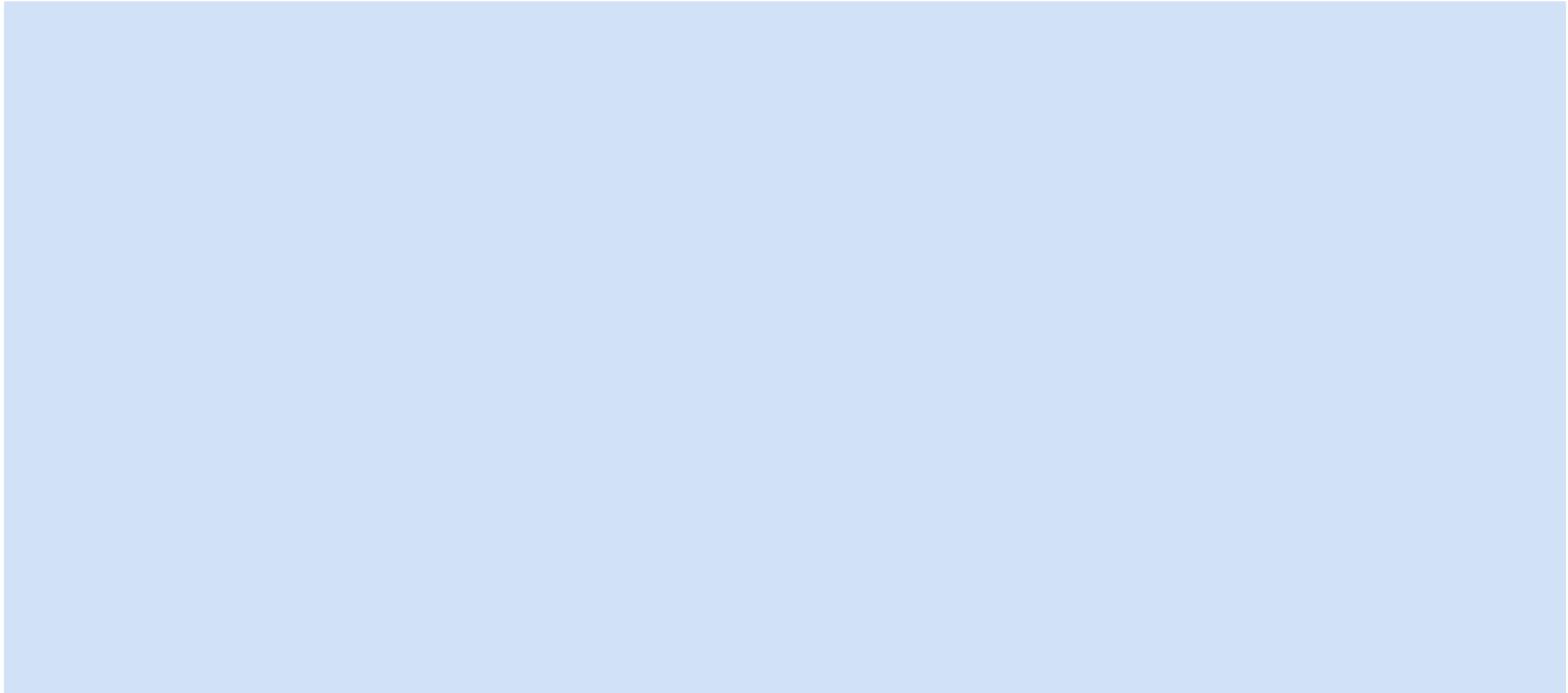


# Supplementary information (unaudited)

Results for the six months ended June 30, 2016



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On June 10, 2016, Zurich announced a planned change in the structure of the Group, effective July 1, 2016, which will lead to a simpler, more customer-oriented structure and reduced complexity. The new business structure will be focused on geographic regions and it will consist of Asia Pacific, Europe, Middle East and Africa (EMEA), Latin America and North America. In addition, the business structure will also include Global Corporate and Farmers. The changes will be implemented over the course of 2016 and the new reporting structure will be reflected in the consolidated financial statements in 2017.

As of January 1, 2016, the Group changed its allocation of certain reinsurance activities resulting in the reclassification of the respective balances to customer segment GI Global Functions including Group Reinsurance. The impact of these adjustments has been recognized prospectively for the six months period ended June 30, 2016. Prior year comparative balances have not been restated, as the impact was not considered material to the customer segment results.

The Group's life operations in the UK entered into a reinsurance agreement to transfer the risk associated with a significant annuities portfolio with effect from April 1, 2015, supplemented with two further transfers of risk relating to additional annuity policies with effect from October 1, 2015 and April 1, 2016 respectively. The gain resulting from these transactions will be recognized on a linear basis over the lifetime of the underlying agreement, which is assumed to end on December 31, 2016.

## Highlights (unaudited)

## Business operating profit by segment

in USD millions, for the six months ended June 30

	General Insurance		Global Life		Farmers		Other Operating Businesses		Non-Core Businesses		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Revenues</b>														
Direct written premiums <sup>1</sup>	17,797	17,732	6,323	5,609	–	–	–	–	31	37	–	–	24,151	23,378
Assumed written premiums	720	937	163	145	759	1,126	24	24	42	46	(54)	(56)	1,654	2,221
Gross Written Premiums	18,517	18,669	6,486	5,754	759	1,126	24	24	73	82	(54)	(56)	25,804	25,599
Policy fees	–	–	1,131	1,133	–	–	–	–	144	140	–	–	1,274	1,273
Gross written premiums and policy fees	18,517	18,669	7,616	6,887	759	1,126	24	24	217	222	(54)	(56)	27,079	26,872
Less premiums ceded to reinsurers	(4,001)	(2,999)	(436)	(2,045)	–	–	(21)	(21)	(7)	(7)	54	56	(4,411)	(5,015)
Net written premiums and policy fees	14,516	15,670	7,180	4,842	759	1,126	3	3	210	215	–	–	22,668	21,857
Net change in reserves for unearned premiums	(1,289)	(1,743)	(165)	(97)	(7)	(5)	–	–	25	–	–	–	(1,436)	(1,844)
Net earned premiums and policy fees	13,227	13,928	7,014	4,745	752	1,122	3	3	235	215	–	–	21,231	20,013
Farmers management fees and other related revenues	–	–	–	–	1,422	1,380	–	–	–	–	–	–	1,422	1,380
Net investment result on Group investments	996	1,044	1,907	2,503	20	24	152	153	421	26	(200)	(216)	3,297	3,534
Net investment income on Group investments	1,020	988	1,683	1,690	20	24	152	153	142	169	(200)	(216)	2,818	2,809
Net capital gains/(losses) and impairments on Group investments	(24)	57	224	812	–	–	–	–	279	(143)	–	–	479	726
Net investment result on unit-linked investments	–	–	3,866	5,107	–	–	–	–	367	123	–	–	4,233	5,230
Other income	319	442	443	595	42	26	475	543	24	35	(723)	(914)	579	727
Total BOP revenues	14,542	15,414	13,230	12,949	2,236	2,552	631	699	1,047	399	(923)	(1,130)	30,762	30,884
<i>of which: inter-segment revenues</i>	(185)	(301)	(174)	(191)	(15)	(8)	(546)	(611)	(2)	(19)	923	1,130		
<b>Benefits, losses and expenses</b>														
Insurance benefits and losses, net <sup>1</sup>	8,924	9,315	5,679	3,191	565	759	–	(1)	486	110	–	–	15,654	13,374
Losses and loss adjustment expenses, net	8,924	9,314	–	–	565	759	–	(1)	46	13	–	–	9,534	10,085
Life insurance death and other benefits, net <sup>1</sup>	–	1	5,679	3,191	–	–	–	–	440	97	–	–	6,119	3,289
Policyholder dividends and participation in profits, net	3	2	4,084	6,024	–	–	–	–	411	173	–	–	4,497	6,198
Income tax expense/(benefit) attributable to policyholders	–	–	83	95	–	–	–	–	–	–	–	–	83	95
Underwriting and policy acquisition costs, net	2,835	2,871	1,224	1,215	241	346	–	–	6	4	(4)	(4)	4,301	4,433
Administrative and other operating expense (excl. depreciation/amortization)	1,396	1,712	1,127	1,212	693	670	611	539	64	53	(559)	(745)	3,333	3,442
Interest credited to policyholders and other interest	53	55	230	226	–	–	63	68	43	46	(147)	(158)	243	236
Restructuring provisions and other items not included in BOP	(120)	32	(83)	(33)	(2)	–	(38)	(18)	–	–	–	–	(242)	(18)
Total BOP benefits, losses and expenses (before interest, depreciation and amortization)	13,090	13,988	12,344	11,931	1,497	1,776	637	589	1,010	384	(711)	(908)	27,867	27,759
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>1,452</b>	<b>1,427</b>	<b>886</b>	<b>1,019</b>	<b>739</b>	<b>776</b>	<b>(6)</b>	<b>110</b>	<b>37</b>	<b>15</b>	<b>(212)</b>	<b>(222)</b>	<b>2,895</b>	<b>3,124</b>
Depreciation and impairments of property and equipment	52	46	11	14	17	20	3	4	–	–	–	–	84	84
Amortization and impairments of intangible assets	64	114	81	200	44	37	20	59	–	–	–	–	208	410
Interest expense on debt	48	52	5	7	–	–	362	382	4	5	(212)	(222)	208	223
Business operating profit before non-controlling interests	1,288	1,215	789	797	678	719	(391)	(334)	32	10	–	–	2,396	2,407
Non-controlling interests	82	49	122	124	–	–	(3)	(4)	–	–	–	–	202	169
<b>Business operating profit</b>	<b>1,205</b>	<b>1,166</b>	<b>667</b>	<b>673</b>	<b>678</b>	<b>719</b>	<b>(388)</b>	<b>(330)</b>	<b>32</b>	<b>10</b>	<b>–</b>	<b>–</b>	<b>2,194</b>	<b>2,238</b>

<sup>1</sup> Global Life includes approximately USD 1,700 million and USD 1,018 million of gross written premiums and future life policyholder benefits for certain universal life-type contracts in the Group's Spanish operations for the six months ended June 30, 2016 and 2015, respectively (see note 3 of the consolidated financial statements 2015).

## Highlights (unaudited)

### Reconciliation of BOP to net income after income taxes

in USD millions, for the six months ended June 30

	General Insurance		Global Life		Farmers		Other Operating Businesses		Non-Core Businesses		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Business operating profit</b>	<b>1,205</b>	<b>1,166</b>	<b>667</b>	<b>673</b>	<b>678</b>	<b>719</b>	<b>(388)</b>	<b>(330)</b>	<b>32</b>	<b>10</b>	<b>2,194</b>	<b>2,238</b>
Revenues/(expenses) not included in BOP:												
Net capital gains/(losses) on investments and impairments, net of policyholder allocation	220	272	131	99	6	14	(7)	99	6	5	356	488
Net gain/(loss) on divestments of businesses <sup>1</sup>	(42)	–	47	–	–	–	(1)	–	–	–	5	–
Restructuring provisions	(67)	(5)	(19)	(2)	(2)	1	(24)	(7)	–	–	(112)	(13)
Net income/(expense) on intercompany loans <sup>2</sup>	(6)	(10)	(7)	(9)	–	–	15	18	–	–	1	(1)
Impairments of goodwill	–	–	–	(49)	–	–	–	–	–	–	–	(49)
Change in estimates of earn-out liabilities	2	11	(18)	(6)	–	–	–	–	–	–	(16)	5
Other adjustments <sup>3</sup>	(48)	37	(39)	32	–	(1)	(29)	(29)	–	–	(116)	39
Add back:												
Business operating profit attributable to non-controlling interests	82	49	122	124	–	–	(3)	(4)	–	–	202	169
Net income before shareholders' taxes	1,347	1,519	884	863	682	733	(436)	(253)	38	15	2,515	2,877
Income tax expense/(benefit) attributable to policyholders	–	–	83	95	–	–	–	–	–	–	83	95
<b>Net income before income taxes</b>	<b>1,347</b>	<b>1,519</b>	<b>967</b>	<b>958</b>	<b>682</b>	<b>733</b>	<b>(436)</b>	<b>(253)</b>	<b>38</b>	<b>15</b>	<b>2,597</b>	<b>2,973</b>
Income tax (expense)/benefit											(835)	(800)
attributable to policyholders											(83)	(95)
attributable to shareholders											(752)	(705)
<b>Net income after taxes</b>											<b>1,763</b>	<b>2,172</b>
attributable to non-controlling interests											149	113
attributable to shareholders											1,613	2,059

<sup>1</sup> For the six months ended June 30, 2016, USD 42 million of losses in General Insurance relate to remeasurements of assets held for sale and USD 47 million of gains in Global Life relate to a forward sale agreement of a UK based distributor (see note 2 of the unaudited consolidated financial statements).

<sup>2</sup> The impact on Group level relates to foreign currency translation differences.

<sup>3</sup> The total includes non-operating charges of USD 85 million and accounting and other restructuring charges of USD 31 million for the six months ended June 30, 2016. The total includes accounting and other restructuring charges of USD 63 million (of which USD 34 million relates to software impairments, see note 7 of the unaudited consolidated financial statements) relating to initiatives announced at the 2015 Investor Day, and foreign currency gains of USD 113 million for the six months ended June 30, 2015.

## Highlights (unaudited)

## Assets and liabilities by segment

in USD millions, as of

	General Insurance		Global Life		Farmers		Other Operating Businesses		Non-Core Businesses		Eliminations		Total	
	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15
<b>Assets</b>														
Total Group Investments	83,019	82,669	111,368	103,223	3,037	3,253	20,287	19,957	9,864	9,847	(28,627)	(27,711)	198,948	191,238
Cash and cash equivalents	10,099	9,756	3,244	3,049	405	1,312	9,575	9,649	1,507	1,632	(17,484)	(17,240)	7,345	8,159
Equity securities	9,117	10,053	7,977	8,107	30	43	510	572	108	98	–	–	17,742	18,873
Debt securities	54,865	54,773	79,339	70,919	557	574	6,778	6,330	6,399	6,329	(1,190)	(1,195)	146,748	137,730
Investment property	3,957	3,611	6,183	5,844	52	74	10	10	321	325	–	–	10,523	9,865
Mortgage loans	1,359	1,329	5,727	5,695	–	–	–	–	–	–	–	–	7,086	7,024
Other loans	3,617	3,143	8,887	9,597	1,993	1,249	3,413	3,396	1,527	1,460	(9,953)	(9,277)	9,484	9,569
Investments in associates and joint ventures	4	4	11	11	–	–	1	1	3	3	–	–	19	18
Investments for unit-linked contracts	–	–	112,164	115,559	–	–	–	–	11,174	11,169	–	–	123,338	126,728
<b>Total investments</b>	<b>83,019</b>	<b>82,669</b>	<b>223,532</b>	<b>218,782</b>	<b>3,037</b>	<b>3,253</b>	<b>20,287</b>	<b>19,957</b>	<b>21,038</b>	<b>21,016</b>	<b>(28,627)</b>	<b>(27,711)</b>	<b>322,286</b>	<b>317,966</b>
Reinsurers' share of reserves for insurance contracts	12,539	11,073	3,615	3,657	–	–	–	–	3,063	3,127	(74)	(84)	19,142	17,774
Deposits made under assumed reinsurance contracts	132	90	104	63	1,474	1,476	–	–	80	79	–	–	1,790	1,708
Deferred policy acquisition costs	4,564	4,226	12,894	13,298	151	149	–	–	18	–	2	3	17,629	17,677
Deferred origination costs	–	–	463	506	–	–	–	–	–	–	–	–	463	506
Goodwill	822	465	5	5	819	819	–	–	–	–	–	–	1,646	1,289
Other intangible assets	1,494	1,384	2,899	2,900	361	353	193	129	–	–	–	–	4,946	4,766
Other assets	19,172	14,121	6,955	6,045	1,629	1,528	1,592	987	2,118	1,400	(4,427)	(3,795)	27,038	20,287
<b>Total assets (after cons. of investments in subsidiaries)</b>	<b>121,740</b>	<b>114,029</b>	<b>250,467</b>	<b>245,255</b>	<b>7,472</b>	<b>7,578</b>	<b>22,071</b>	<b>21,074</b>	<b>26,316</b>	<b>25,623</b>	<b>(33,127)</b>	<b>(31,587)</b>	<b>394,940</b>	<b>381,972</b>
<b>Liabilities</b>														
Liabilities for investment contracts	–	–	67,080	70,406	–	–	–	–	218	221	–	–	67,298	70,627
Reserves for insurance contracts, gross	75,351	73,502	147,488	140,799	1,565	1,663	28	28	22,366	21,715	(74)	(84)	246,722	237,622
Reserves for losses and loss adjustment expenses, gross	57,478	57,777	–	–	998	1,103	23	23	4,597	4,142	(64)	(75)	63,033	62,971
Reserves for unearned premiums, gross	17,814	15,664	–	–	566	560	3	3	27	13	(8)	(10)	18,402	16,230
Future life policyholder benefits, gross	38	36	70,836	67,717	–	–	2	2	4,382	4,198	(3)	–	75,254	71,952
Policyholder contract deposits and other funds, gross	21	25	22,286	19,858	–	–	–	–	2,185	2,193	–	–	24,492	22,076
Reserves for unit-linked contracts, gross	–	–	54,366	53,224	–	–	–	–	11,175	11,169	–	–	65,542	64,393
Senior debt	274	517	7	68	–	–	11,675	10,391	492	659	(8,053)	(7,164)	4,395	4,471
Subordinated debt	975	1,081	638	708	–	–	6,993	6,374	23	23	(2,339)	(2,572)	6,291	5,614
Other liabilities	23,819	18,566	16,824	15,787	1,539	1,354	13,705	13,150	3,468	3,642	(22,659)	(21,765)	36,697	30,733
<b>Total liabilities</b>	<b>100,420</b>	<b>93,666</b>	<b>232,037</b>	<b>227,769</b>	<b>3,103</b>	<b>3,017</b>	<b>32,401</b>	<b>29,942</b>	<b>26,567</b>	<b>26,260</b>	<b>(33,125)</b>	<b>(31,586)</b>	<b>361,404</b>	<b>349,069</b>
<b>Equity</b>														
Shareholders' equity													31,632	31,178
Non-controlling interests													1,904	1,725
Total equity													33,537	32,904
<b>Total liabilities and equity</b>													<b>394,940</b>	<b>381,972</b>
<b>Supplementary segment information</b>														
Reserves for losses and loss adjustment expenses, net	48,468	49,303	–	–	998	1,103	23	23	3,824	3,309	–	–	53,313	53,739
Reserves for unearned premiums, net	14,215	12,973	–	–	566	560	3	3	27	13	–	–	14,812	13,549
Future life policyholder benefits, net	36	36	67,215	64,053	–	–	2	2	4,040	3,844	–	–	71,293	67,935
Policyholder contract deposits and other funds, net	21	25	22,286	19,858	–	–	–	–	226	237	–	–	22,533	20,121
Reserves for unit-linked contracts, net	–	–	54,366	53,224	–	–	–	–	11,175	11,169	–	–	65,542	64,393
<b>Reserves for insurance contracts, net</b>	<b>62,741</b>	<b>62,337</b>	<b>143,867</b>	<b>137,136</b>	<b>1,565</b>	<b>1,663</b>	<b>28</b>	<b>28</b>	<b>19,292</b>	<b>18,574</b>	<b>–</b>	<b>–</b>	<b>227,492</b>	<b>219,737</b>

## General Insurance (unaudited)

General Insurance –  
Customer segment  
overview

in USD millions, for the six months ended June 30

	Global Corporate		North America Commercial		Europe, Middle East & Africa		International Markets		GI Global Functions including Group Reinsurance		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
	Gross written premiums and policy fees	4,251	4,974	6,586	5,383	5,958	6,357	1,813	2,063	127	149	(219)	(258)	18,517
Net earned premiums and policy fees	2,625	2,978	3,961	3,760	5,145	5,396	1,535	1,792	(39)	1	–	–	13,227	13,928
Insurance benefits and losses, net	2,019	2,314	2,689	2,412	3,247	3,548	762	1,036	207	5	–	–	8,924	9,315
Policyholder dividends and participation in profits, net	–	–	3	2	–	–	–	–	–	–	–	–	3	2
Total net technical expenses	580	693	1,230	1,210	1,579	1,698	677	773	19	7	–	–	4,085	4,381
Net underwriting result	26	(29)	38	137	320	149	96	(17)	(264)	(10)	–	–	216	230
Net investment income	259	249	318	300	286	299	98	107	60	34	–	(1)	1,020	988
Net capital gains/(losses) and impairments on investments	(8)	18	(15)	34	(1)	4	–	–	–	–	–	–	(24)	57
Net non-technical result (excl. items not included in BOP)	(4)	(24)	(13)	(2)	(10)	(22)	148	25	(46)	(38)	–	–	75	(60)
Business operating profit before non-controlling interests	273	214	328	469	595	431	341	115	(250)	(14)	–	–	1,288	1,215
Non-controlling interests	–	–	–	–	7	5	76	44	–	–	–	–	82	49
Business operating profit	273	214	328	469	588	426	266	71	(250)	(14)	–	–	1,205	1,166
Ratios, as % of net earned premiums and policy fees														
Loss ratio	76.9%	77.7%	67.9%	64.1%	63.1%	65.8%	49.6%	57.8%	nm	nm	n/a	n/a	67.5%	66.9%
Expense ratio	22.1%	23.3%	31.1%	32.2%	30.7%	31.5%	44.1%	43.1%	nm	nm	n/a	n/a	30.9%	31.5%
Combined ratio	99.0%	101.0%	99.0%	96.4%	93.8%	97.2%	93.8%	101.0%	nm	nm	n/a	n/a	98.4%	98.3%

## General Insurance (unaudited)

## Customer segment reporting – Europe, Middle East &amp; Africa by country

in USD millions, for the six months ended June 30

	United Kingdom		Germany		Switzerland		Italy		Rest of Europe		Middle East & Africa		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	1,084	1,254	1,382	1,433	1,628	1,734	595	629	1,009	1,004	261	308	(1)	(5)	5,958	6,357
Net earned premiums and policy fees	1,082	1,207	1,089	1,129	1,157	1,203	645	672	930	919	243	266	–	–	5,145	5,396
Net underwriting result	113	13	33	20	116	102	42	34	28	(13)	(9)	(8)	(3)	2	320	149
<b>Business operating profit</b>	<b>181</b>	<b>78</b>	<b>68</b>	<b>62</b>	<b>194</b>	<b>179</b>	<b>71</b>	<b>63</b>	<b>59</b>	<b>28</b>	<b>14</b>	<b>16</b>	<b>–</b>	<b>–</b>	<b>588</b>	<b>426</b>

Ratios, as % of net earned premiums and policy fees

Loss ratio	56.9%	66.8%	64.8%	65.2%	62.9%	63.8%	64.5%	64.5%	67.4%	70.0%	64.0%	61.1%	n/a	n/a	63.1%	65.8%
Expense ratio	32.6%	32.1%	32.1%	33.0%	27.1%	27.7%	29.1%	30.5%	29.6%	31.4%	39.9%	42.1%	n/a	n/a	30.7%	31.5%
<b>Combined ratio</b>	<b>89.5%</b>	<b>98.9%</b>	<b>96.9%</b>	<b>98.2%</b>	<b>90.0%</b>	<b>91.5%</b>	<b>93.5%</b>	<b>95.0%</b>	<b>97.0%</b>	<b>101.4%</b>	<b>103.9%</b>	<b>103.2%</b>	<b>n/a</b>	<b>n/a</b>	<b>93.8%</b>	<b>97.2%</b>

## Customer segment reporting – Europe, Middle East &amp; Africa Commercial and Personal

in USD millions, for the six months ended June 30

	Commercial		Personal		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	2,707	2,901	3,251	3,456	–	–	5,958	6,357
Net earned premiums and policy fees	2,243	2,352	2,903	3,043	–	–	5,145	5,396
Net underwriting result	161	29	159	121	–	–	320	149
<b>Business operating profit</b>	<b>326</b>	<b>192</b>	<b>262</b>	<b>234</b>	<b>–</b>	<b>–</b>	<b>588</b>	<b>426</b>

Ratios, as % of net earned premiums and policy fees

Loss ratio	62.4%	67.9%	63.7%	64.1%	n/a	n/a	63.1%	65.8%
Expense ratio	30.4%	30.8%	30.9%	32.0%	n/a	n/a	30.7%	31.5%
<b>Combined ratio</b>	<b>92.8%</b>	<b>98.8%</b>	<b>94.5%</b>	<b>96.0%</b>	<b>n/a</b>	<b>n/a</b>	<b>93.8%</b>	<b>97.2%</b>

## General Insurance (unaudited)

## Customer segment reporting – International Markets by region

in USD millions, for the six months ended June 30

	Latin America		Asia-Pacific		Total	
	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	972	1,155	841	908	1,813	2,063
Net earned premiums and policy fees	761	954	774	839	1,535	1,792
Net underwriting result	28	(13)	68	(4)	96	(17)
<b>Business operating profit</b>	<b>175</b>	<b>34</b>	<b>91</b>	<b>37</b>	<b>266</b>	<b>71</b>

Ratios, as % of net earned premiums and policy fees

Loss ratio	45.2%	51.7%	54.0%	64.7%	49.6%	57.8%
Expense ratio	51.2%	49.6%	37.2%	35.8%	44.1%	43.1%
<b>Combined ratio</b>	<b>96.4%</b>	<b>101.3%</b>	<b>91.2%</b>	<b>100.5%</b>	<b>93.8%</b>	<b>101.0%</b>

## Customer segment reporting – International Markets Commercial and Personal

in USD millions, for the six months ended June 30

	Commercial		Personal		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	495	698	1,327	1,383	(8)	(18)	1,813	2,063
Net earned premiums and policy fees	464	686	1,071	1,106	–	–	1,535	1,792
Net underwriting result	21	(5)	75	(12)	–	–	96	(17)
<b>Business operating profit</b>	<b>143</b>	<b>47</b>	<b>123</b>	<b>23</b>	<b>–</b>	<b>–</b>	<b>266</b>	<b>71</b>

Ratios, as % of net earned premiums and policy fees

Loss ratio	56.2%	67.1%	46.8%	52.1%	n/a	n/a	49.6%	57.8%
Expense ratio	39.4%	33.6%	46.2%	49.1%	n/a	n/a	44.1%	43.1%
<b>Combined ratio</b>	<b>95.5%</b>	<b>100.7%</b>	<b>93.0%</b>	<b>101.1%</b>	<b>n/a</b>	<b>n/a</b>	<b>93.8%</b>	<b>101.0%</b>



## Global Life (unaudited)

Global Life –  
Overview

in USD millions, for the six months ended June 30

	North America		Latin America		Europe, Middle East & Africa		Asia Pacific		Other		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
	<b>Revenues</b>													
Life insurance deposits	257	202	976	837	6,459	6,839	56	68	–	–	–	–	7,747	7,946
Gross written premiums <sup>1</sup>	309	295	982	1,073	4,729	3,952	301	272	245	220	(81)	(58)	6,486	5,754
Policy fees	203	191	15	34	855	851	58	57	–	–	–	–	1,131	1,133
Gross written premiums and policy fees	512	486	997	1,107	5,584	4,803	358	329	245	220	(81)	(58)	7,616	6,887
Net earned premiums and policy fees	409	389	918	1,060	5,268	2,912	305	276	115	109	–	–	7,014	4,745
Net investment income on Group investments	129	127	176	171	1,321	1,331	53	57	4	4	(1)	–	1,683	1,690
Net capital gains/(losses) and impairments on Group investments	(1)	1	11	1	175	802	39	9	–	–	–	–	224	812
Net investment result on Group investments	128	128	187	171	1,496	2,132	93	67	4	4	(1)	–	1,907	2,503
Net investment income on unit-linked investments	22	21	9	5	748	774	43	33	–	–	–	–	822	833
Net capital gains/(losses) and impairments on unit-linked investments	(3)	14	591	478	2,493	3,727	(36)	54	–	–	–	–	3,045	4,274
Net investment result on unit-linked investments	18	35	600	483	3,242	4,501	7	87	–	–	–	–	3,866	5,107
Other income	41	41	26	28	261	259	13	59	104	211	(1)	(3)	443	595
<b>Total BOP revenues</b>	<b>596</b>	<b>593</b>	<b>1,730</b>	<b>1,743</b>	<b>10,266</b>	<b>9,804</b>	<b>418</b>	<b>489</b>	<b>223</b>	<b>324</b>	<b>(2)</b>	<b>(3)</b>	<b>13,230</b>	<b>12,949</b>
<b>Benefits, losses and expenses</b>														
Insurance benefits and losses, net <sup>1</sup>	237	184	384	363	4,806	2,430	158	144	95	70	–	–	5,679	3,191
Policyholder dividends and participation in profits, net	25	42	602	486	3,437	5,398	18	96	3	1	–	–	4,084	6,024
Income tax expense/(benefit) attributable to policyholders	–	–	–	–	79	89	4	6	–	–	–	–	83	95
Underwriting and policy acquisition costs, net	86	90	413	500	579	479	76	17	69	129	–	–	1,224	1,215
Administrative and other operating expense (excl. depreciation/amortization)	86	79	110	150	740	689	119	172	73	126	(1)	(3)	1,127	1,212
Interest credited to policyholders and other interest	80	87	6	4	123	123	21	12	–	–	–	–	230	226
Restructuring provisions and other items not included in BOP	–	–	(23)	(27)	(45)	28	(8)	11	(7)	(45)	–	–	(83)	(33)
<b>Total BOP benefits, losses and expenses</b>	<b>514</b>	<b>482</b>	<b>1,492</b>	<b>1,477</b>	<b>9,719</b>	<b>9,236</b>	<b>387</b>	<b>458</b>	<b>233</b>	<b>281</b>	<b>(1)</b>	<b>(3)</b>	<b>12,344</b>	<b>11,931</b>
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>82</b>	<b>111</b>	<b>237</b>	<b>266</b>	<b>547</b>	<b>568</b>	<b>30</b>	<b>31</b>	<b>(10)</b>	<b>42</b>	<b>(1)</b>	<b>–</b>	<b>886</b>	<b>1,019</b>
Depreciation and impairments of property and equipment	1	–	2	2	8	10	1	1	–	1	–	–	11	14
Amortization and impairments of intangible assets	12	10	8	42	58	95	3	2	1	50	–	–	81	200
Interest expense on debt	–	–	–	–	5	6	1	–	1	1	(1)	–	5	7
Business operating profit before non-controlling interests	69	100	228	222	477	457	26	28	(12)	(10)	–	–	789	797
Non-controlling interests	–	–	107	112	17	14	(2)	(2)	–	–	–	–	122	124
<b>Business operating profit</b>	<b>69</b>	<b>100</b>	<b>121</b>	<b>111</b>	<b>460</b>	<b>443</b>	<b>28</b>	<b>29</b>	<b>(12)</b>	<b>(10)</b>	<b>–</b>	<b>–</b>	<b>667</b>	<b>673</b>

<sup>1</sup> Europe, Middle East & Africa includes approximately USD 1,700 million and USD 1,018 million of gross written premiums and future life policyholder benefits for certain universal life-type contracts in the Group's Spanish operations for the six months ended June 30, 2016 and 2015, respectively (see note 3 of the consolidated financial statements 2015)

## Global Life (unaudited)

Global Life –  
Europe, Middle East  
& Africa by country

in USD millions, for the six months ended June 30

	United Kingdom		Germany		Switzerland		Ireland		Spain		Italy		Zurich International Life <sup>1</sup>		Rest of Europe, Middle East & Africa <sup>2</sup>		Total		
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	
	<b>Revenues</b>																		
Life insurance deposits	2,359	2,455	1,155	1,167	61	68	966	1,450	18	55	1,166	812	614	744	121	88	6,459	6,839	
Gross written premiums <sup>3</sup>	422	392	883	1,006	766	915	129	127	2,224	1,218	165	178	59	35	82	81	4,729	3,952	
Policy fees	396	413	172	135	26	23	145	145	4	11	4	7	94	107	13	10	855	851	
Gross written premiums and policy fees	819	805	1,056	1,141	792	938	273	271	2,228	1,229	169	185	154	142	95	90	5,584	4,803	
Net earned premiums and policy fees	667	(933)	1,012	1,101	774	916	221	221	2,194	1,200	150	166	121	117	128	124	5,268	2,912	
Net investment income on Group investments	78	101	600	593	310	309	31	34	126	118	140	131	–	4	35	41	1,321	1,331	
Net capital gains/(losses) and impairments on Group investments	194	288	(5)	380	22	39	(2)	86	1	4	(37)	–	(2)	1	3	3	175	802	
Net investment result on Group investments	272	389	596	973	332	348	30	120	127	122	103	131	(1)	5	38	44	1,496	2,132	
Net investment income on unit-linked investments	584	578	12	11	6	5	122	131	9	36	(3)	(6)	12	7	6	12	748	774	
Net capital gains/(losses) and impairments on unit-linked investments	1,859	1,582	200	897	(16)	(14)	(324)	978	(18)	9	(20)	44	822	86	(9)	144	2,493	3,727	
Net investment result on unit-linked investments	2,444	2,160	212	908	(10)	(9)	(202)	1,109	(9)	45	(23)	38	834	93	(3)	156	3,242	4,501	
Other income	41	49	126	116	33	32	–	–	24	25	9	4	31	36	(4)	(3)	261	259	
<b>Total BOP revenues</b>	<b>3,424</b>	<b>1,666</b>	<b>1,945</b>	<b>3,098</b>	<b>1,129</b>	<b>1,287</b>	<b>49</b>	<b>1,451</b>	<b>2,336</b>	<b>1,392</b>	<b>239</b>	<b>339</b>	<b>984</b>	<b>250</b>	<b>159</b>	<b>321</b>	<b>10,266</b>	<b>9,804</b>	
<b>Benefits, losses and expenses</b>																			
Insurance benefits and losses, net <sup>3</sup>	417	(1,026)	1,069	935	832	1,022	67	52	2,167	1,179	119	164	38	(1)	96	104	4,806	2,430	
Policyholder dividends and participation in profits, net	2,476	2,106	298	1,699	13	(24)	(206)	1,212	(7)	50	25	91	832	93	6	170	3,437	5,398	
Income tax expense/(benefit) attributable to policyholders	54	56	17	21	–	–	9	13	–	–	–	–	–	–	–	–	79	89	
Underwriting and policy acquisition costs, net	180	195	187	65	44	56	66	63	62	19	20	17	4	53	16	11	579	479	
Administrative and other operating expense (excl. depreciation/amortization)	181	211	188	188	117	55	71	61	59	61	46	39	70	67	9	8	740	689	
Interest credited to policyholders and other interest	32	35	72	67	4	6	12	12	1	1	2	3	–	–	–	–	123	123	
Restructuring provisions and other items not included in BOP	(25)	(16)	(11)	(6)	(1)	62	–	–	(4)	(10)	(1)	–	(1)	–	(1)	(2)	(45)	28	
<b>Total BOP benefits, losses and expenses</b>	<b>3,315</b>	<b>1,560</b>	<b>1,819</b>	<b>2,969</b>	<b>1,009</b>	<b>1,177</b>	<b>19</b>	<b>1,413</b>	<b>2,277</b>	<b>1,300</b>	<b>212</b>	<b>314</b>	<b>942</b>	<b>212</b>	<b>126</b>	<b>291</b>	<b>9,719</b>	<b>9,236</b>	
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>110</b>	<b>106</b>	<b>127</b>	<b>129</b>	<b>120</b>	<b>110</b>	<b>30</b>	<b>38</b>	<b>59</b>	<b>91</b>	<b>27</b>	<b>24</b>	<b>42</b>	<b>39</b>	<b>33</b>	<b>30</b>	<b>547</b>	<b>568</b>	
Depreciation and impairments of property and equipment	3	3	2	4	1	1	–	–	–	–	–	–	1	1	–	–	8	10	
Amortization and impairments of intangible assets	16	17	24	21	2	1	–	1	10	46	2	5	4	2	–	2	58	95	
Interest expense on debt	–	1	–	–	–	–	–	–	4	4	–	–	–	–	–	–	5	6	
Business operating profit before non-controlling interests	91	84	100	105	117	108	30	37	45	41	25	19	37	36	33	28	477	457	
Non-controlling interests	–	–	–	–	–	–	–	–	17	14	–	–	–	–	–	–	17	14	
<b>Business operating profit</b>	<b>91</b>	<b>84</b>	<b>100</b>	<b>105</b>	<b>117</b>	<b>108</b>	<b>30</b>	<b>37</b>	<b>28</b>	<b>27</b>	<b>25</b>	<b>19</b>	<b>37</b>	<b>36</b>	<b>33</b>	<b>28</b>	<b>460</b>	<b>443</b>	

<sup>1</sup> Includes business written through licenses, mainly into Asia Pacific and Middle East.<sup>2</sup> Including eliminations.<sup>3</sup> Spain includes approximately USD 1,700 million and USD 1,018 million of gross written premiums and future life policyholder benefits for certain universal life-type contracts for the six months ended June 30, 2016 and 2015, respectively (see note 3 of the consolidated financial statements 2015).

## Global Life (unaudited)

Global Life –  
Reserves and  
liabilities, net  
of reinsurance,  
by region

in USD millions, as of

	Unit-linked insurance and investment contracts		Other life insurance liabilities		Total reserves and liabilities	
	06/30/16	12/31/15	06/30/16	12/31/15	06/30/16	12/31/15
North America	1,628	1,438	5,642	5,577	7,270	7,015
Latin America	11,185	8,276	4,428	3,863	15,613	12,139
Europe, Middle East & Africa	107,080	112,331	76,443	71,711	183,523	184,042
<i>of which:</i>						
<i>United Kingdom</i>	56,381	60,716	2,858	3,054	59,239	63,769
<i>Germany</i>	14,355	13,530	38,711	36,418	53,066	49,948
<i>Switzerland</i>	839	841	18,688	18,015	19,527	18,855
<i>Ireland</i>	17,455	17,367	2,082	1,979	19,537	19,346
<i>Spain</i>	952	1,084	9,187	7,450	10,139	8,534
<i>Italy</i>	6,805	5,773	3,068	3,013	9,873	8,787
<i>Zurich International Life</i>	9,333	9,425	62	53	9,395	9,478
<i>Rest of Europe, Middle East &amp; Africa</i>	960	3,596	1,787	1,729	2,747	5,325
Asia Pacific	1,553	1,585	2,623	2,489	4,176	4,074
Other	–	–	364	272	364	272
<b>Total</b>	<b>121,446</b>	<b>123,630</b>	<b>89,501</b>	<b>83,912</b>	<b>210,947</b>	<b>207,542</b>

## Farmers (unaudited)

Farmers –  
Overview

in USD millions, for the six months ended June 30

	Farmers Management Services		Farmers Re		Total	
	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	–	–	759	1,126	759	1,126
Net earned premiums and policy fees	–	–	752	1,122	752	1,122
Management fees and other related revenues	1,422	1,380	–	–	1,422	1,380
Insurance benefits and losses, net	–	–	(565)	(759)	(565)	(759)
Management and other related expenses	(746)	(727)	–	–	(746)	(727)
Total net technical expenses	–	–	(241)	(347)	(241)	(347)
Gross management result	675	654	–	–	n/a	n/a
Net underwriting result	–	–	(54)	16	n/a	n/a
Net investment income	8	6	12	18	20	24
Net capital gains/(losses) and impairments on investments	–	–	–	–	–	–
Other net income/Net non-technical result (excl. items not included in BOP)	14	(1)	22	26	36	25
Business operating profit before non-controlling interests	697	658	(19)	61	678	719
Non-controlling interests	–	–	–	–	–	–
Business operating profit	697	658	(19)	61	678	719
Ratios, as % of net earned premiums and policy fees						
Loss ratio			75.1%	67.7%		
Expense ratio			32.0%	30.9%		
Combined ratio			107.1%	98.6%		

## Additional information (unaudited)

Principal  
exchange rates

USD per foreign currency unit

	Consolidated balance sheets at end-of-period exchange rates		Consolidated income statements and cash flows at average exchange rates	
	06/30/16	12/31/15	06/30/16	06/30/15
Euro	1.1107	1.0862	1.1164	1.1181
Swiss franc	1.0253	0.9988	1.0188	1.0564
British pound	1.3301	1.4749	1.4335	1.5240
Brazilian real	0.3123	0.2525	0.2710	0.3388

## Additional information (unaudited)

## Net investment result

in USD millions, for the six months ended June 30

	Net investment income		Net capital gains/(losses) and impairments		Net investment result		of which impairments	
	2016	2015	2016	2015	2016	2015	2016	2015
<b>Group investments</b>								
Cash and cash equivalents	3	15	–	–	3	15	–	–
Equity securities	303	271	2	488	305	759	(146)	(58)
Debt securities	2,031	2,049	634	748	2,665	2,796	(1)	(2)
Investment property	270	246	172	3	442	249	–	–
Mortgage loans	111	127	–	(35)	111	92	–	(35)
Other loans	220	223	(1)	4	220	228	(1)	–
Investments in associates and joint ventures	1	6	(3)	–	(2)	6	–	–
Derivative financial instruments <sup>1</sup>	–	–	31	6	31	6	–	–
Investment result, gross, for Group investments	2,940	2,938	835	1,214	3,775	4,152	(147)	(95)
Investment expenses for Group investments <sup>2</sup>	(122)	(129)	–	–	(122)	(129)	–	–
Investment result, net, for Group investments	2,818	2,809	835	1,214	3,654	4,023	(147)	(95)
<b>Investments for unit-linked contracts</b>								
Investment result, net, for investments for unit-linked contracts	917	980	3,316	4,249	4,233	5,230	–	–
<b>Total investments</b>								
Investment result, net, for total investments	3,736	3,789	4,151	5,463	7,887	9,252	(147)	(95)

<sup>1</sup> Net capital gains/(losses) on derivative financial instruments attributable to cash flow hedge ineffectiveness amounted to USD (27) million and USD 2 million for the six months ended June 30, 2016 and 2015, respectively.

<sup>2</sup> Rental operating expenses for investment property included in investment expenses for Group investments amounted to USD 36 million and USD 37 million for the six months ended June 30, 2016 and 2015, respectively.

## Details of investments by category

as of

	06/30/16		12/31/15	
	USD millions	% of Group	USD millions	% of Group
<b>Total Group Investments</b>	<b>198,948</b>	<b>100.0</b>	<b>191,238</b>	<b>100.0</b>
Cash and cash equivalents	7,345	3.7	8,159	4.3
<b>Equity securities:</b>				
Fair value through profit or loss	3,323	1.7	3,519	1.8
Available-for-sale	14,419	7.2	15,354	8.0
Total equity securities	17,742	8.9	18,873	9.9
<b>Debt securities:</b>				
Fair value through profit or loss	6,057	3.0	6,180	3.2
Available-for-sale	137,876	69.3	128,181	67.0
Held-to-Maturity	2,815	1.4	3,369	1.8
Total debt securities	146,748	73.8	137,730	72.0
Investment property	10,523	5.3	9,865	5.2
Mortgage loans	7,086	3.6	7,024	3.7
Other loans	9,484	4.8	9,569	5.0
Investments in associates and joint ventures	19	0.0	18	0.0
<b>Investments for unit-linked products</b>	<b>123,338</b>		<b>126,728</b>	
<b>Total investments</b>	<b>322,286</b>		<b>317,966</b>	

## Information for the three months ended June 30 (unaudited)

## Business operating profit by segment

in USD millions, for the three months ended June 30

	General Insurance		Global Life		Farmers		Other Operating Businesses		Non-Core Businesses		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Revenues</b>														
Direct written premiums	9,118	8,112	3,181	2,603	–	–	–	–	12	20	–	–	12,311	10,734
Assumed written premiums	284	455	47	50	399	587	11	10	20	22	(27)	(25)	733	1,098
Gross Written Premiums	9,402	8,567	3,228	2,652	399	587	11	10	32	42	(27)	(25)	13,044	11,833
Policy fees	–	–	559	558	–	–	–	–	72	70	–	–	630	628
Gross written premiums and policy fees	9,402	8,567	3,787	3,210	399	587	11	10	104	112	(27)	(25)	13,674	12,461
Less premiums ceded to reinsurers	(2,562)	(1,517)	(278)	(1,886)	–	–	(11)	(10)	(3)	(3)	27	25	(2,827)	(3,391)
Net written premiums and policy fees	6,840	7,050	3,508	1,325	399	587	–	–	101	108	–	–	10,847	9,070
Net change in reserves for unearned premiums	(65)	(74)	4	(23)	(21)	(23)	1	2	13	–	–	–	(67)	(118)
Net earned premiums and policy fees	6,775	6,976	3,513	1,302	378	564	1	2	113	108	–	–	10,780	8,952
Farmers management fees and other related revenues	–	–	–	–	714	693	–	–	–	–	–	–	714	693
Net investment result on Group investments	571	508	1,034	1,301	10	12	82	40	187	(156)	(101)	(56)	1,783	1,649
Net investment income on Group investments	533	512	884	884	10	12	82	40	72	85	(101)	(56)	1,480	1,478
Net capital gains/(losses) and impairments on Group investments	39	(5)	150	417	–	–	–	–	115	(242)	–	–	304	171
Net investment result on unit-linked investments	–	–	3,484	(3,344)	–	–	–	–	179	(100)	–	–	3,664	(3,444)
Other income	179	222	185	328	24	8	237	322	13	20	(377)	(526)	260	375
Total BOP revenues	7,526	7,705	8,216	(413)	1,126	1,277	320	364	492	(127)	(478)	(581)	17,201	8,224
<i>of which: inter-segment revenues</i>	(106)	(160)	(87)	(91)	(10)	(4)	(273)	(317)	(1)	(9)	478	581	–	–
<b>Benefits, losses and expenses</b>														
Insurance benefits and losses, net	4,659	4,774	2,910	423	289	413	–	–	233	(98)	–	–	8,091	5,512
Losses and loss adjustment expenses, net	4,659	4,774	–	–	289	413	–	–	25	8	–	–	4,973	5,195
Life insurance death and other benefits, net	–	1	2,910	423	–	–	–	–	208	(106)	–	–	3,118	317
Policyholder dividends and participation in profits, net	1	1	3,549	(2,629)	–	–	–	–	193	(72)	–	–	3,743	(2,700)
Income tax expense/(benefit) attributable to policyholders	–	–	72	(102)	–	–	–	–	–	–	–	–	72	(102)
Underwriting and policy acquisition costs, net	1,435	1,465	578	637	121	173	–	–	3	2	(2)	(2)	2,134	2,275
Administrative and other operating expense (excl. depreciation/amortization)	676	852	560	637	351	332	332	290	32	30	(295)	(386)	1,656	1,756
Interest credited to policyholders and other interest	27	27	127	132	–	–	32	68	21	23	(74)	(128)	132	121
Restructuring provisions and other items not included in BOP	(79)	(8)	(46)	(58)	(1)	–	5	(13)	(1)	–	–	–	(121)	(80)
Total BOP benefits, losses and expenses (before interest, depreciation and amortization)	6,718	7,111	7,749	(961)	761	918	368	344	482	(114)	(371)	(517)	15,707	6,782
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>808</b>	<b>595</b>	<b>466</b>	<b>548</b>	<b>366</b>	<b>358</b>	<b>(49)</b>	<b>20</b>	<b>11</b>	<b>(13)</b>	<b>(107)</b>	<b>(65)</b>	<b>1,494</b>	<b>1,442</b>
Depreciation and impairments of property and equipment	31	24	5	7	8	10	2	2	–	–	–	–	45	43
Amortization and impairments of intangible assets	37	60	41	129	22	20	10	45	–	–	–	–	110	254
Interest expense on debt	24	25	2	(12)	–	–	189	159	2	2	(107)	(65)	111	111
Business operating profit before non-controlling interests	716	485	418	423	335	328	(250)	(186)	8	(16)	–	–	1,228	1,034
Non-controlling interests	52	25	69	69	–	–	(1)	(2)	–	–	–	–	120	92
<b>Business operating profit</b>	<b>663</b>	<b>460</b>	<b>349</b>	<b>355</b>	<b>335</b>	<b>328</b>	<b>(249)</b>	<b>(184)</b>	<b>8</b>	<b>(16)</b>	<b>–</b>	<b>–</b>	<b>1,107</b>	<b>943</b>

## Information for the three months ended June 30 (unaudited)

Reconciliation of  
BOP to net income  
after income taxes

in USD millions, for the three months ended June 30

	General Insurance		Global Life		Farmers		Other Operating Businesses		Non-Core Businesses		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Business operating profit</b>	<b>663</b>	<b>460</b>	<b>349</b>	<b>355</b>	<b>335</b>	<b>328</b>	<b>(249)</b>	<b>(184)</b>	<b>8</b>	<b>(16)</b>	<b>1,107</b>	<b>943</b>
Revenues/(expenses) not included in BOP:												
Net capital gains/(losses) on investments and impairments, net of policyholder allocation	140	115	7	60	4	7	(20)	59	5	–	137	241
Net gain/(loss) on divestments of businesses <sup>1</sup>	(42)	–	–	–	–	–	(1)	–	–	–	(42)	–
Restructuring provisions	(35)	(5)	(13)	(1)	–	–	(12)	(6)	(1)	–	(61)	(13)
Net income/(expense) on intercompany loans <sup>2</sup>	(3)	(5)	(4)	(4)	–	–	8	9	–	–	1	–
Impairments of goodwill	–	–	–	(49)	–	–	–	–	–	–	–	(49)
Change in estimates of earn-out liabilities	–	10	(11)	–	–	–	–	–	–	–	(11)	10
Other adjustments <sup>3</sup>	(41)	(8)	(18)	(5)	–	–	9	(16)	–	–	(50)	(29)
Add back:												
Business operating profit attributable to non-controlling interests	52	25	69	69	–	–	(1)	(2)	–	–	120	92
<b>Net income before shareholders' taxes</b>	<b>736</b>	<b>591</b>	<b>379</b>	<b>425</b>	<b>339</b>	<b>335</b>	<b>(266)</b>	<b>(141)</b>	<b>13</b>	<b>(15)</b>	<b>1,201</b>	<b>1,195</b>
Income tax expense/(benefit) attributable to policyholders	–	–	72	(102)	–	–	–	–	–	–	72	(102)
<b>Net income before income taxes</b>	<b>736</b>	<b>591</b>	<b>451</b>	<b>323</b>	<b>339</b>	<b>335</b>	<b>(266)</b>	<b>(141)</b>	<b>13</b>	<b>(15)</b>	<b>1,273</b>	<b>1,093</b>
Income tax expense											(436)	(191)
attributable to policyholders											(72)	102
attributable to shareholders											(364)	(293)
<b>Net income after taxes</b>											<b>837</b>	<b>902</b>
attributable to non-controlling interests											98	62
attributable to shareholders											739	840

<sup>1</sup> For the three months ended June 30, 2016, USD 42 million of losses in General Insurance relate to remeasurements of assets held for sale (see note 2 of the unaudited consolidated financial statements).

<sup>2</sup> The impact on Group level relates to foreign currency translation differences.

<sup>3</sup> The total includes non-operating charges of USD 29 million and accounting and other restructuring charges of USD 22 million for the three months ended June 30, 2016. The total includes accounting and other restructuring charges of USD 63 million (of which USD 34 million relates to software impairments, see note 7 of the unaudited consolidated financial statements) relating to initiatives announced at the 2015 Investor Day for the three months ended June 30, 2015.



## Information for the three months ended June 30 (unaudited)

General Insurance –  
Customer segment  
overview

in USD millions, for the three months ended June 30

	Global Corporate		North America Commercial		Europe, Middle East & Africa		International Markets		GI Global Functions including Group Reinsurance		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
	Gross written premiums and policy fees	1,832	2,134	4,247	2,943	2,372	2,501	999	1,041	71	73	(120)	(126)	9,402
Net earned premiums and policy fees	1,303	1,478	2,097	1,903	2,593	2,707	797	889	(17)	(1)	–	–	6,775	6,976
Insurance benefits and losses, net	1,008	1,219	1,496	1,230	1,648	1,811	383	512	123	2	–	–	4,659	4,774
Policyholder dividends and participation in profits, net	–	–	1	1	–	–	–	–	–	–	–	–	1	1
Total net technical expenses	286	356	626	623	781	833	355	390	2	(1)	–	–	2,049	2,201
Net underwriting result	10	(97)	(26)	49	165	62	59	(13)	(141)	(2)	–	–	66	–
Net investment income	136	131	157	150	151	159	52	56	36	17	–	–	533	512
Net capital gains/(losses) and impairments on investments	13	(1)	22	(3)	3	(1)	–	–	–	–	–	–	39	(5)
Net non-technical result (excl. items not included in BOP)	(1)	–	(4)	–	(2)	(18)	115	12	(29)	(18)	–	–	78	(24)
Business operating profit before non-controlling interests	157	33	149	196	317	203	226	55	(134)	(3)	–	–	716	485
Non-controlling interests	–	–	–	–	3	3	50	21	–	–	–	–	52	25
Business operating profit	158	33	149	196	314	199	177	34	(134)	(3)	–	–	663	460

Ratios, as % of net earned premiums and policy fees

Loss ratio	77.3%	82.4%	71.4%	64.6%	63.5%	66.9%	48.0%	57.6%	nm	nm	n/a	n/a	68.8%	68.4%
Expense ratio	21.9%	24.1%	29.9%	32.8%	30.1%	30.8%	44.5%	43.8%	nm	nm	n/a	n/a	30.3%	31.6%
Combined ratio	99.3%	106.5%	101.2%	97.4%	93.7%	97.7%	92.6%	101.4%	nm	nm	n/a	n/a	99.0%	100.0%

Customer segment  
reporting – Europe,  
Middle East & Africa  
by country

in USD millions, for the three months ended June 30

	United Kingdom		Germany		Switzerland		Italy		Rest of Europe		Middle East & Africa		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
Gross written premiums and policy fees	692	789	393	382	366	392	314	322	487	476	121	144	–	(4)	2,372	2,501
Net earned premiums and policy fees	537	607	547	558	595	616	323	331	470	459	121	136	–	–	2,593	2,707
Net underwriting result	101	(26)	(5)	17	55	61	7	17	17	(6)	(7)	(1)	(3)	1	165	62
<b>Business operating profit</b>	<b>137</b>	<b>6</b>	<b>15</b>	<b>44</b>	<b>102</b>	<b>96</b>	<b>24</b>	<b>33</b>	<b>30</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>–</b>	<b>–</b>	<b>314</b>	<b>199</b>

Ratios, as % of net earned premiums and policy fees

Loss ratio	49.8%	74.7%	69.3%	63.6%	65.5%	63.2%	68.2%	64.1%	66.5%	70.4%	65.0%	57.6%	n/a	n/a	63.5%	66.9%
Expense ratio	31.5%	29.5%	31.7%	33.3%	25.4%	26.9%	29.5%	30.8%	29.8%	31.1%	40.8%	43.5%	n/a	n/a	30.1%	30.8%
<b>Combined ratio</b>	<b>81.3%</b>	<b>104.2%</b>	<b>101.0%</b>	<b>96.9%</b>	<b>90.8%</b>	<b>90.1%</b>	<b>97.7%</b>	<b>94.9%</b>	<b>96.3%</b>	<b>101.4%</b>	<b>105.7%</b>	<b>101.1%</b>	<b>n/a</b>	<b>n/a</b>	<b>93.7%</b>	<b>97.7%</b>

## Information for the three months ended June 30 (unaudited)

Global Life –  
Overview

in USD millions, for the three months ended June 30

	North America		Latin America		Europe, Middle East & Africa		Asia Pacific		Other		Eliminations		Total	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
	<b>Revenues</b>													
Life insurance deposits	148	81	549	438	3,436	3,665	36	42	–	–	–	–	4,169	4,225
Gross written premiums	155	149	514	547	2,358	1,758	160	147	76	74	(36)	(23)	3,228	2,652
Policy fees	101	94	14	19	411	424	33	21	–	–	–	–	559	558
Gross written premiums and policy fees	256	243	528	566	2,769	2,182	193	168	76	74	(36)	(23)	3,787	3,210
Net earned premiums and policy fees	202	196	492	533	2,593	408	166	141	60	25	–	–	3,513	1,302
Net investment income on Group investments	64	63	96	109	697	680	27	29	2	2	–	–	884	884
Net capital gains/(losses) and impairments on Group investments	1	–	5	2	127	437	17	(22)	–	–	–	–	150	417
Net investment result on Group investments	64	63	100	111	824	1,117	44	7	2	2	–	–	1,034	1,301
Net investment income on unit-linked investments	15	17	5	–	409	405	35	26	–	–	–	–	464	449
Net capital gains/(losses) and impairments on unit-linked investments	13	(12)	282	246	2,730	(3,979)	(5)	(48)	–	–	–	–	3,020	(3,793)
Net investment result on unit-linked investments	28	6	287	246	3,139	(3,574)	30	(22)	–	–	–	–	3,484	(3,344)
Other income	21	20	13	16	133	136	7	30	11	128	–	(2)	185	328
<b>Total BOP revenues</b>	<b>315</b>	<b>285</b>	<b>892</b>	<b>906</b>	<b>6,689</b>	<b>(1,914)</b>	<b>247</b>	<b>157</b>	<b>73</b>	<b>154</b>	<b>(1)</b>	<b>(2)</b>	<b>8,216</b>	<b>(413)</b>
<b>Benefits, losses and expenses</b>														
Insurance benefits and losses, net	115	91	194	201	2,472	63	81	63	48	5	–	–	2,910	423
Policyholder dividends and participation in profits, net	30	9	289	249	3,193	(2,863)	35	(24)	1	–	–	–	3,549	(2,629)
Income tax expense/(benefit) attributable to policyholders	–	–	–	–	67	(95)	5	(7)	–	–	–	–	72	(102)
Underwriting and policy acquisition costs, net	48	46	226	249	260	269	39	2	6	70	–	–	578	637
Administrative and other operating expense (excl. depreciation/amortization)	41	41	61	85	373	357	57	88	28	67	–	(2)	560	637
Interest credited to policyholders and other interest	41	46	3	3	70	78	13	6	–	–	–	–	127	132
Restructuring provisions and other items not included in BOP	–	–	(14)	(22)	(34)	(7)	7	12	(6)	(40)	–	–	(46)	(58)
<b>Total BOP benefits, losses and expenses</b>	<b>275</b>	<b>233</b>	<b>760</b>	<b>765</b>	<b>6,401</b>	<b>(2,199)</b>	<b>237</b>	<b>140</b>	<b>77</b>	<b>102</b>	<b>–</b>	<b>(2)</b>	<b>7,749</b>	<b>(961)</b>
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>41</b>	<b>52</b>	<b>133</b>	<b>142</b>	<b>289</b>	<b>285</b>	<b>9</b>	<b>17</b>	<b>(5)</b>	<b>52</b>	<b>–</b>	<b>–</b>	<b>466</b>	<b>548</b>
Depreciation and impairments of property and equipment	–	–	1	1	3	5	–	1	–	–	–	–	5	7
Amortization and impairments of intangible assets	6	5	4	22	30	51	1	1	–	50	–	–	41	129
Interest expense on debt	–	–	–	–	2	(12)	–	–	–	1	–	–	2	(12)
Business operating profit before non-controlling interests	35	46	128	119	253	242	7	15	(5)	1	–	–	418	423
Non-controlling interests	–	–	60	60	10	9	(1)	(1)	–	–	–	–	69	69
<b>Business operating profit</b>	<b>35</b>	<b>46</b>	<b>68</b>	<b>58</b>	<b>244</b>	<b>232</b>	<b>8</b>	<b>16</b>	<b>(5)</b>	<b>1</b>	<b>–</b>	<b>–</b>	<b>349</b>	<b>355</b>

## Information for the three months ended June 30 (unaudited)

Global Life –  
Europe, Middle East  
& Africa by country

in USD millions, for the three months ended June 30

	United Kingdom		Germany		Switzerland		Ireland		Spain		Italy		Zurich International Life <sup>1</sup>		Rest of Europe, Middle East & Africa <sup>2</sup>		Total		
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	
	<b>Revenues</b>																		
Life insurance deposits	1,452	1,502	590	584	34	41	480	711	7	3	515	389	296	394	63	41	3,436	3,665	
Gross written premiums	221	193	451	448	184	231	64	68	1,321	697	49	81	30	8	38	32	2,358	1,758	
Policy fees	191	186	68	75	13	15	73	75	1	8	2	2	56	58	7	4	411	424	
Gross written premiums and policy fees	412	379	519	523	197	246	136	143	1,323	706	51	84	86	66	45	37	2,769	2,182	
Net earned premiums and policy fees	283	(1,342)	497	504	195	241	113	117	1,311	700	50	84	87	53	57	51	2,593	408	
Net investment income on Group investments	39	36	314	306	161	163	18	20	66	59	80	72	–	2	18	20	697	680	
Net capital gains/(losses) and impairments on Group investments	127	147	5	168	14	12	2	104	–	2	(23)	–	(1)	1	2	3	127	437	
Net investment result on Group investments	166	184	319	474	175	175	21	124	66	62	57	72	(1)	3	20	23	824	1,117	
Net investment income on unit-linked investments	314	308	3	(1)	6	–	70	72	5	17	(1)	(2)	7	4	4	7	409	405	
Net capital gains/(losses) and impairments on unit-linked investments	1,612	(1,941)	273	(891)	–	(17)	161	(578)	(7)	(19)	4	(22)	644	(434)	43	(77)	2,730	(3,979)	
Net investment result on unit-linked investments	1,926	(1,633)	276	(892)	6	(17)	231	(506)	(2)	(1)	3	(25)	651	(430)	47	(70)	3,139	(3,574)	
Other income	21	34	64	57	18	16	–	–	12	13	4	–	15	18	(2)	(1)	133	136	
<b>Total BOP revenues</b>	<b>2,396</b>	<b>(2,758)</b>	<b>1,157</b>	<b>143</b>	<b>395</b>	<b>416</b>	<b>365</b>	<b>(265)</b>	<b>1,388</b>	<b>773</b>	<b>114</b>	<b>131</b>	<b>753</b>	<b>(356)</b>	<b>122</b>	<b>3</b>	<b>6,689</b>	<b>(1,914)</b>	
<b>Benefits, losses and expenses</b>																			
Insurance benefits and losses, net	224	(1,319)	542	263	256	301	35	12	1,296	687	34	88	52	(7)	32	37	2,472	63	
Policyholder dividends and participation in profits, net	1,885	(1,594)	344	(355)	(7)	(49)	238	(378)	1	1	30	1	649	(431)	52	(59)	3,193	(2,863)	
Income tax expense/(benefit) attributable to policyholders	51	(109)	10	9	–	–	7	5	–	–	–	–	–	–	–	–	67	(95)	
Underwriting and policy acquisition costs, net	97	101	71	49	19	22	31	37	31	10	9	8	(8)	37	10	5	260	269	
Administrative and other operating expense (excl. depreciation/amortization)	90	105	99	80	56	62	35	33	31	30	22	18	38	26	2	4	373	357	
Interest credited to policyholders and other interest	16	33	41	33	5	3	7	7	–	–	1	1	–	–	–	–	70	78	
Restructuring provisions and other items not included in BOP	(22)	2	(7)	(4)	(1)	1	–	–	(2)	(4)	1	–	(1)	–	(1)	(2)	(34)	(7)	
<b>Total BOP benefits, losses and expenses</b>	<b>2,341</b>	<b>(2,782)</b>	<b>1,099</b>	<b>76</b>	<b>328</b>	<b>340</b>	<b>352</b>	<b>(284)</b>	<b>1,358</b>	<b>724</b>	<b>96</b>	<b>117</b>	<b>730</b>	<b>(375)</b>	<b>96</b>	<b>(15)</b>	<b>6,401</b>	<b>(2,199)</b>	
<b>Business operating profit (before interest, depreciation and amortization)</b>	<b>55</b>	<b>24</b>	<b>58</b>	<b>66</b>	<b>67</b>	<b>76</b>	<b>13</b>	<b>19</b>	<b>29</b>	<b>49</b>	<b>18</b>	<b>14</b>	<b>23</b>	<b>19</b>	<b>26</b>	<b>18</b>	<b>289</b>	<b>285</b>	
Depreciation and impairments of property and equipment	1	2	1	2	–	–	–	–	–	–	–	–	–	–	–	–	3	5	
Amortization and impairments of intangible assets	8	9	11	12	1	1	–	1	5	23	1	2	3	1	–	1	30	51	
Interest expense on debt	–	(14)	–	–	–	–	–	–	2	2	–	–	–	–	–	–	2	(12)	
Business operating profit before non-controlling interests	46	28	46	52	66	75	12	18	22	24	17	12	19	18	25	16	253	242	
Non-controlling interests	–	–	–	–	–	–	–	–	10	9	–	–	–	–	–	–	10	9	
<b>Business operating profit</b>	<b>46</b>	<b>28</b>	<b>46</b>	<b>52</b>	<b>66</b>	<b>75</b>	<b>12</b>	<b>18</b>	<b>13</b>	<b>15</b>	<b>17</b>	<b>12</b>	<b>19</b>	<b>18</b>	<b>25</b>	<b>16</b>	<b>244</b>	<b>232</b>	

<sup>1</sup> Includes business written through licenses, mainly into Asia Pacific and Middle East.<sup>2</sup> Including eliminations.

## Information for the three months ended June 30 (unaudited)

Farmers –  
Overview

in USD millions, for the three months ended June 30

	Farmers Management Services		Farmers Re		Total
	2016	2015	2016	2015	2015
Gross written premiums and policy fees	–	–	399	587	587
Net earned premiums and policy fees	–	–	378	564	564
Management fees and other related revenues	714	693	–	–	693
Insurance benefits and losses, net	–	–	(289)	(413)	(413)
Management and other related expenses	(375)	(362)	–	–	(362)
Total net technical expenses	–	–	(121)	(173)	(173)
Gross management result	339	331	–	–	n/a
Net underwriting result	–	–	(32)	(22)	n/a
Net investment income	4	3	6	9	12
Net capital gains/(losses) and impairments on investments	–	–	–	–	–
Other net income/Net non-technical result (excl. items not included in BOP)	7	(5)	11	13	8
Business operating profit before non-controlling interests	350	329	(15)	–	328
Non-controlling interests	–	–	–	–	–
Business operating profit	350	329	(15)	–	328
Ratios, as % of net earned premiums and policy fees					
Loss ratio			76.4%	73.2%	
Expense ratio			32.0%	30.7%	
Combined ratio			108.4%	103.9%	

## Summary of quarterly consolidated information (unaudited)

Summary of quarterly consolidated information<sup>1</sup>

in USD millions, for the three months ended	06/30/16	03/31/16	12/31/15	09/30/15	06/30/15	03/31/15	12/31/14	09/30/14	06/30/14
Gross written premiums and policy fees	13,674	13,404	11,862	12,264	12,461	14,411	12,564	12,903	13,843
Net earned premiums and policy fees	10,780	10,451	11,342	11,270	8,952	11,061	12,306	11,973	11,896
Net investment result on Group investments	1,920	1,734	1,481	1,959	1,890	2,133	2,464	2,378	2,176
Net investment income on Group investments	1,480	1,339	1,358	1,405	1,478	1,331	1,437	1,553	1,681
Net capital gains/(losses) on Group investments and impairments	440	395	123	553	412	802	1,027	824	495
Net investment result on unit-linked investments	3,664	570	5,811	(4,803)	(3,444)	8,673	3,849	2,530	2,938
Other revenues	932	1,074	1,099	1,037	1,067	1,040	900	1,127	1,161
<b>Total revenues</b>	<b>17,296</b>	<b>13,828</b>	<b>19,732</b>	<b>9,463</b>	<b>8,465</b>	<b>22,907</b>	<b>19,519</b>	<b>18,008</b>	<b>18,171</b>
Insurance benefits and losses, net of reinsurance	8,091	7,563	8,635	8,737	5,512	7,861	9,096	8,522	8,181
Policyholder dividends and participation in profits, net of reinsurance	3,743	754	6,032	(4,368)	(2,700)	8,898	4,206	3,043	3,419
Other expenses	4,189	4,187	5,150	4,641	4,560	4,268	4,936	4,895	5,202
<b>Total benefits, losses and expenses</b>	<b>16,023</b>	<b>12,504</b>	<b>19,817</b>	<b>9,010</b>	<b>7,372</b>	<b>21,027</b>	<b>18,238</b>	<b>16,460</b>	<b>16,802</b>
Net income before income taxes	1,273	1,324	(85)	453	1,093	1,880	1,281	1,548	1,370
Net income attributable to shareholders	739	875	(424)	207	840	1,219	860	966	848
<b>Business operating profit</b>	<b>1,107</b>	<b>1,087</b>	<b>422</b>	<b>256</b>	<b>943</b>	<b>1,295</b>	<b>812</b>	<b>1,206</b>	<b>1,240</b>

<sup>1</sup> Following the restatement for the cumulative foreign currency translation adjustment, the quarterly consolidated financial information from 06/30/14 to 12/31/14 has been restated.

Summary of quarterly consolidated information – Key performance indicators by segment<sup>1</sup>

in USD millions, for the three months ended	06/30/16	03/31/16	12/31/15	09/30/15	06/30/15	03/31/15	12/31/14	09/30/14	06/30/14
<b>Total revenues</b>	<b>17,296</b>	<b>13,828</b>	<b>19,732</b>	<b>9,463</b>	<b>8,465</b>	<b>22,907</b>	<b>19,519</b>	<b>18,008</b>	<b>18,171</b>
General Insurance	7,624	7,096	7,846	7,823	7,820	7,866	8,339	8,544	8,494
Global Life	8,223	5,185	10,533	157	(353)	13,401	9,124	7,735	7,573
Farmers	1,131	1,111	1,307	1,303	1,284	1,282	1,756	1,731	1,746
Other <sup>2</sup>	318	436	46	181	(286)	358	300	(2)	359
<b>Total benefits, losses and expenses</b>	<b>(16,023)</b>	<b>(12,504)</b>	<b>(19,817)</b>	<b>(9,010)</b>	<b>(7,372)</b>	<b>(21,027)</b>	<b>(18,238)</b>	<b>(16,460)</b>	<b>(16,802)</b>
General Insurance	(6,889)	(6,485)	(8,225)	(7,897)	(7,229)	(6,938)	(7,634)	(7,584)	(7,635)
Global Life	(7,772)	(4,670)	(10,427)	217	676	(12,766)	(8,574)	(7,219)	(7,162)
Farmers	(792)	(768)	(964)	(952)	(949)	(884)	(1,315)	(1,329)	(1,399)
Other <sup>2</sup>	(571)	(581)	(202)	(378)	130	(440)	(714)	(328)	(605)
Net income before income taxes	1,273	1,324	(85)	453	1,093	1,880	1,281	1,548	1,370
General Insurance	736	611	(379)	(75)	591	928	705	960	859
Global Life	451	515	107	373	323	636	550	516	411
Farmers	339	343	343	351	335	398	441	402	347
Other <sup>2</sup>	(253)	(145)	(156)	(197)	(156)	(81)	(414)	(330)	(247)
<b>Business operating profit</b>	<b>1,107</b>	<b>1,087</b>	<b>422</b>	<b>256</b>	<b>943</b>	<b>1,295</b>	<b>812</b>	<b>1,206</b>	<b>1,240</b>
General Insurance	663	542	(120)	(183)	460	706	511	786	801
Global Life	349	317	299	328	355	319	308	331	315
Farmers	335	343	351	351	328	391	420	398	341
Other <sup>2</sup>	(241)	(115)	(109)	(240)	(200)	(120)	(428)	(309)	(217)

<sup>1</sup> Following the restatement for the cumulative foreign currency translation adjustment, the quarterly consolidated financial information from 06/30/14 to 12/31/14 has been restated.

<sup>2</sup> Including intersegment elimination.

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