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# Zurich Financial Services - Credit Suisse Investor Conference

James J. Schiro  
Chief Executive Officer

New York  
September 27, 2007



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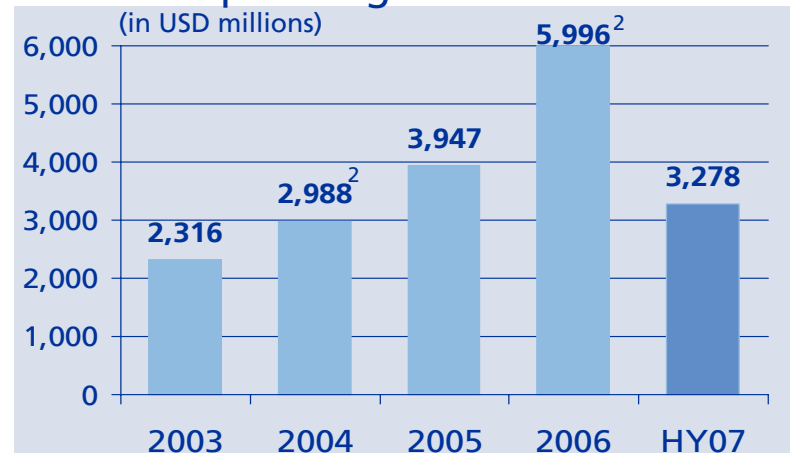
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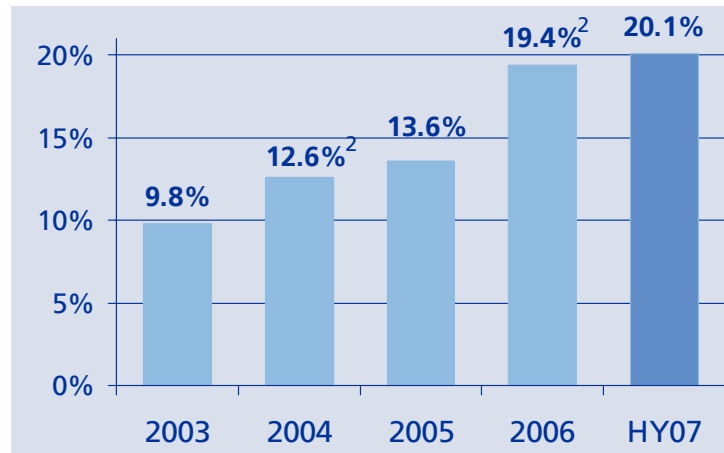
# Delivery of results the central theme at Zurich



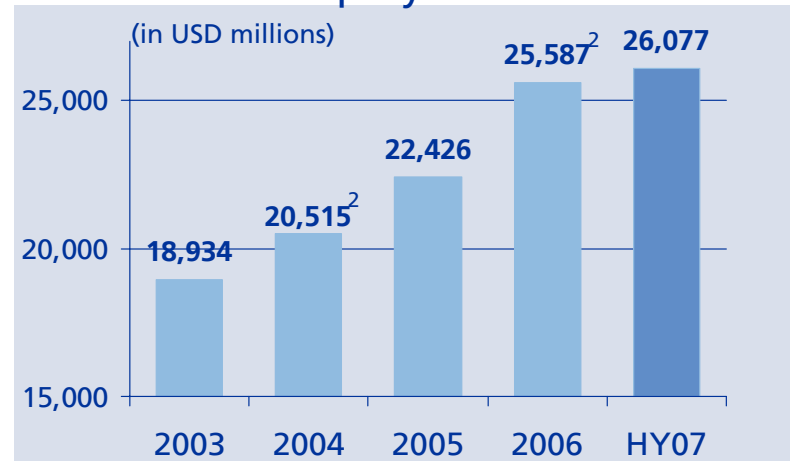
## Business Operating Profit



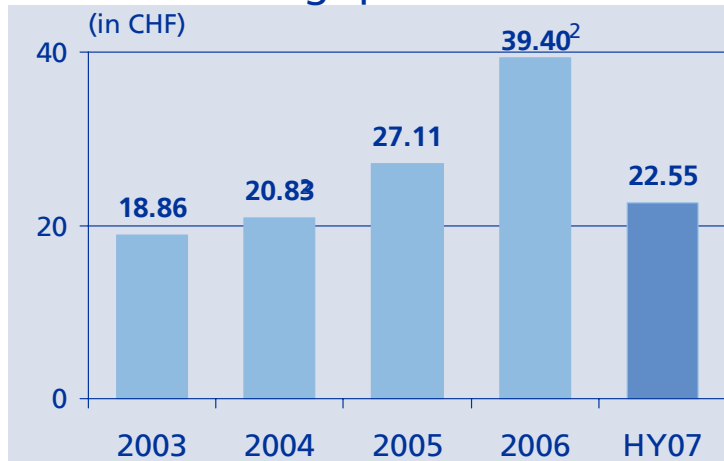
## BOPaT-ROE<sup>1</sup>



## Shareholders' equity



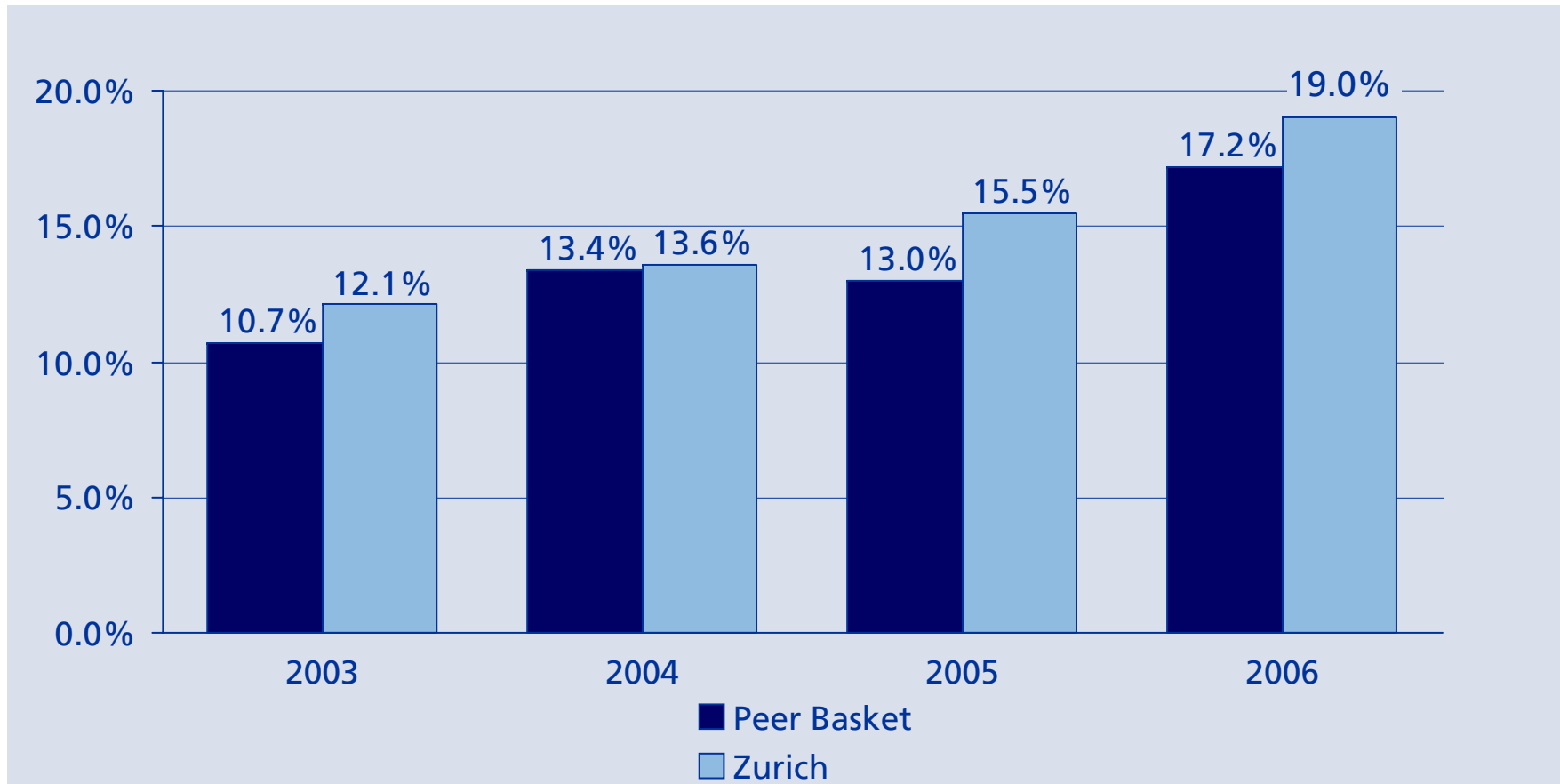
## Diluted earnings per share



<sup>1</sup> Business operating profit (after tax) return on common shareholders' equity

<sup>2</sup> Restated

# Consistent delivery of ROE results ahead of our peers

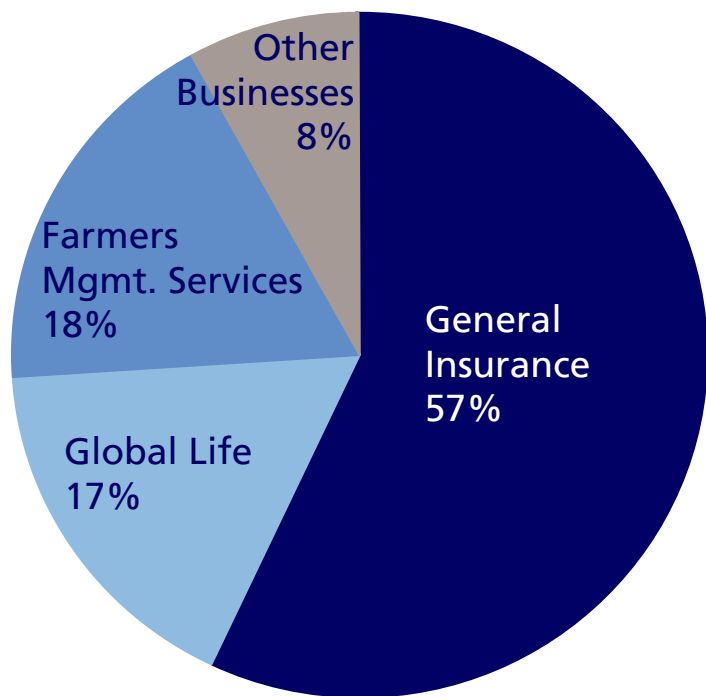


Peer basket includes the unweighted average of: Allianz, AXA, Generali, AVIVA, AIG, Allstate, Travelers, Hartford  
Source: Bloomberg

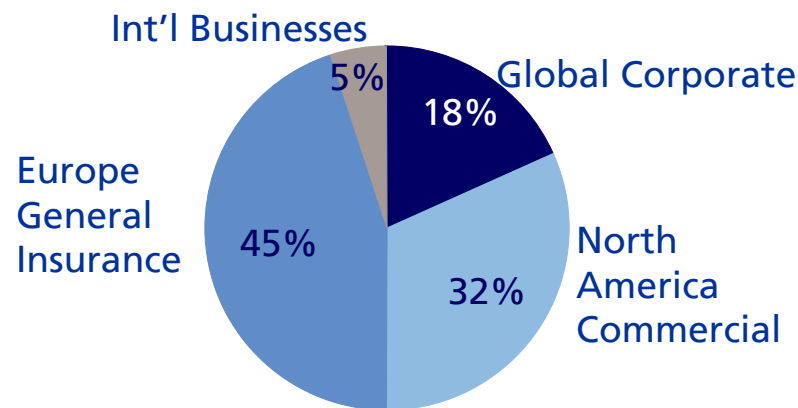
# Zurich has ability to deliver stable earnings thanks to well diversified book



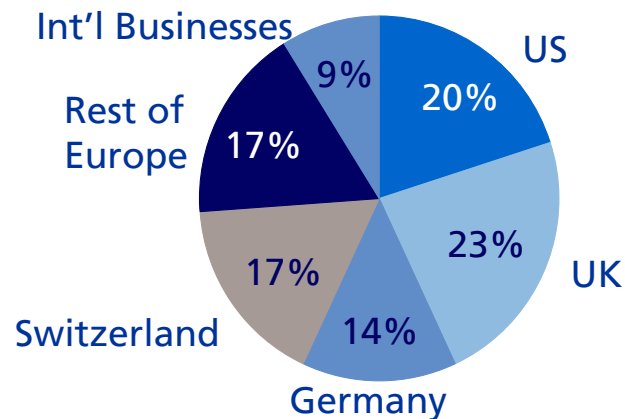
Business Operating Profit split by segment<sup>1,2</sup>



Business Operating Profit General Insurance<sup>1,3</sup>

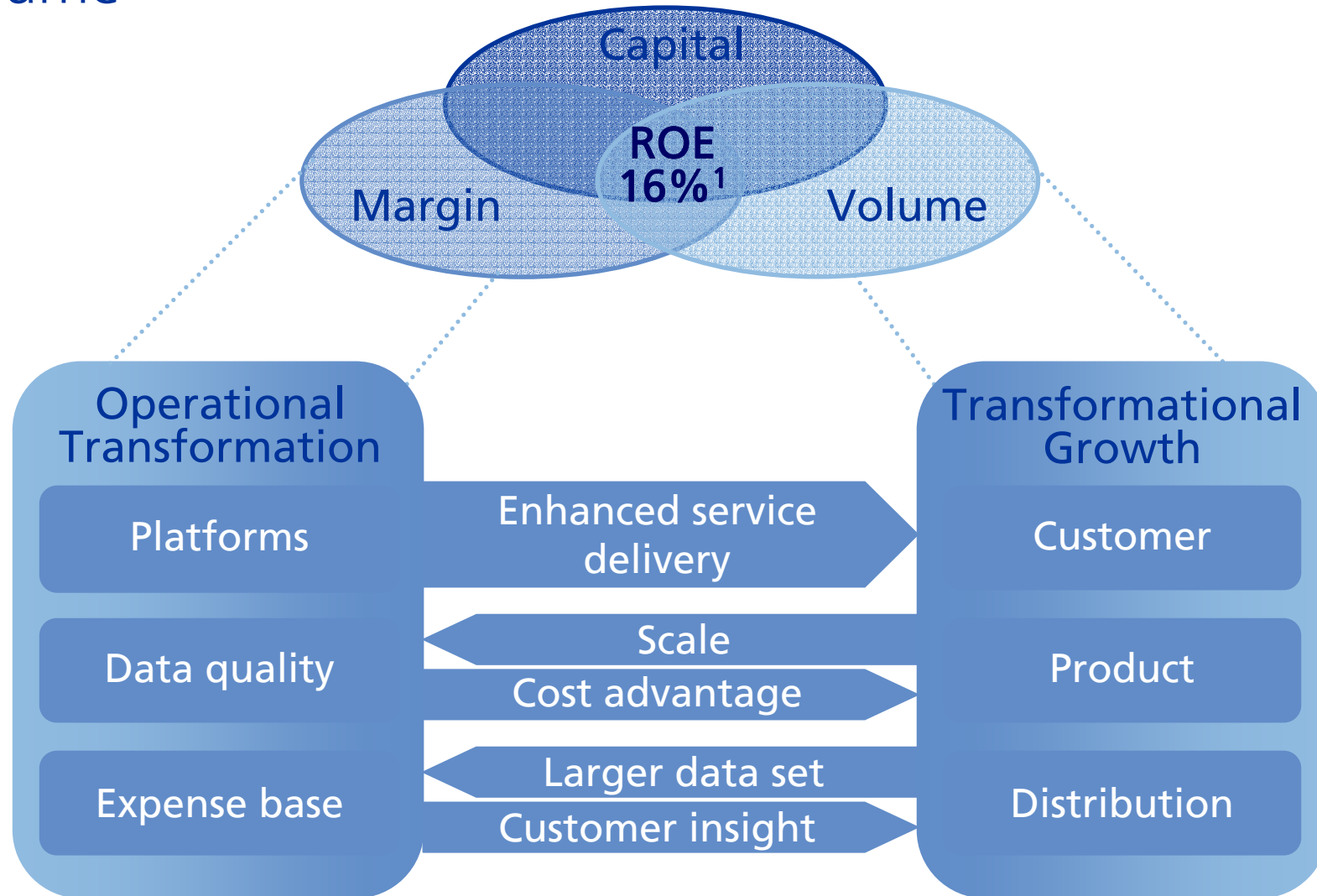


Business Operating Profit Global Life<sup>1</sup>



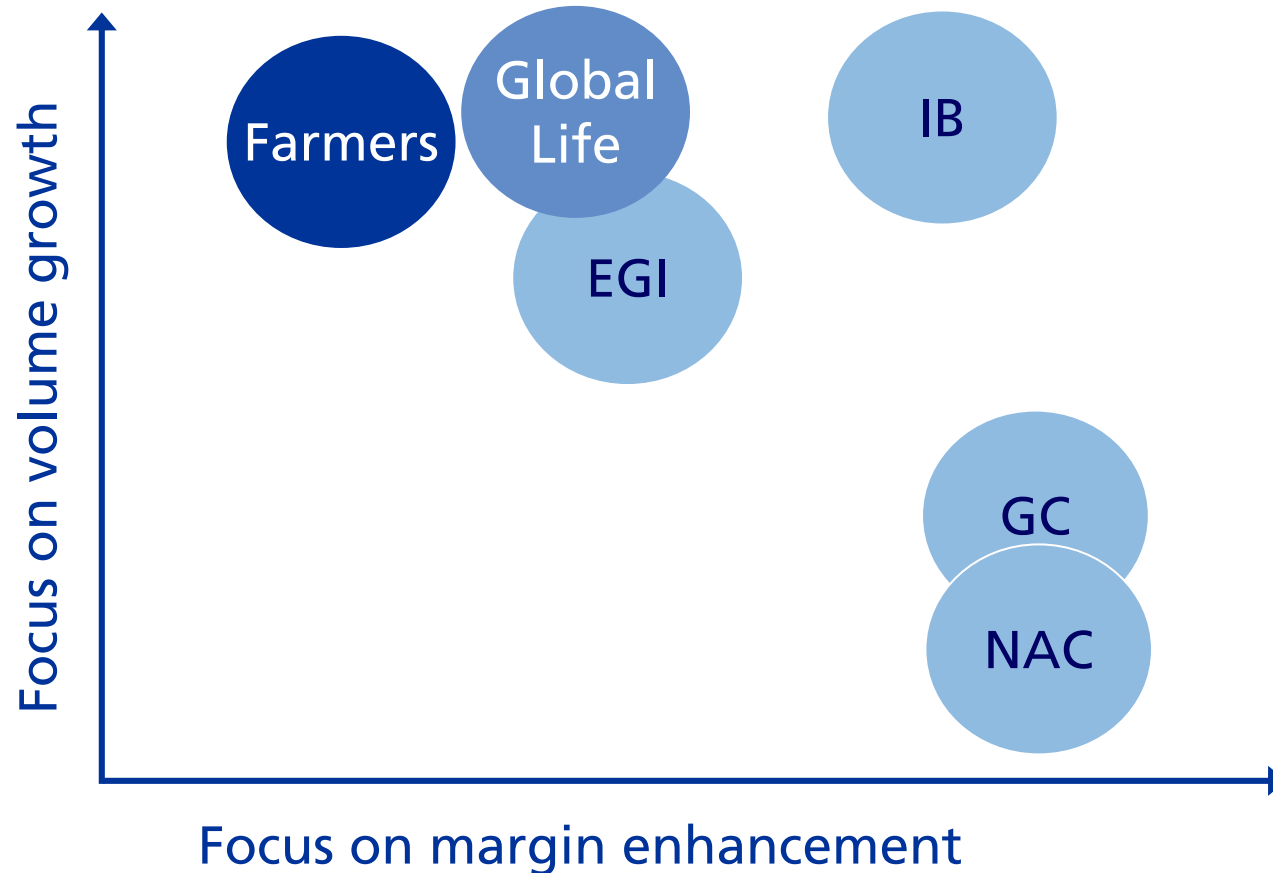
<sup>1</sup> For the year ended December 31, 2006  
<sup>2</sup> Excluding Corporate Functions  
<sup>3</sup> Excluding Group Reinsurance

# Strategic transformation focus on Margin and Volume



<sup>1</sup> Business operating profit (after tax) return on common shareholders' equity

# Zurich applies a differentiated focus to unlock and grow business value



Legend for GI BDs:

IB International  
Businesses

EGI Europe General  
Insurance

GC Global Corporate

NAC North America  
Commercial

# Appendix

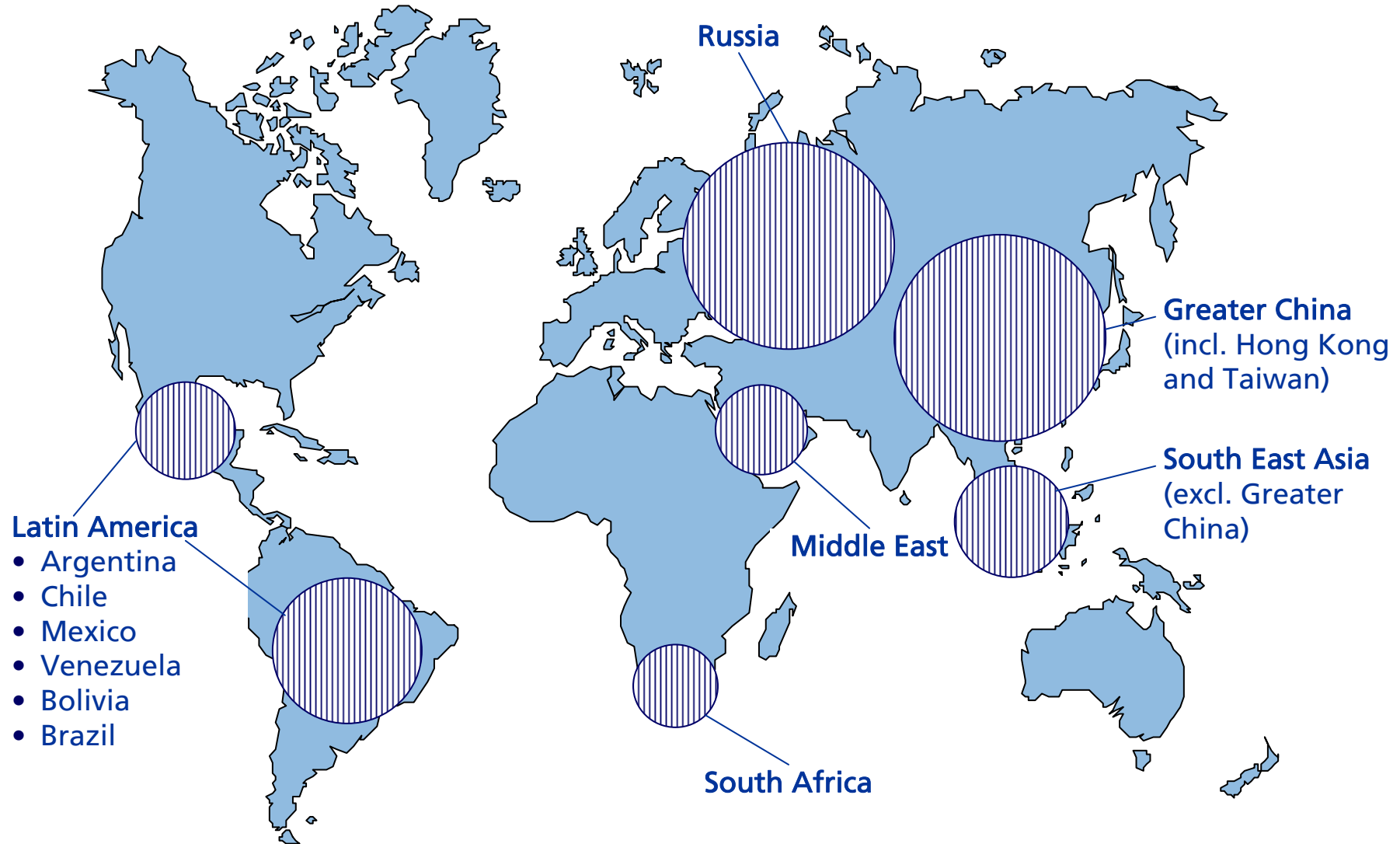
# Growth targets



General Insurance	5% CAGR GWP growth <sup>1</sup> over the cycle, maintaining a pre tax BOP ROE of greater than 25%
Global Life	Double digit APE growth taking the New Business Value to USD 850m by 2010
Farmers	GWP of USD 21bn by 2010, not exceeding a combined ratio of 98%

<sup>1</sup> From a strategic perspective, we measure growth as CAGR over market cycle

# Zurich's focus on emerging markets



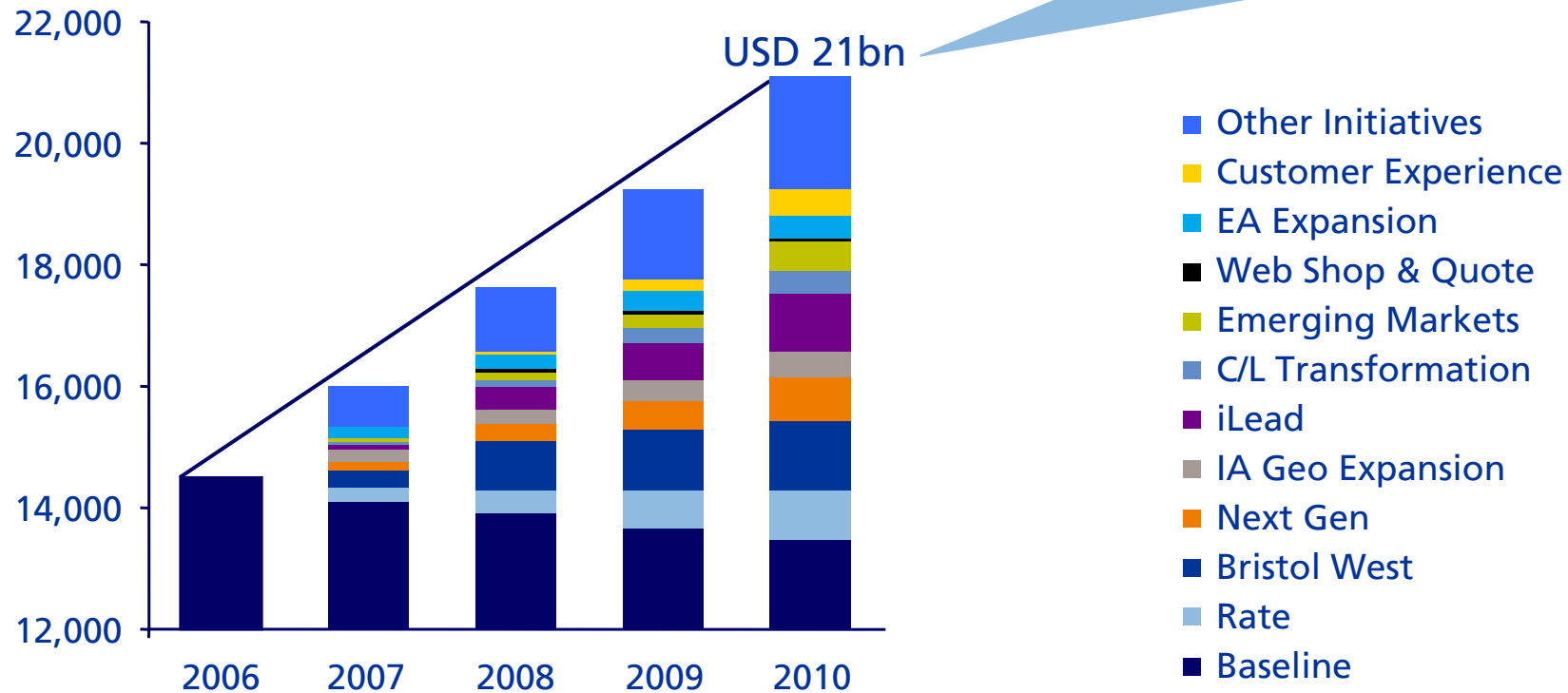
Farmers, aspiration is to achieve 21bn in GWP by 2010 while maintaining current levels of profitability which positions it to be of the fastest growing personal and small business insurers in America!



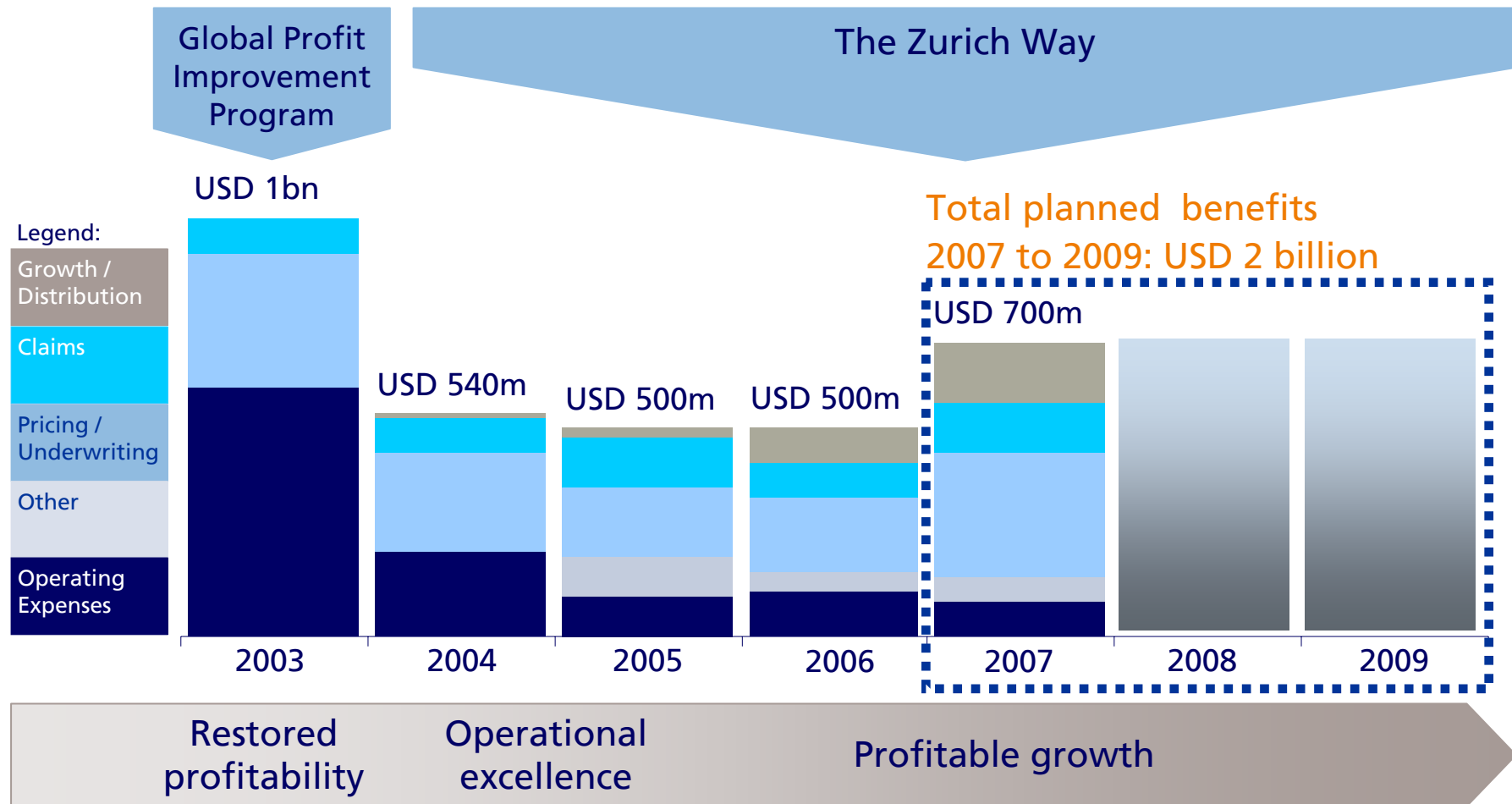
Growth initiative pipeline:  
2007-2010 net incremental GWP

- Achieve double digit growth by 2010
- Maintain a 98% combined ratio
- USD 7 billion increase in GWP
- USD 437 million in additional profit

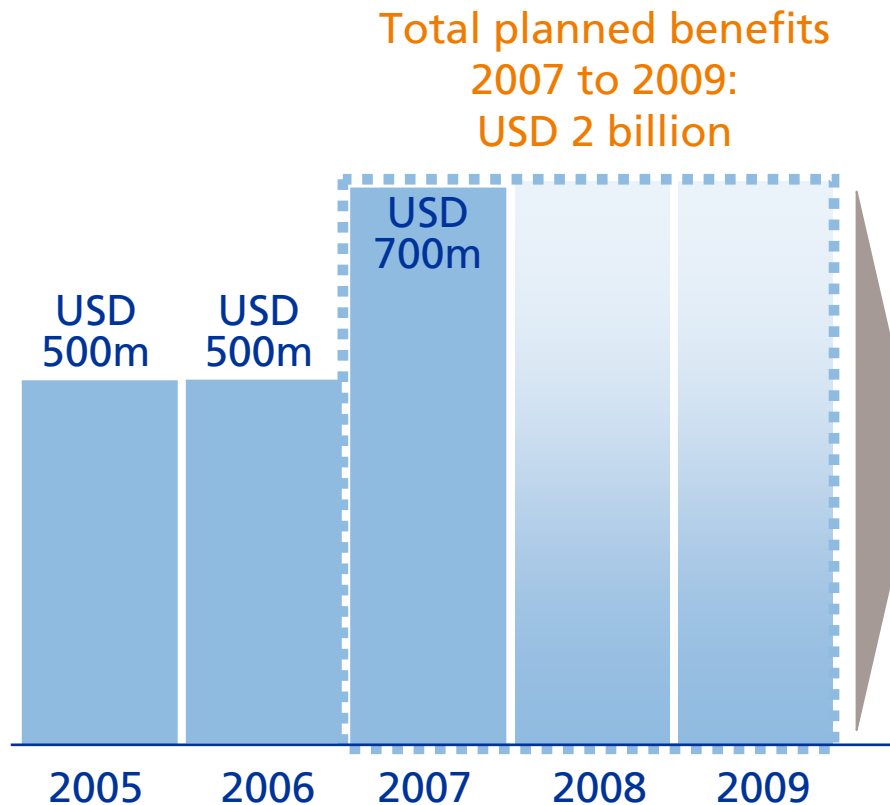
in USD millions



# The Zurich Way – shift from expense savings to operational improvements to foster profitable growth



# The Zurich Way – Target of USD 2 billion for 2007 to 2009



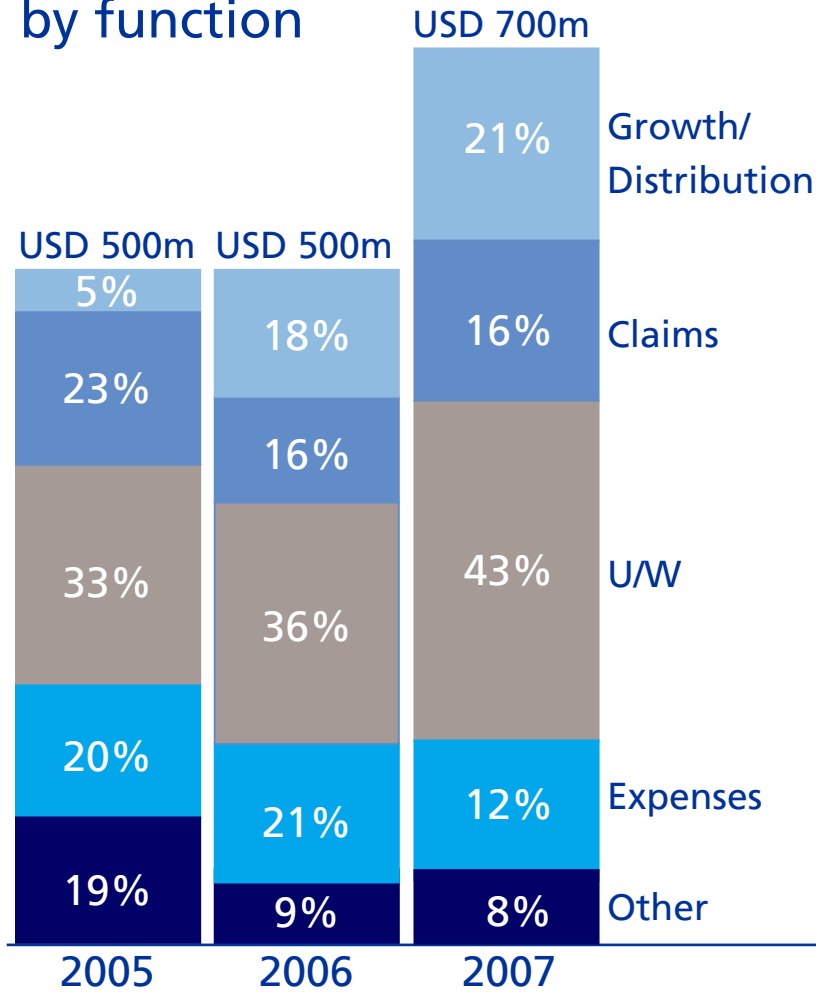
- Developing our three year plan, we expect benefits of USD 2 billion from 2007 to 2009.
- We are well on track to achieve our 2007 target.
- 12 major work-streams with over 300 initiatives
- Expected contributions to key performance indicators for 2007-09
  - General Insurance:**  
Combined ratio: 2.0pts p.a.
  - Global Life:**  
APE<sup>1</sup>: half of targeted double digit growth to come from TZW

<sup>1</sup> Gross new business annual premium equivalent (APE)

# The Zurich Way initiatives –2007 target



## by function



## by business division

