



Zurich's General Insurance business announces further senior appointments to continue the customer focused transformation

Zurich, May 22, 2012 – Zurich Insurance Group (Zurich) today announced the appointments of Claudia Dill (46, Swiss) as Chief Operating Officer (COO) for the General Insurance (GI) business, effective July 1, 2012, and Dirk De Nil (49, Belgian), who will become Head of Sales and Distribution for GI, effective June 1, 2012.

Mrs. Dill will report to Mario Greco, CEO General Insurance, as well as to Kristof Terryn, Group Head of Operations and be responsible for Operations and IT within GI. During her 13 year career with Zurich, she has held various senior management roles including Chief Financial Officer, Europe, COO for Europe GI, CEO of Zurich Services in the Americas and most recently Head of Global Business Services within Group Operations. She has been involved in some of Zurich's most significant developments.

Mrs. Dill will take over from Dirk De Nil who will become Head of Sales and Distribution for GI. Mr. De Nil has been Head of Operations for GI since November 2010 where he has started to streamline operations in order to ensure excellent customer service and that IT priorities are in line with the business strategy. Prior to joining Zurich in 2008 Mr. De Nil spent over 20 years in the insurance industry in a variety of senior business and sales management roles. In his responsibility for GI's sales and distribution internationally, he will be critical in further developing the best ways to reach Zurich's chosen customer segments.

“I am convinced that the two appointments will help further transform our business to put our customers at the heart of what we do. This will include the development of new and innovative technologies as well as a strong customer culture. Only through excelling in this can we achieve our ambitious goals,” Mr. Greco said.



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Zurich Insurance Group (Zurich) is a leading multi-line insurance provider with a global network of subsidiaries and offices in Europe, North America, Latin America, Asia-Pacific and the Middle East as well as other markets. It offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multinational corporations. Zurich employs about 60,000 people serving customers in more than 170 countries. The Group, formerly known as Zurich Financial Services Group, is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt program which is traded over-the-counter on OTCQX. Further information about Zurich is available at www.zurich.com.

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