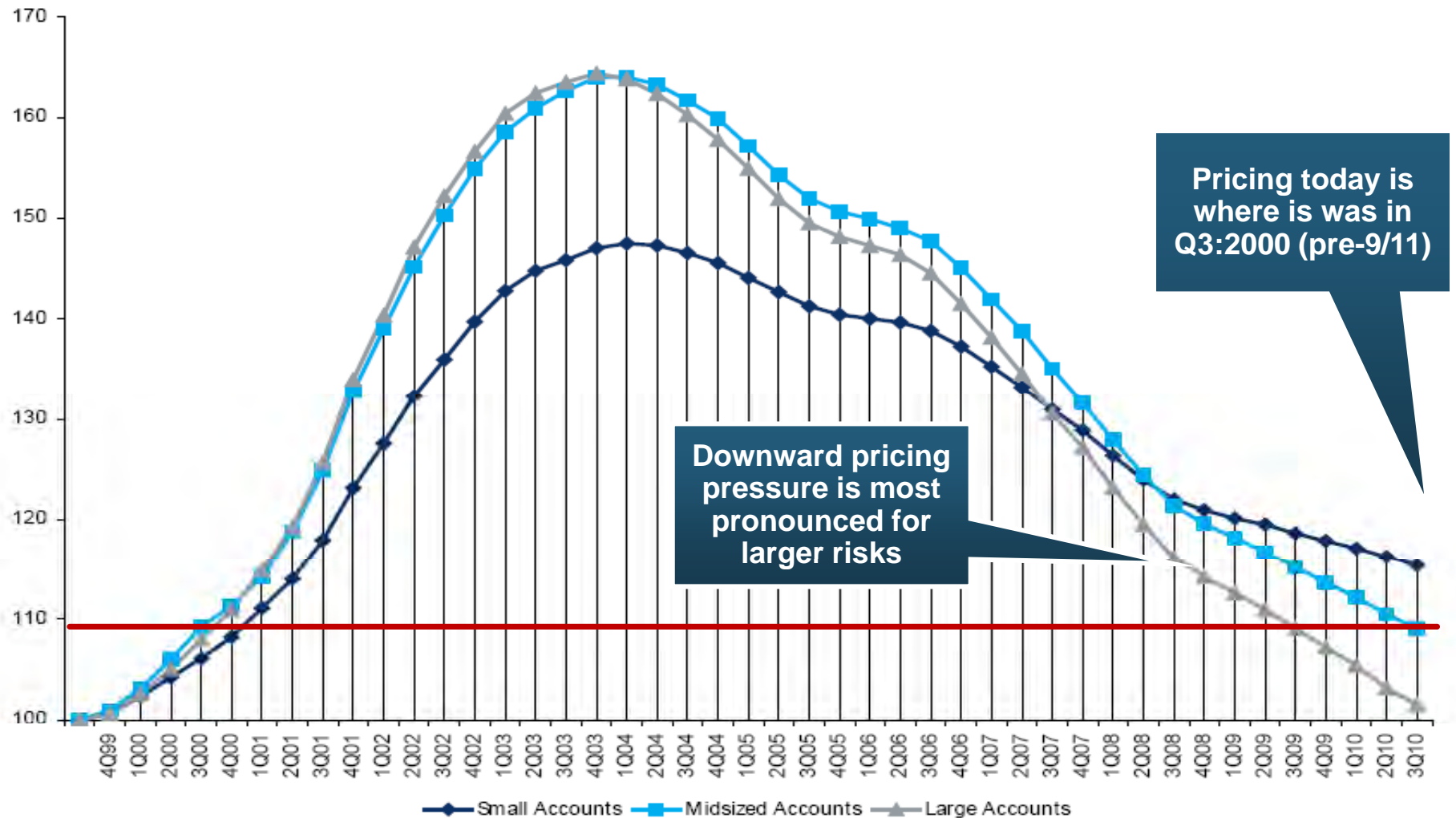
# Change in Commercial Rate Renewals, by Account Size: 1999:Q4 to 2010:Q3

Percentage Change (%)



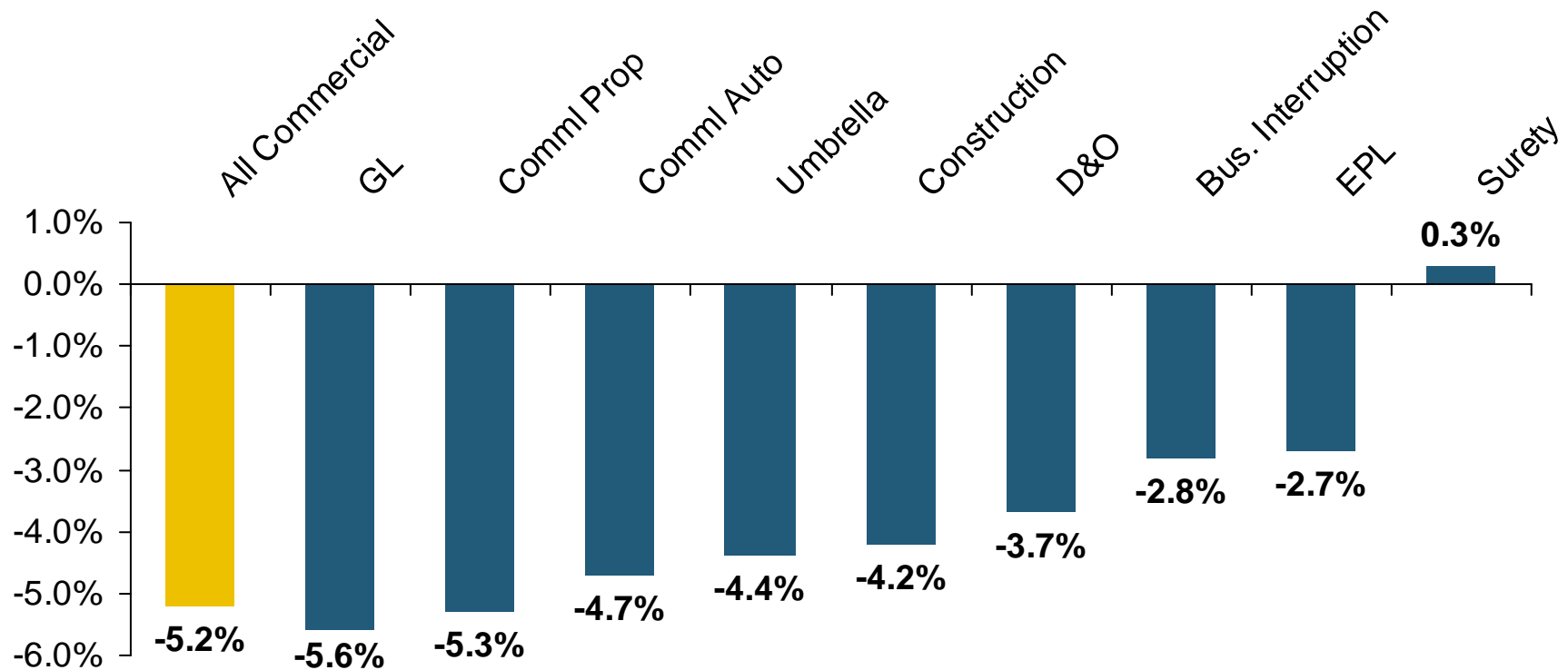
# Cumulative Qtrly. Commercial Rate Changes, by Account Size: 1999:Q4 to 2010:Q3

1999:Q4 = 100



# Change in Commercial Rate Renewals, by Line: 2010:Q3

Percentage Change (%)



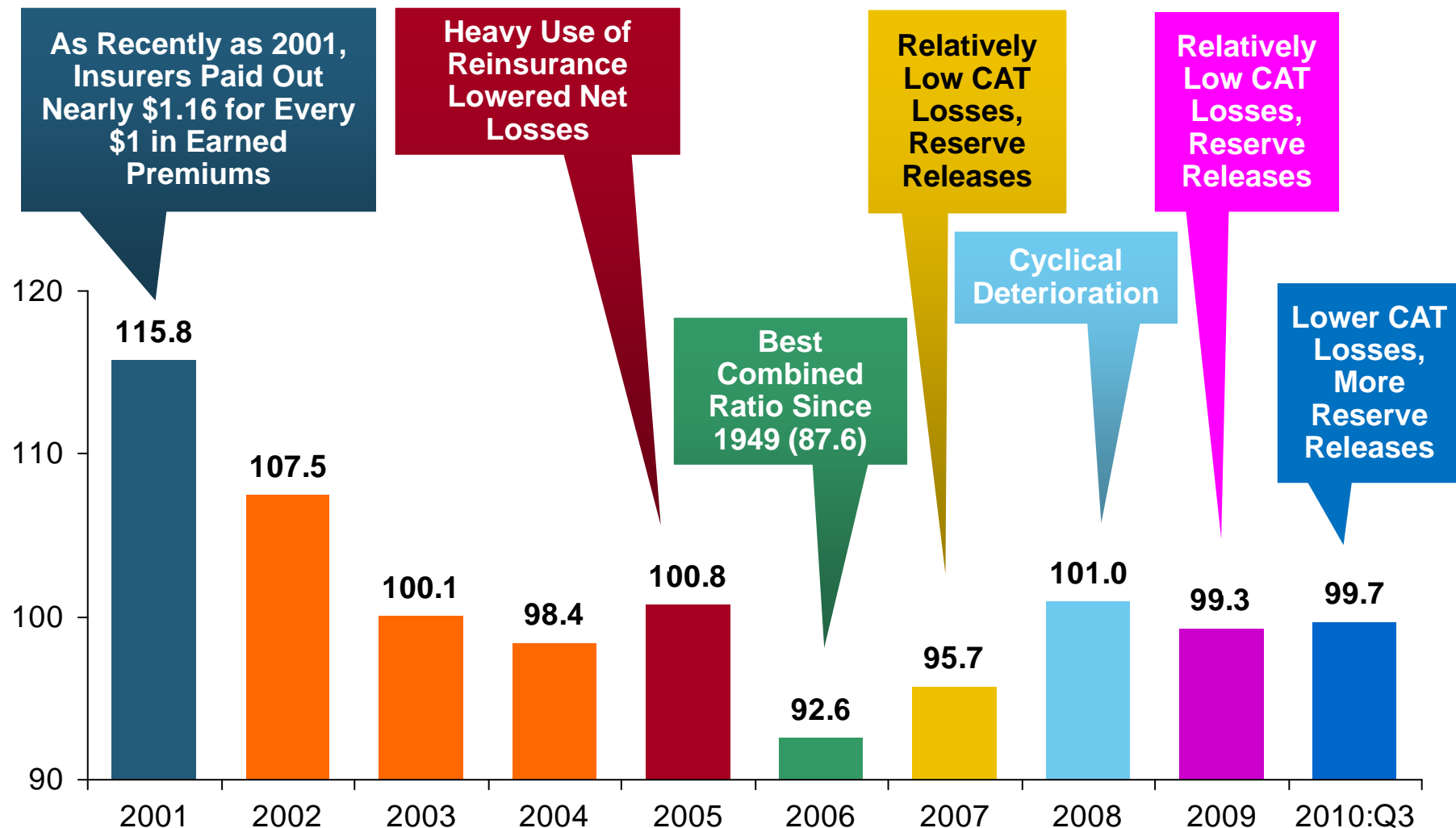
**Most Major Commercial Lines Renewed Down in Q3:2010 at a Pace Similar to that of a Year Earlier**

# **UNDERWRITING**

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



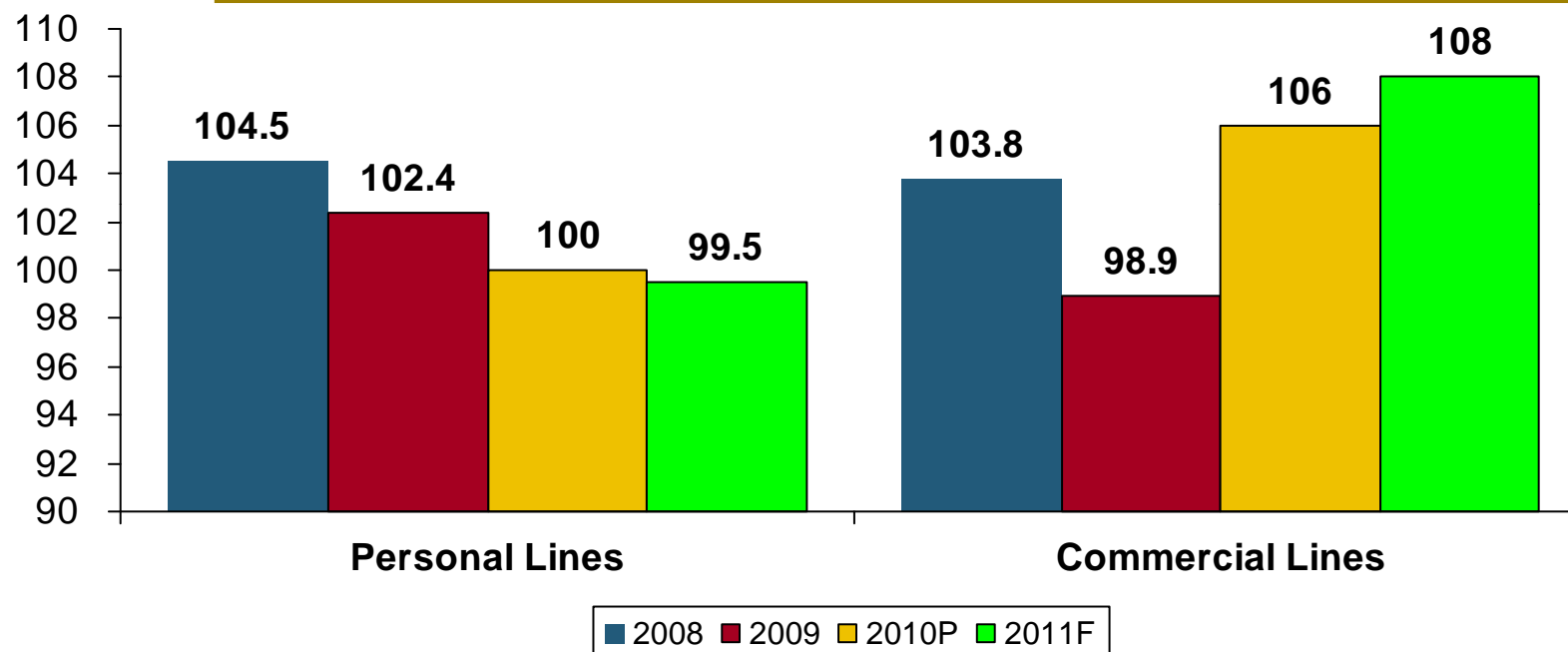
# P/C Insurance Industry Combined Ratio, 2001–2010:Q3\*



\* Excludes Mortgage & Financial Guaranty insurers in 2008, 2009 and 2010. Including M&FG, 2008=105.1, 2009=100.7, 2010:Q3=101.2  
Sources: A.M. Best, ISO.

# Calendar Year Combined Ratios by Segment: 2008-2011F

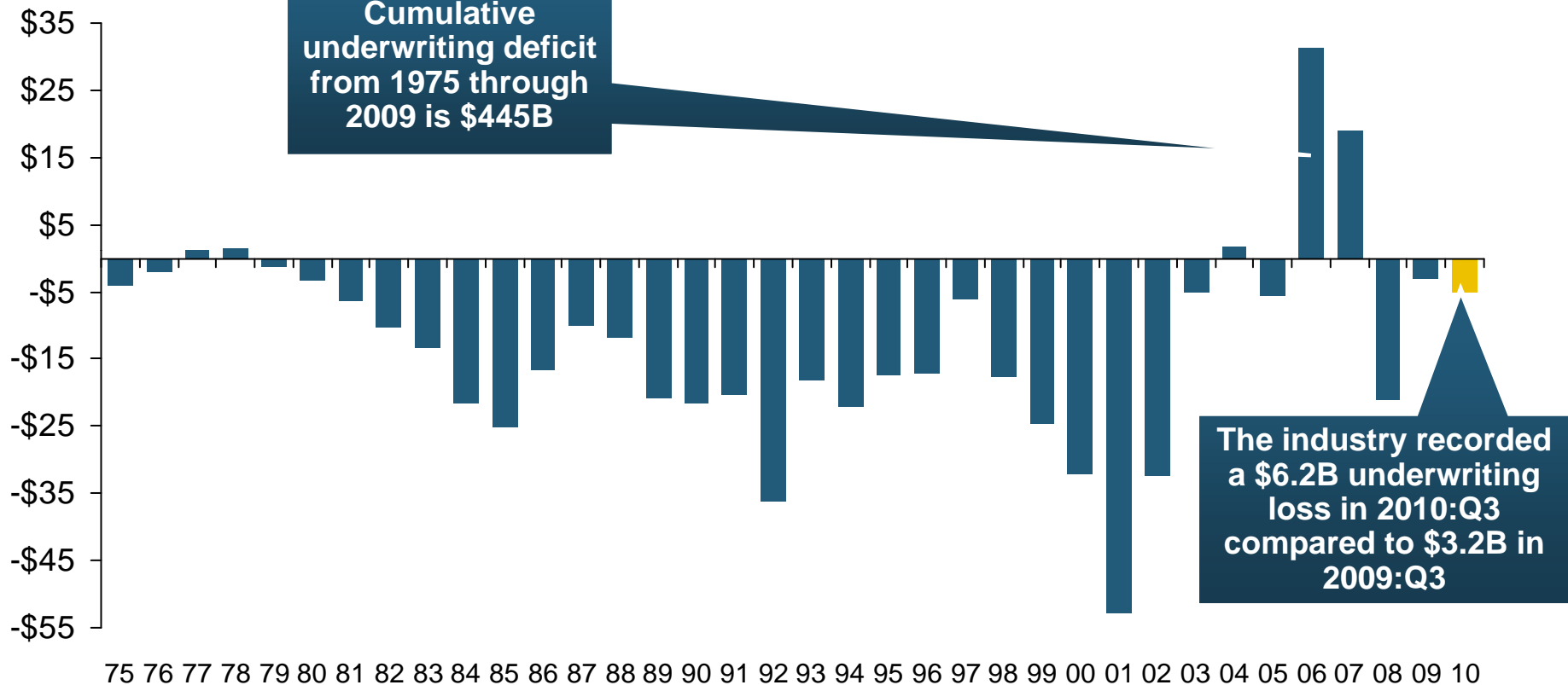
**Personal lines combined ratio is expected to remain stable in 2010 while commercial lines and reinsurance deteriorate**



**Overall deterioration in 2011 underwriting performance is due to expected return to normal catastrophe activity along with deteriorating underwriting performance related to the prolonged commercial soft market**

# Underwriting Gain (Loss) 1975–2010:Q3\*

(\$ Billions)



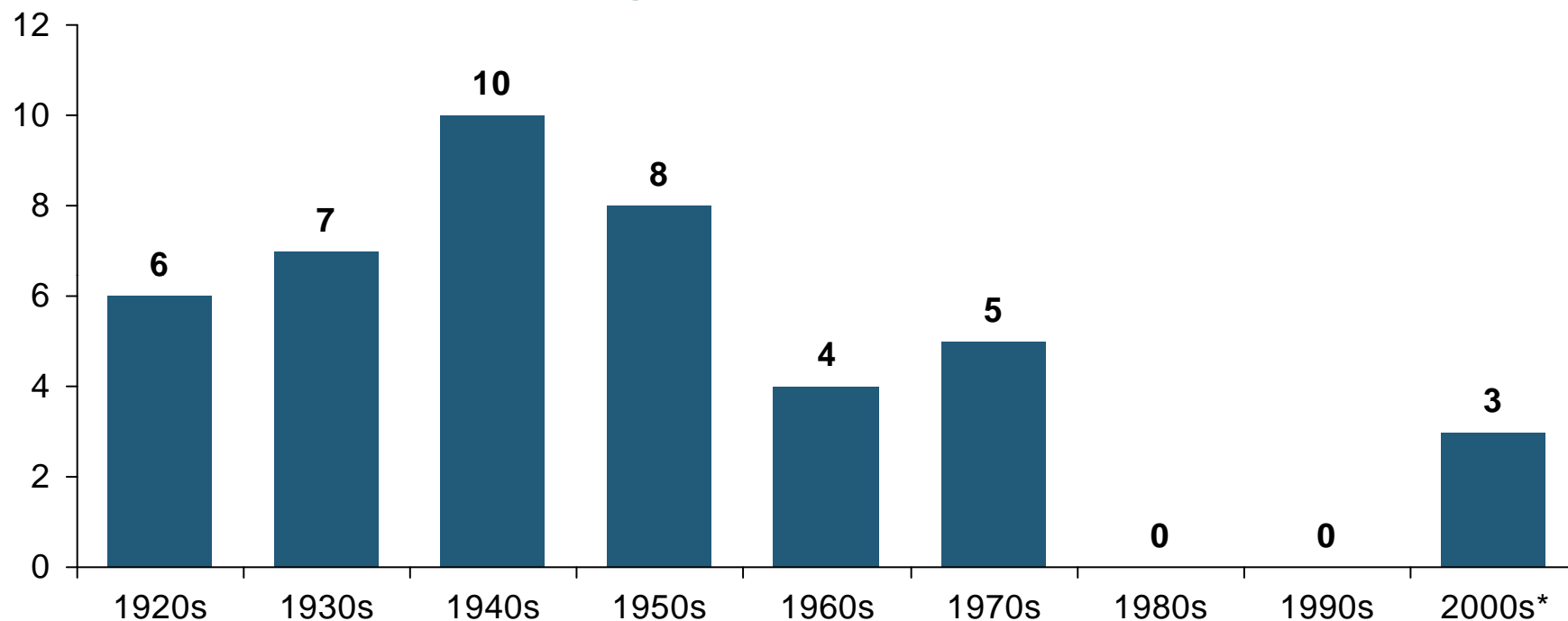
**Large Underwriting Losses Are *NOT* Sustainable  
in Current Investment Environment**

\* Includes mortgage and financial guaranty insurers.

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

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

Number of Years with Underwriting Profits



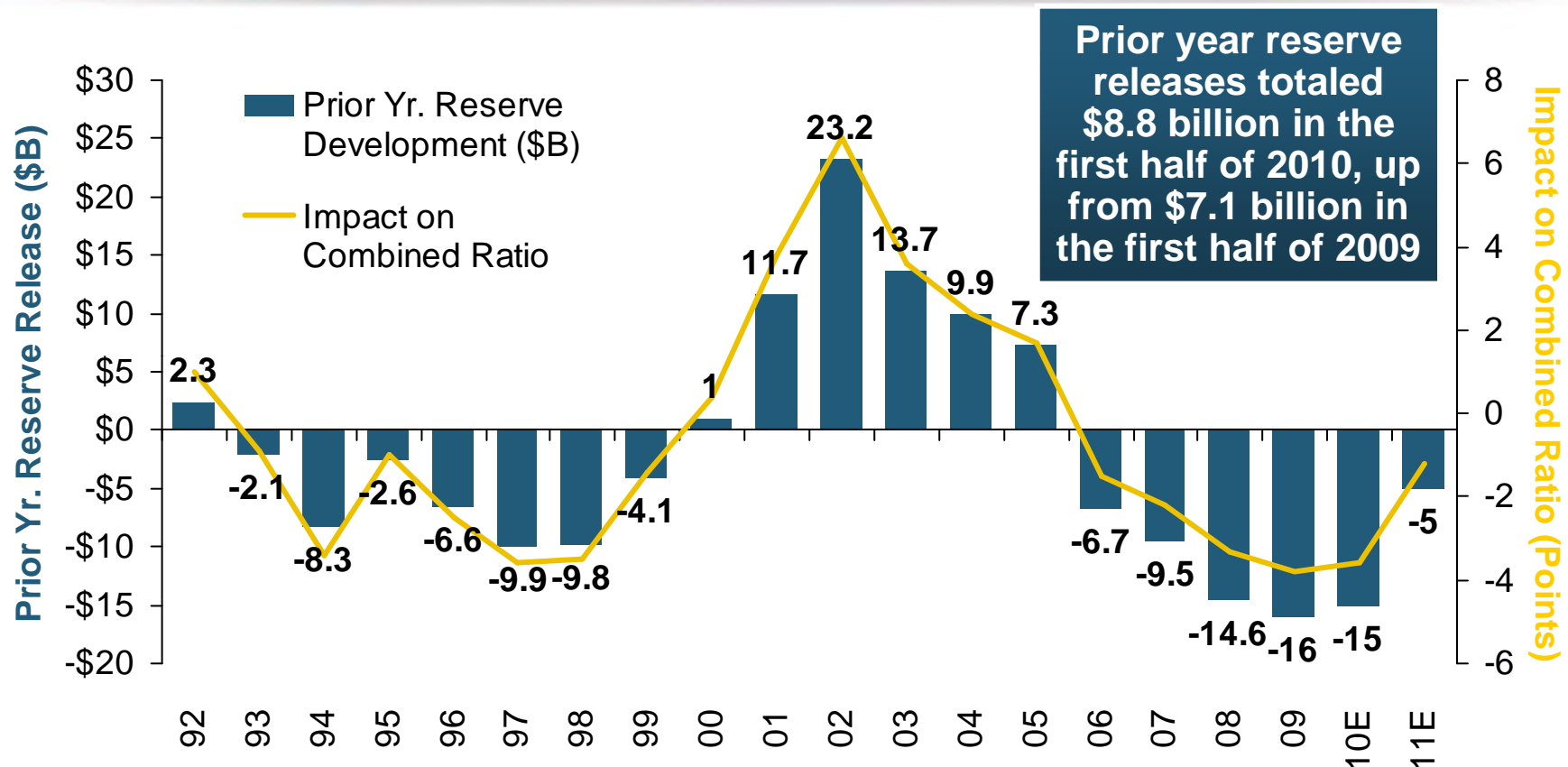
**Underwriting Profits Were Common Before the 1980s  
(40 of the 60 Years Before 1980 Had Combined Ratios Below 100) –  
But Then They Vanished. Not a Single Underwriting Profit Was  
Recorded in the 25 Years from 1979 Through 2003**

\* 2000 through 2009. 2009 combined ratio excluding mortgage and financial guaranty insurers was 99.3, which would bring the 2000s total to 4 years with an underwriting profit.

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

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

# P/C Reserve Development, 1992–2011E

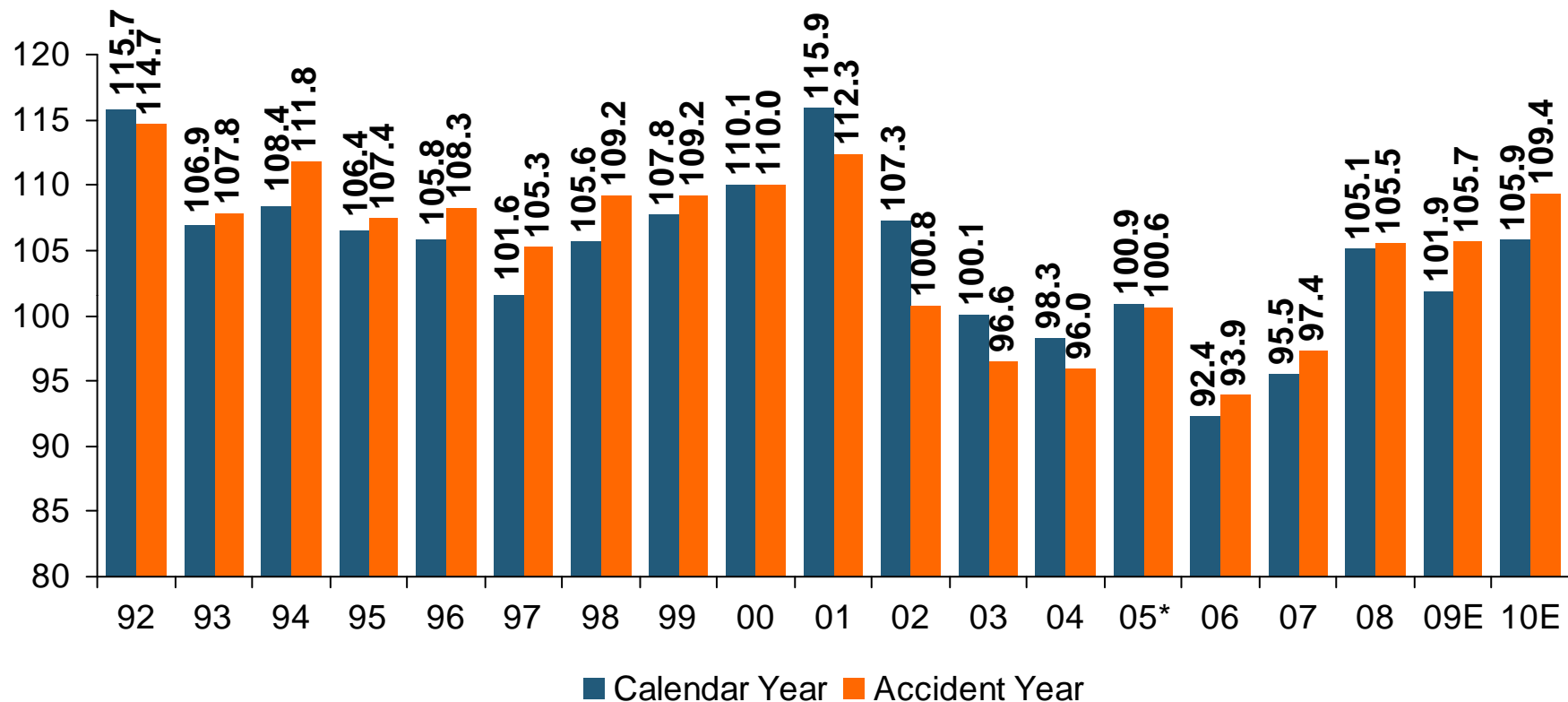


**Reserve Releases Are Remained Strong in 2010 But Should Begin to Taper Off in 2011**

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: Barclay's Capital; A.M. Best.

# Calendar Year vs. Accident Year P/C Combined Ratio: 1992–2010E<sup>1</sup>

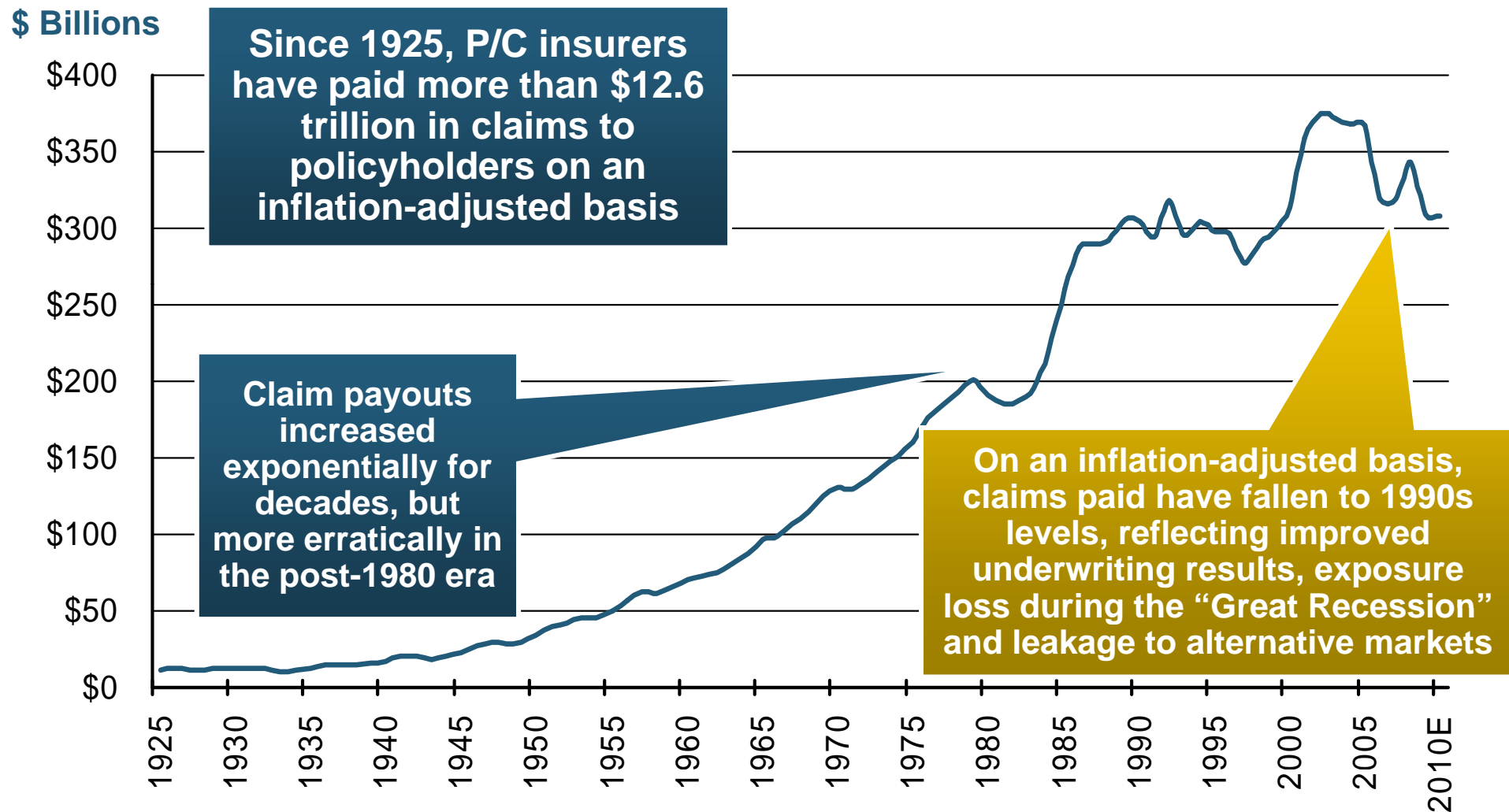


**Accident Year Results Show a More Significant Deterioration in Underwriting Performance. Calendar Year Results Are Helped by Reserve Releases**

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: Barclay's Capital; A.M. Best.

# Inflation-Adjusted Dollar Value of Claims Paid by P/C Insurers, 1925–2010E\*

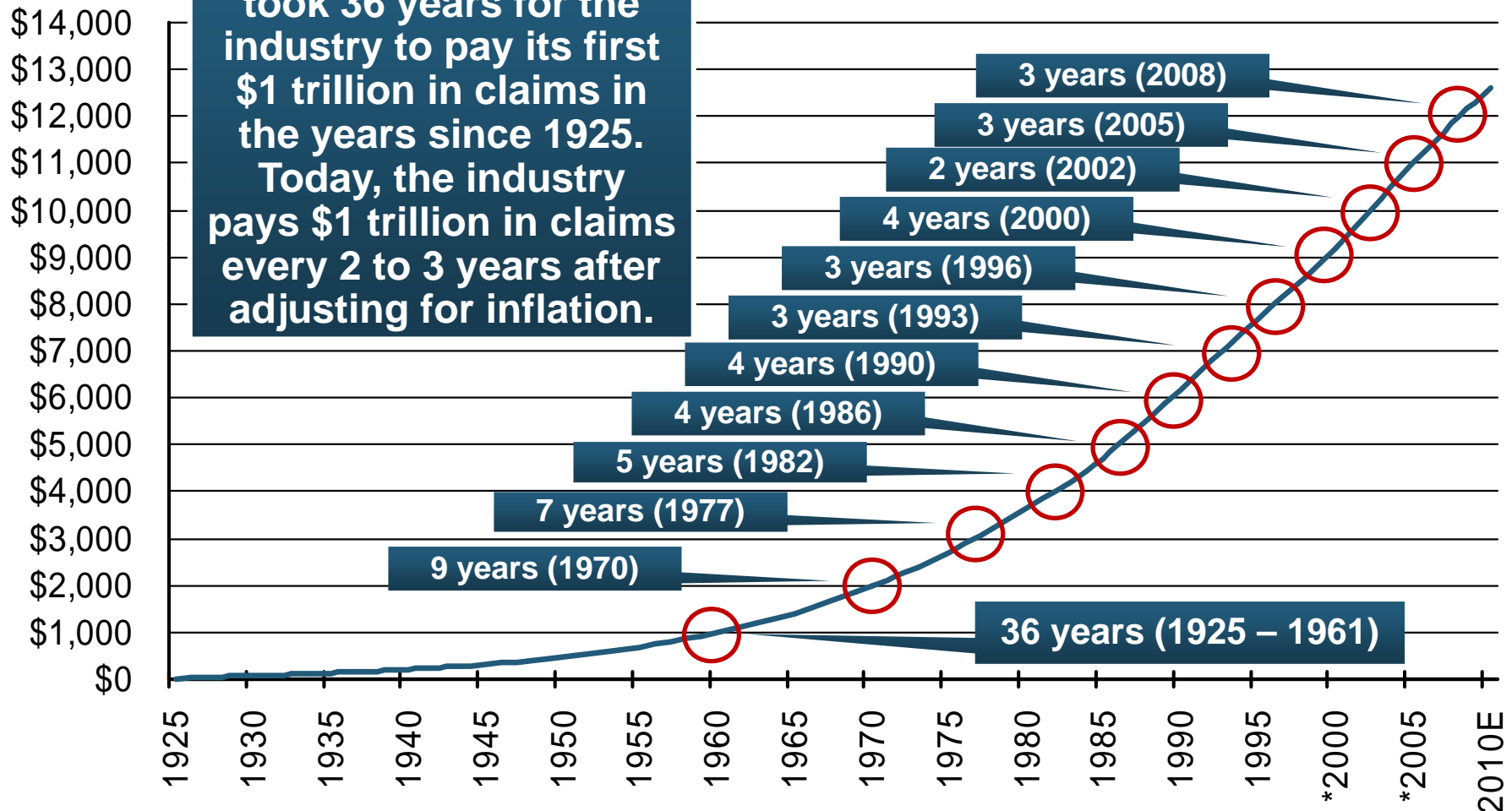


\*1925 – 1934 stock companies only. Includes workers compensation state funds 1998-2006.

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

# Cumulative Value of Inflation-Adjusted Claims Paid by P/C Insurers, 1925–2010E\*

**\$ Billions**

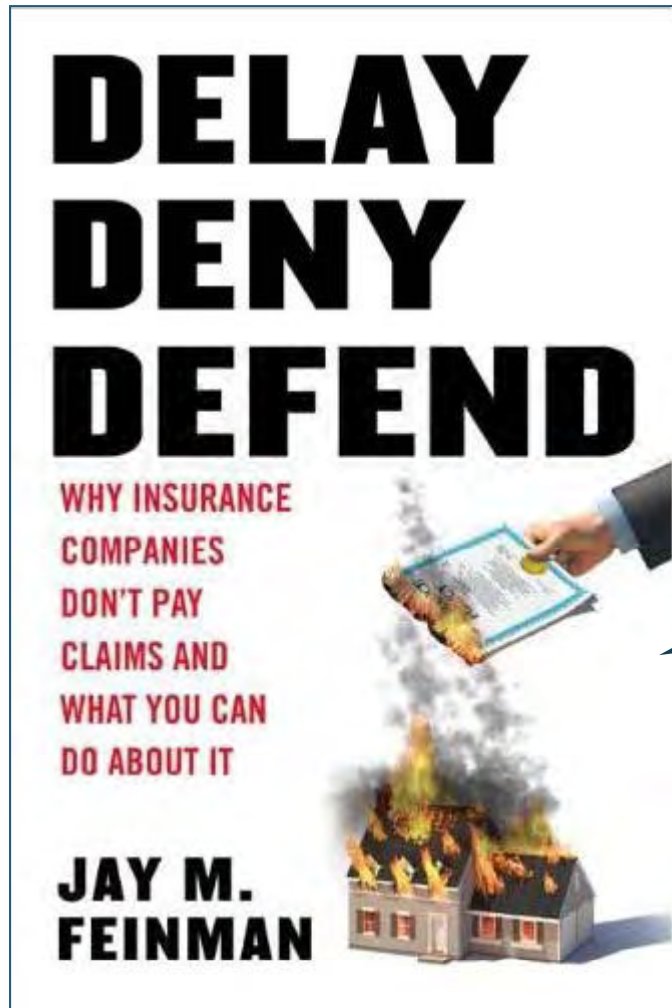


\*1925 – 1934 stock companies only. Includes workers compensation state funds 1998-2006.

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



# \$12.5 Trillion of Paid Claims and Someone Still Writes a Book With This Title?



This book by a Rutgers University law professor asserts that insurers do everything possible to avoid paying legitimate claims.

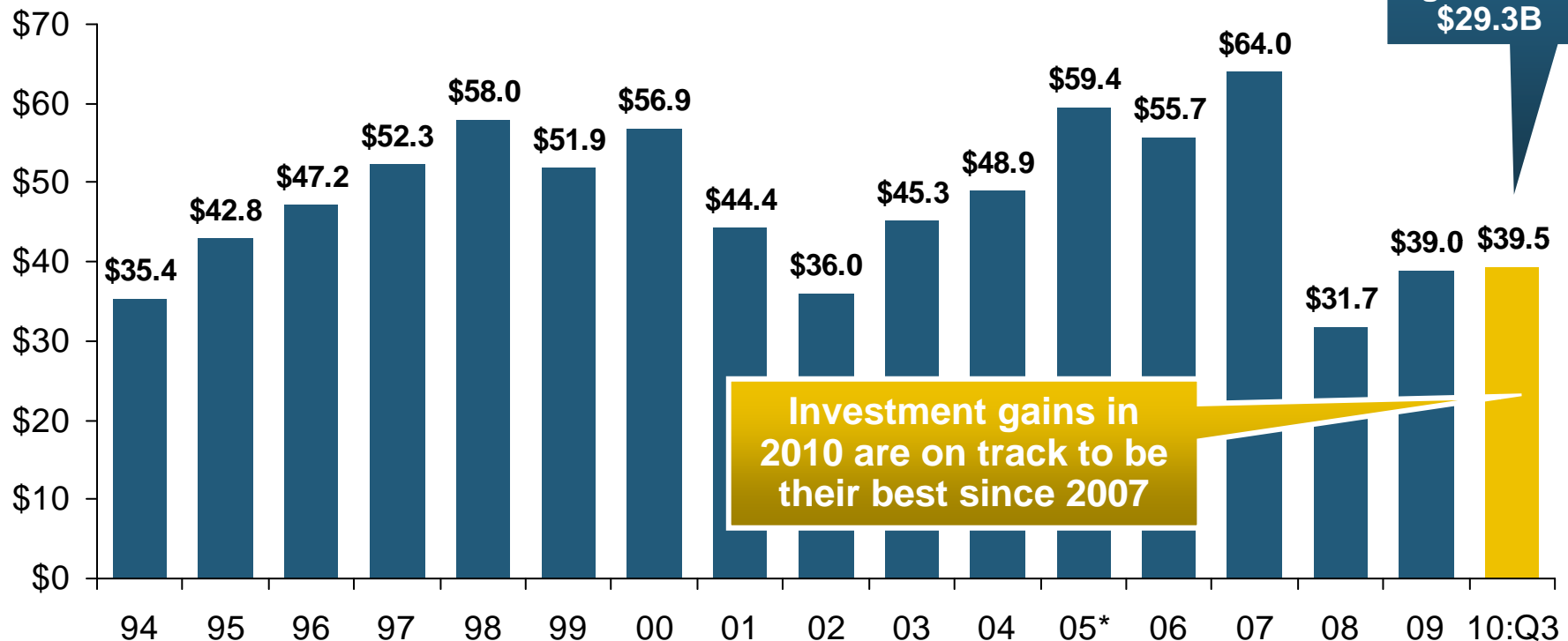
I will be debating the thesis of Prof. Feinman's book and refuting his allegations in New Orleans on March 24.

# **INVESTMENTS: THE NEW REALITY**

**Investment Performance is a  
Key Driver of Profitability  
*Does It Influence  
Underwriting or Cyclicalities?***

# Property/Casualty Insurance Industry Investment Gain: 1994–2010:Q3<sup>1</sup>

(\$ Billions)



**In 2008, Investment Gains Fell by 50% Due to Lower Yields and Nearly \$20B of Realized Capital Losses**  
**2009 Saw Smaller Realized Capital Losses But Declining Investment Income**  
**Investment Gains Recovered Significantly in 2010**

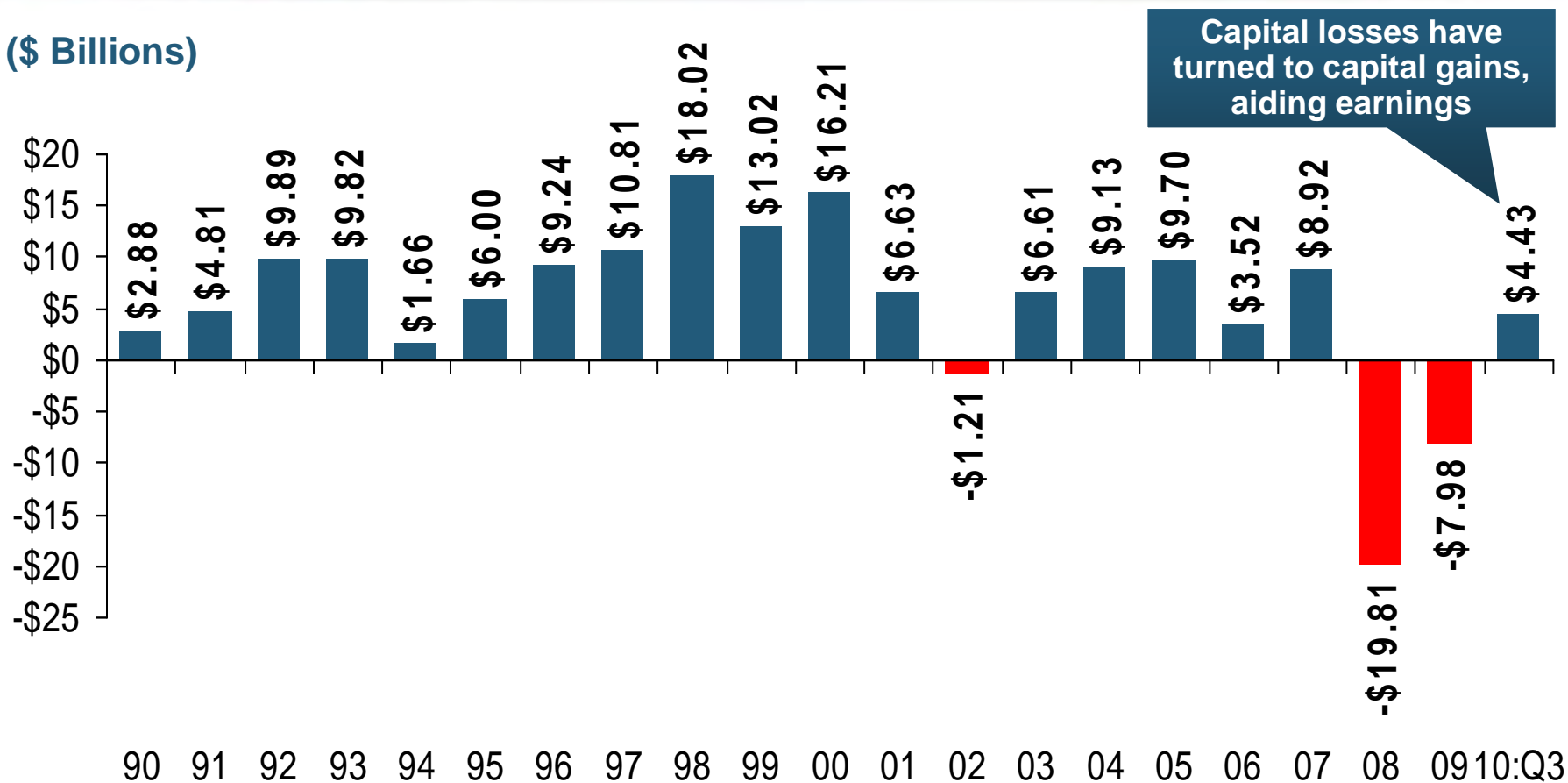
<sup>1</sup> Investment gains consist primarily of interest, stock dividends and realized capital gains and losses.

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

Sources: ISO; Insurance Information Institute.

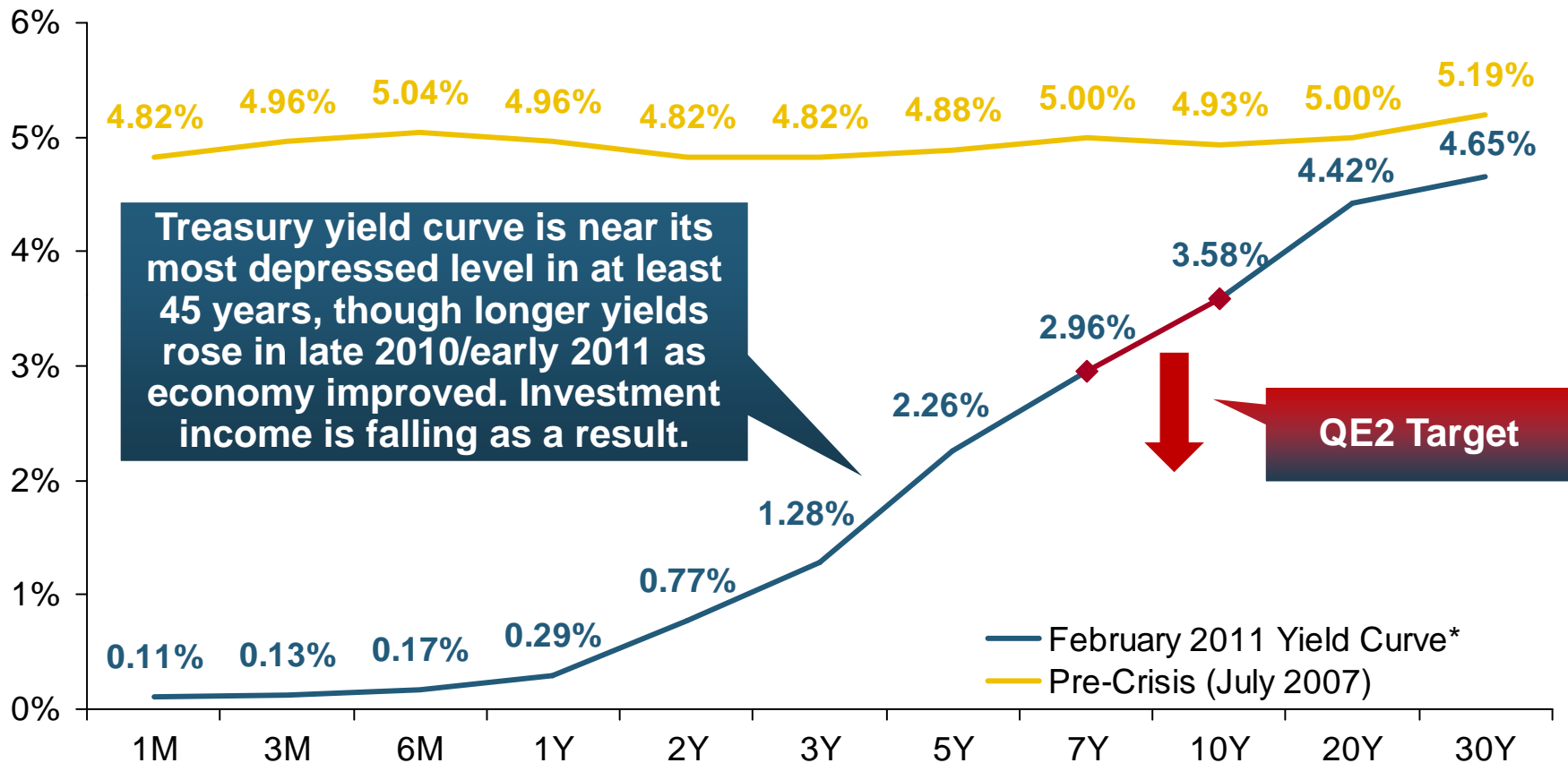
# P/C Insurer Net Realized Capital Gains, 1990-2010:Q3

(\$ Billions)



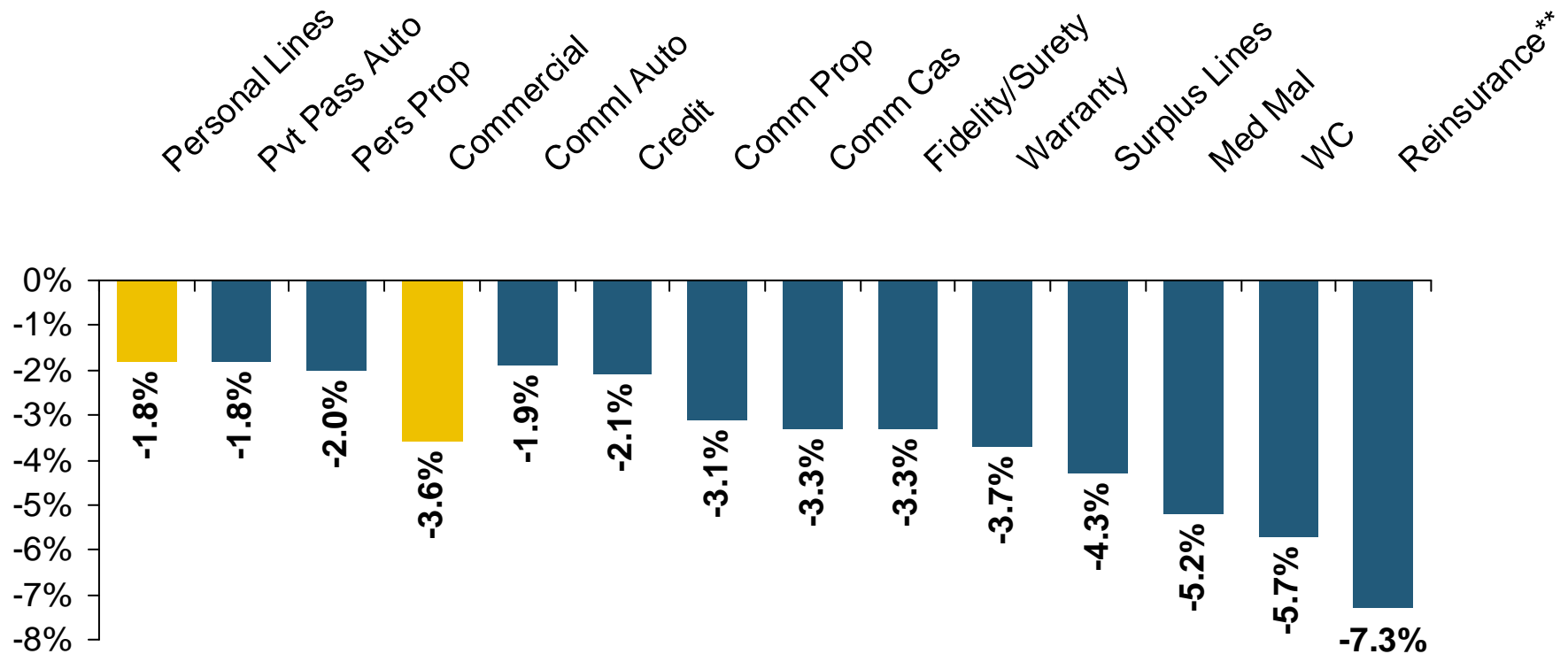
**Realized Capital Losses Were the Primary Cause of 2008/2009's Large Drop in Profits and ROE and Were a Major Driver of Its Recovery in 2010**

# Treasury Yield Curves: Pre-Crisis (July 2007) vs. February 2011



**The Fed's Announced Intention to Pursue Additional Quantitative Easing Could Depress Rates in the 7 to 10-Year Maturity Range through June**

# 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

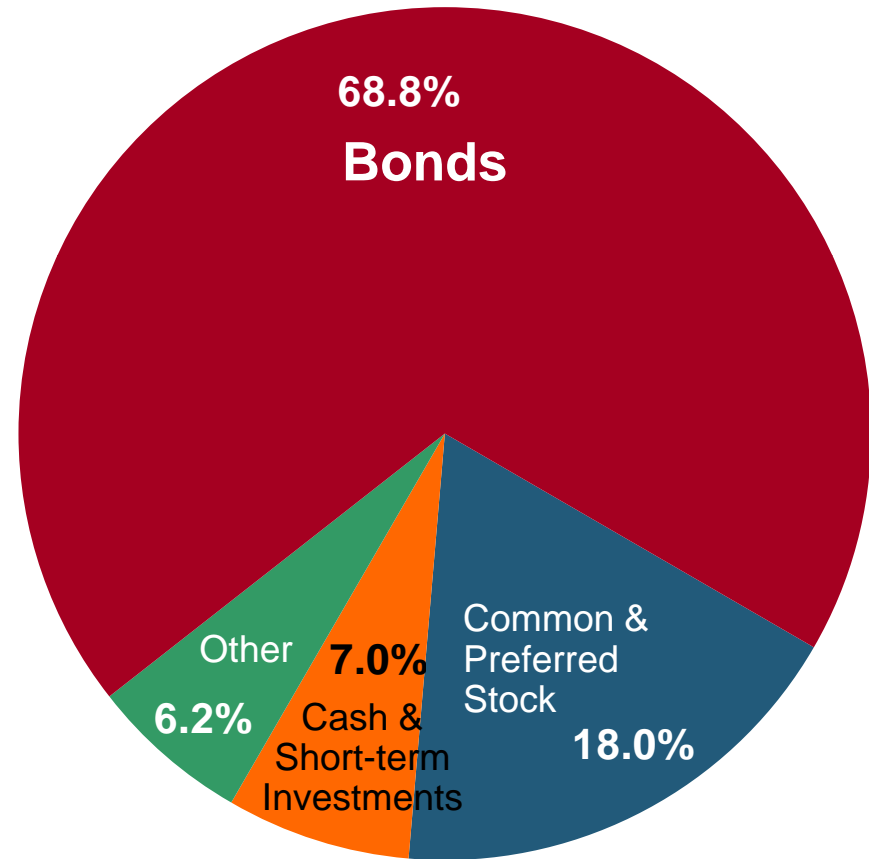
Source: A.M. Best; Insurance Information Institute.

# Distribution of P/C Insurance Industry's Investment Portfolio

## Portfolio Facts as of 12/31/2009

- Invested assets totaled \$1.26 trillion
- Generally, insurers invest conservatively, with over 2/3 of invested assets in bonds
- Only 18% of invested assets were in common or preferred stock

As of December 31, 2009



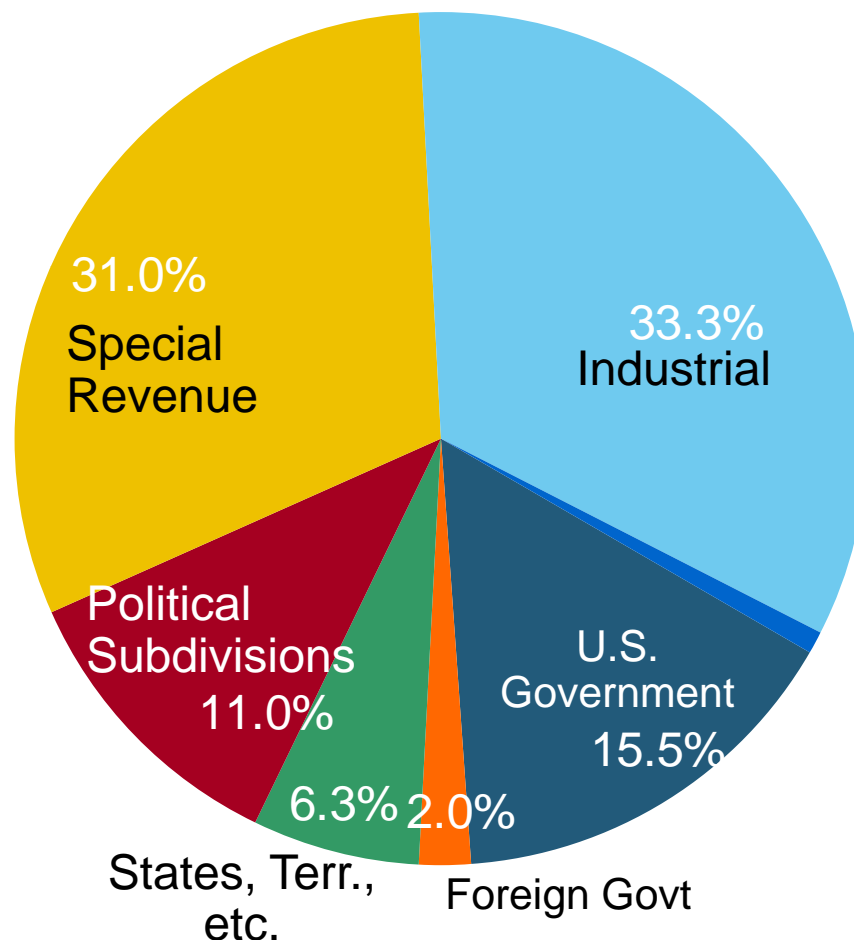
# 2011 Financial Overview

## About Half of the P/C Insurance Industry's Bond Investments Are in Municipal Bonds

### Bond Investment Facts as of 12/31/09

- Investments in "Political Subdivision [of states]" bonds were \$102.5 billion
- Investments in "States, Territories, & Possessions" bonds were \$58.9 billion
- Investments in "Special Revenue" bonds were \$288.2 billion
- All state, local, and special revenue bonds totaled 48.2% of bonds, about 35.7% of total invested assets

As of December 31, 2009

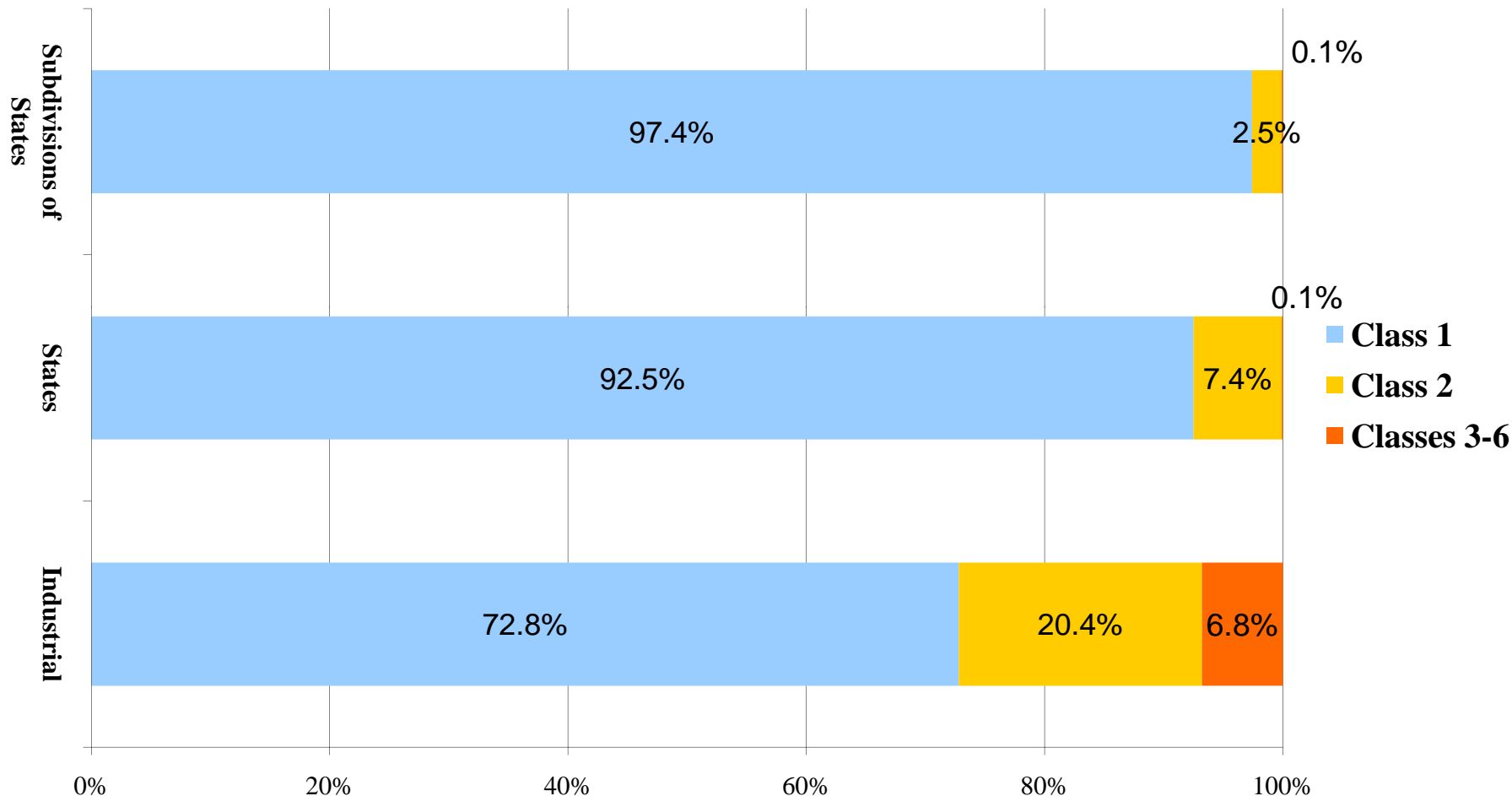




- **Most Government Entities Are Under Financial Distress**
  - ◆ Plunging tax receipts, higher outlays, pension obligations
- **Analyst Meredith Whitney in Dec. 2010 Said (on 60 Minutes) that a “Spate” of 50-100 Sizeable Defaults Totaling “Hundreds of Billions of Dollars**
  - ◆ Few other analysts believe such an outcome is likely, though most acknowledge that some are likely
- **The 3 Major Ratings Agencies Report Cumulative Muni Bond Default Rates Ranging from 0.04% to 0.29% from 2000-2009**
  - ◆ These figures indicate that muni defaults are very rare
  - ◆ Longer-term review corroborates rarity of such defaults
  - ◆ Even in the event of default municipalities often (eventually) make good on the debt
- **Municipalities Have Many Tools to Meet Obligations**
- **Revenues to State and Local Governments Are Starting to Recover**

# 2011 Financial Overview

## When P/C Insurers Invest in Higher Risk Bonds, It's Corporates, Not Munis

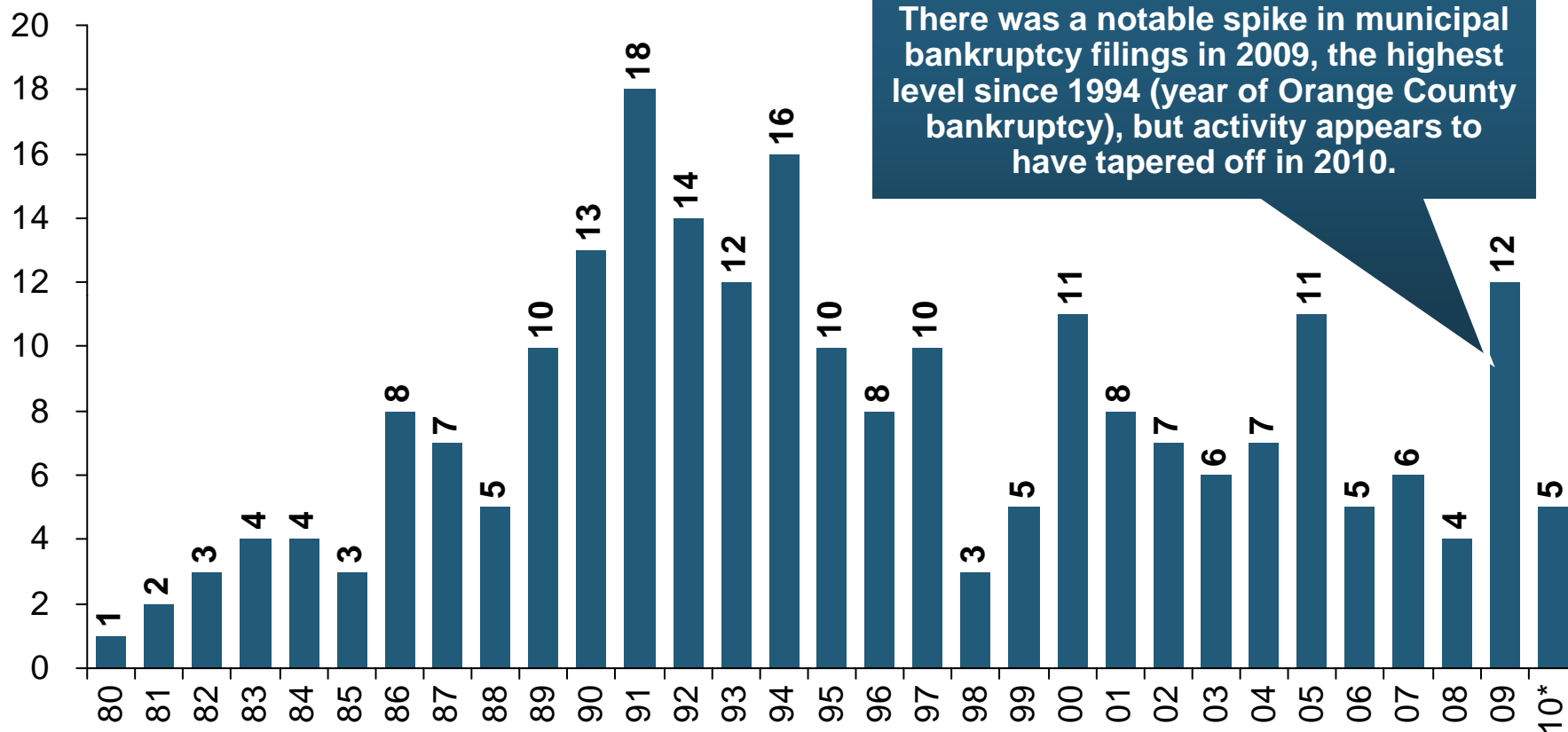


**The NAIC's Securities Valuation Office puts bonds into one of 6 classes: class 1 has the lowest expected impairments; successively higher numbered classes imply increasing impairment likelihood.**

# **MUNICIPAL BOND CONCERNS**

**Collapse of Muni Bond Market is  
Highly Unlikely**

# Chapter 9 Bankruptcy Filings: 1980-2010:Q3



**Chapter 9 bankruptcy allows for the reorganization of “municipalities,” which include cities, towns, villages, counties, taxing districts, municipal utilities and school districts.**

\*Through Q3 2010.

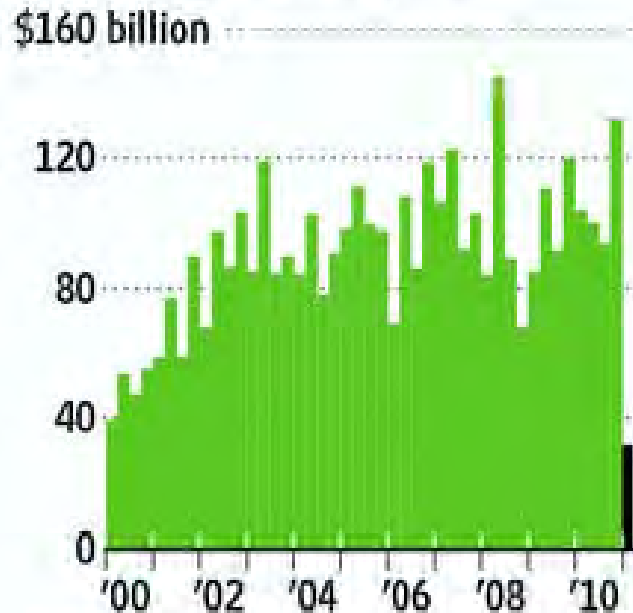
Note: Chapter 9 bankruptcy allows for the reorganization of

Source: American Bankruptcy Institute; Insurance Information Institute.

# Muni Bond Issuance: 2000 – 2011\*

## Borrowing Slows

Muni-issuance is on pace for lowest quarter in 11 years.



Note: 2011 as of March 4

Source: Thomson Reuters

Muni issuance is was down in early 2011 after the end of a special federal program in 2010 and amid the fiscal problems of many states and municipalities

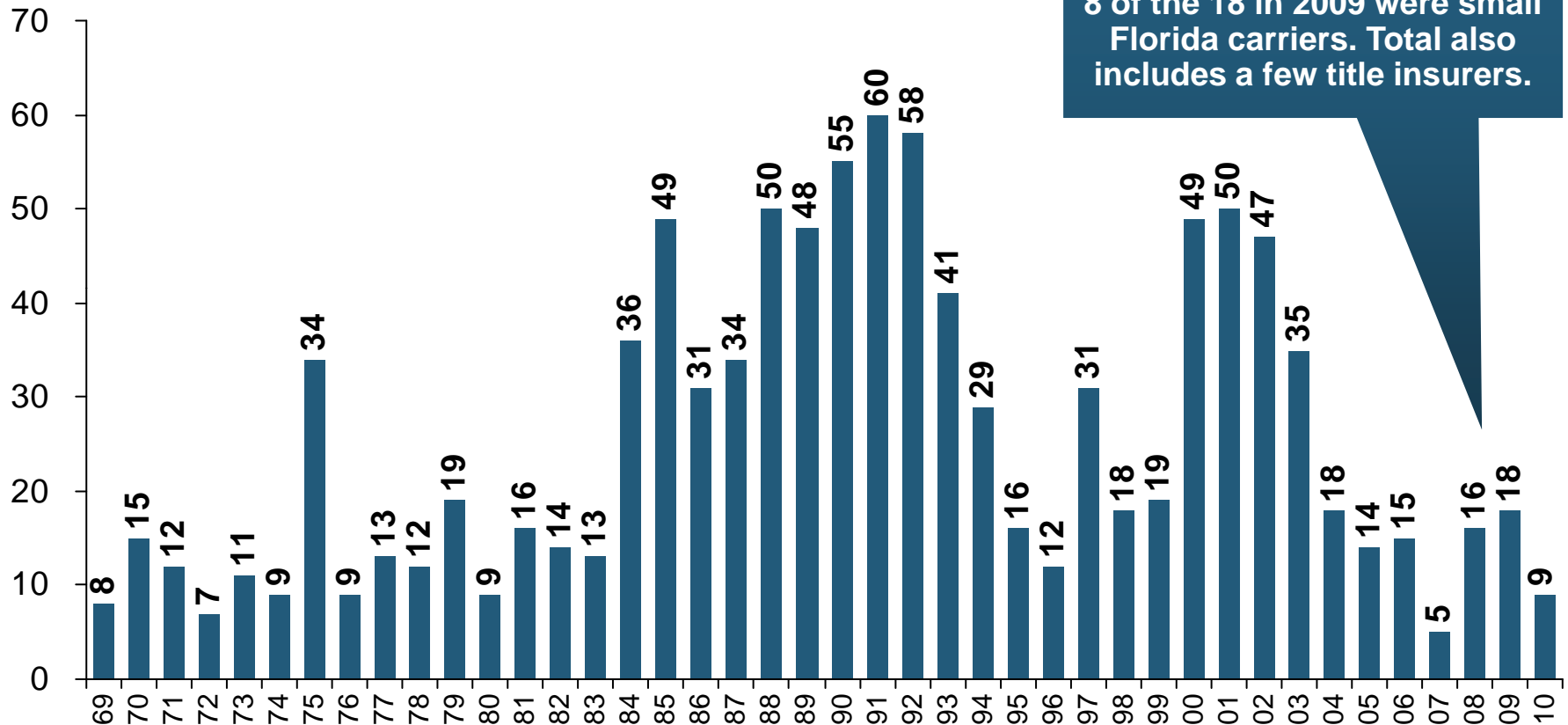
\*Through March 4, 2011

Source: Thompson Reuters; Wall Street Journal; Insurance Information Institute.

# **Financial Strength & Underwriting**

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

# P/C Insurer Impairments, 1969–2010E\*

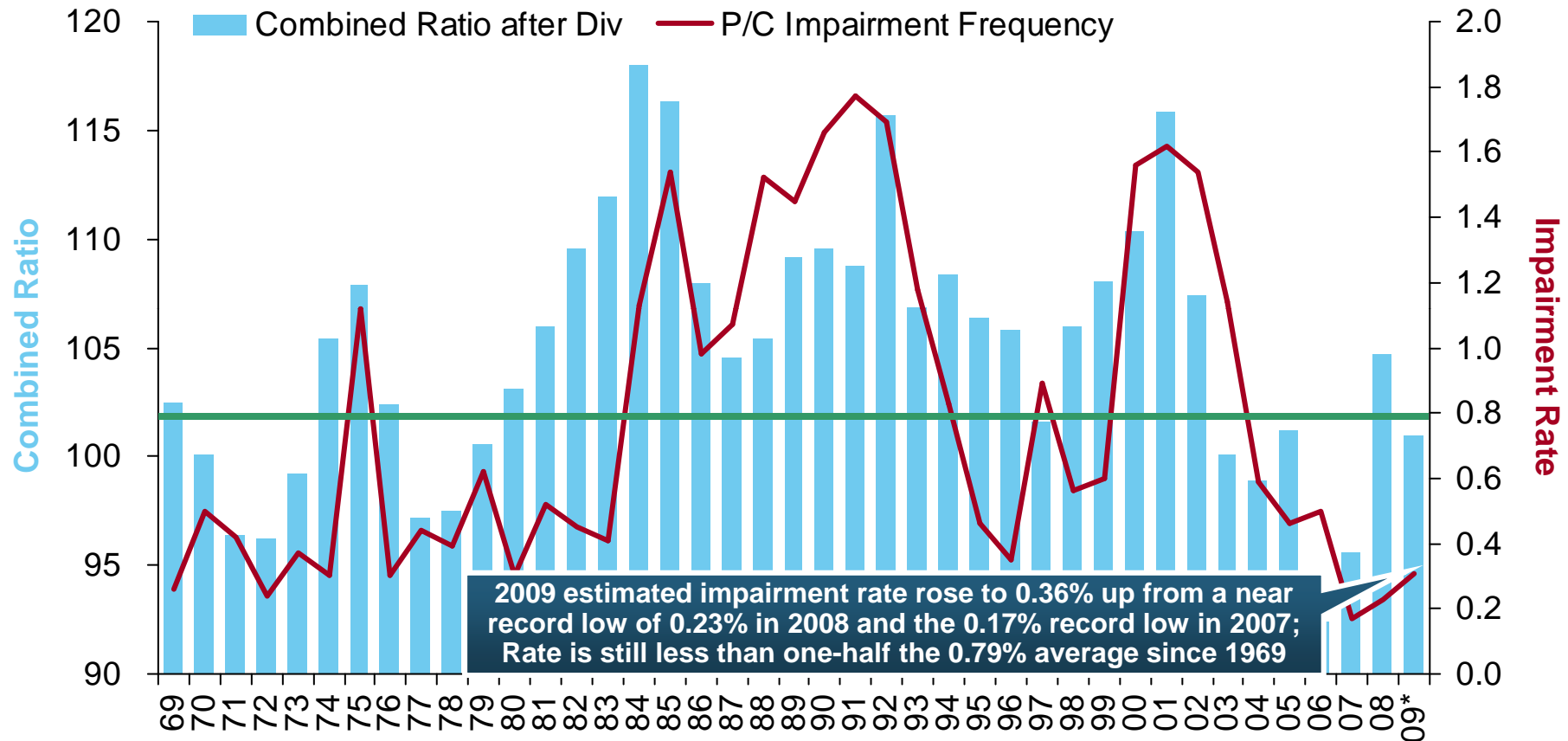


**The Number of Impairments Varies Significantly Over the P/C Insurance Cycle, With Peaks Occurring Well into Hard Markets**

\*2010 estimate.

Source: A.M. Best Special Report "1969-2009 Impairment Review," June 21, 2010; Insurance Information Institute.

# P/C Insurer Impairment Frequency vs. Combined Ratio, 1969-2009

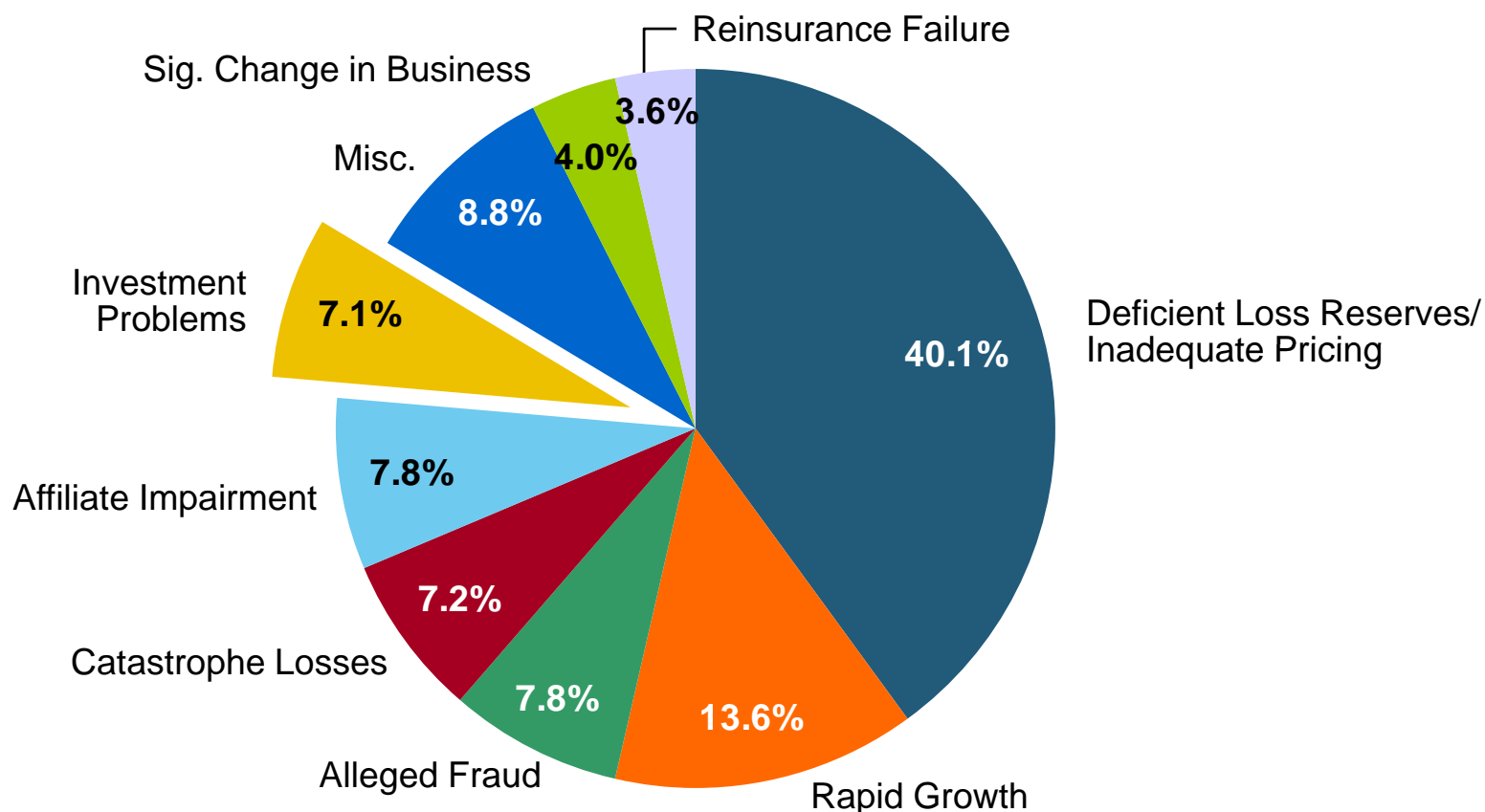


**Impairment Rates Are Highly Correlated With Underwriting Performance and Reached Record Lows in 2007/08**



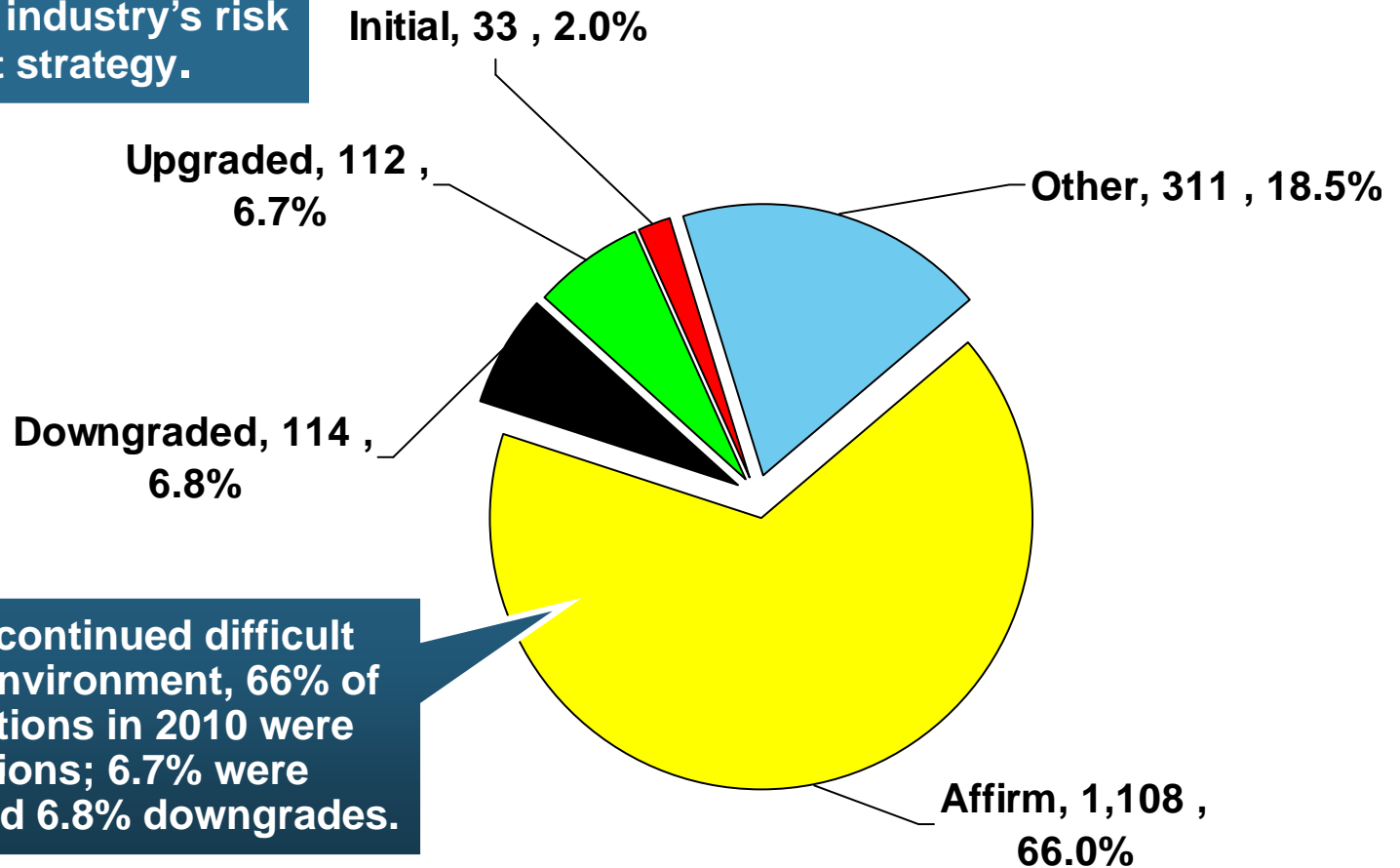
# Reasons for US P/C Insurer Impairments, 1969–2009

**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**



# Summary of A.M. Best's P/C Insurer Ratings Actions in 2010

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.

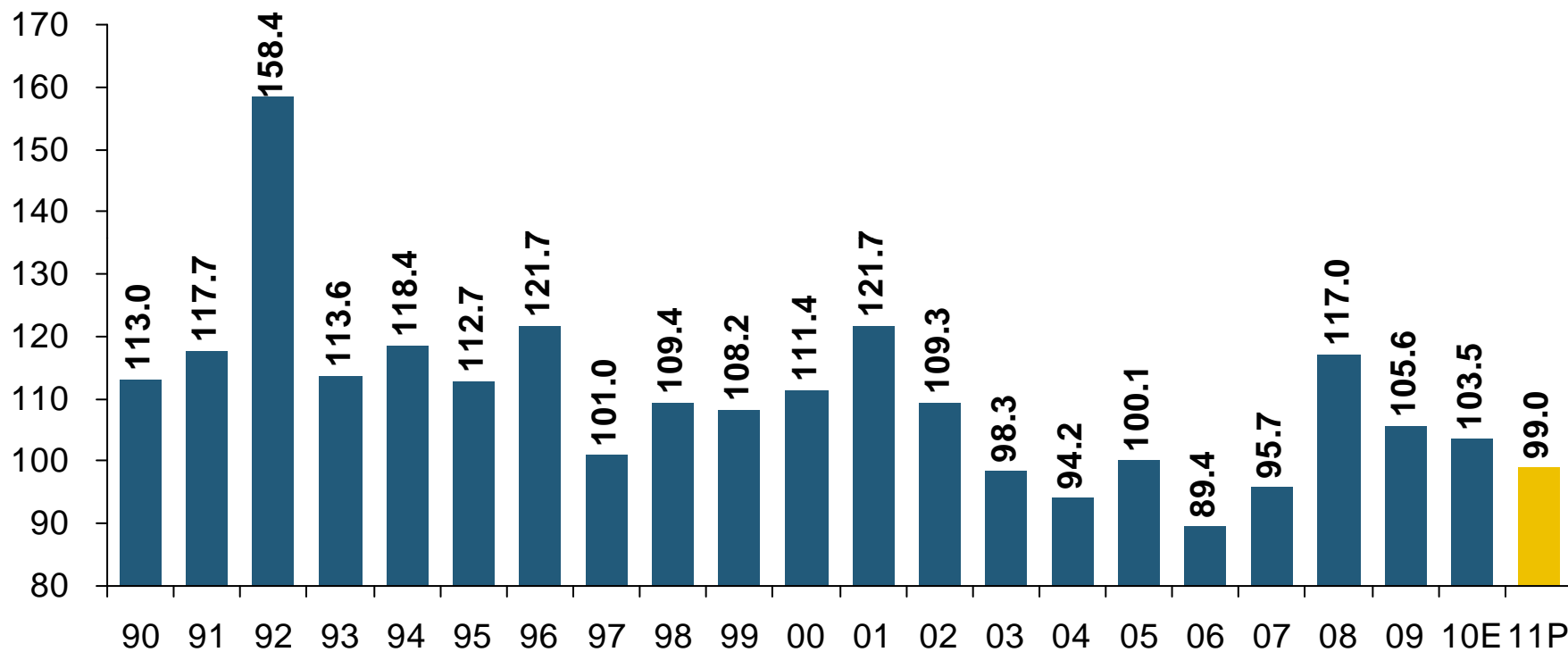


Despite a continued difficult operating environment, 66% of ratings actions in 2010 were affirmations; 6.7% were upgrades and 6.8% downgrades.



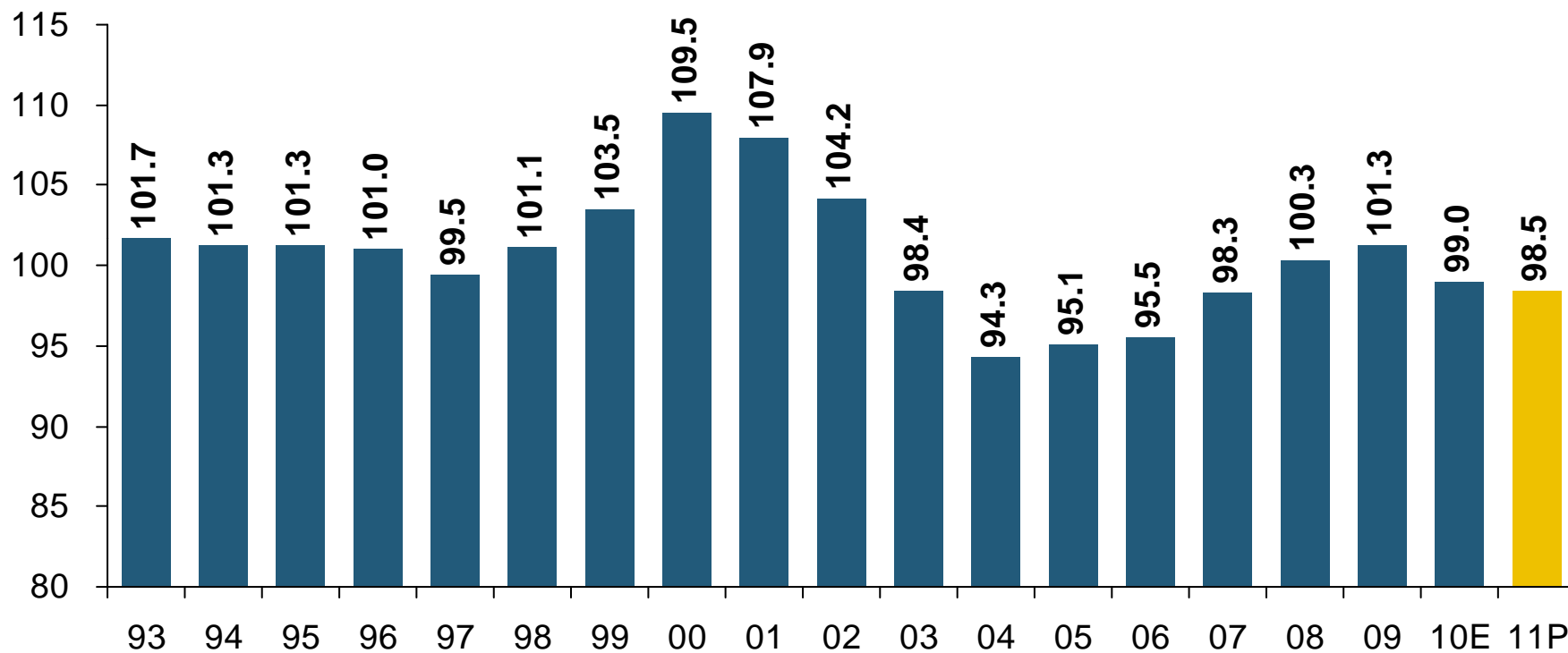
# **Performance by Segment: Commercial/Personal Lines & Reinsurance**

# Homeowners Insurance Combined Ratio: 1990–2011P



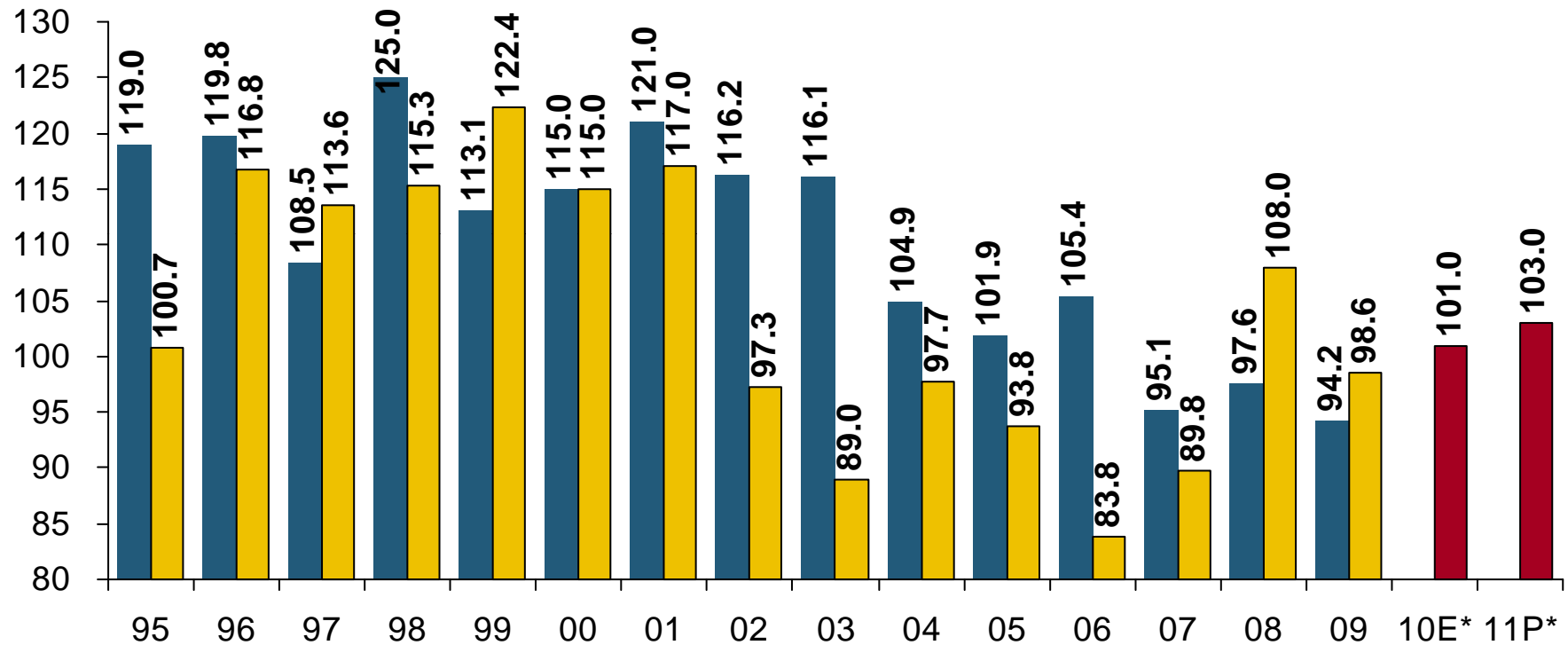
**Homeowners Line Is Expected to Improve in 2011. Extreme Regional Variation Can Be Expected Due to Local Catastrophe Loss Activity**

# Private Passenger Auto Combined Ratio: 1993–2011P



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

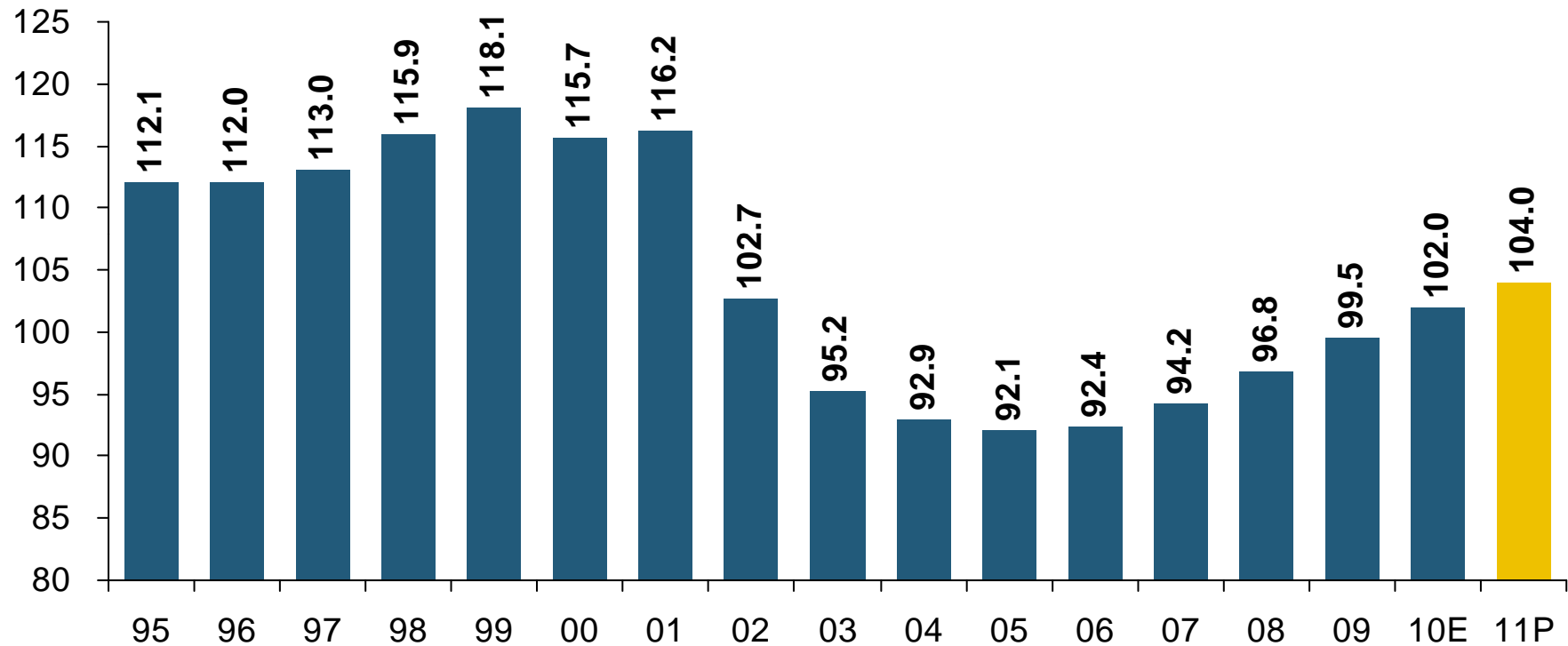
# Commercial Multi-Peril Combined Ratio: 1995–2011P



**Commercial Multi-Peril Underwriting Performance  
is Expected to Deteriorate Modestly**

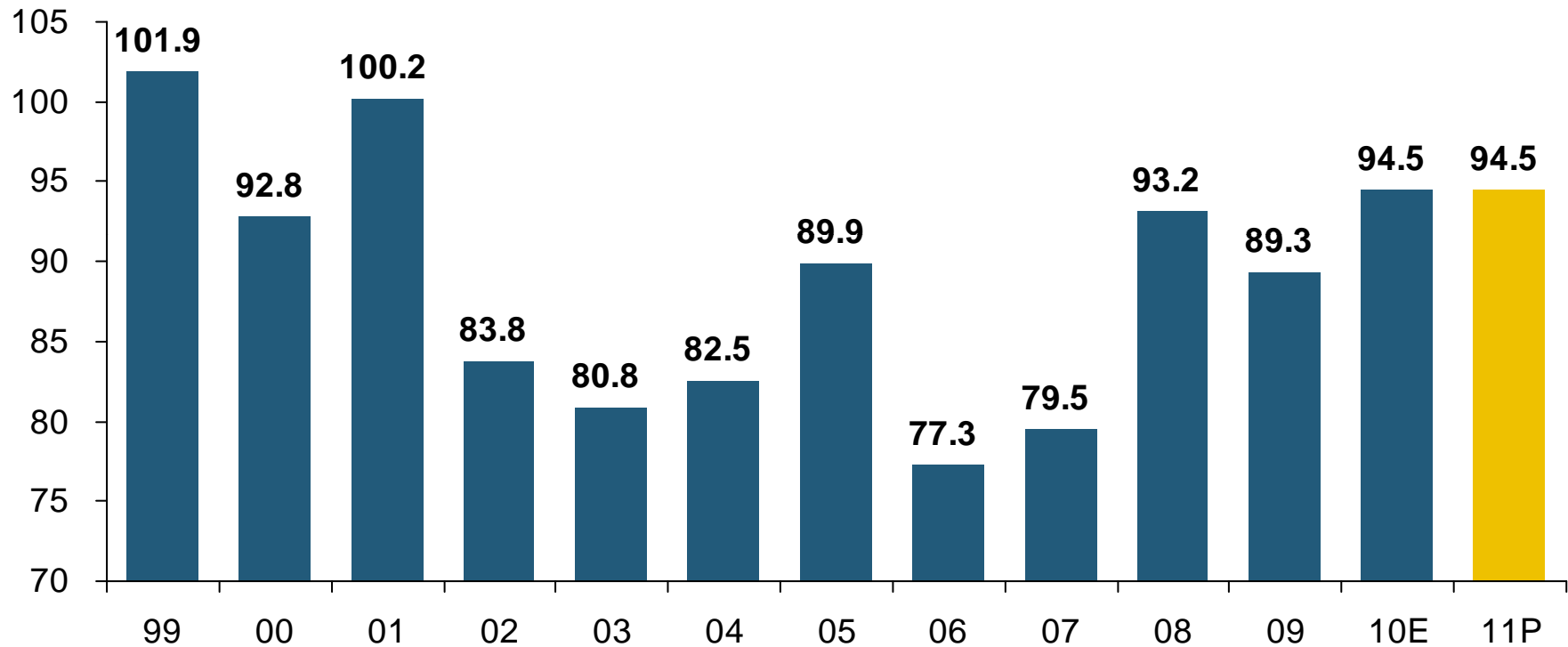
\*2010E and 2011P figures are for the combined liability and non-liability components.  
Sources: A.M. Best; Insurance Information Institute.

# Commercial Auto Combined Ratio: 1993–2011P



**Commercial Auto Underwriting Performance is  
Expected to Deteriorate Modestly**

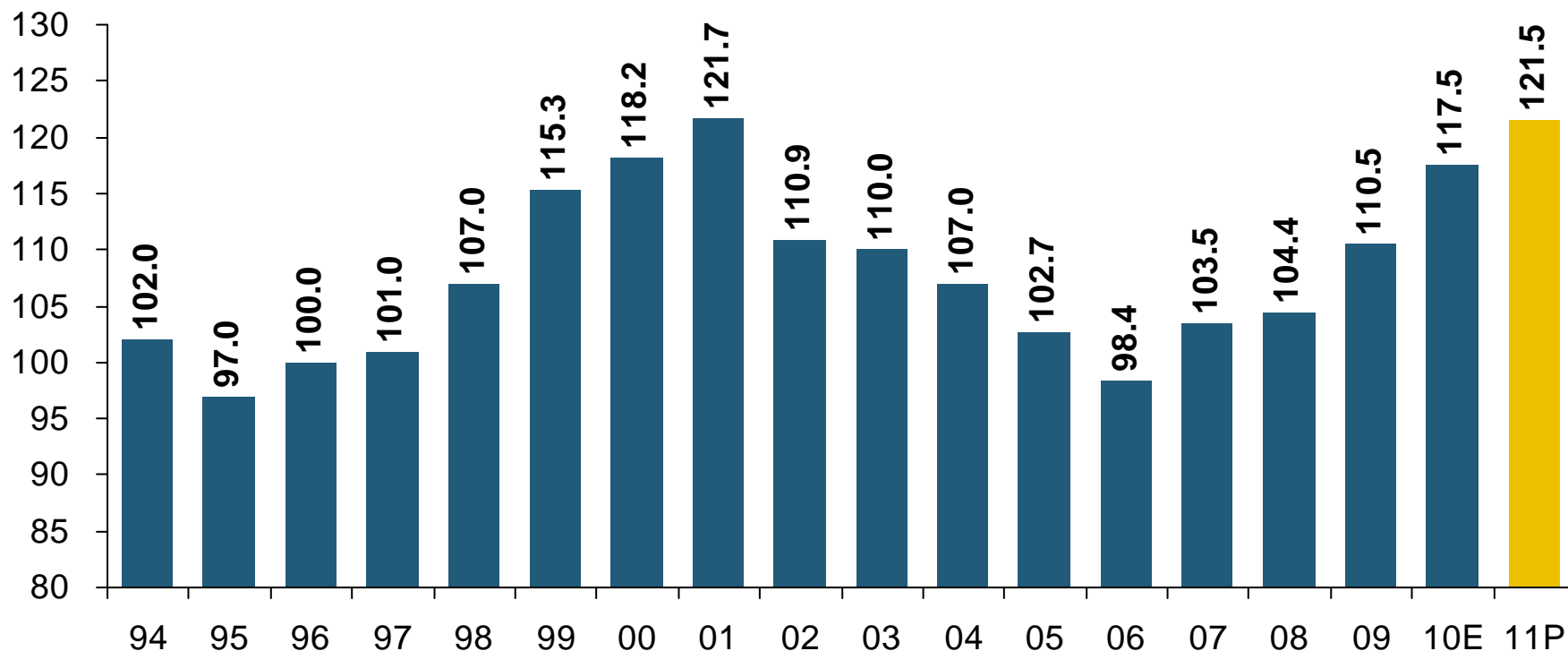
# Inland Marine Combined Ratio: 1999–2011P



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



# Workers Compensation Combined Ratio: 1994–2011P



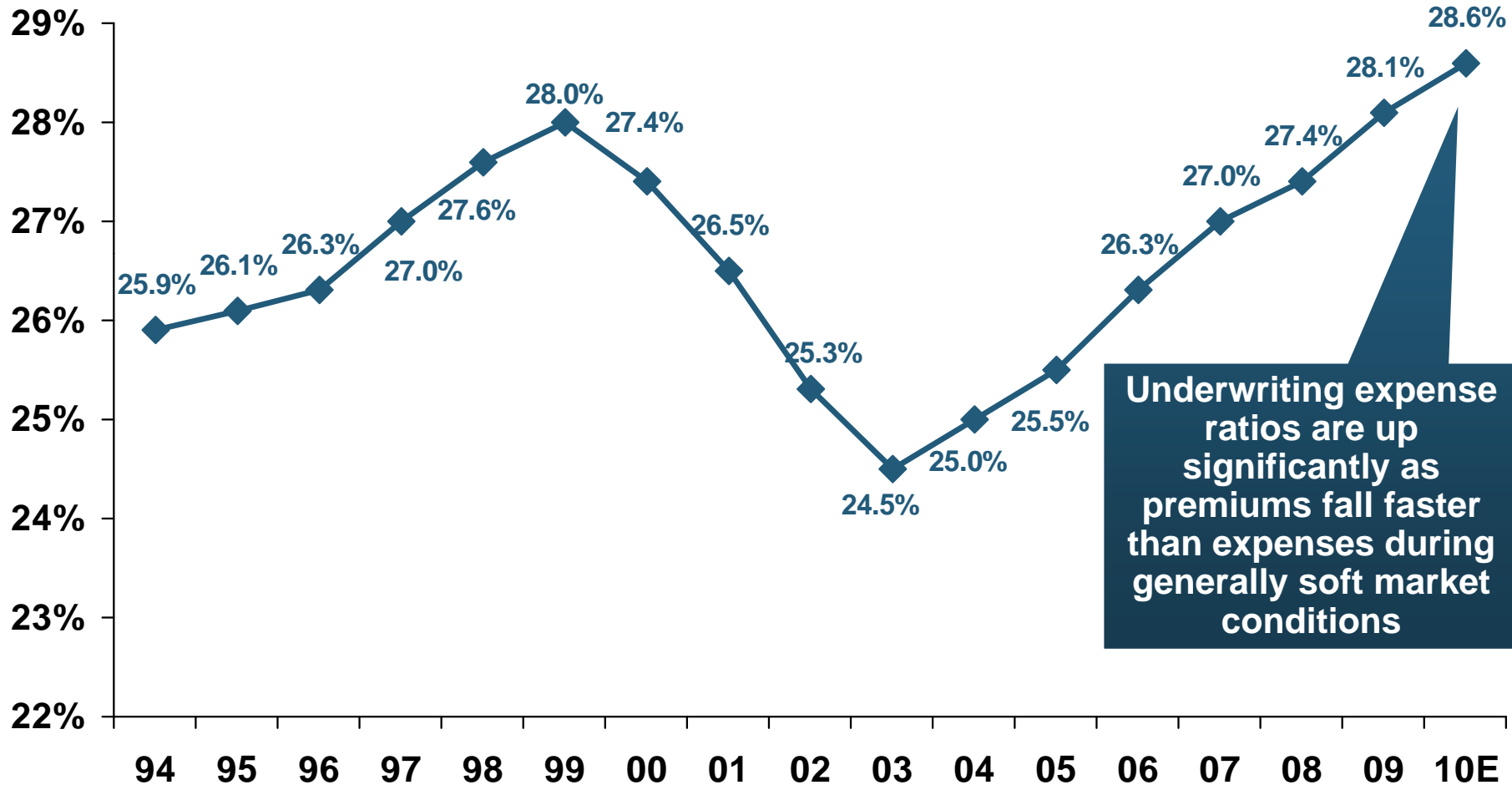
**Workers Comp Underwriting Results Are Deteriorating Markedly and the Worst They Have Been in a Decade**

# **EXPENSES**

**Expense Ratios Are Highly Cyclical  
and Contribute Deteriorating  
Underwriting Performance**

# Underwriting Expense Ratio\*

## All P/C Lines, 1994-2010E\*\*



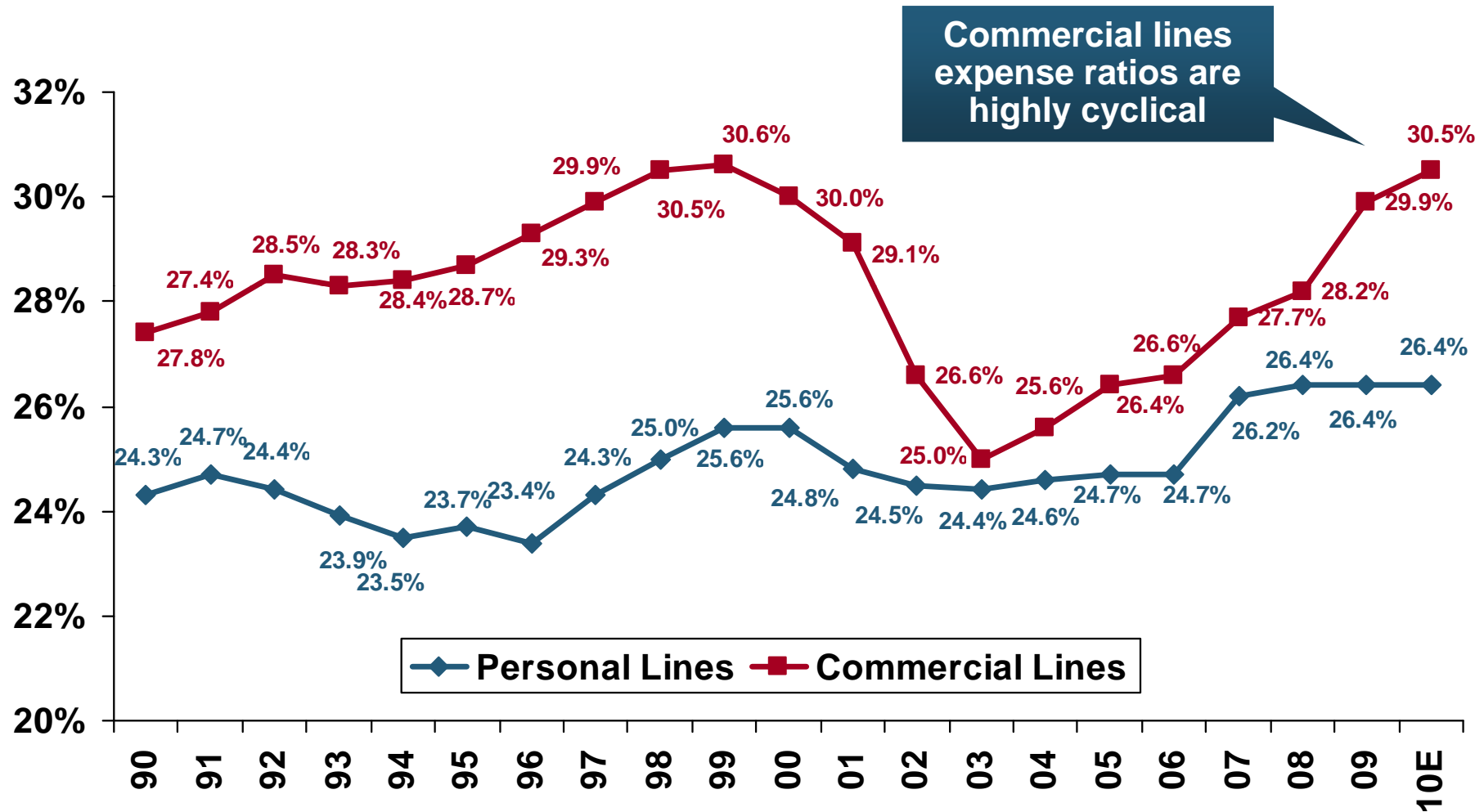
\*Ratio of expenses incurred to net premiums written.

\*\*2010 figure based on data through 2010:Q3.

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

# Underwriting Expense Ratio\*:

## Personal vs. Commercial Lines, 1990-2010E\*\*



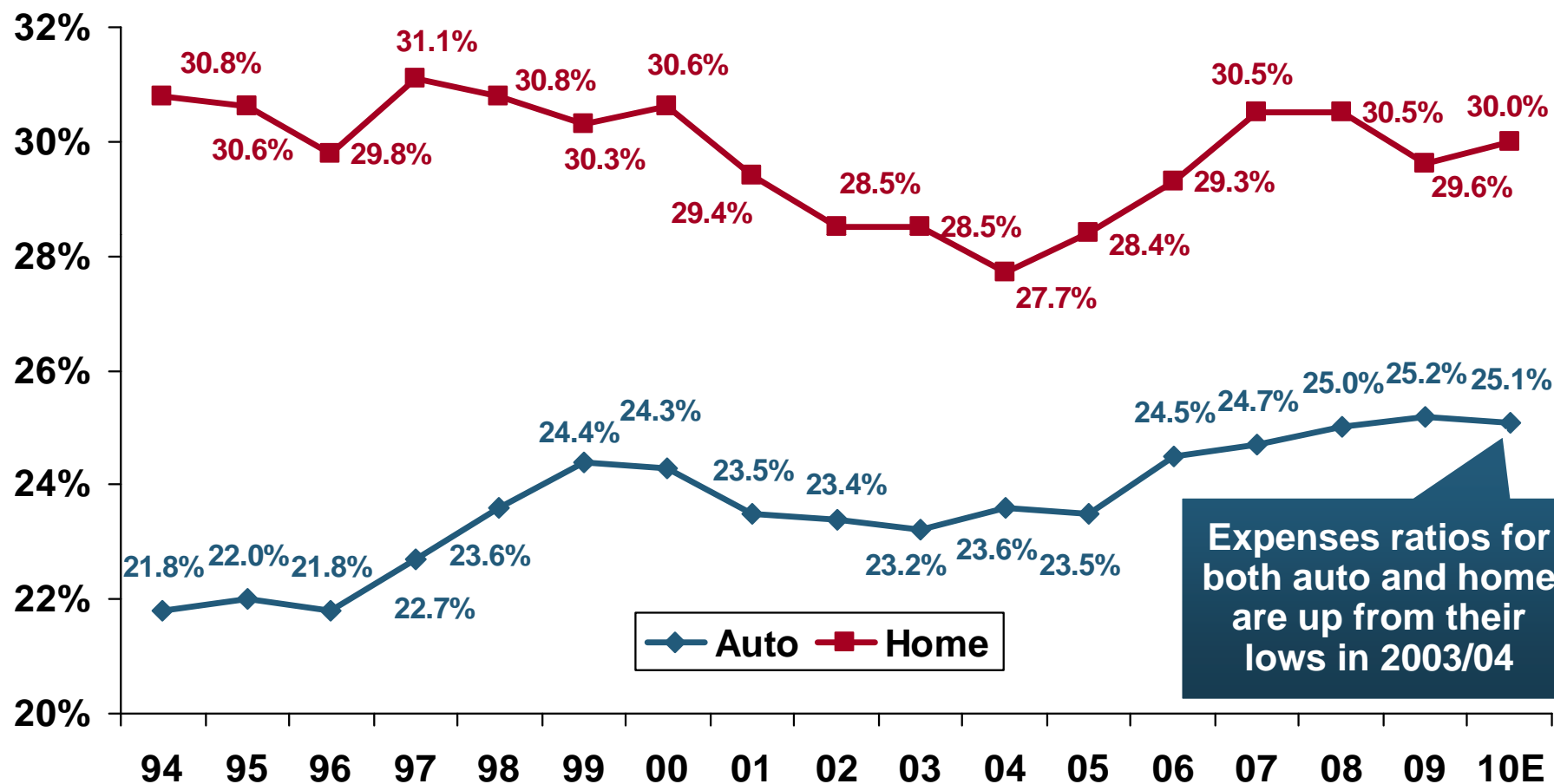
\*Ratio of expenses incurred to net premiums written.

\*\*2010 figures are estimates.

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

# Underwriting Expense Ratio\*

## Personal Lines (Auto & Home), 1994-2010E\*\*



Expenses ratios for both auto and home are up from their lows in 2003/04

\*Ratio of expenses incurred to net premiums written.

\*\*2010 figures are estimates.

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

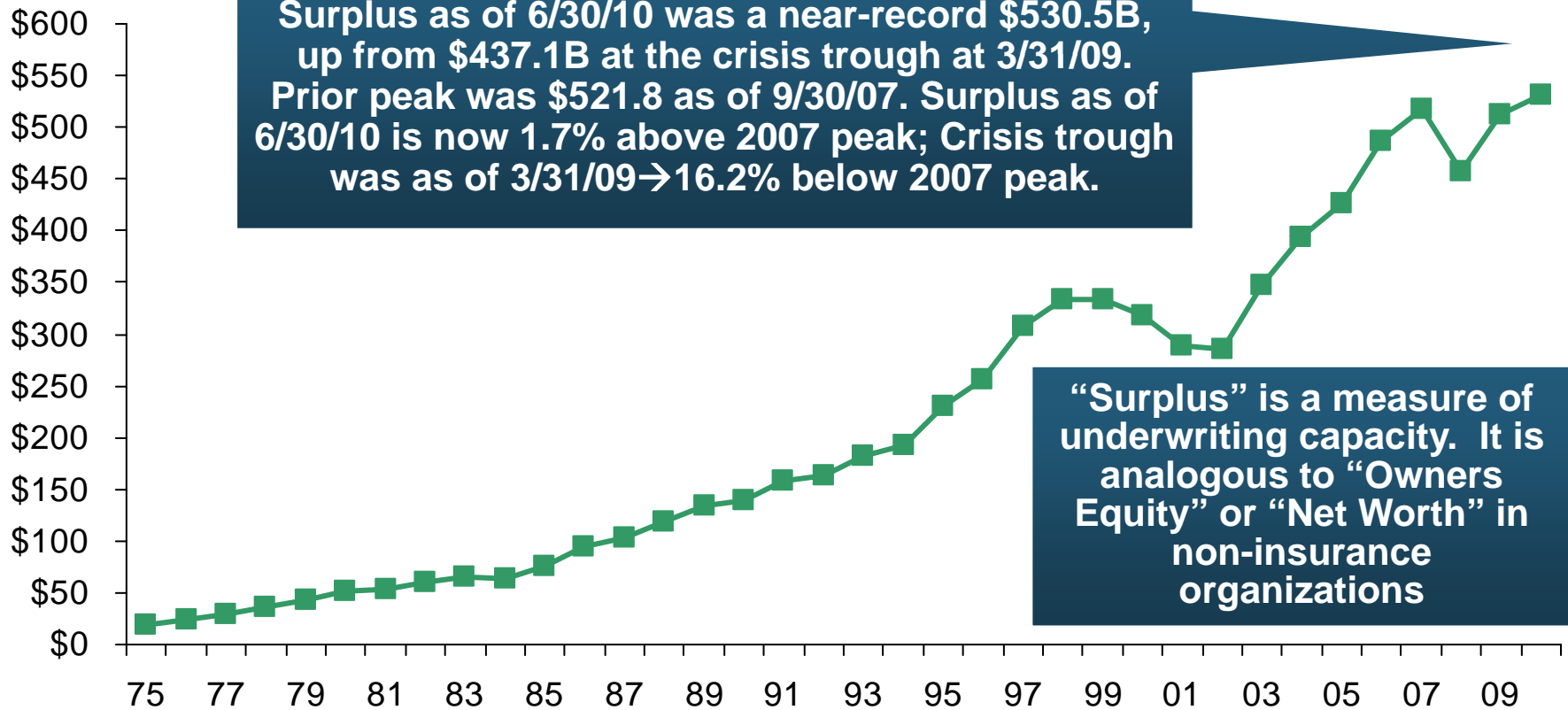
# **CAPITAL MANAGEMENT & LEVERAGE**

**Excess Capital is a Major Obstacle  
to a Market Turn;**

**Capital Management Decisions Will  
Impact Market Direction**

# US Policyholder Surplus: 1975–2010\*

(\$ Billions)

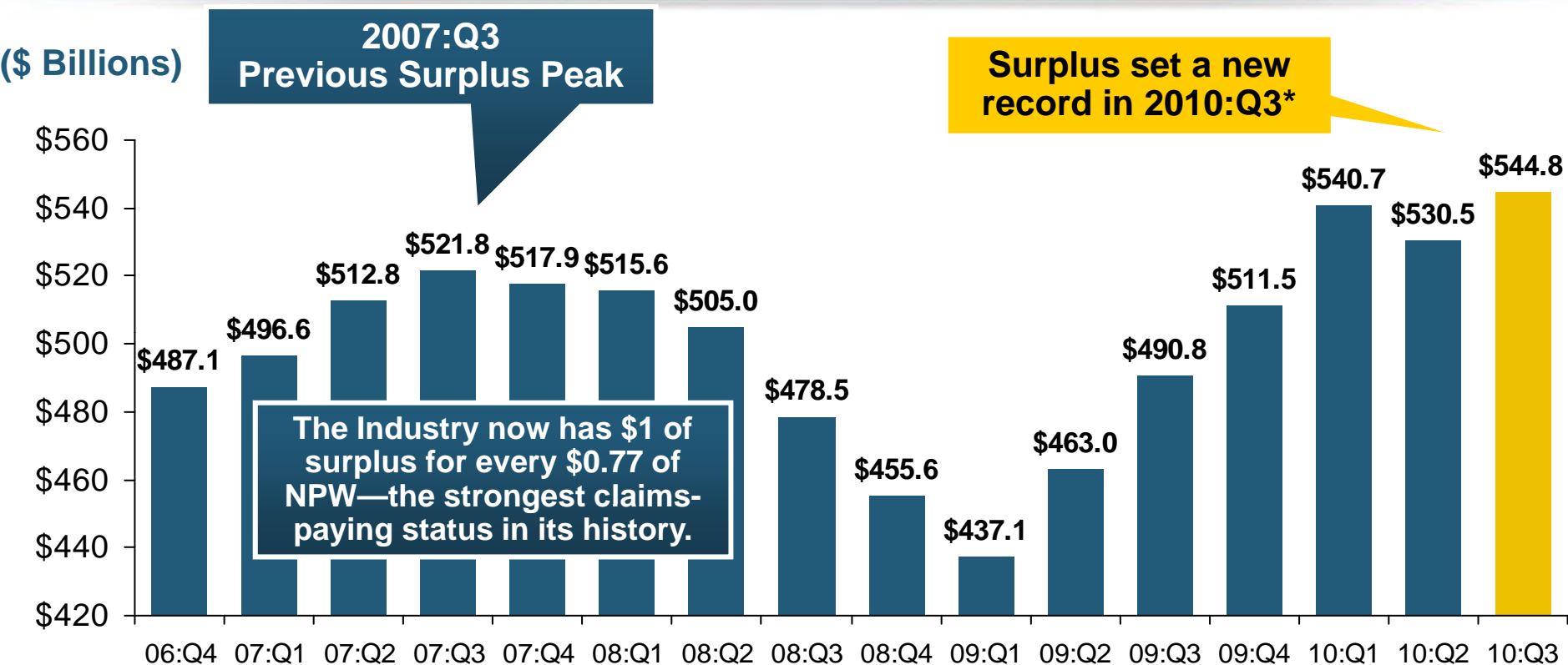


**The Premium-to-Surplus Ratio Stood at \$0.80:\$1 as of 6/30/10, A Record Low (at Least in Recent History)\*\***

\* As of 6/30/10; \*\*Calculated using annualized net premiums written based on H1 2010 data.

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

# Policyholder Surplus, 2006:Q4–2010:Q3



## Quarterly Surplus Changes Since 2007:Q3 Peak

**09:Q1: -\$84.7B (-16.2%)**

**09:Q2: -\$58.8B (-11.2%)**

**09:Q3: -\$31.0B (-5.9%)**

**09:Q4: -\$10.3B (-2.0%)**

**10:Q1: +\$18.9B (+3.6%)**

**10:Q2: +\$8.7B (+1.7%)**

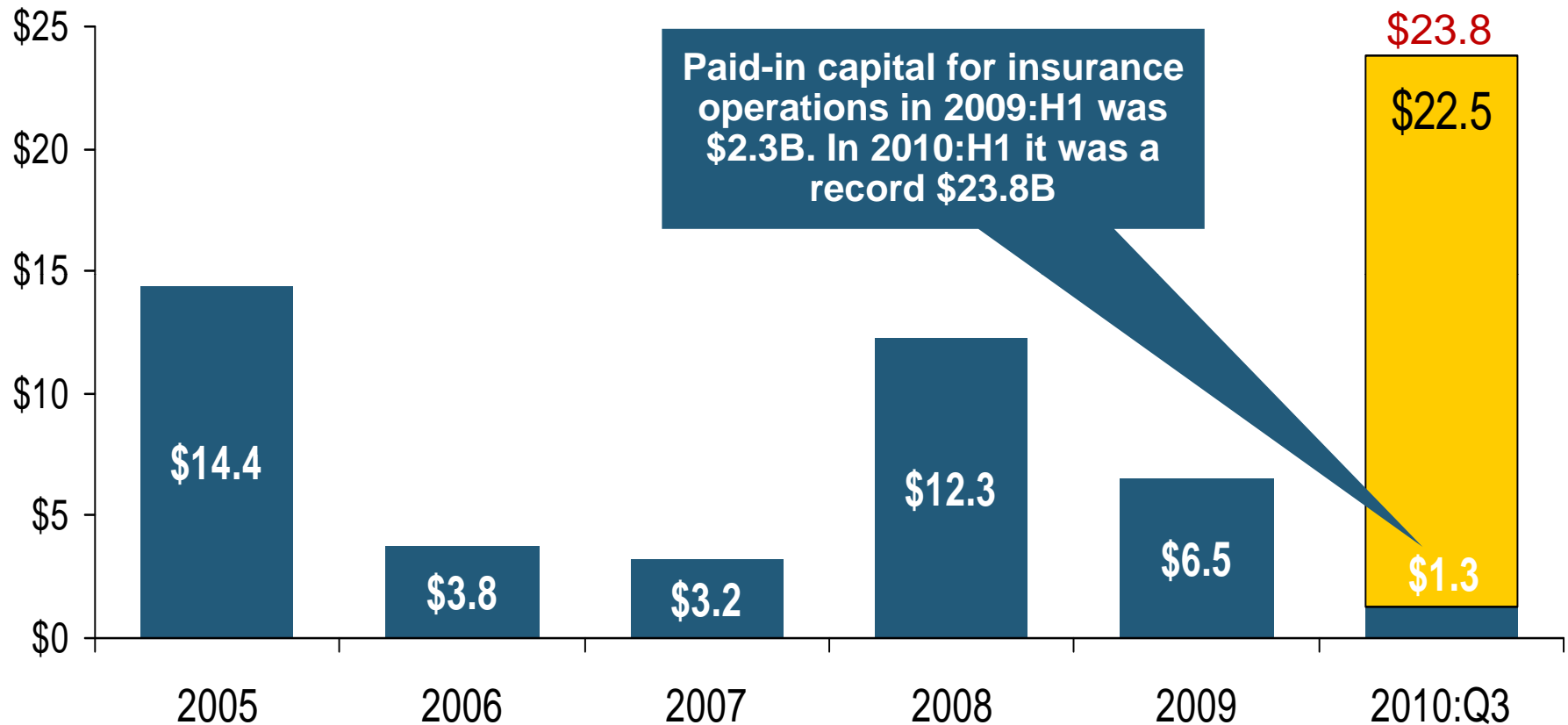
**10:Q3: +\$23.0B (+4.4%)**

\*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.



# Paid-in Capital, 2005–2010:Q3

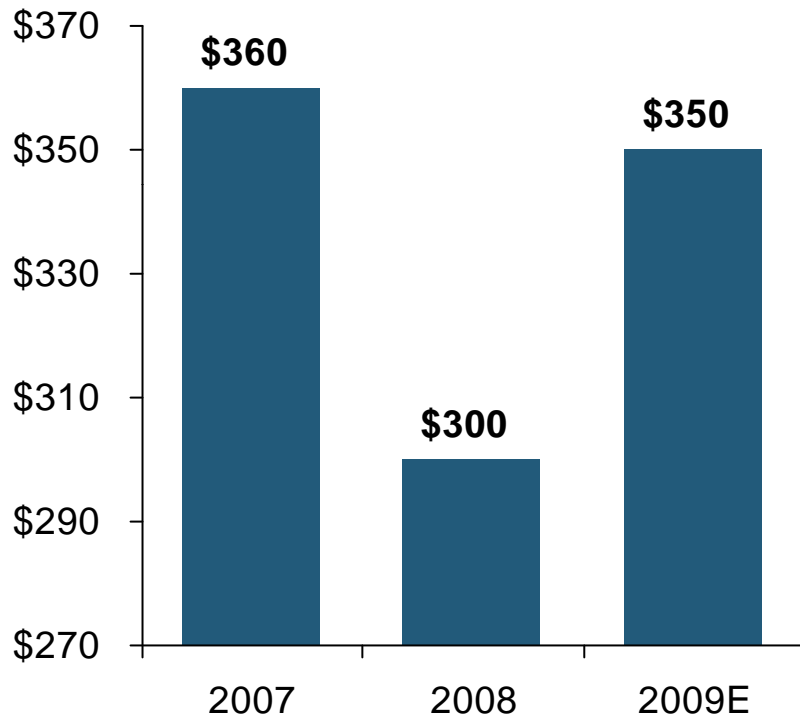
(\$ Billions)



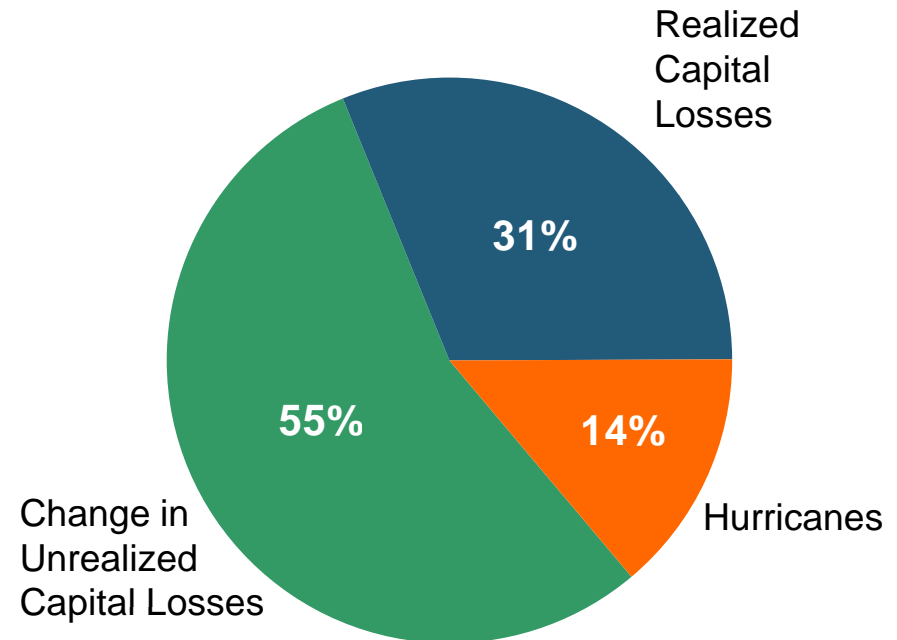
**In 2010:Q3 One Insurer's Paid-in Capital Rose by \$22.5B as Part of an Investment in a Non-insurance Business**

# Global Reinsurance Capacity Shrank in 2008, Mostly Due to Investments

## Global Reinsurance Capacity



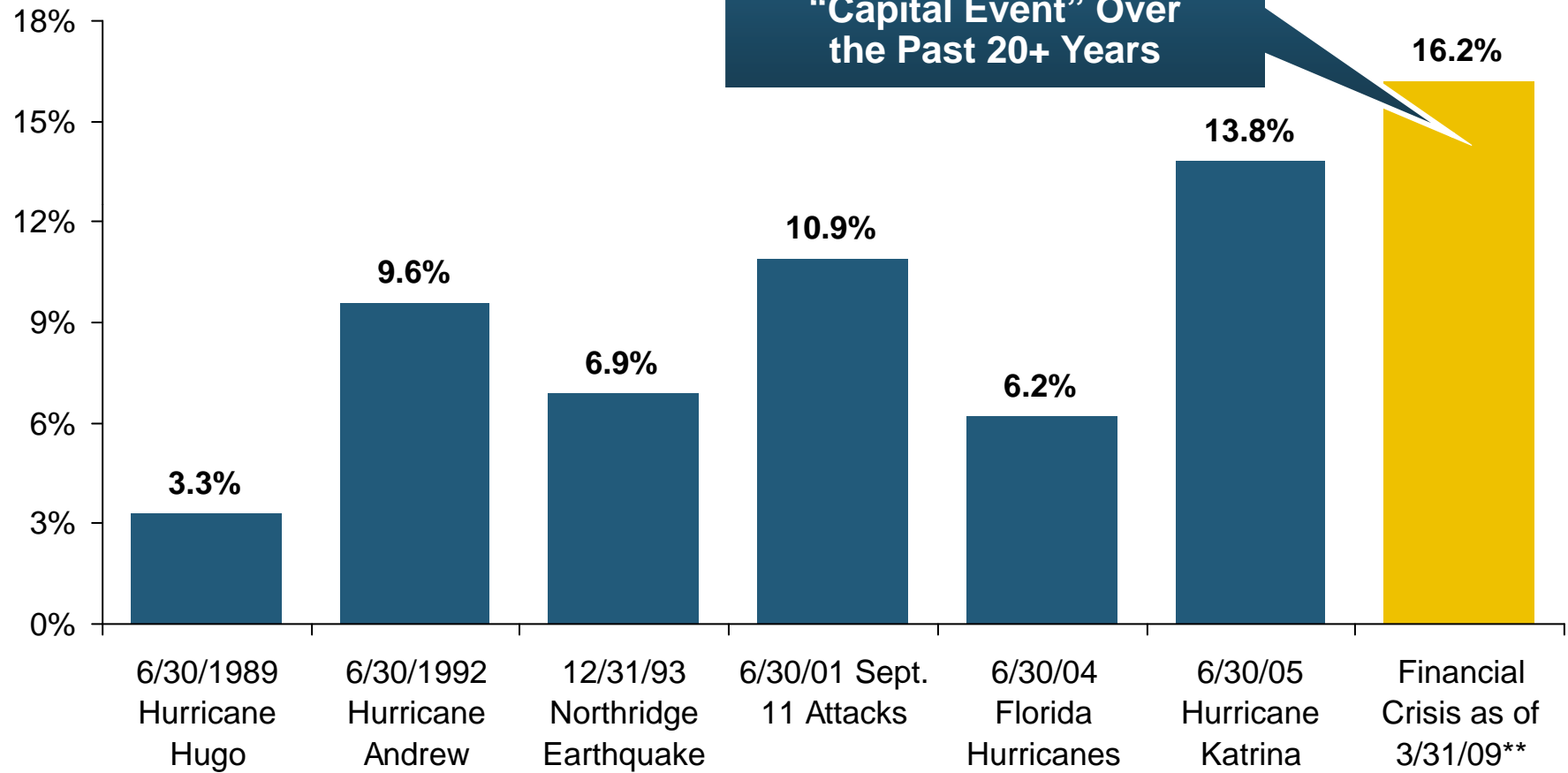
## Source of Decline in 2008



**Global Reinsurance Capacity  
Fell by an Estimated 17% in 2008**

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

(Percent)



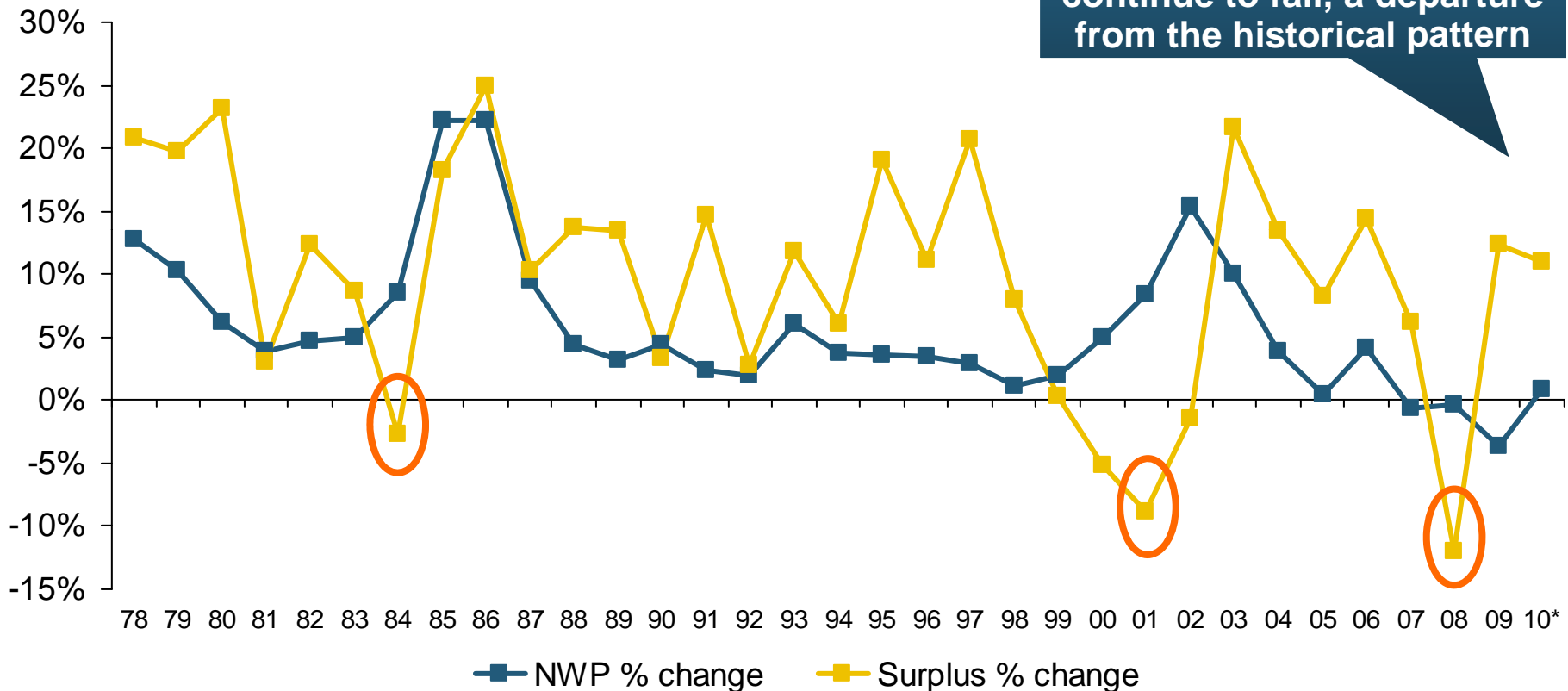
\* Ratio is for end-of-quarter surplus immediately prior to event. Date shown is end of quarter prior to event

\*\* 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\*

(Percent)

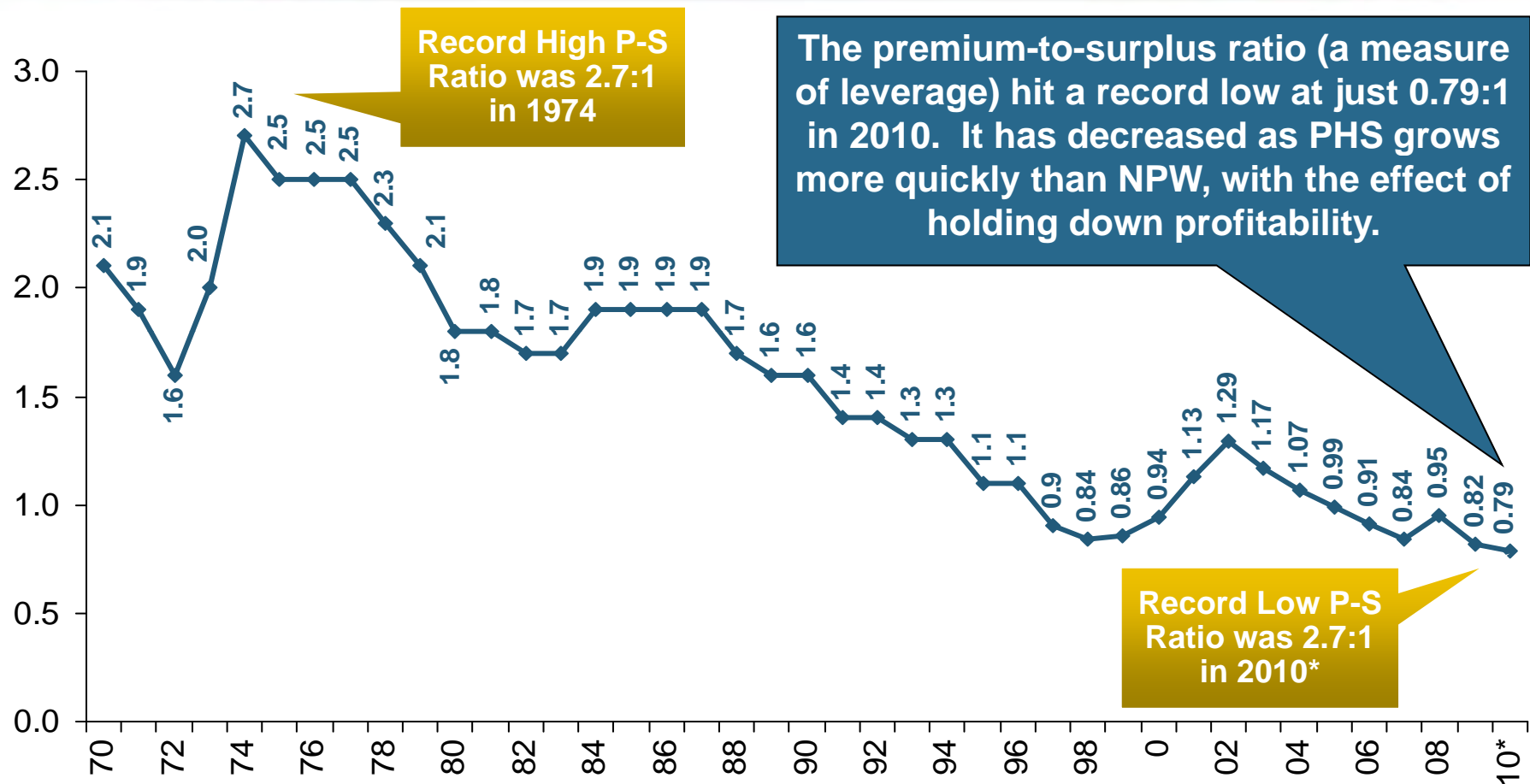


**Sharp Decline in Capacity is a Necessary but Not Sufficient Condition for a True Hard Market**

\* 2010 NWP and Surplus figures are % changes as of Q3:10 vs Q3:09.

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

# Ratio of Net Premiums Written to Policyholder Surplus, 1970-2010\*



**The Premium-to-Surplus Ratio in 2010 Implies that P/C Insurers Held \$1 in Surplus Against Each \$0.79 Written in Premiums. In 1974, Each \$1 of Surplus Backed \$2.70 in Premium.**

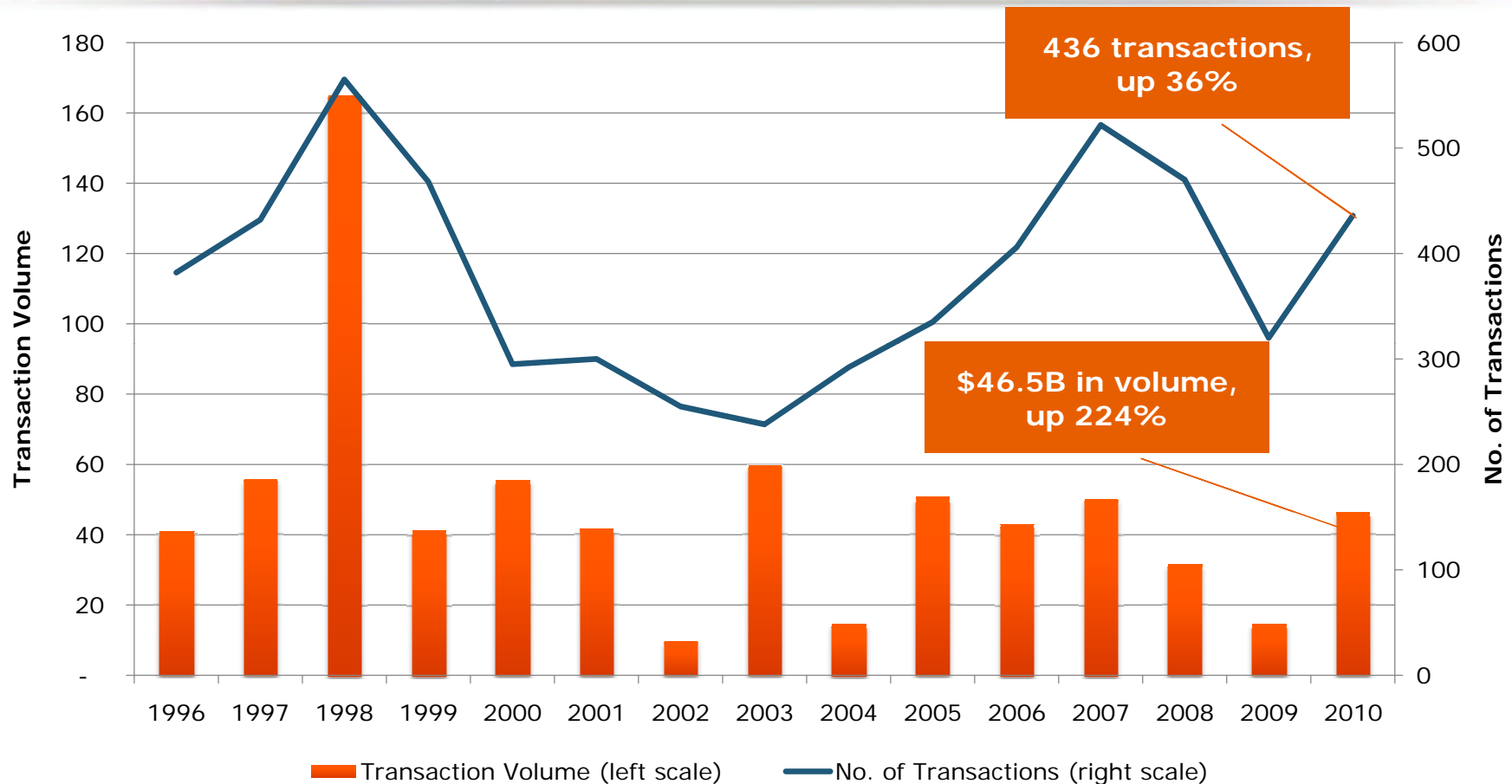
\*2010 data are estimated using annualized NWP data through 2010:Q3.

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

# **Merger & Acquisition**

**Capital Cycles Can  
Drive Consolidation**

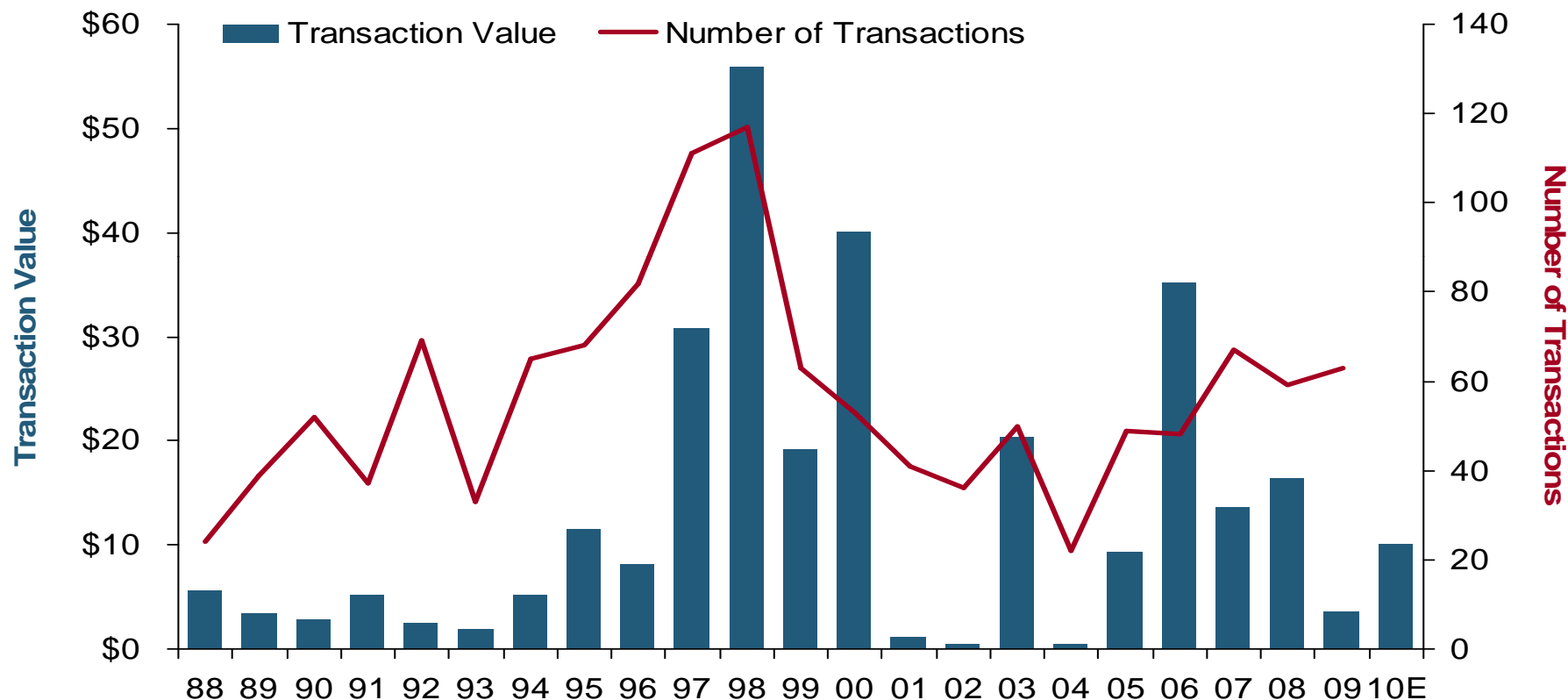
# 2010: U.S. Insurance M&A Bounces Back (All Segments)



**U.S. activity rebounded from lows recorded in 2009. M&A also made a comeback worldwide, with global activity rising 20%.**

# U.S. P/C Insurance-Related M&A Activity, 1988–2010E\*

(\$ Billions)



**\$ Value of Deals Down 78%  
in 2009, Volume Up 7%**

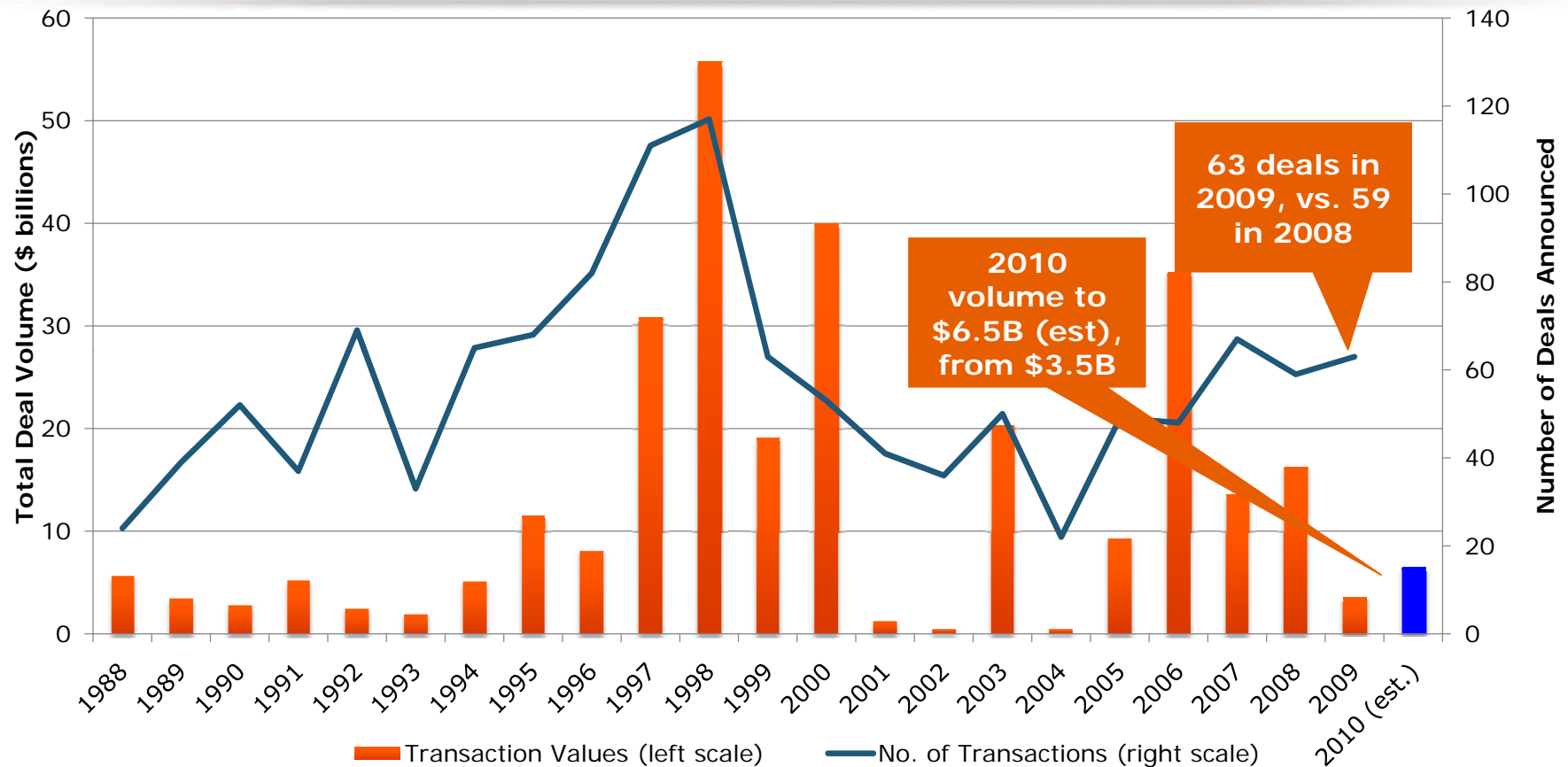
**2010: No Mega Deals, Despite Record  
Capital, Slow Growth and Improved  
Financial Market Conditions**

Note: U.S. Company was the acquirer and/or target.

Source: Conning Research & Consulting. \*2010E is derived from A.M. Best data for p/c insurers only (excludes brokers/agencies)

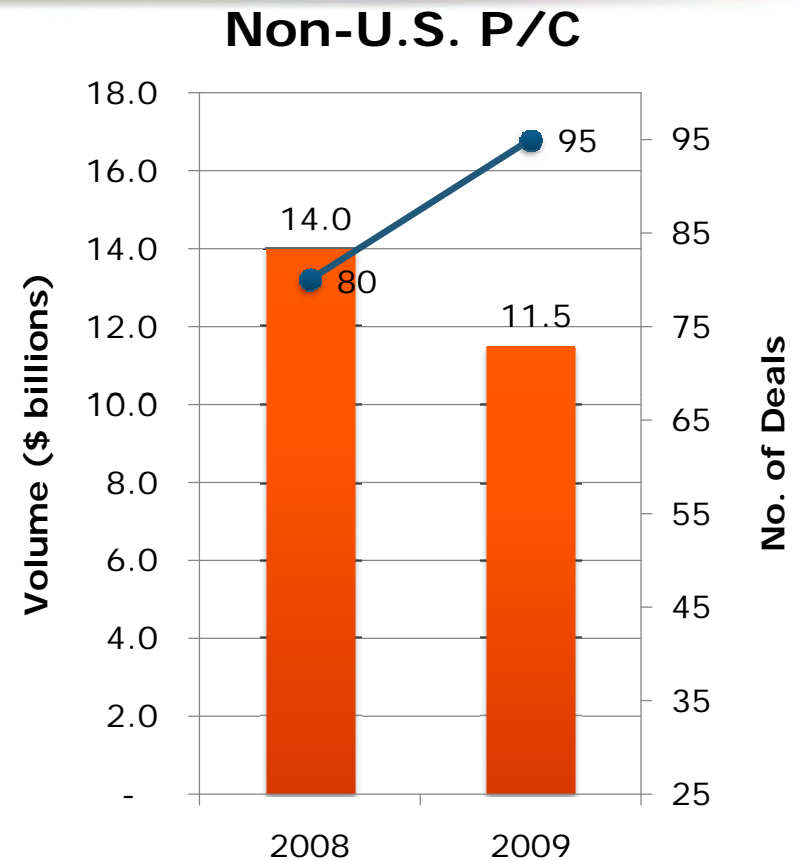
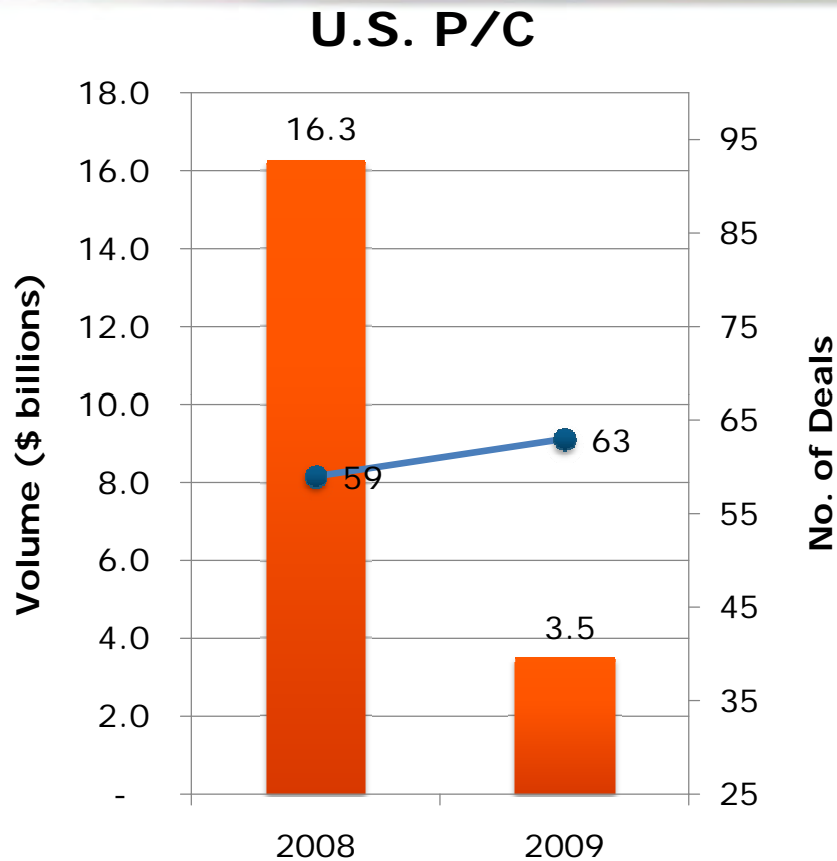


# U.S. P/C M&A Activity Rising, Volume Bouncing Back



**After a severe drop due to the capital crunch, M&A volume began to rebound in 2010. Levels remain below 1998-2000 and 2006 peaks.**

# 2009: More M&A activity outside U.S.



**Non-U.S. activity exceeded U.S. activity in number and volume. Non-U.S. volume fell, but not as sharply as in U.S.**

# 2009: Five Largest U.S. Deals

Buyer	Target	Value (millions)	Motivation
Zurich Financial Services AG	21 <sup>st</sup> Century Insurance Group	\$1.900	AIG asset sale
Fairfax Financial Holdings	Odyssey Re Holding Corp.	960	Topping off ownership
Medical Professional Mutual Insurance Co.	Fincor Holdings, Inc.	237	Consolidation
Tower Group, Inc.	Specialty Underwriters Alliance, Inc.	107	Geographic expansion/Diversification of operations
Emerging Capital Partners	Nouvelle Societe Interafricaine d'Assurance Participatiion S.A. (Cote d'Ivoire)	48	Investment in Africa's financial sector

**Only one deal exceeded \$1 Billion in 2009, vs. two in 2008 that exceeded \$4 billion apiece (Liberty buying Safeco and Tokio's acquisition of Philadelphia Insurance Cos.)**

# 2009: Five Largest Non-U.S. Deals

Buyer	Target	Value (millions)	Motivation
Banque Nationale de Paris Paribas Assurance (France)	Fortis Insurance Belgium (Belgium)	1,861	Fortis Bank forced to sell insurance assets
Partner Re Ltd. (Bermuda)	Paris Re Holdings Ltd (Switzerland)	1,716	Consolidation
Validus Holdings, Ltd. (Bermuda)	IPC Holdings Ltd. (Bermuda)	1,650	Consolidation
Polish State (Poland)	PZU S.A. (Poland)	1,200	Privatization of state assets
Porto Seguro S.A. (Brazil)	Seguros de Automovel e Residencia S.A (Brazil)	855	Consolidation and access to bank clients

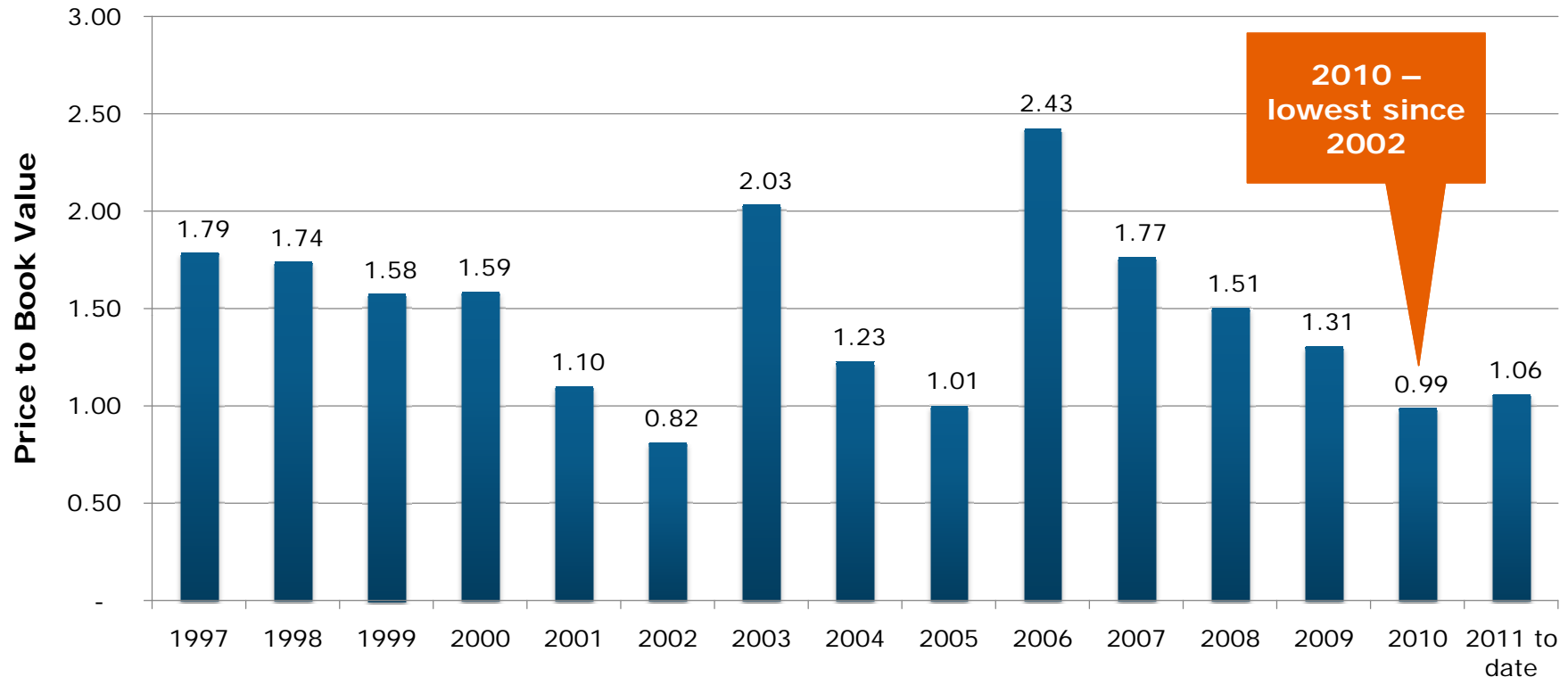
**One significant deal had no announced value – combination of Mitsui Sumitomo, Aioi Insurance and Nissay Dowa General in Japan. They merged for economies of scale in shrinking Japanese market.**

# 2010: Ten Largest U.S. Deals

Merger & Acquisition	Approximate Value (\$ millions)
Max Capital/Harbor Point	3,500
Fairfax Financial/Zenith National	1,300
Ace Ltd./Rain and Hail Insurance Services	1,100
QBE/NAU	565
Doctors Co./American Physicians Capital	386
Fairfax Financial/General Fidelity Insurance	328
Fairfax Financial/First Mercury Financial	294
QBE/RenaissanceRe U.S. operations	275
Southwest Insurance Partners/Lightyear Capital	250
ProSight Specialty Insurance/NYMAGIC	230

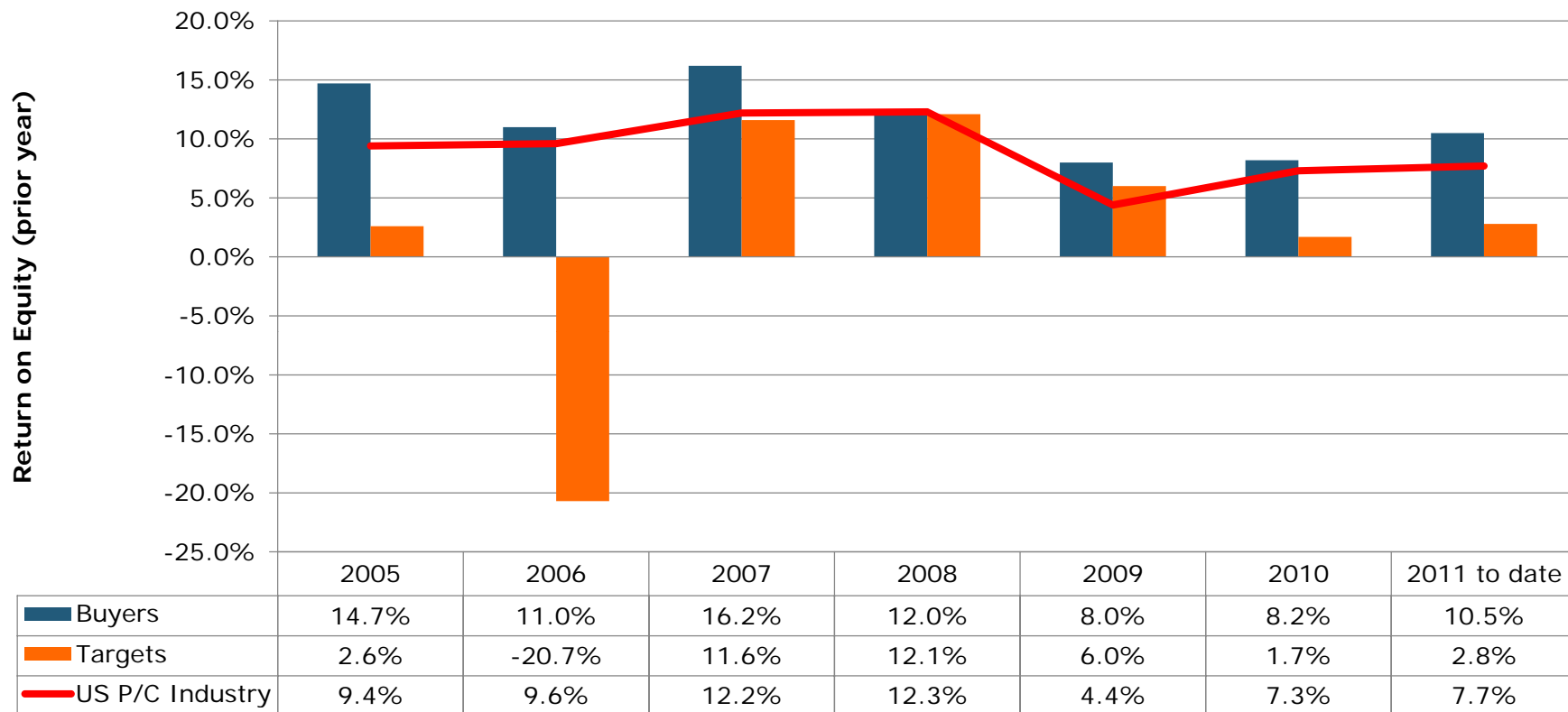
**Mergers were a way to expand in preferred markets amid the slow growth post-recession. Acquirers generally had abundant capital. Terms and conditions for financing were advantageous.**

# Valuations may have bottomed out



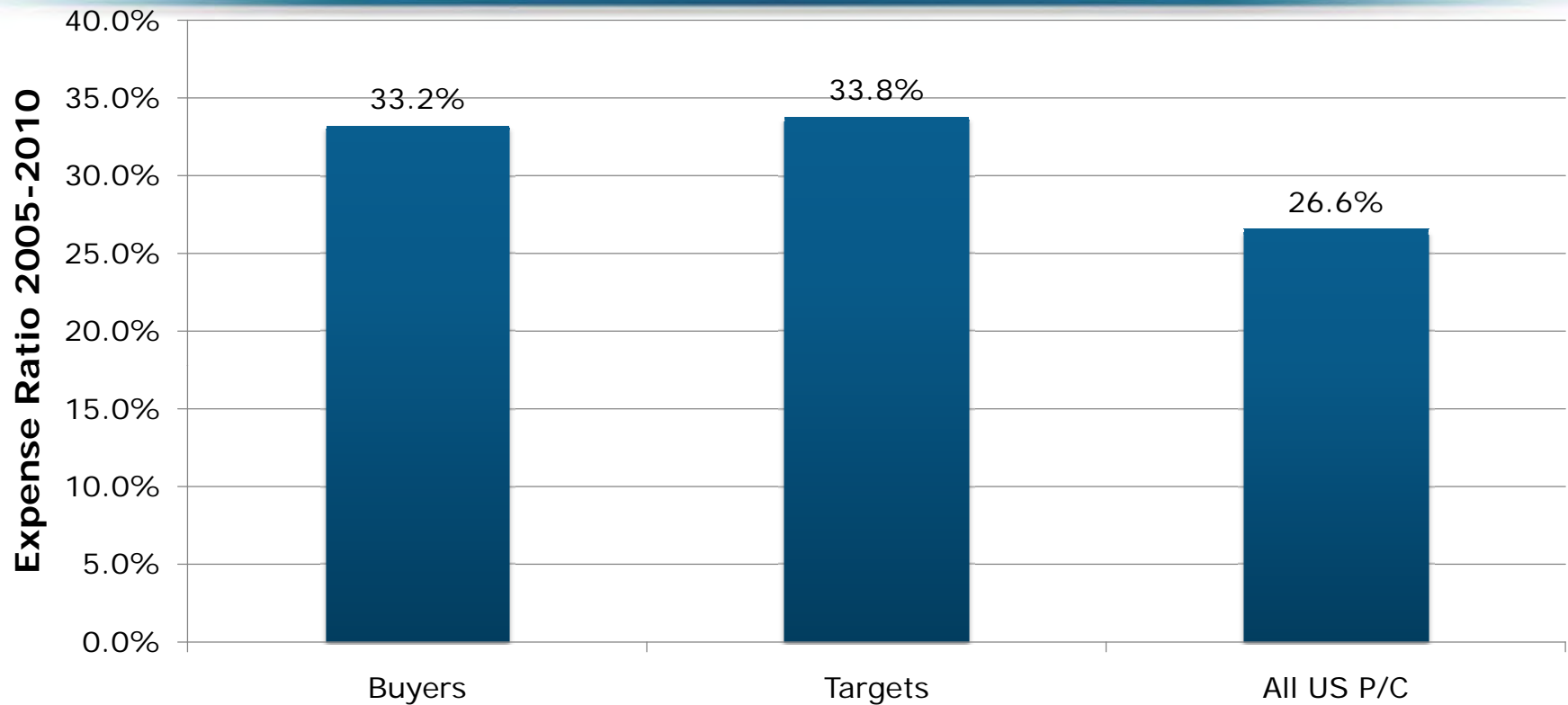
**So far this year, 10 deals have been announced, worth nearly \$2 billion.**

# Buyers are consistently more profitable than targets, rest of industry



**The year before merger, eventual targets have earnings that lag industry average. Buyers' earnings are higher than the industry.**

# Firms on both sides of merger have higher expense ratios than industry

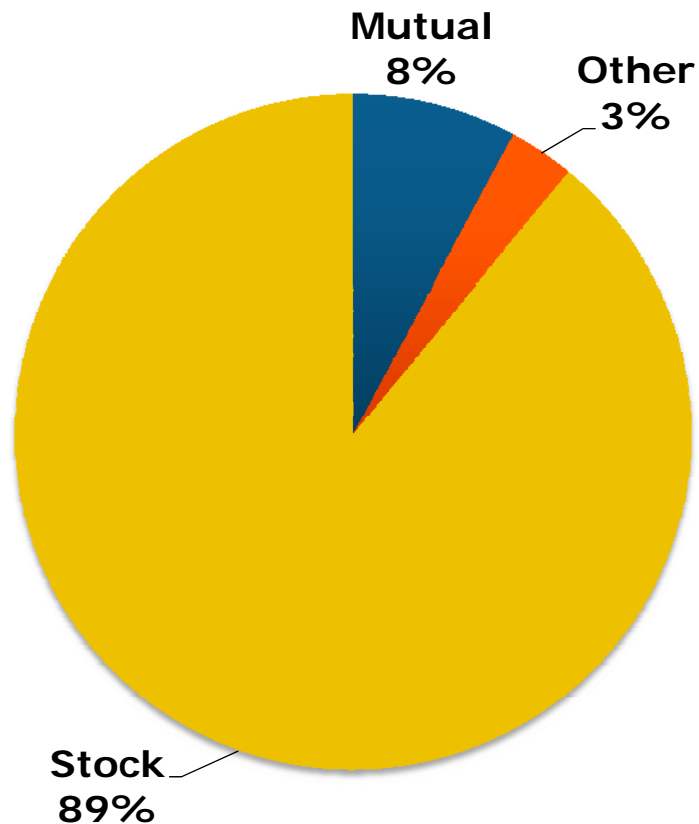


**M&A targets have slightly higher expense ratios than buyers. Both run higher expense ratios than the industry overall.**

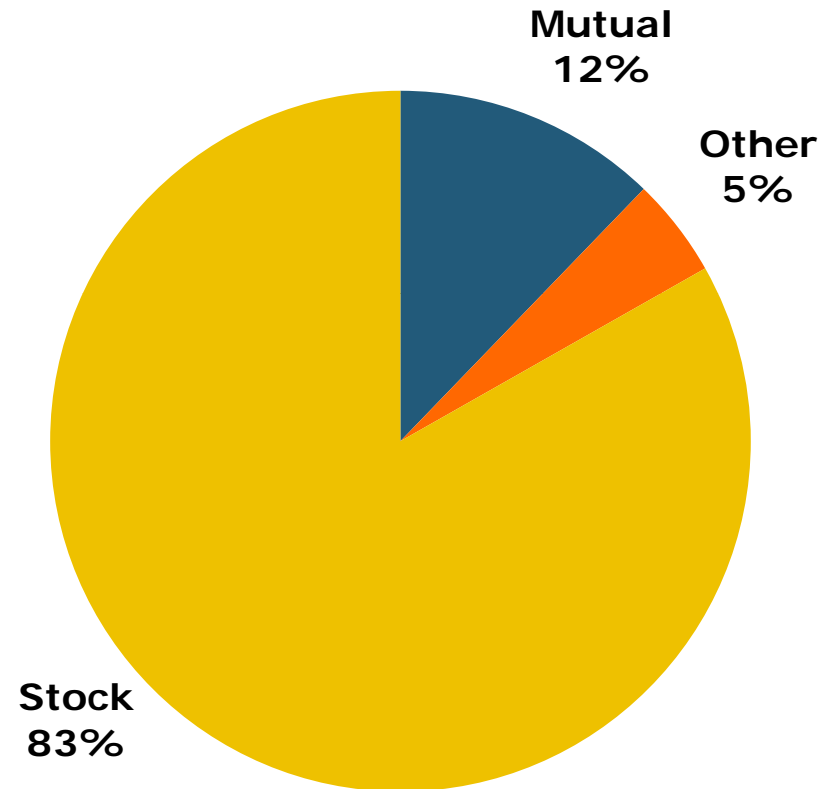


# Type of acquisition is shifting

**2005 to 2007**



**2008 to 2010**



**There were 16 mutual targets in 2008-2010, up from 10 in the three prior years.**

# 2010: Affiliations continue

- NLC Insurance Cos./Hingham Mutual Fire
- Danbury Insurance/Casco Indemnity
- Texas Farm Bureau/Farm Bureau County Mutual (Texas)
- Cooperative Mutual (NE)/Austin Mutual
- Wisconsin America Mutual/Western National

**Smaller (sometimes distressed) carriers affiliate with regionals or super-regionals.**

- Activity to increase, especially among commercial lines
  - ◆ Slow economic growth, limited opportunities
  - ◆ Advantageous financing
  - ◆ Need to use capital more efficiently
- Possible obstacles
  - ◆ Low valuations deter sellers
  - ◆ Companies might prefer to wait out soft market

- Smaller scale M&A is more likely than “mega deals”
  - ◆ Stock valuations remain low
  - ◆ Number of actual acquirers and targets is limited
  - ◆ Biggest growth opportunities are abroad/life sector
  
- Incentives for Smaller Size Firms to Merge
  - ◆ Economies of scale
  - ◆ Inability to make necessary investments in technology
  - ◆ Key markets hit hard by economic downturn (e.g., small commercial, contractors, construction, etc.)
  - ◆ Poor financials
  - ◆ Capital issues

**Secondary Considerations**  
**OPERATING ENVIRONMENT**  
**REGULATORY ENVIRONMENT**

**Many Other Factors Influence  
P/C Insurer Profitability**

# **Shifting Legal Liability & Tort Environment**

## **Is the Tort Pendulum Swinging Against Insurers?**

# Important Issues & Threats Facing Insurers: 2010–2015



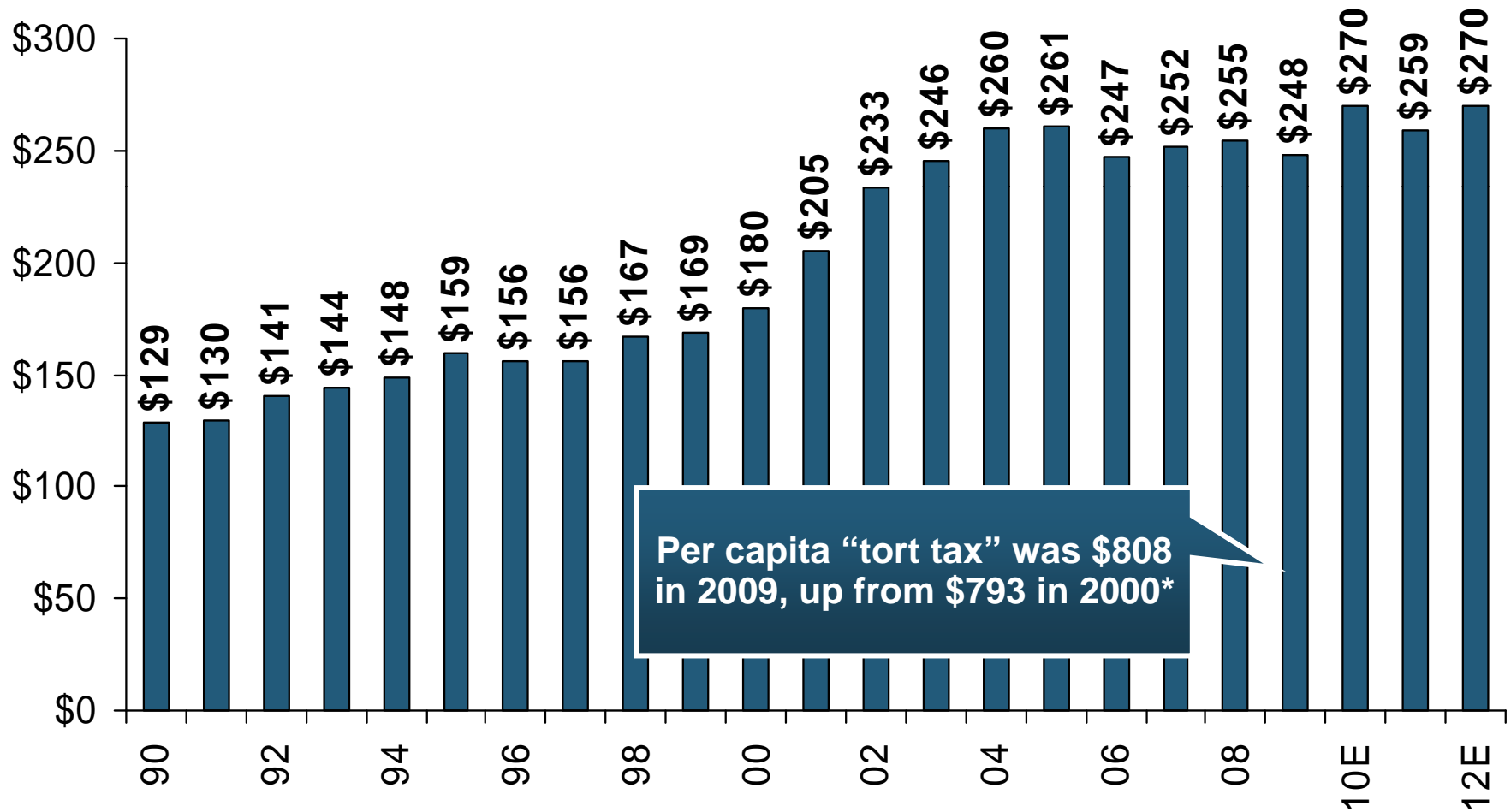
## Emerging Tort Threat

- 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 liability
- 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

# Cost of US Tort System (\$ Billions)

Tort costs consumed 1.74% of GDP in 2009, down from 2.21% in 2003



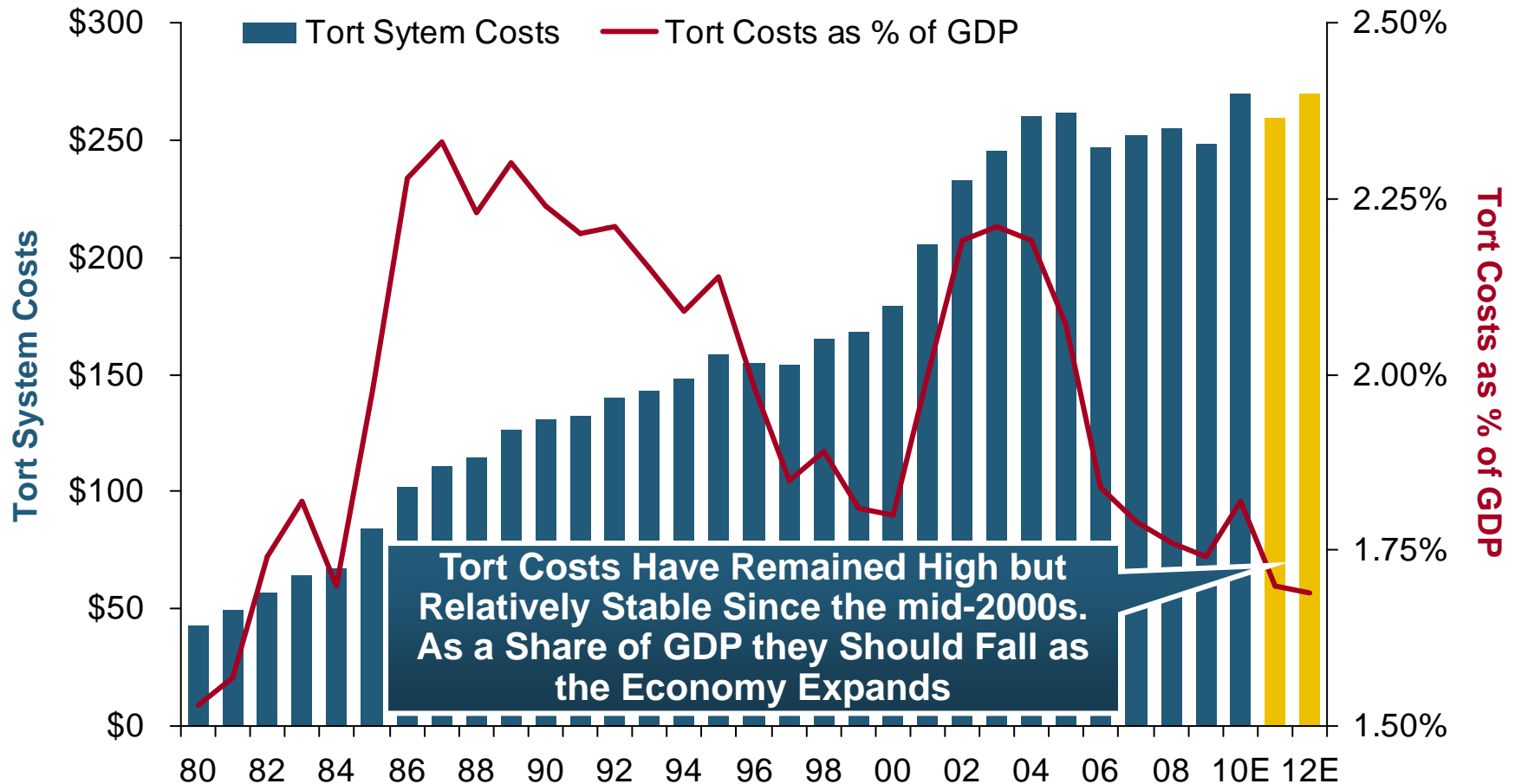
\* Restated in 2009 dollars, based on CPI.

Source: Towers Watson, 2010 Update on US Tort Cost Trends.



# Over the Last Three Decades, Total Tort Costs as a % of GDP Appear Somewhat Cyclical

(\$ Billions)





- Reverse U.S. Supreme Court decisions on pleadings
- Eliminate pre-dispute arbitration
- Erode federal preemption
- Expand securities litigation
- Pass Foreign Manufactures Legal Accountability Act
- Grant enforcement authorities to state
- Confirm pro-trial lawyer judges – “Federalize Madison County”
- Roll back existing legal reforms

# Trial Lawyer Poll: Which Areas Offer the Greatest Potential Benefit?

Top Categories	Percentage
Environmental	14%
Insurance coverage	13%
Mortgage fraud	12%
Nursing home/seniors issues	11%
Bad-faith against insurance companies	10%

***41 different practice areas were included as categories***

# Business Leaders Ranking of Liability Systems in 2010

## Best States

1. Delaware
2. North Dakota
3. Nebraska
4. Indiana
5. Iowa
6. Virginia
7. Utah
8. Colorado
9. Massachusetts
10. South Dakota

### New in 2010

- North Dakota
- Massachusetts
- South Dakota

### Drop-offs

- Maine
- Vermont
- Kansas

Midwest/West has mix of good and bad states.

## Worst States

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

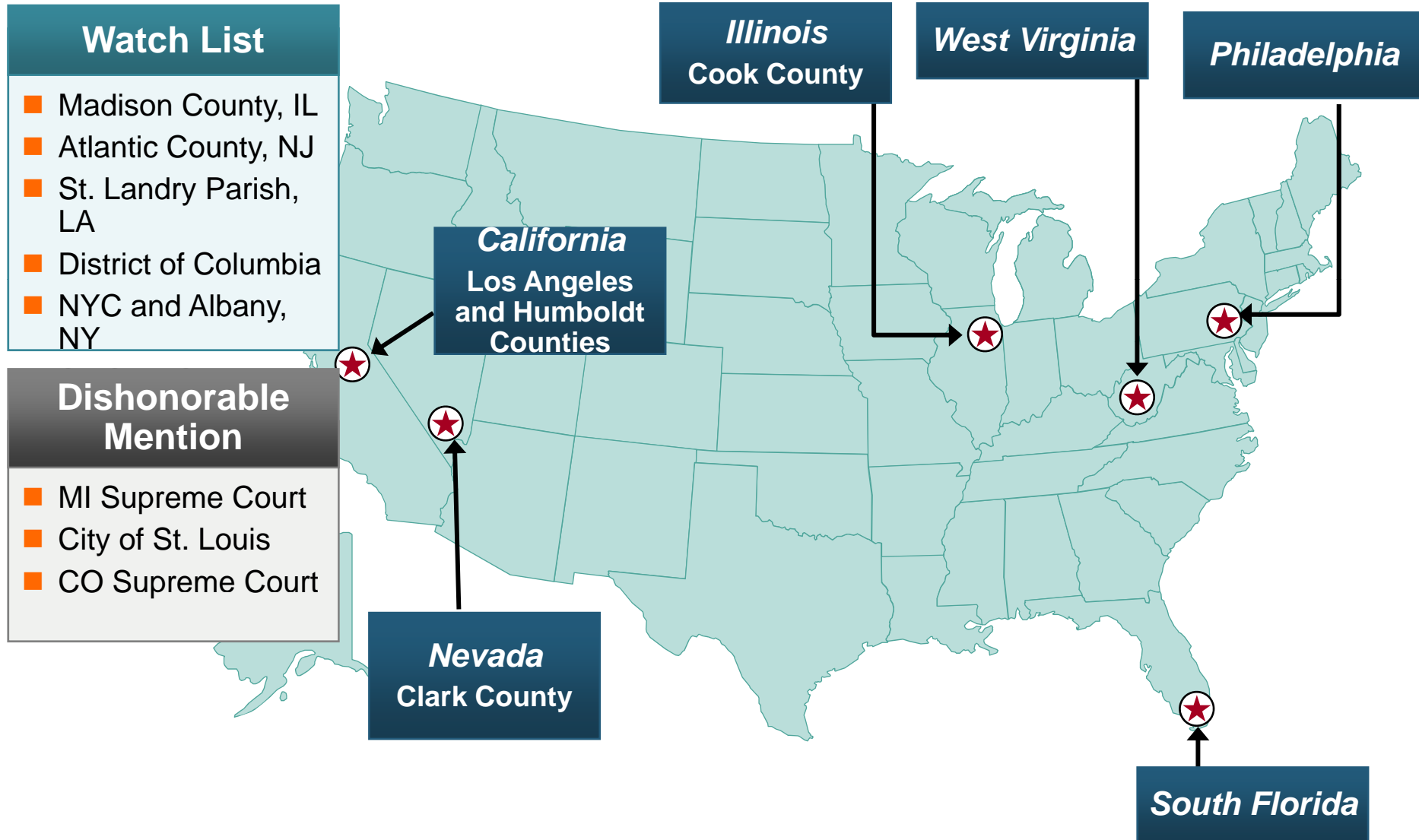
### Newly Notorious

- New Mexico
- Montana
- Arkansas

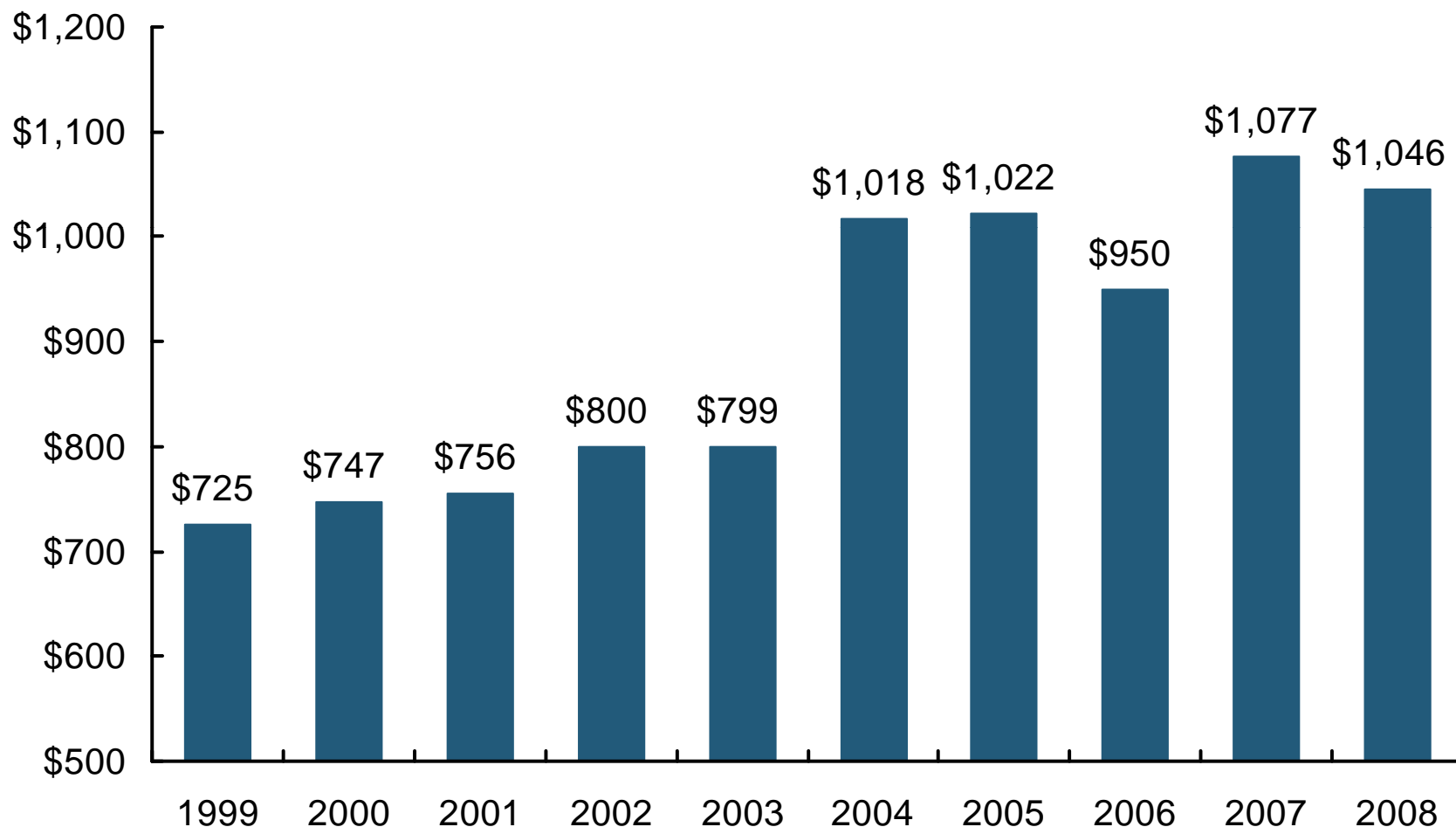
### Rising Above

- **Texas**
- South Carolina
- Hawaii

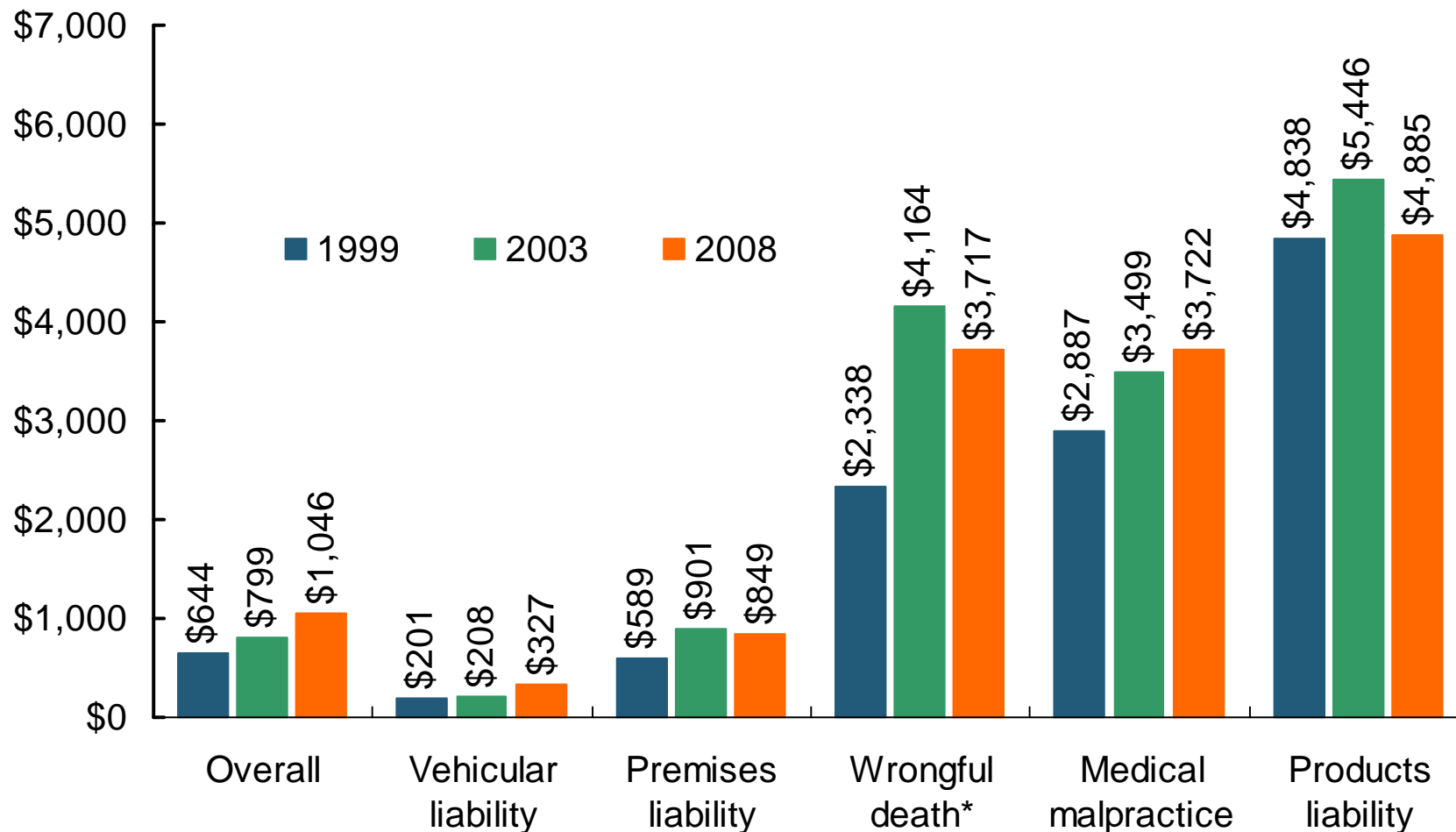
# The Nation's Judicial Hellholes: 2010



# Average Jury Awards 1999 - 2008



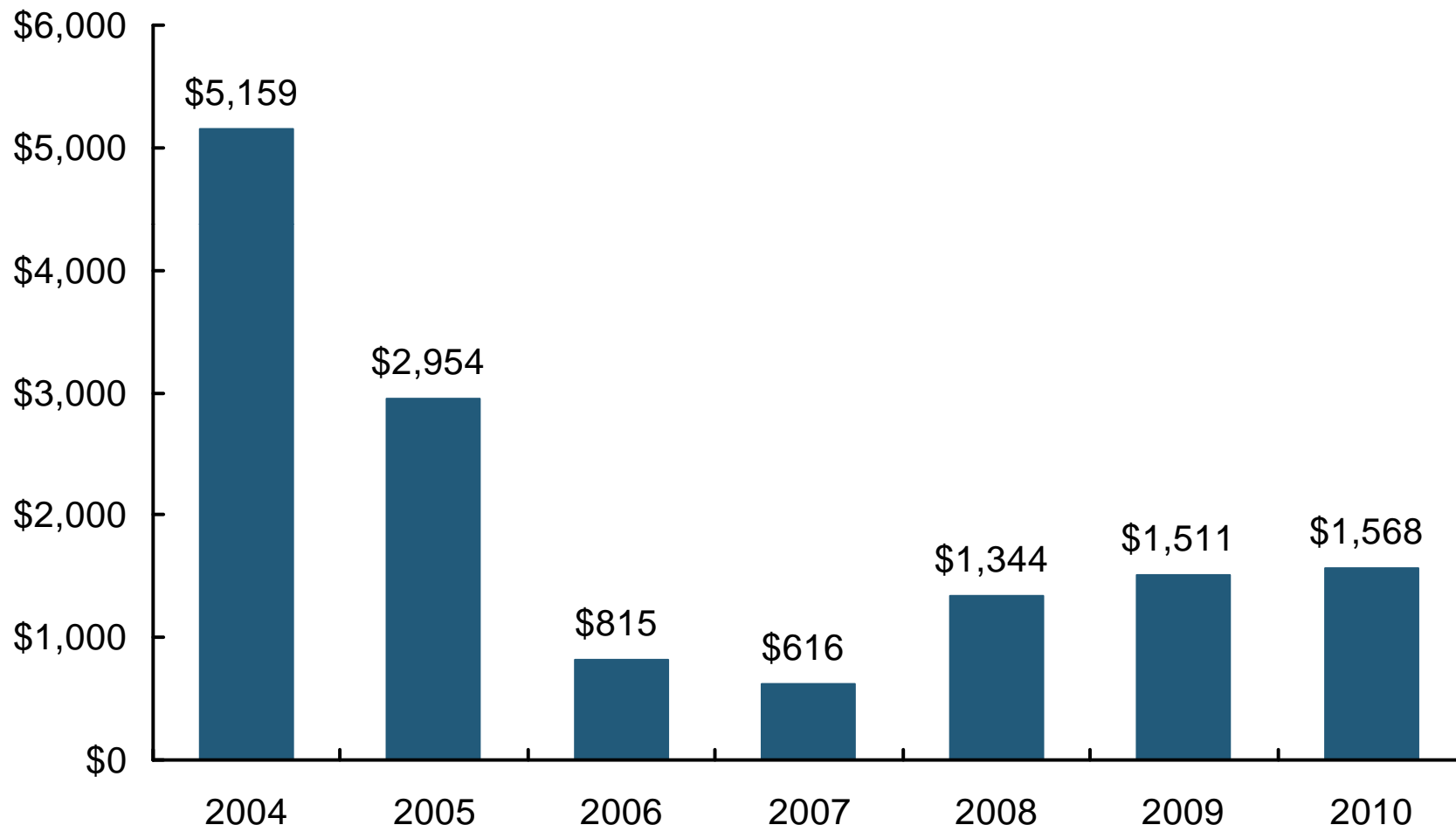
# Avg. Jury Awards 1999 vs. 2003 and 2008



\*Award trends in wrongful deaths of adult males.

Source: Jury Verdict Research; Insurance Information Institute.

# Sum of Top 10 Jury Awards 2004-2010



Source: Insurance Information Institute from Lawyers USA, January 2005, 2006, 2007, 2008, 2009, and 2010.



# 2010 Top Ten Jury Verdicts

<b>Value</b>	<b>Issue</b>	<b>State</b>
<b>\$505.1 Million</b>	<b>Products Liability</b>	<b>Nevada</b>
<b>\$208.8 Million</b>	<b>Personal Injury (Asbestos/Mesothelioma case)</b>	<b>California</b>
<b>\$152 Million</b>	<b>Wrongful Death (Tobacco verdict)</b>	<b>Massachusetts</b>
<b>\$132.5 Million</b>	<b>Personal Injury (Ford rollover retrial)</b>	<b>Mississippi</b>
<b>\$124.5 Million</b>	<b>Personal Injury (Passenger van rollover case)</b>	<b>Texas</b>
<b>\$103 Million</b>	<b>Legal Malpractice/Breach of Fiduciary Duty</b>	<b>Mississippi</b>
<b>\$90.8 Million</b>	<b>Products Liability, Wrongful Death (Tobacco verdict)</b>	<b>Florida</b>
<b>\$89 Million</b>	<b>Personal Injury, Products Liability</b>	<b>Pennsylvania</b>
<b>\$82.5 Million</b>	<b>Wrongful Death</b>	<b>Texas</b>
<b>\$80 Million</b>	<b>Wrongful Death (Tobacco verdict)</b>	<b>Florida</b>

# 2009 Top Ten Jury Verdicts

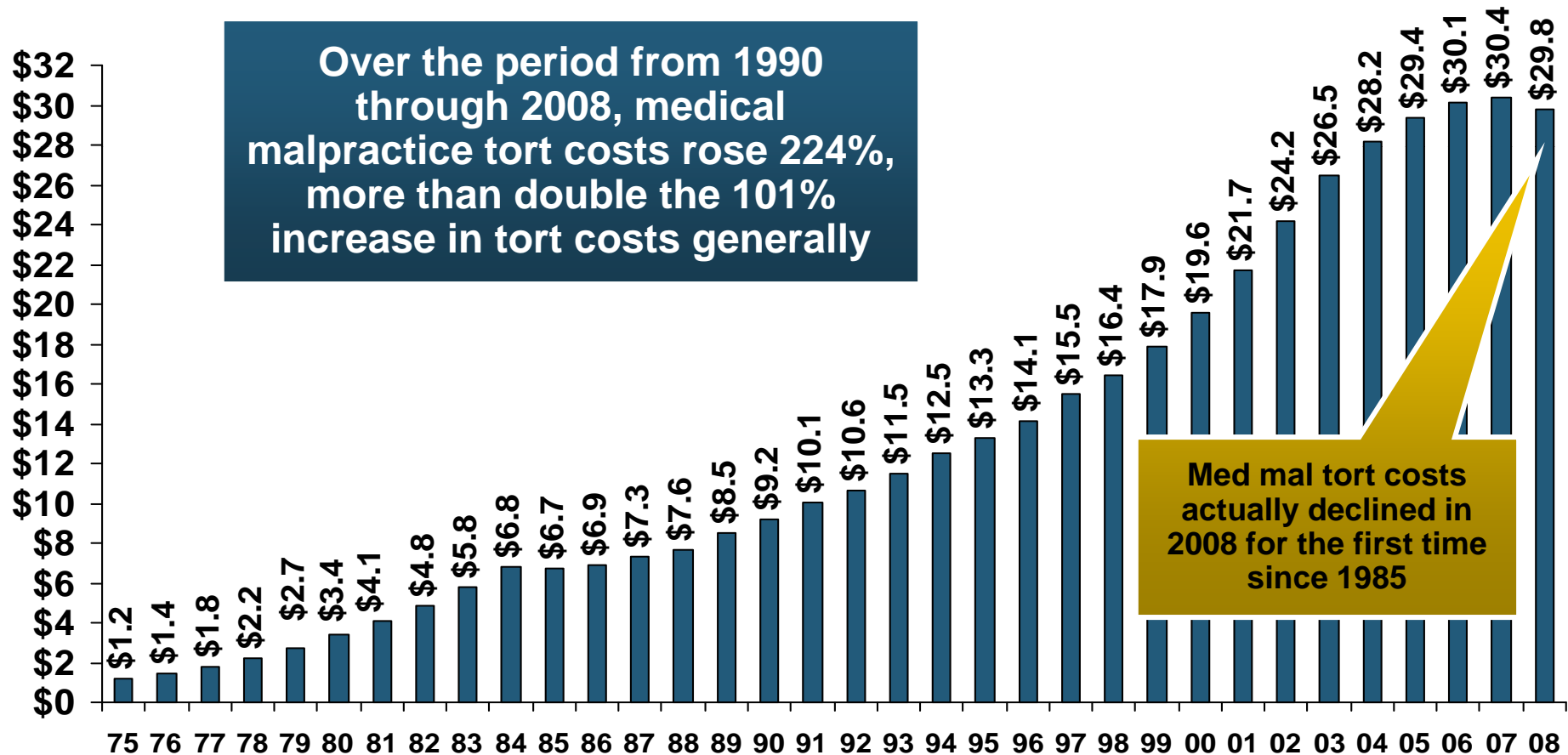
Value	Issue	State
\$370 Million	Defamation	California
\$330 Million	Personal Injury (Drunk driving case)	Florida
\$300 Million	Personal Injury (Tobacco verdict)	Florida
\$89 Million	Personal Injury (Drunk driving case)	Missouri
\$78.75 Million	Personal Injury (Prempro)	New Jersey
\$77.4 Million	Medical Malpractice	New York
<i>\$71 Million</i>	<i>Conversion and Breach of Fiduciary Duty</i>	<i>Texas</i>
<i>\$70 Million</i>	<i>Workers Comp Case</i>	<i>Texas</i>
\$65 Million	Personal Injury	Florida
\$60 Million	Medical Malpractice	New York

# 2008 Top Ten Jury Verdicts

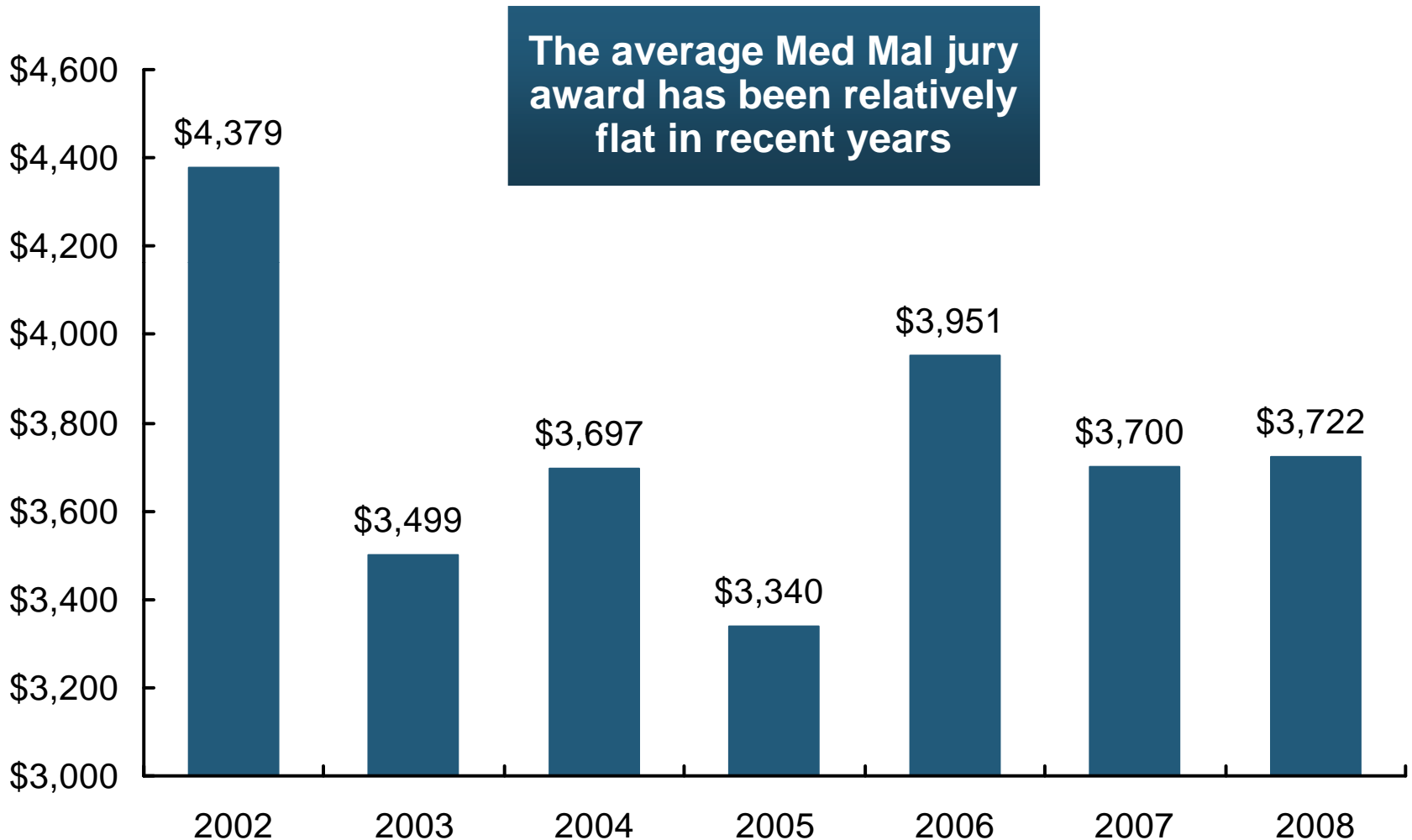
Value	Issue	State
\$388 Million	Fraud, Intentional Infliction of Emotional Distress	Nevada
\$316 Million	Breach of Contract	Georgia
\$188 Million	Defamation	New York
\$85 Million	Premises Liability	Pennsylvania
<i>\$84 Million</i>	<i>Negligence, Personal Injury</i>	<i>Texas</i>
\$66 Million	Breach of Fiduciary Duty	Oklahoma
\$60 Million	Insurance Bad Faith	Nevada
\$55 Million	Negligence	California
\$54 Million	Wrongful Death	Georgia
\$48 Million	Negligence	Indiana

# Medical Malpractice Tort Cost: Growth Continues, Though Modestly

(\$ Billions)



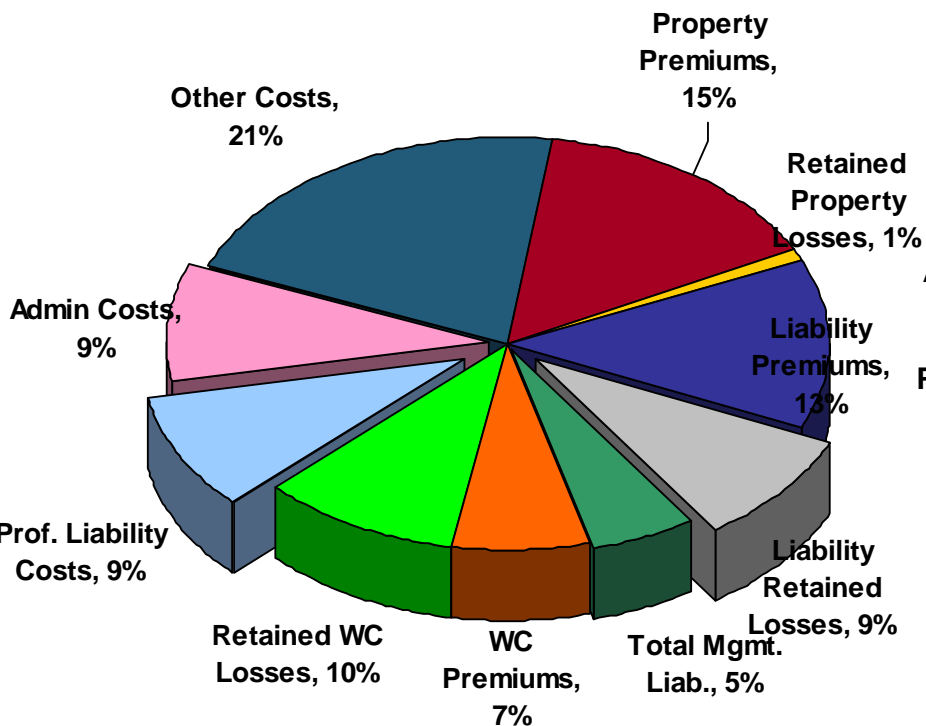
# Average Medical Malpractice Jury Award: 2002 - 2008



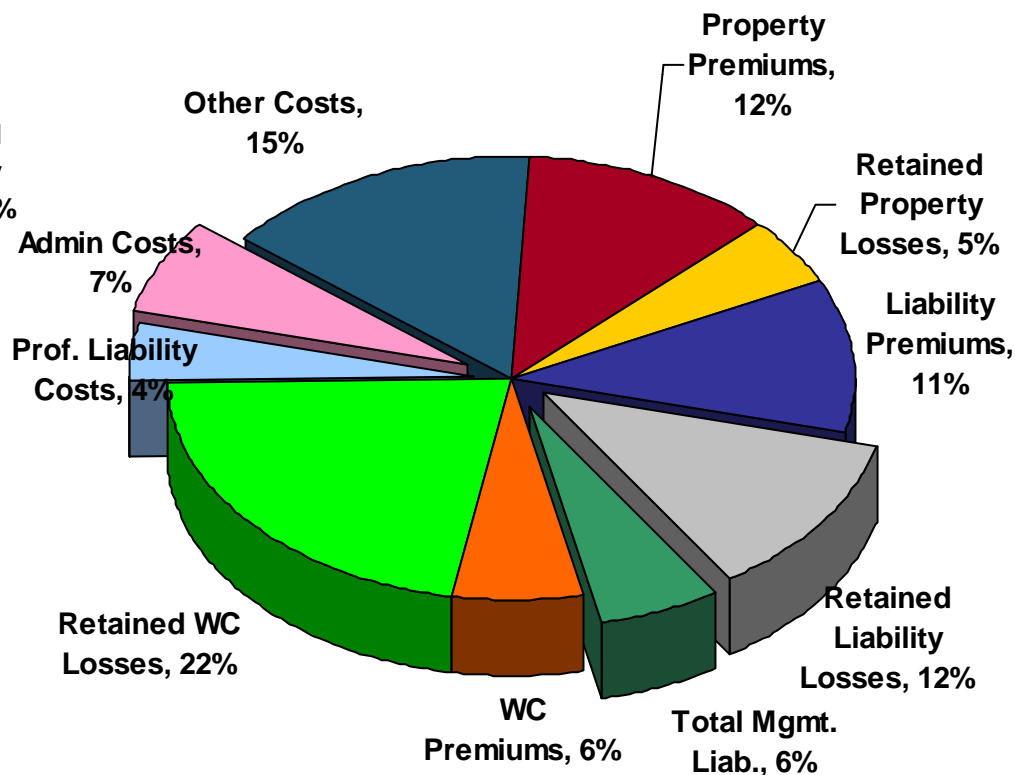
# How the Risk Dollar is Spent (2008)

Total liability costs account for about 30% of the risk dollar

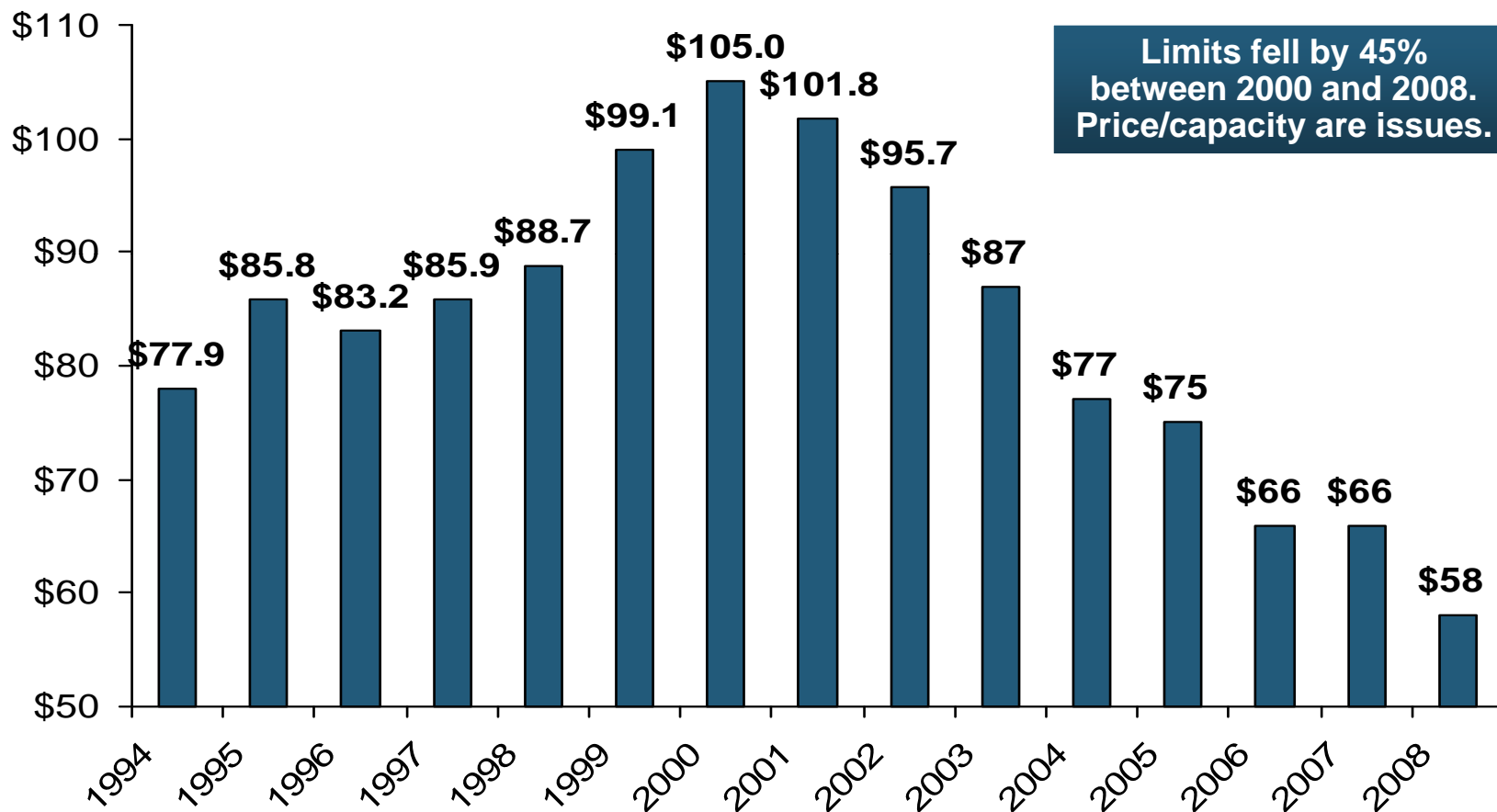
## Firms w/Revenues < \$1 Billion



## Firms w/Revenues > \$1 Billion



# Average Total Limits Purchased by All U.S. Firms\* (\$ Millions)

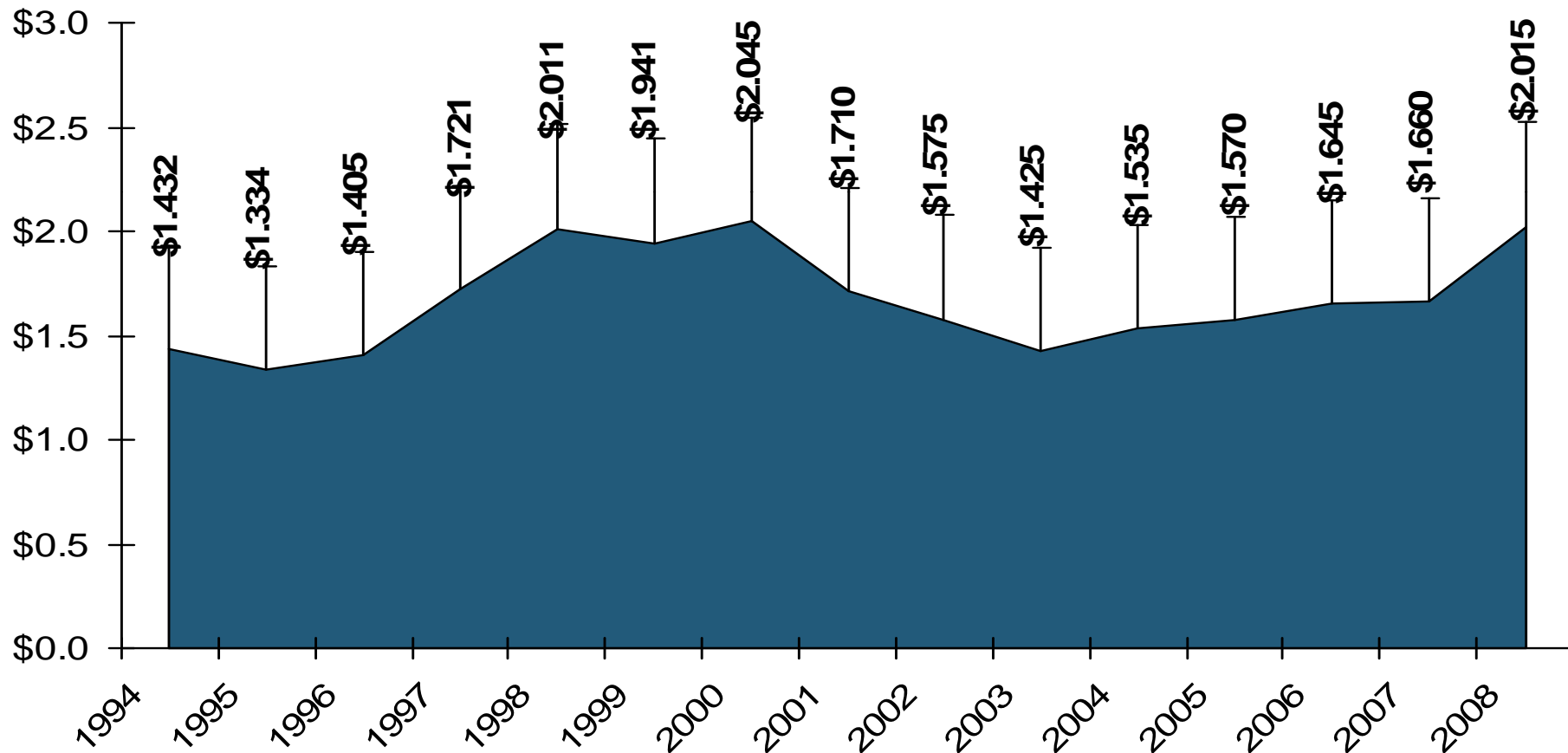


\*Includes underlying primary limits

Source: *Limits of Liability 2008*, Marsh, Inc.

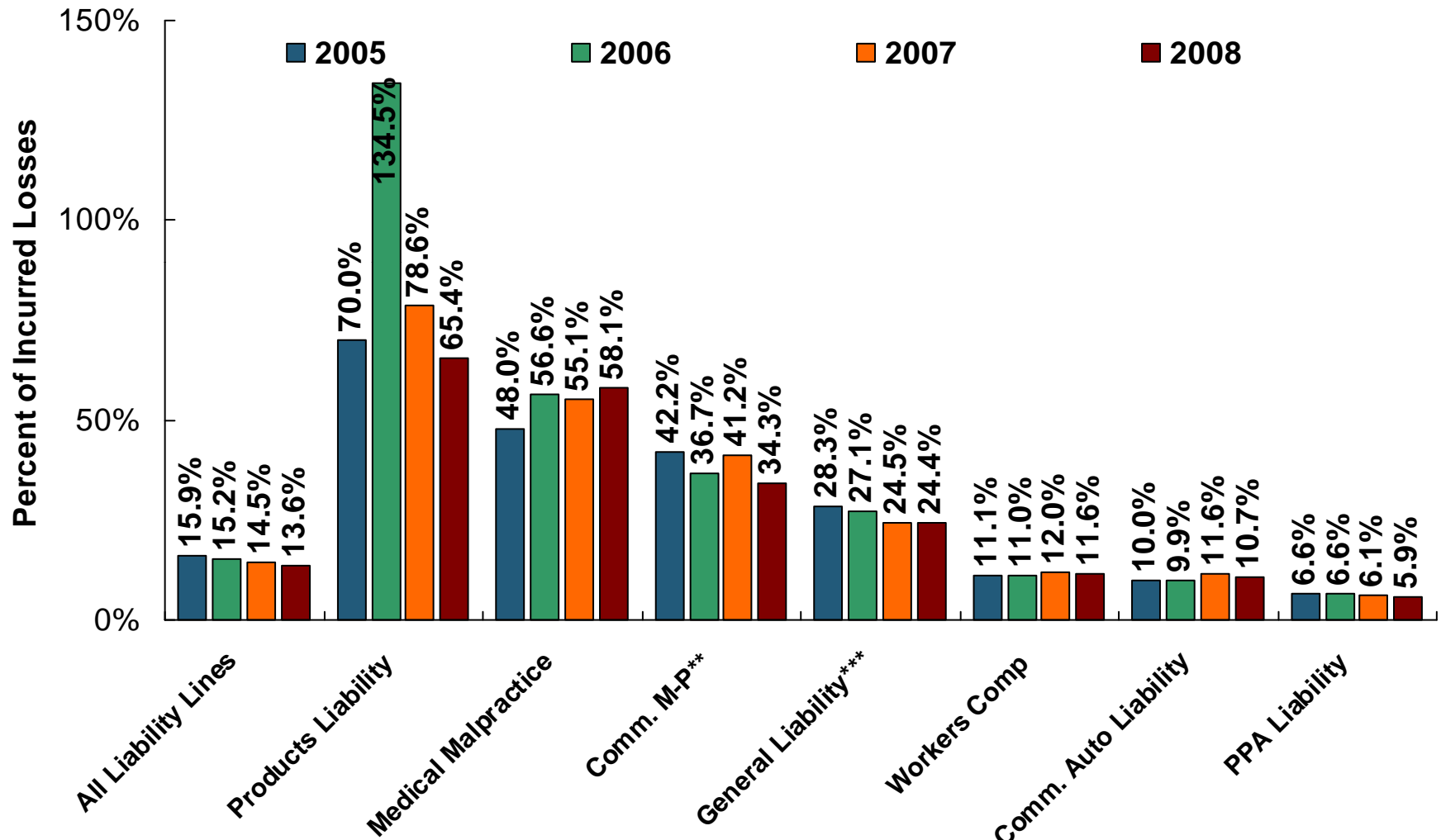
# Excess Liability Market Capacity North America (\$ Billions)

In 2008, capacity is back to 2000 levels.





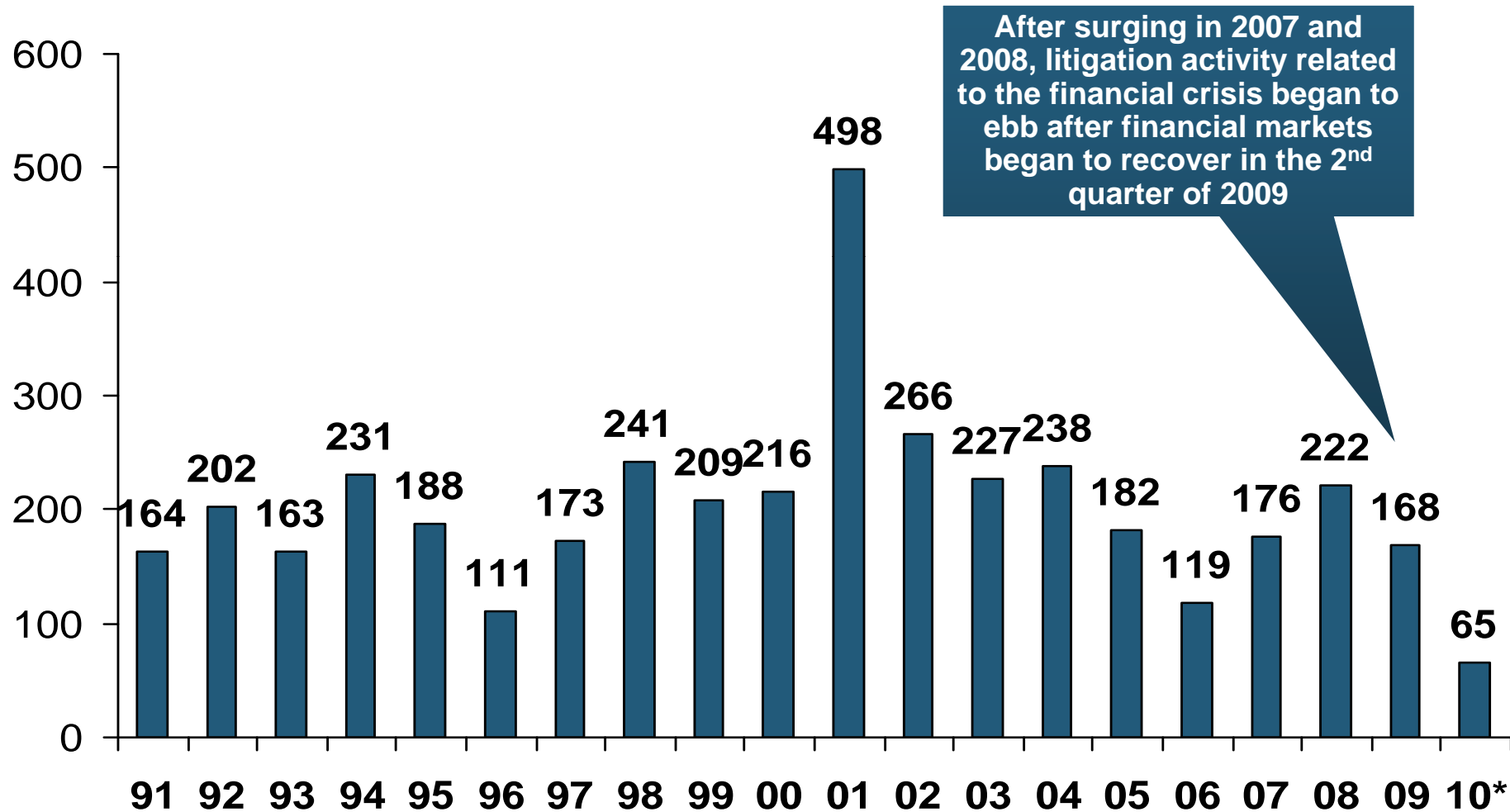
# Insurer Defense & Cost Containment Expenses as a % of Incurred Losses, 2005-2008\*



\*Net of reinsurance, excl. state funds. \*\*Liability portion only. \*\*\*Excludes products liability.

Source: National Association of Insurance Commissioners (NAIC) Annual Statement Database, via Highline Data, LLC; Insurance Information Institute.

# Shareholder Class Action Lawsuits\*

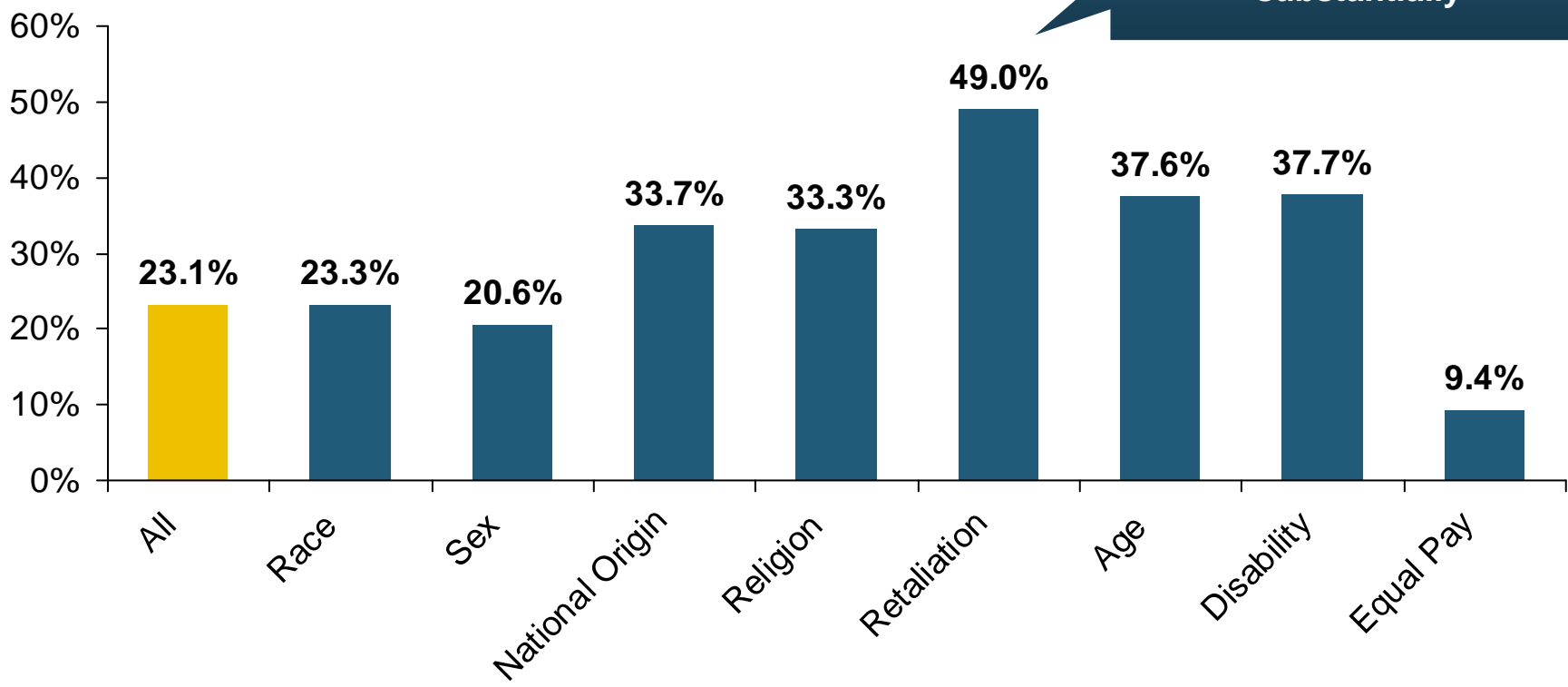


\*Securities fraud suits filed in U.S. federal courts as of June 25, 2010.

Source: Stanford University School of Law (securities.stanford.edu); Insurance Information Institute

# Discrimination Charges Filed with EEOC by Type: Percent Change FY06-FY09

Change in Charges Filed (%)



Retaliation and age discrimination suits are up substantially

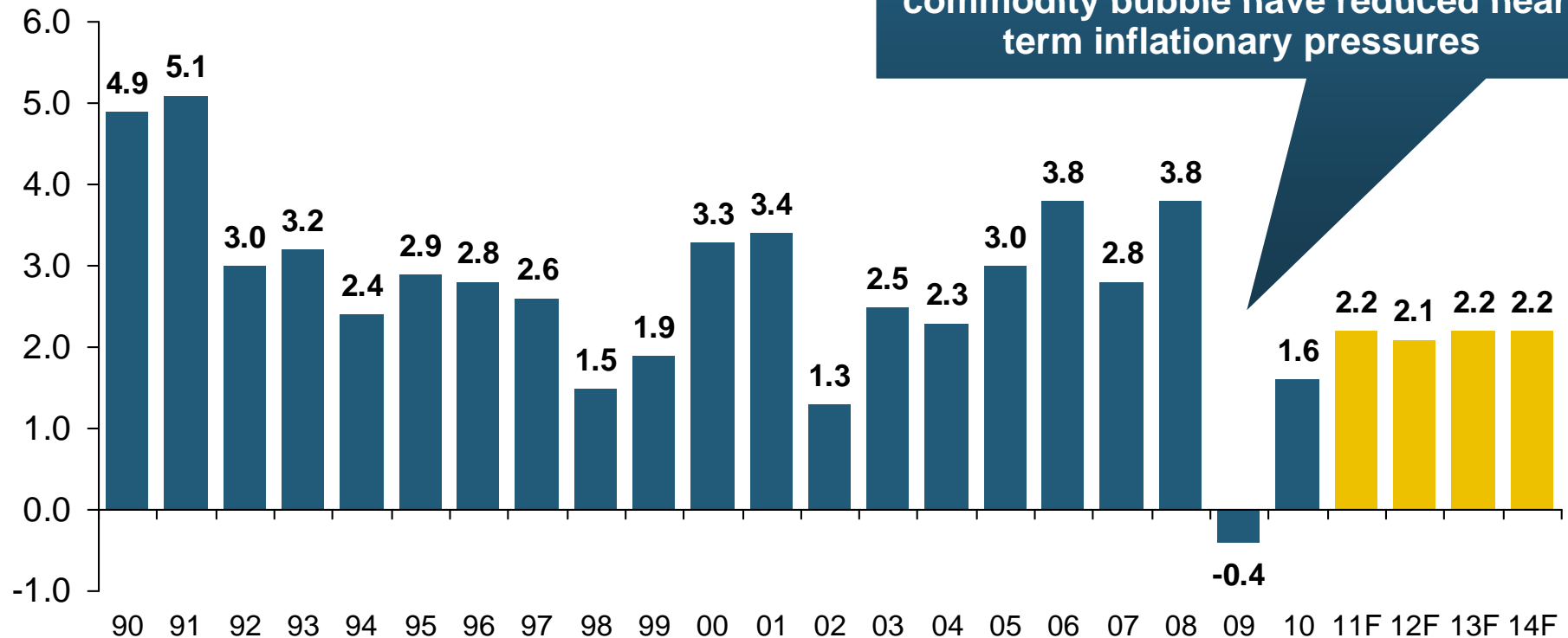
The Financial Crisis and Poor Labor Market Conditions Have Contributed to a Surge Employment Discrimination Charges

# **Inflation**

**Is it a Threat to Claim Cost  
Severities**

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

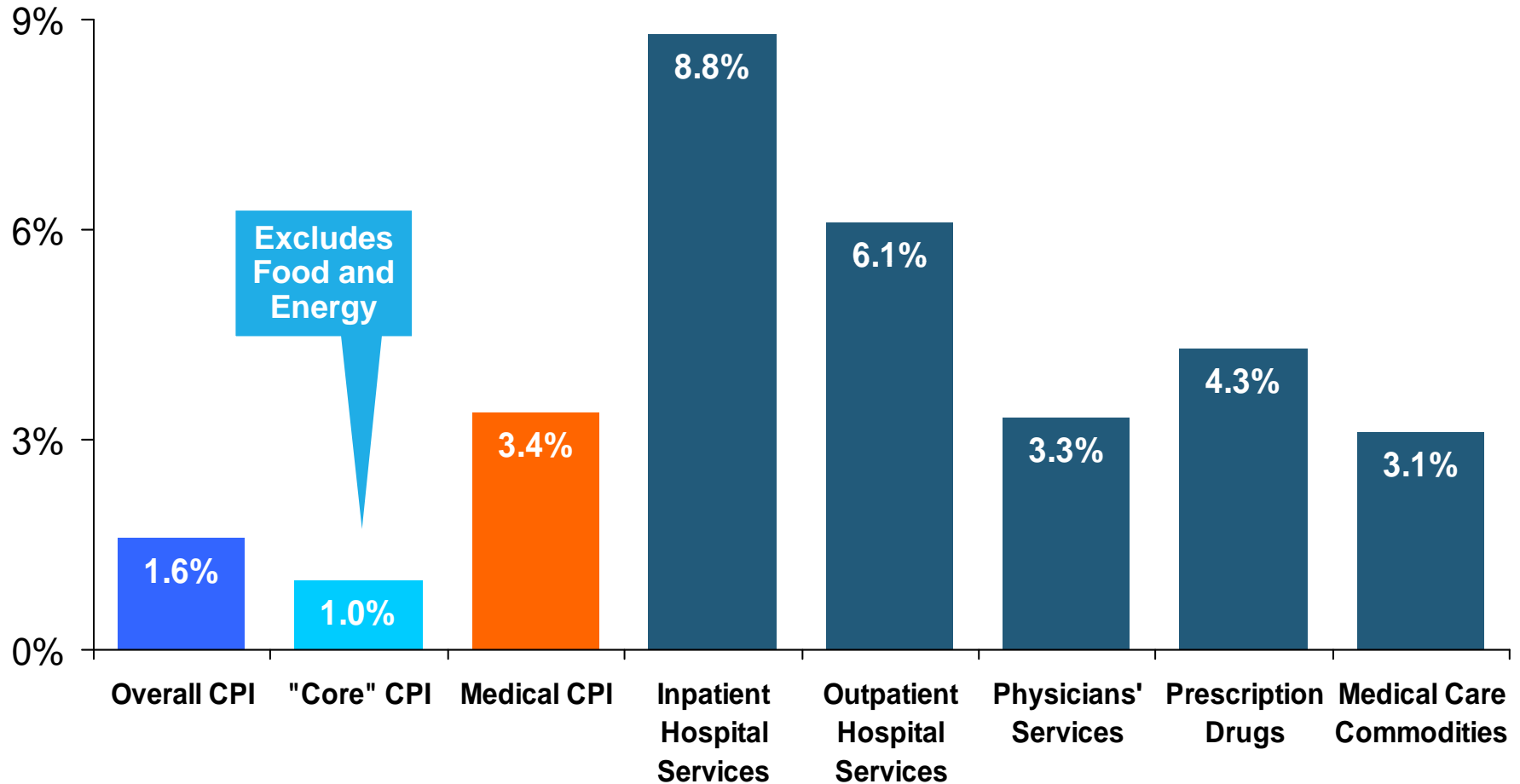
## Annual Inflation Rates (%)



**The slack in the U.S. economy suggests that inflation should not heat up before 2012, but other forces (commodity prices, inflation in countries from which we import, etc.), plus U.S. debt burden, remain longer-run concerns**

# P/C Insurance Claim Cost Drivers Grow Faster than even the Medical CPI Suggests

Price Changes  
in 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**

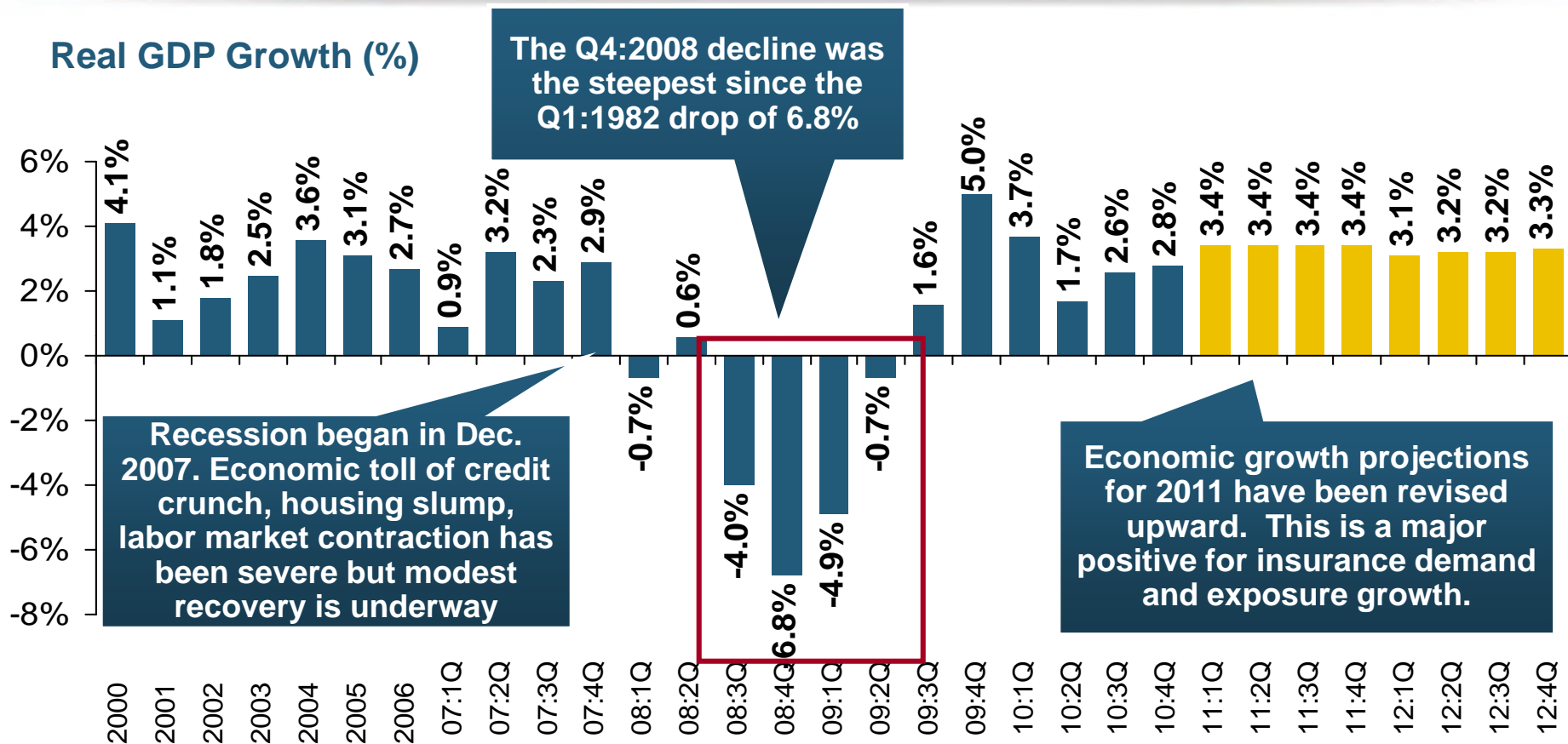


# **Economic Issues for the Next 3-5 Years**

**Growth in the Wake  
of the “Great Recession”**

# US Real GDP Growth\*

## Real GDP Growth (%)



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

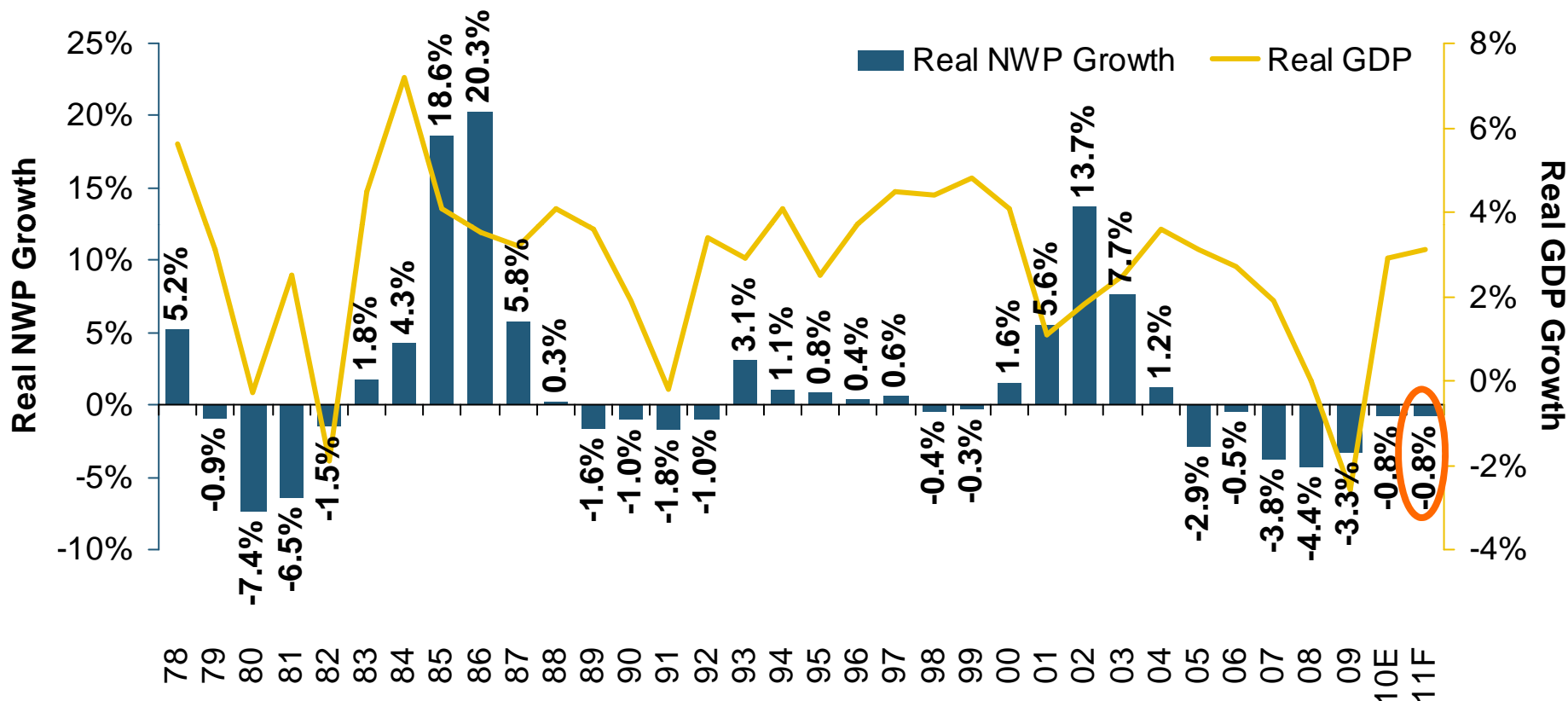
\* Estimates/Forecasts from Blue Chip Economic Indicators.

Source: US Department of Commerce, Blue Economic Indicators 3/11; Insurance Information Institute.



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

Real GDP Growth vs. Real P/C (%)



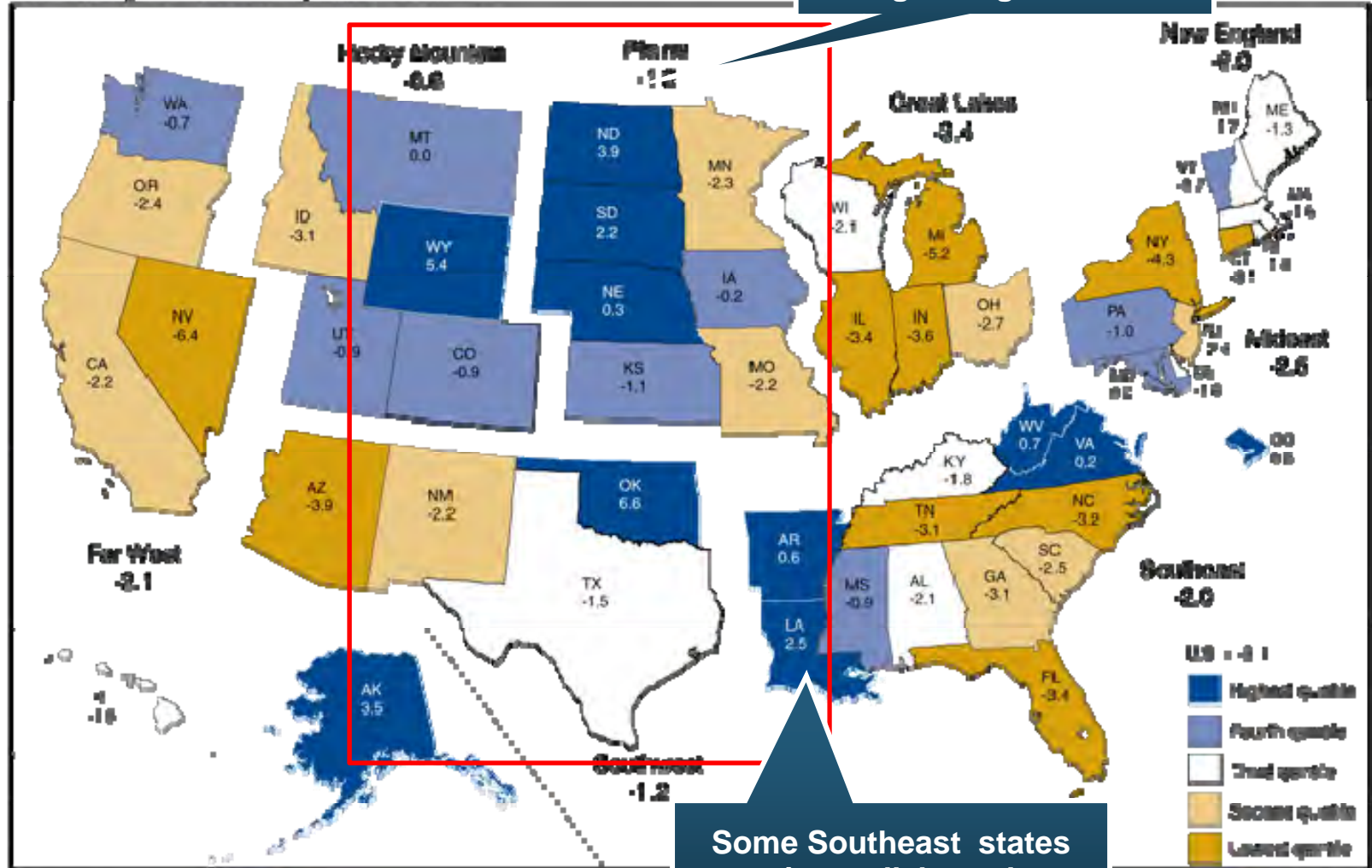
**P/C Insurance Industry's Growth is Influenced Modestly  
by Growth in the Overall Economy**

# 2011 Financial Overview

## State Economic Growth Varied in 2009

Mountain, Plains states  
still growing the fastest

Percent Change in Real GDP by State 2008-2009



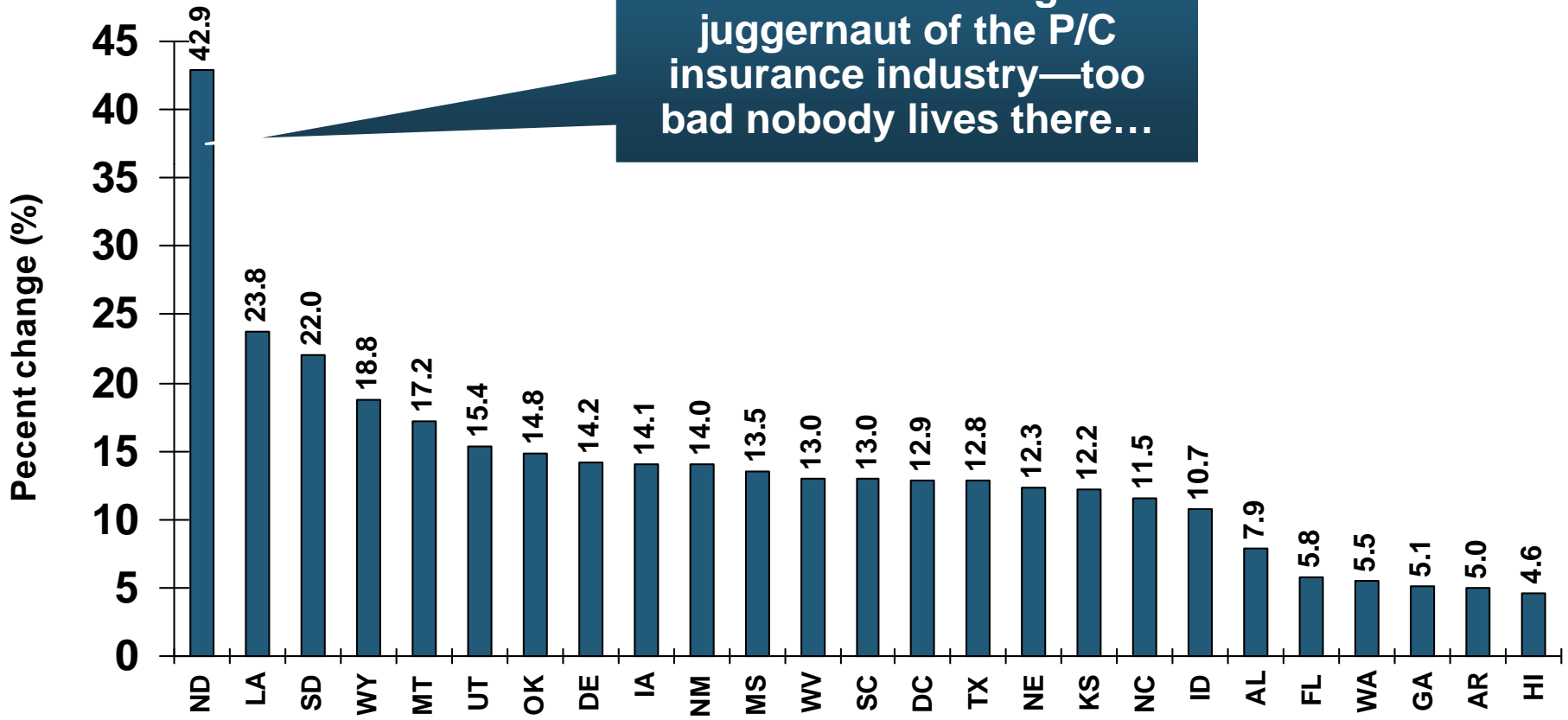
U.S. Bureau of Economic Analysis

Some Southeast states  
growing well, but others  
among the weakest

# Direct Premiums Written: All Lines Percent Change by State, 2004-2009

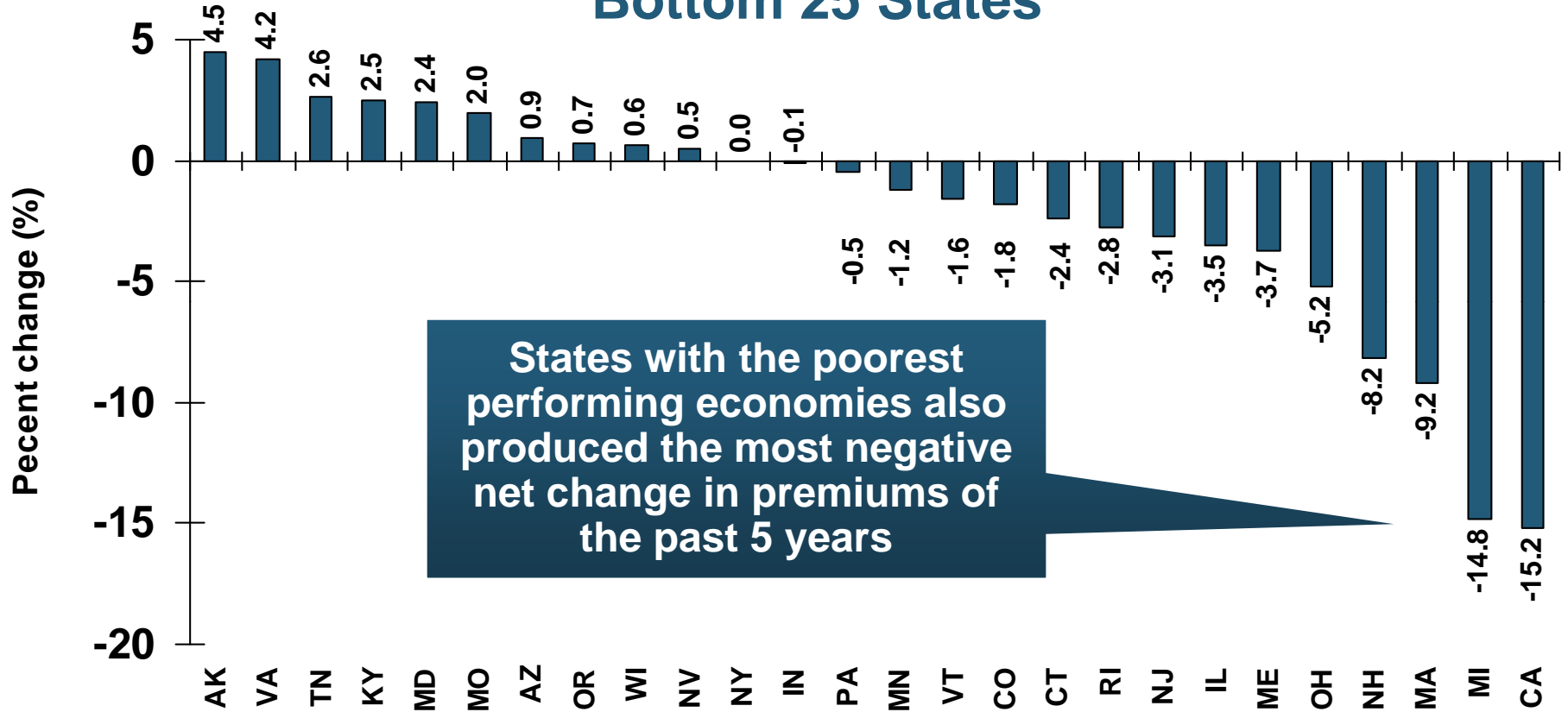
## Top 25 States

North Dakota is the growth juggernaut of the P/C insurance industry—too bad nobody lives there...



# Direct Premiums Written: All Lines Percent Change by State, 2004-2009

## Bottom 25 States



Over the 5 years from 2004-2009, 15 states saw premiums *shrink*, one had no growth, and 4 others grew premiums by less than 1%

# 11 Industries for the Next 10 Years: Insurance Solutions Needed

**Health Care**

**Health Sciences**

**Energy (Traditional)**

**Alternative Energy**

**Agriculture**

**Natural Resources**

**Environmental**

**Technology (incl. Biotechnology)**

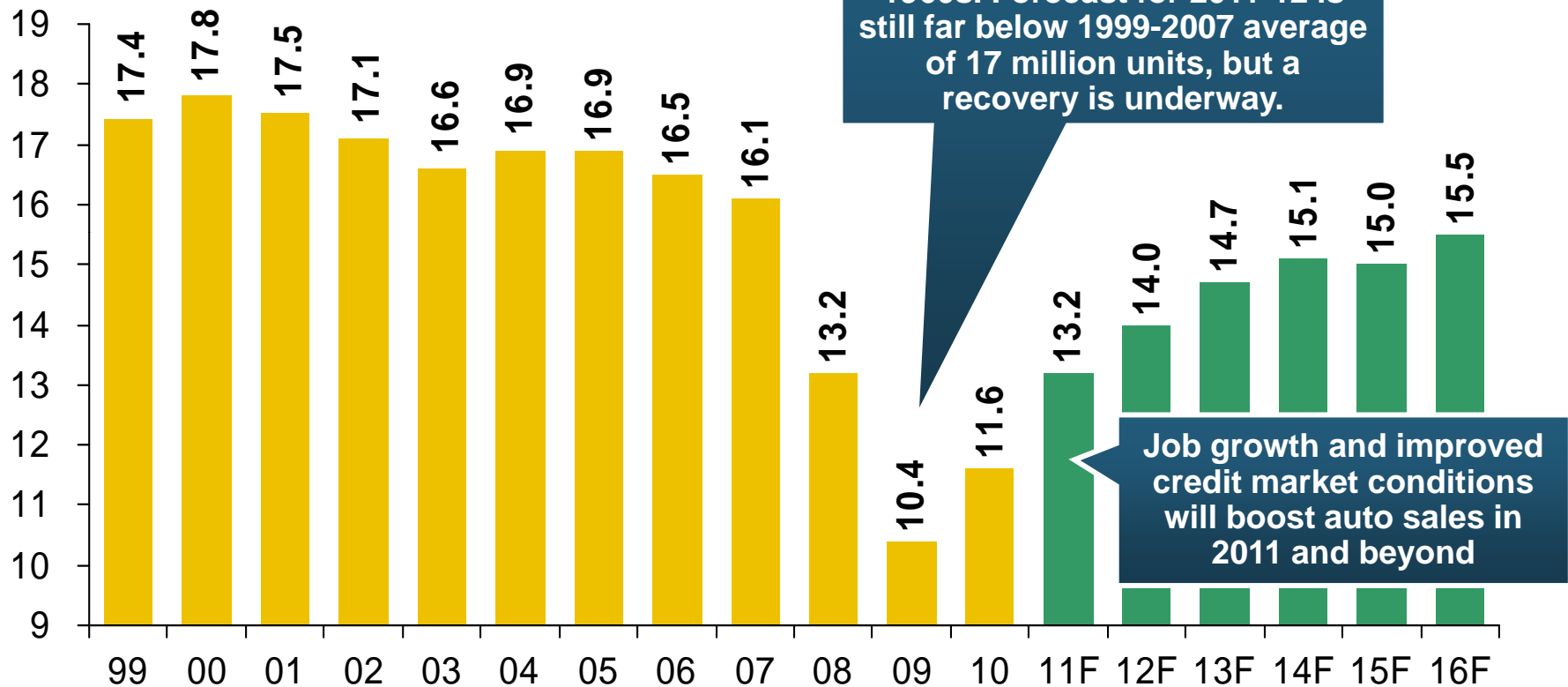
**Light Manufacturing**

**Export-Oriented Industries**

**Shipping (Rail, Marine)**

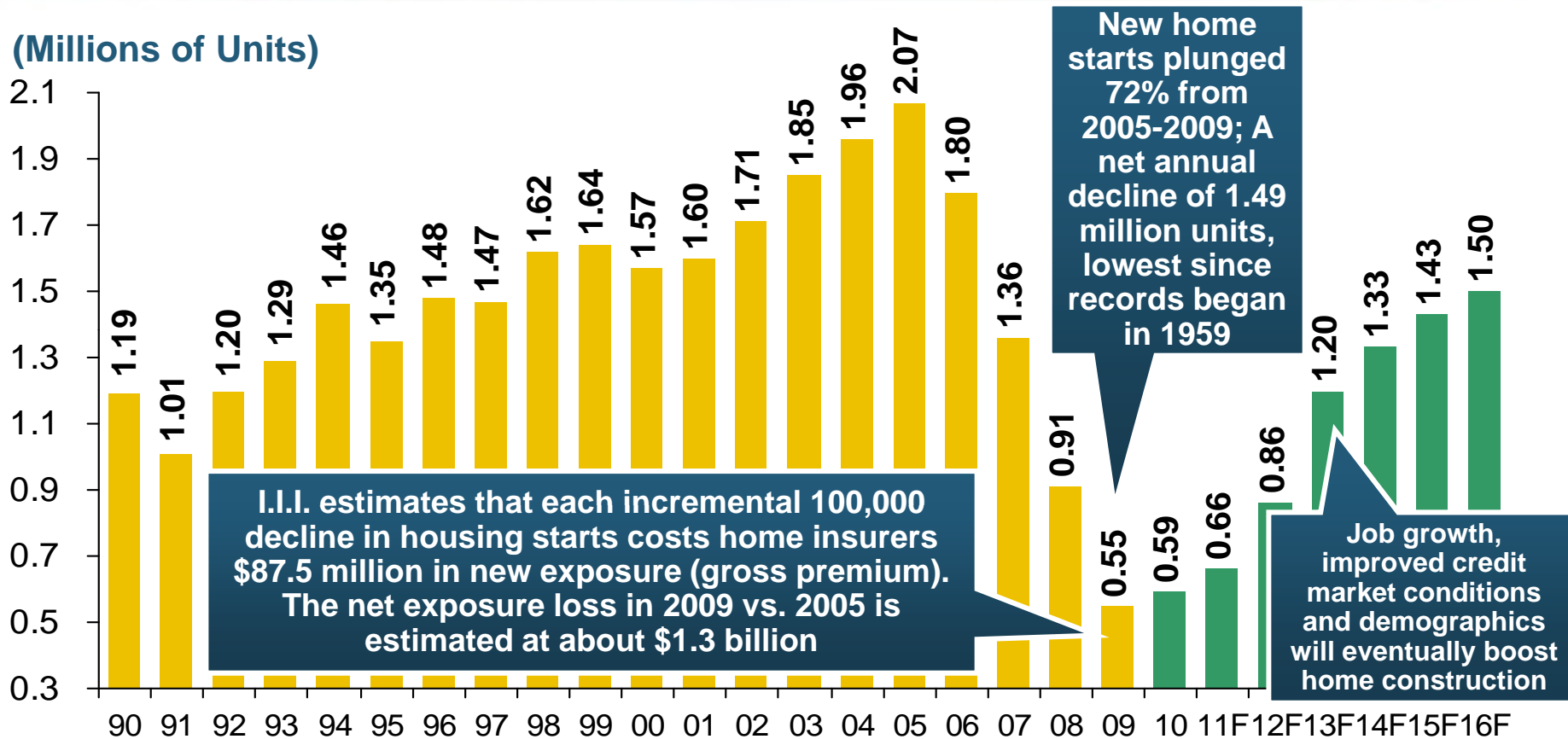
# Auto/Light Truck Sales, 1999-2016F

(Millions of Units)



**Car/Light Truck Sales Will Continue to Recover from the 2009 Low Point, but High Unemployment, Tight Credit Are Still Restraining Sales in 2011**

# New Private Housing Starts, 1990-2016F



**Little Exposure Growth Likely for Homeowners Insurers Until 2013.  
Also Affects Commercial Insurers with Construction Risk Exposure, Surety**

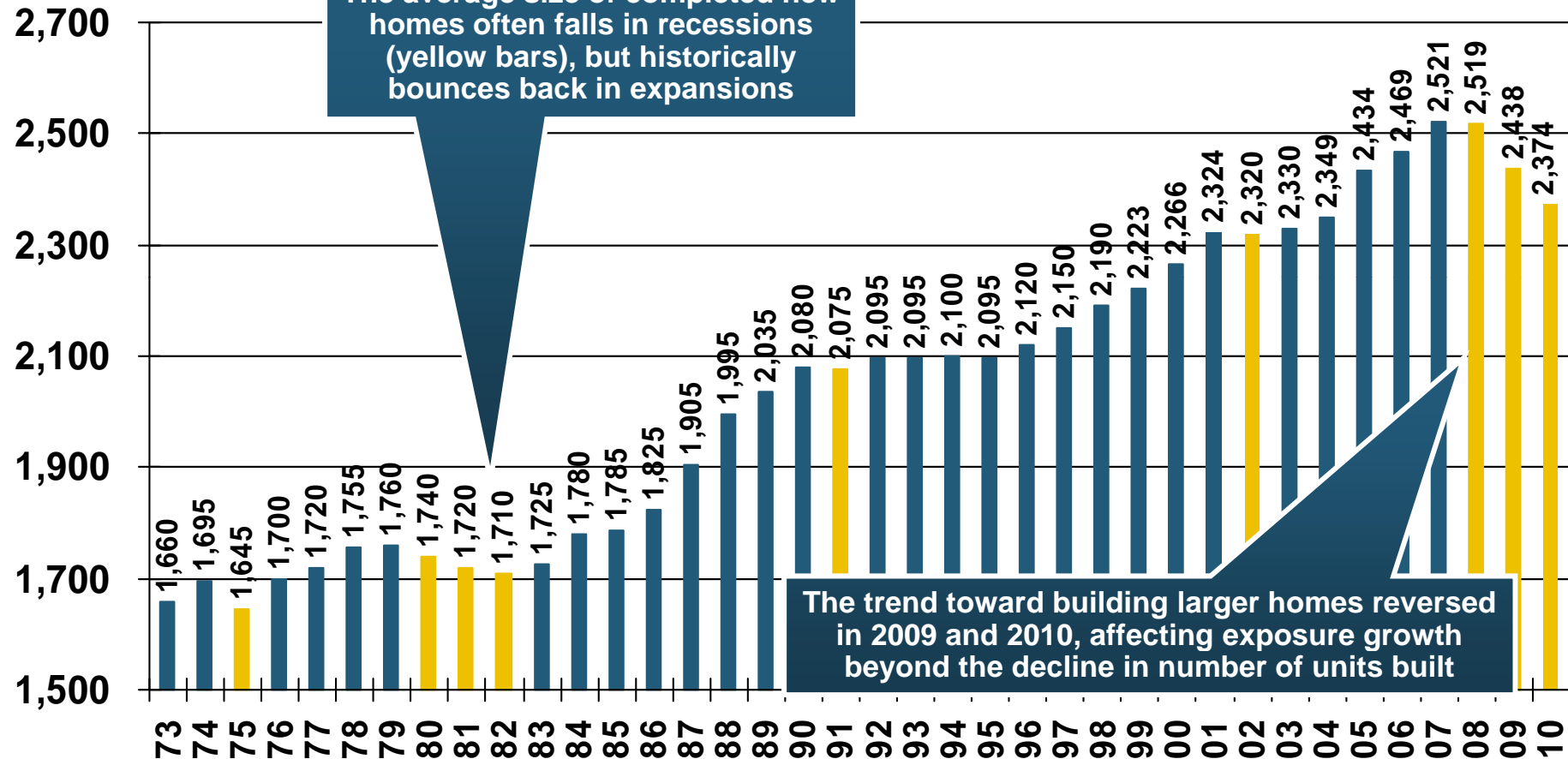


# 2011 Financial Overview

## Average Square Footage of Completed New Homes in U.S., 1973-2010\*



Square Ft



**The average size of completed new homes fell by 145 square feet (5.75%) from 2008-2010, the largest recession-based drop in nearly four decades**

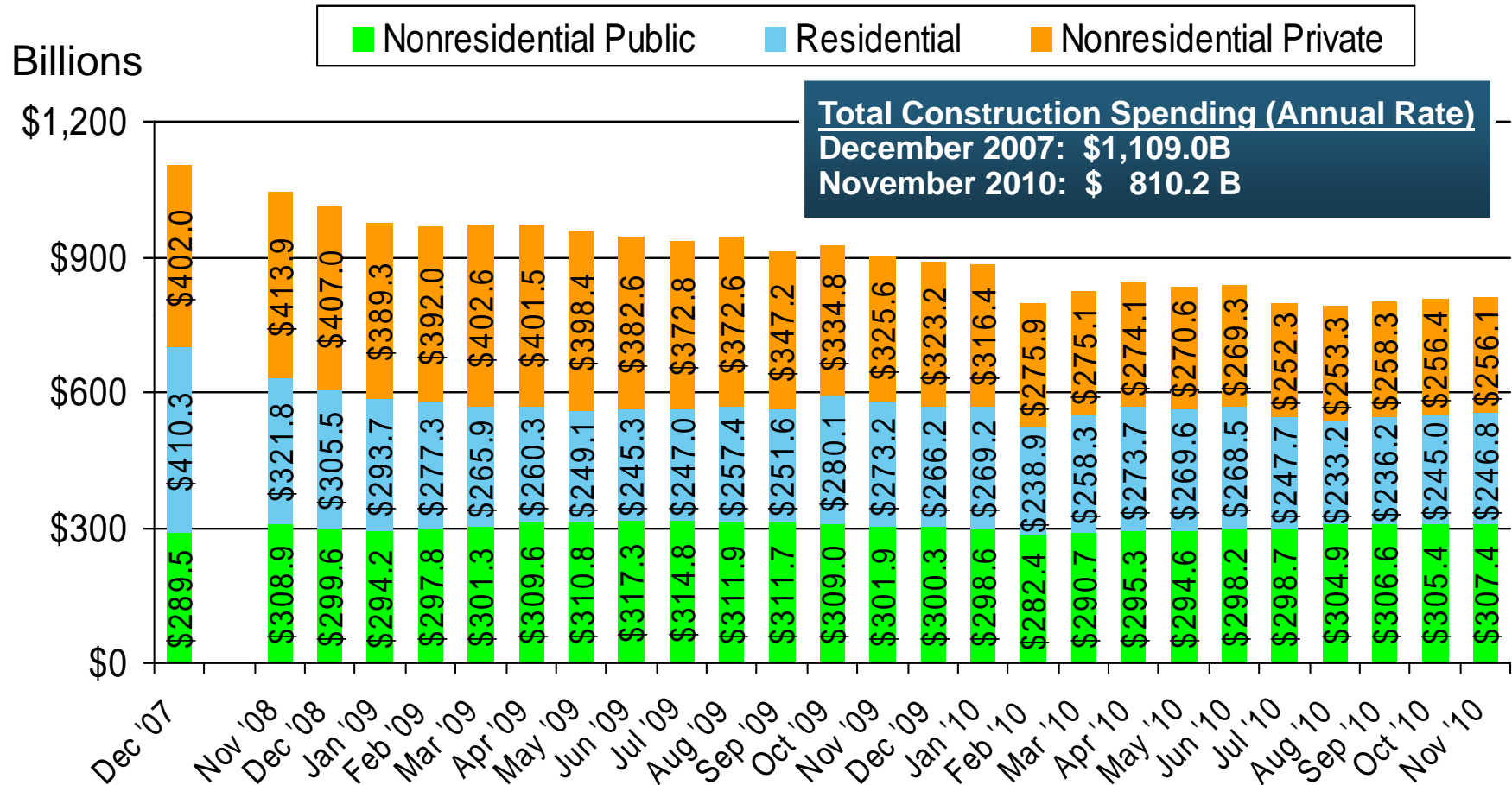
\*2010 figure is weighted average square feet of completed homes in first three quarters of 2010

Source: U.S. Census Bureau: [http://www.census.gov/construction/quarterly/starts\\_completions.pdf](http://www.census.gov/construction/quarterly/starts_completions.pdf); Insurance Information Institute.



# 2011 Financial Overview

## Value\* of Construction Put In Place

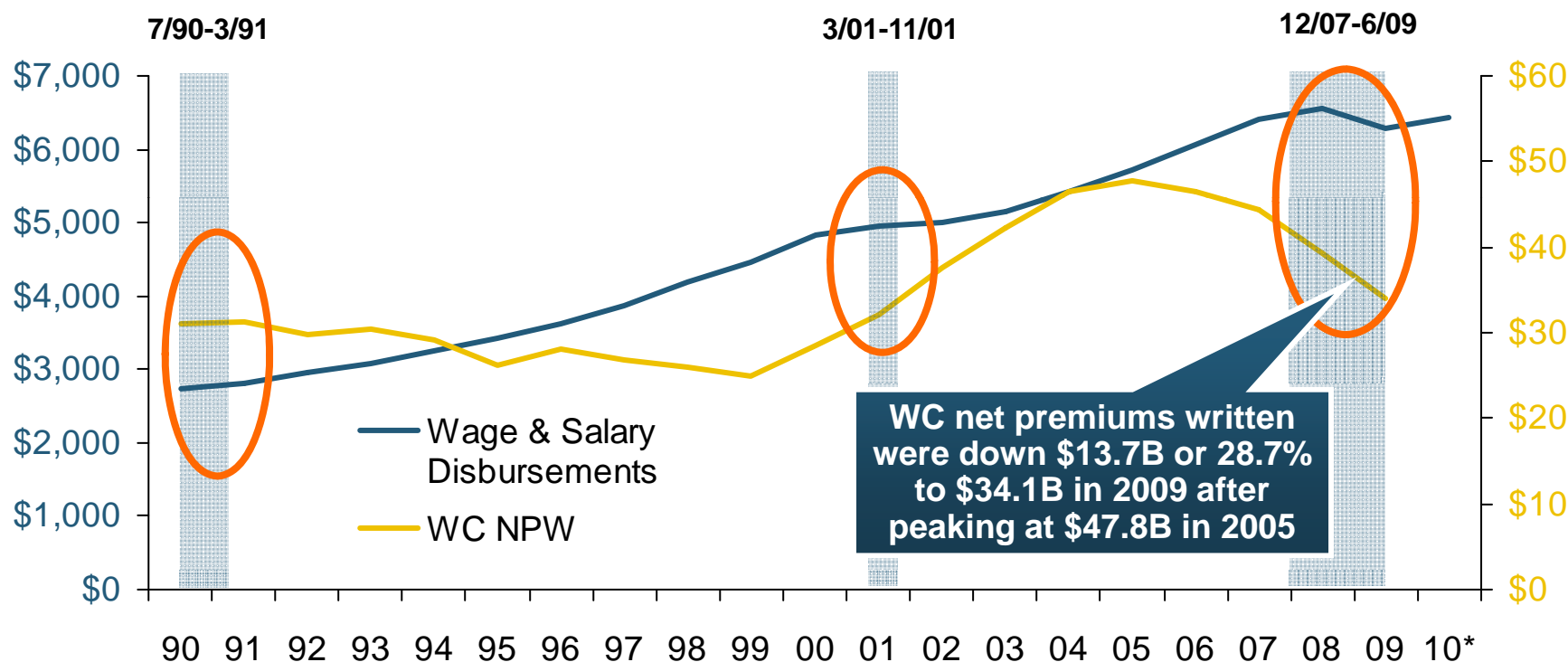


**Since the recession started, private residential and nonresidential construction together are down \$300 billion (annual rate), a drop of 38%. This affects property, surety, and other construction-related exposures**

# 2011 Financial Overview

## Wage and Salary Disbursements (Payroll Base) vs. Workers Comp Net Written Premiums

Wage and Salary Disbursement (Private Employment) vs. WC NWP (\$ Billions)



**Weakening payrolls have eroded \$2B+ in workers comp premiums; nearly 29% of NPW has been eroded away by the soft market and weak economy**

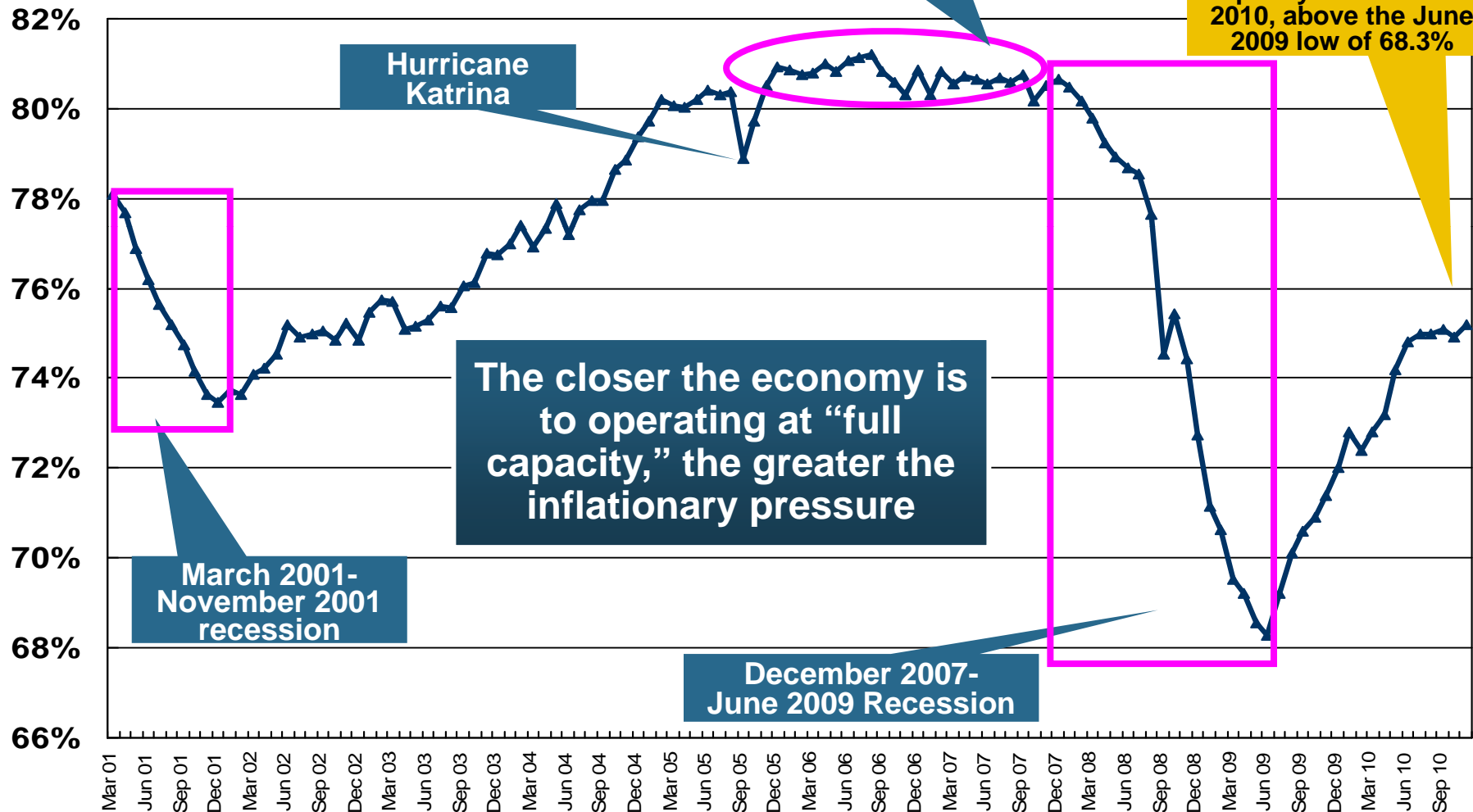
\* Average Wage and Salary data as of 7/1/2010. Shaded areas indicate recessions.

\*\*Estimated "official" end of recession June 2009.

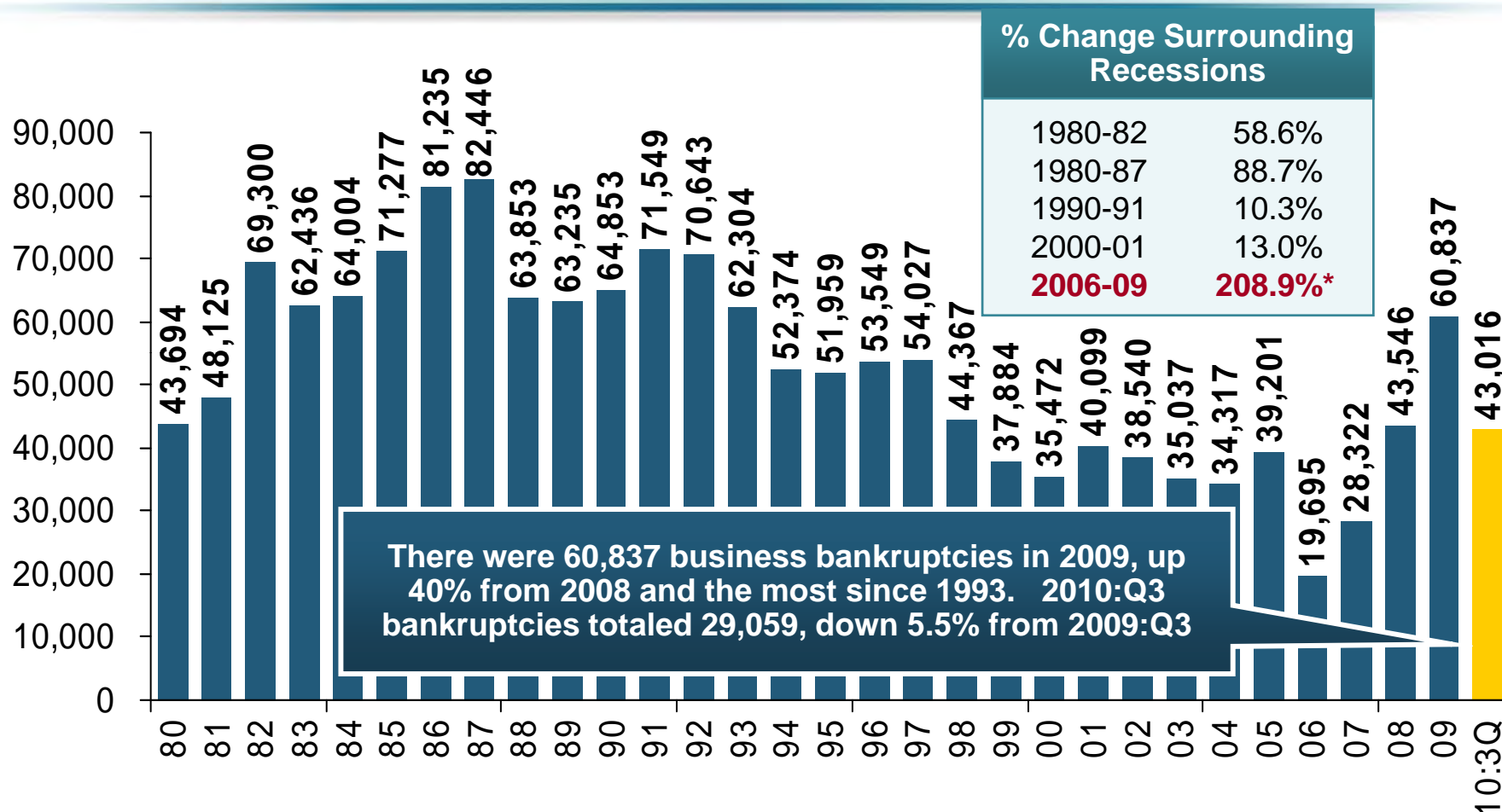
Source: US Bureau of Economic Analysis; Federal Reserve Bank of St. Louis at <http://research.stlouisfed.org/fred2/series/WASCUR> ; I.I.I. Fact Books

# Recovery in Capacity Utilization is a Positive Sign for Commercial Exposures

Percent of  
Industrial Capacity

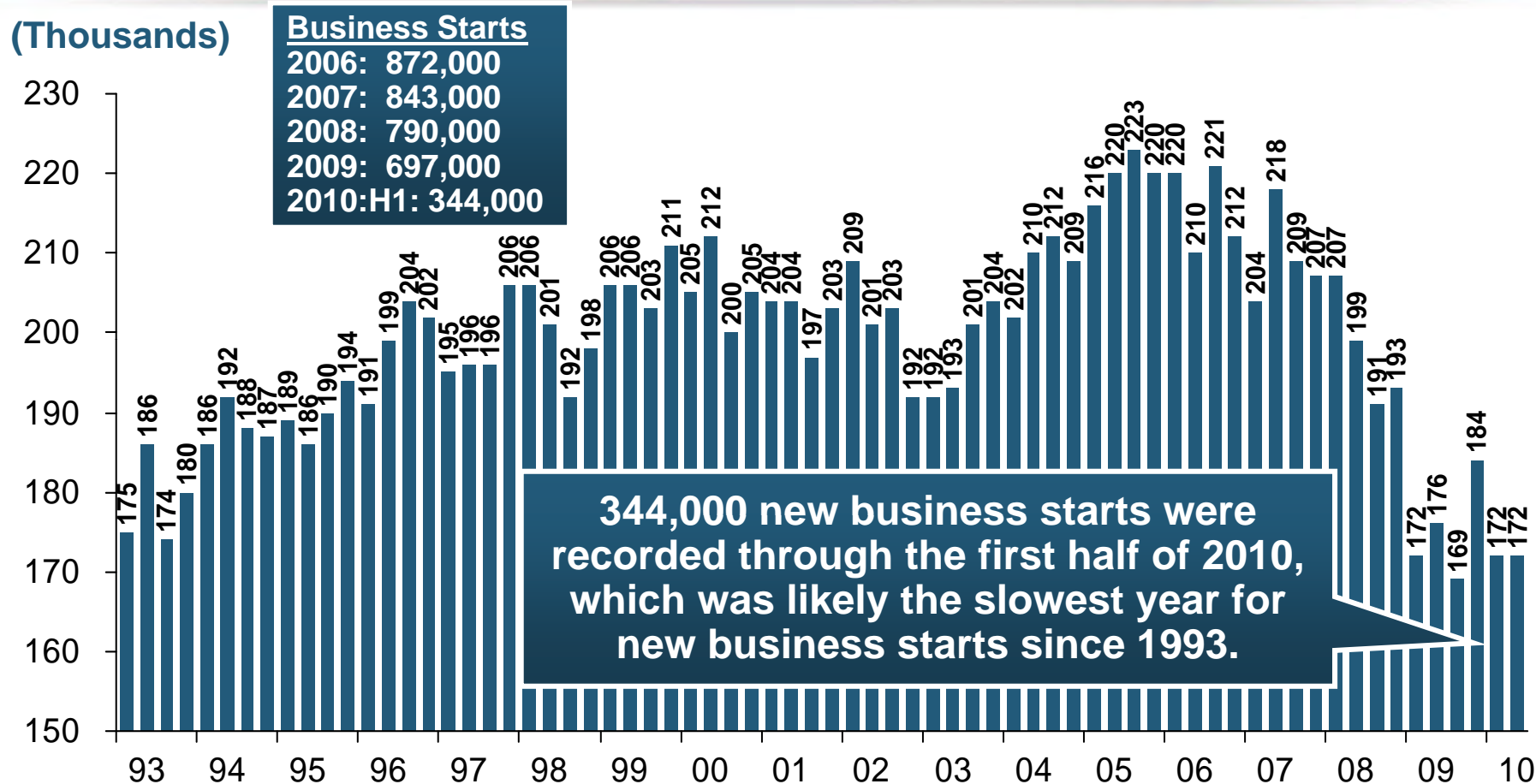


# Business Bankruptcy Filings, 1980-2010:Q3



**Significant Exposure Implications for All Commercial Lines**

# Private Sector Business Starts, 1993:Q2 – 2010:Q2\*



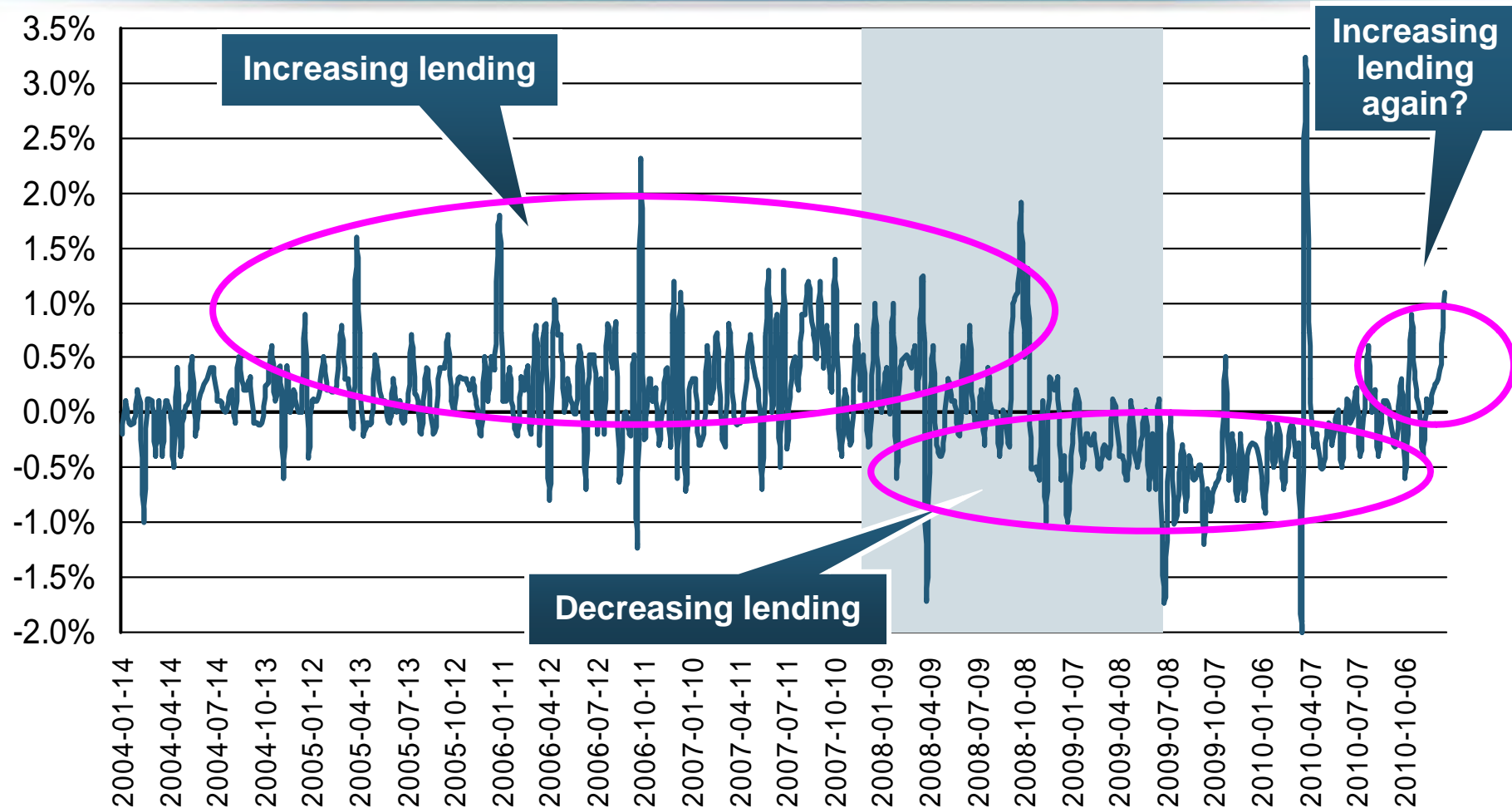
**Business Starts Were Down Nearly 20% in the Recession,  
Holding Back Most Types of Commercial Insurance Exposure**

\* Data through June 30, 2010 are the latest available as of March 10, 2011; Seasonally adjusted

Source: Bureau of Labor Statistics, <http://www.bls.gov/news.release/cewbd.t07.htm>.

# 2011 Financial Overview

## Weekly Percentage Change in Commercial and Industrial Loans by Large U.S. Banks, 2004-2010



**Lending peak: \$827.3 billion at mid-October 2008;  
Trough \$600.5 billion at mid-October 2010; Latest (12/20/2010) \$619.9 billion**

Note: Recession indicated by gray shaded column.

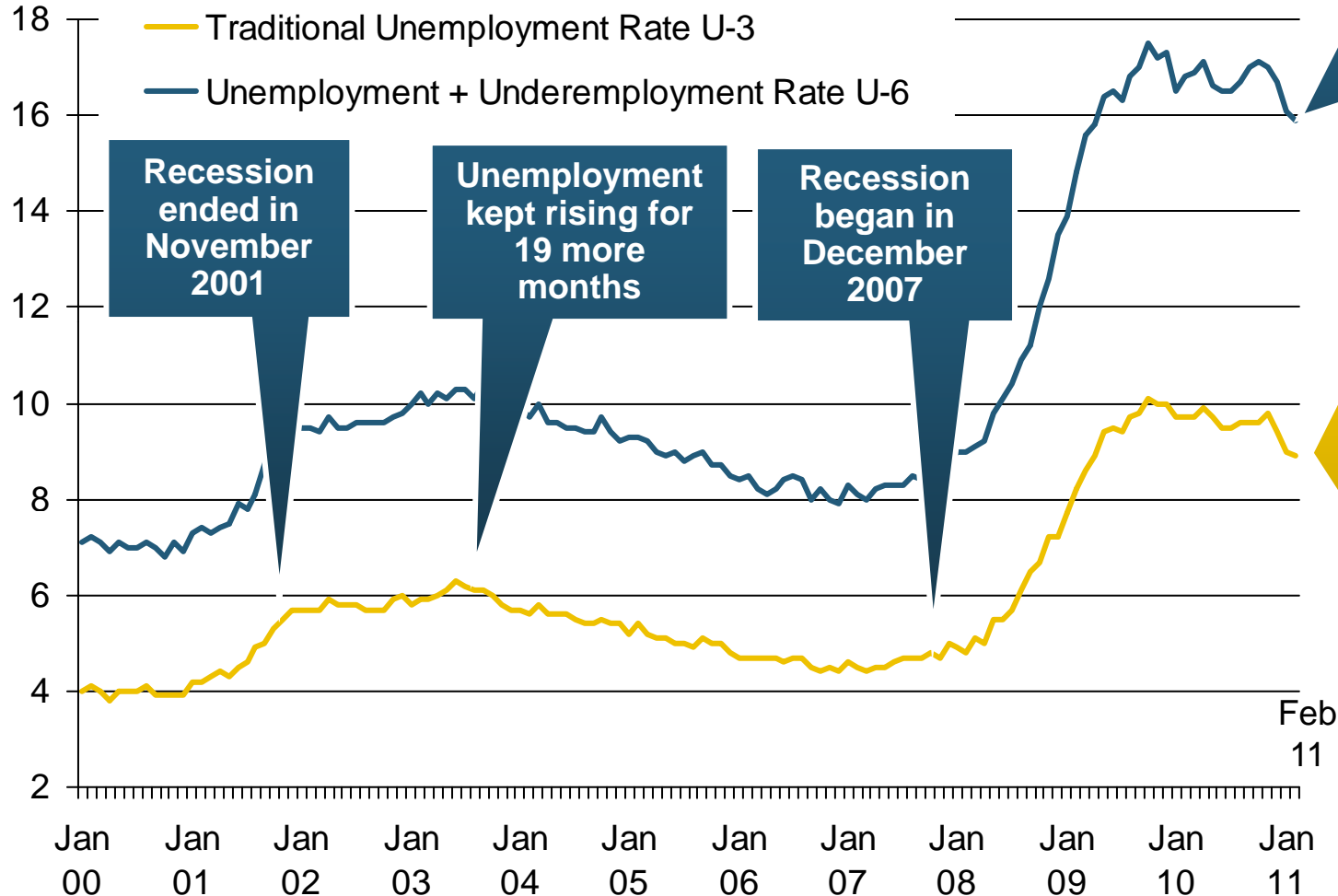
Sources <http://research.stlouisfed.org/fred2/series/CIBOARD/downloaddata?cid=100> ; National Bureau of Economic Research (recession dates); Insurance Information Institute.

## **Labor Market Trends**

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

# Unemployment and Underemployment Rates: Falling Faster in 2011?

January 2000 through February 2011, Seasonally Adjusted (%)

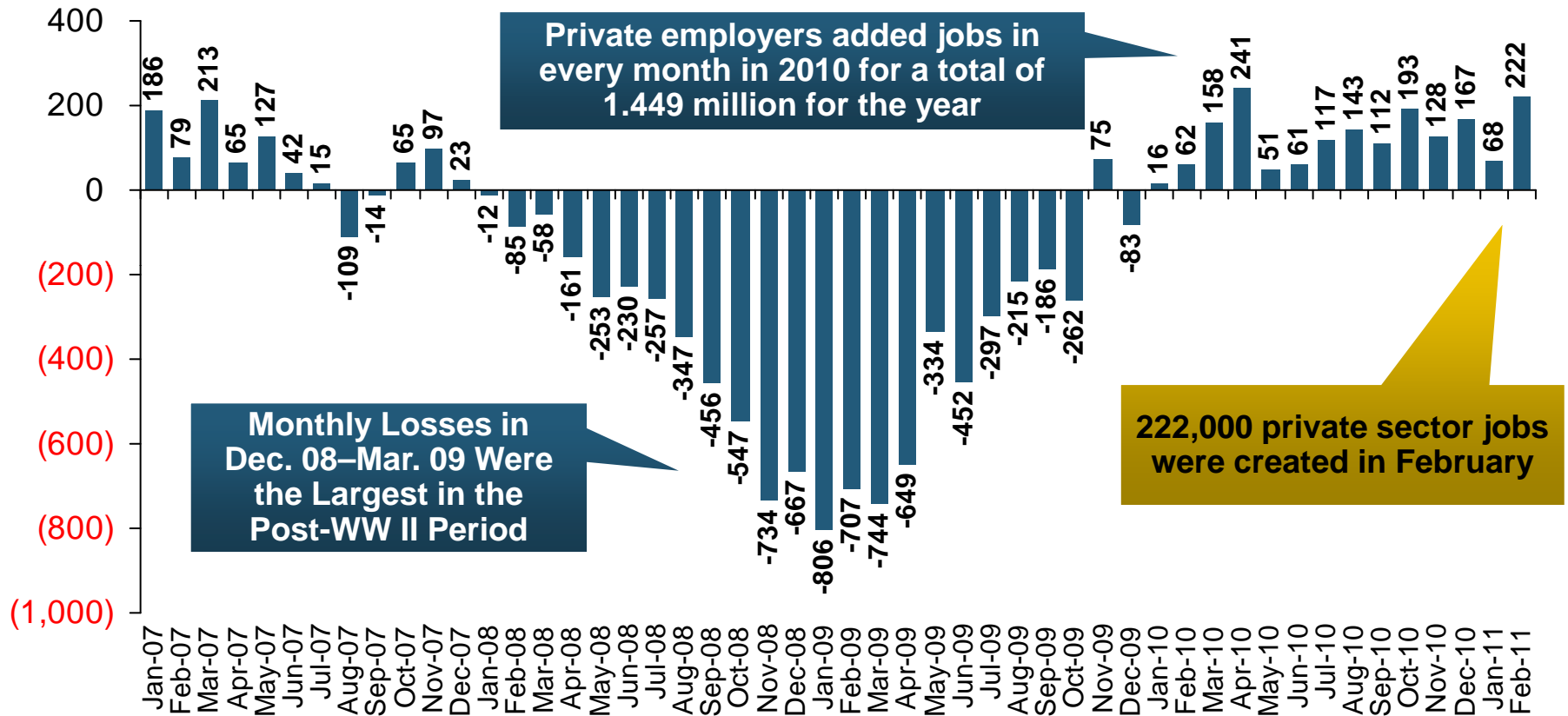


**Stubbornly high unemployment and underemployment will constrain payroll growth, which directly affects WC exposure**



# Monthly Change in Private Employment

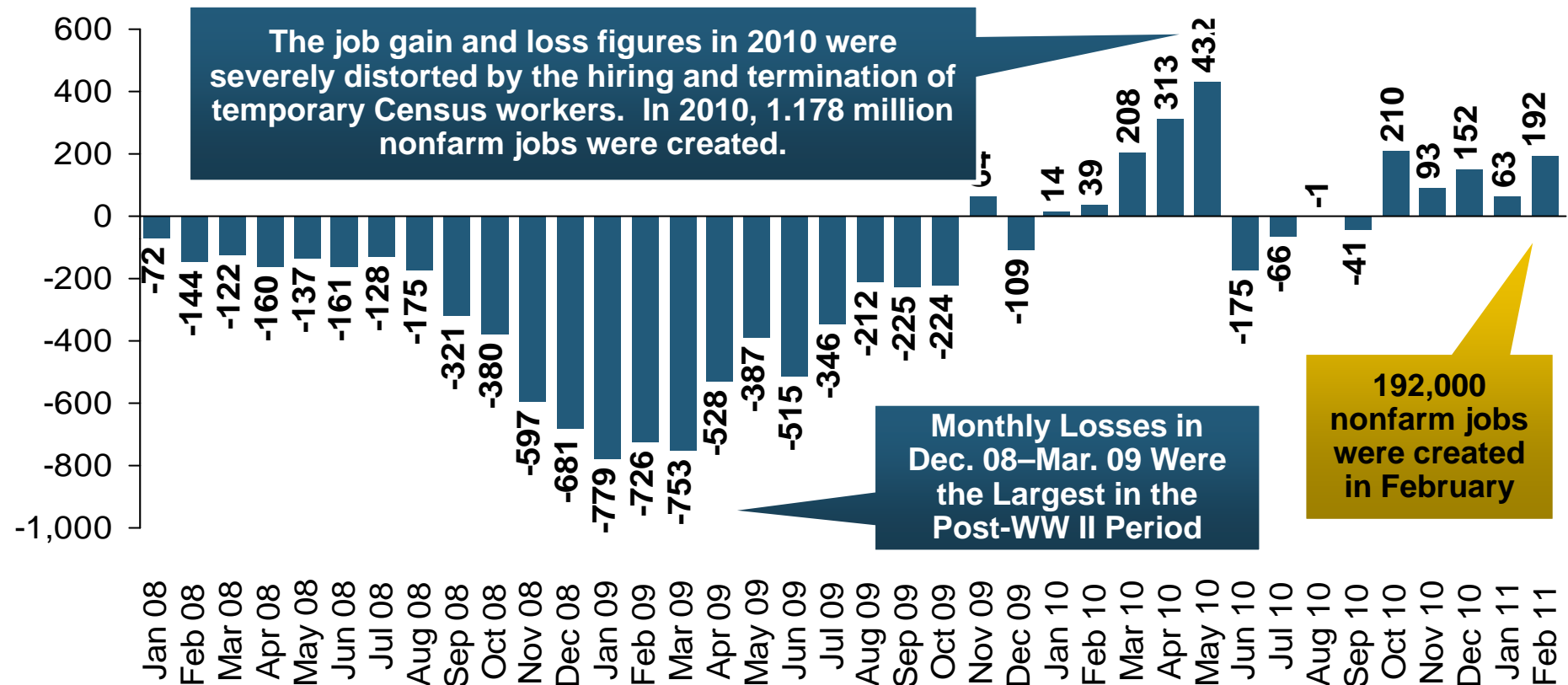
January 2008 through February 2011\* (Thousands)



**Private Employers Added 1.739 million Jobs Since Jan. 2010 After Having Shed 4.66 Million Jobs in 2009 and 3.81 Million in 2008**

# Monthly Change Employment\*

January 2008 through February 2011\* (Thousands)



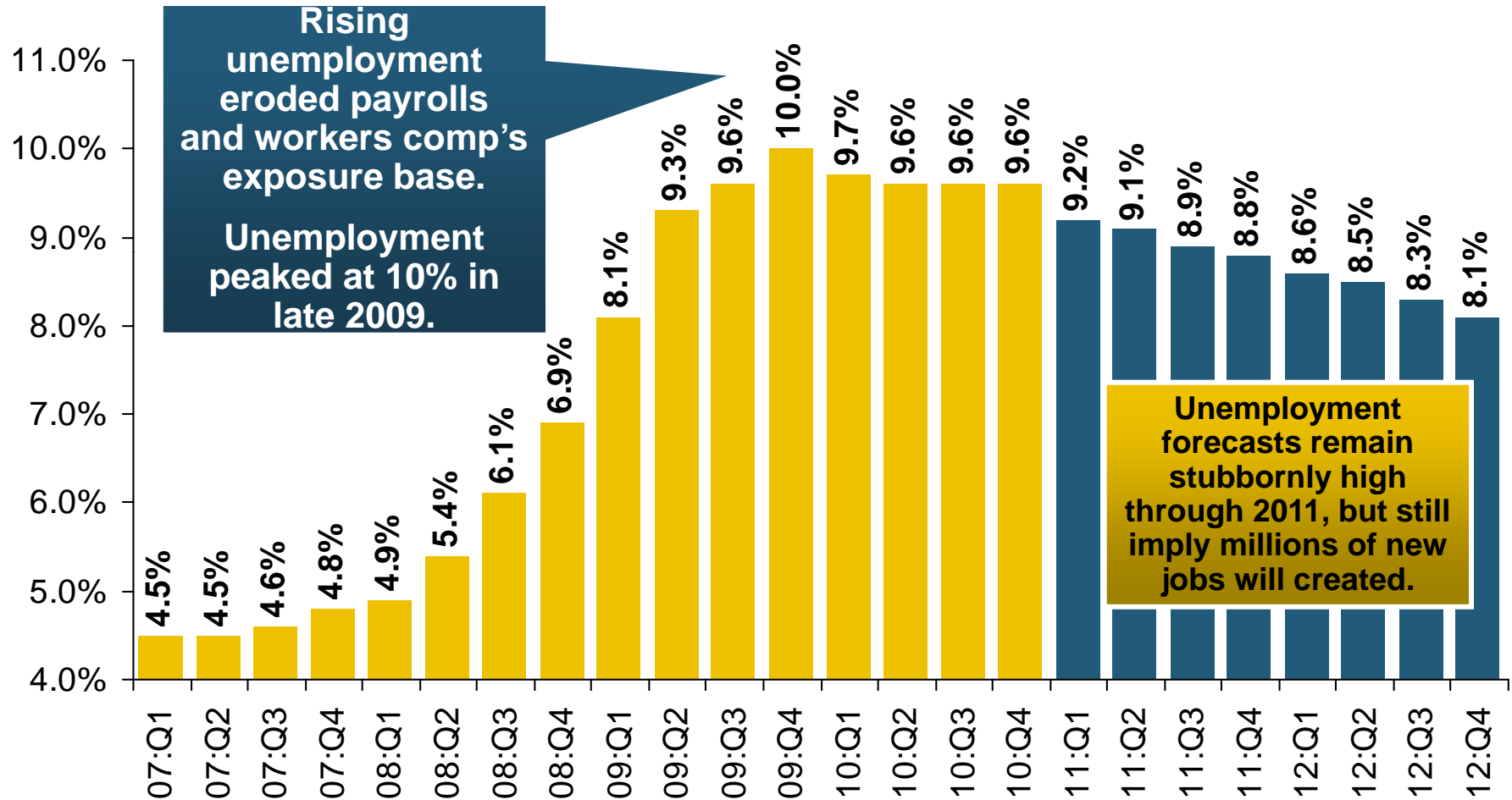
**Job Losses Since the Recession Began in Dec. 2007 Peaked at 8.4 Mill in Dec. 09; Stands at 6.4 Million Through February 2011; 13.7 Million People are Now Defined as Unemployed**

\*Estimate based on Reuters poll of economists.

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

# US Unemployment Rate

2007:Q1 to 2012:Q4F\*

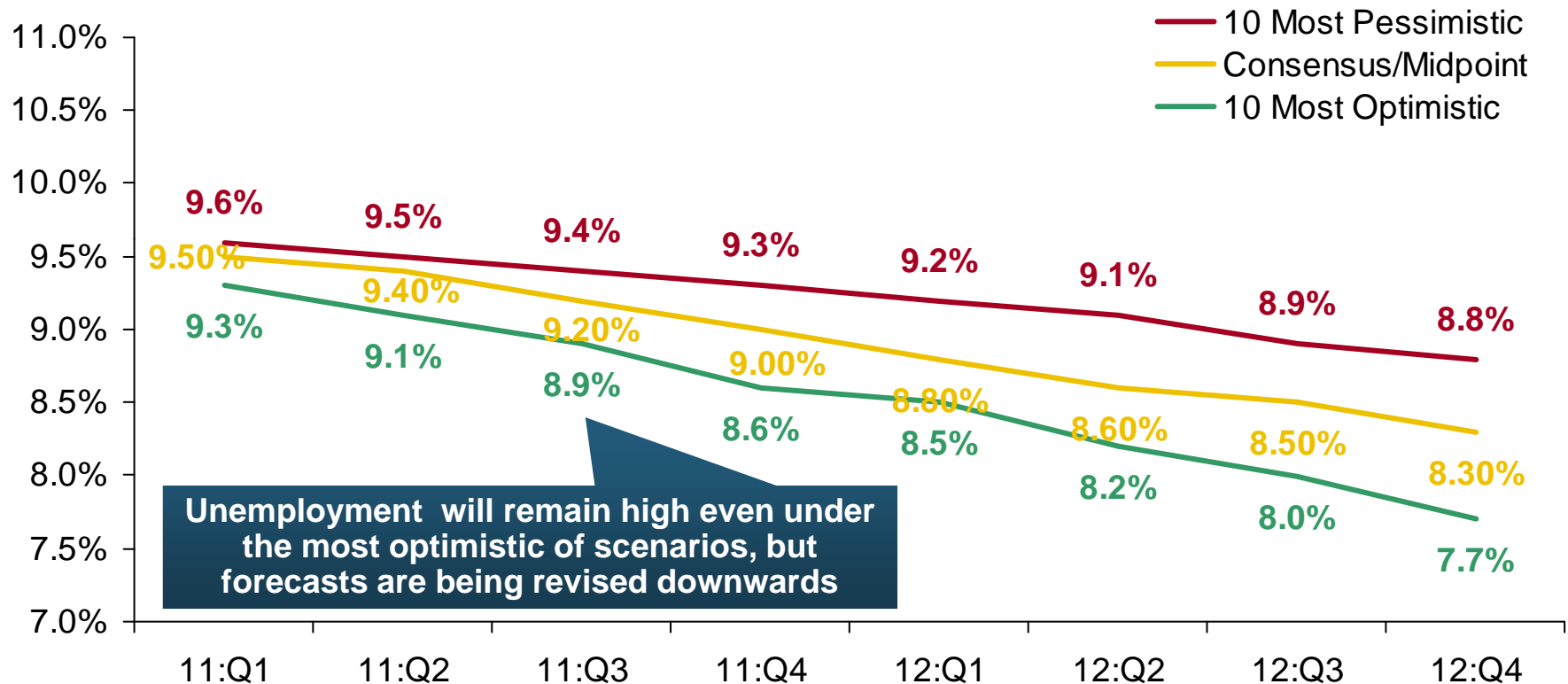


\* ■ = actual; ■ = forecasts

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (3/11); Insurance Information Institute

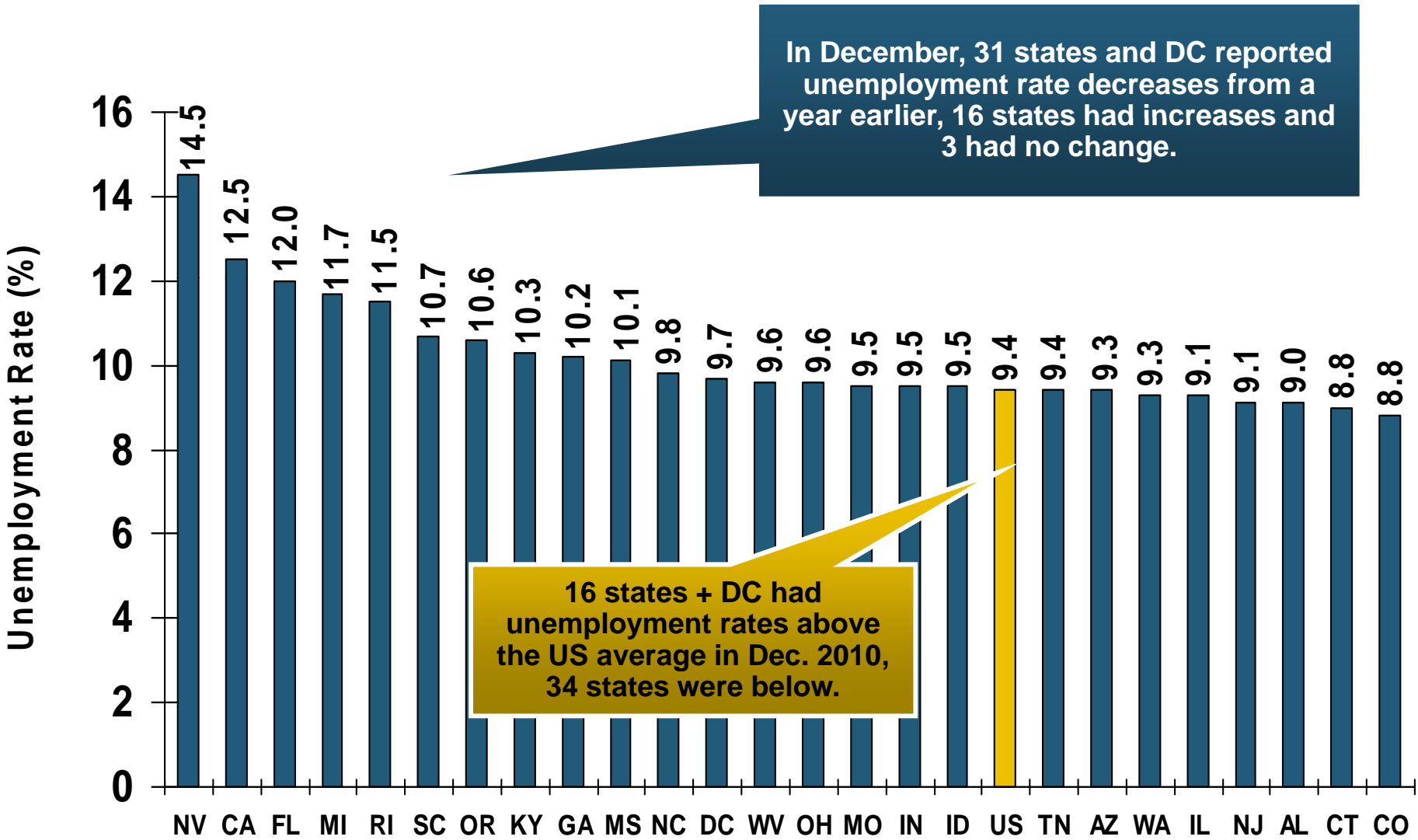
# US Unemployment Rate Forecasts

Quarterly, 2011:Q1 to 2012:Q4



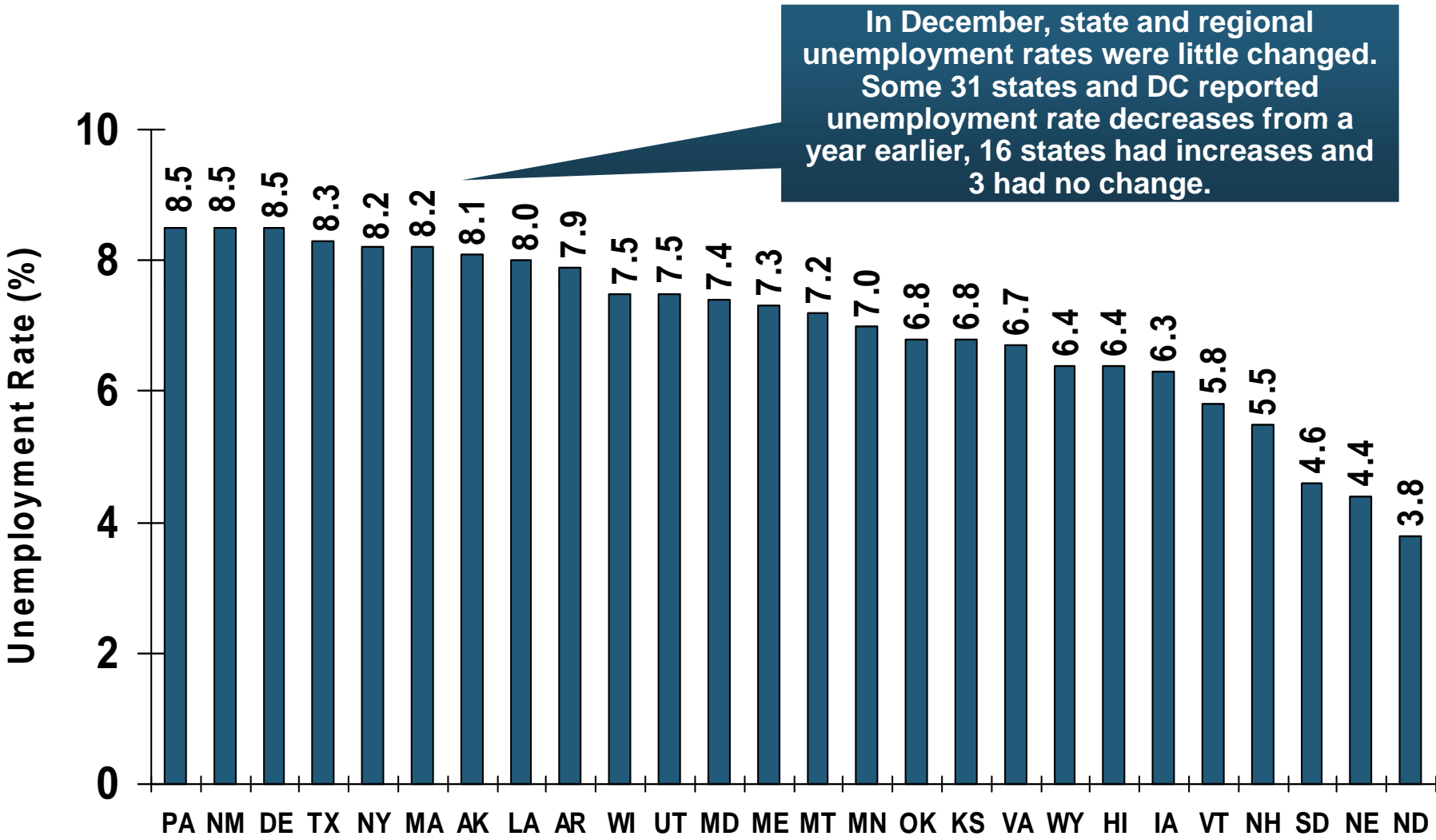
**Stubbornly High Unemployment Will Slow the Recovery of the Workers Comp Exposure Base**

# Unemployment Rates by State, December 2010: Highest 25 States\*



\*Provisional figures for December 2010, seasonally adjusted.  
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

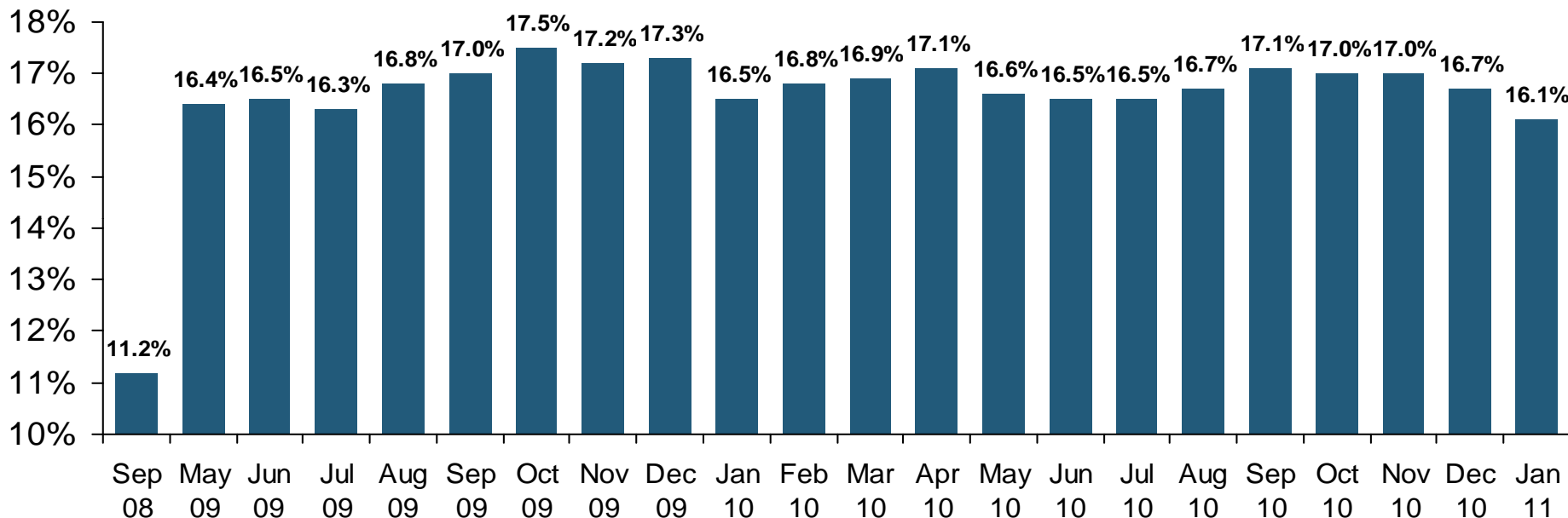
# Unemployment Rates By State, December 2010: Lowest 25 States\*



\*Provisional figures for December 2010, seasonally adjusted.  
Sources: US Bureau of Labor Statistics; Insurance Information Institute.

# Labor Underutilization: Broader than Just Unemployment

## % of Labor Force



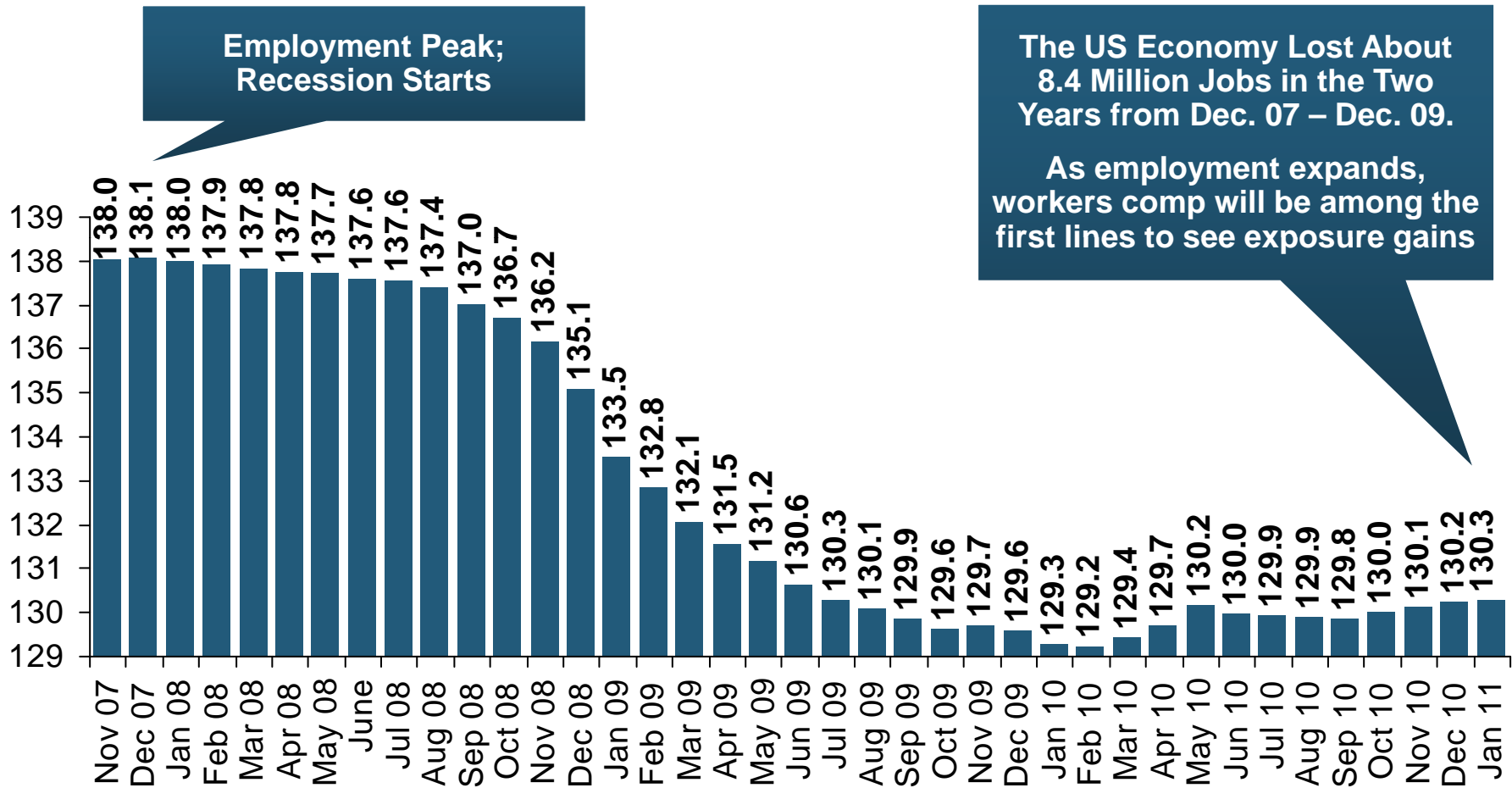
**Marginally Attached and Unemployed Persons Account for 16.1% of the Labor Force in January 2011 (1 Out of 6 People). Unemployment Rate Alone was 9.0%. Underutilization Shows a Broader Impact on WC and Other Commercial Exposures**

NOTE: Marginally attached workers are persons who currently are neither working nor looking for work but indicate that they want and are available for a job and have looked for work sometime in the recent past. Discouraged workers, a subset of the marginally attached, have given a job-market related reason for not looking currently for a job. Persons employed part time for economic reasons are those who want and are available for full-time work but have had to settle for a part-time schedule.

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

# US Nonfarm Private Employment

Monthly, Nov 2007 – January 2011 (Millions)

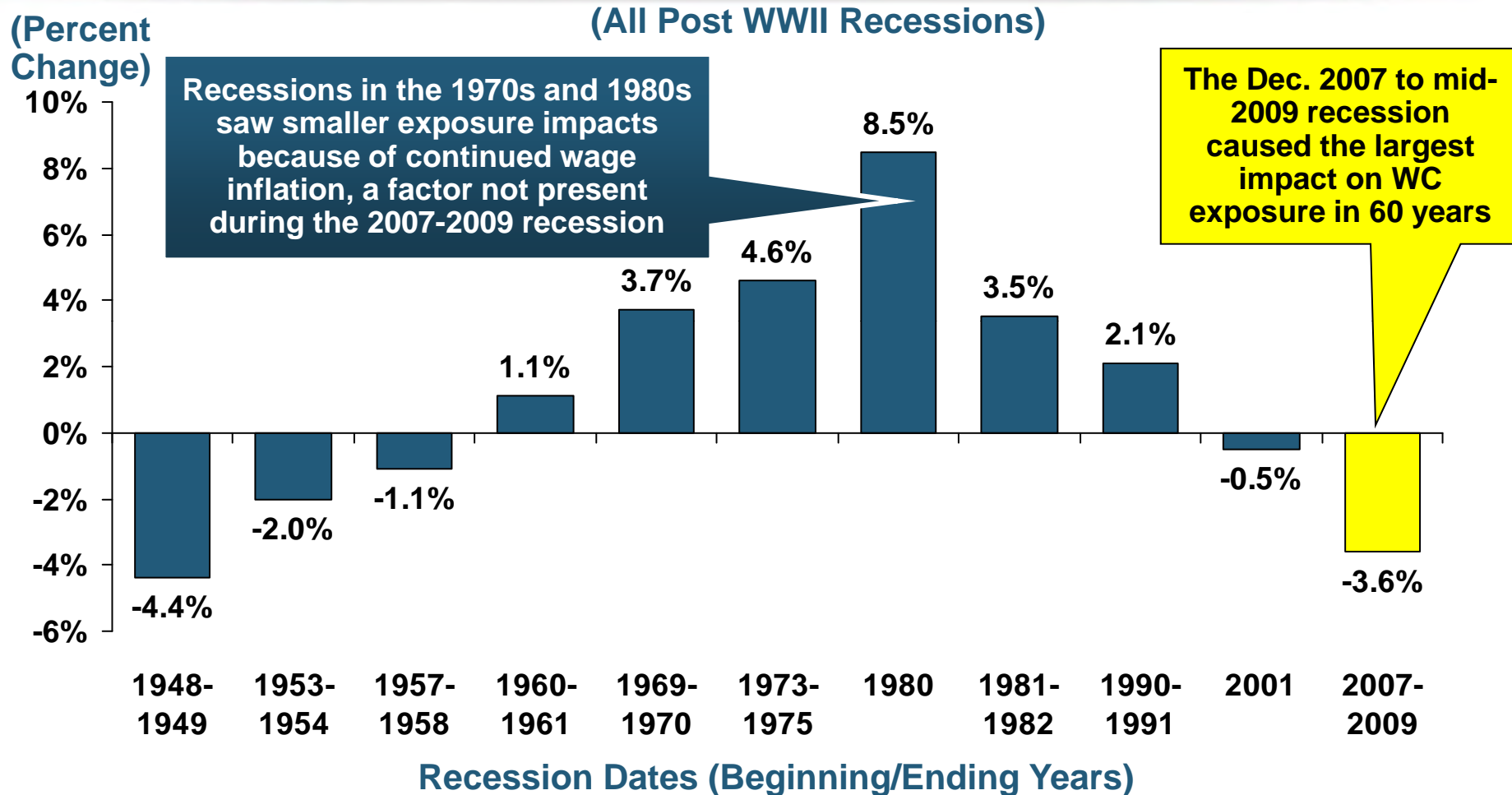


Seasonally adjusted.

Source: US Bureau of Labor Statistics



# Estimated Effect of Recessions\* on Payroll (Workers Comp Exposure)

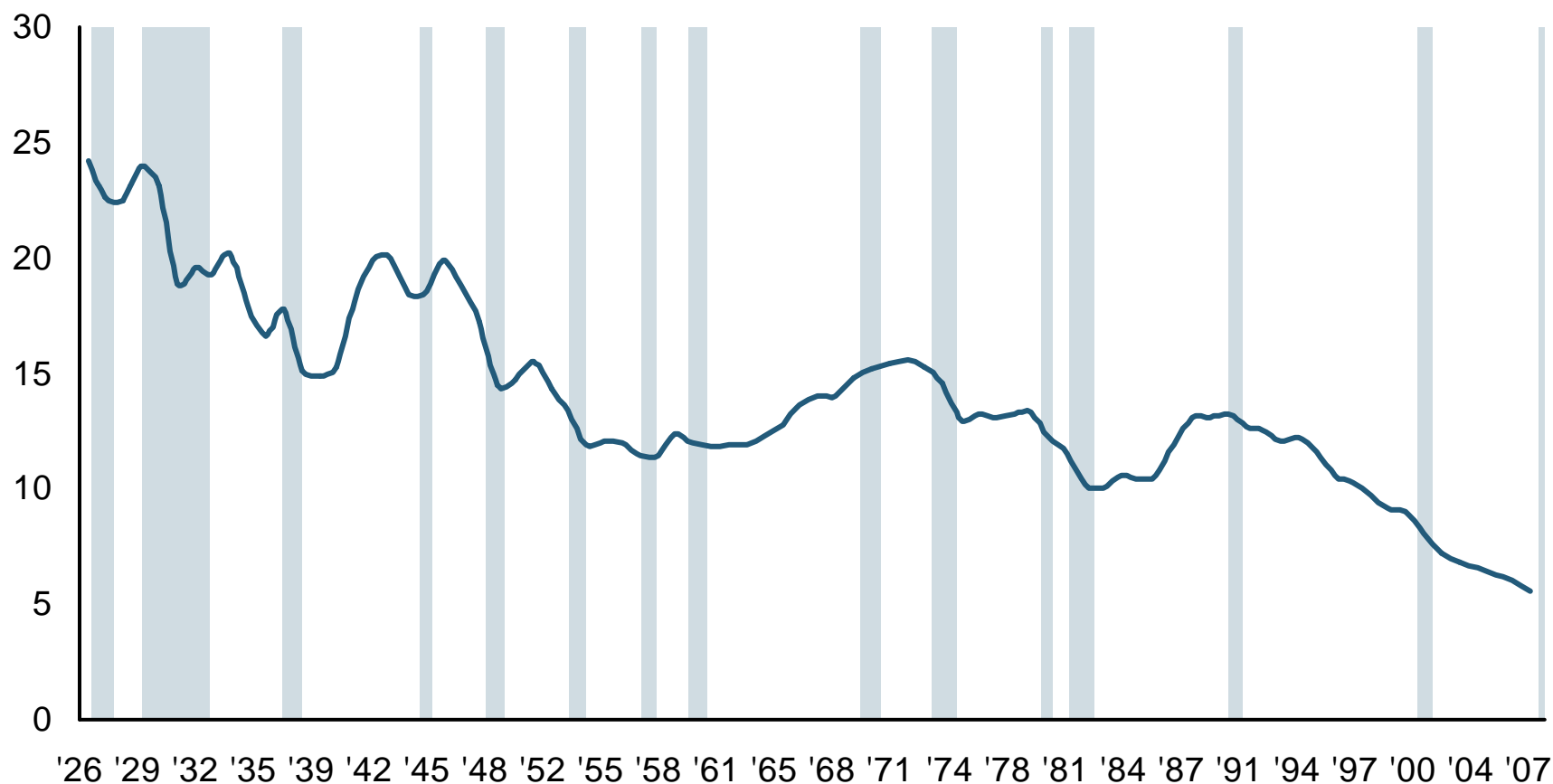


\*Data represent maximum recorded decline over 12-month period using annualized quarterly wage and salary accrual data  
Source: Insurance Information Institute research; Federal Reserve Bank of St. Louis (wage and salary data); National Bureau of Economic Research (recession dates).

# Frequency: 1926–2008

## A Long-Term Drift Downward

**Manufacturing – Total Recordable Cases**  
**Rate of Injury and Illness Cases per 100 Full-Time Workers**

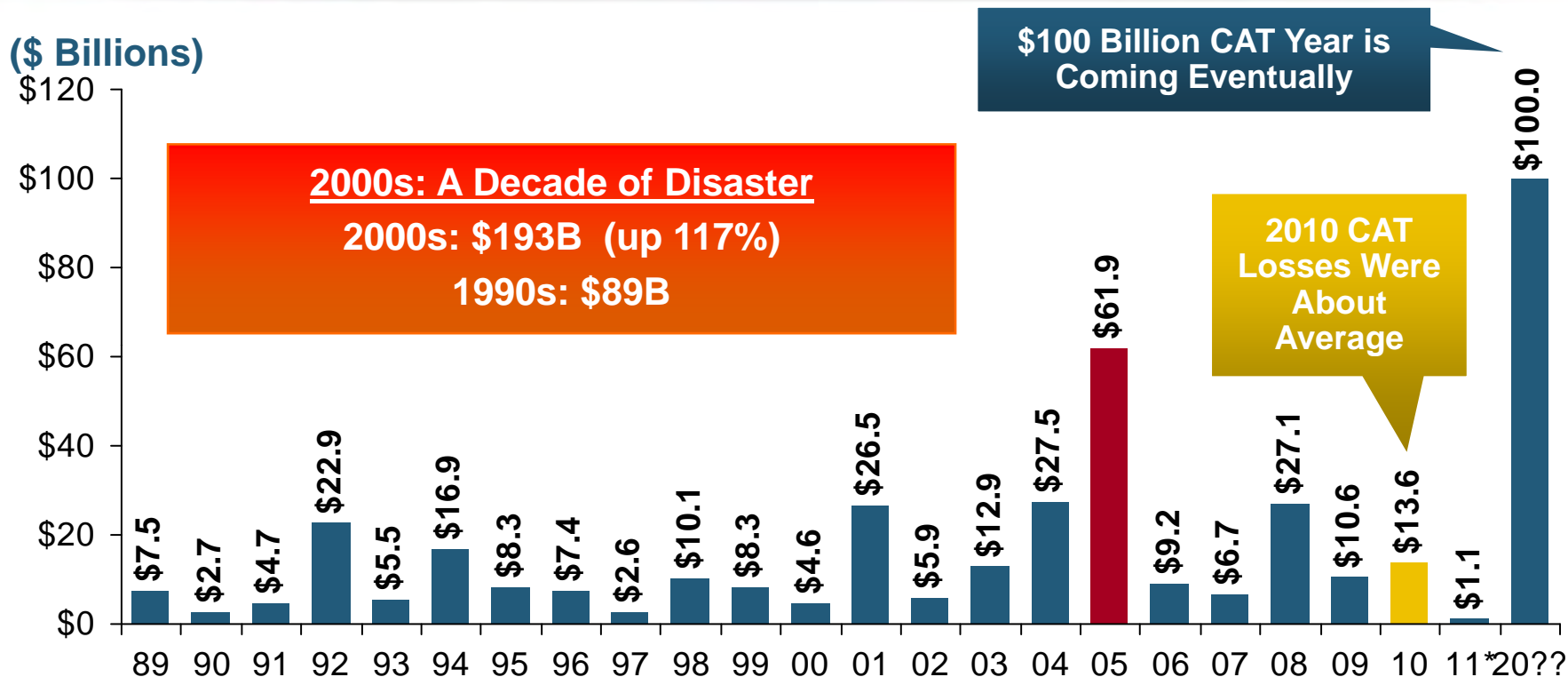


Note: Recessions indicated by gray bars.

Sources: NCCI from US Bureau of Labor Statistics; National Bureau of Economic Research

# **Catastrophic Loss – Catastrophe Losses Trends Are Trending Adversely**

# US Insured Catastrophe Losses



**2010 CAT Losses Were Close to “Average”**  
**Figures Do Not Include an Estimate of Deepwater Horizon Loss**

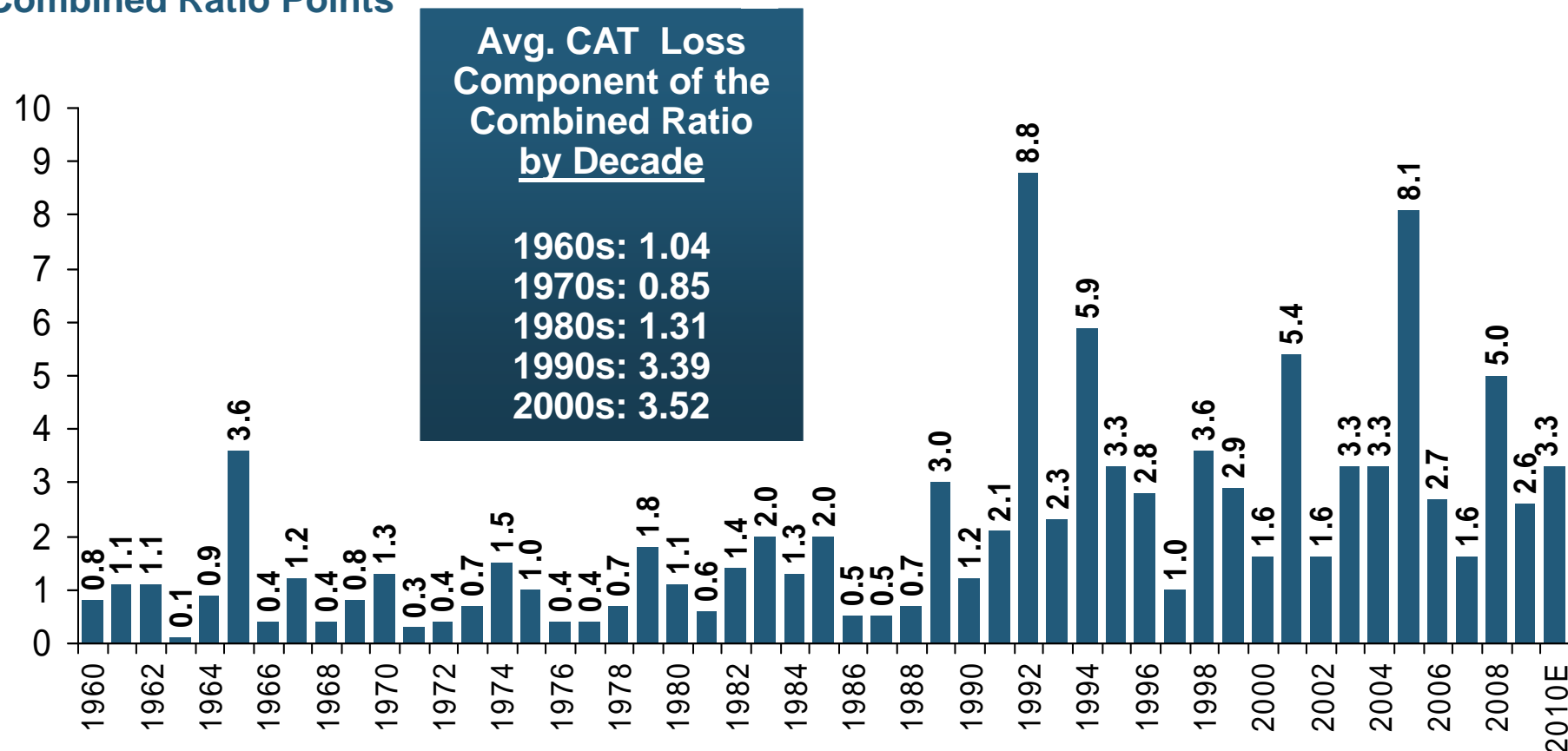
\*First quarter 2011.

Note: 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.

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

# Combined Ratio Points Associated with Catastrophe Losses: 1960 – 2010E

## Combined Ratio Points

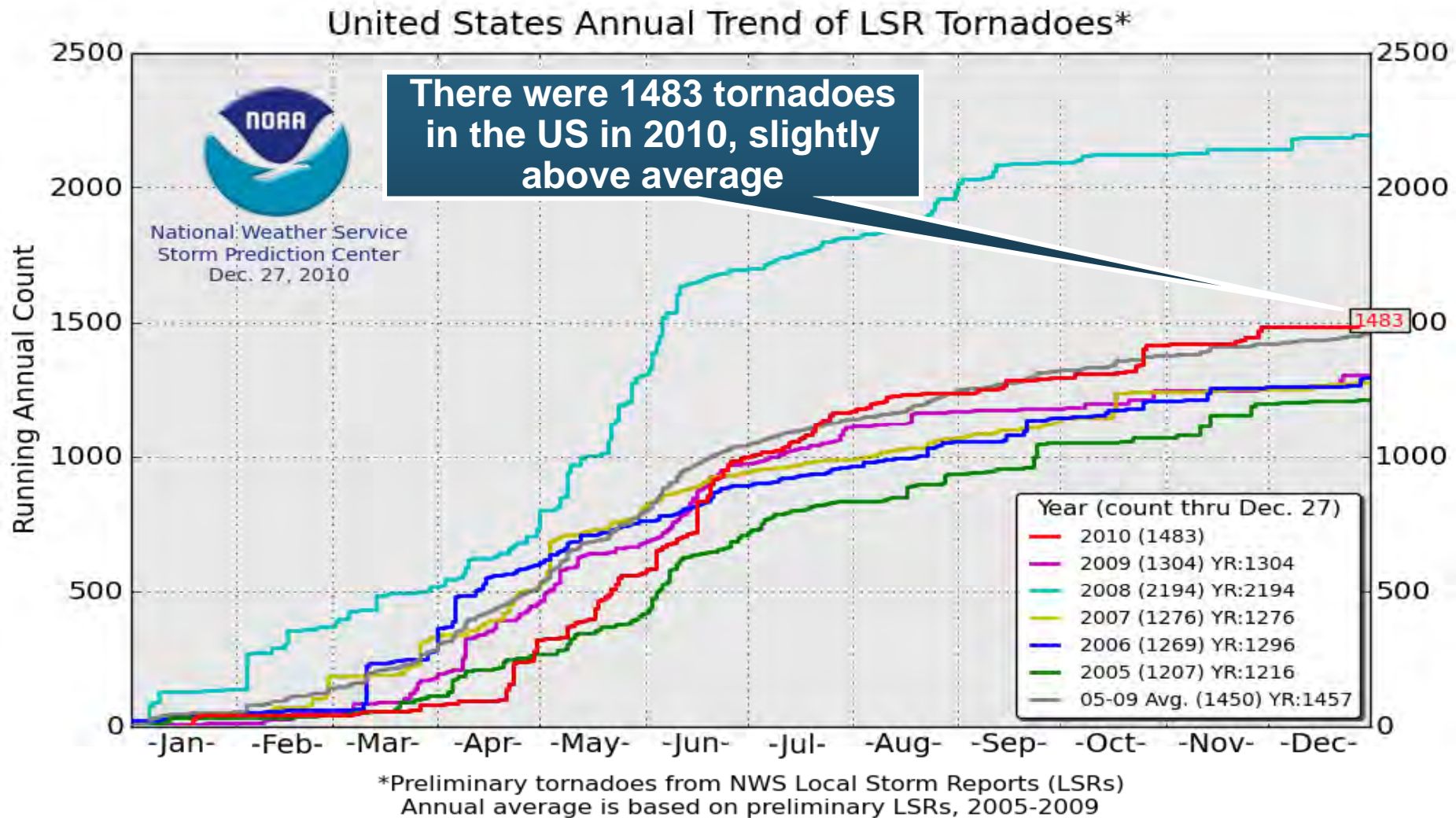


**The Catastrophe Loss Component of Private Insurer Losses Has Increased Sharply in Recent Decades**

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

Source: ISO; Insurance Information Institute estimate for 2010.

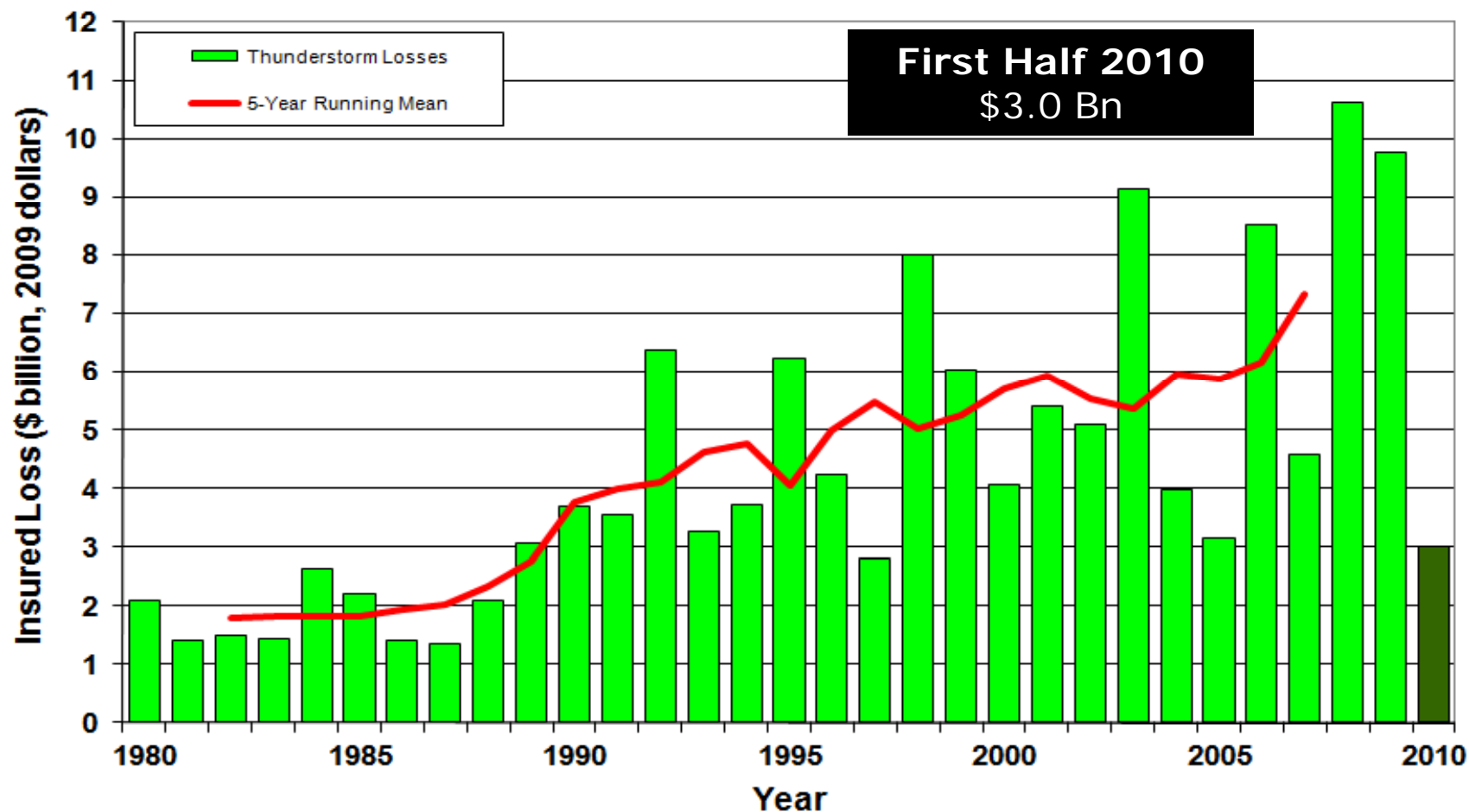
# U.S. Tornado Count, 2010



# U.S. Thunderstorm Loss Trends

Annual Totals 1980 – 2009 vs. First Half 2010

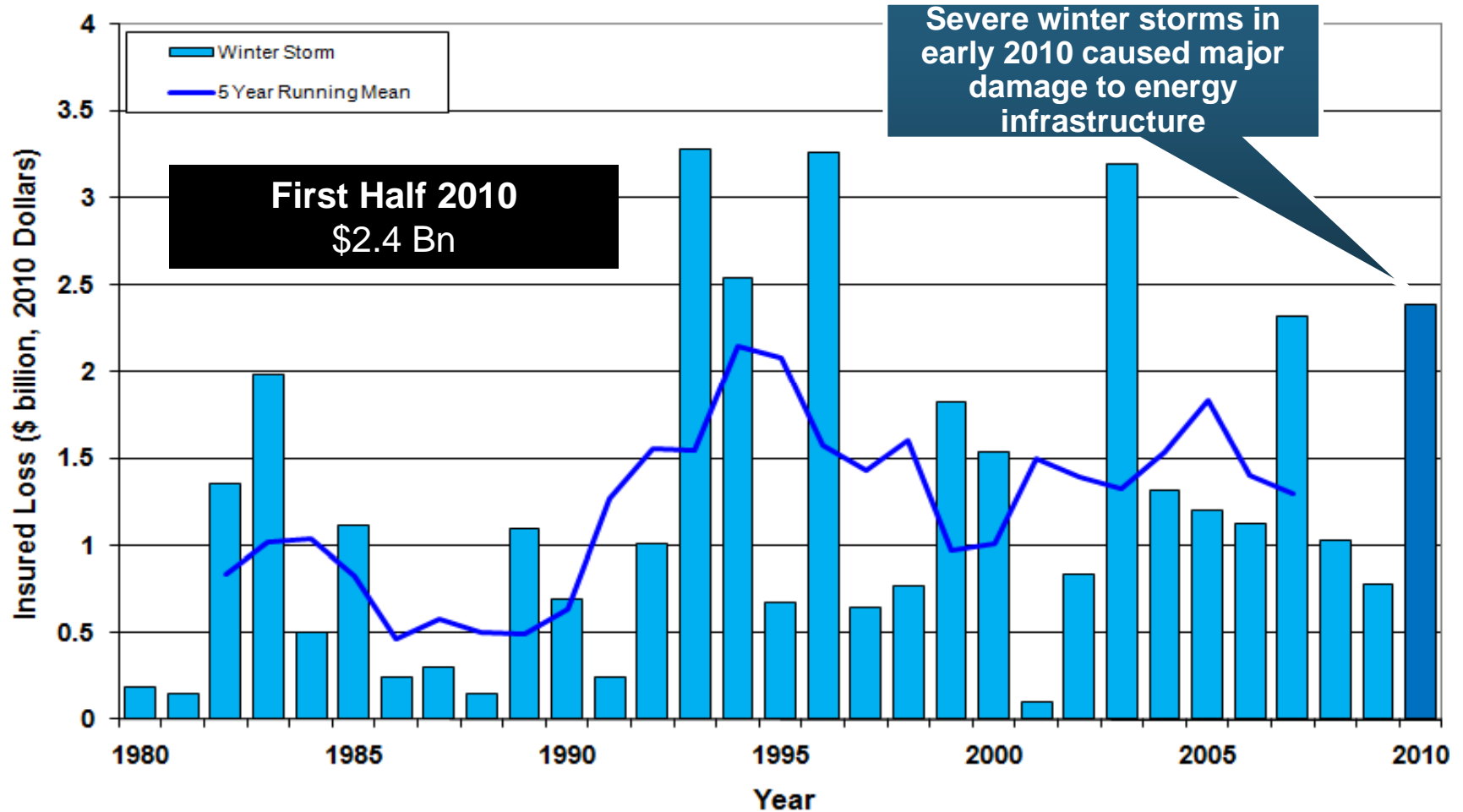
Thunderstorm losses have quadrupled since 1980.



# U.S. Winter Storm Loss Trends

Annual totals 1980 – 2009 vs. First Half 2010

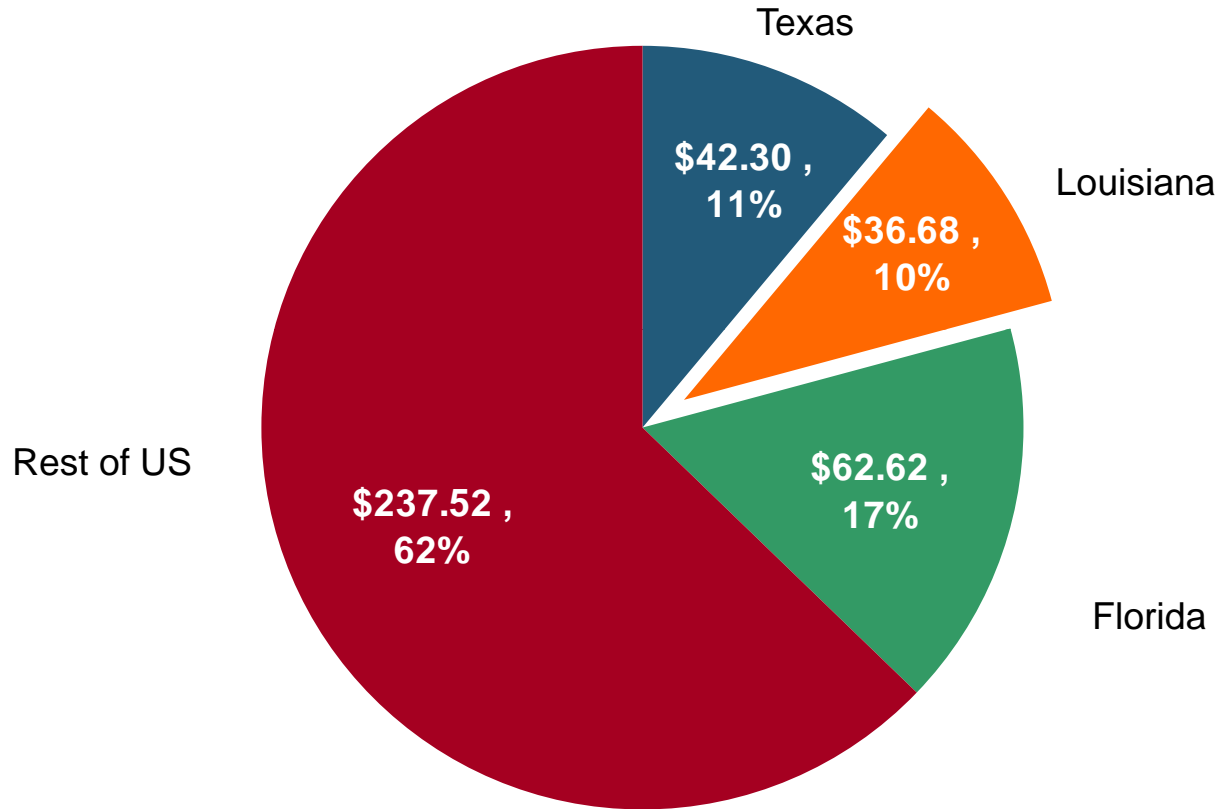
Average annual winter storm losses have increased over 50% since 1980.





# Distribution of US Insured CAT Losses: TX, FL, LA vs. US, 1980-2010\*

(\$ Billions)



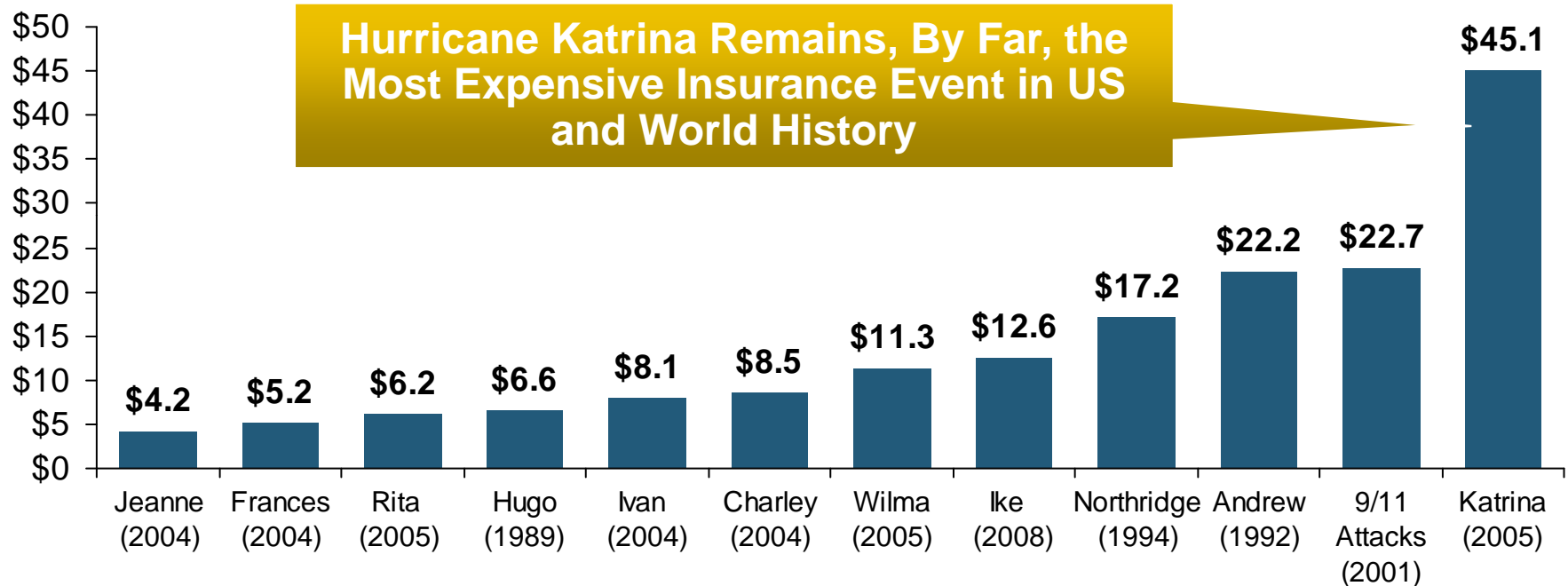
**Louisiana Accounted for 10% of All US Insured CAT Losses  
from 1980-2010: \$36.7B out of \$237.5B**

\* Adjusted to 2010 dollars.

Source: PCS division of ISO; Insurance Information Institute.

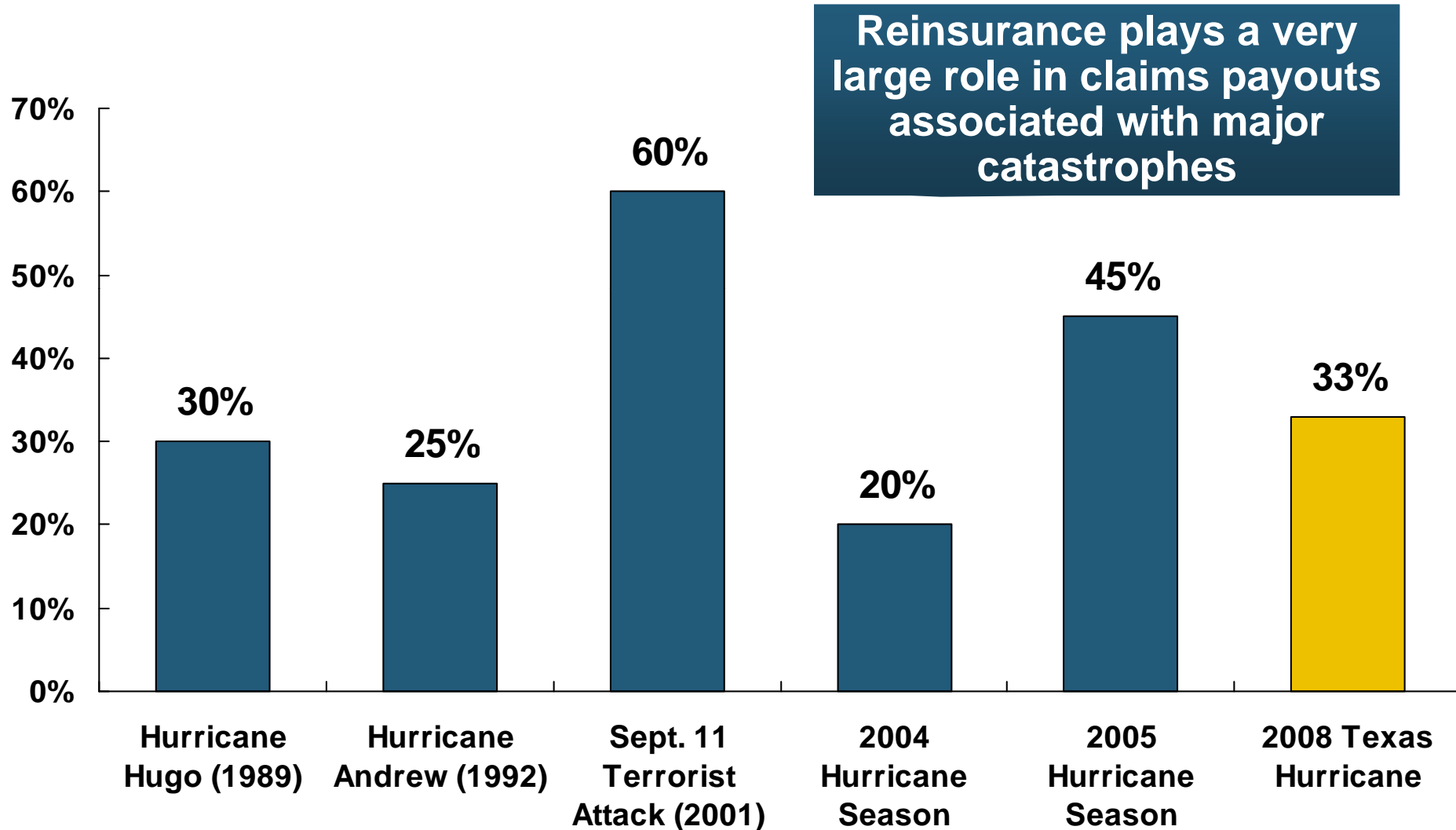
# Top 12 Most Costly Disasters in US History

(Insured Losses, 2009, \$ Billions)



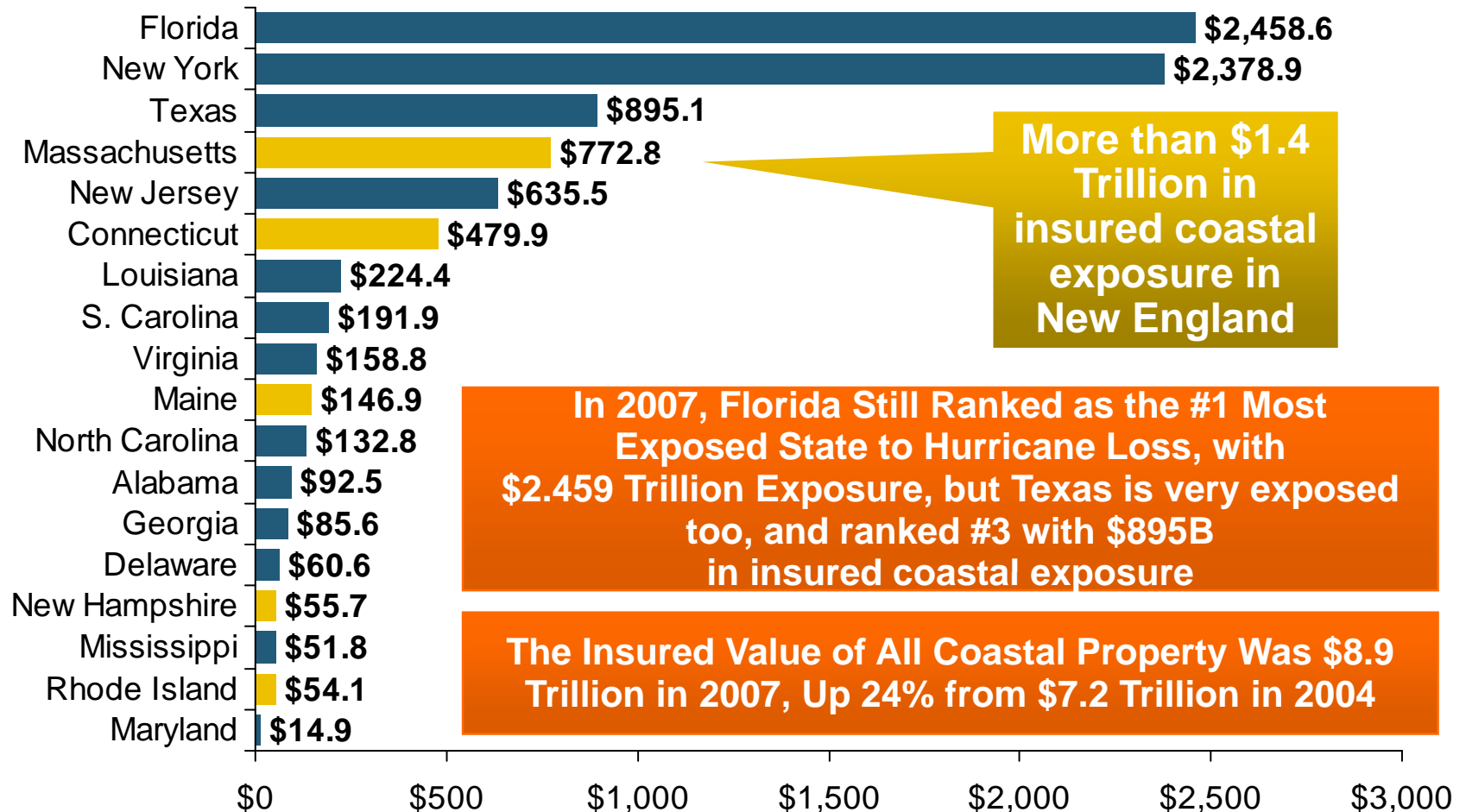
**8 of the 12 Most Expensive Disasters in US History  
Have Occurred Since 2004;  
*8 of the Top 12 Disasters Affected FL***

# Share of Losses Paid by Reinsurers for Major Catastrophic Events



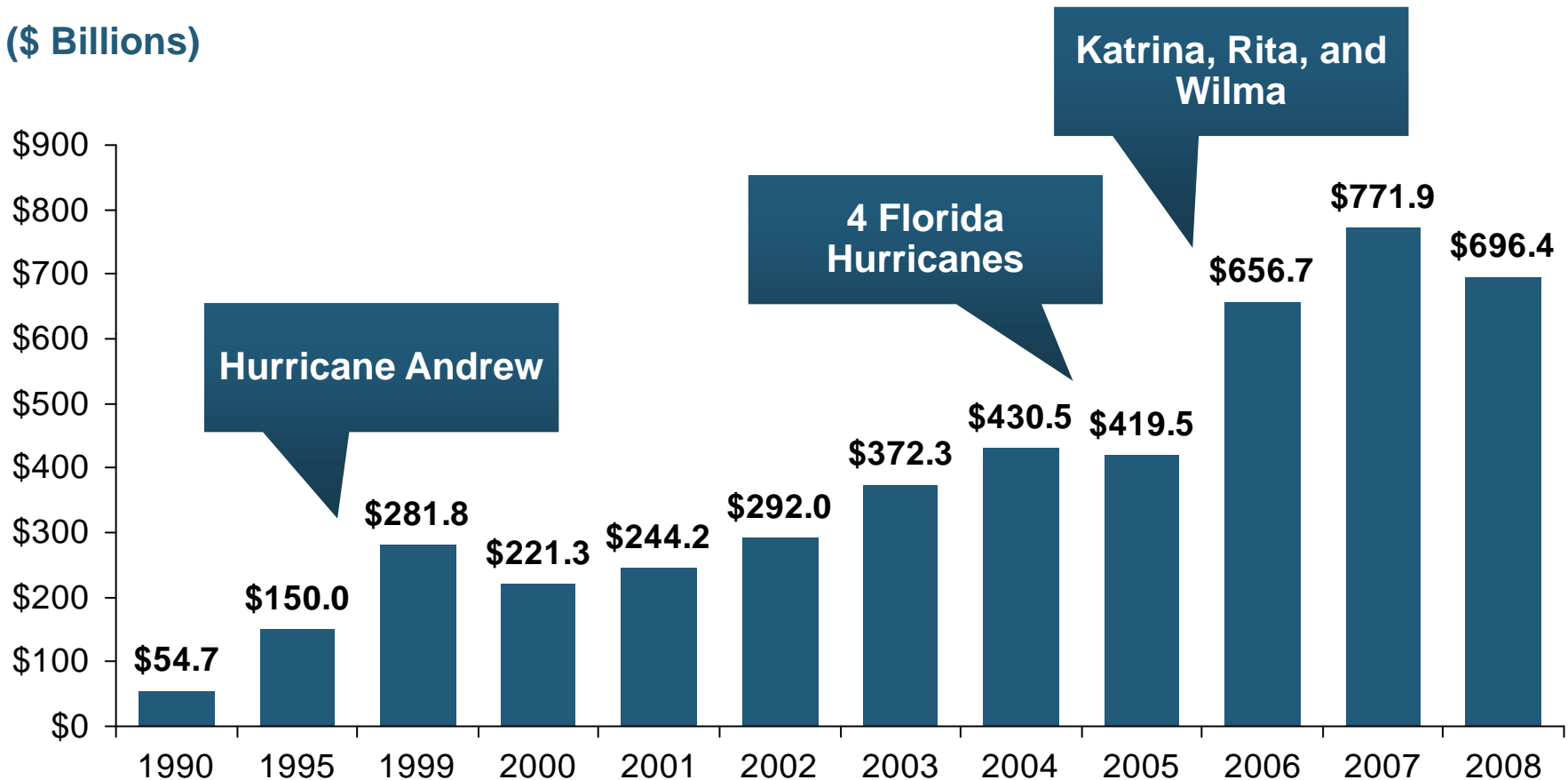
# Total Value of Insured Coastal Exposure

(2007, \$ Billions)



# US Residual Market Exposure to Loss

(\$ Billions)



**In the 19-year Period Between 1990 and 2008, Total Exposure to Loss in the Residual Market (FAIR & Beach/Windstorm) Plans Has Surged from \$54.7B in 1990 to \$696.4B in 2008**

Insurance Information Institute Online:

**[www.iii.org](http://www.iii.org)**

*Thank you for your time  
and your attention!*

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