

### **Results Reporting for the Nine Months to September 30, 2008**

Analysts and Media Presentation

November 13, 2008



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### Agenda



Introduction

 Results for the Nine Months to September 30, 2008

James J. Schiro

#### **Dieter Wemmer**

Q&A



### Introduction

James J. Schiro Chief Executive Officer

November 13, 2008



### **Financial highlights**



in USD millions for the nine months ended September 30	2008	<b>2007</b> <sup>1</sup>	Change
Business operating profit	4,185	4,910	-15%
Net income attributable to shareholders	2,834	4,185	-32%
General Insurance combined ratio	98.7%	96.9%	-1.8pts
Global Life new business margin <sup>2</sup>	22.4%	24.0%	-1.6pts
Farmers Mgmt Services managed GEP margin <sup>3</sup>	7.1%	7.1%	0.0pts
Return on common shareholders' equity (ROE)	14.5%	21.0%	-6.5pts
Business operating profit (after tax) ROE	16.4%	18.6%	-2.2pts

<sup>&</sup>lt;sup>1</sup> Throughout this document, certain comparatives have been restated. Please refer to our Financial Review for further details.

<sup>&</sup>lt;sup>2</sup> After tax, as % of APE (Annual Premium Equivalent)

<sup>&</sup>lt;sup>3</sup> Margin on gross earned premiums of the Farmers Exchanges. Zurich Financial Services has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides management services to the Farmers Exchanges and receives fees for its services.

### The Zurich Way and 2009 expense saving initiatives

The Zurich Way – Target of USD 2.7 billion for 2009 to 2011



- We are well on track to achieve our 2008 target.
- Developing our three year plan, we expect benefits of USD 2.7 billion for 2009 to 2011
- 8 major TZW workstreams with continuing focus on Profitable Growth and Operational Transformation initiatives
- Expected contribution to key performance indicator for 2009-11:

General Insurance: Combined ratio: 2 - 3pts p.a.

#### 2009 expense saving initiatives

 Additional pre-tax savings of USD 200m to come from one-off cost cutting measures in 2009

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## **Results for the Nine Months to September 30, 2008**

Dieter Wemmer Chief Financial Officer

November 13, 2008



### **Business operating profit by segment**



in USD millions for the nine months ended September 30	2008	<b>2007</b> <sup>1</sup>	Change
General Insurance	2,578	2,779	-7%
Global Life	1,224	1,090	12%
Farmers Management Services	919	1,005	-9%
Corporate Functions	-542	-577	6%
Total Core Business operating profit	4,179	4,297	-3%
Other Businesses	6	615	-99%
Total Business operating profit	4,185	4,910	-15%

<sup>1</sup> Throughout this document, certain comparatives have been restated. Please refer to our Financial Review for further details.

### **Top line development by segment**



in USD millions for the nine months ended September 30	2008	2007	Change	Change in LC <sup>1</sup>
Gross written premiums and policy fees				
General Insurance	29,207	27,323	7%	1%
Global Life (incl. insurance deposits) <sup>2</sup>	15,054	15,365	-2%	-8%
Other Businesses	2,768	1,824	52%	52%
Annual Premium Equivalent (APE) <sup>3</sup>				
Global Life	2,282	2,002	14%	9%
Farmers management fees				
Farmers Management Services	1,831	1,679	9%	9%

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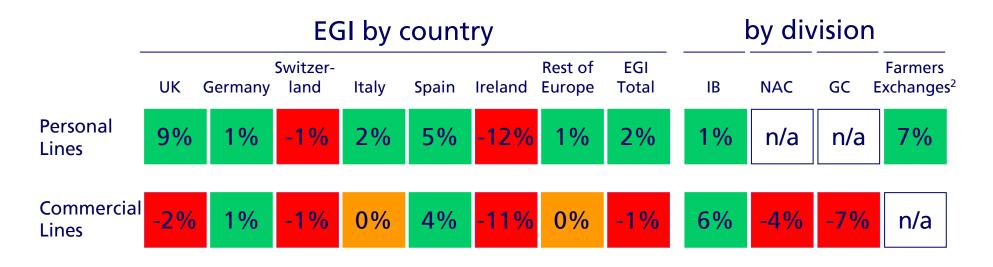
<sup>1</sup> Local Currency

<sup>2</sup> Global Life numbers include gross written premiums, policy fees and insurance deposits
 <sup>3</sup> Gross new business annual premium equivalent (APE)

## Rate Change Monitor<sup>1</sup> for personal and commercial lines



#### 9 months 2008



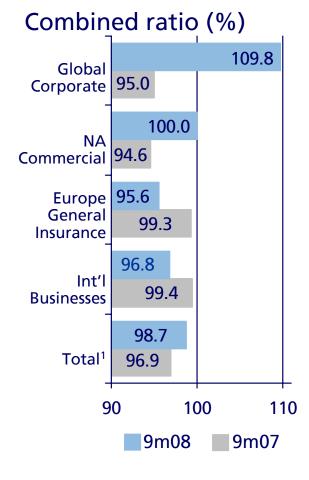
- 1 The Zurich Rate Change Monitor expresses the Gross Written Premium development due to premium rate change as a percentage of the renewed portfolio against a comparable prior period. In this slide, 9 months 2008 are compared to 9 months 2007.
- 2 Zurich Financial Services has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides management services to the Farmers Exchanges and receives fees for its services.

### **General Insurance – key performance indicators**



#### **Business Operating Profit**

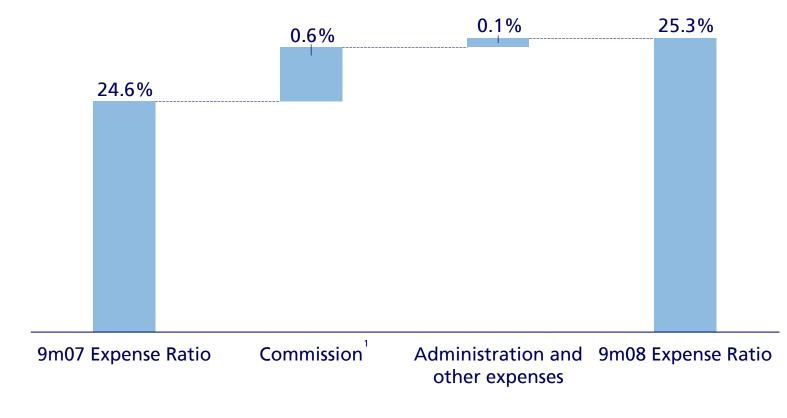
in USD millions for the nine months ended Sept. 30	2008	2007	Change
Global Corporate	122	580	-79%
North America Commercial	738	1,087	-32%
Europe General Insurance	1,338	876	53%
International Businesses	155	111	39%
Group Reinsurance	225	124	81%
Total	2,578	2,779	-7%



<sup>1</sup> Including Group Reinsurance and inter-segment eliminations

### General Insurance net expense ratio walk from 9 months 2007 to 9 months 2008





Commission has increased mainly due to the effect of writing greater amounts of higher commission, lower loss ratio business

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### **Comparison of General Insurance loss** ratio allowing for major CAT and PYD



9 months 2008 75% 75% 73.4% 72.3% 70% 70% 7.2% 5.5% 67.9% 65.9% 4.1% 65% 2.4% 65% 3.4% 2.5% USD USD USD USD USD USD -570m -761m 989m 558m -1,720m -1,219m 60% 60% Underlying Major Large Underlying Major Reported Large Reported Loss Ratio PYD<sup>1</sup> CAT<sup>2</sup> Claims<sup>3</sup> Loss Ratio PYD<sup>1</sup> CAT<sup>2</sup> Claims<sup>3</sup> Loss Ratio Loss Ratio

9 months 2007

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Prior Year Development 1

<sup>2</sup> Major CAT (potential USD 100m or greater for Zurich) includes the impacts of hurricanes Gustav and Ike in 9m08 for General Insurance (i.e. excluding USD 25m for Farmers Re bringing the total for the Group to USD 595m) and of winter storm Kyrill and UK floods in 9m07.

Large claims are claims with a potential severity of USD 10m or greater for Zurich and exclude Major CATs 3

### **Development of Reserves for Losses and Loss Adjustment Expenses (LAE)**



in USD millions	2008	2007
Net reserves for losses and LAE, as of January 1	54,712	50,814
Net losses and LAE paid	-16,467	-14,347
Net losses and LAE incurred		
- Current year	19,420	17,454
- Prior years <sup>1</sup>	-925	-648
Currency translation effects and other	-1,740	1,689
Net reserves for losses and LAE, as of September 30	54,999	54,963

<sup>1</sup> Of which within General Insurance: USD -989m in 9m08 and USD -558m in 9m07.

### **Global Life – key performance indicators**



in USD millions for the nine months ended September 30	2008	2007	Change	Change in LC <sup>1</sup>
Annual Premium Equivalent (APE)	2,282	2,002	14%	9%
New business value, after tax	511	480	6%	1%
New business margin, after tax <sup>2</sup>	22.4%	24.0%	-1.6pts	
Business operating profit	1,224	1,090	12%	





### **Global Life's acquisitions in Spain**



- Acquisitions of 50% stakes in the insurance operations of Banco Sabadell and Caixa Sabadell in Spain.
- Long-term strategic banc-assurance agreements with both banks.
- Zurich becomes the 2nd largest insurer in Spain<sup>1</sup>, one of the most attractive insurance markets in Europe.
- Both transactions already closed in Q3-08 and, therefore, contributed USD 21m in APE.
- Double digit growth 9m08 over 9m07 (GWP, policy fees and insurance deposits, on a pro-forma basis):
  - BanSabadell Vida: EUR 1,446m, up 32%
  - CaixaSabadell Vida: EUR 194m, up 7%.
  - Integration has started and TZW methodology is being applied.

<sup>1</sup> In Life and General Insurance in aggregate

### Farmers Management Services – key performance indicators



in USD millions for the nine months ended September 30	2008	2007	Change
Management fees and other related revenues	1,831	1,679	9%
Management and other related expenses	-956	-863	-11%
Gross management result	875	816	7%
Managed gross earned premium margin <sup>1</sup>	7.1%	7.1%	0.0pts
Business operating profit	919	1,005	-9%

<sup>1</sup> Margin on gross earned premiums of the Farmers Exchanges. Zurich Financial Services has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides management services to the Farmers Exchanges and receives fees for its services.

### Farmers Exchanges<sup>1</sup> – key performance indicators



in USD millions for the nine months ended September 30	2008	2007	Change
Gross written premiums (statutory) <sup>2</sup>	13,125	12,292	7%
Gross written premiums <sup>3</sup>	12,699	11,970	6%
Net underwriting result	-1,082	-89	nm
Combined ratio	108.6%	98.6%	-10.0pts
Adjusted combined ratio <sup>4</sup>	101.4%	91.6%	-9.8pts
CAT impact	9.4%	1.7%	-7.7pts
Surplus ratio	35.4%	39.6%	-4.2pts

4 Adjusted for profit portion of management fees.

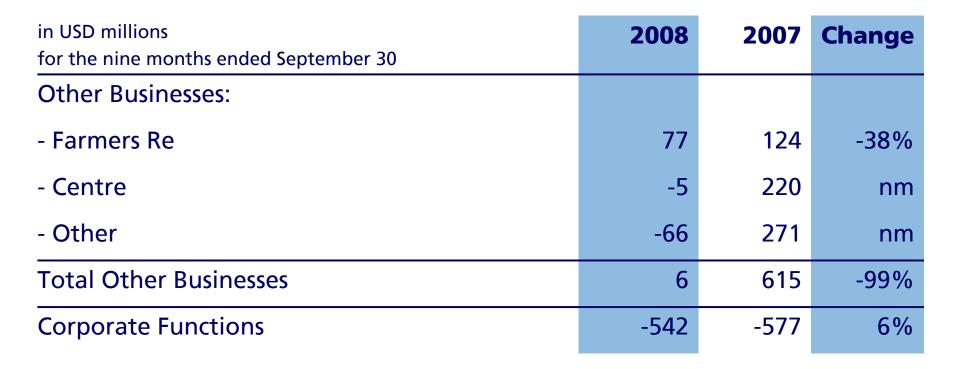
<sup>©</sup> Zurich Financial Services

<sup>1</sup> Zurich Financial Services has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides management services to the Farmers Exchanges and receives fees for its services.

<sup>2</sup> As mandated by NAIC requirements, including USD 425m portfolio transfer of Zurich NAC Small Business unearned premiums in 2008. 2007 includes Bristol West GWP from January 1.

<sup>3</sup> Excluding USD 425m portfolio transfer of Zurich Small Business unearned premiums in 2008. 2007 includes Bristol West GWP from July 1.

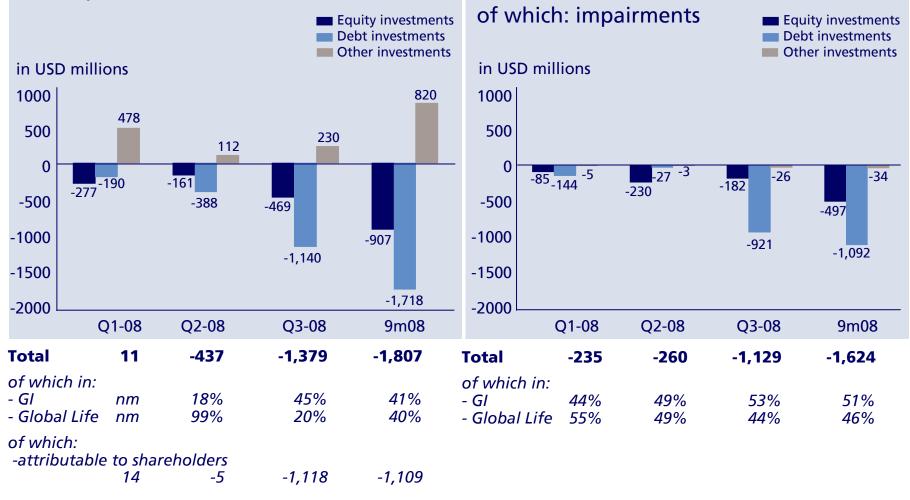
### Other Businesses and Corporate Functions – Business operating profit contribution ZURICH<sup>®</sup>



### **Group investments – capital losses in P&L**



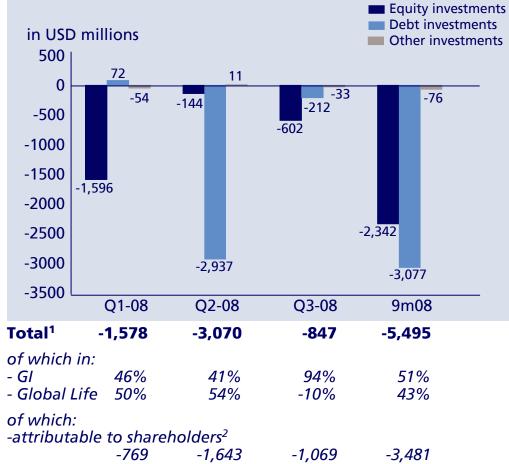
### Net capital losses/gains on investments and impairments (in P&L)



### **Group investments – unrealized losses**



### Change in net unrealized losses on investments incl. in shareholders' equity<sup>1</sup>



<sup>1</sup> Before attribution to policyholders and other

<sup>2</sup> After attribution to policyholders and other

### **Investment performance of Group investments**



in USD millions for the nine months ended September 2008	2008	2007	Change
Net investment income	6,552	6,383	3%
Net capital losses/gains on investments and impairments <sup>1</sup>	-1,807	1,083	nm
of which attributable to shareholders	-1,109	874	nm
Net investment result	4,746	7,467	-36%
Net investment result in % <sup>2</sup>	2.6%	3.9%	-1.3pts
Movements in net unrealized losses on investments included in shareholders' equity <sup>3</sup>	-5,495	-2,348	134%
Total net investment return <sup>2</sup>	-0.4%	2.7%	-3.1pts

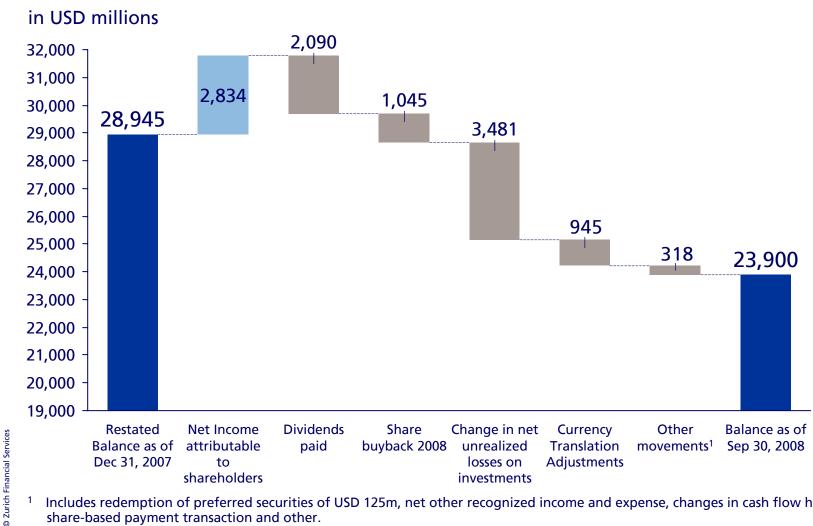
1 Including impairments of USD 1,624m (9m07: 38m)

2 In % of average investments, not annualized

3 Before attribution to policyholders and other

### **Development of shareholders' equity**





Includes redemption of preferred securities of USD 125m, net other recognized income and expense, changes in cash flow hedges, 1 share-based payment transaction and other.

## Update on capital and solvency position as of September 30, 2008



in USD billion or %	Sep 30	Oct 31
	2008	2008 EST
Economic capital buffer <sup>1</sup> Economic capital ratio <sup>1</sup>	6bn 121%	5bn 116%
Group's Solvency I ratio <sup>2</sup>	171%	159%

Capital and solvency position remains strong

1 Economic financial strength based on AA calibration.

2 Solvency I requirements in accordance with the Swiss insurance supervisory law.





- Strong capital position
- High quality investment portfolio
- Continued strength of operating performance
- Increased TZW targets by USD 100m p.a. through 2011
- Achieved growth in targeted areas
- Improving GI rate environment

Competitive advantage

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### Q&A

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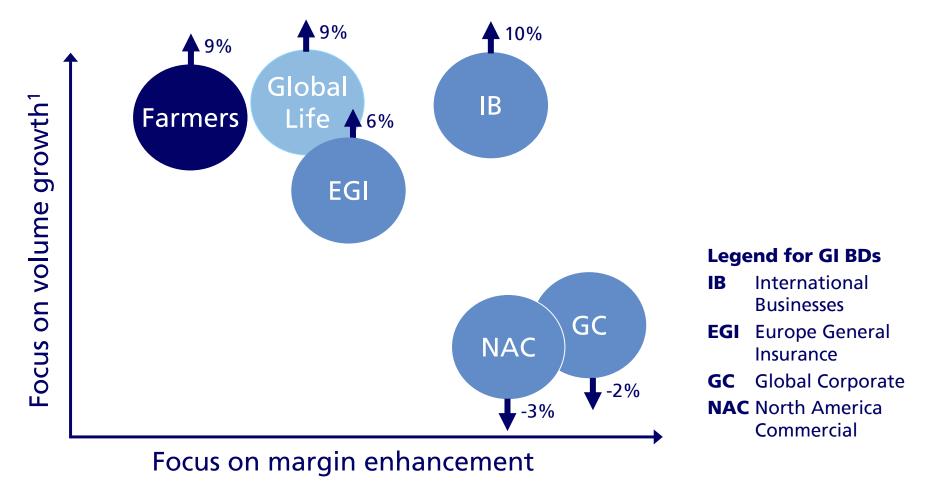
### Appendix

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### Zurich is poised for profitable growth



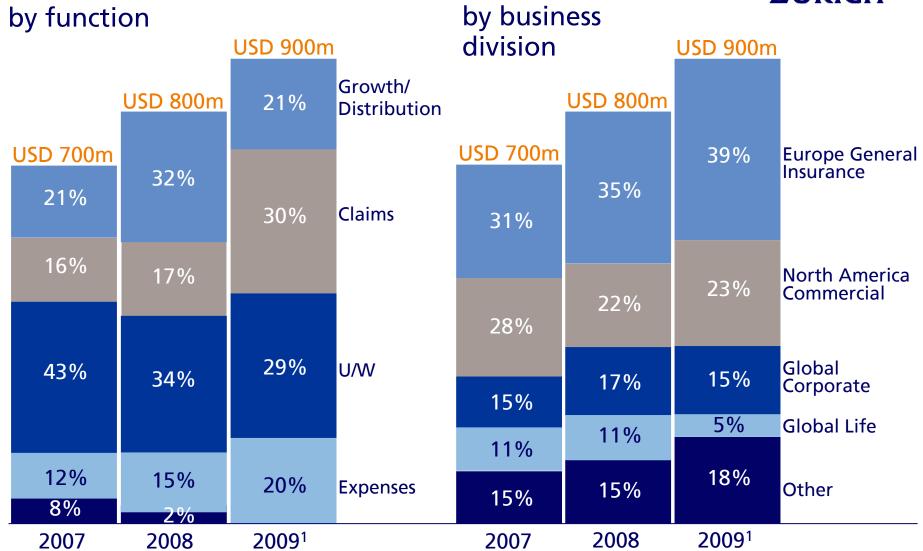


<sup>1</sup> Volume growth measured as growth in fee income for FMS, growth in APE in local currency for Global Life and GWP growth in local currency for General Insurance

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### The Zurich Way initiatives – 2009 target





<sup>1</sup> Estimate, subject to completion of planning process

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### Business division BOP-ROE<sup>1</sup> based on RBC-allocated IFRS equity



for the nine months ended September 30	2008	2007
General Insurance	23.6%	27.1%
- Global Corporate	5.5%	24.0%
- North America Commercial	18.6%	28.3%
- Europe General Insurance	38.0%	25.7%
- International Businesses	21.7%	16.3%
- Group Reinsurance	89.6%	72.0%
Global Life	26.4%	19.2%
Farmers Management Services	56.3%	62.1%
Other Businesses and Corporate Functions	-12.8%	5.9%
Total Group	21.5%	24.7%
Total Group BOP (after tax) ROE <sup>2</sup>	16.4%	18.6%

<sup>1</sup> Adjusted BOP-ROE based on average IFRS Group equity allocated to the segment based on its share of Zurich risk based capital (RBC).

<sup>2</sup> Business operating profit (after tax) return on common shareholders' equity.





in USD millions	APE	APE	Change	Change	NBV <sup>2</sup>	NBV <sup>2</sup>	Change
for the nine months ended September 30	2008	2007		in LC <sup>1</sup>	2008	2007	
United States	76	87	-13%	-13%	68	80	-15%
United Kingdom	670	649	3%	5%	73	87	-16%
Germany	484	350	38%	22%	165	106	56%
Switzerland	84	70	20%	4%	25	21	24%
Ireland	223	212	5%	-7%	38	47	-19%
Emerging markets	536	470	14%	15%	115	116	-1%
of which: ZIS <sup>3</sup>	374	333	12%	16%	75	68	11%
Rest of the world	210	163	29%	14%	26	23	14%
of which: Spain	73	40	84%	63%	14	9	50%
Total	2,282	2,002	14%	9%	511	480	6%

Local Currency
 New business value, after tax

<sup>3</sup> Zurich International Solutions domiciled in the Isle of Man

## **Global Life – emerging markets are growing strongly and profitably**



in USD millions for the nine months ended September 30	APE 2008	APE 2007	Growth	NBM <sup>1</sup> 2008	NBM <sup>1</sup> 2007
ZIS <sup>2</sup>	374	333	12%	20.1%	20.4%
Hong Kong	65	83	-22%	24.6%	43.4%
Latin America	97	55	78%	24.4%	22.7%
Total Emerging markets	536	470	14%	21.4%	24.7%
Share of emerging markets in total Global Life APE	23%	23%			

<sup>1</sup> New business margin, after tax, based on Annual Premium Equivalent.

<sup>2</sup> Zurich International Solutions domiciled in the Isle of Man.

#### Farmers Exchanges<sup>1</sup> – financial highlights: strong premium growth ZURICH

in USD millions for the nine months to Sept. 30	2008	2007	6'000	42.0%
Gross written premiums <sup>2</sup>	12,699	11,970	5'000 -	- 40.0%
Net underwriting result	-1,082	-89	4'000 -	- 38.0%
Net surplus growth	-685	299	3'000 -	- 36.0%
Ending surplus	5,034	5,574	2'000 -	- 34.0%
Surplus ratio	35.4%	39.6%	1'000 -	- 32.0%
			FY03 FY04 F	s Notes As of the end of the period s Ratio Paid in Capital & Unassigned Surplus

- Zurich Financial Services has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, 1 provides management services to the Farmers Exchanges and receives fees for its services.
- 2 Excluding USD 425m portfolio transfer of Zurich NAC Small Business unearned premiums in 2008. 2007 includes Bristol West GWP from July 1.

## Farmers Exchanges – gross written premiums by line of business

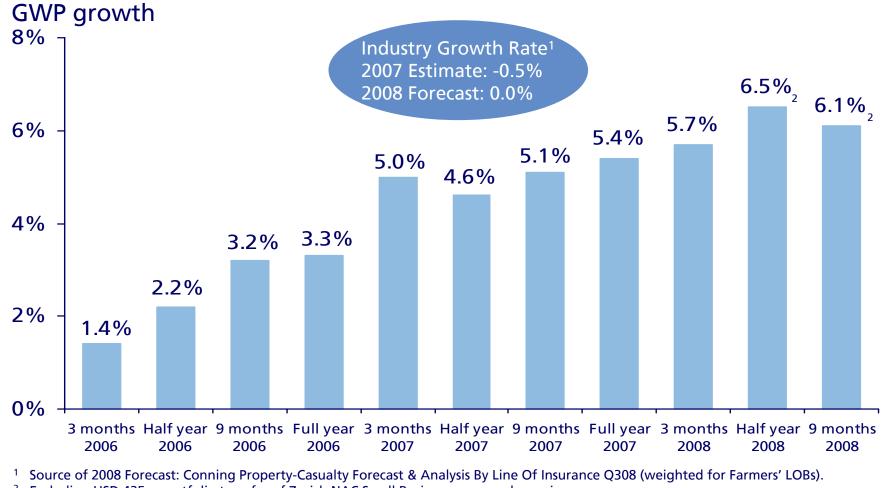


in USD millions for the nine months ended September 30	2008	2007	Change
Auto	6,535	6,198	5.4%
Homeowners	3,404	3,245	4.9%
Commercial P&C	953	928	2.7%
Zurich Small Businesses	<b>219</b> <sup>1</sup>	N/A	N/A
Workers' Compensation	255	266	-4.1% <sup>2</sup>
Specialty	1,235	1,217	1.5%
Other	98	116	-15.5%
Total	12,699 <sup>1</sup>	11,970	6.1%

Excluding USD 425m portfolio transfer of Zurich Small Business unearned premiums in 2008. 2007 includes Bristol West GWP from July 1.
 The decline in workers' compensation premiums was driven by the effect of California statutory reforms.

## Farmers Exchanges – premium growth outperforming industry





<sup>2</sup> Excluding USD 425m portfolio transfer of Zurich NAC Small Business unearned premiums.

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### **Farmers Exchanges – combined ratio**



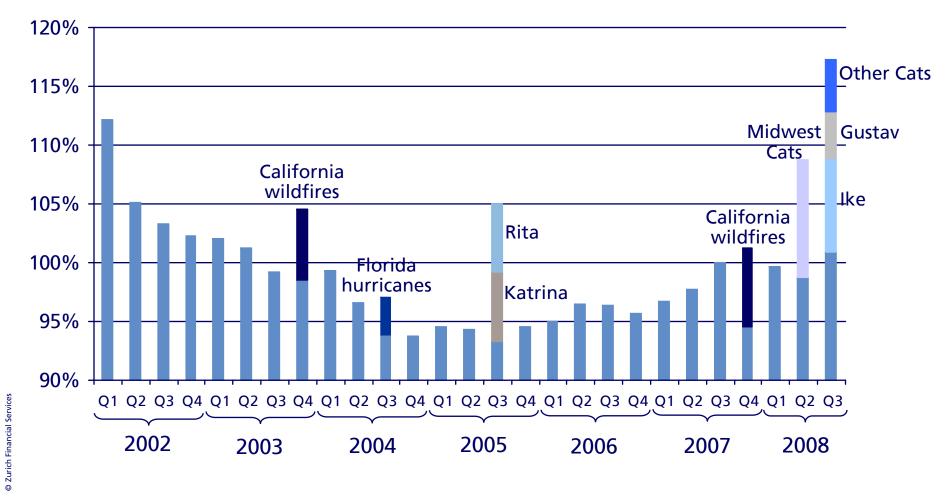
for the nine months to September 30	<b>2008</b> <sup>1</sup>	<b>2007</b> <sup>1</sup>	Change
Auto	100.5%	99.7%	-0.8pts
Homeowners	125.7%	95.0%	-30.7pts
Commercial P&C	98.7%	95.3%	-3.4pts
Zurich Small Business	119.0%	N/A	N/A
Workers' Compensation	96.4%	96.7%	0.3pts
Specialty	109.2%	94.4%	-14.8pts
Total	108.6%	98.6%	-10.0pts
Adjusted combined ratio <sup>2</sup>	101.4%	91.6%	-9.8pts
CAT impact	9.4%	1.7%	-7.7pts

Before quota share treaties with Farmers Re
 Adjusted for profit portion of management fees

### Farmers Exchanges – development of the combined ratio

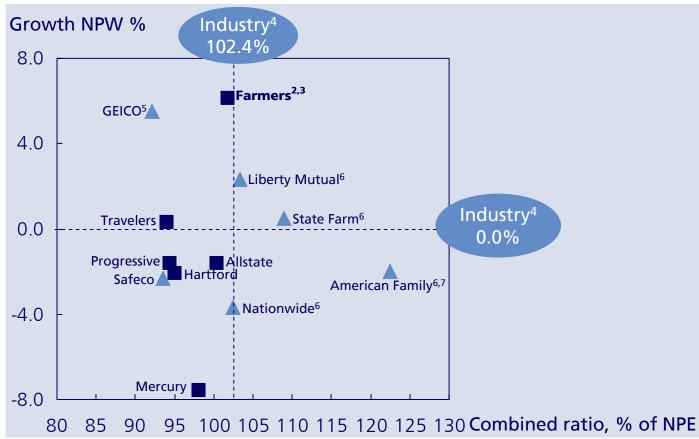


#### Quarterly combined ratio





#### Growth vs. GAAP Combined Ratio<sup>1,6</sup>





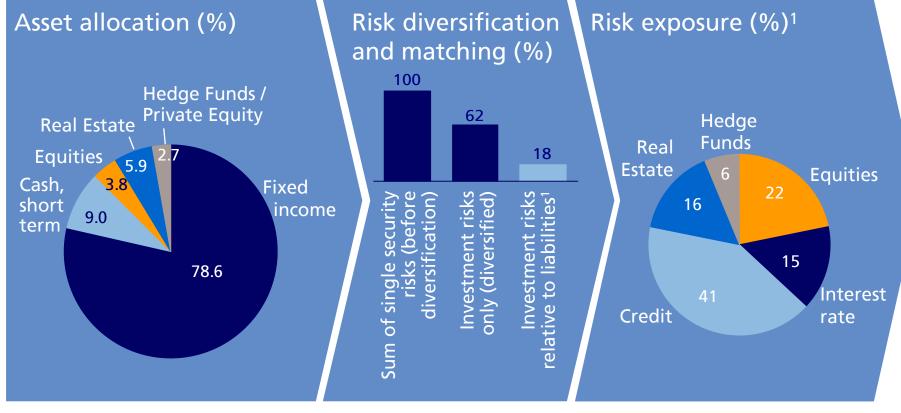
- September 2008
- June 2008
- ---- FY08 Industry **Estimate**

- Zurich Financial Services
- Source: Media releases and investor supplements, except for Farmers and non-public competitors.
- 2 Reflects GWP before APD and Quota Share treaties. Combined ratio excludes Quota Share and APD treaties and was adjusted for Farmers Management Services' profit portion of management fees.
- Farmers results include Zurich Small Business. Zurich Small Business results exclude the portfolio transfer. 3
- Source of FY08 estimate: Conning Property-Casualty Forecast & Analysis By Line Of Insurance O308 released 10/08/08 (weighted for Farmers' LOBs). CR on STAT basis.
- 5 Based on NPE. NPW is not available on guarterly basis.
- <sup>6</sup> Source for non-public competitor data: AMBest database. CRs on STAT basis.
- 7 Based on DPW. American Family's Q208 YTD NPW growth was +5.1%.

### Zurich's investment portfolio profits greatly from diversification and is balanced in terms of risk



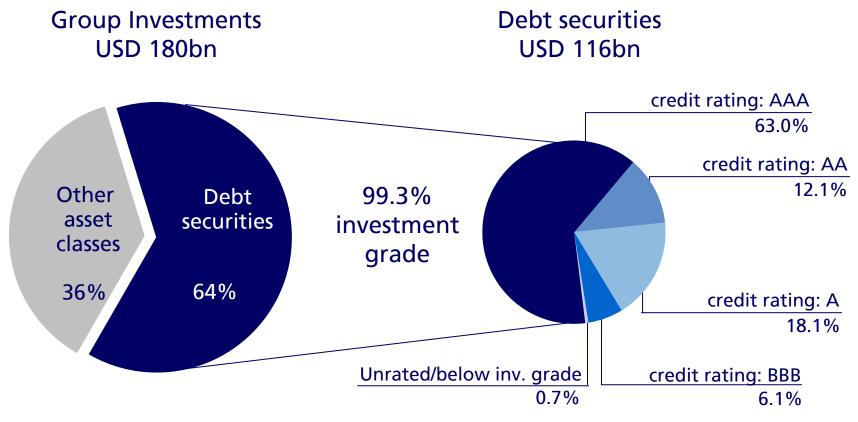
Risk Allocation of Zurich's investment portfolio as of September 30, 2008



#### Group Investments – Zurich's debt securities are of a very high quality (99.3% investment grade)



As of September 30, 2008

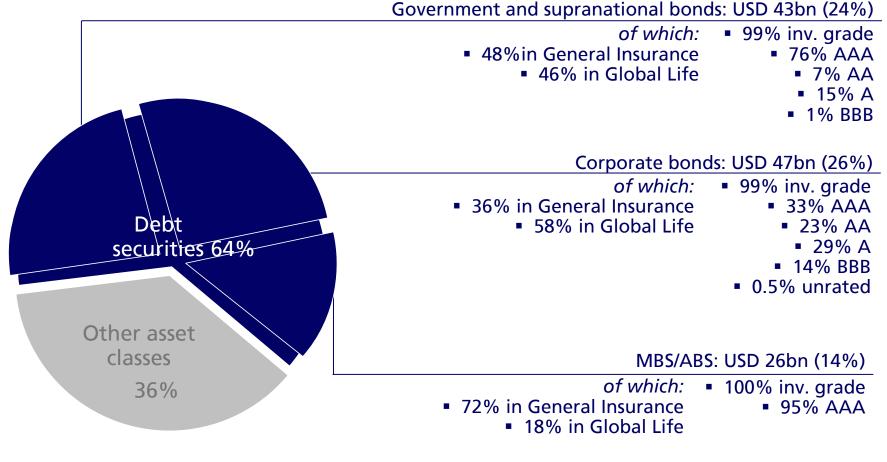


### **Group Investments – Zurich's debt securities are well balanced**



#### Group Investments - USD 180bn (100%)

As of September 30, 2008

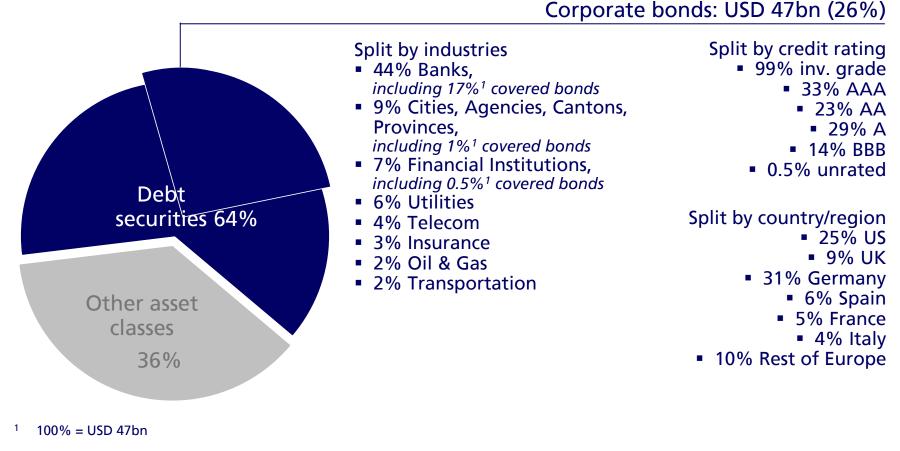


### **Group Investments – Zurich's debt securities are well balanced**



Group Investments - USD 180bn (100%)

As of September 30, 2008

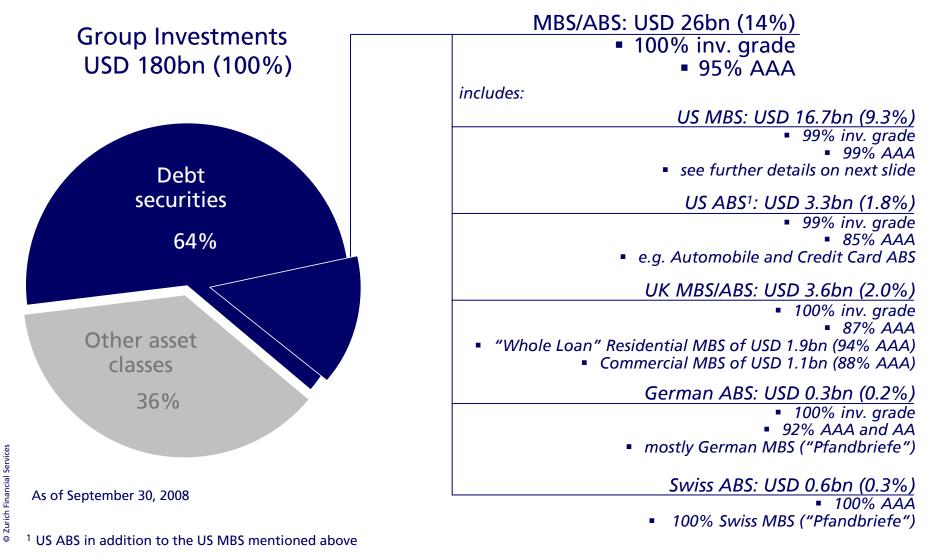


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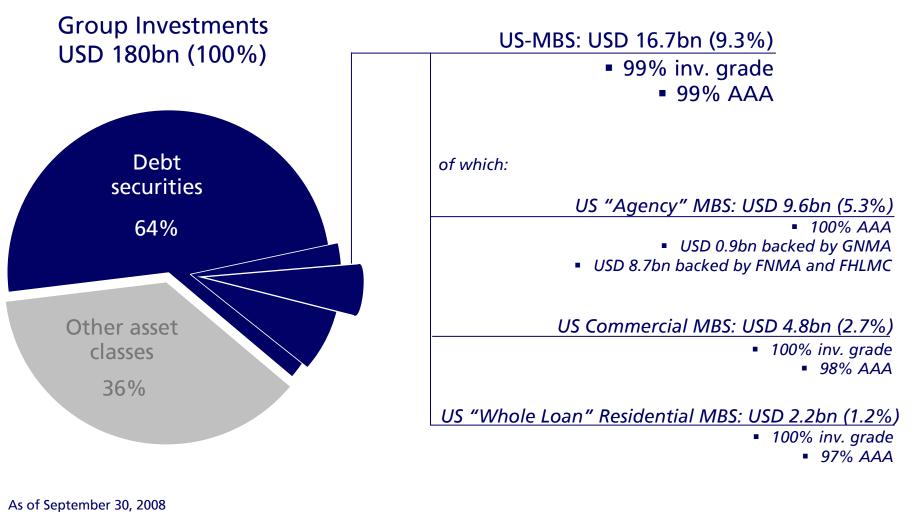
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## ZURICH

## Group Investments – Split of total MBS/ABS of USD 26bn (14%)

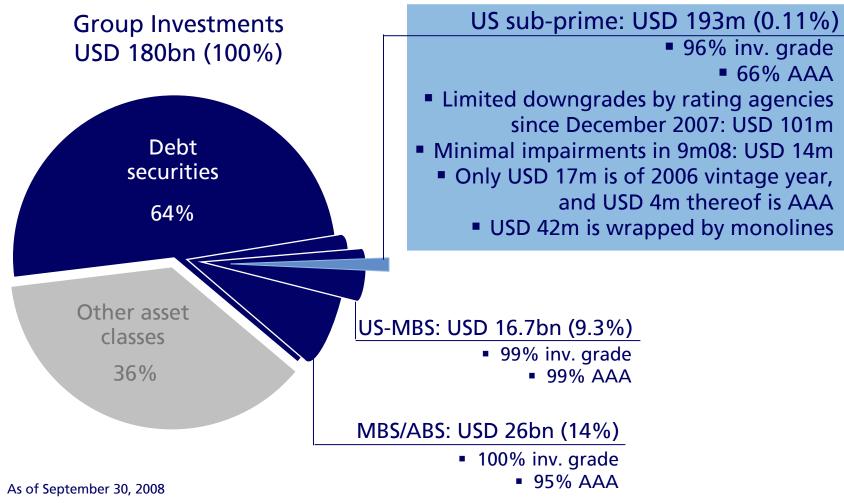


## Group Investments – Split of US MBS of ZURICH<sup>®</sup> ZURICH<sup>®</sup>



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### Group Investments – Exposure to US sub-prime remains very small (0.11%) and of high quality



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# **Group Investments – Exposure to CDO remains very small (0.46%) and of high quality**

