

Zurich appoints Robert Dickie as Chief Operations and Technology Officer

Zurich, January 8, 2014 – Zurich Insurance Group (Zurich) today announced that Robert Dickie (54, British citizen) has been appointed Chief Operations and Technology Officer and a member of the Group Executive Committee (GEC), effective March 2014. He will be responsible for Zurich's shared services, IT, procurement and sourcing as well as operational transformation initiatives. Mr. Dickie joins Zurich from American International Group, Inc. (AIG) where he served as Chief Operations and Systems Officer and was a member of the global leadership team since 2008.

Zurich Chief Executive Officer Martin Senn said: "I am very pleased to welcome Robert Dickie to Zurich and our team. With his extensive international and leadership experience as well as his track record of transforming operations and technology across global, national and regional platforms, Robert is very well positioned to bring Zurich's operations to the next level in support of our strategy."

"I also want to take this opportunity to thank Markus Nordlin who is doing an excellent job leading Group Operations on an ad interim basis in addition to his role as Chief Information Technology Officer." To ensure a smooth transition, Mr. Nordlin will retain interim responsibility for Group Operations until Mr. Dickie joins and will then focus again on his position as Chief Information Technology Officer.

Prior to his current role with AIG, Mr. Dickie was Group Operations Director and a member of the executive committee of UK-based bank Bradford & Bingley plc from 2003 until 2008. From 2000 to 2002, he served as Managing Director, UK Enterprise, for Zurich in the UK. Previous roles included senior positions with National Australia Bank Group in Australia and the UK.



Mr. Dickie is a fellow of the Chartered Institute of Bankers in Scotland and a fellow of the Royal Society of Arts, Manufactures and Commerce. He holds an MBA from the University of Strathclyde Graduate Business School, Glasgow, Scotland.

Further information

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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 (ZURVY) program which is traded over-the-counter on OTCQX. Further information about Zurich is available at www.zurich.com.

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