

# Zurich at a glance



- Approximately 55,000 employees
- Managing complex risks for 7,600 international programs through our global network
- Achieving USD 5.3 billion in business operating profit (BOP) in 2019<sup>5</sup>
- Providing comprehensive solutions and insights for 25 industries
- Insuring more than 215,500 customers
- Insuring more than 90 percent of the Fortune 500

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## Company profile

Zurich Insurance Group (Zurich), headquartered and founded in Switzerland, is a leading multi-line insurance group with more than 140 years' experience serving businesses worldwide, including over 100 years in North America. We are committed to delivering broad and flexible insurance solutions to our customers and helping them understand, manage and minimize risk.

Through member companies in North America, Zurich is a leading commercial property-casualty insurance provider serving small businesses, mid-sized and large companies, including multinational corporations.

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## Marketplace leadership statement

We aim to create sustainable value for all of our stakeholders: our customers, employees, shareholders and the communities in which we live and work.

Customer advocacy scores are 40 points higher than the business-to-business industry average in North America.<sup>1</sup>

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## Our purpose

- To protect you
- To inspire confidence
- To help you reach your full potential

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## Our values

- We are one team and value the diversity and potential of every individual.
- We embrace new ideas to exceed our customers' expectations.
- We deliver on our promises and stand up for what is right.

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## Our expertise

We offer the global strength of a leading insurance provider and industry expertise in local markets. Working together with our producers and distributors, we are committed to providing winning risk management solutions to our mutual customers.

### Our distinct services

- Global network
- Multinational capabilities
- Industry vertical expertise
- Program expertise
- Specialty products
- Captive services (group and single parent)
- Claims management
- Risk Engineering professionals / Risk Services professionals (in Canada)
- Life insurance and disability coverage

## Delivering when it matters

Industry-leading claims service in North America<sup>2</sup>



**Zurich embodies what community means to the insurance industry.”**

**– Insurance Industry Charitable Foundation**

## Stay connected

 zurich-north-america

 @ZurichNA

 @ZurichCanada

## Learn more

Learn more about Zurich North America by visiting [zurichna.com](http://zurichna.com) and [zurichcanada.com](http://zurichcanada.com)

## Distinctive risk insights

Zurich uses data and insights to better understand risks and help our customers manage their total cost of risk.

- Zurich leverages our vast internal loss and exposure data as well, in addition to growing amounts of external data, to develop deep customer insights both globally and locally to help protect our customers from risk.
- Predictive claims models applied in the U.S., from first notice of loss throughout the claims life cycle, help enable quicker and better claims resolution, heighten awareness of other potential losses and minimize fraud.

## Community investment

At Zurich, we are committed to supporting the communities in which we live and work. In North America, we support more than 125 local nonprofits aligned to three key areas:

- Developing resilient communities
- Promoting health
- Promoting health and welfare for children

North America community impact was **\$1.75 million** in corporate and employee giving in 2019.



## Recognition

### Financial

- Industry financial strength ratings: A+ A.M. Best, AA- Standard & Poor's<sup>3</sup>
- Zurich made USD 5.3 billion in operating profit in 2019.<sup>5</sup>

### Awards

- Forbes 2020 list of America's Best Employers for Diversity (Forbes, January 2020)<sup>5</sup>
- Zurich receives 2019 Business Insurance Innovation Award (Business Insurance, September 2019)<sup>4</sup>
- Zurich Insurance named one of the 50 Most Engaged Workplaces (Achievers, September 2019)<sup>4</sup>
- Forbes names Zurich Insurance Group one of 2019's Best Employers for Women (Forbes, September 2019)<sup>5</sup>
- Zurich named to 2019 Diversity Best Practices Inclusion Index (Working Mother Research Institute, August 2019)<sup>4</sup>
- Zurich named to list of best employers for veterans (Military Times, May 2019)<sup>4</sup>
- Zurich Insurance earns Outstanding Achievement Award (National Hurricane Conference, April 2019)<sup>4</sup>
- 2019 Bloomberg Gender-Equality Index (Bloomberg, January 2019)<sup>5</sup>
- Zurich North America wins Torch Award for Marketplace Ethics Better Business Bureau, October 2018)<sup>4</sup>
- Zurich named Top Company for Executive Women for third consecutive year (National Association for Female Executives, March 2018)<sup>5</sup>

1. Zurich North America Transactional Net Promoter Score: 75, January 2017-June 2019. Insurance industry NPS average: 35 in 2019. Source: Medallia.
2. Based on Zurich North America Closed Claims Net Promoter Score of 83, January 2017-June 2019. "Best in Class" NPS threshold for insurance industry: 51 (2019). Source: Medallia
3. Rating as of December 31, 2019, A.M. Best and Standard & Poor's financial strength rating are under continuous review and subject to change and/or affirmation. For the latest Best's Ratings and Best's Company Reports (which include Best's Ratings), visit the A.M. Best website at [www.ambest.com](http://www.ambest.com). The rating represents the overall financial status of the individual member companies of Zurich in North America, including Zurich American Insurance Company, and is not a recommendation of the specific policy provisions, rates or practices of each issuing insurance company.
4. Zurich North America
5. Zurich Insurance Group

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