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Annual Results 2012

Analyst Presentation

February 14, 2013

Disclaimer and cautionary statement

Certain statements in this document are forward-looking statements, including, but not limited to, statements that are predications of or indicate future events, trends, plans or objectives of Zurich Insurance Group Ltd or the Zurich Insurance Group (the Group). Forward-looking statements include statements regarding the Group's targeted profit, return on equity targets, expenses, pricing conditions, dividend policy and underwriting and claims results, as well as statements regarding the Group's understanding of general economic, financial and insurance market conditions and expected developments. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by other factors that could cause actual results and plans and objectives of Zurich Insurance Group Ltd or the Group to differ materially from those expressed or implied in the forward-looking statements (or from past results). Factors such as (i) general economic conditions and competitive factors, particularly in key markets; (ii) the risk of a global economic downturn; (iii) performance of financial markets; (iv) levels of interest rates and currency exchange rates; (v) frequency, severity and development of insured claims events; (vi) mortality and morbidity experience; (vii) policy renewal and lapse rates; and (viii) changes in laws and regulations and in the policies of regulators may have a direct bearing on the results of operations of Zurich Insurance Group Ltd and its Group and on whether the targets will be achieved. Zurich Insurance Group Ltd undertakes no obligation to publicly update or revise any of these forward-looking statements, whether to reflect new information, future events or circumstances or otherwise.

All references to “Farmers Exchanges” mean Farmers Insurance Exchange, Fire Insurance Exchange, Truck Insurance Exchange and their subsidiaries and affiliates. The three Exchanges are California domiciled interinsurance exchanges owned by their policyholders with governance oversight by their Boards of Governors. Farmers Group, Inc. and its subsidiaries are appointed as the attorneys-in-fact for the Farmers Exchanges and in that capacity provide certain non-claims administrative and management services to the Farmers Exchanges. Neither Farmers Group, Inc., nor its parent companies, Zurich Insurance Company Ltd and Zurich Insurance Group Ltd, have any ownership interest in the Farmers Exchanges. Financial information about the Farmers Exchanges is proprietary to the Farmers Exchanges, but is provided to support an understanding of the performance of Farmers Group, Inc. and Farmers Reinsurance Company.

It should be noted that past performance is not a guide to future performance. Persons requiring advice should consult an independent advisor.

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THIS COMMUNICATION DOES NOT CONTAIN AN OFFER OF SECURITIES FOR SALE IN THE UNITED STATES; SECURITIES MAY NOT BE OFFERED OR SOLD IN THE UNITED STATES ABSENT REGISTRATION OR EXEMPTION FROM REGISTRATION, AND ANY PUBLIC OFFERING OF SECURITIES TO BE MADE IN THE UNITED STATES WILL BE MADE BY MEANS OF A PROSPECTUS THAT MAY BE OBTAINED FROM THE ISSUER AND THAT WILL CONTAIN DETAILED INFORMATION ABOUT THE COMPANY AND MANAGEMENT, AS WELL AS FINANCIAL STATEMENTS.

FY 2012 Results Key Messages

- Strong capital and cash flows support sustainable and attractive CHF 17 per share dividend
- Pricing and portfolio management discipline generate strong underlying profitability
- Accelerated top-line growth in target markets
- Excellent investment performance delivering 7% total return

Progressing on our strategy to deliver our 2013 targets

Financial highlights

in USD millions for the years ended December 31	2012	2011[1]	Change
Business operating profit (BOP)	4,075	4,243	-4%
Net income attributable to shareholders	3,878	3,750	3%
General Insurance combined ratio	98.4%	98.9%	+0.5pts
Global Life new business value[2]	1,085	980	11%
Farmers Mgmt Services managed GEP margin[3]	7.3%	7.3%	0.0pts
Shareholders' equity	34,494	31,484	10%
Return on common shareholders' equity (ROE)	11.8%	11.9%	-0.2pts
Business operating profit (after tax) ROE	9.3%	10.2%	-0.9pts

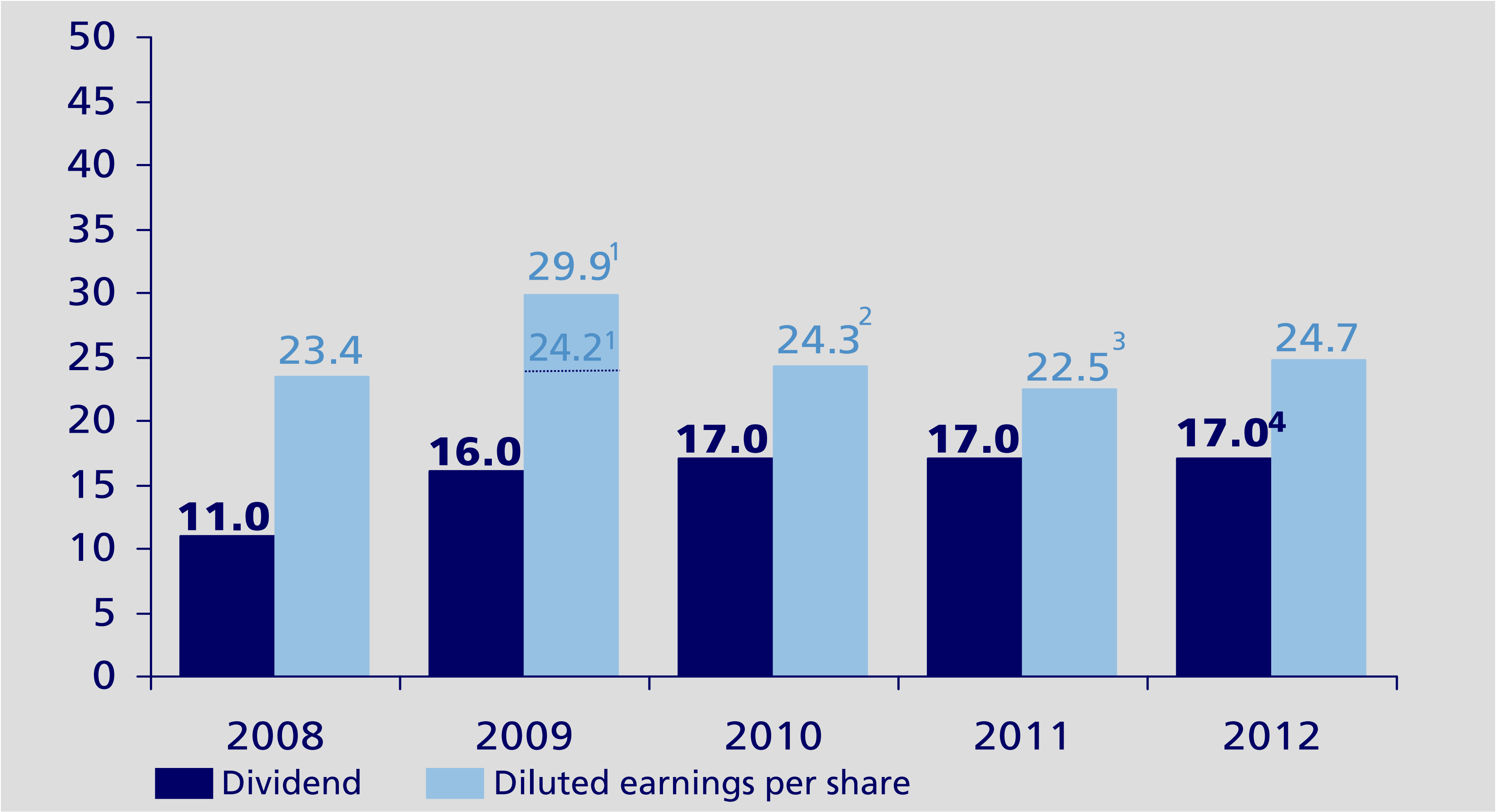
[1] Throughout this document, certain comparatives have been restated as set out in note 1 of the Consolidated financial statements.

[2] A refinement in methodology for calculating new business value for corporate protection business was introduced in 2011. This has a transitional impact over two years from the implementation date relating to renewals of business in force at the date of the change. The renewed business contributed USD 68m of new business value in 2012 compared with USD 126m in the same period of 2011. NBV includes a contribution of USD195m in 2012 from the first time inclusion of Zurich Santander and Zurich Insurance Malaysia Berhad.

[3] Margin on gross earned premiums of the Farmers Exchanges. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides non-claims management services to the Farmers Exchanges and receives fees for its services.

Proposed dividend of CHF 17.0[4] per share for 2012

Dividends / EPS in respect of the business year (in CHF)



[1] CHF 29.9 as restated; CHF 24.2 as reported in 2009
[2] CHF 24.3 as restated; CHF 24.4 as reported in 2010
[3] CHF 22.5 as restated; CHF 22.6 as reported in 2011
[4] The Board of Directors proposed a dividend of CHF 17 out of capital contribution reserves to the Annual General Meeting 2013.

Business operating profit by segment

in USD millions	Q4-12	Q4-11[1]	Change	2012	2011[1]	Change
General Insurance	21	515	-96%	2,097	2,247	-7%
Global Life	380	348	9%	1,338	1,353	-1%
Farmers (incl. Farmers Re)	416	390	7%	1,414	1,486	-5%
Other Operating Businesses	-258	-248	-4%	-903	-835	-8%
Total BOP Operating business segments	559	1,005	-44%	3,946	4,251	-14%
Non-Core Businesses	10	-20	nm	128	-8	nm
Total BOP	569	985	-42%	4,075	4,243	-4%
Net income attributable to shareholders	983	540	82%	3,878	3,750	3%

[1] Throughout this document, certain comparatives have been restated as set out in note 1 of the Consolidated financial statements.

Financial Restatement due to Germany GI

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2011	**Group**		
in USD millions	**Before restatement**	**Change**	**Restated**
SH Equity, Jan 1	31,905	-187	31,718
SH Equity, Dec 31	31,680	-196	31,484
ROE	11.9%	0.0pts	11.9%
Diluted EPS (CHF)	22.62	-0.10	22.52

2012 in USD millions	**Pro forma** (excl. Q3 YTD restatement)	**Change**	**As reported**
FY BOP	3,810	+264	4,075
FY NIAS	3,684	+194	3,878
ROE	11.1%	+0.7pts	11.8%
Diluted EPS (CHF)	23.43	1.23	24.66

2012	**General Insurance**		
in USD millions	**Pro forma** (excl. Q3 YTD restatement)	**Change**	**As reported**
FY BOP	1,832	+264	2,097
FY CR	99.3%	+0.9pts	98.4%

- Restated a portion of the previously announced adjustments in Germany GI due to a material error in case reserving practices and DAC
- The restatement has increased Q3-12 BOP by USD 264 million and NIAS by USD 194 million
- The 2012 ending shareholders' equity is unaffected, but 2011 shareholders' equity is reduced by USD 196 million
- Impact on Combined ratio amounts to 0.9%

General Insurance – key performance indicators

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in USD millions for the years ended December 31	2012	2011[3]	Change	Change in LC[1]
GWP and policy fees	35,610	34,572	3%	7%
Rate change[2]	3.7%	3.5%	0.2pts	
Loss ratio	70.3%	72.0%	+1.7pts	
Expense ratio	28.1%	26.9%	-1.2pts	
Combined ratio	98.4%	98.9%	+0.5pts	
Business operating profit	2,097	2,247	-7%	-5%

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[1] Local currency

[2] For details, please refer to specific notes on slide 9 “Rate Change Monitor”

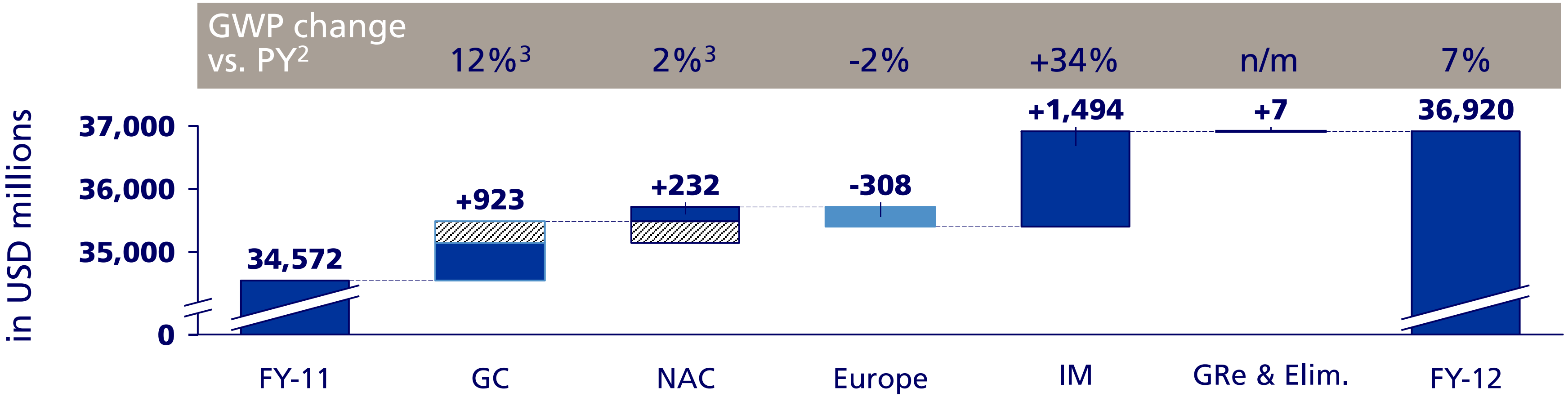
[3] Throughout this document, certain comparatives have been restated as set out in note 1 of the Consolidated financial statements.

General Insurance – Rate Change Monitor[1] and GWP performance

Rate Change Monitor[1]

	2012					Discrete Q4-12				
	GC	NAC	Europe	Int'l Markets	**Total GI**	GC	NAC	Europe	Int'l Markets	**Total GI**
Personal Lines	n/a	n/a	3%	5%	3%	n/a	n/a	2%	4%	3%
Commercial Lines	5%	5%	2%	4%	4%	5%	5%	4%	6%	5%

Gross Written Premiums, translated at constant FX rates



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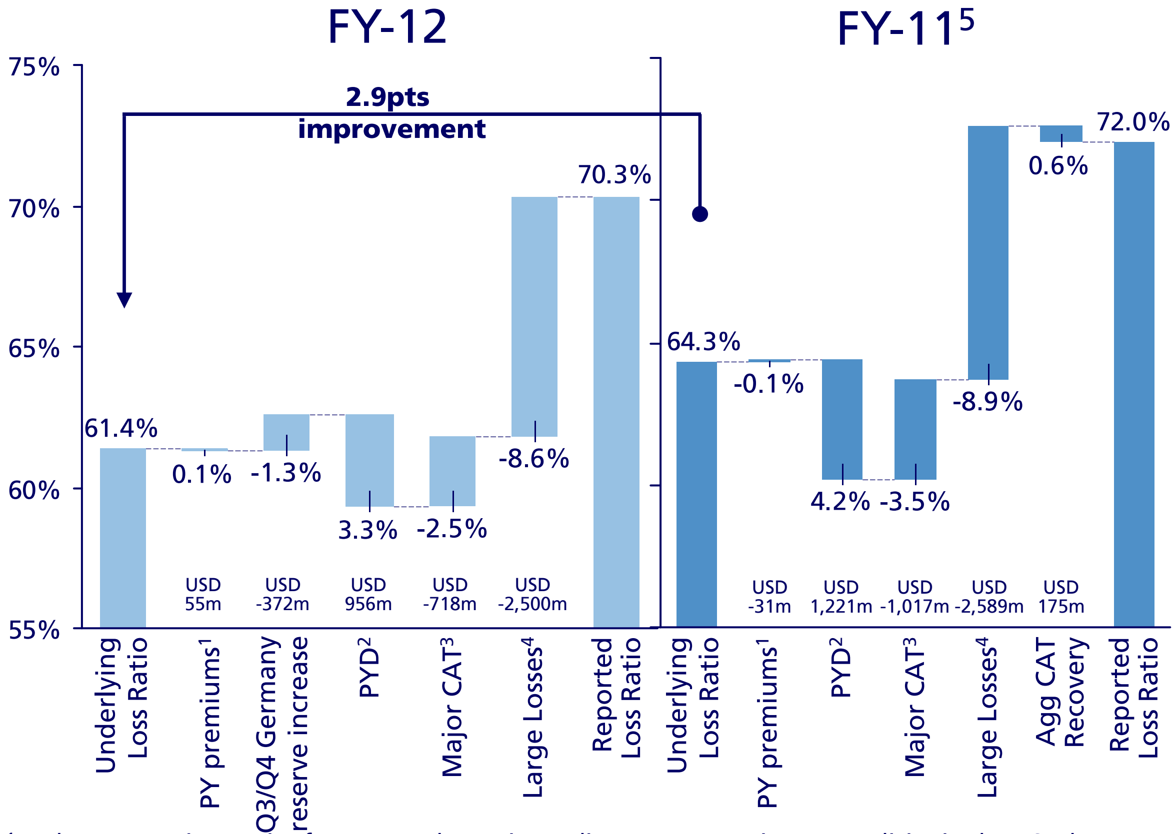
[1] The Zurich Rate Change Monitor expresses the GWP development due to premium rate change as a percentage of the renewed portfolio against a comparable prior period. In this slide, the periods shown for 2012 are compared with the same periods of 2011.

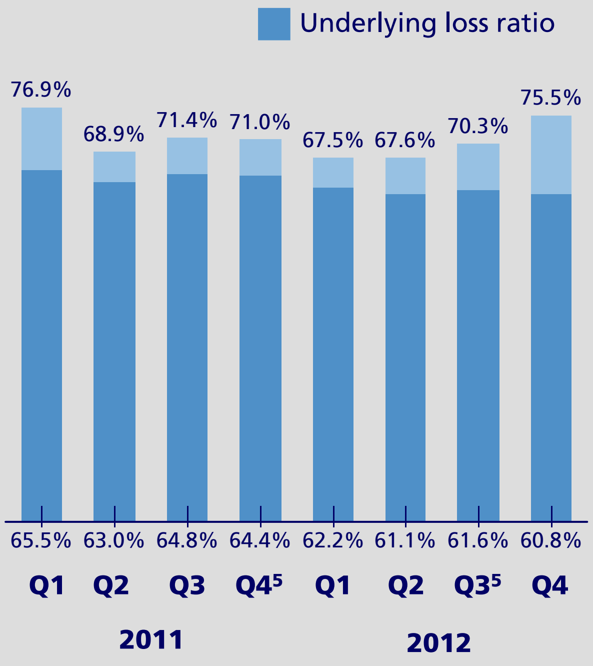
[2] GWP change in 2012 over prior year, in local currency.

[3] Growth impacted by net business transfers from NAC to GC. Comparable growth is 9% for GC and 5% for NAC.

General Insurance – comparison of loss ratio



Loss ratio development
Discrete quarters



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[1] The PY premiums arise from earned premium adjustments on prior year policies in the US. The PY premiums affect the denominator of the ratio, rather than the numerator.

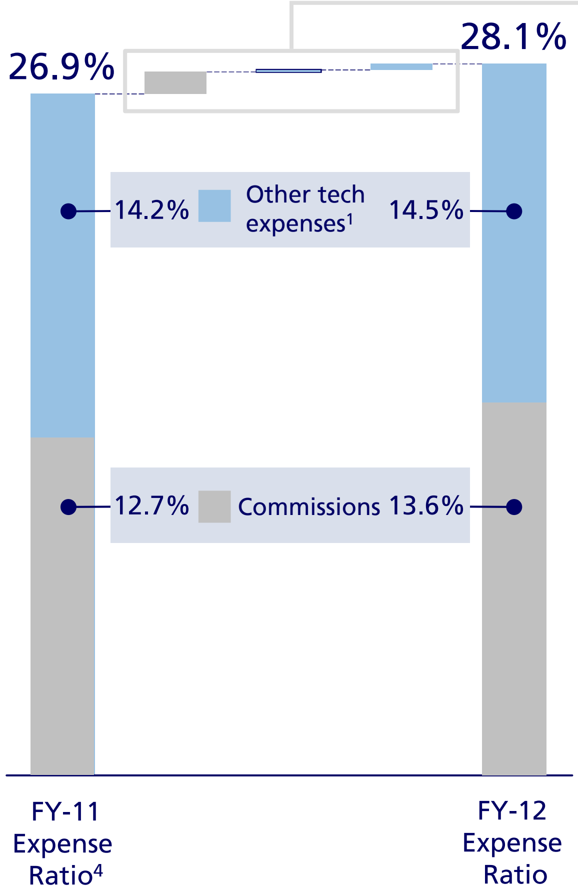
[2] Prior year development, excluding the Q3 and Q4 reserve strengthening in Germany that was not restated.

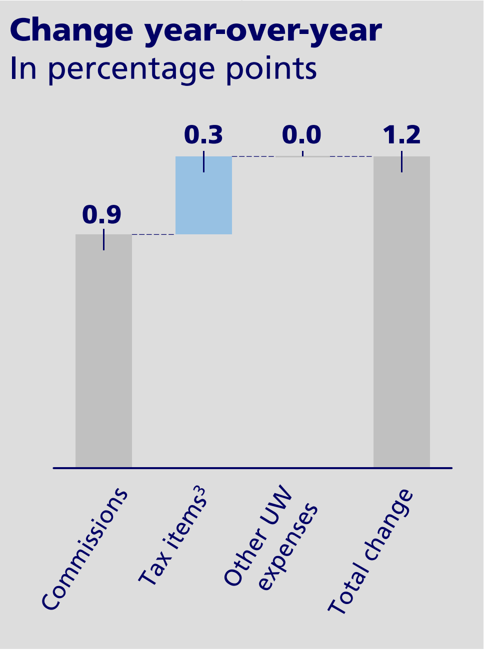
[3] Major CAT (potential USD 100m or larger). 2012 includes Storm Sandy in Q4-12. 2011 includes in Q1-11 a total of USD 477m for the Brisbane floods in Australia, the earthquake and tsunami in Japan and the Christchurch earthquake in New Zealand, in Q2-11 USD 80m driven by another earthquake (aftershock) in New Zealand, in Q3-11 USD 105m for hurricane Irene and in Q4-11 USD 275m for the floods in Thailand as well as USD 80m for earthquakes in New Zealand. Amounts are net after regional excess of loss catastrophe reinsurance protection.

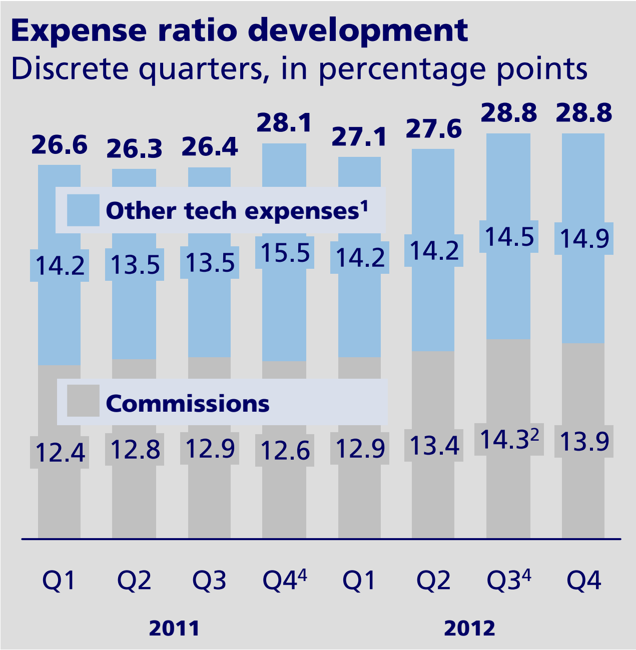
[4] Large losses are defined individually by our GI Market-Facing Units, consistently applied over time, and exclude Major CATs.

[5] Q4-11 has been restated by USD -25m (CY reserve increase), Q3-12 has been restated by USD +183m (PY reserve release).

General Insurance – expense ratio walk from FY-11 to FY-12




Change year-over-year
In percentage points


Expense ratio development
Discrete quarters, in percentage points

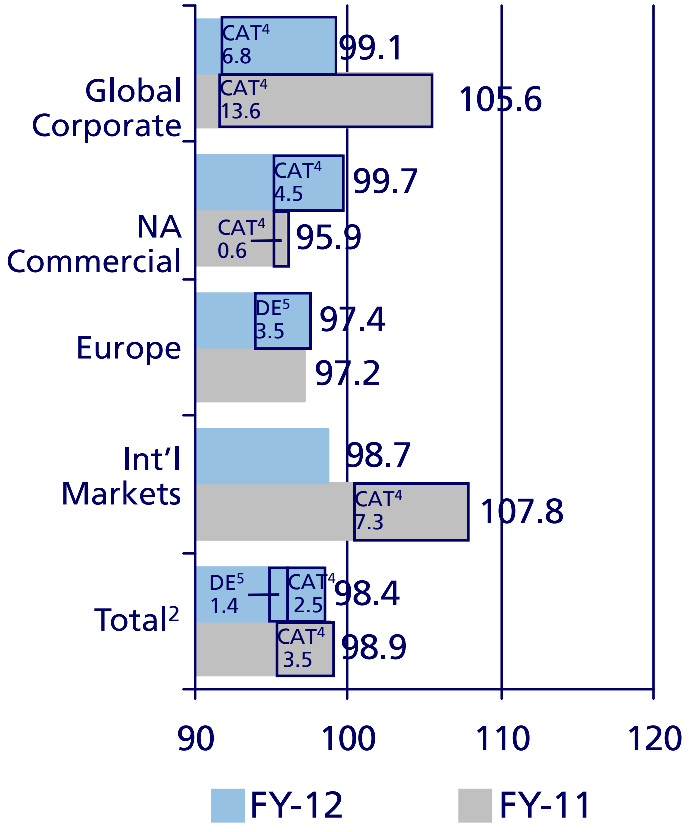
[1] Including premium taxes
[2] Commissions include the impact of the DAC reassessment in Germany that was not restated
[3] Including change in premium taxes and the Q3 tax charge in Germany
[4] Q4-11 has been restated by USD +7m, Q3-12 has been restated by USD +84m (DAC reassessment)

General Insurance –
BOP and Combined ratio by business

Business operating profit

in USD millions for the years ended December 31	2012	2011	Change
Global Corporate	496	169	nm
North America Commercial	699	1,048	-33%
Europe	687	946	-27%
International Markets	166	-156	nm
GI Global Functions & GRe[1]	49	240	-80%
Total	2,097	2,247	-7%[3]

Combined ratio (%)



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[1] GI Global Functions incl. Group Reinsurance

[2] Including GI Global Functions, Group Reinsurance and intra-segment eliminations

[3] Equivalent to -5% in local currency

[4] Major CAT (potential USD 100m or larger)

[5] Corresponds to the impact of the Q3 and Q4 reserve strengthening and the Q3 reassessment of DAC in Germany that was not restated

Global Life – key performance indicators

in USD millions for the years ended December 31	2012	2011	Change	Change in LC[5]
GWP and policy fees (incl. insurance deposits)[1]	30,259	27,711	9%	16%
Net inflows to Assets under Mgmt[1]	1,402	2,769	-49%	-47%
Annual Premium Equivalent (APE)[2]	4,767	3,992	19%	24%
New business margin, after tax[2,3]	22.8%	24.5%	-1.7pts	
New business value, after tax[2,3]	1,085	980	11%	16%
MCEV operating return	11.4%	8.5%		
Closing MCEV[4]	18,861	15,846		
Business operating profit	1,338	1,353	-1%	5%

[1] Including Zurich Santander and Zurich Insurance Malaysia Berhad for the period from the dates of acquisition to December 31, 2012.

[2] APE, NBM and NBV include the first time contributions from Zurich Santander and Zurich Insurance Malaysia Berhad (USD 737m APE, 0.7pts NBM, USD 195m NBV)

[3] A refinement in methodology for calculating new business value for corporate protection business was introduced in 2011. This has a transitional impact over two years from the implementation date relating to renewals of business in force at the date of the change. The renewed business contributed USD 68m of new business value in 2012 compared with USD 126m in the same period of 2011.

[4] Including USD 1.2bn contribution to the closing MCEV from the first time inclusion of Zurich Santander and Zurich Insurance Malaysia Berhad.

[5] Local Currency

Global Life – Business operating profit: Profit by Source

in USD millions for the years ended December 31	New Business 2012	2011	Business in Force 2012	2011	Total 2012	2011
Net Expense margin	-1,434	-1,541	1,398	1,443	-36	-98
Net Risk margin			769	762	769	762
Net Investment margin			661	709	661	709
Other profit margins[1]			82	-117	82	-117
BOP before deferrals	-1,434	-1,541	2,910	2,797	1,476	1,256
Impact of acquisition deferrals	1,167	1,372	-903	-1,040	264	332
BOP before interest, depreciation and amortization	-266	-169	2,006	1,757	1,740	1,588
Interest, depreciation, amortization and non-controlling interest	0	0	-420	-360	-420	-360
BOP before special operating items	-266	-169	1,587	1,397	1,320	1,228
Special operating items			18	126	18	126
Business operating profit	-266	-169	1,605	1,523	1,338	1,353

[1] Includes USD 225m gross contribution in 2012, before minority interests, to BOP from Zurich Santander.

Note: Restructuring provisions and other items not relevant for BOP are netted in the corresponding line item.

Zurich Santander - Business operating profit (BOP) reconciliation & update

BOP recorded in IFRS accounts

USD million	**Partial Q411[2]**	**2012**	**Recorded in FY12**
Statutory profit[1]	100	463	563
Adjustments[3]	-10	48	38
Distribution agreement[4]	-18	-82	-100
PVFP[4]	-25	-109	-134
BOP 100%	47	319	366
BOP 51%	24	162	186
General Insurance	*9*	*52*	*61*
Global Life	*15*	*111*	*126*
Earn out interest unwind[5]	0	-23	-23
Core segment BOP	**24**	**139**	**164**

Local business performance FY-12 vs FY-11

- GWP grew 12% to USD 2.4bn while deposits declined by 5% to USD 1.5bn
- Local statutory profit before tax increased by 16% to USD 463m
- Remains highly cash generative with 130m of dividends paid
- MCEV of 820m[6] and NBV of 182m[6] included in the FY12 Global Life MCEV

[1] Statutory profit before tax, translated using average FX rates.

[2] Includes 3 months of Brazil & Argentina and 2 months of Mexico, Chile and Uruguay of Q4-11 as reported in Q1-12

[3] IFRS and other adjustments to align with Zurich's BOP policy.

[4] Distribution agreement (DA) – amortized straight line over 25 years. Present Value of Future Profits (PVFP) – amortized over approximately 5 years (front loaded).

[5] Net effect from earn-out interest unwind and accrued interest on estimated purchase price adjustment

[6] MCEV based on 51% and NBV based on 100%

Farmers –
key performance indicators

in USD millions for the years ended December 31	2012	2011	Change
Farmers Management Services			
Management fees and other related revenues	2,846	2,767	3%
Managed gross earned premium margin[1]	7.3%	7.3%	0.0pts
Business operating profit	1,441	1,370	5%
Farmers Re[2]			
Gross written premiums[3]	4,361	3,529	24%
Combined ratio	103.7%	100.8%	-2.9pts
CAT impact[4]	5.9%	5.7%	-0.2pts
Business operating profit	-26	116	nm

[1] Margin on gross earned premiums of the Farmers Exchanges. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides non-claims management services to the Farmers Exchanges and receives fees for its services.

[2] Farmers Re business includes all reinsurance assumed from the Farmers Exchanges by the Group.

[3] Effective December 31, 2012, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was reduced to 18.5% from 20%, subject to the final approval from the California Department of Insurance. During 2012, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was 20%. For 2011, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was 12%, effective December 31, 2010.

[4] As defined by the All Lines quota share reinsurance treaty.

Farmers Exchanges[1] – key performance indicators

in USD millions for the years ended December 31	2012	2011	Change
Gross written premiums[2]	18,935	18,297	3.5%
Net underwriting result[3]	-1,063	-1,178	9.8%
Expense ratio[3]	32.9%	34.0%	1.1pts
Loss ratio[3]	72.5%	72.4%	-0.1pts
Combined ratio, excl. Fogel/SoT settlements[3]	105.4%	106.4%	1.0pts
Combined ratio, incl. Fogel/SoT settlements[2,3,4]	104.4%	106.4%	2.0pts
Adjusted combined ratio, excl. Fogel/SoT settlements[3,5]	98.6%	99.3%	0.7pts
CAT impact[6]	6.1%	7.5%	1.4pts
Surplus ratio[2,4,7,8]	38.4%	38.1%	0.3pts

[1] Provided for informational purposes only. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides non-claims management services to the Farmers Exchanges and receives fees for its services.

[2] Per the terms of the anticipated settlement with the State of Texas (SoT), premium refunds and other applicable fees totaling USD 74m reduced reported GWP. Excluding the impact of this settlement growth was 3.9%. This settlement had no 2012 surplus impact as an accrual was included in the results in previous years.

[3] Before quota share treaties with Farmers Reinsurance Company, Zurich Insurance Company Ltd., and a third counterparty and excludes Fogel and SoT settlements.

[4] Per the terms of the Fogel lawsuit settlement, unclaimed funds totaling approximately USD 294m (USD 179m net of tax) were paid to the Farmers Exchanges.

[5] Adjusted for profit portion of management fees. Provided to facilitate industry comparisons.

[6] Farmers Exchanges adopted industry standard ISO defined catastrophes as per July 2011.

[7] Includes surplus of Farmers Reinsurance Company as prescribed by NAIC guidelines.

[8] Estimated.

Investment performance of Group Investments

in USD millions for the years ended December 31	**2012**	**2011**	**Change**
Net investment income	6,711	7,185	-7%
Net capital gains/(losses) on investments and impairments[1]	2,201	2,182	1%
of which attributable to shareholders	*1,687*	*1,515*	*11%*
Net investment result	8,911	9,367	-5%
Net investment result in %[2]	4.4%	4.8%	-0.4 pts
Movements in net unrealized gains on investments included in shareholders' equity[3]	5,349	1,090	nm
Total return on Group investments[2]	7.0%	5.3%	1.7 pts
Total Group Investments	208,707	197,677	6%

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[1] Including impairments of USD 208m (FY-11: USD 458m)
[2] As % of average investments of USD 203,192m in 2012 and USD 196,788m in 2011
[3] Before attribution to policyholders and other

Attractive CHF 17.0 dividend for 2012 without deduction of withholding tax[1]

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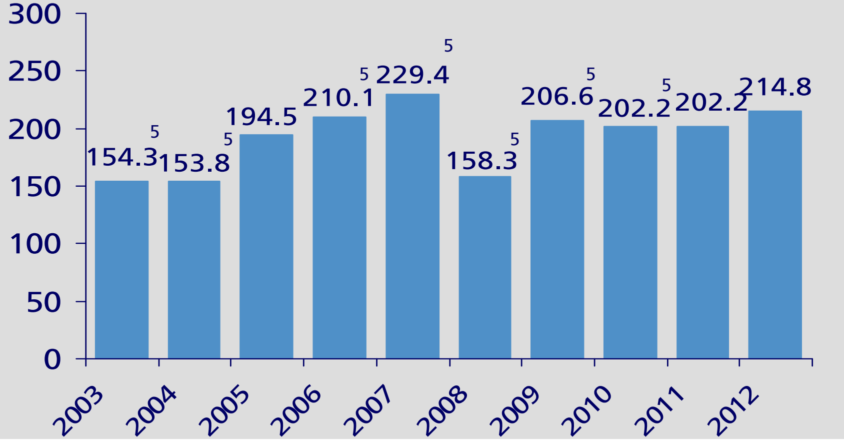
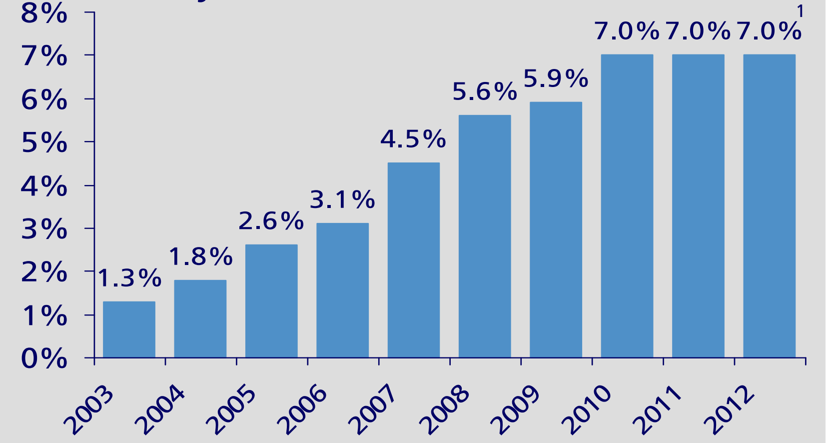
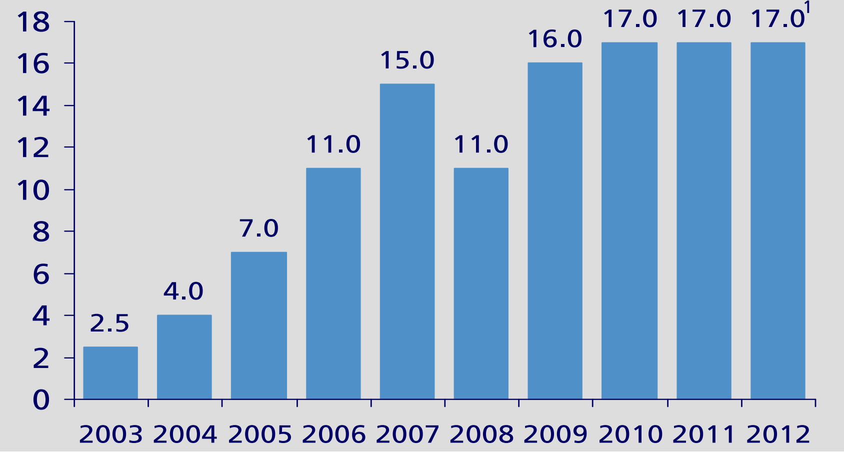
Book value per share (in CHF)



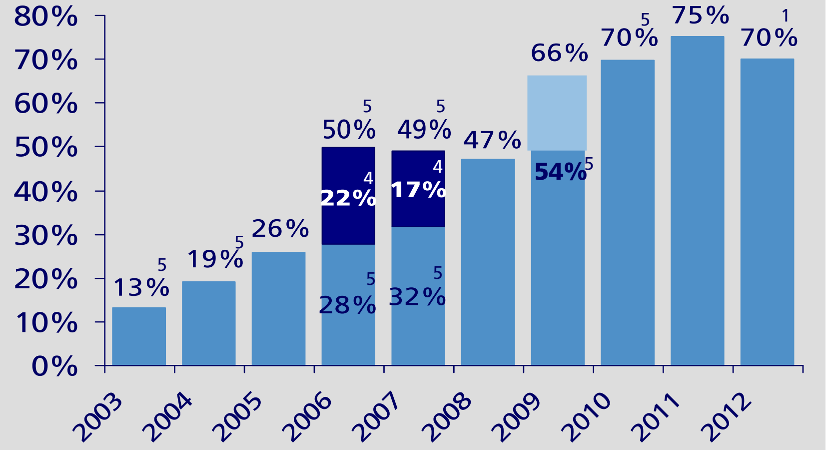
Dividend yield[3]



Dividends (in CHF)[2]



Payout ratio[4]



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[1] The Board of Directors proposed a dividend of CHF 17 out of capital contribution reserves to the Annual General Meeting 2013.

[2] Dividend represents gross dividend and/or payout of nominal value reduction per registered share.

[3] Compared to the close price of the day before the ex-dividend date, except for 2012 for which year-end close price was considered.

[4] Payout includes share buy-backs of USD 1bn each in respect of 2006 and 2007.

[5] Restated. Payout ratio 2009: 54% as restated, 66% as reported in 2009

FY 2012 Results Key Messages

- Strong capital and cash flows support sustainable and attractive CHF 17 per share dividend
- Pricing and portfolio management discipline generate strong underlying profitability
- Accelerated top-line growth in target markets
- Excellent investment performance delivering 7% total return

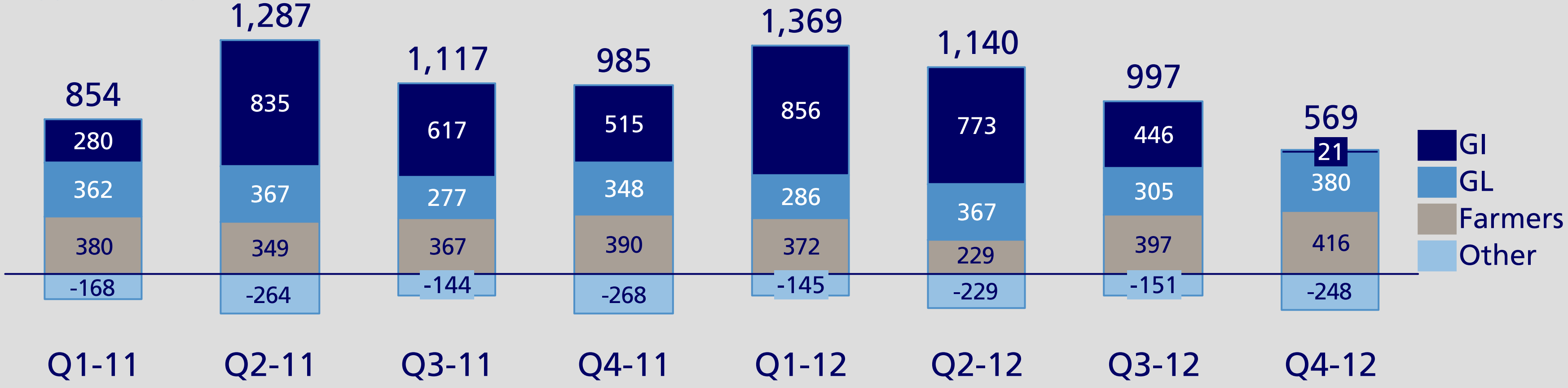
Progressing on our strategy to deliver our 2013 targets

Appendix

Business operating profit and net income by quarter

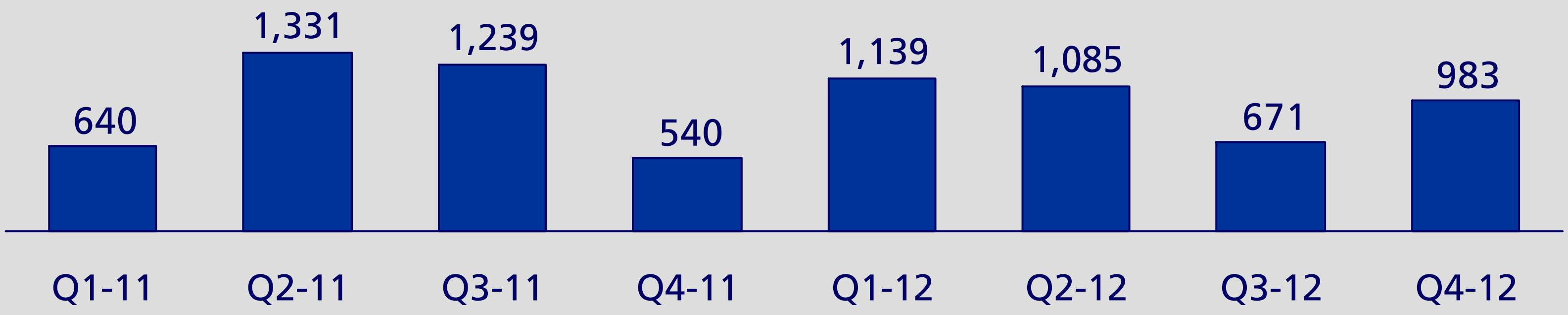
Business operating profit – by segment

in USD millions



Net income attributable to shareholders

in USD millions



Note: 2012 figures are restated for Zurich Santander acquired insurance businesses

Financial Restatement due to Germany GI - Details

in USDm	**Group**			**General Insurance**		
	As reported	**Change**	**Restated**	**As reported**	**Change**	**Restated**
2011						
FY-11 BOP	4,261	-18	4,243	2,265	-18	2,247
FY-11 NIAS	3,766	-16	3,750			
FY-11 CR				98.8%	-0.1pts	98.9%
Q4-11 BOP	1,004	-18	985	533	-18	515
Q4-11 NIAS	557	-16	540			
Q4-11 CR				98.9%	-0.2pts	99.2%
2012						
9m-12 BOP	3,242	+264	3,506	1,812	+264	2,076
9m-12 NIAS	2,701	+194	2,894			
9m-12 CR				97.6%	+1.2pts	96.3%
Q3-12 BOP	733	+264	997	182	+264	446
Q3-12 NIAS	477	+194	671			
Q3-12 CR				102.8%	+3.6pts	99.1%

Top line development by segment

in USD millions for the years ended December 31	2012	2011	Change	Change in LC[1]
General Insurance				
GWP and policy fees	35,610	34,572	3%	7%
Global Life				
GWP and policy fees and insurance deposits	30,259	27,711	9%	16%
Annual Premium Equivalent (APE)[2]	4,767	3,992	19%	24%
Farmers				
Farmers management fees	2,846	2,767	3%	3%
Farmers Re GWP	4,361	3,529	24%	24%

[1] Local currency

[2] APE includes the first time contributions from Zurich Santander and Zurich Insurance Malaysia Berhad of USD 737m.

General Insurance – key performance indicators

in USD millions for the three months to December 31	Q4-12	Q4-11[1]	Change	Change in LC[2]
GWP and policy fees	8,301	7,525	10%	11%
Rate change[3]	4.2%	3.7%	0.5pts	
Loss ratio	75.5%	71.0%	-4.5pts	
Expense ratio	28.8%	28.1%	-0.7pts	
Combined ratio	104.3%	99.2%	-5.1pts	
Business operating profit	21	515	-96%	-97%

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[1] Throughout this document, certain comparatives have been restated as set out in note 1 of the Consolidated financial statements.
[2] Local currency
[3] For details, please refer to specific notes on the slide 9 with the "Rate Change Monitor".

Global Life – key performance indicators

in USD millions for the three months to December 31	Q4-12	Q4-11	Change	Change in LC[3]
GWP and policy fees (incl. insurance deposits)	9,119	8,361	9%	13%
Net inflows to Assets under Mgmt	354	1,197	-70%	-74%
Annual Premium Equivalent (APE)[2]	1,260	1,222	3%	-12%
New business value, after tax[1,2]	255	251	1%	3%
New business margin, after tax[1,2]	24.1%	20.5%	3.6pts	3.5pts
Business operating profit	380	348	9%	15%

[1] A refinement in methodology for calculating new business value for corporate protection business was introduced in 2011. This has a transitional impact over two years from the implementation date relating to renewals of business in force at the date of the change. The renewed business contributed USD 68m of new business value in 2012 compared with USD 126m in the same period of 2011.

[2] Excludes contributions from Zurich Santander and Zurich Insurance Malaysia Berhad.

[3] Local currency

Farmers – key performance indicators

in USD millions for the three months to December 31	Q4-12	Q4-11	Change
Farmers Management Services			
Management fees and other related revenues	712	696	2%
Managed gross earned premium margin[1]	7.3%	7.4%	-0.1pts
Business operating profit	375	350	7%
Farmers Re[2]			
Gross written premiums[3]	980	1,268	-23%
Combined ratio	99.3%	99.2%	-0.1pts
CAT impact[4]	3.6%	0.3%	-3.3pts
Business operating profit	42	41	3%

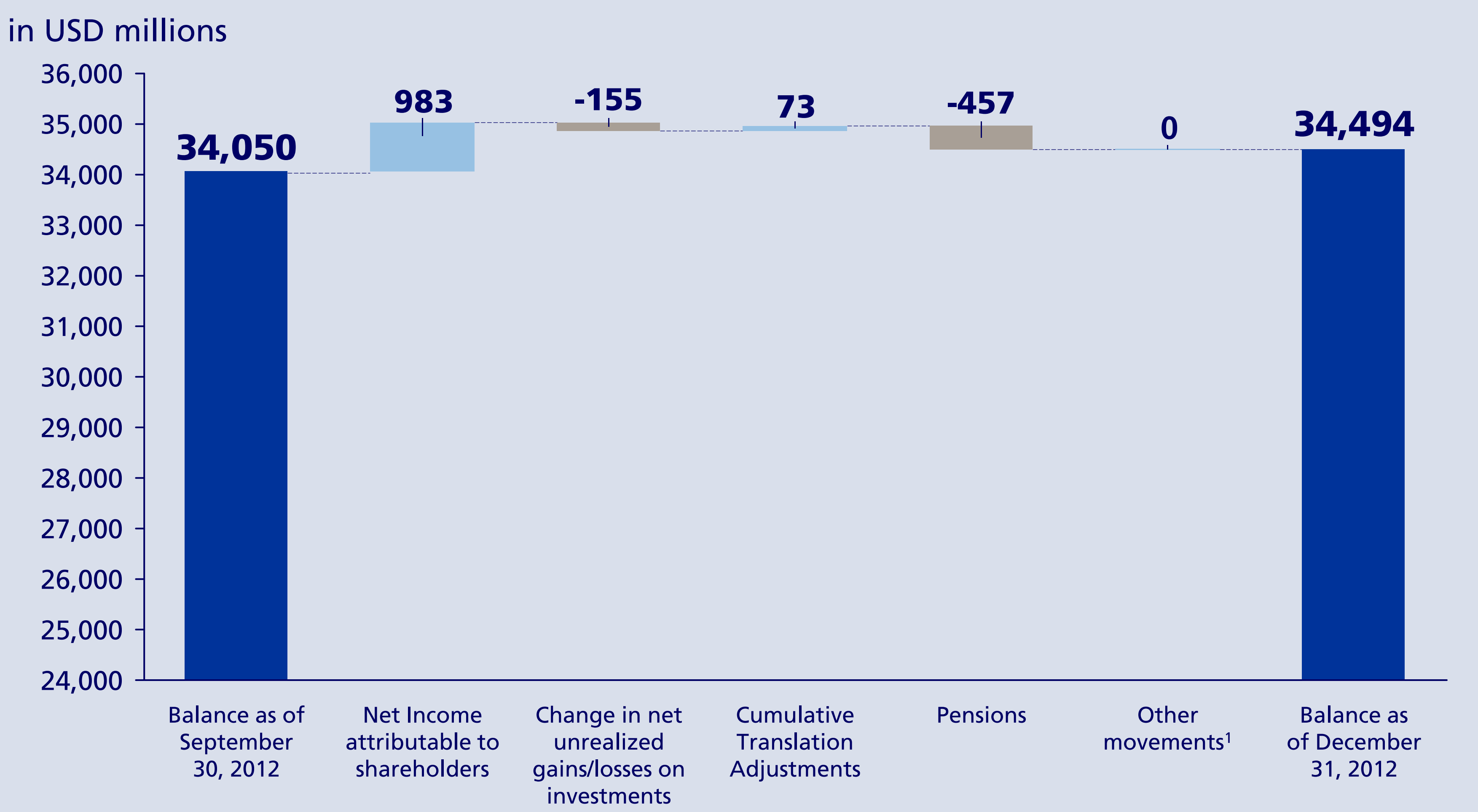
[1] Margin on gross earned premiums of the Farmers Exchanges. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides non-claims management services to the Farmers Exchanges and receives fees for its services.

[2] Farmers Re business includes all reinsurance assumed from the Farmers Exchanges by the Group.

[3] Effective December 31, 2012, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was reduced to 18.5% from 20%, subject to the final approval from the California Department of Insurance. During 2012, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was 20%. For 2011, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was 12%, effective December 31, 2010.

[4] As defined by the All Lines quota share reinsurance treaty.

Development of shareholders' equity in Q4-12



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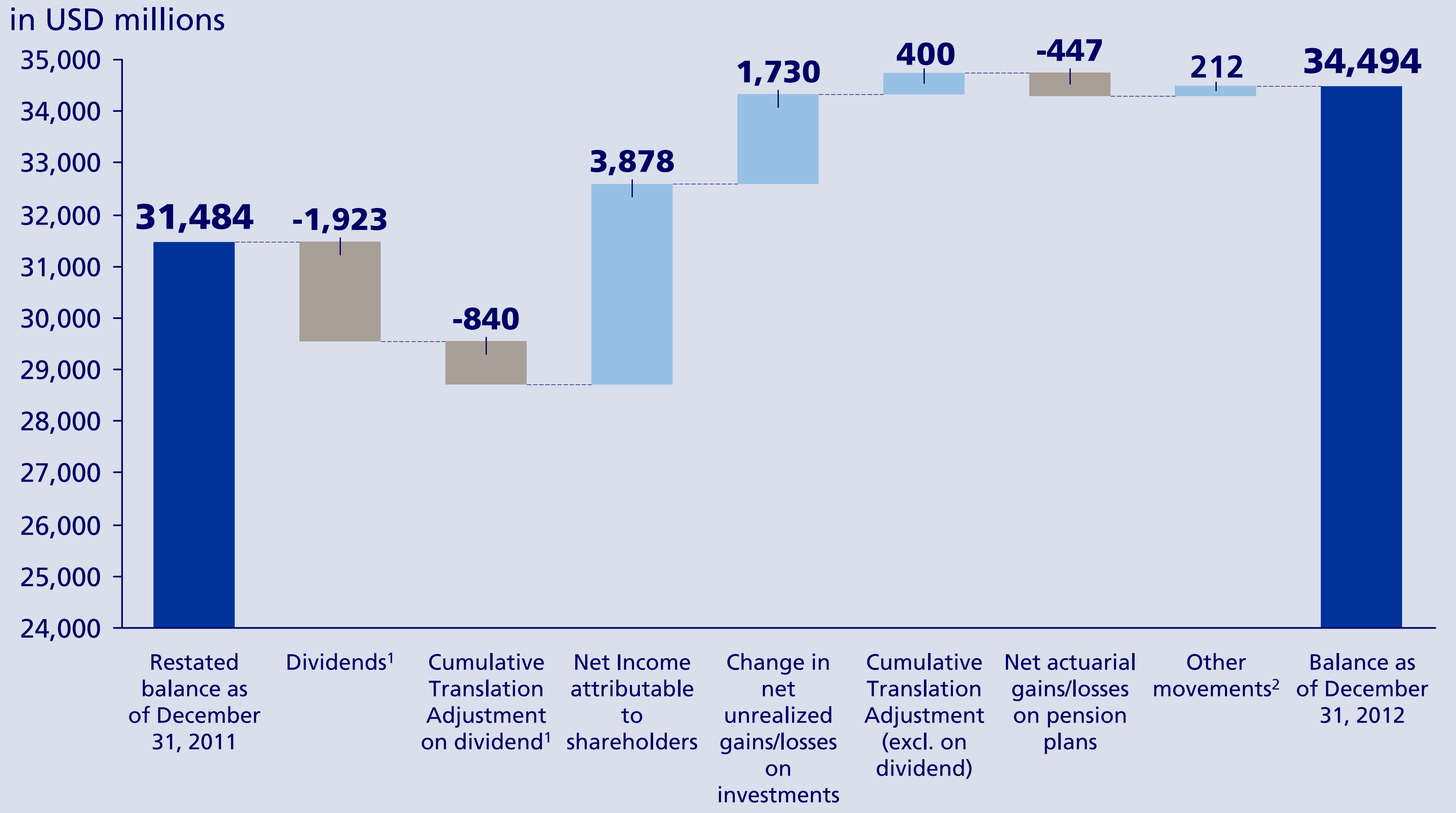
[1] Includes issuance of share capital, share-based payment transactions and other.

Development of shareholders' equity in FY 2012



[1] Of the USD 2.8bn dividend, USD 1.9bn is shown as dividend and USD 840m has been included in cumulative currency translation adjustments

[2] Includes issuance of share capital, share-based payment transactions and other.

Business division BOP-ROE[1] based on RBC-allocated IFRS equity

for the years ended December 31	**2012**	**2011**
General Insurance	12.4%	12.8%
Global Corporate	*10.8%*	*3.9%*
North America Commercial	*13.3%*	*18.6%*
Europe	*14.1%*	*18.5%*
International Markets	*11.8%*	*-14.4%*
GI Global Functions including Group Reinsurance	*6.6%*	*27.3%*
Global Life	11.4%	15.1%
Farmers	46.7%	48.8%
Other Operating Businesses	-97.3%	-74.6%
Non-Core Businesses	8.7%	-0.9%
Total Group	12.4%	13.5%
Total Group BOP (after tax) ROE[2]	9.3%	10.2%

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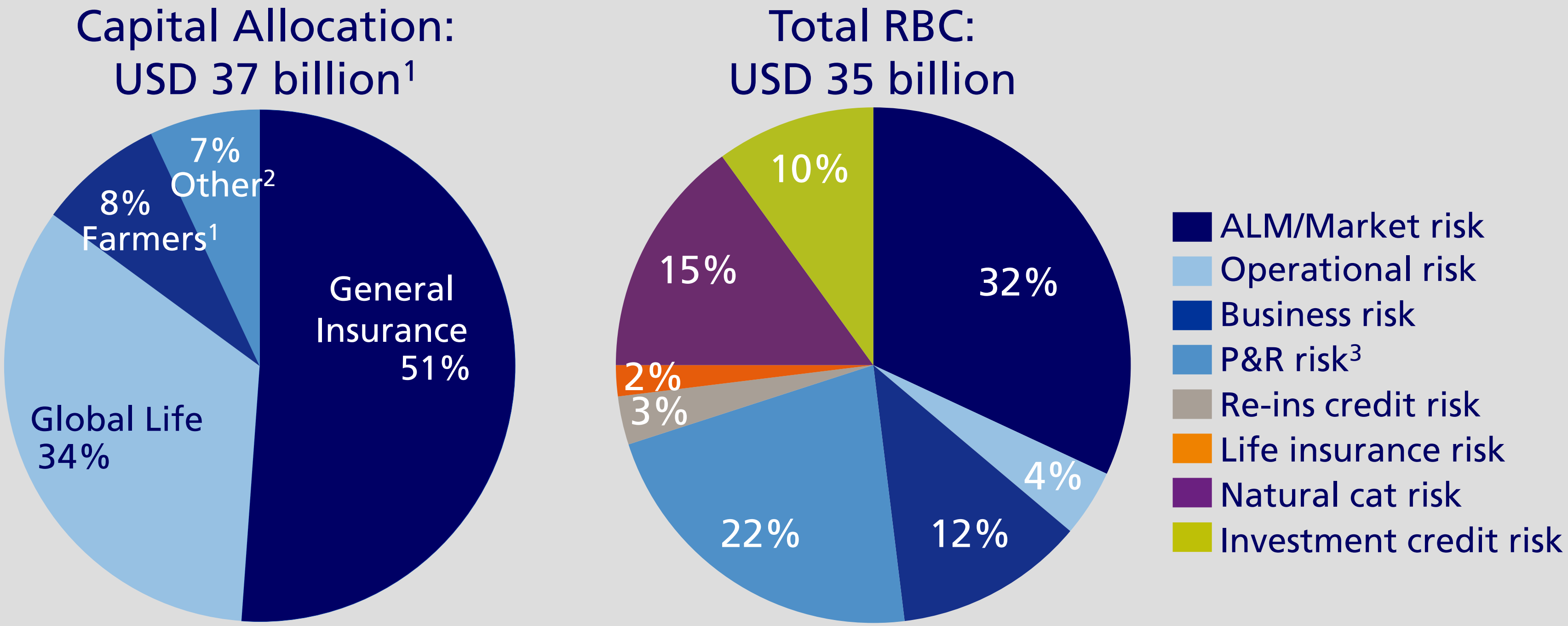
[1] Adjusted BOP-ROE based on average IFRS Group equity allocated to the segment based on its share of Zurich risk based capital (RBC).

[2] Business operating profit (after tax) return on common shareholders' equity.

Z-ECM Risk Based Capital (RBC) by segment and risk type as of July 1, 2012



As of July 1, 2012

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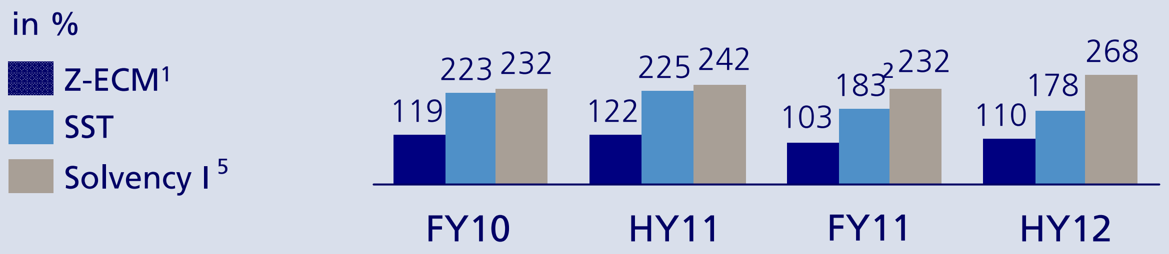
[1] Total allocated capital = USD 35bn RBC plus USD 2bn direct allocation to Farmers

[2] Includes Other Operating Businesses and Non-Core Businesses

[3] Premium & reserving risk

Solvency calculations

Solvency ratios



Z-ECM model position

in USD billions	**1 July 2012**	**1 Jan 2012**
Available Financial Resources (AFR)	39.8	40.5
AFR after dividend accrual	38.5	37.8[3]
Risk Based Capital (RBC) requirement	35.1	36.7[4]
Coverage ratio	110%	103%

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[1] Zurich Economic Capital Model

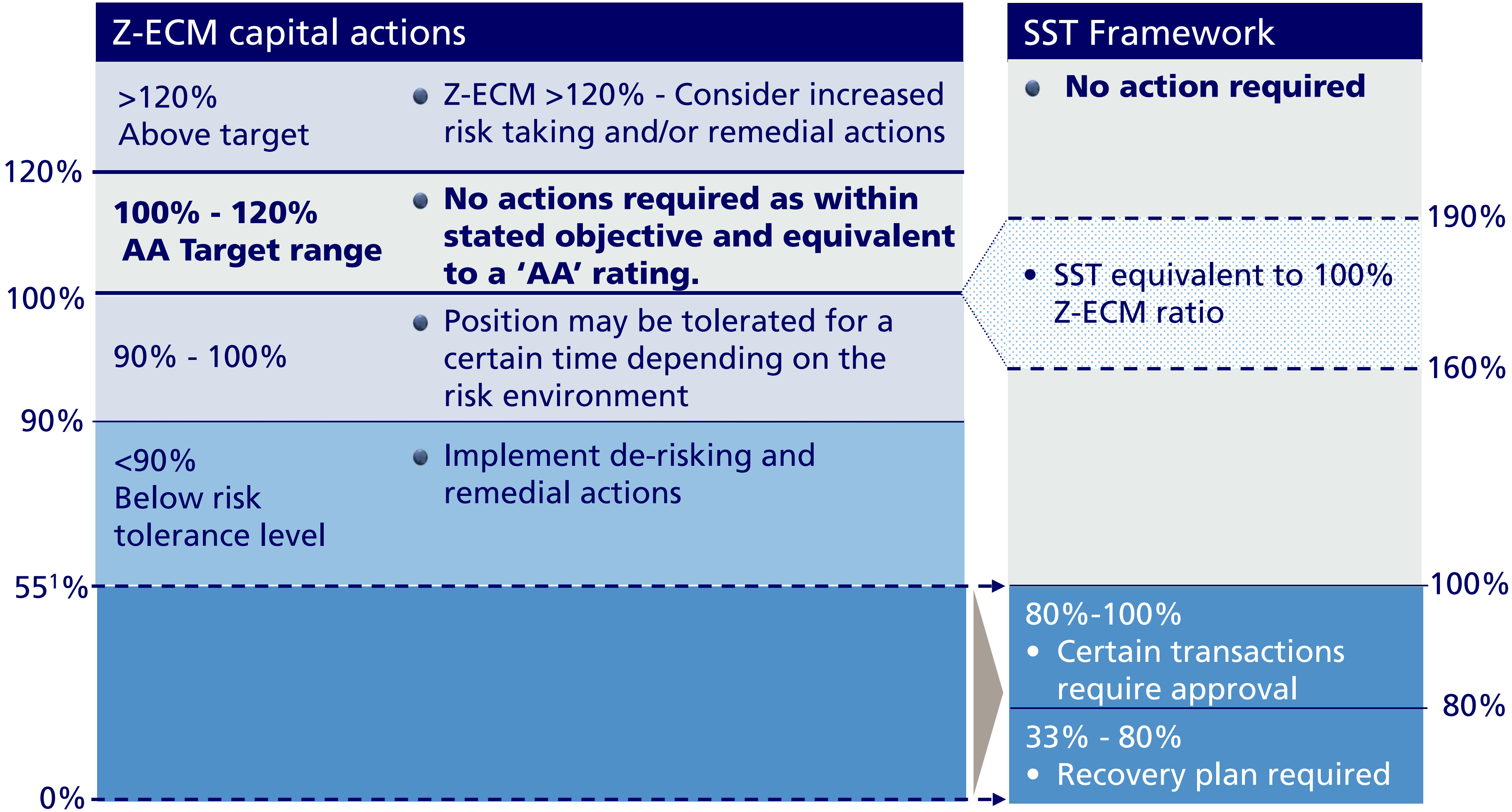
[2] After FINMA adjustment to remove USD 500m hybrid bond issued on 18 January 2012 for the SST ratio as of Jan 1, 2012

[3] The accrual for a future dividend, which is calculated as a proportional fraction of the 2011 dividend, does not represent an obligation to pay a particular amount. The Board of Directors proposed a dividend of CHF 17 out of capital contribution reserves to the Annual General Meeting 2012.

[4] Including Risk Based Capital associated with the acquisitions in Latin America and Malaysia

[5] HY12 restated to 268% from 261% due to revised consideration of hybrid debt. All periods not restated for Zurich Santander and Germany. Solvency I ratio as of December 31, 2012: 278%

Capital management driven by Zurich Economic Capital Model (Z-ECM)



Z-ECM capital actions

>120% Above target	Z-ECM >120% - Consider increased risk taking and/or remedial actions
100% - 120% **AA Target range**	**No actions required as within stated objective and equivalent to a 'AA' rating.**
90% - 100%	Position may be tolerated for a certain time depending on the risk environment
<90% Below risk tolerance level	Implement de-risking and remedial actions

SST Framework

- **No action required**
- SST equivalent to 100% Z-ECM ratio

80%-100%
- Certain transactions require approval

33% - 80%
- Recovery plan required

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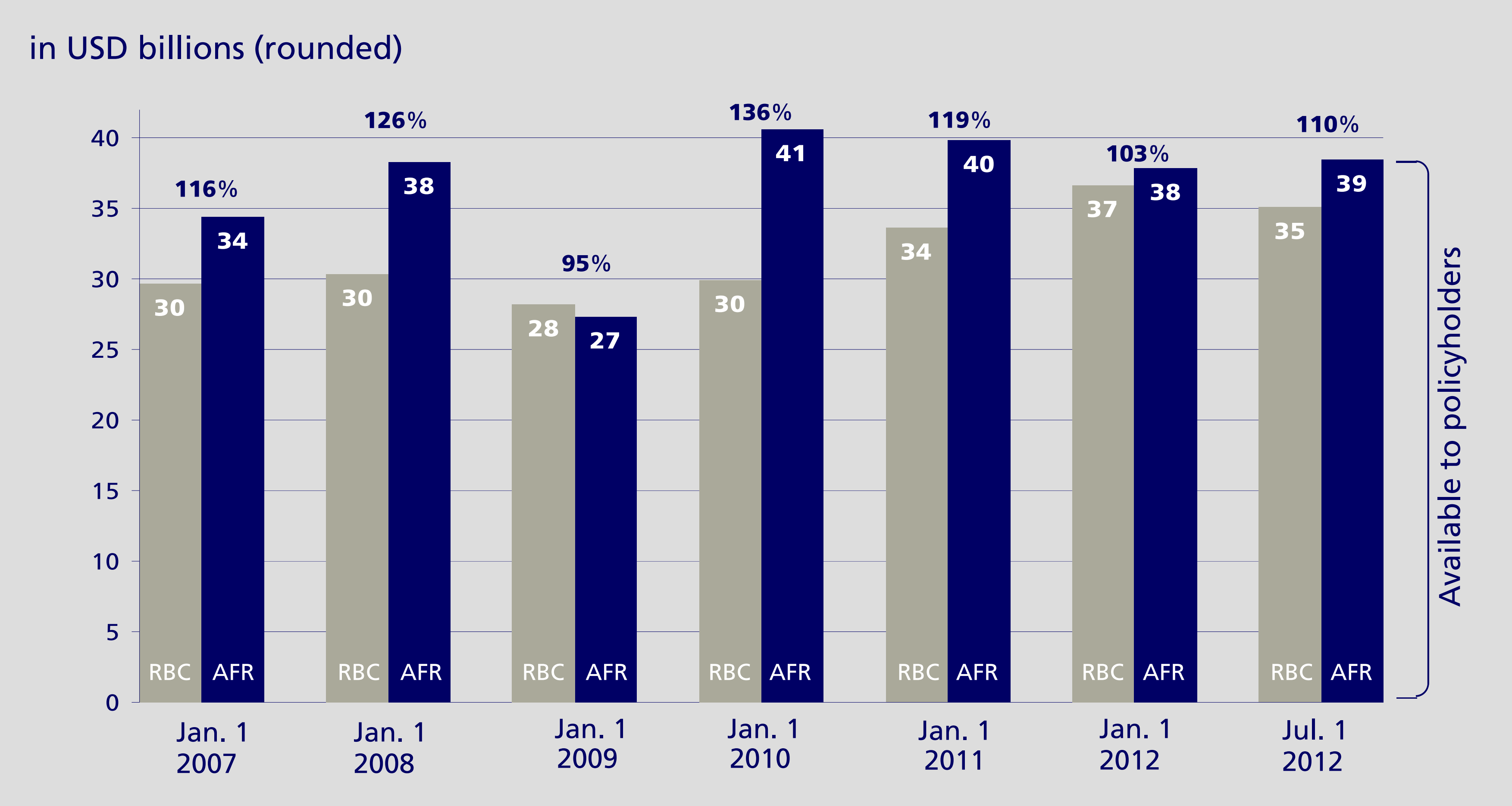
[1] Approximate relationship based on current estimate

Z-ECM[1] ratio development



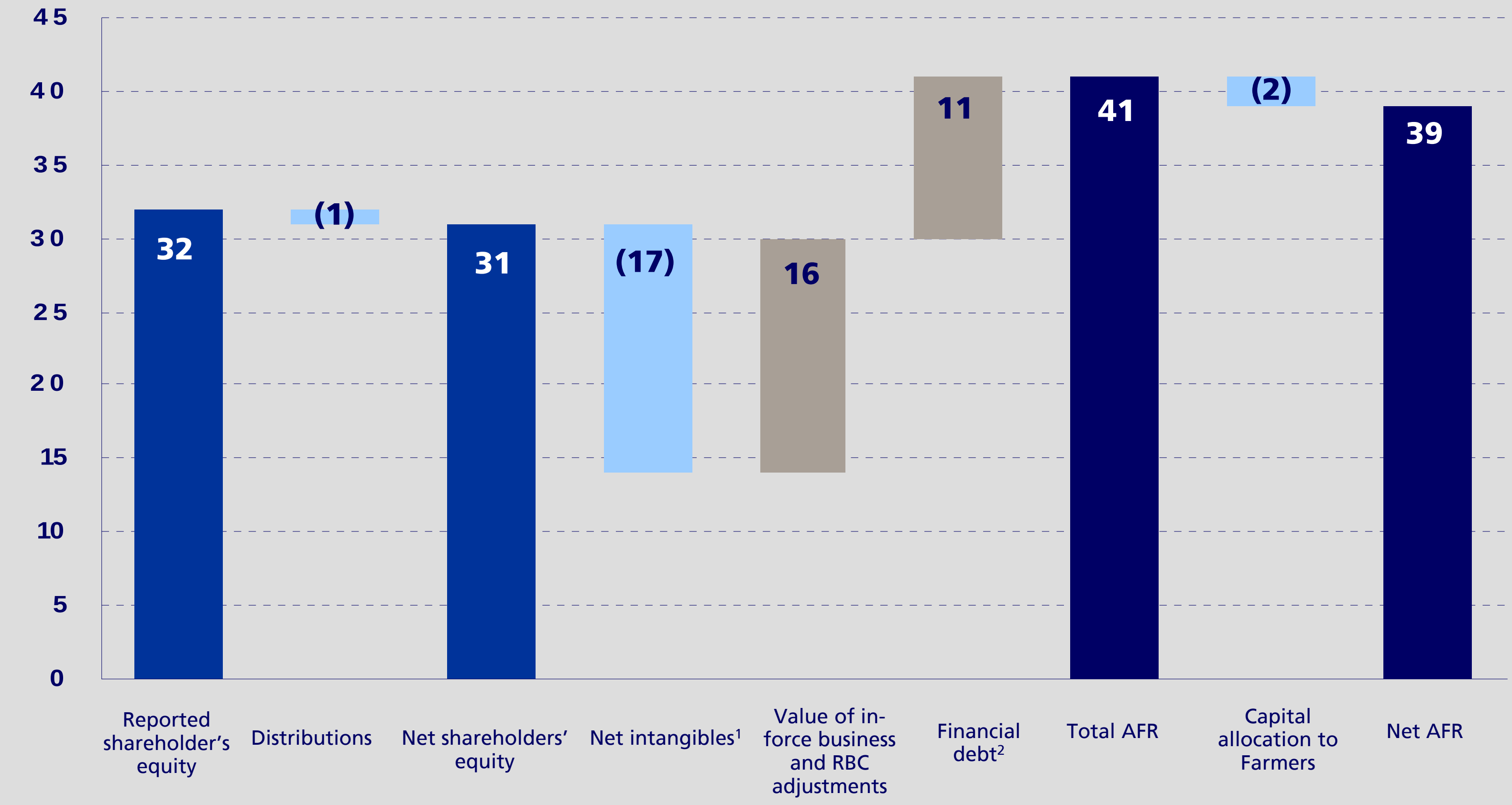
	116%	126%	95%	136%	119%	103%	110%
	Jan. 1 2007	Jan. 1 2008	Jan. 1 2009	Jan. 1 2010	Jan. 1 2011	Jan. 1 2012	Jul. 1 2012
RBC	30	30	28	30	34	37	35
AFR	34	38	27	41	40	38	39

---

[1] Economic financial strength is based on Available Financial Resources (AFR) at the beginning of the period and expected risks to be taken during the period (RBC)

Estimation of Available Financial Resources (AFR) as of July 1, 2012

in USD billions (rounded)



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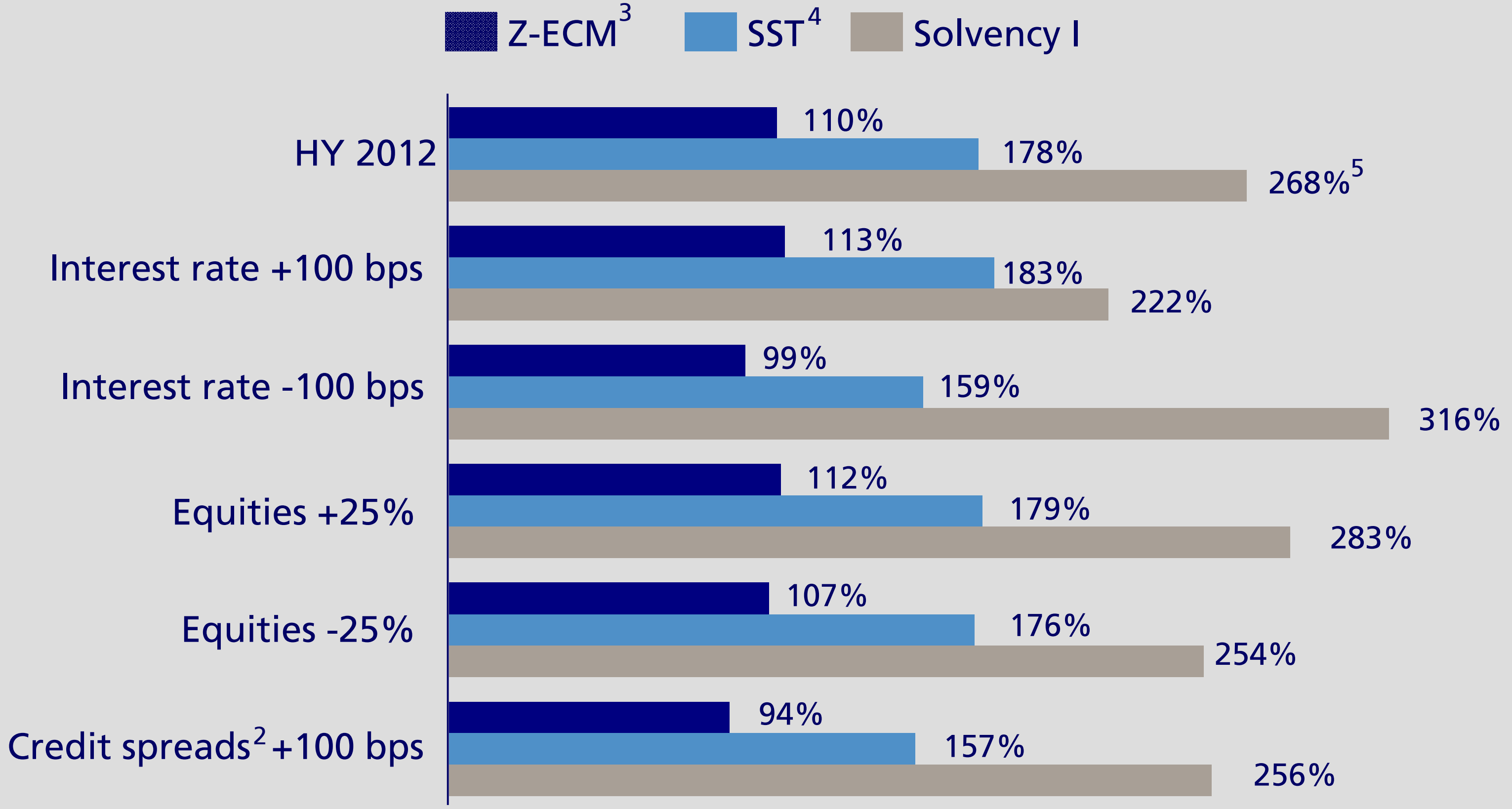
[1] Shareholders' intangible assets adjusted for taxes less deferred front-end fees and deferred tax liabilities.

[2] All debt issues (senior and subordinated) excluding those classified as operational debt or maturing within one year.

Solvency ratio sensitivities

Solvency ratio impact[1]



	Z-ECM[3]	SST[4]	Solvency I
HY 2012	110%	178%	268%[5]
Interest rate +100 bps	113%	183%	222%
Interest rate -100 bps	99%	159%	316%
Equities +25%	112%	179%	283%
Equities -25%	107%	176%	254%
Credit spreads[2] +100 bps	94%	157%	256%

Note: sensitivities are best estimate and non-linear which will vary depending on prevailing market conditions at the time

[1] The impact of the changes to the required capital is only approximated and only taken into account on Market ALM risk.

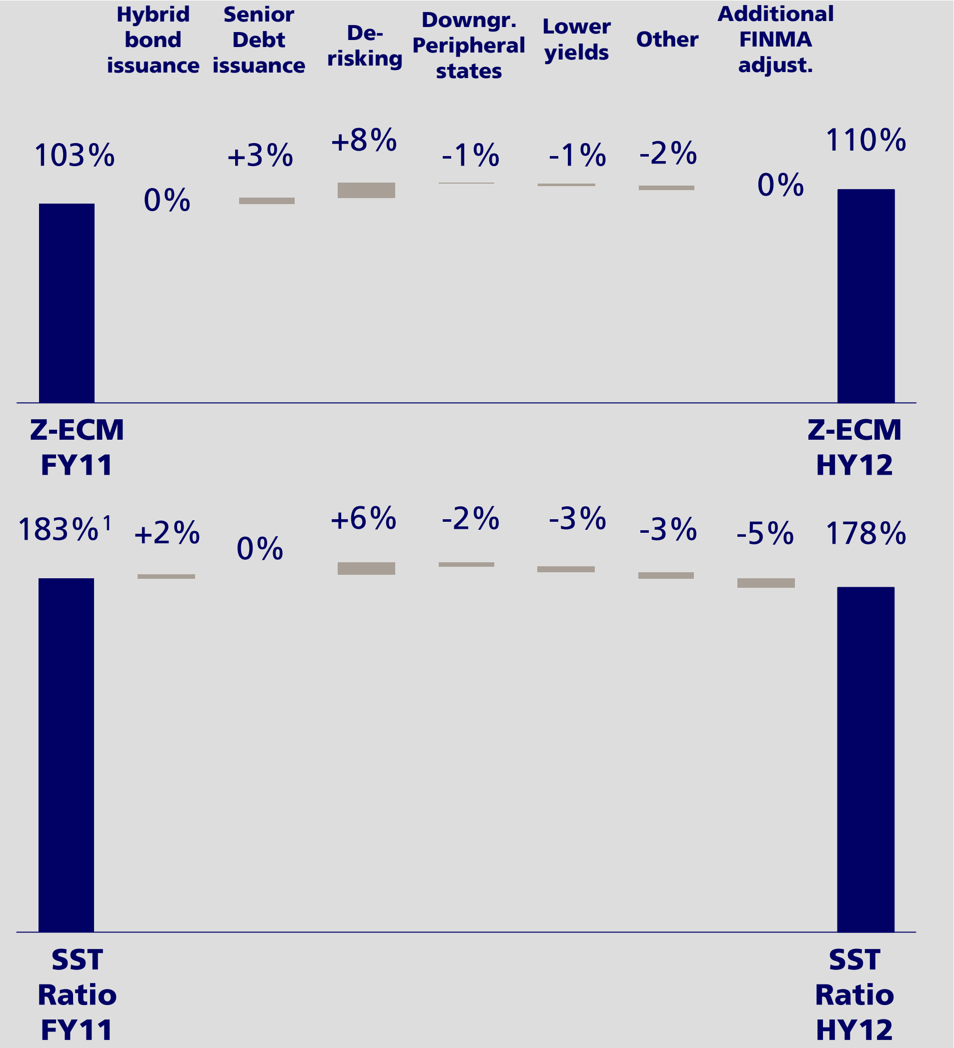
[2] Includes Euro sovereign spreads and mortgages

[3] 99.95% VaR

[4] 99.00% expected shortfall

[5] Restated to 268% from 261% due to revised consideration of hybrid debt

Capital model developments



Main drivers of developments are:

- Different treatment of debt issuances due to timing or the recognition of senior debt as an available financial resource
- The ALM de-risking actions taken in Q2-12 have a greater benefit in the Z-ECM as it is calibrated to a more severe tail risk event
- SST includes an additional FINMA adjustment in respect of credit risk which does not impact Z-ECM

Z-ECM well within our AA target range

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[1] After FINMA adjustment to remove USD 500m hybrid bond issued on 18 January 2012 for the SST ratio as of Jan 1, 2012

Z-ECM and SST key differences

▨ = more onerous

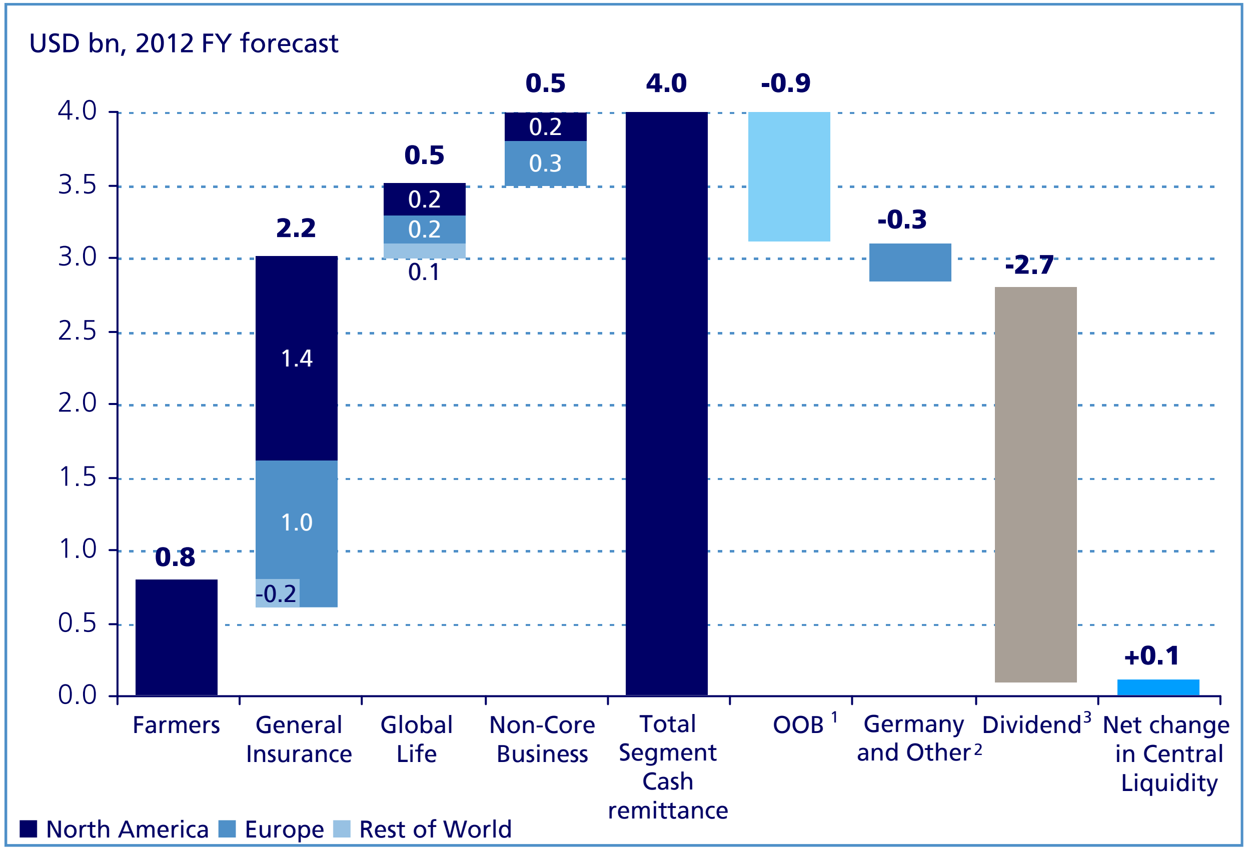
Key parameters	Z-ECM	SST	Impact[1]
Calibration	▨ VaR 99.95% Comparable to AA	Expected Shortfall 99% Comparable to BBB	+++
Risk-free yield curve	Swap-rates (without liquidity premium (LP))	▨ Government rates (without LP) (German Bund for EUR)[2]	++
Operational risk	▨ Fully included	Included only qualitatively	++
FINMA Add-on	Not reflected	▨ Uplift to market/ALM risk and Credit risk	++
Treatment of senior debt	Available Capital	▨ Liability	++
Business risk (expense risk) for GI	▨ Fully included	Included in stress scenarios	+
Extreme market risk scenarios	▨ Included as stress buffer in ALM	Aggregated to the overall result	+

[1] Indicates the magnitude of the impact to the ratio related to the difference. The grey colored boxes indicate which model is more onerous e.g. under calibration, the Z-ECM is more onerous by a magnitude of +++ as a result of the model calibration.
Note: The size of the impact varies over time. Based on historic average relationship, a Z-ECM ratio of 100% corresponds approximately to an SST ratio of between 160% to 190%.

[2] With the Circular "*Temporary Adjustments to the Swiss Solvency Test (SST)*", expected to come into force from 1 January 2013, FINMA proposes to introduce the ability for insurers to use swap rates less 10 bps as a reference rate.

Strong cash flow generation continued in 2012

Underlying profitability and disciplined growth generated USD 4bn of cash from the segments



- USD 4.0bn of cash remitted from the business segments
- USD 0.4bn of cash consumed by Germany GI
- Dividend fully covered and liquidity increased
- 2012 cash flows largely derived from 2011 results which were heavily affected by CATS

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[1] Other Operating Businesses.
[2] Including other one-off cash flows not considered in the segment cash remittances.
[3] 2011 dividend paid in April 2012.

General Insurance – Rate Change Monitor[1] for personal and commercial lines

ZURICH

FY-12

	GC	NAC	Europe	Int'l Markets	**Total GI**
Personal Lines	n/a	n/a	3%	5%	3%
Commercial Lines	5%	5%	2%	4%	4%

Europe by country

	UK	Germany	Switzer-land	Italy	Spain	Rest of Europe
Personal Lines	15%	5%	0%	2%	3%	1%
Commercial Lines	4%	3%	0%	0%	3%	2%

Discrete Q4-12

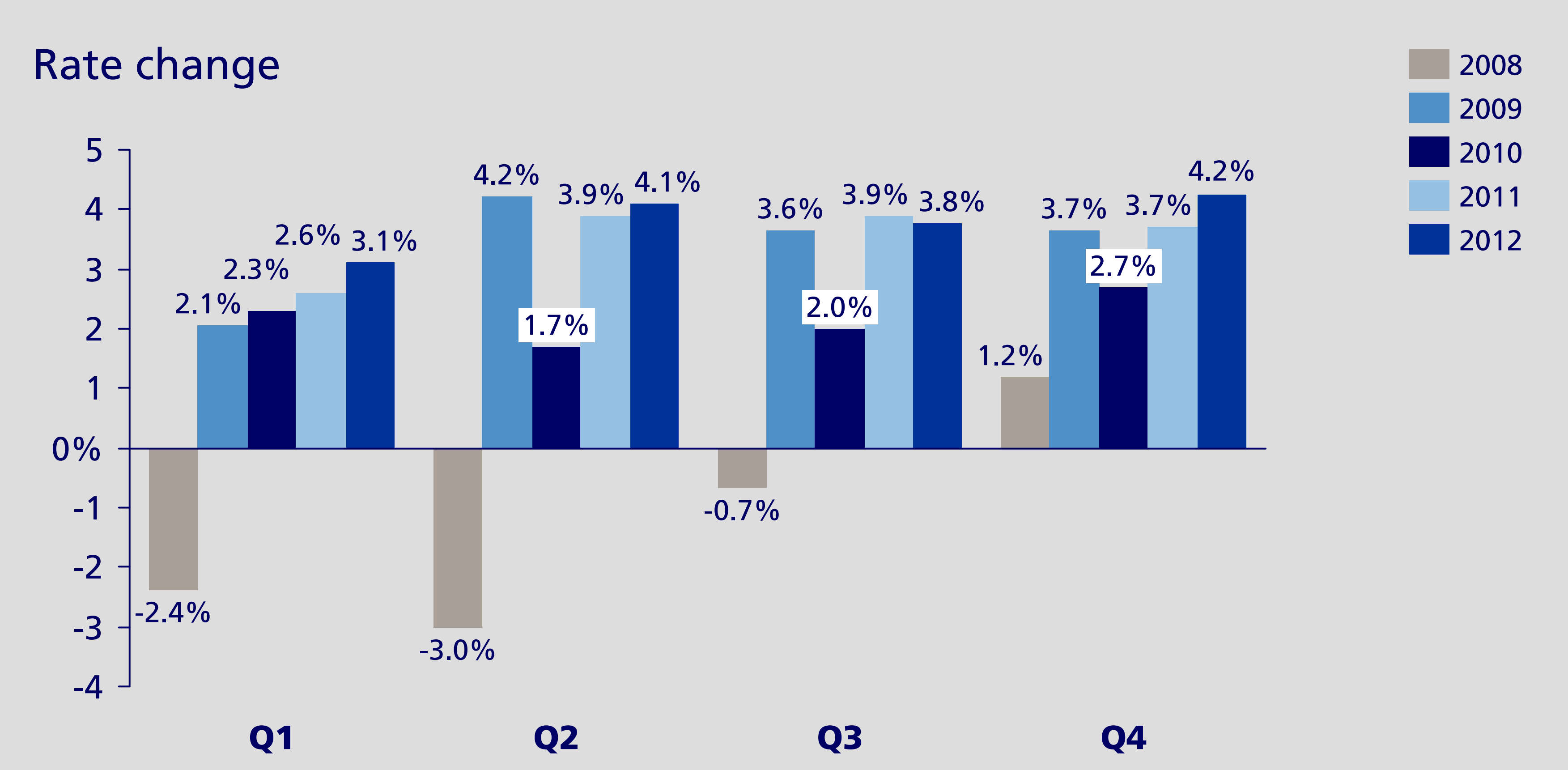
	GC	NAC	Europe	Int'l Markets	**Total GI**
Personal Lines	n/a	n/a	2%	4%	3%
Commercial Lines	5%	5%	4%	6%	5%

Europe by country

	UK	Germany	Switzer-land	Italy	Spain	Rest of Europe
Personal Lines	14%	7%	-1%	1%	2%	0%
Commercial Lines	6%	3%	-2%	0%	3%	3%

[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, the shown periods 2012 are compared with the same periods 2011.

General Insurance – written rate change 2008 through Q4-12



General Insurance - Gross written premiums and policy fees

In USD millions for the years ended December 31	2012	2011	Change	Change in LC[1]
Global Corporate	8,609	7,949	8%	12%[2]
North America Commercial	10,003	9,777	2%	2%[2]
Europe	11,882	12,932	-8%	-2%
International Markets	5,603	4,425	27%	34%
GI Global Functions incl. Group Reinsurance[3]	345	401	-14%	-7%
Total	35,610	34,572	3%	7%

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[1] Local currency

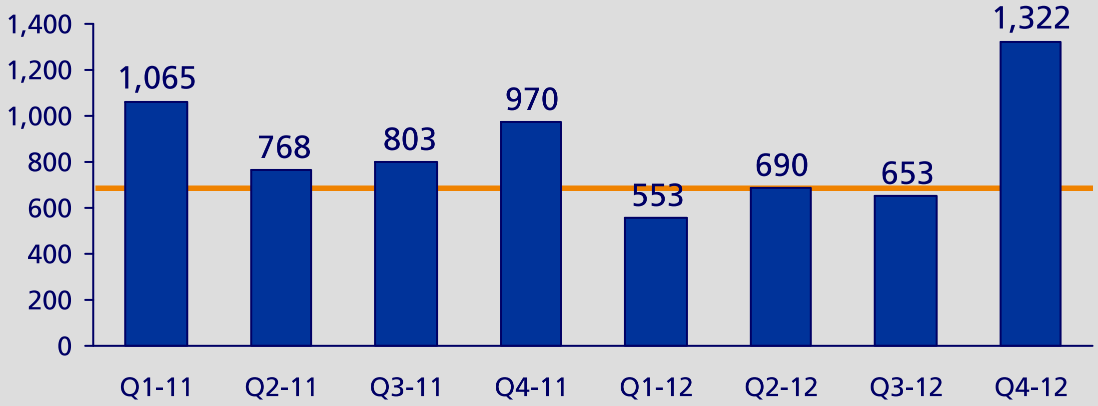
[2] Growth impacted by net business transfers from NAC to GC. Comparable growth is 9% for GC and 5% for NAC.

[3] Excluding intra-segment eliminations

General Insurance – major CAT & large claims

Major CAT and Large Claims

in USD millions

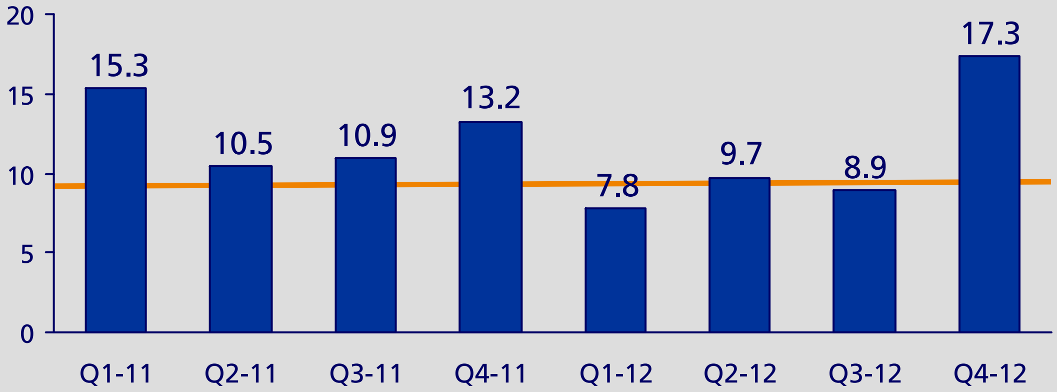


5 year quarterly average[1] (USD 688m)

[1] not weighted for volume

Impact: Major CAT and Large Claims as a % of Net Earned Premiums

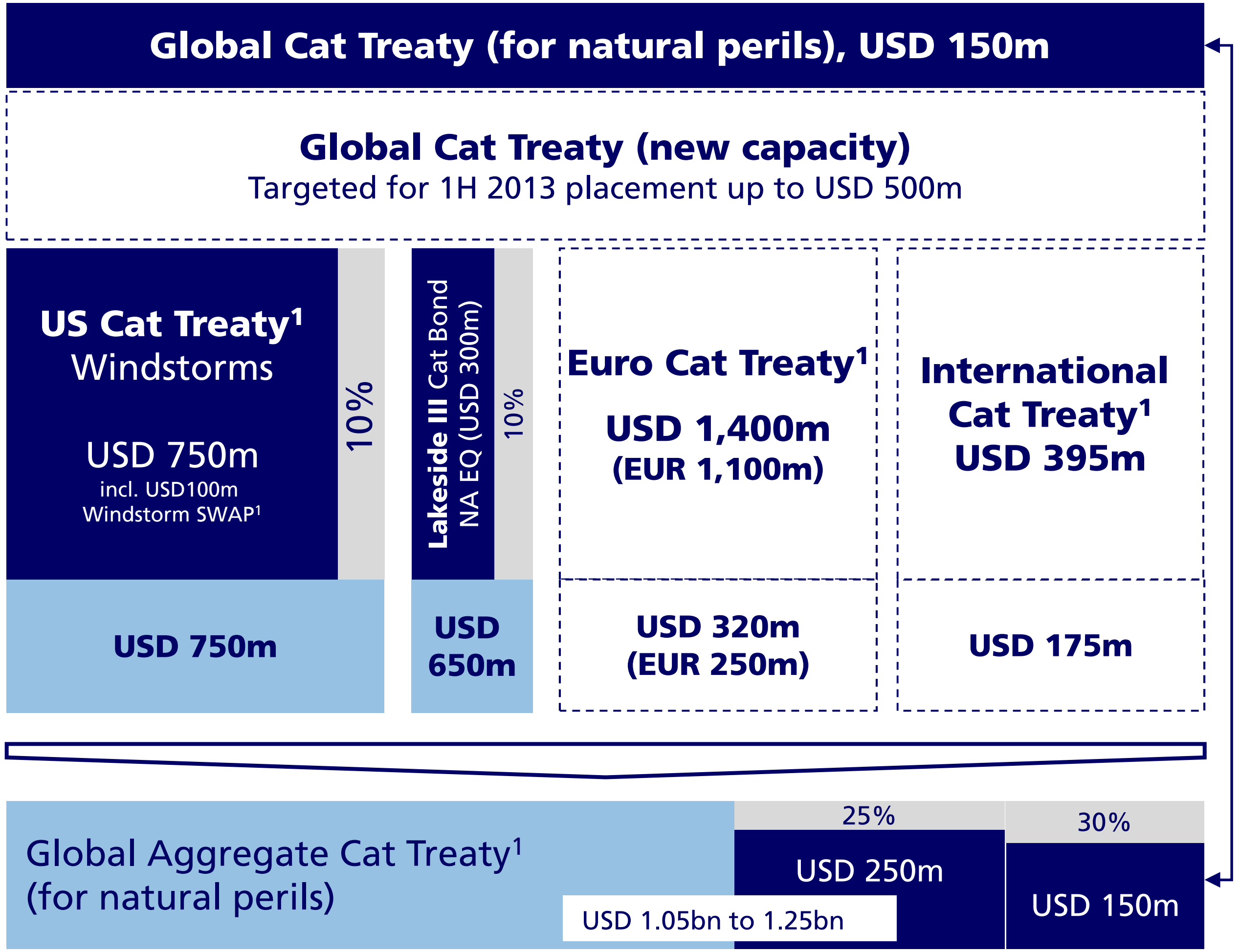
in %



5 year quarterly average (9.4%)

Reinsurance program being further optimized

ZURICH



Global Cat Treaty (for natural perils), USD 150m

Global Cat Treaty (new capacity)
Targeted for 1H 2013 placement up to USD 500m

US Cat Treaty[1]
Windstorms
USD 750m
incl. USD100m Windstorm SWAP[1]

10%

USD 750m

Lakeside III Cat Bond
NA EQ (USD 300m)

10%

USD 650m

Euro Cat Treaty[1]
USD 1,400m
(EUR 1,100m)

USD 320m (EUR 250m)

International Cat Treaty[1]
USD 395m

USD 175m

Global Aggregate Cat Treaty[1]
(for natural perils)

USD 1.05bn to 1.25bn

25%
USD 250m

30%
USD 150m

- ■ Excess of loss protection
- ▨ Retention
- ▒ Co-Participation
- ⬚ To be placed / renewed in 2013

- Optimization based on our risk-based economic approach
- Increased retention is reflecting a growing property portfolio and strength of our balance sheet
- With the introduction of the Global Cat Treaty there is greater protection against tail and model risk as well as frequency of loss
- Euro and International Cat Treaty planned for renewal in Q2 and Q3
- Overall reduction in RBC consumption

[1] US Cat Treaty and Global Aggregate Cat Treaty renewed on January 1, 2013, Euro Cat Treaty and US Windstorm SWAP renewed on April 1, 2012 and International Cat Treaty renewed on July 1, 2012

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

ZURICH®

in USD millions	**2012**	**2011**
Net reserves for losses and LAE, as of January 1	55,341	56,180
Net losses and LAE paid	-23,378	-22,909
Net losses and LAE incurred	23,769	22,465
- Current year	*24,340*	*23,767*
- Prior years[1]	*-571*	*-1,302*
Foreign currency translation effects & other[2]	1,653	-395
Net reserves for losses and LAE, as of December 31	57,385	55,341

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[1] Of which within General Insurance: USD -584m and USD -1,221m for 2012 and 2011 respectively.

[2] The 2012 net movement includes a transfer of USD 1,224 million from policyholders' contract deposits and other funds, partially offset by USD (235) million relating to a reinsurance agreement which transfers the benefits and risks of some of the Group's general insurance portfolio to RiverStone Insurance (UK) Limited, and by USD (33) million transferred to future life policyholders' benefits.

Non-life ultimate loss ratios by accident year

Cumulative incurred net loss ratios[1]	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
In the year	67.1%	68.3%	73.3%	69.6%	72.7%	74.6%	72.3%	73.5%	74.2%	71.3%
1 year later	66.1%	64.2%	68.1%	66.2%	71.7%	74.1%	72.0%	73.2%	74.0%	
2 years later	65.4%	63.5%	66.6%	64.8%	70.6%	72.4%	70.7%	72.1%		
3 years later	65.5%	63.7%	65.0%	63.3%	69.4%	72.3%	70.6%			
4 years later	65.7%	62.9%	63.8%	62.6%	68.6%	72.1%				
5 years later	65.0%	62.2%	63.2%	61.6%	68.0%					
6 years later	64.6%	62.1%	62.6%	61.0%						
7 years later	64.4%	61.9%	62.3%							
8 years later	64.5%	61.9%								
9 years later	64.5%									

[1] In % of net earned premiums in that year

Asbestos and environmental reserves

	2012		2011	
	Gross reserves USD m	3-year survival ratio	Gross reserves USD m	3-year survival ratio
Asbestos	3,332	25.1	3,283	25.1[1]
General Insurance	*2,933*		*2,874*	
of which: US	*380*	9.7	*346*	8.3
of which: UK	*2,553*	28.5[2]	*2,528*	30.6[2]
Non-Core Businesses	*399*	22.9	*409*	5.6[1]
Environmental	288	5.5	286	5.6
Total	3,620		3,569	

[1] Survival ratios were impacted by a commutation in 2009 in Non-Core Businesses. Adjusting for this commutation survival ratios would be estimated at 27.1 for Total Asbestos and 21.1 for Non-Core Businesses.

[2] 3-year survival ratio for the UK on a local currency basis

Global Life – Business operating profit: Regional Profit by Source (1/4)

in USD millions for the years ended December 31	North America		Latin America		Europe	
	2012	2011	2012	2011	2012	2011
Net Expense margin	55	47	-29	-19	36	-49
Net Risk margin	97	112	52	34	494	517
Net Investment margin	70	98	46	38	501	516
Other profit margins[1]	-25	-19	200	-8	-56	-53
BOP before deferrals	197	238	268	45	976	930
Impact of acquisition deferrals	49	30	11	6	102	214
BOP before interest, depreciation and amortization	247	268	279	51	1,078	1,144
Interest, depreciation, amortization and non controlling interest	-18	-29	-124	-2	-275	-326
BOP before special operating items	229	239	155	49	802	819
Special operating items	15	-12	0	0	3	135
Business operating profit	244	227	155	49	805	953

[1] Includes USD 225m gross contribution in 2012, before minority interests, to BOP from Zurich Santander.

Note: Restructuring provisions and other items not relevant for BOP are netted in the corresponding line item.

Global Life – Business operating profit: Regional Profit by Source (2/4)

in USD millions for the years ended December 31	APME		Other		Total	
	2012	2011	2012	2011	2012	2011
Net Expense margin	-78	-64	-20	-13	-36	-98
Net Risk margin	84	59	42	41	769	762
Net Investment margin	36	49	8	8	661	709
Other profit margins	-6	-1	-30	-36	82	-117
BOP before deferrals	35	43	0	-0	1,476	1,256
Impact of acquisition deferrals	102	82	0	0	264	332
BOP before interest, depreciation and amortization	137	125	0	-0	1,740	1,588
Interest, depreciation, amortization and non controlling interest	-3	-4	0	0	-420	-360
BOP before special operating items	135	121	0	-0	1,320	1,228
Special operating items	0	3	0	0	18	126
Business operating profit	135	124	0	-0	1,338	1,353

Note: Restructuring provisions and other items not relevant for BOP are netted in the corresponding line item.

Global Life – Business operating profit: Europe Profit by Source (3/4)

in USD millions for the years ended December 31	UK		Germany		Switzerland	
	2012	2011	2012	2011	2012	2011
Net Expense margin	-9	-41	135	124	12	-4
Net Risk margin	131	148	72	70	136	143
Net Investment margin	49	55	159	143	146	143
Other profit margins	3	-3	-55	-42	0	0
BOP before deferrals	174	159	312	294	295	281
Impact of acquisition deferrals	32	50	28	110	-29	-25
BOP before interest, depreciation and amortization	206	209	340	405	265	257
Interest, depreciation, amortization and non controlling interest	-55	-56	-86	-110	-3	-3
BOP before special operating items	151	153	254	295	262	254
Special operating items	144	121	-117	0	0	13
Business operating profit	295	275	137	295	262	267

Note: Restructuring provisions and other items not relevant for BOP are netted in the corresponding line item.

Global Life – Business operating profit: Europe Profit by Source (4/4)

in USD millions for the years ended December 31	Ireland		Spain		Rest of Europe	
	2012	2011	2012	2011	2012	2011
Net Expense margin	-112	-122	61	44	-51	-50
Net Risk margin	69	74	60	62	26	20
Net Investment margin	9	15	39	56	98	104
Other profit margins	-0	-2	0	0	-4	-5
BOP before deferrals	-34	-35	160	162	69	69
Impact of acquisition deferrals	58	56	-2	1	15	21
BOP before interest, depreciation and amortization	24	21	158	163	84	90
Interest, depreciation, amortization and non controlling interest	-1	-3	-120	-132	-10	-23
BOP before special operating items	23	18	38	31	74	67
Special operating items	0	0	-24	0	0	0
Business operating profit	23	18	14	31	74	67

Note: Restructuring provisions and other items not relevant for BOP are netted in the corresponding line item.

Global Life – new business by pillar

in USD millions for the years ended December 31	NBV 2012[1]	NBV 2011[1]	Change in LC[3]	APE 2012	APE 2011	Change in LC[3]
Bank Distribution	114	201	-39%	419	700	-35%
IFA/Brokers	184	185	4%	789	933	-11%
Agents	152	130	20%	428	508	-12%
International / Expats	69	83	-17%	250	285	-11%
Total Retail Pillars	519	601	-10%	1,886	2,426	-18%
Corporate Life & Pensions	285	293	2%	1,703	1,175	48%
Private Banking Client Solutions	24	20	21%	319	271	21%
Direct and Central Initiatives	61	66	-5%	122	120	8%
Zurich Santander & ZIMB[2]	195	0	nm	737	0	nm
Total	1,085	980	16%	4,767	3,992	24%

[1] A refinement in methodology for calculating new business value for corporate protection business was introduced in 2011. This has a transitional impact over two years from the implementation date relating to renewals of business in force at the date of the change. The renewed business contributed USD 68m of new business value in 2012 compared with USD 126m in the same period of 2011.

[2] Zurich Insurance Malaysia Berhad.

[3] Local currency

Global Life – new business by region/country

in USD millions for the years ended December 31	NBV 2012[1]	NBV 2011[1]	Change in LC[3]	APE 2012	APE 2011	Change in LC[3]
North America	109	60	81%	125	111	13%
Latin America	99	71	50%	755	313	152%
Europe	453	547	-13%	2,538	2,883	-8%
United Kingdom	195	154	28%	1,194	1,235	-2%
Germany	37	171	-77%	453	588	-17%
Switzerland	25	9	196%	220	151	55%
Ireland	66	67	7%	355	331	16%
Spain	94	107	-5%	149	367	-56%
Rest of Europe	36	38	2%	167	212	-15%
APME	125	136	-7%	464	524	-11%
Other	103	167	-34%	147	161	-2%
Zurich Santander & ZIMB[2]	195	0	nm	737	0	nm
Total	1,085	980	16%	4,767	3,992	24%

[1] A refinement in methodology for calculating new business value for corporate protection business was introduced in 2011. This has a transitional impact over two years from the implementation date relating to renewals of business in force at the date of the change. The renewed business contributed USD 68m of new business value in 2012 compared with USD 126m in the same period of 2011.

[2] Zurich Insurance Malaysia Berhad.

[3] Local currency

Global Life – Embedded Value result

for the years ended December 31	2012 USD m	2012 Return	2011 USD m	2011 Return
Opening Embedded Value	**15,846**		**16,472**	
New business value	**890**		**980**	
Expected contribution[1]	954		740	
Operating variance[2]	-105		-357	
Total operating earnings	**1,739**	**11.4%**	**1,363**	**8.5%**
Economic variance and other	411		-1’163	
Embedded value earnings	**2,150**	**14.0%**	**200**	**1.3%**
Dividends and capital movements[3]	525		-579	
Foreign currency effects (fx) & minorities	341		-247	
Closing Embedded Value after fx	**18,861**		**15,846**	

[1] Operating earnings expected from in-force and net assets

[2] Other operating variance also includes global development expenses, where significant development work is performed in one country that is intended to have wider application across Global Life.

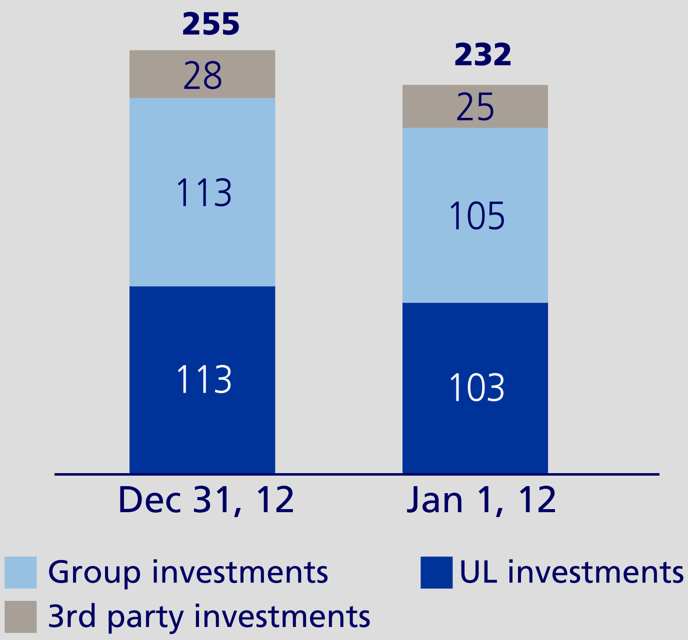
[3] Includes the first time inclusion in the Life MCEV of Zurich Santander and Zurich Insurance Malaysia Berhad MCEV of USD 1.2 billion.

Global Life - Assets under Management[1]

AuM have increased compared to January 1, 2012 on a US dollar basis

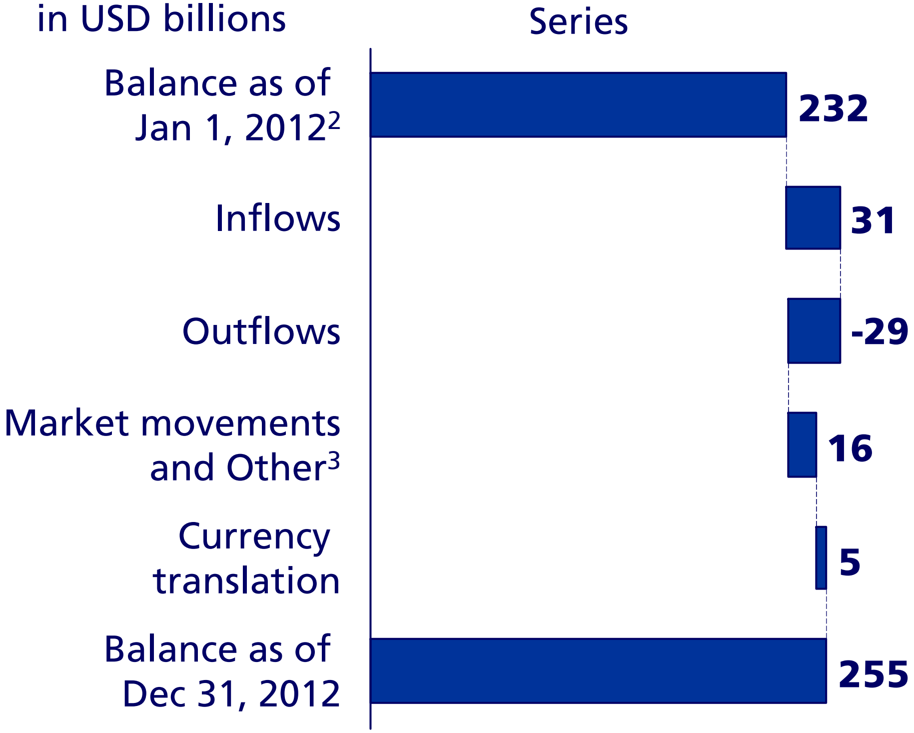
Split of AuM

in USD billions



Development of AuM

in USD billions



[1] Assets under Management comprise the Group and unit-linked investments that are included in the Global Life balance sheet plus assets that are managed by third parties, for which the Group earns fees.
[2] Restated to include Zurich Santander
[3] Other includes dividends, charges levied on Assets under Management, and other changes in invested assets including reinsurance impact.

Zinszusatzreserve (ZZR) requirement in Germany

ZURICH®

What is it and how is it calculated?

- The ZZR is a local statutory requirement, applying across the German industry
- The size of the ZZR funding requirement is determined by comparing the reference interest rate to the guarantee rate of each individual contract
- The reference interest rate is the 10yr average of the 10yr 'AAA' EUR government rates, currently 3.4%

How much has been transferred in 2012?

- EUR 195m has been transferred into the ZZR in 2012
- EUR 77m transferred into the RfB* as a discretionary allocation from shareholder funds. The impact of this transfer flows through the Investment Margin in the Profit by Source

How much is estimated to be transferred in 2013?

- This will depend on liability maturities and the prevailing reference rate at the time

How does the new requirement impact IFRS?

- The ZZR is a local statutory requirement and as such is reversed under IFRS
- However, the discretionary allocations (management decision) made from the shareholder to the RfB* to fund the shortfall created by the ZZR is a permanent allocation of shareholder earnings, therefore carries through to IFRS
- The final impact to IFRS is dependent on any other management actions.

What about actual portfolio returns?

- Actual portfolio returns and cash flow matching are not considered in the calculation of the ZZR
- The current running yield of the portfolio at 4.2% currently covers the average guarantees at 3.4%

How does this affect the economic exposure?

- The new requirement does not change the economic exposure of low interest rates, which is captured in the Group's Economic Capital Model (ZECM)

* RfB – Rückstellung für Beitragsrückerstattung (reserve for policyholder dividends)

Farmers: Farmers Management Services – key performance indicators

in USD millions for the years ended December 31	2012	2011	Change
Management fees and other related revenues	2,846	2,767	3%
Management and other related expenses	1,467	1,434	2%
Gross management result	1,378	1,333	3%
Managed gross earned premium margin[1]	7.3%	7.3%	0.0 pts
Business operating profit	1,441	1,370	5%

---

[1] Gross management result of Farmers Management Services in relation to gross earned premiums of the Farmers Exchanges. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides non-claims management services to the Farmers Exchanges and receives fees for its services.

Farmers: Farmers Re[1] – key performance indicators

in USD millions for the years ended December 31	2012	2011	Change
Gross written premiums[2]	4,361	3,529	24%
Net underwriting result	-163	-23	nm
Combined ratio	103.7%	100.8%	-2.9pts
CAT impact[3]	5.9%	5.7%	-0.2pts
Business operating profit	-26	116	nm

---

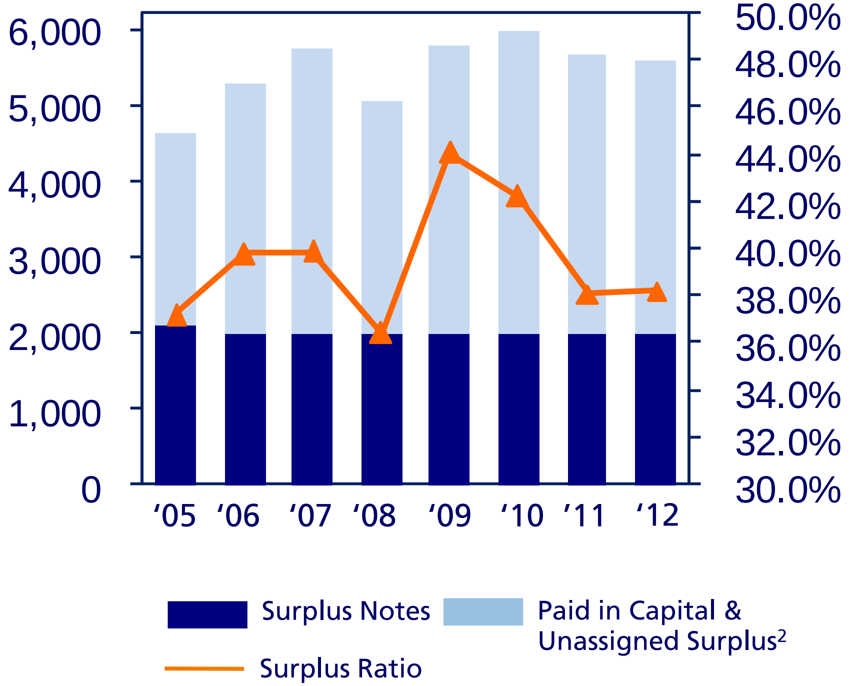
[1] Farmers Re business includes all reinsurance assumed from the Farmers Exchanges by the Group.

[2] Effective December 31, 2012, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was reduced to 18.5% from 20%, subject to the final approval from the California Department of Insurance. During 2012, the All Lines quota share reinsurance treaty participation rate was 20%. For 2011, the All Lines quota share reinsurance treaty participation rate with the Farmers Exchanges was 12%, effective December 31, 2010.

[3] As defined by the All Lines quota share reinsurance treaty.

Farmers Exchanges – financial highlights

in USD millions for the years ended December 31	**2012**	**2011**
Gross written premiums[1]	18,935	18,297
Net underwriting result[3]	-1,063	-1,178
Beginning surplus[4]	5,656	5,960
Net surplus growth[1,2,4,5]	-30	-303
Ending surplus[4,5]	5,626	5,656
Surplus Ratio[4,5]	38.4%	38.1%



[1] Includes the anticipated State of Texas settlement premium refunds and other applicable fees totaling USD 74m reducing reported GWP.

[2] Includes Fogel litigation settlement totaling approximately USD 294m (USD 179m after taxes) and the State of Texas settlement premium refunds and other applicable fees totaling USD 74m.

[3] Before quota share treaties with Farmers Reinsurance Company, Zurich Insurance Company Ltd., and a third counterparty and excludes Fogel and SoT settlements.

[4] Includes surplus of Farmers Reinsurance Company as prescribed by NAIC guidelines.

[5] Estimated.

Farmers Exchanges – gross written premiums by line of business (1/2)

FARMERS

in USD millions for the years ended December 31	**2012**	**2011**	**Change**
Auto[1]	*9,938*	*9,666*	2.8%
of which 21st Century Direct[1,2]	*1,991*	*1,920*	3.7%
Homeowners[3]	4,613	4,480	3.0%
Business Insurance[2]	2,327	2,277	2.2%
Specialty	1,919	1,744	10.1%
Other	137	130	5.2%
Total[3,4]	18,935	18,297	3.5%

[1] 2011 figure includes a USD 23m premium rebate mandated by California regulators and a USD 4m 21st Century Direct rebate. Excluding rebates, Auto GWP is up 2.5% and 21st Century Direct 3.5%.

[2] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in the Business Insurance results. For GWP growth comparisons the 2011 results have been restated.

[3] Includes the anticipated State of Texas settlement premium refunds and other applicable fees totaling USD 74m. Excluding this impact, Homeowners and Total growth was 4.6% and 3.9% respectively.

[4] Total GWP growth excluding the impact of the Auto rebates and the State of Texas settlement was 3.7%.

Farmers Exchanges – gross written premiums by line of business (2/2)

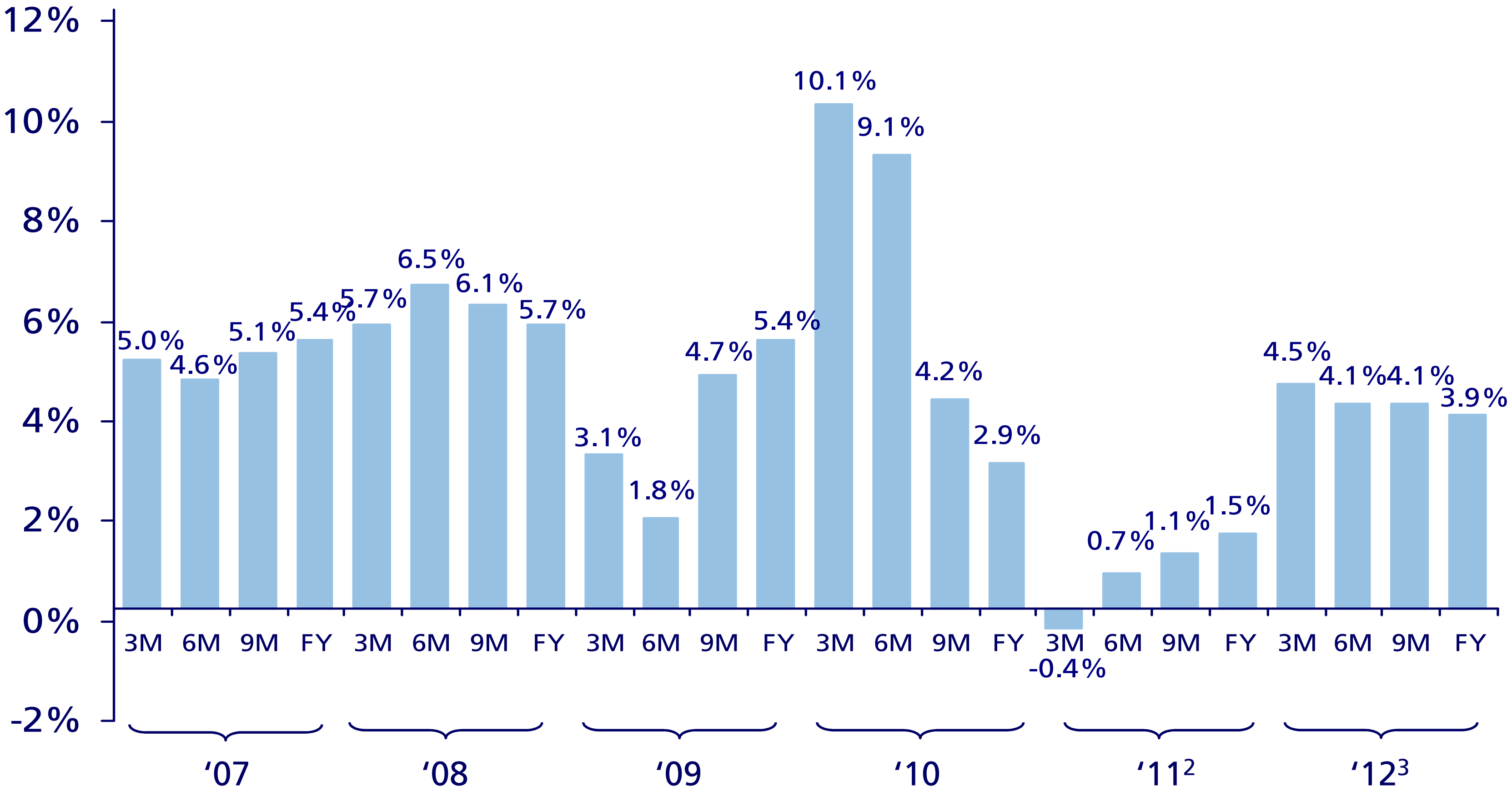
in USD millions for the three months to December 31	**Q4-12**	**Q4-11**	**Change**
Auto	*2,384*	*2,346*	1.6%
of which 21st Century Direct[1]	*477*	*472*	1.0%
Homeowners[2]	1,064	1,072	-0.8%
Business Insurance[1]	553	574	-3.6%
Specialty	428	374	14.4%
Other	30	29	6.3%
Total[2]	4,459	4,395	1.5%

[1] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in the Business Insurance results. For GWP growth comparisons the 2011 results have been restated.

[2] Includes the anticipated State of Texas settlement premium refunds and other applicable fees totaling USD 74m. Excluding this impact, Homeowners and Total growth was 6.2% and 3.2% respectively.

Farmers Exchanges – premium growth

GWP growth[1]



[1] Excludes pre-acquisition premiums and portfolio transfers in 2007, 2008 and 2009 related to the Bristol West, Zurich Small Business and 21st Century acquisitions, respectively.

2 Excludes 21st Century Agency Auto in run-off

3 Excludes Auto rebates and the anticipated State of Texas settlement

Farmers Exchanges – policies in force (1/2)

in thousand policies for the years ended December 31	2012	Change #	 %	2011
Auto	11,662	-324	-2.7%	11,986
of which 21st Century Direct[1]	*2,381*	*-39*	*-1.6%*	*2,420*
Homeowners	5,131	28	0.6%	5,103
Business Insurance[1]	627	-3	-0.5%	630
Specialty	2,881	109	3.9%	2,772
Other	316	7	2.2%	309
Total	20,616	-184	-0.9%	20,800

---

[1] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in Business Insurance results. For PIF change and growth comparison the 2011 results have been restated.

Farmers Exchanges – policies in force (2/2)

in thousand policies for the three months to December 31	Dec 2012 Ending	Q4-12 Change #	Q4-12 Change %	Sep 2012 Ending
Auto	11,662	-233	-2.0%	11,895
of which 21st Century Direct[1]	*2,381*	*-28*	*-1.2%*	*2,410*
Homeowners	5,131	-30	-0.6%	5,161
Business Insurance[1]	627	-8	-1.2%	635
Specialty	2,881	4	0.1%	2,877
Other	316	1	0.3%	314
Total	20,616	-265	-1.3%	20,882

[1] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in Business Insurance results. For PIF change and growth comparison the 2011 results have been restated.

Farmers Exchanges – combined ratio[1] (1/2)

for the years ended December 31	2012[1]	2011[1]	Change
Auto[2,5]	105.5%	105.2%	-0.3pts
Homeowners	102.7%	105.6%	2.9pts
Business Insurance[5]	110.6%	115.0%	4.4pts
Specialty	95.1%	108.2%	13.1pts
Total, excl. Fogel/SoT settlement[6,7]	105.4%	106.4%	1.0pts
Total, incl. Fogel/SoT settlement[6,7]	104.4%	106.4%	2.0pts
Adjusted combined ratio, excl. Fogel/SoT settlement[3,6,7]	98.6%	99.3%	0.7pts
CAT[4] impact	6.1%	7.5%	1.4pts

[1] Before quota share treaties with Farmers Reinsurance Company, Zurich Insurance Company Ltd., and a third counterparty.
[2] Includes 21st Century Direct results.
[3] Adjusted for profit portion of management fees. Estimated. Provided to facilitate industry comparisons.
[4] Farmers Exchanges adopted industry standard ISO defined catastrophes as per July 2011.
[5] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in Business Insurance results. The 2011 results have been restated accordingly.
[6] Per the terms of the Fogel lawsuit settlement, unclaimed funds totaling approximately USD 294m (USD 179m net of taxes) were paid to the Farmers Exchanges.
[7] Per the terms of the anticipated State of Texas settlement premium refunds and other applicable fees totaling USD 74m reduced reported GWP.

Farmers Exchanges – combined ratio[1] (2/2)

for the three months to December 31	Q4-12[1]	Q4-11[1]	Change
Auto[2,5]	104.2%	108.9%	4.7pts
Homeowners	86.7%	96.5%	9.8pts
Business Insurance[5]	103.2%	107.6%	4.4pts
Specialty	91.3%	88.1%	-3.2pts
Total, excl. Fogel/SoT settlement[6]	102.4%	104.3%	1.9pts
Total, incl. Fogel/SoT settlement[6]	104.5%	104.3%	-0.2pts
Adjusted combined ratio, excl. Fogel/SoT settlement[3]	95.1%	96.7%	1.6pts
CAT[4] impact	3.1%	1.9%	-1.2pts

[1] Before quota share treaties with Farmers Reinsurance Company, Zurich Insurance Company Ltd., and a third counterparty

[2] Includes 21st Century Direct results.

[3] Adjusted for profit portion of management fees. Estimated. Provided to facilitate industry comparisons.

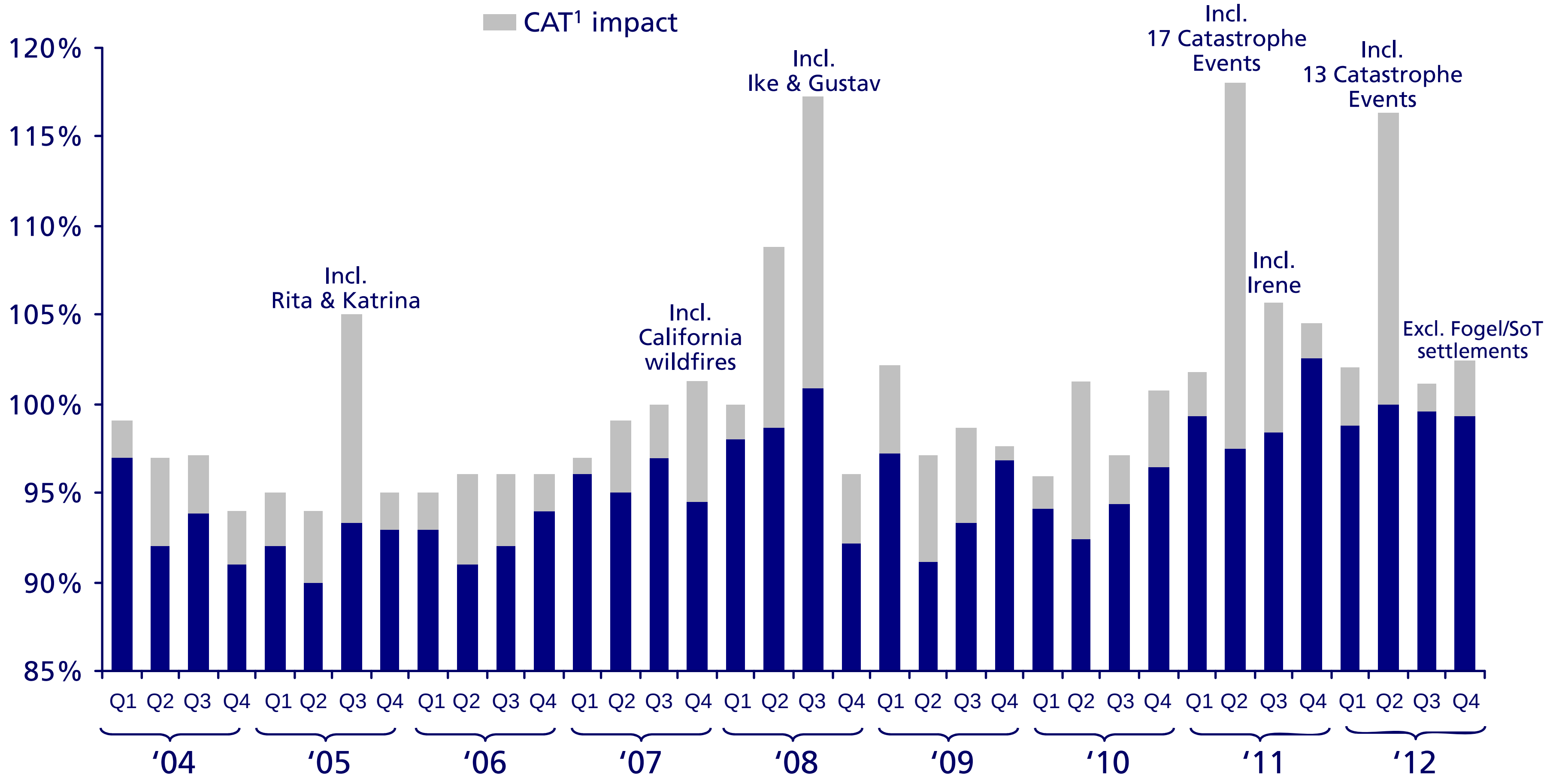
[4] Farmers Exchanges adopted industry standard ISO defined catastrophes as per July 2011.

[5] Starting in Q1-12 the 21st Century Direct results exclude the Hawaii Commercial business now included in Business Insurance results. The 2011 results have been restated accordingly.

[6] Per the terms of the anticipated State of Texas settlement premium refunds and other applicable fees totaling USD 74m reduced reported GWP.

Farmers Exchanges – development of the combined ratio

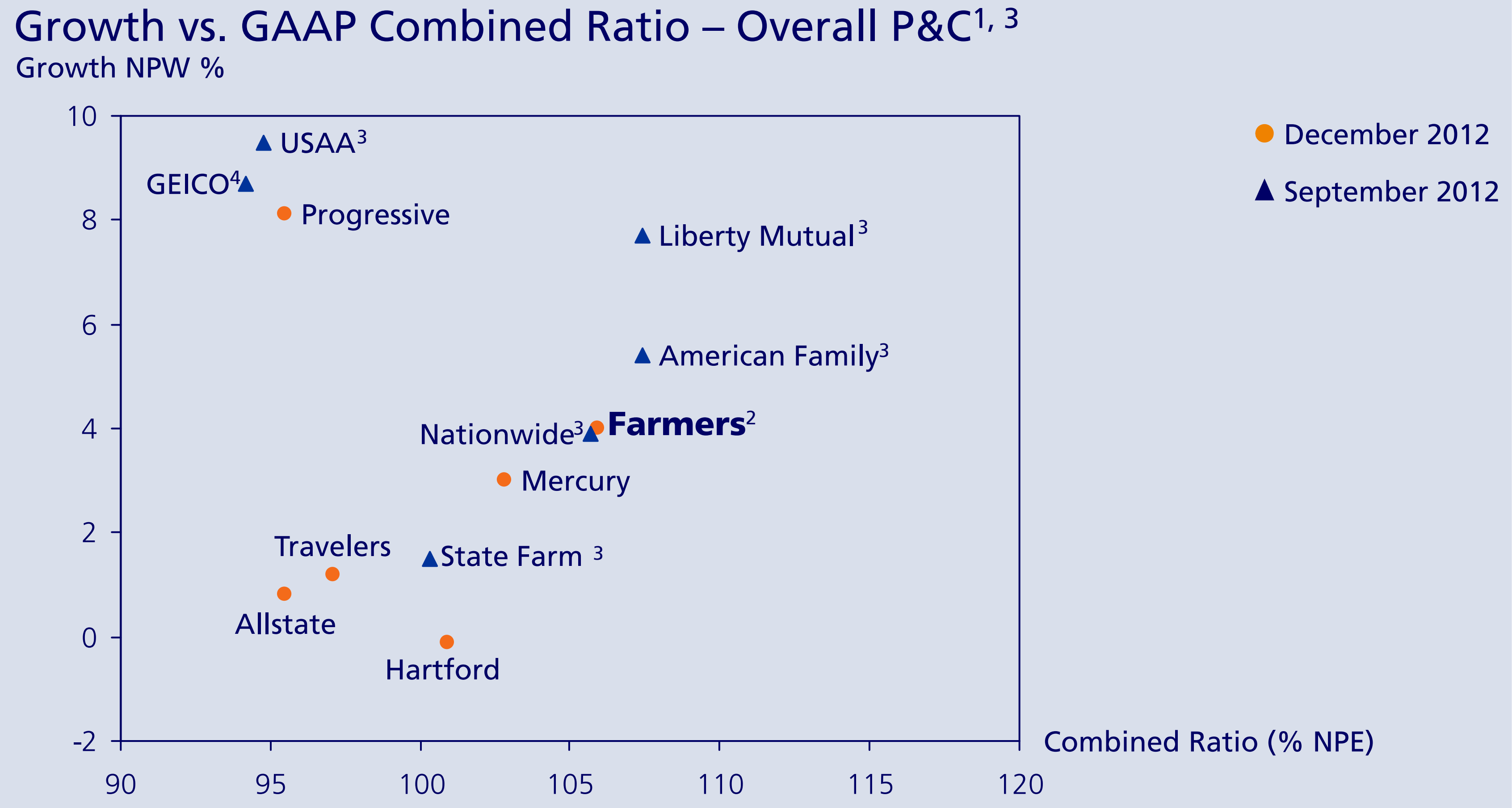
Quarterly combined ratio



[1] Farmers Exchanges adopted industry standard ISO defined catastrophes as per July 2011.

Farmers Exchanges – Competitor Snapshot

Growth vs. GAAP Combined Ratio – Overall P&C[1, 3]



[1] Source: Press releases and investor supplements, except for Farmers and non-public competitors.

[2] Reflects Gross Written Premiums before Auto Physical Damage and All Lines Quota Share reinsurance treaties and excludes the impact of the anticipated settlement with the State of Texas on reported GWP. Estimated US GAAP combined ratio excludes Auto Physical Damage and Quota Share reinsurance treaties and excludes the impact of the anticipated State of Texas settlement and the Fogel settlement.

[3] Source for non-public competitor data: A.M. Best database. Combined ratios on US statutory account basis.

[4] Based on Net Premiums Earned (NPE). Net Premiums Written (NPW) is not available on a quarterly basis.

Other Operating and Non-Core Businesses – Business operating profit contribution

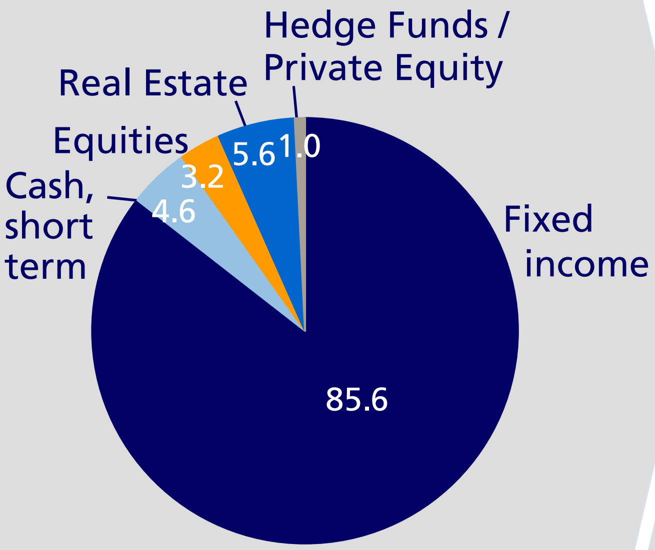
in USD millions for the years ended December 31	2012	2011	Change
Other Operating Businesses			
- Holding and financing	-736	-589	-25%
- Headquarters	-167	-246	32%
Total Other Operating Businesses	-903	-835	-8%
Non-Core Businesses			
- Centre	75	60	25%
- Banking activities	-72	-90	20%
- Other centrally managed businesses	26	18	39%
- Other run-off	100	3	nm
Total Non-Core Businesses	128	-8	nm

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

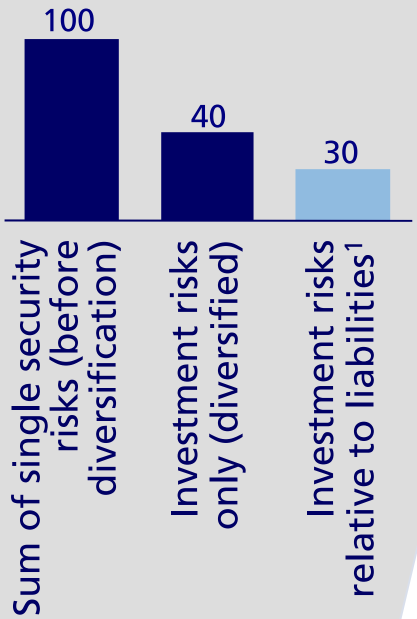
Risk Allocation of Zurich's investment portfolio

As of December 31, 2012

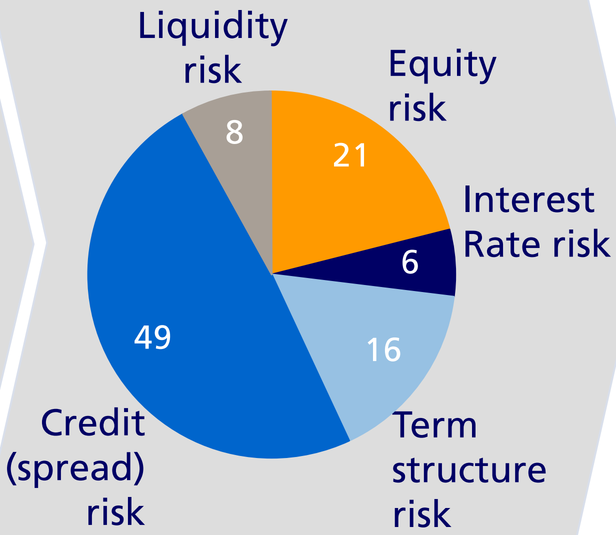
Asset allocation (%)



Risk diversification and matching (%)



Risk exposure (%)[1]



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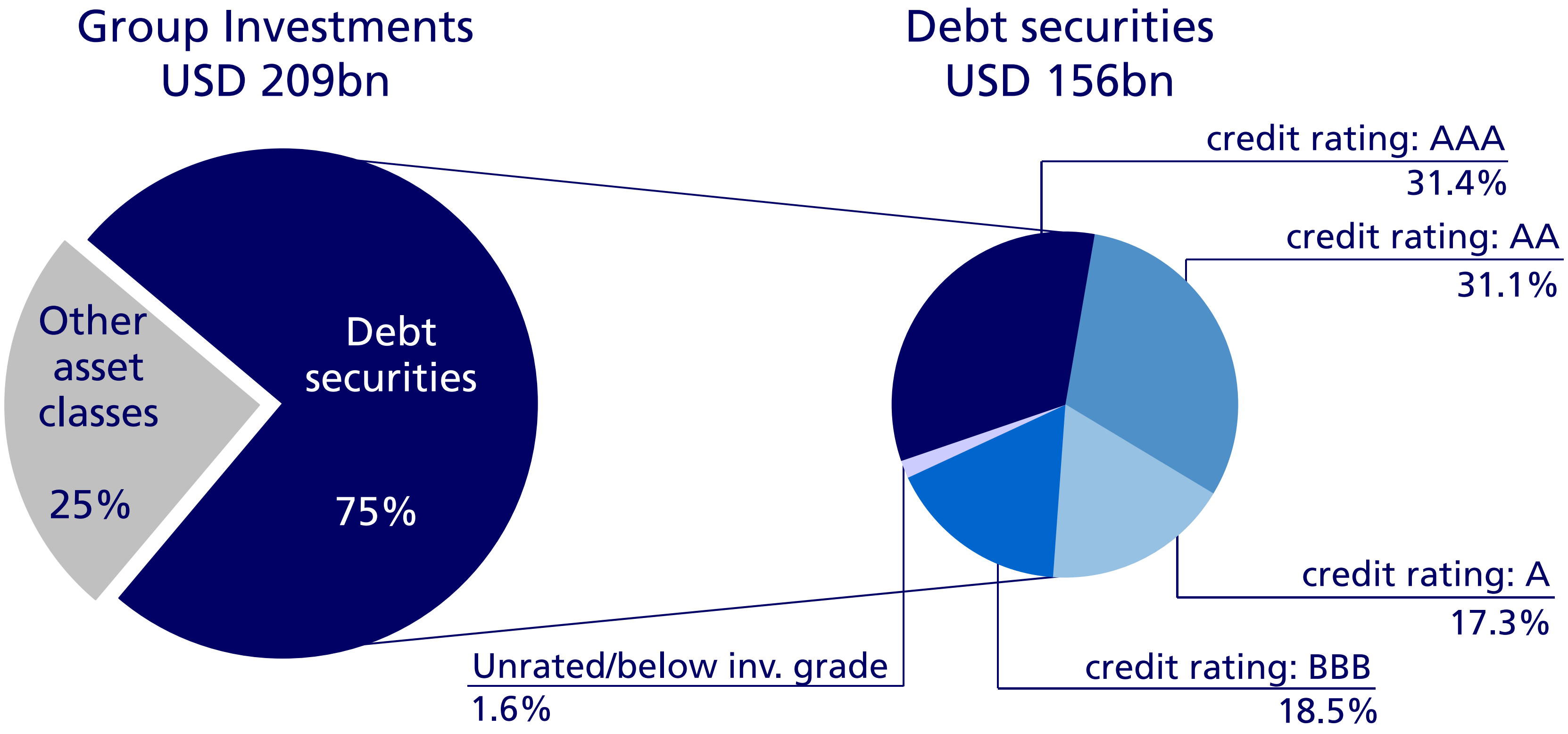
[1] Simplified asset/liability risk factor decomposition

Group Investments – Zurich's debt securities are of high credit quality (98.4% investment grade)

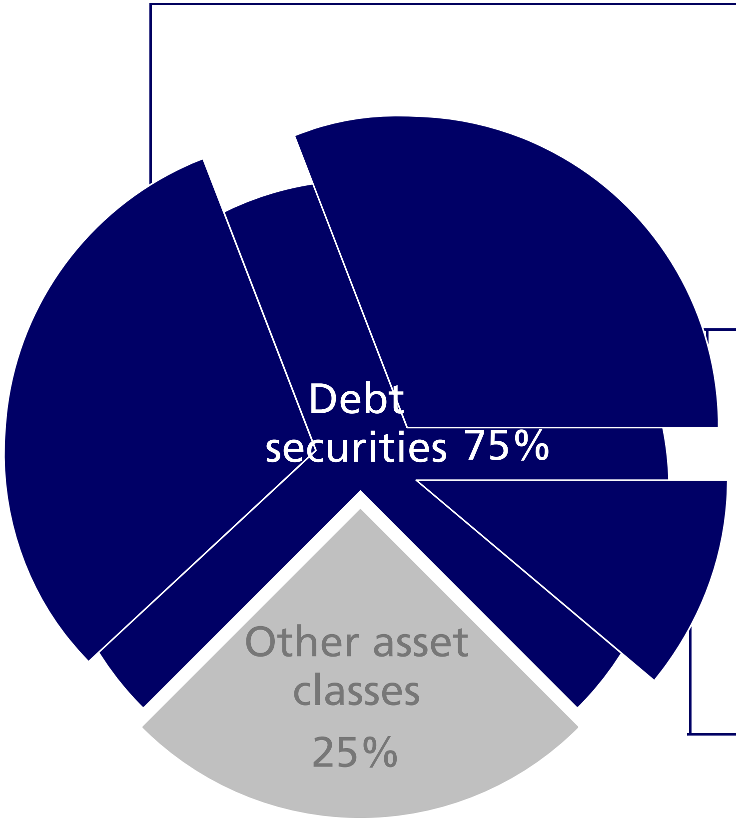
As of December 31, 2012



Group Investments – Zurich’s debt securities are well balanced

Group Investments - USD 209bn (100%)

As of December 31, 2012



Government and government related bonds: USD 76bn (36%)

of which:

Market/Cost: 106%

- 39% in General Insurance
- 54% in Global Life

- 98% inv. grade
- 41% AAA
- 37% AA
- 2% A
- 17% BBB

Corporate bonds: USD 60bn (29%)

of which:

Market/Cost: 107%

- 35% in General Insurance
- 59% in Global Life

- 99% inv. grade
- 17% AAA
- 16% AA
- 40% A
- 26% BBB

MBS/ABS: USD 20bn (10%)

of which:

Market/Cost: 103%

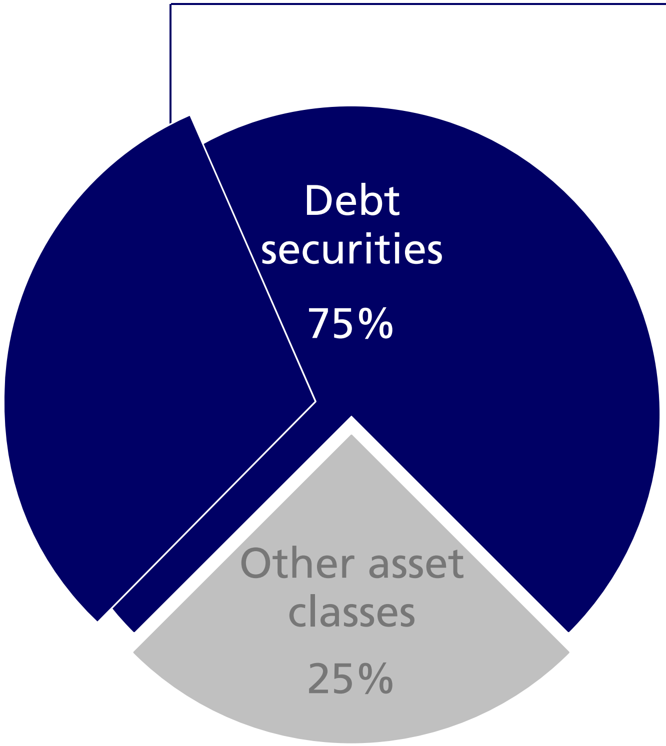
- 71% in General Insurance
- 15% in Global Life

- 98% inv. grade
- 37% AAA

Group Investments – Government & government related bonds are well diversified

Group Investments - USD 209bn (100%)

As of December 31, 2012



Government and government related bonds: USD 76bn[1] (36%)
Market/Cost: 106%

of which:

- 39% in General Insurance
- 54% in Global Life

- 98% inv. grade
- 41% AAA
- 37% AA
- 2% A
- 17% BBB

Split by countries

- 20% US
- 13% UK
- 12% Germany[2]
- 9% Switzerland
- 9% Italy
- 6% France
- 5% Spain
- 4% Austria
- 3% Brazil
- 3% Netherlands
- 3% Belgium
- 2% Canada
- 2% Australia
- 1% Luxemburg
- 1% Finland
- 1% Malaysia

Split by category

- 3% Supranational
- 82% Government
- 15% Cities, Agencies, Cantons, Provinces

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[1] This excludes MBS/ABS issued by GNMA, FNMA, FHLM and other agencies.

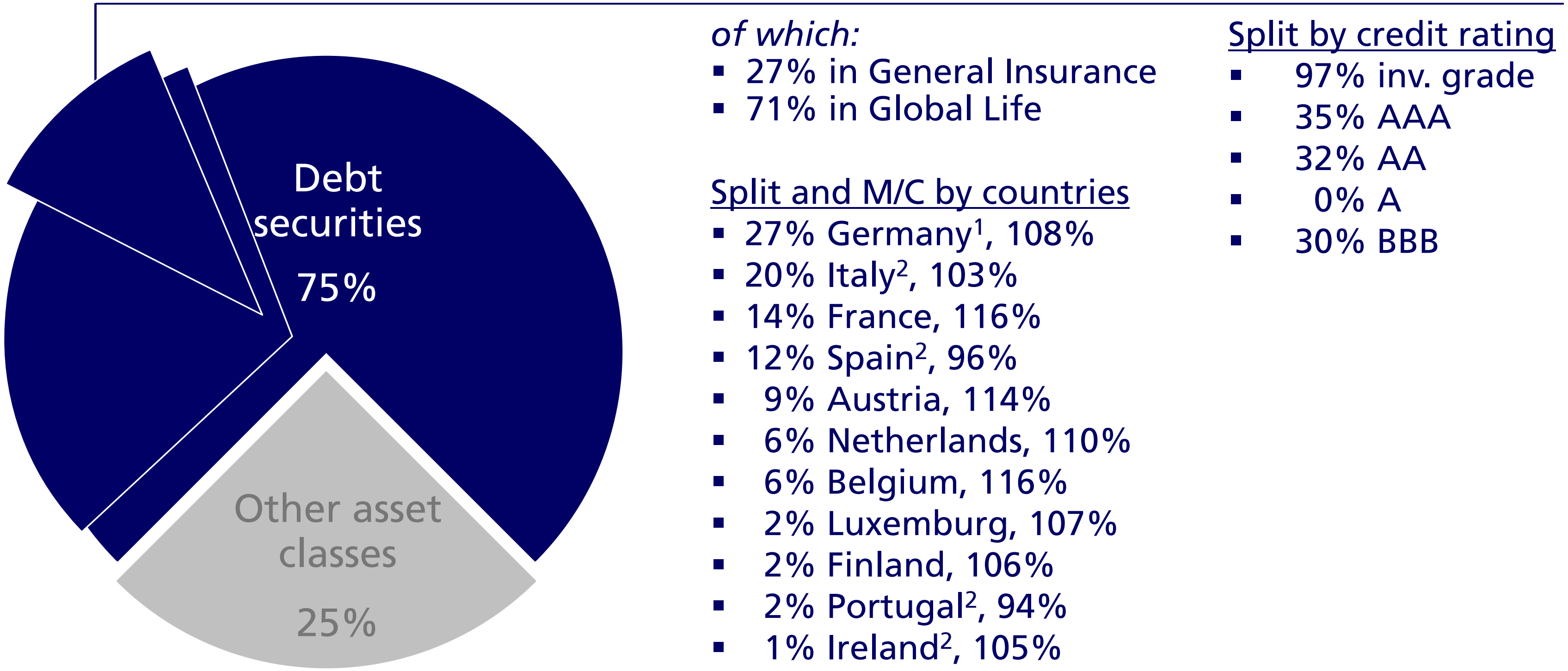
[2] In addition to the 12% holding in Germany above, the balance sheet item "Other loans" includes USD 5bn of "Schuldscheindarlehen" issued by the Federal Republic of Germany, bringing the total for Germany to USD 14.0bn.

Group Investments – Eurozone government & government related bonds are well diversified

Group Investments - USD 209bn (100%)

As of December 31, 2012

Eurozone Government and government related bonds: USD 34bn (16%)
Market/Cost: 107%



of which:

- 27% in General Insurance
- 71% in Global Life

Split and M/C by countries

- 27% Germany[1], 108%
- 20% Italy[2], 103%
- 14% France, 116%
- 12% Spain[2], 96%
- 9% Austria, 114%
- 6% Netherlands, 110%
- 6% Belgium, 116%
- 2% Luxemburg, 107%
- 2% Finland, 106%
- 2% Portugal[2], 94%
- 1% Ireland[2], 105%

Split by credit rating

- 97% inv. grade
- 35% AAA
- 32% AA
- 0% A
- 30% BBB

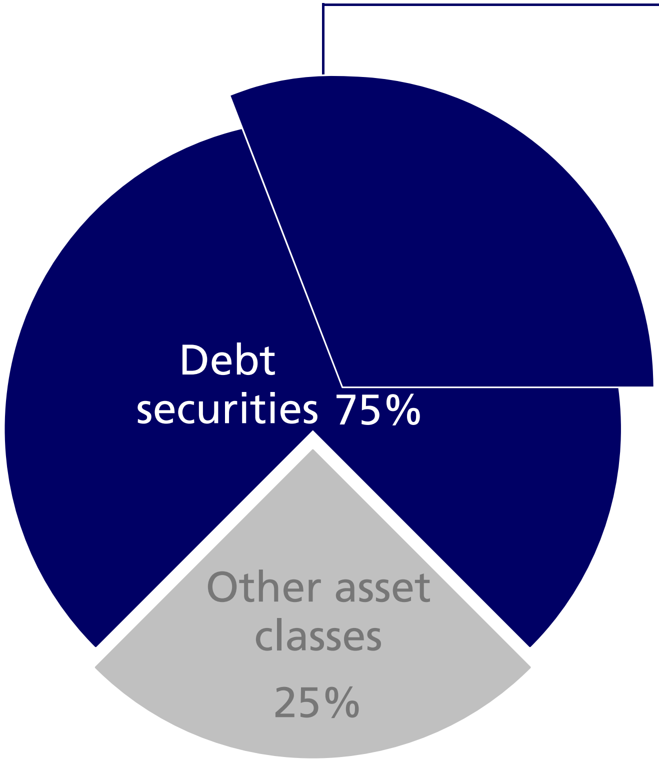
[1] In addition to the 27% holding in Germany above, the balance sheet item "Other loans" includes USD 5bn of "Schuldscheindarlehen" issued by the Federal Republic of Germany, bringing the total for Germany to USD 14.0bn

[2] Peripheral Eurozone government and government related bonds total USD 11.5bn, of which: USD 1.1bn relates to Cities, Agencies, Cantons and Provinces and USD 0.2bn to Supranationals

Group Investments – Corporate bonds are of high credit quality

Group Investments - USD 209bn (100%)

As of December 31, 2012



Corporate bonds: USD 60bn (29%)
Market/Cost: 107%

Split by industries

- 45% Banks,
  - *including 19.5%[1] covered bonds*
- 9% Utilities
- 7% Financial Institutions,
  - *including 2.1%[1] covered bonds*
- 4% Telecom
- 4% Oil & gas
- 4% Insurance
- 2% Conglomerates
- 2% Transportation
- 2% Pharmaceuticals

Split by credit rating

- 99% inv. grade
- 17% AAA
- 16% AA
- 40% A
- 26% BBB

Split by country/region

- 25% US
- 15% Germany
- 12% UK
- 8% France
- 7% Switzerland
- 5% Spain
- 4% Netherlands
- 4% Chile
- 10% Rest of Europe

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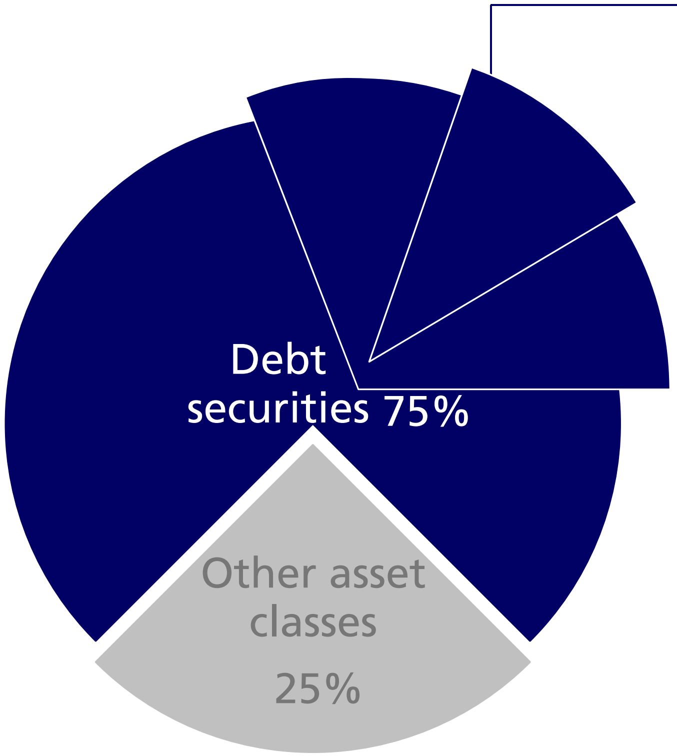
[1] 100% = USD 60bn

Group Investments – Banks corporate bonds are of high credit quality and well diversified

Group Investments - USD 209bn (100%)

As of December 31, 2012



Banks Corporate bonds: USD 27bn (13%)
Market/Cost: 108%

Split by seniority
- 43% Covered bonds
- 47% Senior bonds
- 9% Subordinated

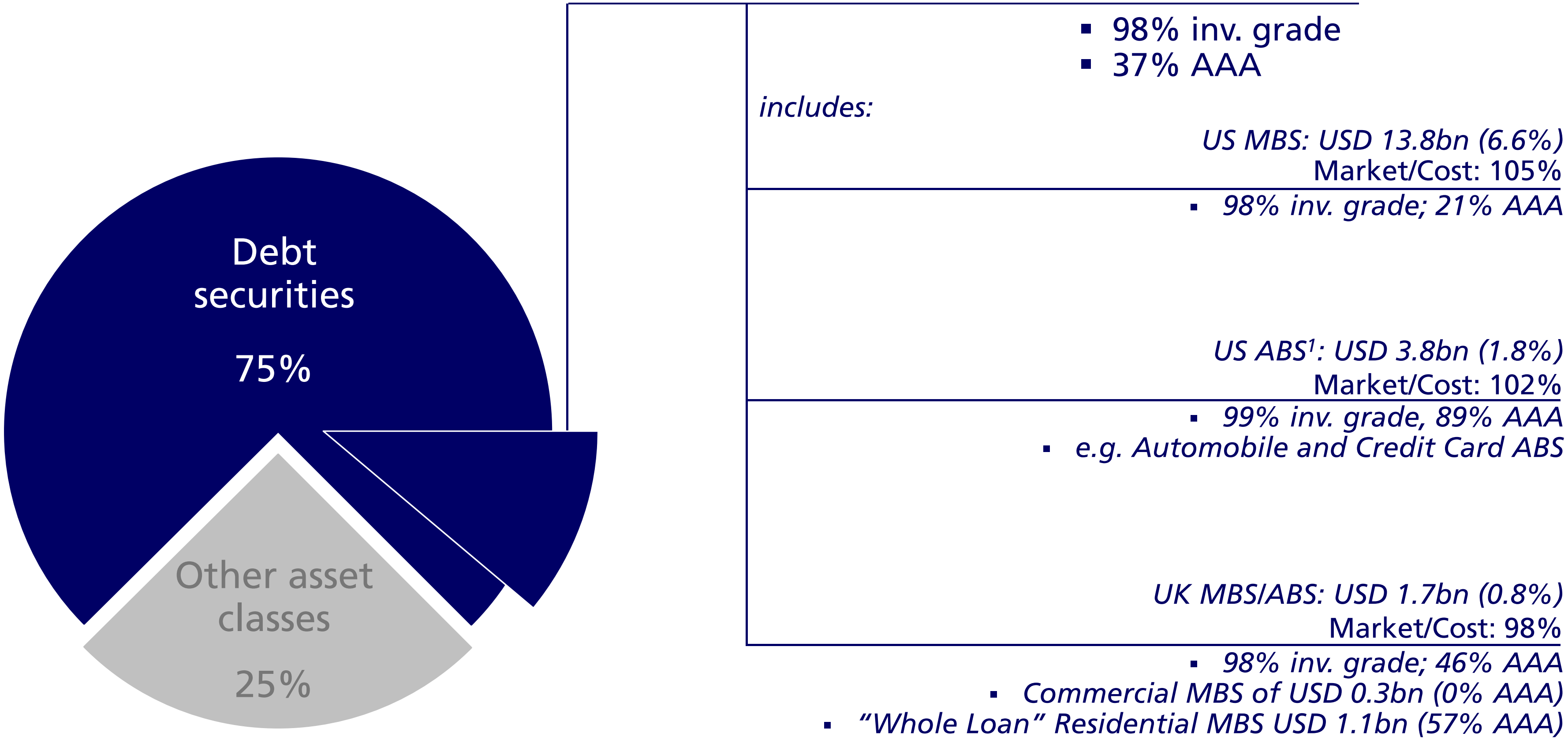
of which:
- 28% in General Insurance
- 69% in Global Life

Split by credit rating
- 99% inv. grade
- 31% AAA
- 21% AA
- 36% A
- 11% BBB

Split by country/region
- 24% Germany
- 12% US
- 12% Switzerland
- 9% UK
- 8% France
- 8% Spain
- 5% Netherlands
- 4% Australia
- 3% Italy
- 3% Chile

Group Investments – MBS/ABS are of high credit quality

Group Investments - USD 209bn (100%)
As of December 31, 2012



MBS/ABS: USD 20bn (10%)
Market/Cost: 103%

- 98% inv. grade
- 37% AAA

includes:

US MBS: USD 13.8bn (6.6%)
Market/Cost: 105%

- *98% inv. grade; 21% AAA*

US ABS[1]: USD 3.8bn (1.8%)
Market/Cost: 102%

- *99% inv. grade, 89% AAA*
- *e.g. Automobile and Credit Card ABS*

UK MBS/ABS: USD 1.7bn (0.8%)
Market/Cost: 98%

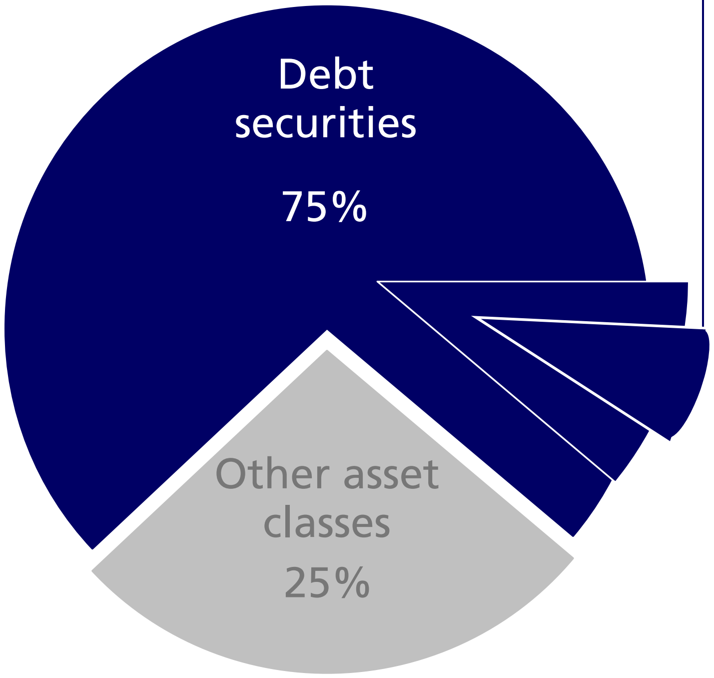
- *98% inv. grade; 46% AAA*
- *Commercial MBS of USD 0.3bn (0% AAA)*
- *"Whole Loan" Residential MBS USD 1.1bn (57% AAA)*

[1] US ABS in addition to the US MBS mentioned above.

Group Investments – US MBS are of high credit quality

Group Investments - USD 209bn (100%)

As of December 31, 2012



US MBS: USD 13.8bn (6.6%)
Market/Cost: 103%

- 98% inv. grade
- 21% AAA

of which:

US "Agency" MBS: USD 9.5bn (4.6%)
Market/Cost: 103%

§ *100% AA+*
- *USD 2.2bn backed by GNMA*
- *USD 9.5bn backed by FNMA and FHLMC*

US Commercial MBS: USD 3.9bn (1.8%)
Market/Cost: 107%

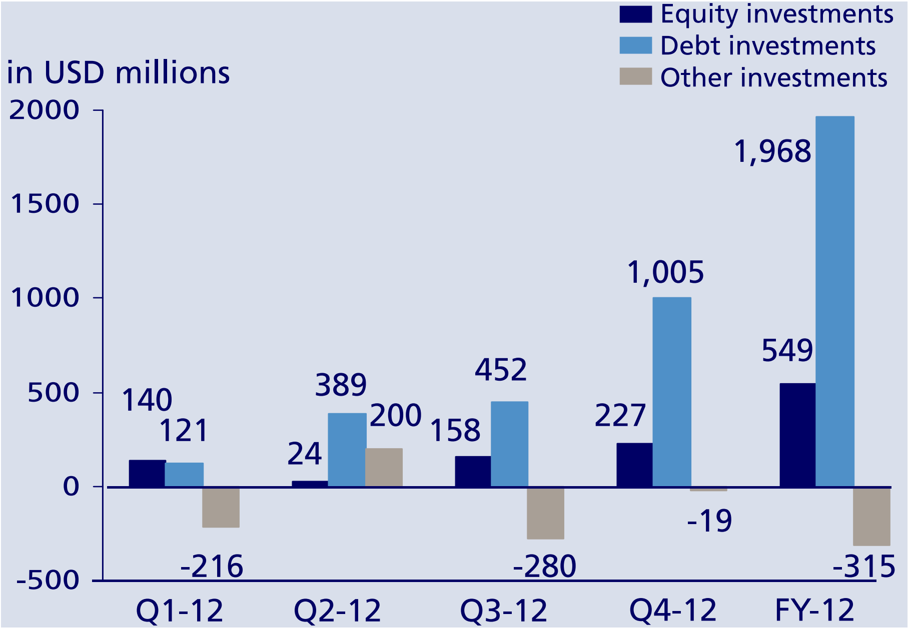
- *98% inv. grade*
- *72% AAA*

US "Whole Loan" Residential MBS: USD 0.4bn (0.2%)
Market/Cost: 109%

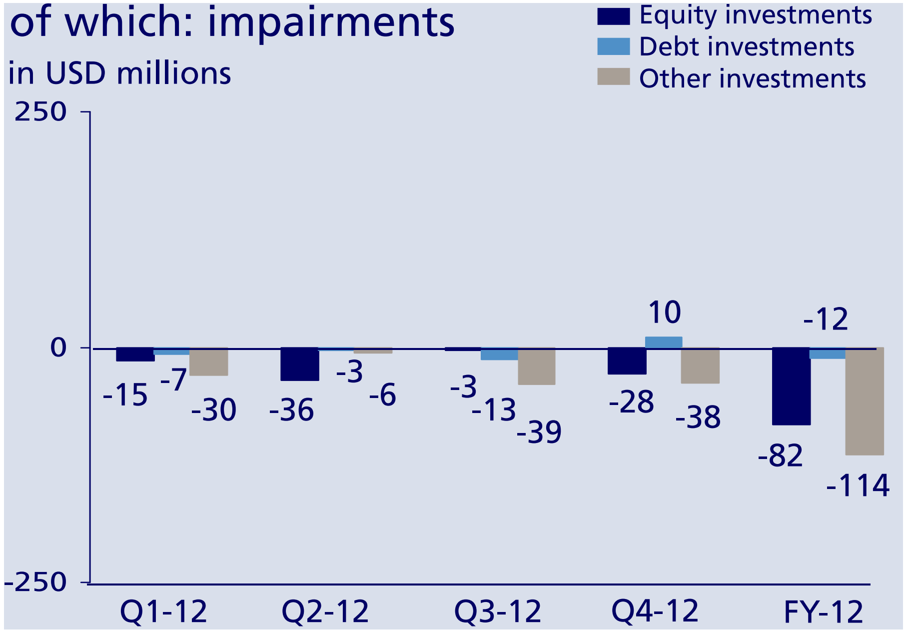
- *48% inv. grade*
- *3% AAA*

Group Investments – net capital gains / losses

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



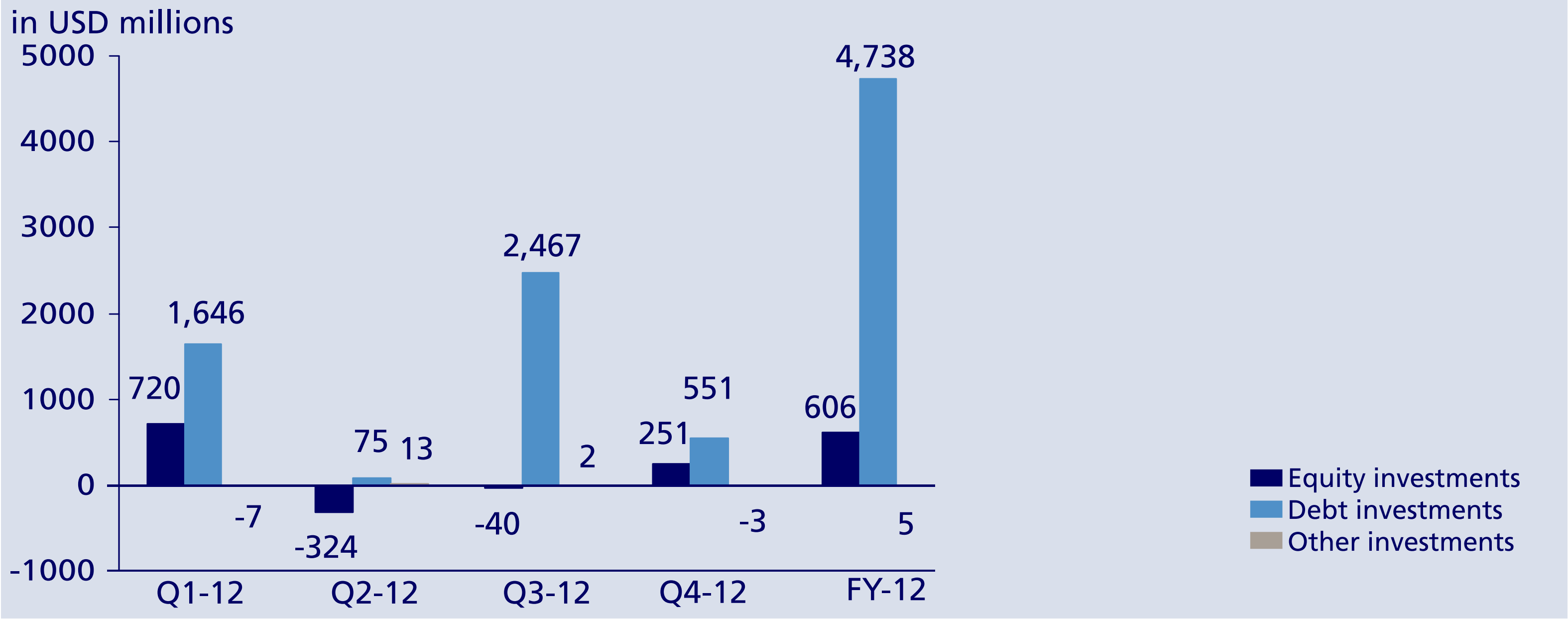
Total	**45**	**613**	**330**	**1,213**	**2,201**
of which in:					
- GI	*369%*	*6%*	*37%*	*65%*	*51%*
- Global Life	*46%*	*53%*	*108%*	*40%*	*54%*
of which:					
- attributable to shareholders	*65*	*431*	*154*	*1,037*	*1,687*


of which: impairments

Total	**-52**	**-45**	**-55**	**-56**	**-208**
of which in:					
- GI	*12%*	*35%*	*18%*	*7%*	*17%*
- Global Life	*35%*	*58%*	*10%*	*-8%*	*22%*

Group investments – movements in net unrealized gains / losses

Change in net unrealized gains / losses on investments incl. in shareholders' equity[1]



	Q1-12	Q2-12	Q3-12	Q4-12	FY-12
Total[1]	**2,358**	**-236**	**2,428**	**799**	**5,349**
of which in:					
- GI	*21%*	*-4%*	*33%*	*-75%*	*13%*
- Global Life	*66%*	*83%*	*74%*	*161%*	*83%*
of which:					
- attributable to shareholders[2]	*1,070*	*-25*	*838*	*-153*	*1,730*

[1] Before attribution to policyholders and other

[2] After attribution to policyholders and other