



ZURICH
FINANCIAL SERVICES

Half Year Results Reporting 2004

Zurich, August 19, 2004



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Agenda

- Introduction and Overview
- Half year results 2004
- Q&A

James J. Schiro

Patrick O'Sullivan



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Introduction and Overview

James J. Schiro
Chief Executive Officer

August 19, 2004

Financial highlights

in USD millions	HY 2004	HY 2003¹	Change
Gross written premiums and policy fees	26,412	25,971	2%
Business operating profit	1,948	1,326	47%
Net income	1,448	752	93%
ROE, annualized	16.8% ²	12.1% ³	4.7pts
Business operating profit ROE, annualized	15.1% ²	9.8% ³	5.3pts
General Insurance combined ratio	96.7%	98.8%	2.1pts
Life new business profit margin (as % of APE)	9.7%	8.2%	1.5pts

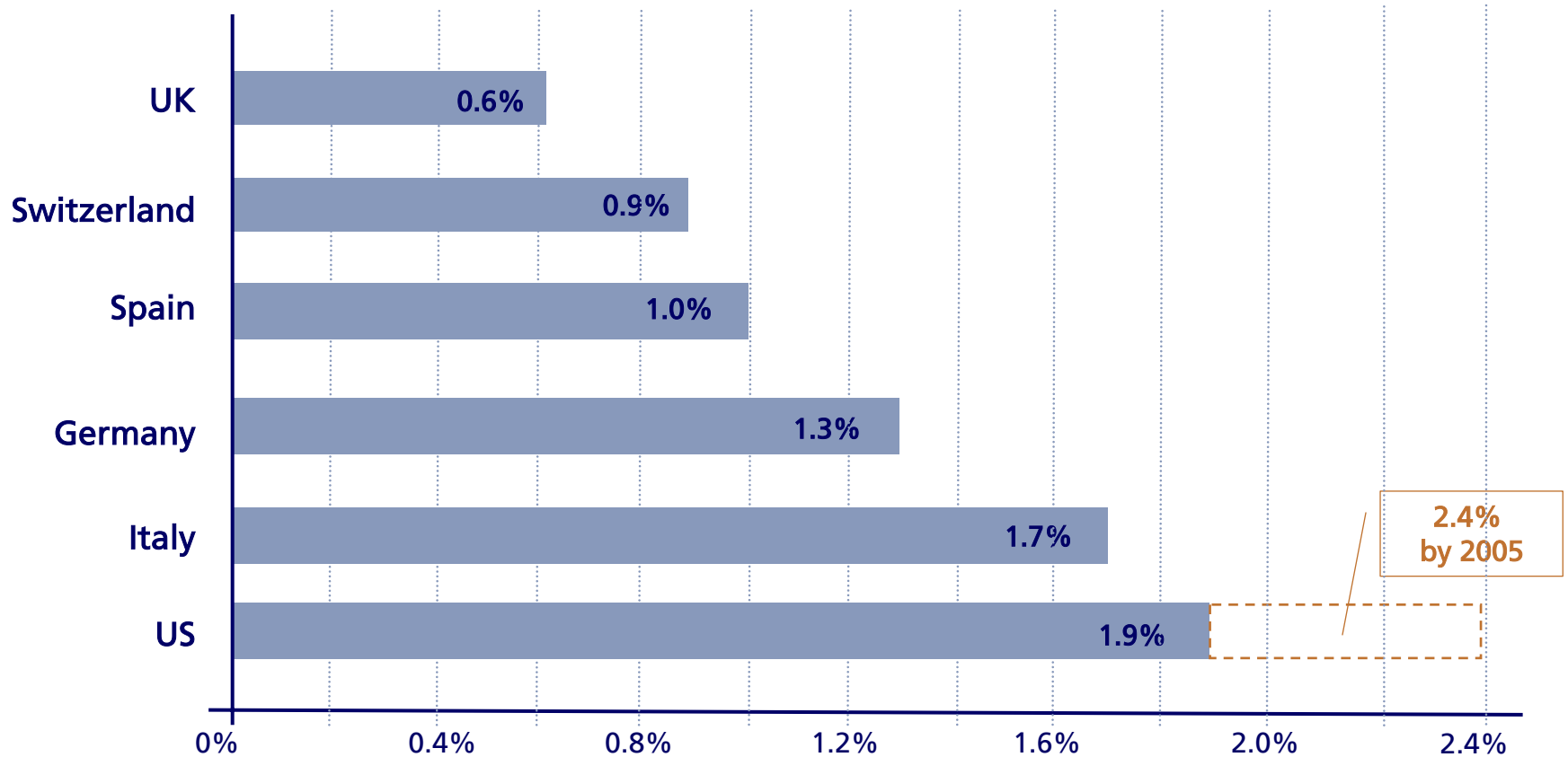
¹ Restated as discussed in note 3 of the half year consolidated financial statements

² Based on the six months ended June 30, 2004

³ For the year ended December 31, 2003

US tort burden tops the list...

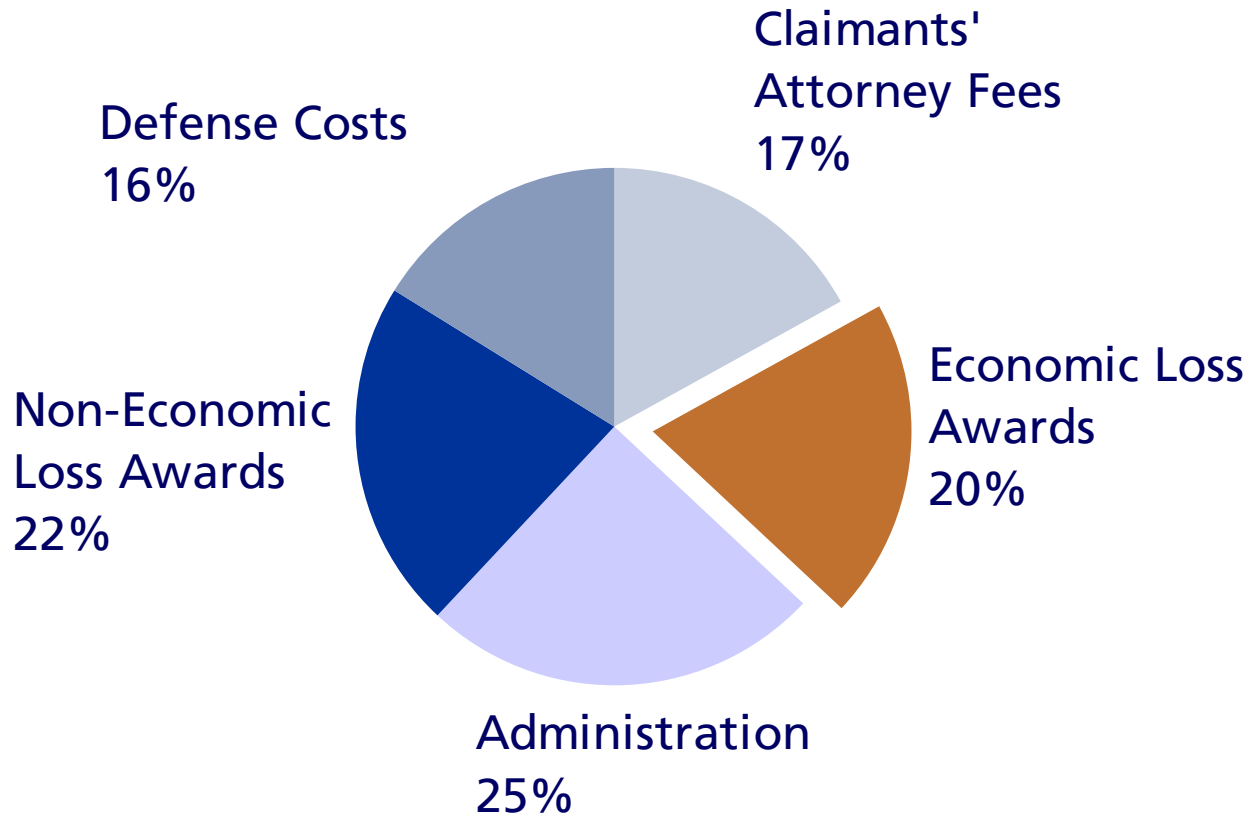
Tort awards in percent of GDP, 1998 (latest available data)



Source: Tillinghast-Towers Perrin

... and is inefficient to boot

More than half of the tort dollar never reaches the victim





Half year results 2004

Patrick O'Sullivan
Group Finance Director

August 19, 2004

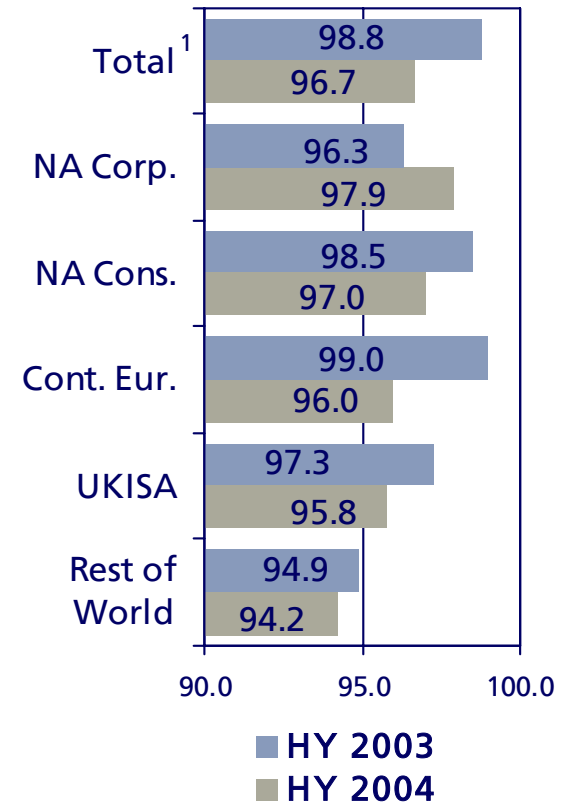
General Insurance key performance indicators

Business Operating Profit

in USD millions

	HY 2004	HY 2003	Change
NA Corporate	405	468	-13%
NA Consumer	92	57	61%
Continental Europe	412	289	43%
UKISA	322	224	44%
Rest of World	85	68	25%
Centrally Managed Businesses	-14	-153	91%
Total	1,302	953	37%

Combined ratio (%)



¹ Including Centrally Managed Businesses

Insurance reserves development

in USD millions

	2004
Reserves for losses and LAE, net, as of January 1	37,013
Net losses and loss adjustment expenses incurred	
Current year	10,219
Prior periods	656
Net losses and loss adjustment expenses paid	-8,451
Other movements (FX and divestments)	-914
Reserves for losses and LAE, net, as of June 30	38,523

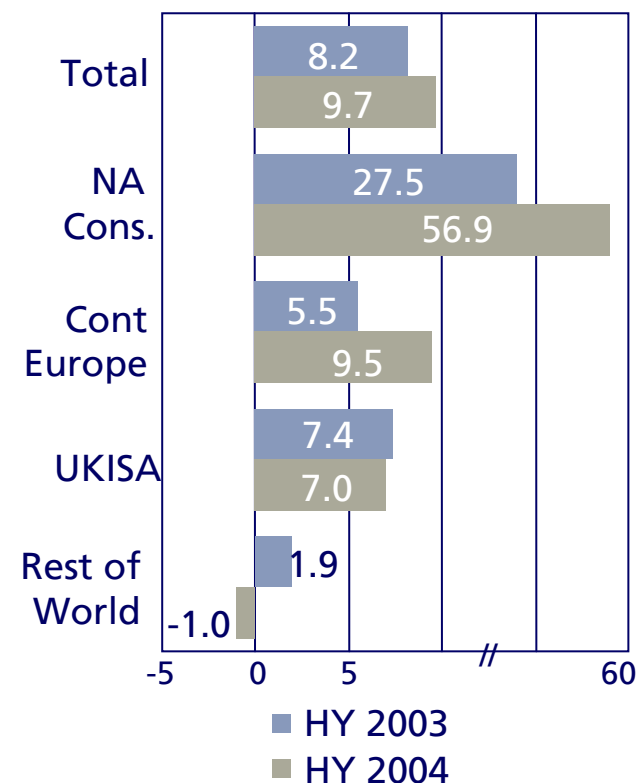
Life Insurance key EV performance indicators

EV operating profit

in USD millions

	HY 2004	HY 2003	Change
NA Consumer	120	184	-35%
Continental Europe	139	187	-26%
UKISA	260	176	48%
Rest of World	34	36	-6%
Total	553	583	-5%

New business margin¹



¹ In % of APE (Annual Premiums Equivalent)

Business operating profit by segment

in USD millions	HY 2004	HY 2003¹	Change
General Insurance	1,302	953	37%
Life Insurance	453	463	-2%
Farmers Management Services	539	513	5%
Other Businesses	-69	-330	79%
<i>of which: Centre</i>	-79	-328	76%
Corporate Center	-277	-273	-1%
Total	1,948	1,326	47%

¹ Certain reclassifications have been made to prior year amounts to conform to the current year presentation



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Q&A