

# Financial highlights 2011

Zurich Financial Services Group  
Results for the nine months to September 30, 2011

## Financial highlights (unaudited)

The following table presents the summarized consolidated results of the Group for the nine months ended September 30, 2011 and 2010 and the financial position as of September 30, 2011 and December 31, 2010, respectively. Interim results are not necessarily indicative of full year results. All amounts are shown in USD millions and rounded to the nearest million unless otherwise stated with the consequence that the rounded amounts may not add to the rounded total in all cases. All ratios and variances are calculated using the underlying amount rather than the rounded amount. This document should be read in conjunction with the Annual Report 2010 for the Zurich Financial Services Group available on [www.zurich.com](http://www.zurich.com) and with its unaudited Consolidated financial statements as of September 30, 2011. Certain comparatives have been restated as set out in note 1 of the unaudited Consolidated financial statements.

In addition to the figures stated according to the International Financial Reporting Standards (IFRS), Zurich Financial Services Group uses business operating profit (BOP) measures and other performance indicators to enhance the understanding of its results. These additional measures should be viewed as complementary to, and not a substitute for, the figures determined according to the IFRS. For a reconciliation of BOP to net income after income taxes see note 15 of the unaudited Consolidated financial statements.

### Financial highlights

in USD millions, for the nine months ended September 30, unless otherwise stated	2011	2010	Change <sup>1</sup>
Business operating profit	<b>3,258</b>	3,537	(8%)
Net income attributable to shareholders	<b>3,210</b>	2,399	34%
General Insurance gross written premiums and policy fees	<b>27,047</b>	25,528	6%
Global Life gross written premiums, policy fees and insurance deposits	<b>19,350</b>	18,894	2%
Farmers Management Services management fees and other related revenues	<b>2,071</b>	2,096	(1%)
Farmers Re gross written premiums and policy fees	<b>2,261</b>	3,722	(39%)
General Insurance business operating profit	<b>1,732</b>	1,972	(12%)
General Insurance combined ratio	<b>98.8%</b>	97.7%	(1.0 pts)
Global Life business operating profit	<b>1,005</b>	1,098	(8%)
Global Life new business annual premium equivalent (APE)	<b>2,770</b>	2,495	11%
Global Life new business margin, after tax (as % of APE) <sup>2</sup>	<b>26.3%</b>	23.6%	2.7 pts
Global Life new business value, after tax <sup>2</sup>	<b>729</b>	589	24%
Farmers business operating profit	<b>1,096</b>	1,295	(15%)
Farmers Management Services gross management result	<b>995</b>	1,024	(3%)
Farmers Management Services managed gross earned premium margin	<b>7.3%</b>	7.4%	(0.1 pts)
Average Group investments	<b>197,063</b>	197,138 <sup>3</sup>	–
Net investment result on Group investments	<b>7,616</b>	6,288	21%
Net investment return on Group investments <sup>4</sup>	<b>3.9%</b>	3.2%	0.7 pts
Total return on Group investments <sup>4</sup>	<b>4.4%</b>	6.1%	(1.7 pts)
Shareholders' equity <sup>5</sup>	<b>31,874</b>	31,905	–
Swiss Solvency Test capitalization ratio <sup>6</sup>	<b>225%</b>	223%	2 pts
Diluted earnings per share (in CHF)	<b>19.07</b>	17.43	9%
Book value per share (in CHF) <sup>5</sup>	<b>197.53</b>	202.18	(2%)
Return on common shareholders' equity (ROE)	<b>13.5%</b>	10.8%	2.7 pts
Business operating profit (after tax) return on common shareholders' equity (BOPAT ROE)	<b>10.6%</b>	12.3%	(1.7 pts)

<sup>1</sup> Parentheses around numbers represent an adverse variance.

<sup>2</sup> Changes to the basis of calculation of embedded value, including new business, are set out in the New business overview and in the Global Life section of the Operating and financial review.

<sup>3</sup> Excluding average cash received as collateral for securities lending of USD 342 million in the nine months ended September 30, 2010.

<sup>4</sup> Not annualized and calculated on average Group investments.

<sup>5</sup> As of September 30, 2011 and December 31, 2010, respectively.

<sup>6</sup> As filed with the regulator for the periods ended June 30, 2011 and December 31, 2010, respectively, based on the results for the Group on a consolidated basis, subject to the Group regulator's review and the approval of the Group's internal model.

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