

Zurich's D&O and E&O dedicated claims service

Delivering for private companies and not-for-profit organizations



Today's executive leaders of private companies and not-for-profit organizations can experience similar claims that larger public companies encounter. How does your D&O and E&O claims team stand up? Don't wait until it's too late to find out – review how Zurich in North America is committed to delivering to our customers when it matters most:

- ✓ Every D&O and E&O claim is assigned to a single Zurich claims professional, providing customers with the highest level of continuity and stability throughout the entire process. Our U.S. claims teams are led by professionals with an average of 20 years experience.
- ✓ Our Management Solutions Group offers an integrated claims model – bringing underwriting and claims together to provide superior service.
- ✓ All D&O and E&O claims professionals in the U.S. are attorneys.
- ✓ With over 70 claims professionals around the world dedicated to D&O and E&O, an experienced Zurich claims team is there to provide help when you need it.
- ✓ Zurich's claims Call Center was named "Best of the Best" in 2009 by Contact Center World, a leading journal of the customer response industry.
- ✓ Zurich received the Excellence Award for customer satisfaction by Greenwich Associates in April 2010.

Why Zurich for your insurance needs?

Zurich is a top-rated insurance carrier with a long history of experience; we're here today and for the future.

- ✓ Industry's leading financial ratings from A.M. Best A+ /stable and Standard & Poor's AA-/stable*.
- ✓ Fortune magazine rated Zurich Financial Services as the #1 property-casualty insurer for innovation in 2011.
- ✓ Reactions magazine rated Zurich Best Global Insurer in October 2009.
- ✓ Advisen rated Zurich in North America as one of the top pacesetters for new products in North America in 2010.
- ✓ Zurich Financial Services Group has nearly 140 years of experience and presence in more than 170 countries and territories.
- ✓ Insurance provider for the majority of Fortune 100 global companies.

For more information
about Zurich's D&O and
E&O solutions,
call us at **866-860-7292**
or visit us online at
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¹ <http://money.cnn.com/magazines/fortune/mostadmired/2011/snapshots/7745.html>

* Rating as of September 1, 2011. For complete information on the ratings of the underwriting companies of Zurich in North America, access www.zurichna.com

Zurich in North America is a part of Zurich Financial Services Group (Zurich), an insurance-based financial services provider with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America, and other markets.

This is intended as a general description of certain types of insurance and services available to qualified customers through the individual companies of Zurich in North America, including Zurich American Insurance Company. Certain coverages are not available in all states. Some coverages may be written on a nonadmitted basis through licensed surplus lines brokers.

Your policy is the contract that specifically and fully describes your coverage. The description of the policy provisions here gives a broad overview of coverages and does not revise or amend the policy.

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