

Half year results 2014

Analysts and Media Presentation
August 7, 2014

Zurich Insurance Group



Key messages

Martin Senn, Chief Executive Officer



Key financials

On track with our key targets

HY-14 KEY RESULTS

BOP

USD 2.6bn

NIAS

USD 2.1bn

TARGET METRICS OVER STRATEGIC PERIOD

BOPAT ROE¹

HY-14

Target

12.5%

12 - 14%

Z-ECM²

Q1-14

Target

128%

100 - 120%

**Net cash
remittances**

FC FY-14

**Cumulative
3-year target**

> USD 3.5bn

> USD 9bn

¹ Business operating profit after tax return on equity (annualized), excluding unrealized gains and losses.

² Zurich Economic Capital Model (Z-ECM), subject to the review and approval of the Group's regulator, the Swiss Financial Market Supervisory Authority (FINMA).

Report card – Group

Early days, but good progress

GROUP STRATEGY

1

Prioritizing investment in distinctive positions

ACTIONS UNDERWAY IN HY-14

- Corporate: further enhancing combined GC / CLP model, on track to achieve >100 new common customers in 2014
- Commercial: customer segmentation and analytics initiatives at NAC
- Select retail: completed segmentation in 5 markets, extension of Banco Sabadell exclusive distribution agreement

2

Managing other businesses for value

- Good progress with GI turnaround/exits
- Holistic approach to in-force management developed for UK, Germany and US Life operations, including structural options

3

Growing our operating earnings

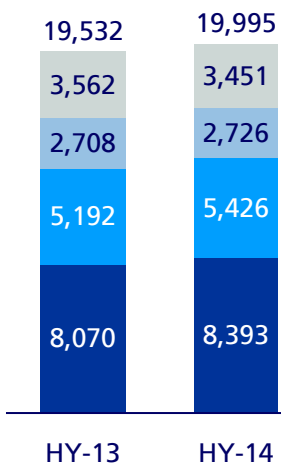
- Streamlining of organizational structure largely complete, USD 250m run-rate cost savings to be achieved by end of 2015
- Additional risk capital deployed in Investment Management

Report card – General Insurance

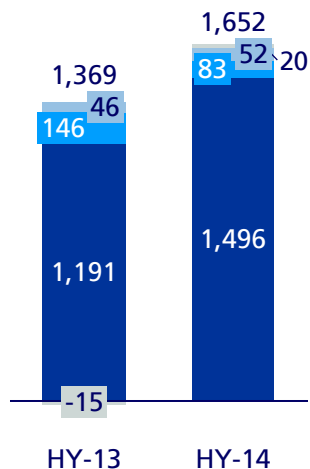
Improving AY profitability, executing on “turnarounds”

PRIORITY MARKETS

GWP¹ (USDm)



BOP (USDm)



Non-Priority & Other
Retail
Corporate
Commercial

Other
Turnaround / Exit
Continue as is
Priority

MANAGE FOR VALUE

- Exit from Zurich-branded UK aggregator distribution in April
- Sale of Russia retail business in July
- Turnaround actions progressing in other markets

NEXT STEPS

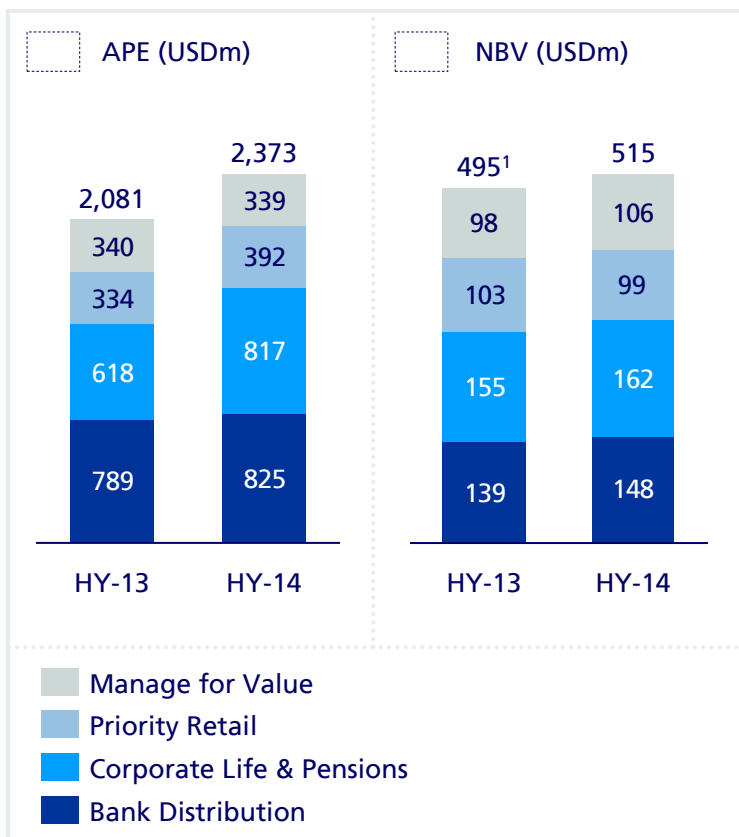
- Continue to drive improved accident year profitability
- Complete improvement plans
- Prioritize initiatives to deliver growth in select markets

¹ GWP adjusted for discontinued large fronting contract.

Report card – Global Life

Growing in priority markets, in-force management initiatives underway

PRIORITY MARKETS

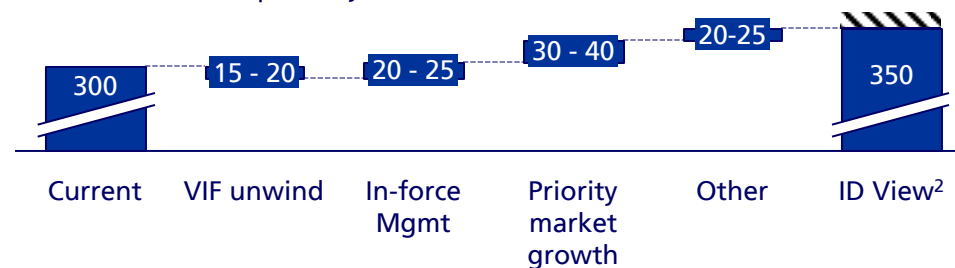


MANAGE FOR VALUE

- Exit of marginal positions (Taiwan, CLP Australia, Luxembourg)
- Initiatives underway to deliver up to USD 100m BOP increase from in-force management initiatives in Germany, the UK and the US

NEXT STEPS

Illustrative walk to quarterly BOP > USD 350m in 2016 (USDm)



- Complete phase 1 of in-force management initiatives
- Enhance external reporting

¹ Actual reported HY-13 NBV was USD 547 million; pro-forma HY-13 figure of USD 495 million is normalized for 2014 assumption changes.

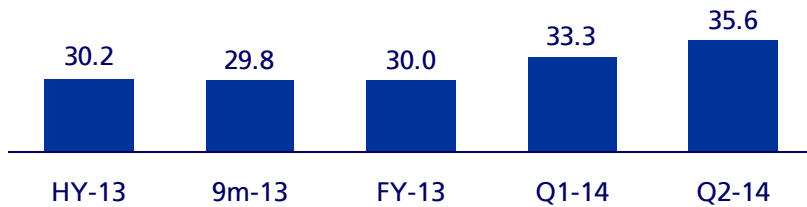
² Directional view from 2013 Investor Day (ID) does not represent a financial target.

Report card – Farmers Exchanges¹

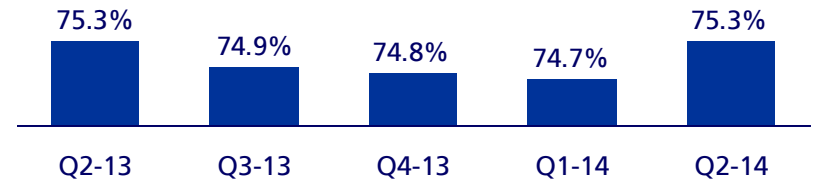
Positive momentum continues



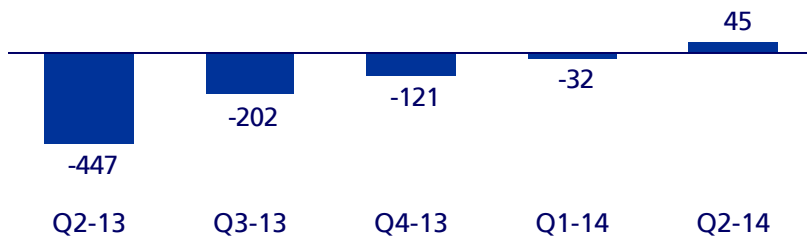
NET PROMOTER SCORE²



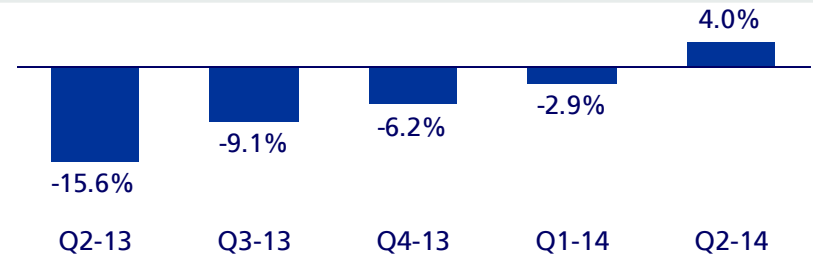
RETENTION³



NET GAIN / LOSS OF AGENTS⁴



NEW BUSINESS COUNT GROWTH⁵



¹ Provided for informational purposes only. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides administrative and management services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

² Survey based measure of customer loyalty (for Farmers Auto and Farmers Home only). 2013 figures shown are calculated on YTD basis.

³ Reflects rolling 3-month 13/1 survival rate for Farmers Exchanges, based on trailing 12-month weighted average GWP.

⁴ Change in total number of exclusive Farmers agents including full time and career agents.

⁵ Quarterly YoY change in new business counts for all books of business. Farmers and Bristol West Auto reflects New Business/New Household.

Key messages

General Insurance

Improving accident year combined ratio, good progress with turnaround/exit businesses

Global Life

In-force management initiatives under way, priority market growth strategy progressing

Farmers

Positive trends continue

Cash remittance

Cash remittances expected for full year >USD 3.5bn

Financial highlights

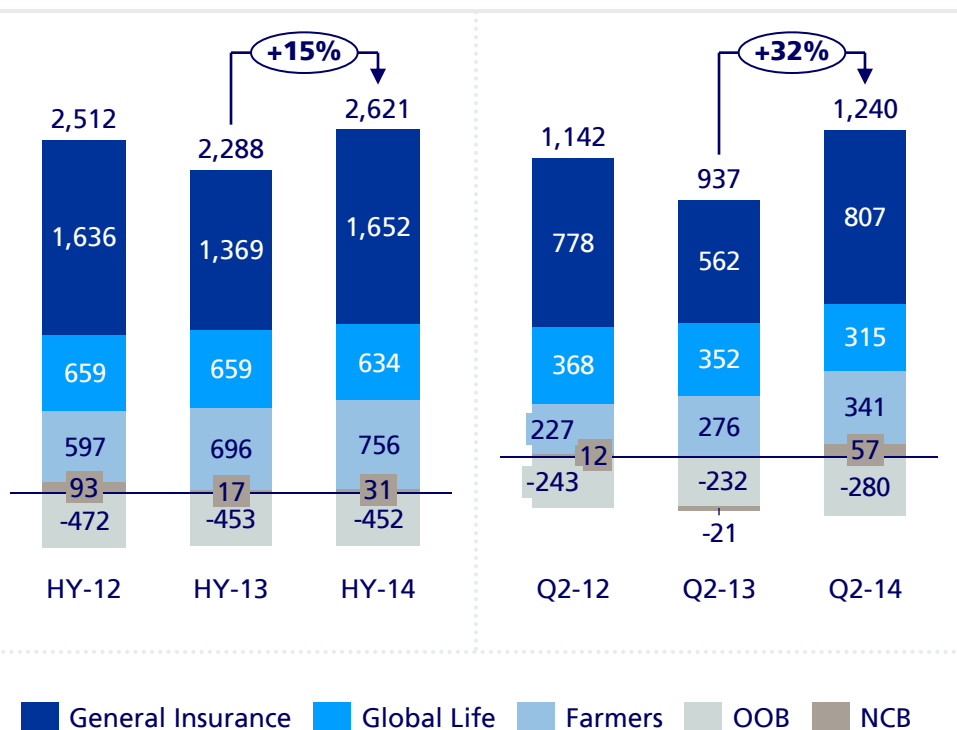
George Quinn, Chief Financial Officer



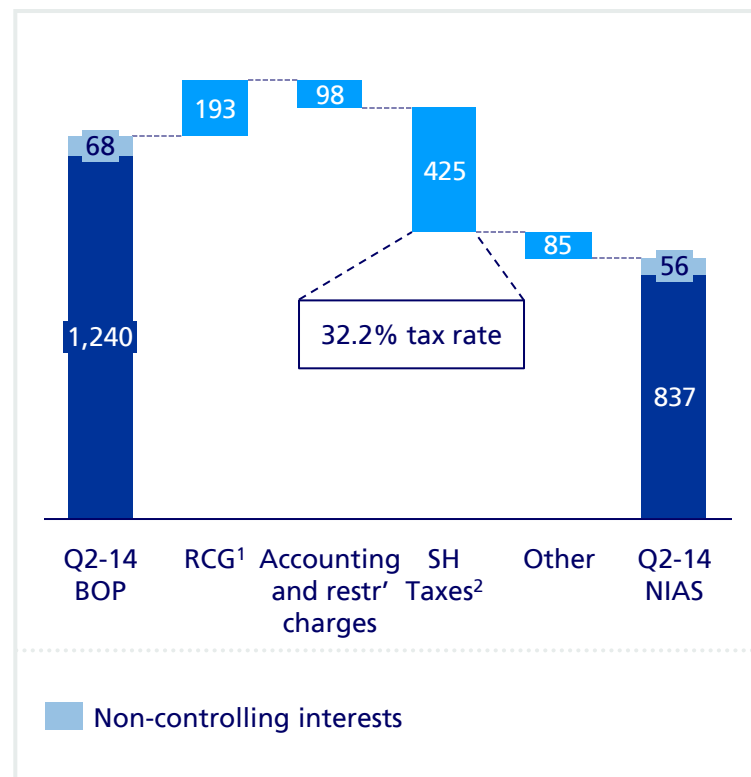
Group – Business operating profit

Solid start to the year

BOP BY SEGMENT (USDm)



RECONCILIATION (USDm)



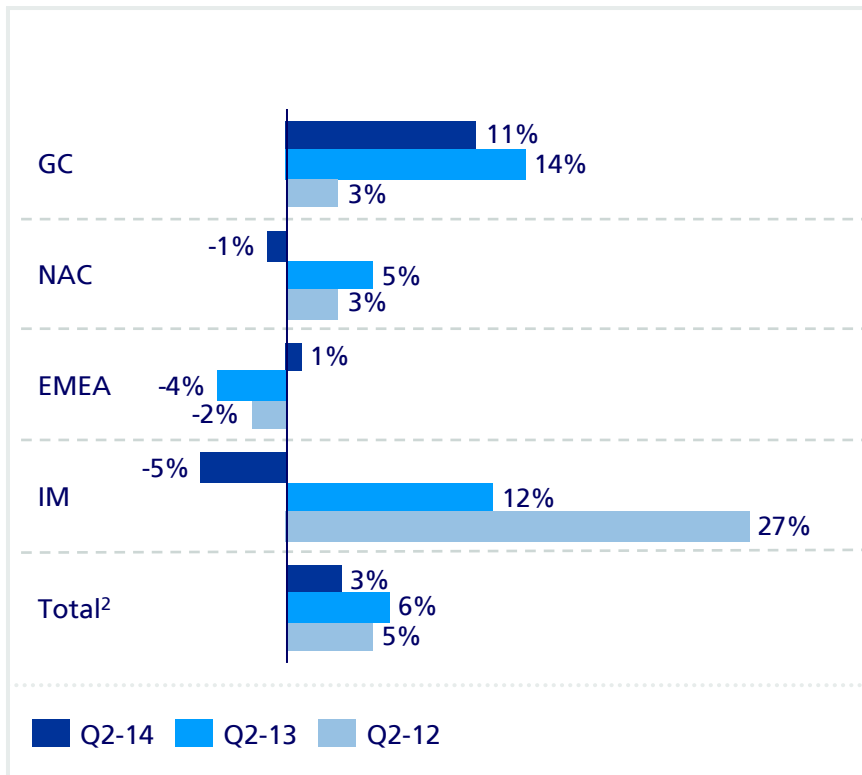
¹ Realized capital gains/losses, incl. a net loss on divestments of businesses of USD 13m.

² Shareholder taxes (income tax expense attributable to shareholders).

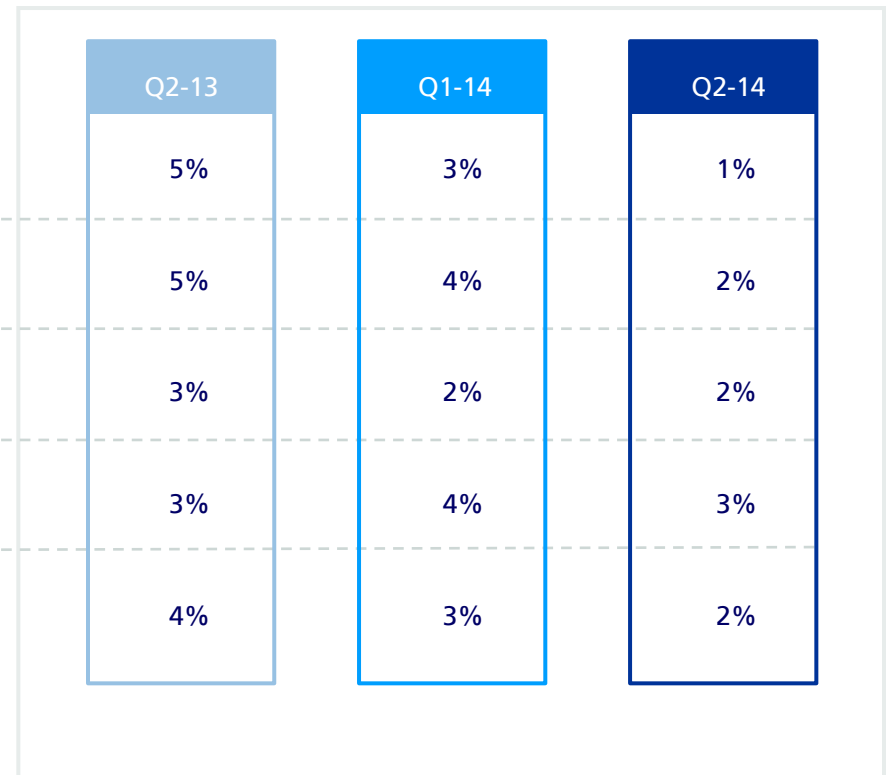
General Insurance – Topline

Catch-up in topline with some rate pressure on US property

GWP GROWTH IN LC (%)



RATE CHANGE¹ (%)



¹ GWP development due to premium rate change as a percentage of the renewed portfolio against the comparable prior year period.

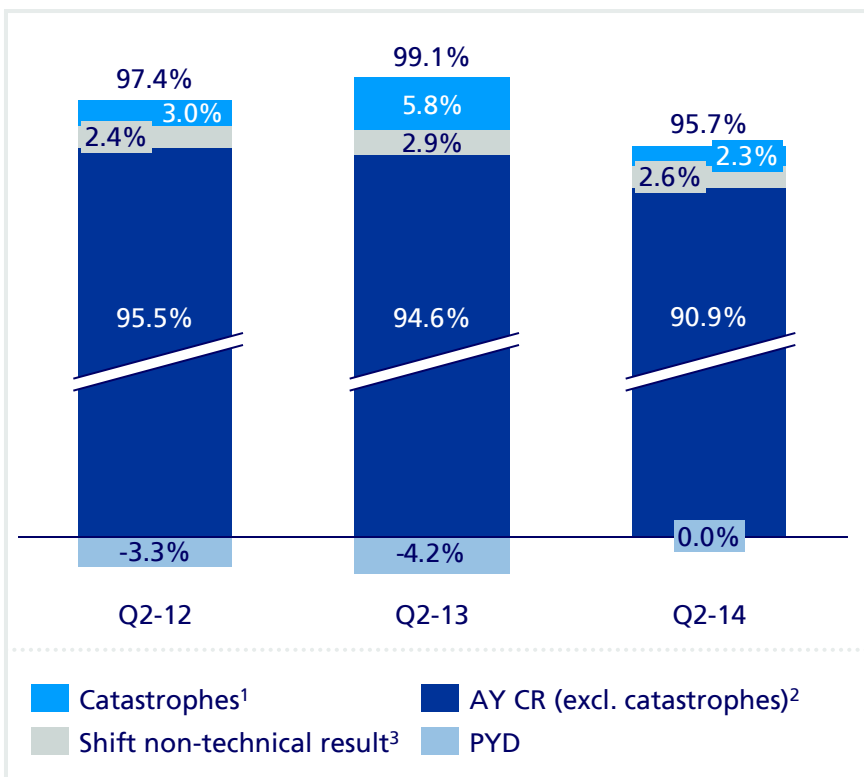
² Total incl. GI Global Functions, Group Reinsurance and Eliminations.

General Insurance – Combined ratio

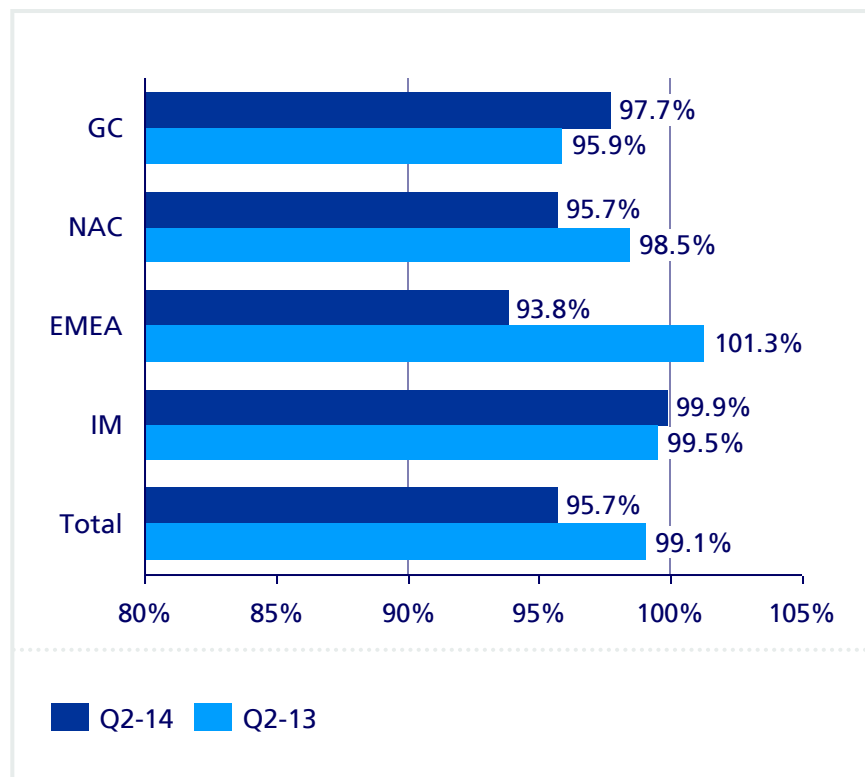
Further improvement in AY combined ratio excl. catastrophes



COMBINED RATIO SPLIT (%)



COMBINED RATIO BY REGION (%)



¹ Catastrophes includes major and mid-sized catastrophes including significant weather related events.

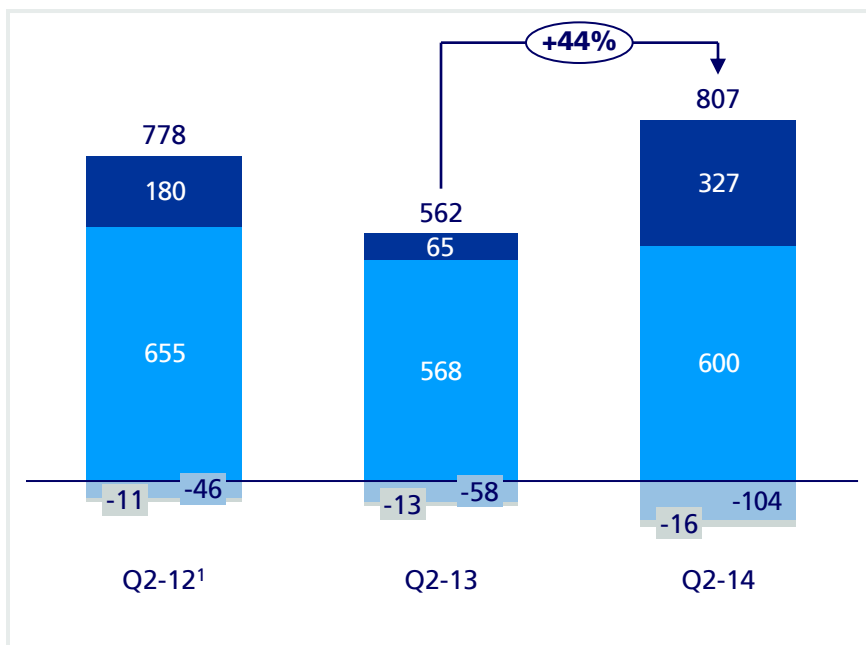
² Accident year combined ratio excludes prior year reserve development.

³ 2012 impact is an estimation.

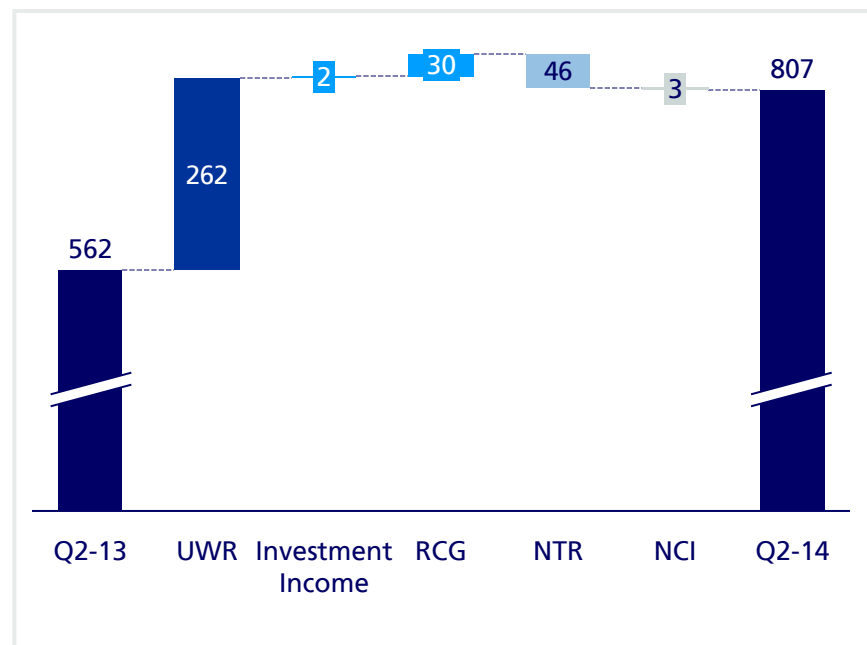
General Insurance – BOP components

Good profitability driven by improved underwriting result

BOP BREAK DOWN (USDm)



KEY DRIVERS (USDm)



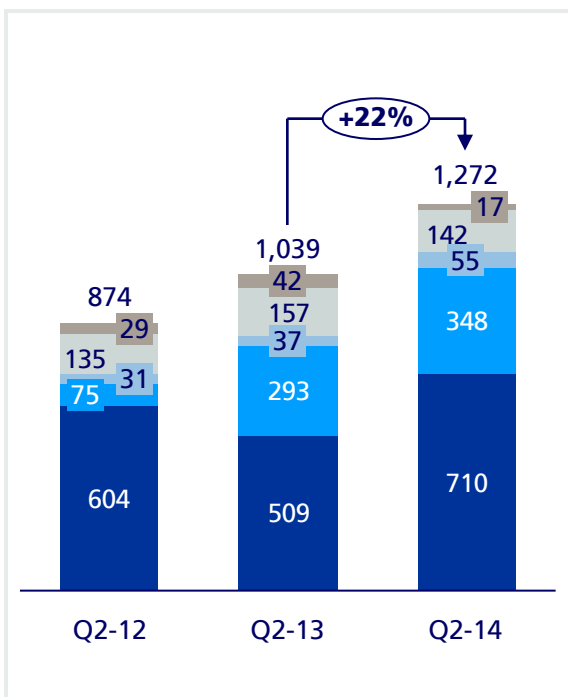
■ Underwriting result
 ■ Investment inc. / Realized capital gains (RCG)
 ■ Non-technical result (NTR)
 ■ Non-controlling interest (NCI)

¹ Impact for the shift of parts of the non-technical result is an estimation.

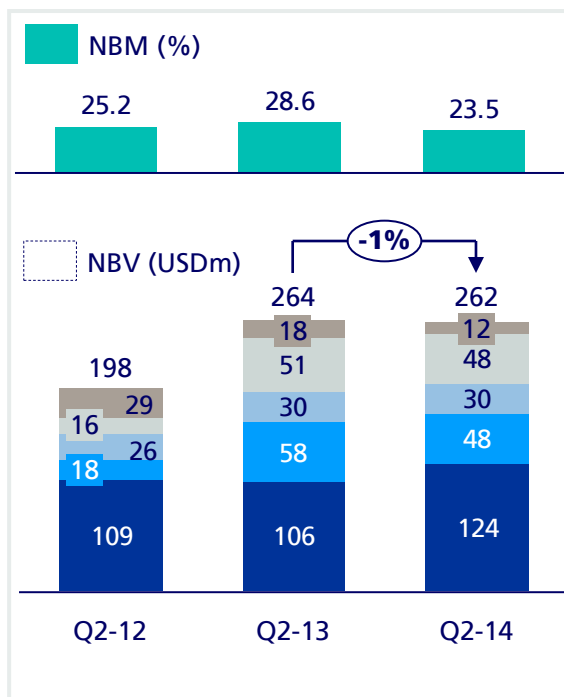
Global Life – New business

Continued growth in APE and Assets under Management

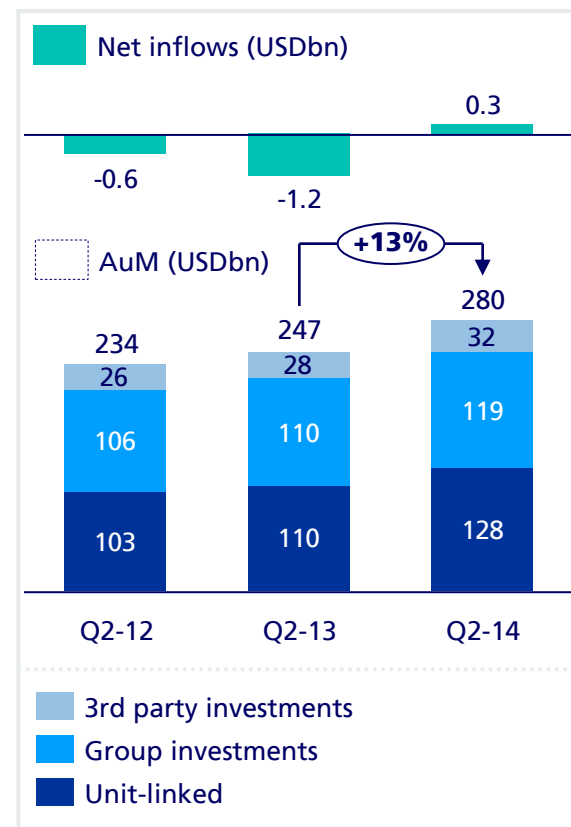
APE (USDm)



NBM & NBV



NET INFLOWS & AUM



Other APME North America Latin America Europe

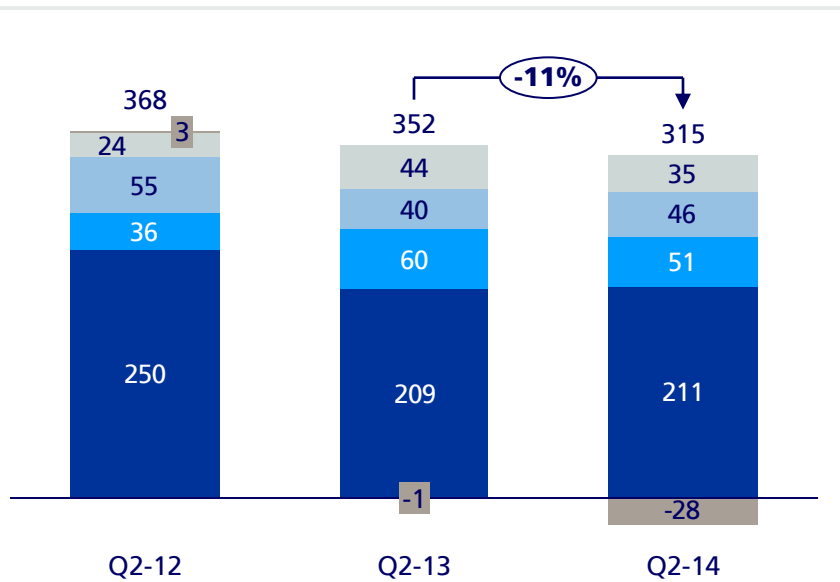
3rd party investments
Group investments
Unit-linked

Note: APE is reported before minority interests. NBM and NBV are reported net of minority interests, with prior year figures restated accordingly.

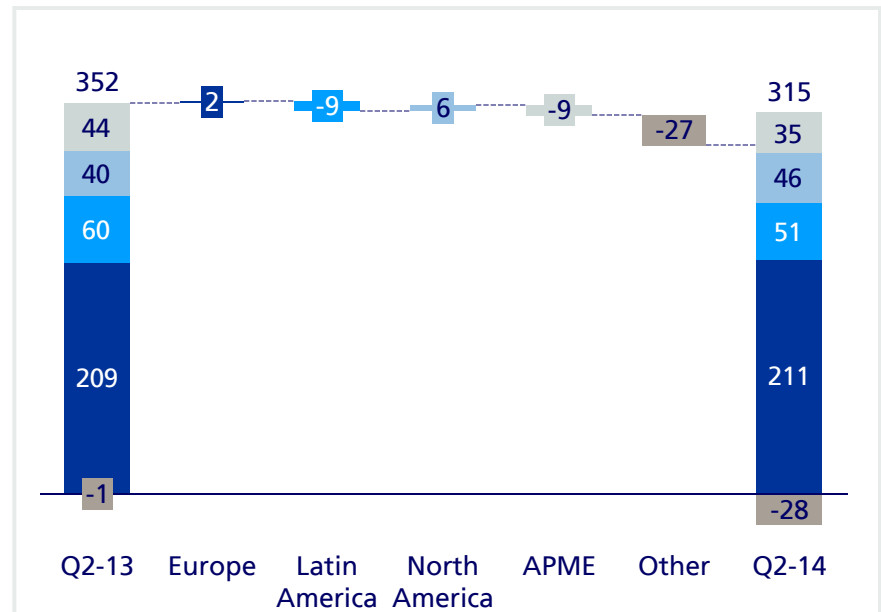
Global Life – BOP by region

One-offs lead to a reduction in discrete quarter profit

BOP BY REGION (USDm)



KEY DRIVERS (USDm)

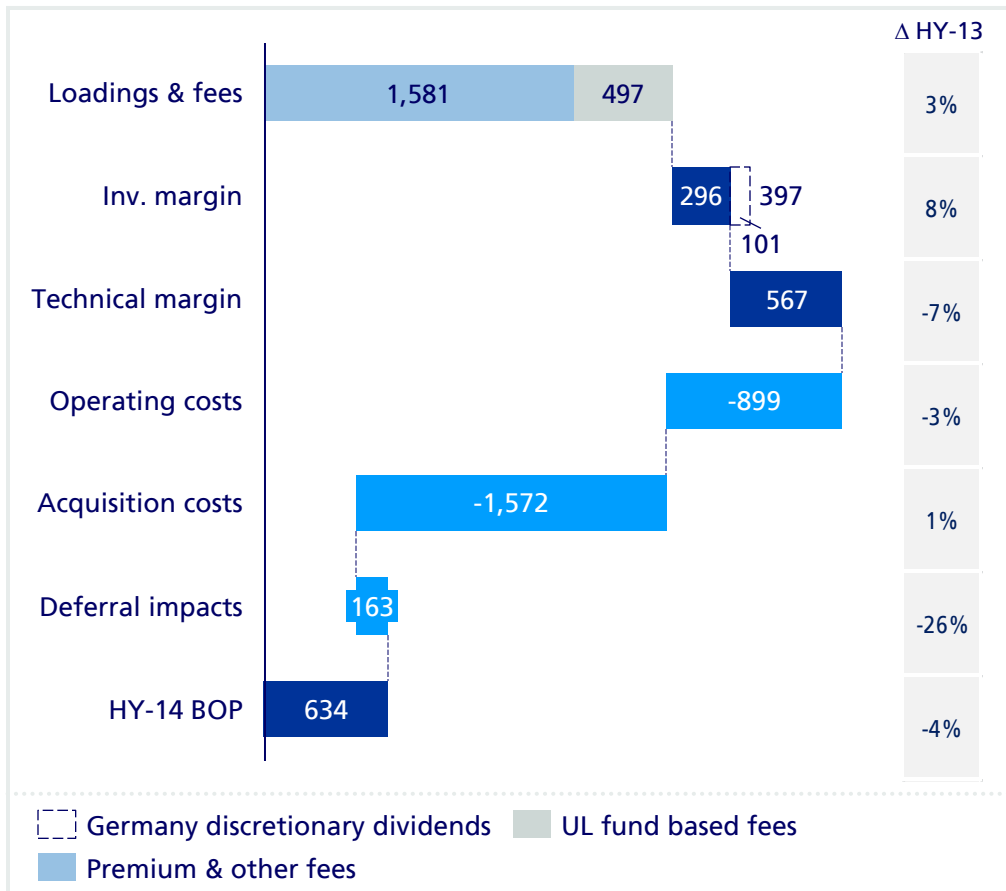


Other APME North America Latin America Europe

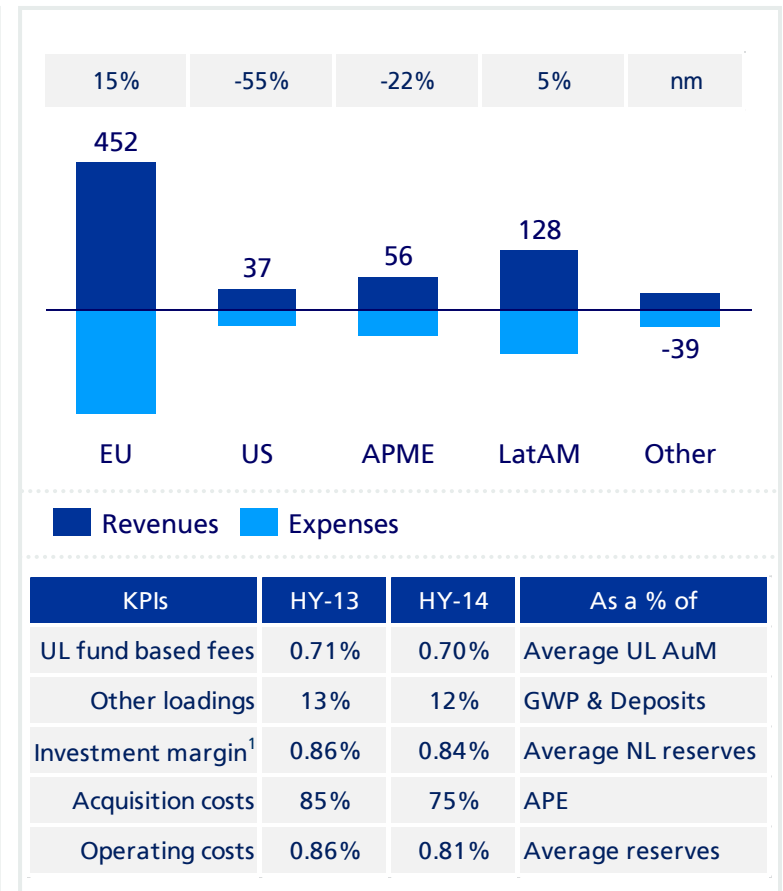
Global Life – Source of Earnings

Growth in revenues and in new business investment

BOP BY SOURCE OF EARNINGS (USDm)



REGIONAL BOP & KPIs (USDm)



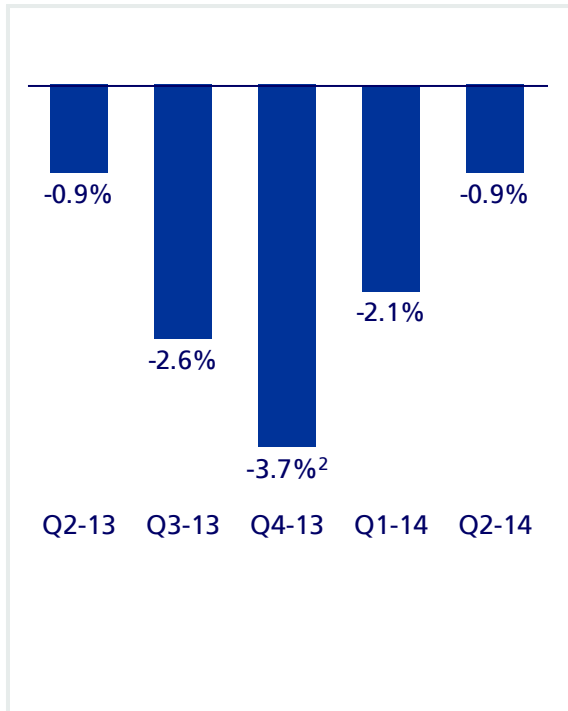
¹ Adjusted for German discretionary dividends.

Farmers Exchanges¹ – KPIs

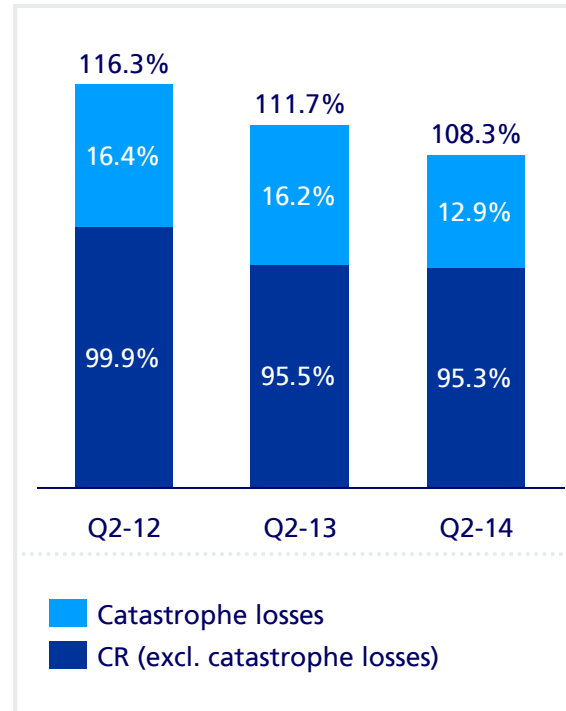
Positive signals in top-line performance continue



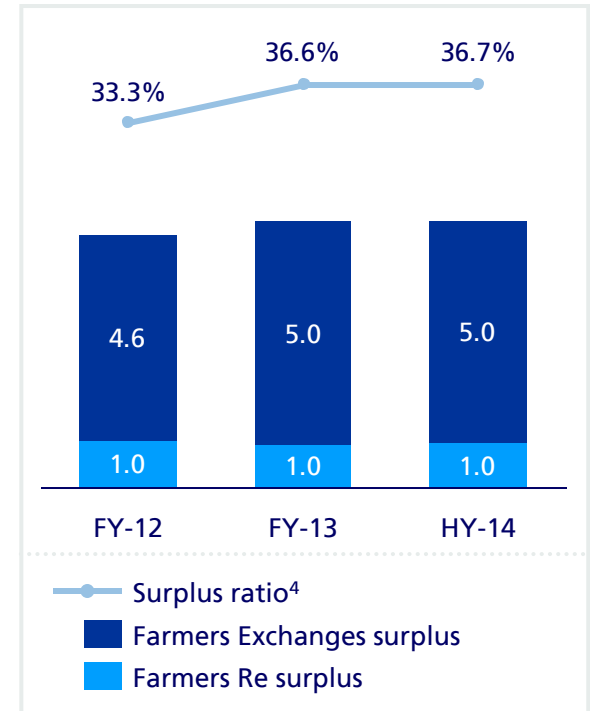
GWP GROWTH (%)



COMBINED RATIO (%)³



SURPLUS (USDbn)⁴



¹ Provided for informational purposes only. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc., a wholly owned subsidiary of the Group, provides administrative and management services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

² Adjusted for the impact of the Texas Department of Insurance litigation.

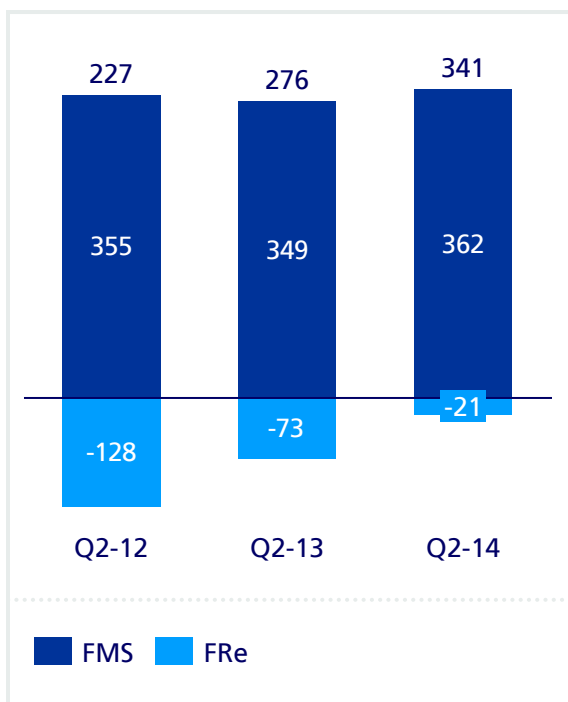
³ Before quota share treaties with Famers Reinsurance Company, Zurich Insurance Company Ltd and a third party reinsurer.

⁴ Surplus ratio excludes surplus of Farmers Reinsurance Company.

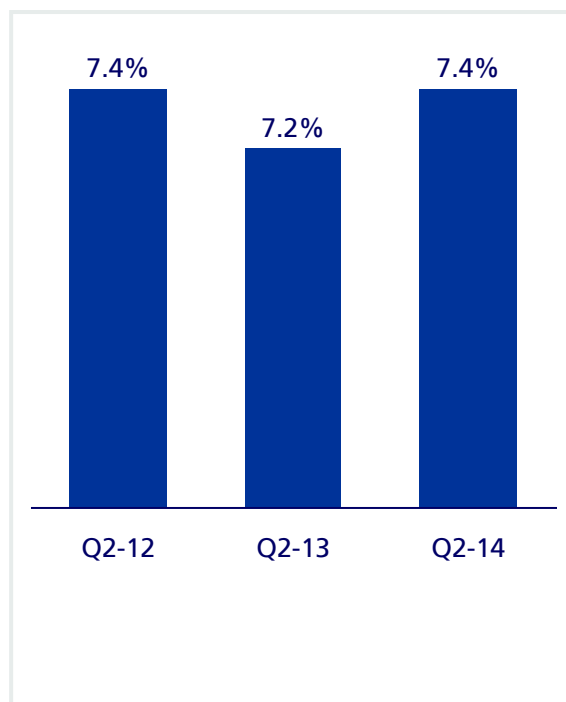
Farmers – KPIs

Expense savings compensate for lower management fees at FMS

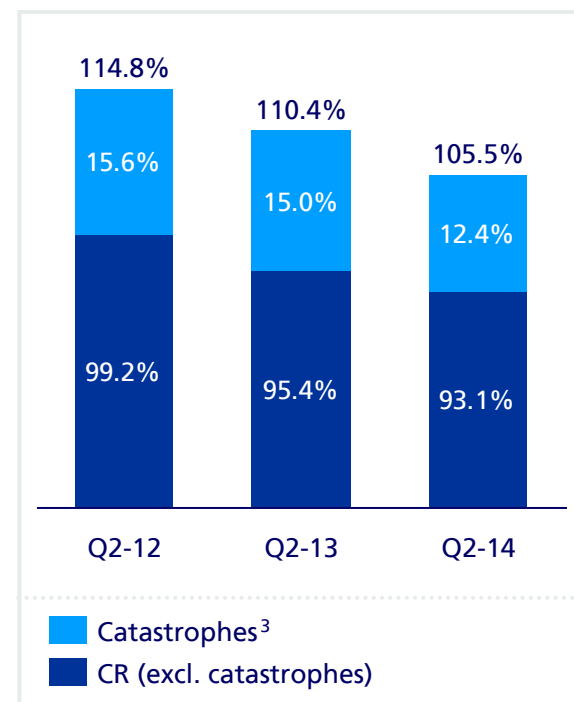
BOP (USDm)



MGEP MARGIN (%)¹



FARMERS RE CR (%)²



¹ Margin on gross earned premiums of the Farmers Exchanges. Zurich Insurance Group has no ownership interest in the Farmers Exchanges. Farmers Group, Inc. (or Farmers Management Services (FMS)), a wholly owned subsidiary of the Group, provides administrative and management services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

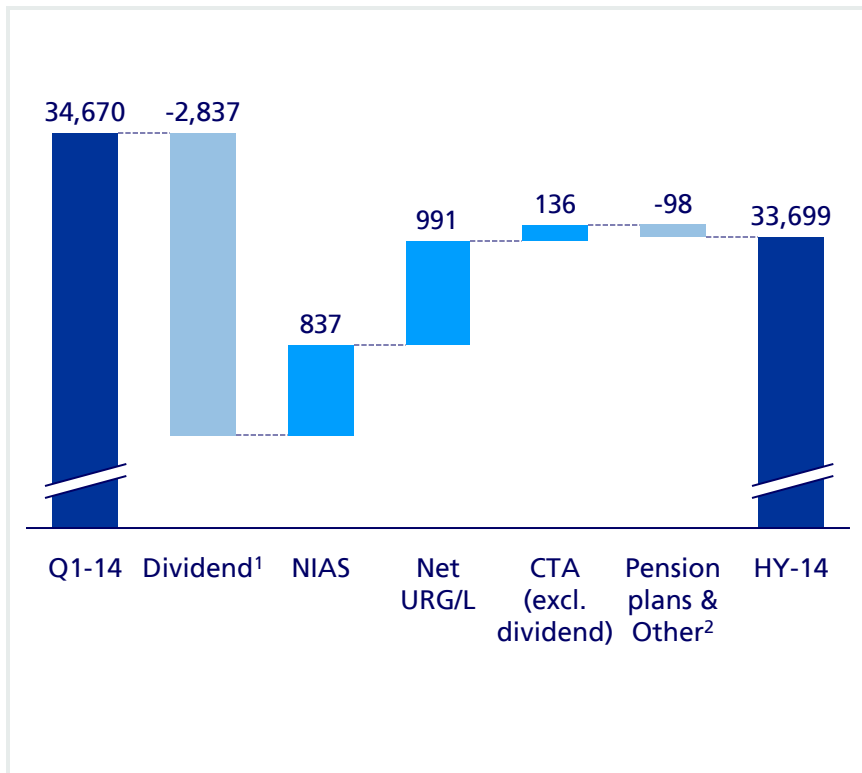
² Farmers Re (FRe) business includes all reinsurance assumed from the Farmers Exchanges by the Group (i.e. Farmers Reinsurance Company and Zurich Insurance Company Ltd).

³ As defined by the All Lines quota share reinsurance treaty.

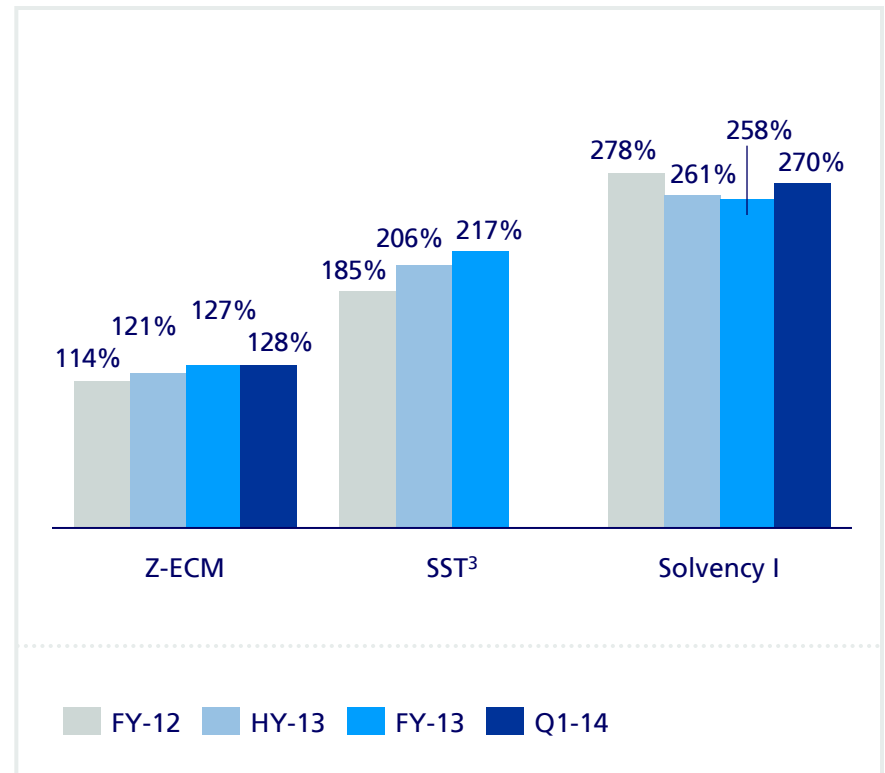
Group – Balance sheet and capital

Very strong capital position

SHAREHOLDERS EQUITY (USDm)



CAPITAL MODEL RATIO (%)



¹ Dividend as approved by the Annual General Meeting on April 2, 2014 and at transaction day exchange rates. Dividend at historical exchange rates amounts to USD 1,815m, with the difference of USD 1,022m reflected in the cumulative foreign CTA.

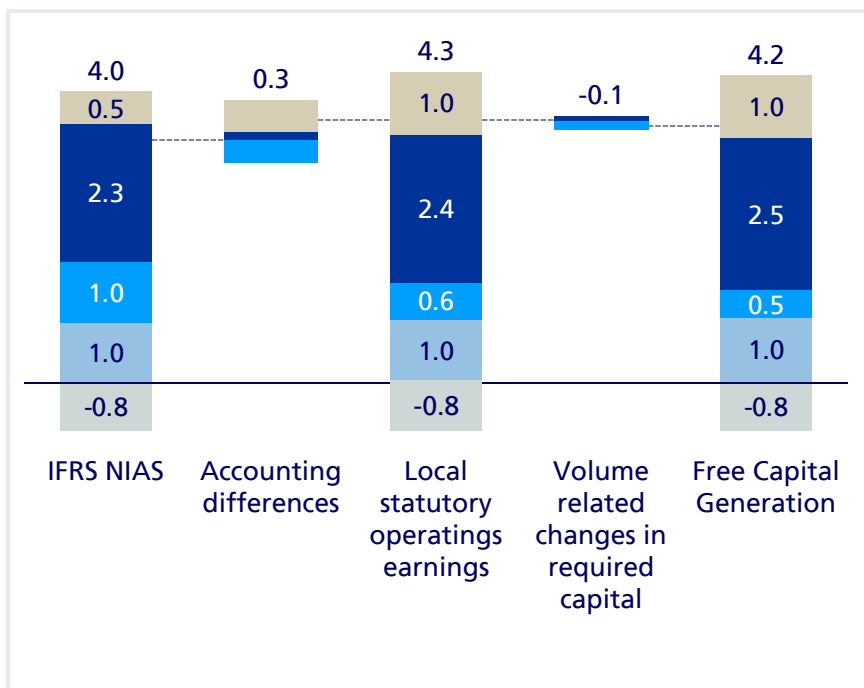
² Net actuarial gains/losses on pension plans.

³ The Swiss Solvency Test (SST) ratio is calculated based on the Group's internal model, and both are subject to the review and approval of the Group's regulator, the Swiss Financial Market Supervisory Authority (FINMA). The ratio is filed with FINMA bi-annually.

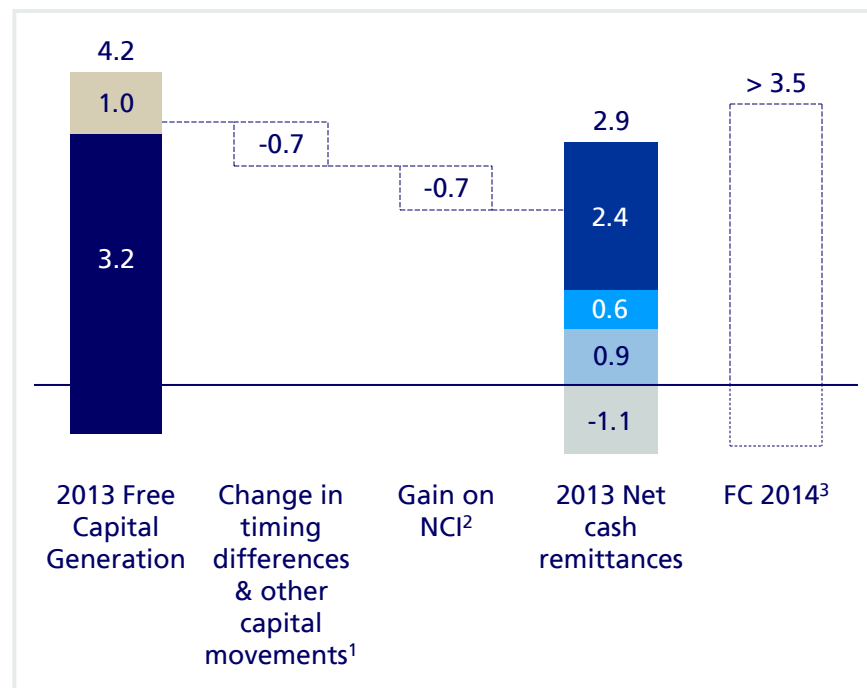
Group – Free capital generation

Strong free capital generation and cash remittances

2013 FREE CAP GENERATION (USDbn)



NET CASH REMITTANCES (USDbn)



■ Non-Operating items
 ■ General Insurance
 ■ Global Life
 ■ Farmers
 ■ NCB
 ■ OOB

¹ Relates to changes in timing differences and internal financing, regulatory restrictions and other movements in solvency capital.

² Gain on the sale of the investment in New China Life.

³ Estimated full year 2014 cash remittances, subject to change.

Key messages

General Insurance

Improving accident year combined ratio, good progress with turnaround/exit businesses

Global Life

In-force management initiatives under way, priority market growth strategy progressing

Farmers

Positive trends continue

Cash remittance

Cash remittances expected for full year >USD 3.5bn

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Certain statements in this document are forward-looking statements, including, but not limited to, statements that are predictions of or indicate future events, trends, plans or objectives of Zurich Insurance Group Ltd or the Zurich Insurance Group (the 'Group'). Forward-looking statements include statements regarding the Group's targeted profit, return on equity targets, expenses, pricing conditions, dividend policy and underwriting and claims results, as well as statements regarding the Group's understanding of general economic, financial and insurance market conditions and expected developments. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by other factors that could cause actual results and plans and objectives of Zurich Insurance Group Ltd or the Group to differ materially from those expressed or implied in the forward looking statements (or from past results). Factors such as (i) general economic conditions and competitive factors, particularly in key markets; (ii) the risk of a global economic downturn, in the financial services industries in particular; (iii) performance of financial markets; (iv) levels of interest rates and currency exchange rates; (v) frequency, severity and development of insured claims events; (vi) mortality and morbidity experience; (vii) policy renewal and lapse rates; and (viii) changes in laws and regulations and in the policies of regulators may have a direct bearing on the results of operations of Zurich Insurance Group Ltd and its Group and on whether the targets will be achieved. Zurich Insurance Group Ltd undertakes no obligation to publicly update or revise any of these forward-looking statements, whether to reflect new information, future events or circumstances or otherwise.

All references to 'Farmers Exchanges' mean Farmers Insurance Exchange, Fire Insurance Exchange, Truck Insurance Exchange and their subsidiaries and affiliates. The three Exchanges are California domiciled interinsurance exchanges owned by their policyholders with governance oversight by their Boards of Governors. Farmers Group, Inc. and its subsidiaries are appointed as the attorneys-in-fact for the Farmers Exchanges and in that capacity provide certain non-claims administrative and management services to the Farmers Exchanges. Neither Farmers Group, Inc., nor its parent companies, Zurich Insurance Company Ltd and Zurich Insurance Group Ltd, have any ownership interest in the Farmers Exchanges. Financial information about the Farmers Exchanges is proprietary to the Farmers Exchanges, but is provided to support an understanding of the performance of Farmers Group, Inc. and Farmers Reinsurance Company.

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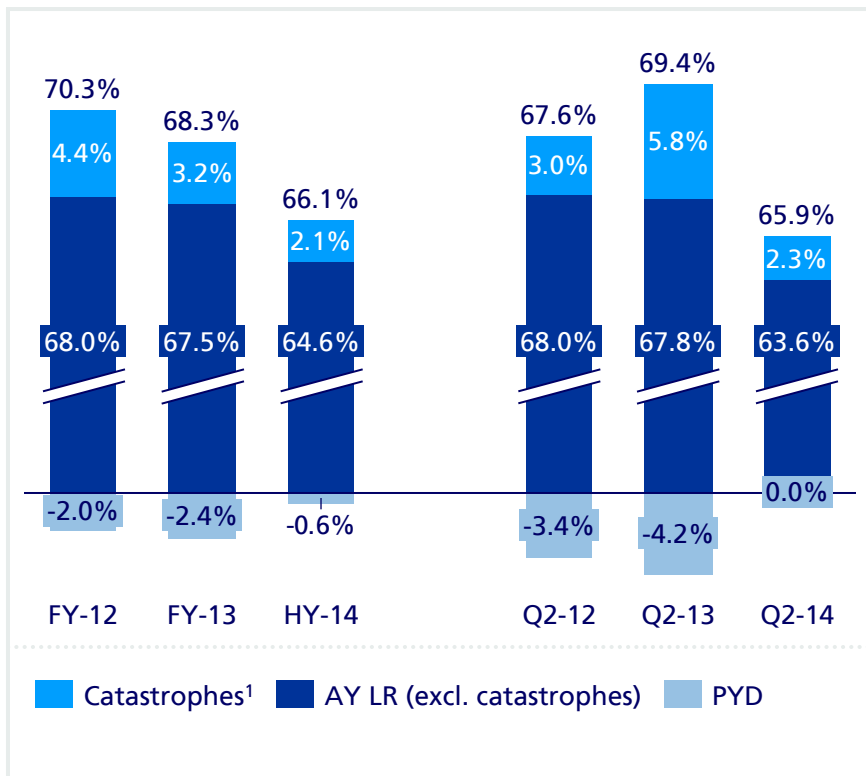
Appendix



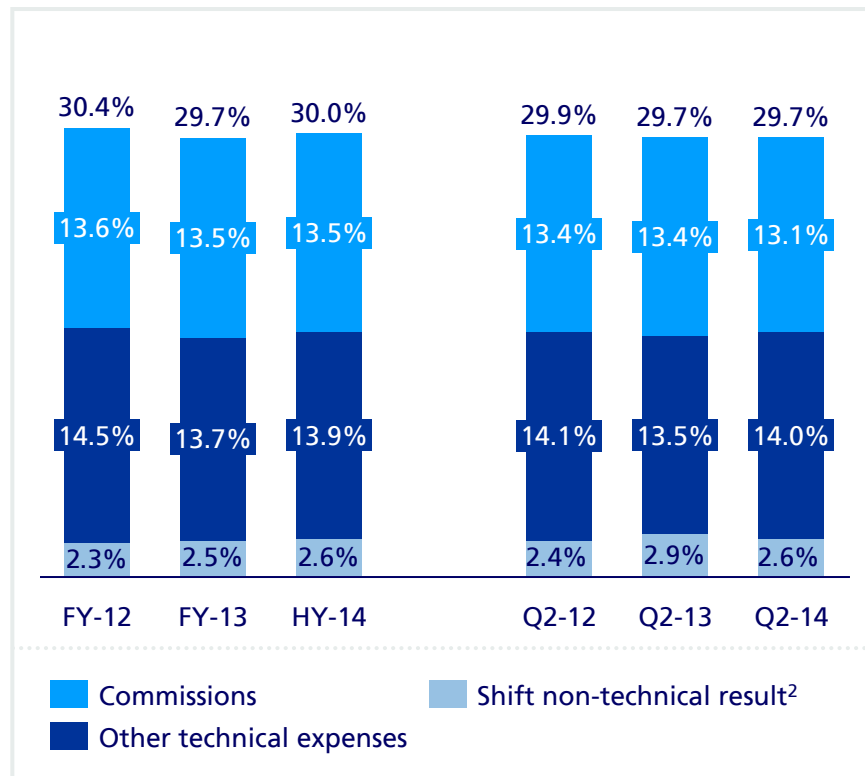
GI – Combined ratio details

AY loss ratio further improved

LOSS RATIO (%)



EXPENSE RATIO (%)



¹ Catastrophes includes major and mid-sized catastrophes including significant weather related events.

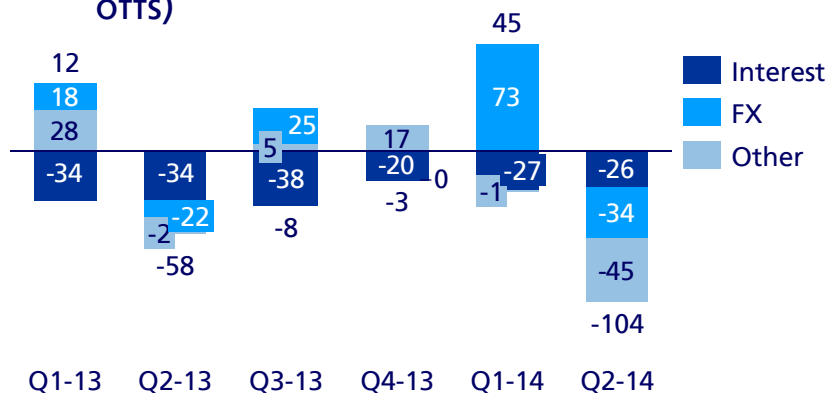
² 2012 impact is an estimation.

GI – Shift of non-technical result

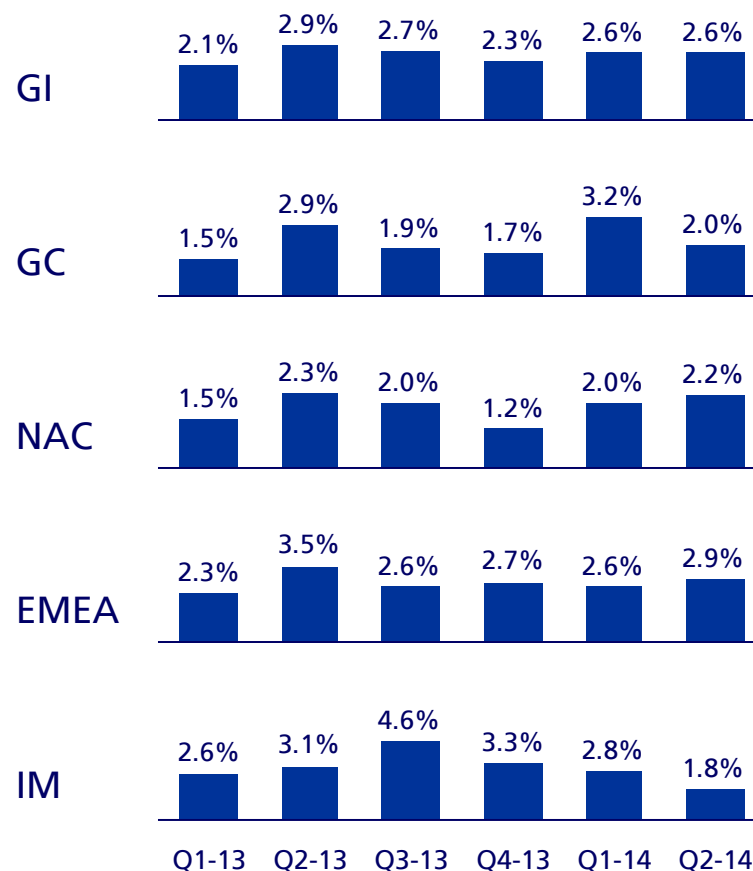
Most of original non-technical result has been shifted to the CR

SHIFTED AND REMAINING ACCOUNTS

- Accounts shifted to technical expenses:
 - Central charges
 - Amortization of intangible assets
 - Amortization of distribution agreements
- Accounts remaining in non-technical result:
 - Interest expenses on debt
 - Transactional FX gains/losses
 - Other non-operational costs (incl. one-offs)



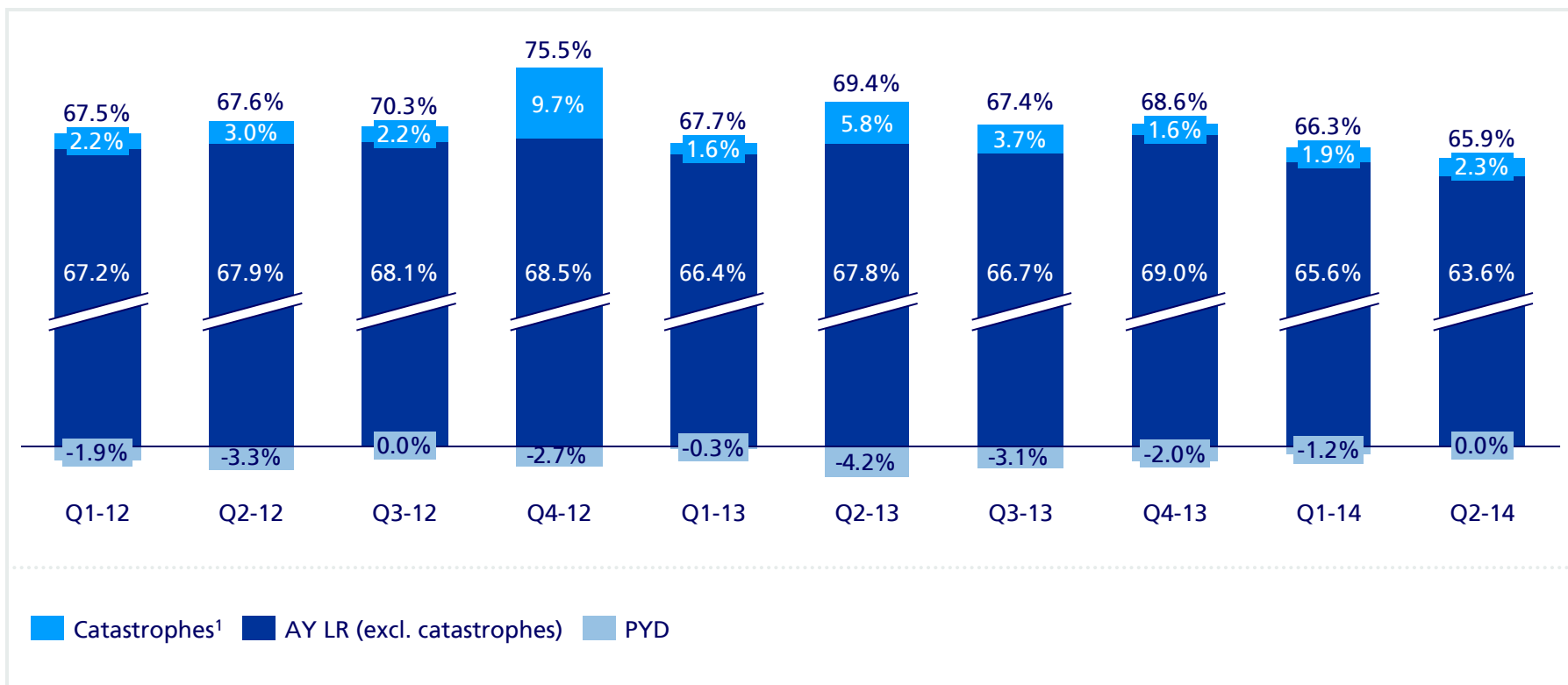
IMPACT ON COMBINED RATIO (%)



GI – Loss ratio details

AY loss ratio further improved

LOSS RATIO (%)

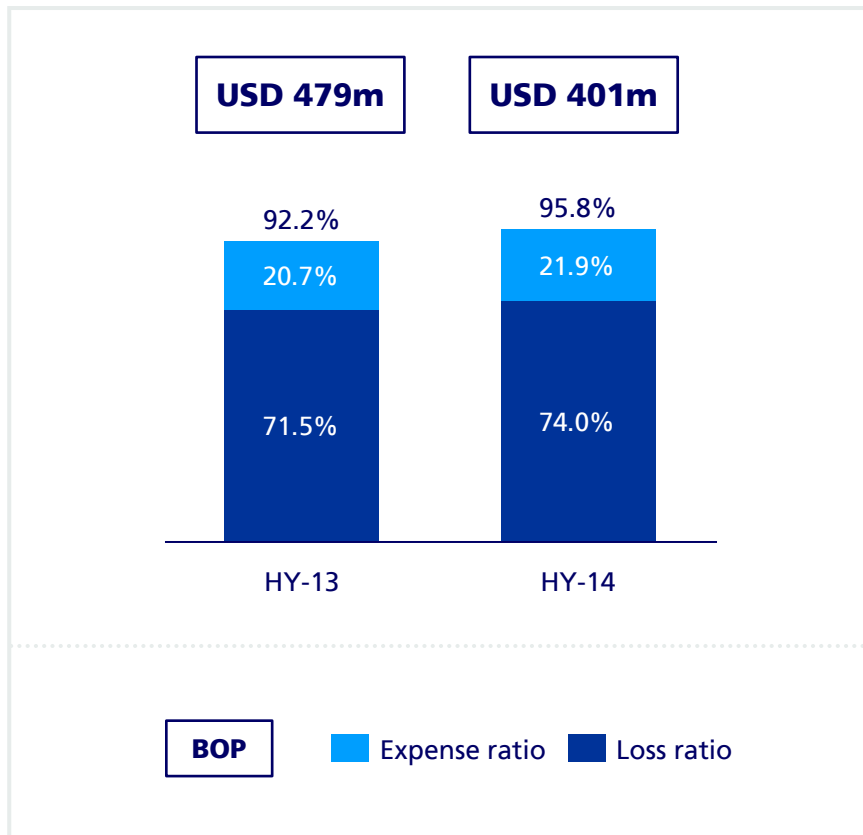


¹ Catastrophes includes major and mid-sized catastrophes including significant weather related events.

GI Global Corporate – KPIs

CR impacted by adverse PYD on large losses

HY-14 KEY FINANCIALS



GWP Growth¹

4%

Zurich rate change²

2.4%

Combined Ratio

96%

KEY DRIVERS

- Growth driven by rate change and strong Q2 new business in US as a result of execution on growth initiatives, partly off-set by selected re-underwriting actions in Europe and APAC
- Solid positive rate change achieved through consistent portfolio tiering
- Strong AY combined ratio, with deterioration of calendar year combined ratio due to adverse PYD on a few large losses

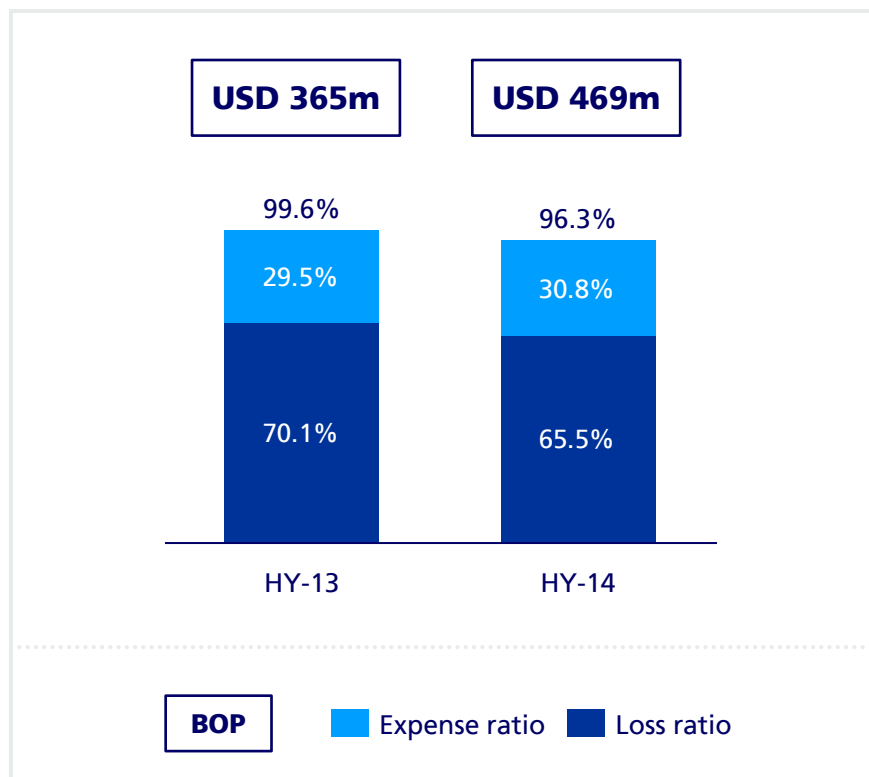
¹ In local currency.

² GWP development due to premium rate change as a percentage of the renewed portfolio against the comparable prior year period.

GI North America Commercial – KPIs

Good underlying growth with improved combined ratio

HY-14 KEY FINANCIALS



GWP Growth¹

3%

Zurich rate change²

3%

Combined Ratio

96%

KEY DRIVERS

- Underlying growth at +3% following positive effects from rate tiering strategies and execution on strategic growth initiatives
- Market pressure on rates especially in property lines
- Combined ratio benefitted from benign weather and an underlying improvement of the business

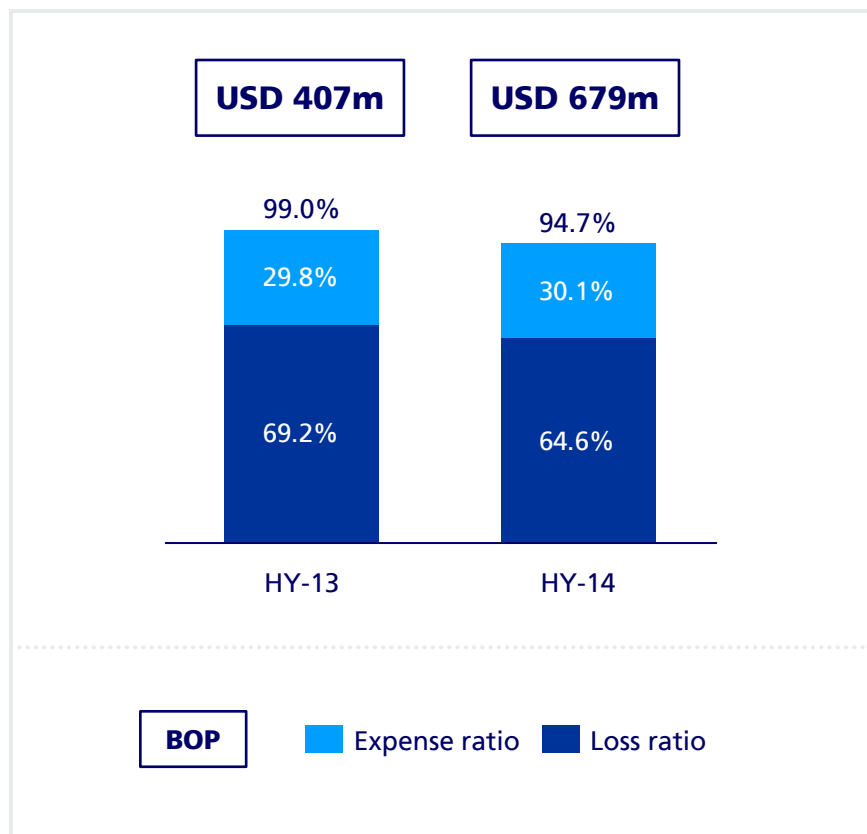
¹ In local currency, and excluding a large discontinued fronting contract.

² GWP development due to premium rate change as a percentage of the renewed portfolio against the comparable prior year period.

GI EMEA – KPIs

Broadly flat top-line with further progress in underlying CR

HY-14 KEY FINANCIALS



GWP Growth¹

0%

Zurich rate change²

2%

Combined Ratio

95%

KEY DRIVERS

- We are seeing growth in UK and Spain, and in Switzerland and Germany personal lines, off-set by market challenges in Italy
- Solid combined ratio benefitting from benign weather but with underlying improvement, even excluding the one time pension gain
- Germany back on track and recognition of successful underwriting in UK, Switzerland and Italy

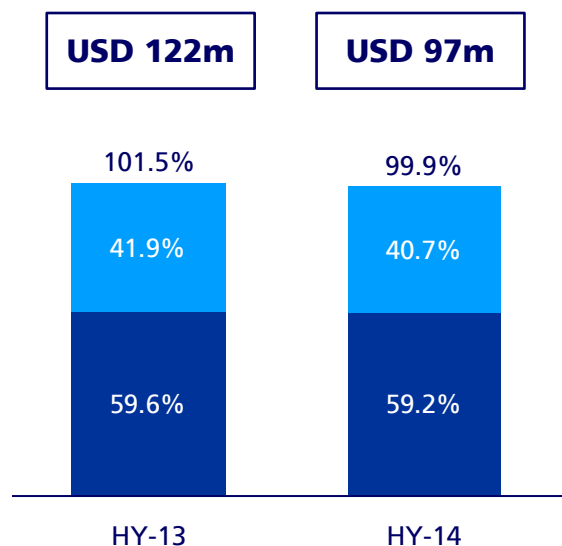
¹ In local currency.

² GWP development due to premium rate change as a percentage of the renewed portfolio against the comparable prior year period.

GI International Markets – KPIs

Reduced growth partly driven by focus on profitability

HY-14 KEY FINANCIALS



BOP Expense ratio Loss ratio

GWP Growth¹

5%

Zurich rate change²

3%

Combined Ratio

100%

KEY DRIVERS

- Underlying growth at 5%
- Higher rate increases due to increased focus on profitability in Latin America, partly offset by commercial rates softening in some Asian markets
- Combined ratio benefitted from lower catastrophes and solid improvement of expense ratio

¹ In local currency, and adjusting for the carve out of certain Global Corporate business.

² GWP development due to premium rate change as a percentage of the renewed portfolio against the comparable prior year period.

GI – Rate change monitor

Continued rate increases, with market pressure in US property

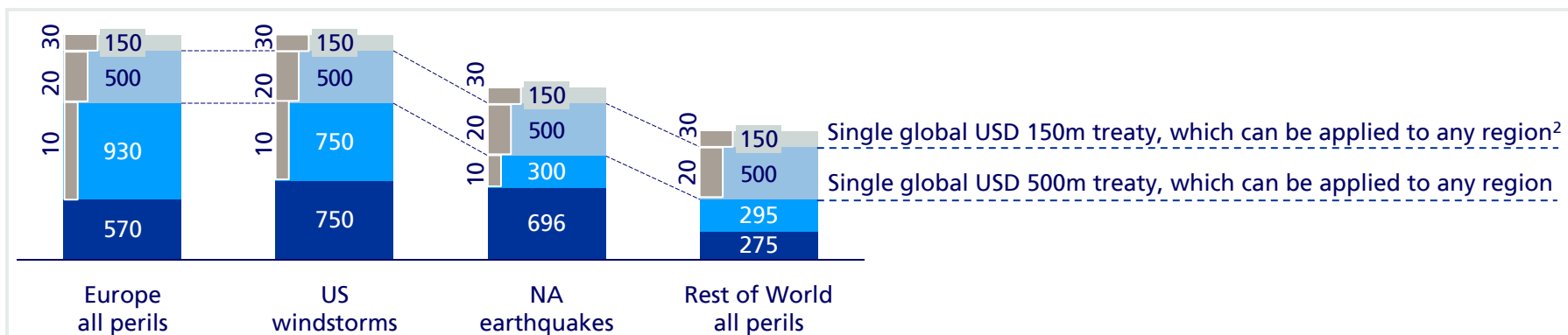
ZURICH RATE CHANGE ASSESSMENT

Business	Assessment
Group	Rates increases are generally at adequate levels but we see some market pressure, mainly in US property lines
Global Corporate	Modest rate increases in all regions apart from Asia Pacific; casualty lines positive, flat overall renewal pricing on property lines mainly due to market pressure in the US
North America Commercial	Continued rate increases across all lines of business apart from property where market pressure is growing; positive rate increases in special lines and motor
EMEA	Fairly stable rate increases, inline with our expectations, but with different local market dynamics
UK	Solid rate increases in our main lines of business but some, particularly motor, below prior year increases; overall rates are in line with expectations
Germany	Good rate increases in motor, ahead of expectations
Switzerland	Renewal rates broadly flat, consistent with prior quarters
Italy	Overall like for like renewal pricing broadly flat; pressure on motor rates due to high market profitability
Spain	Slightly lower rate increases, mainly in motor
International Markets	Mid-single digit rate increases, with increases in Latin America and Asian retail lines partly offset by commercial rates softening in some Asian markets

GI – Natural catastrophe reinsurance

Program further benefitted from lower reinsurance prices

NATURAL CATASTROPHE REINSURANCE TREATIES¹ (USDm)



■ Combined global cat treaty²
■ Global cat treaty
 ■ Regional cat treaties
 ■ Retention
 ■ % of co-participation

GLOBAL AGGREGATE CAT TREATY



■ All cat losses exceeding USD 35m
 ■ Global aggregate cat treaty
 ■ % of co-participation
 ■ Variable retention
 ■ Combined global cat treaty²

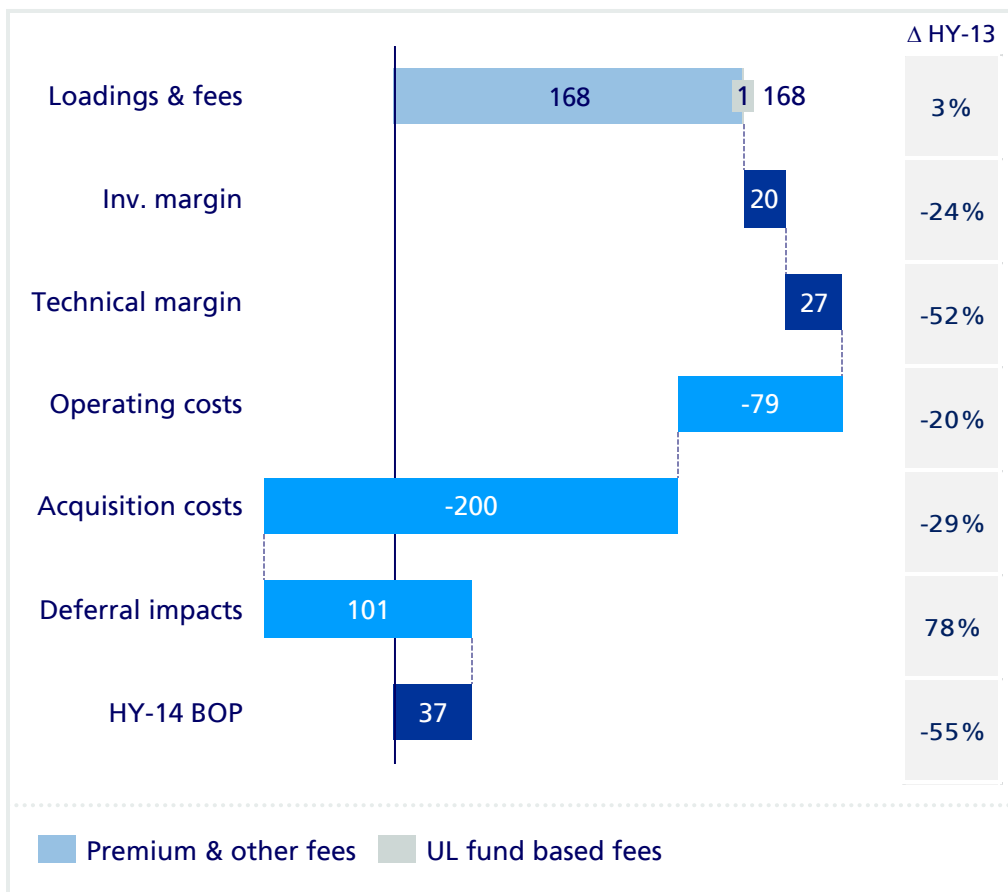
¹ US Cat Treaty and Global Aggregate Cat Treaty renewed on January 1, 2014; Europe Cat Treaty and Global Cat Treaty renewed on April 1, 2014; and International Cat Treaty renewed on July 1, 2014.

² This USD 150 million cover is the same combined global occurrence / aggregate treaty presiding over the global catastrophe treaty. This cover can be used only once, either for aggregated losses or for an individual event.

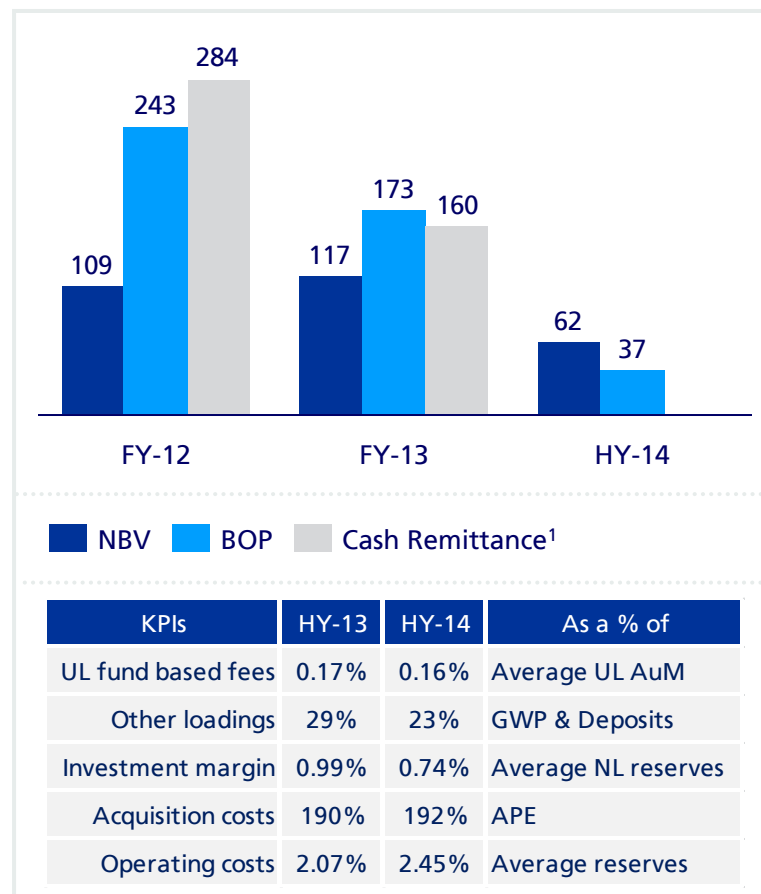
GL North America – Key financials

High new business strain and one-off items in the technical margin impacting BOP

BOP – BY SOURCE OF EARNINGS (USDm)



KEY FINANCIALS & KPIs (USDm)

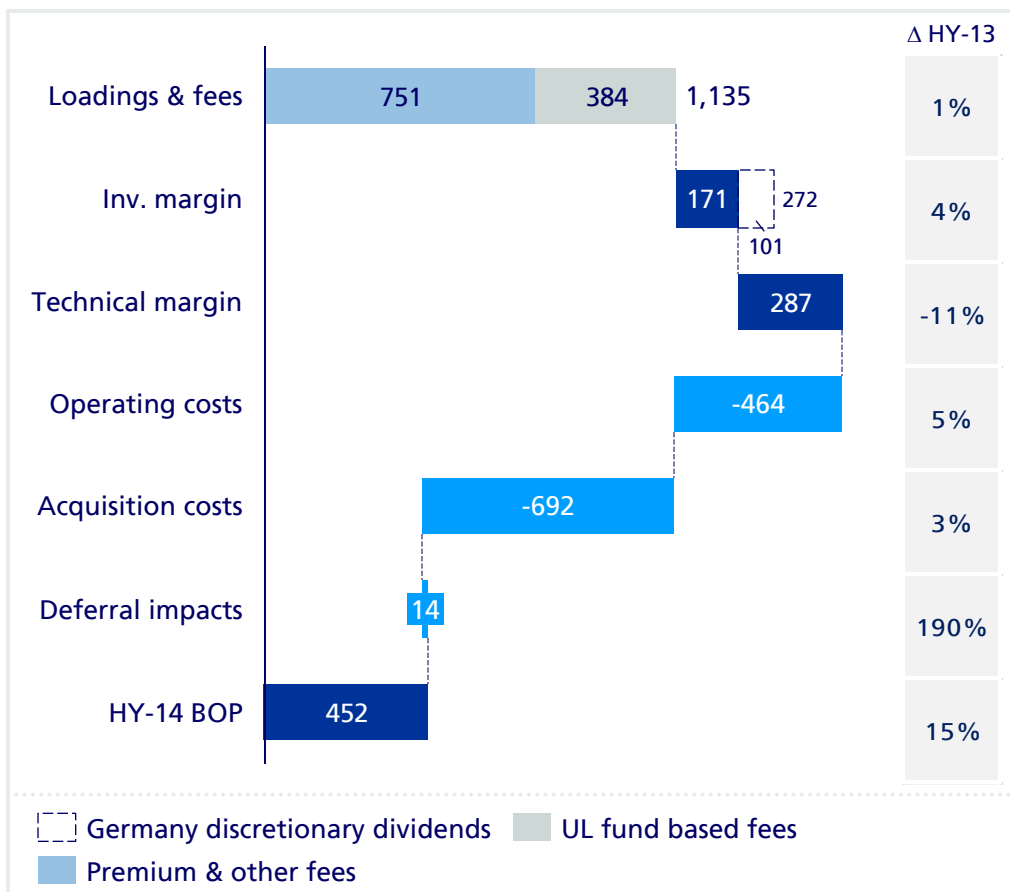


¹ Cash remittance received centrally.

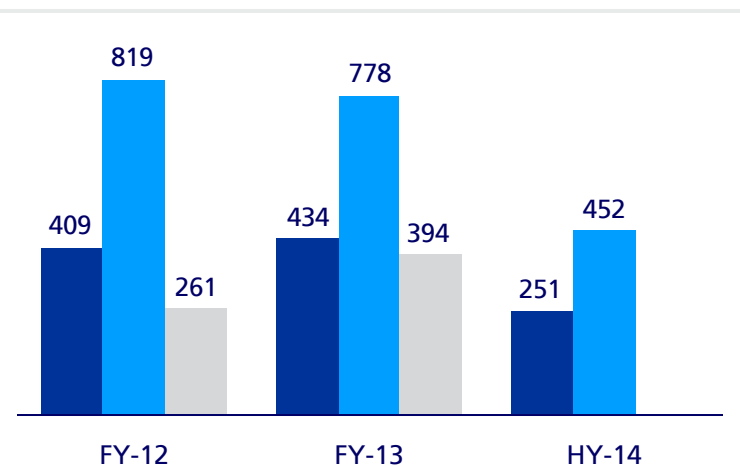
GL Europe – Key financials

BOP broadly flat excluding one-off impacts

BOP – BY SOURCE OF EARNINGS (USDm)



KEY FINANCIALS & KPIs (USDm)



■ NBV
 ■ BOP
 ■ Cash Remittance¹

KPIs	HY-13	HY-14	As a % of
UL fund based fees	0.66%	0.65%	Average UL AuM
Other loadings	10%	9%	GWP & Deposits
Investment margin ²	0.71%	0.67%	Average NL reserves
Acquisition costs	70%	53%	APE
Operating costs	0.58%	0.50%	Average reserves

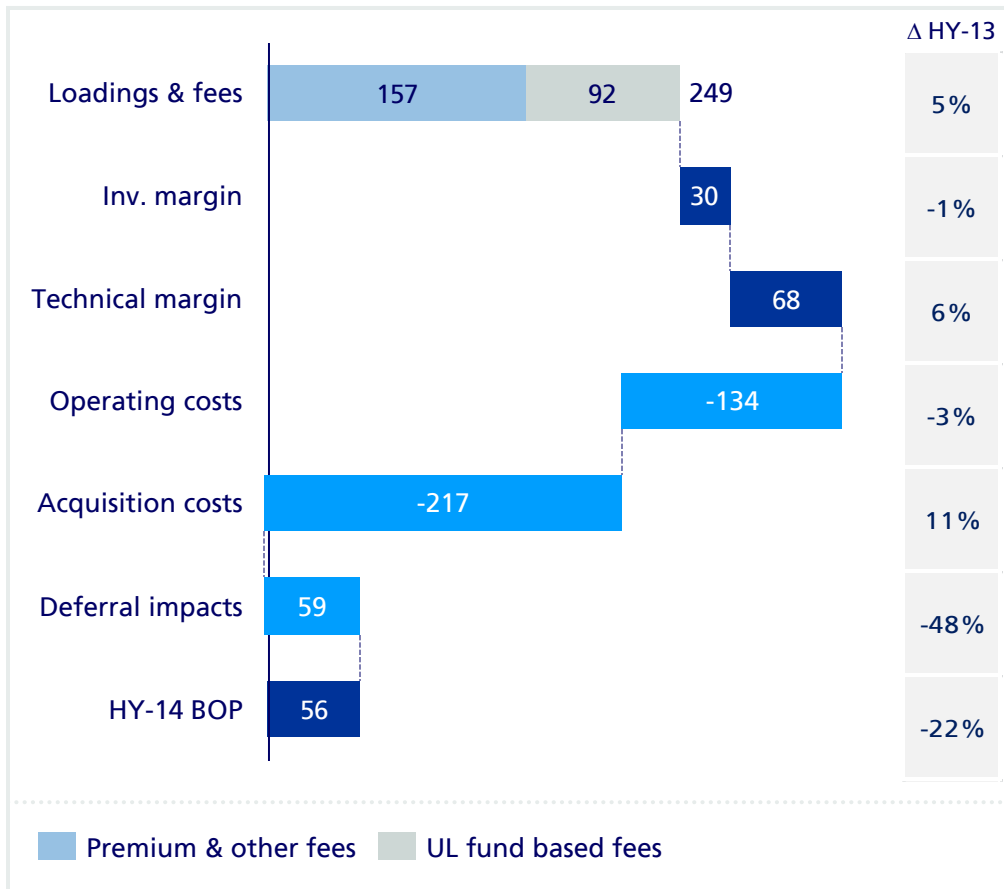
¹ Cash remittance received centrally.

² Adjusted for German discretionary dividends.

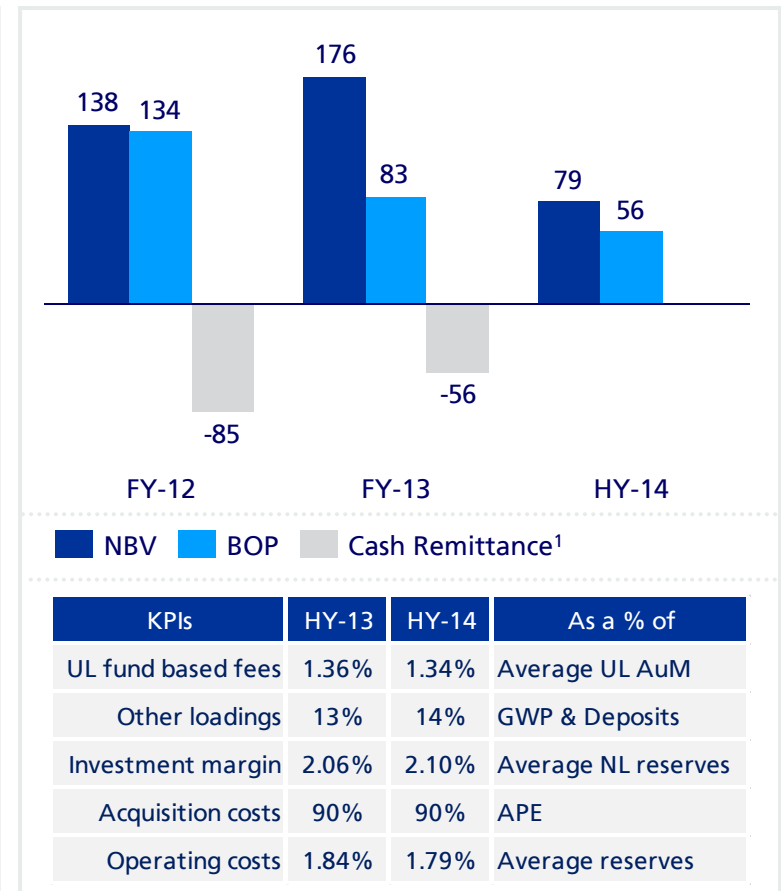
GL APME – Key financials

Good growth in fee and technical margins

BOP – BY SOURCE OF EARNINGS (USDm)



KEY FINANCIALS & KPIs (USDm)

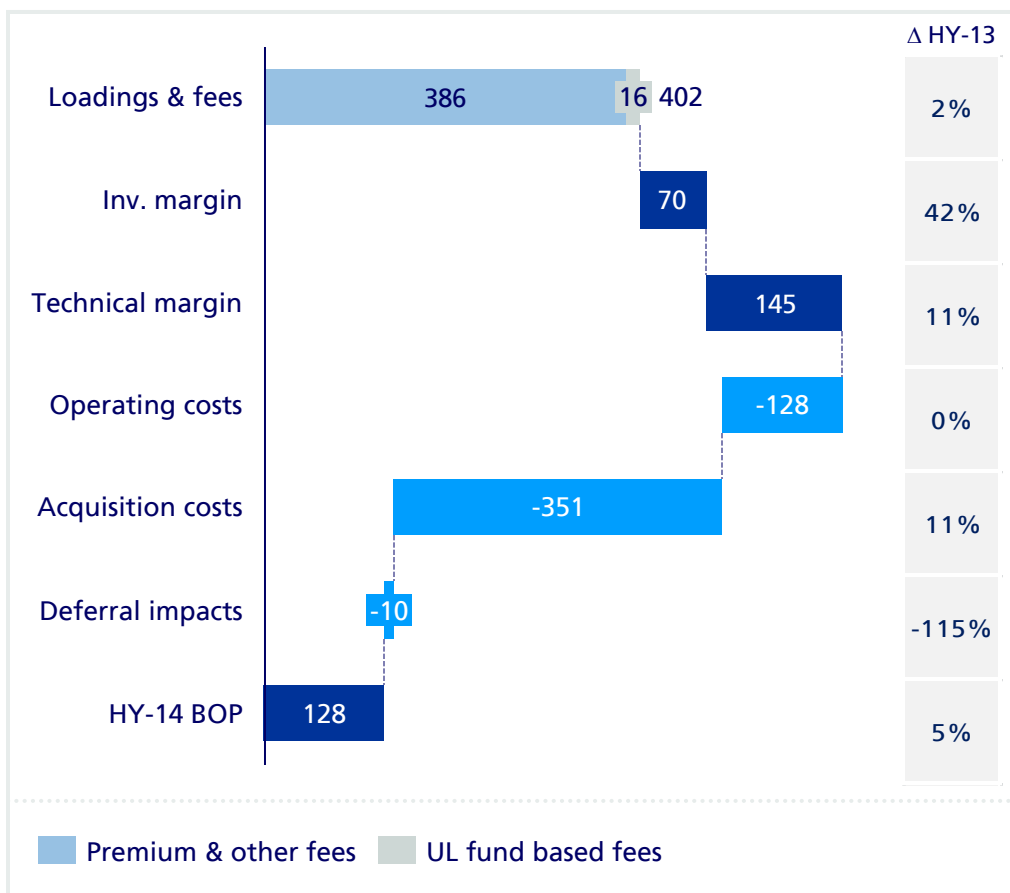


¹ Cash remittance received centrally.

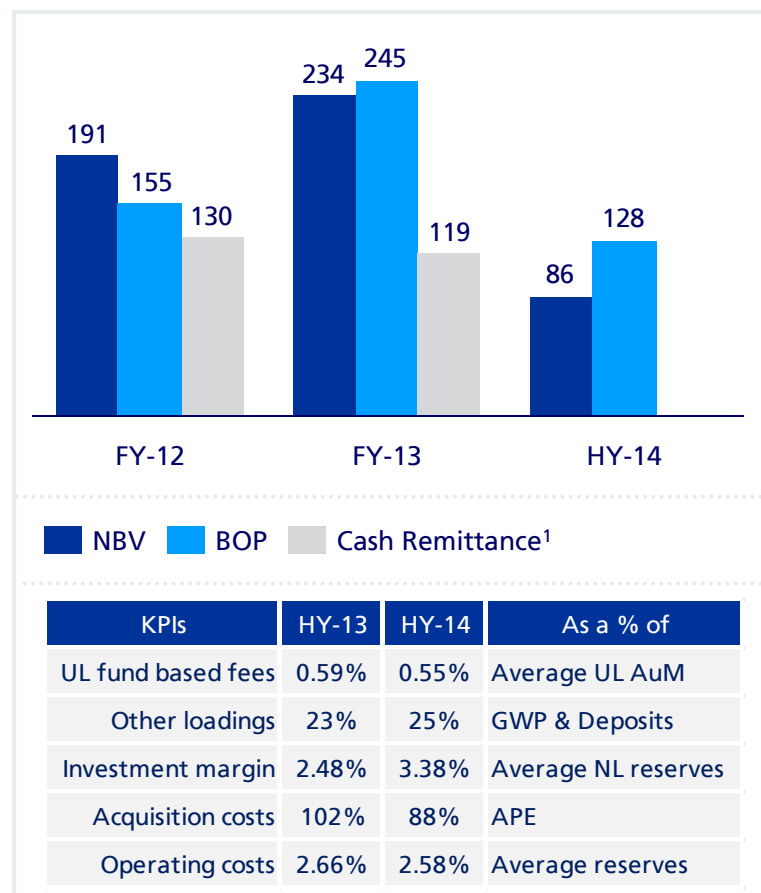
GL Latin America – Key financials

Strong growth in revenues in local currency

BOP – BY SOURCE OF EARNINGS (USDm)



KEY FINANCIALS & KPIs (USDm)



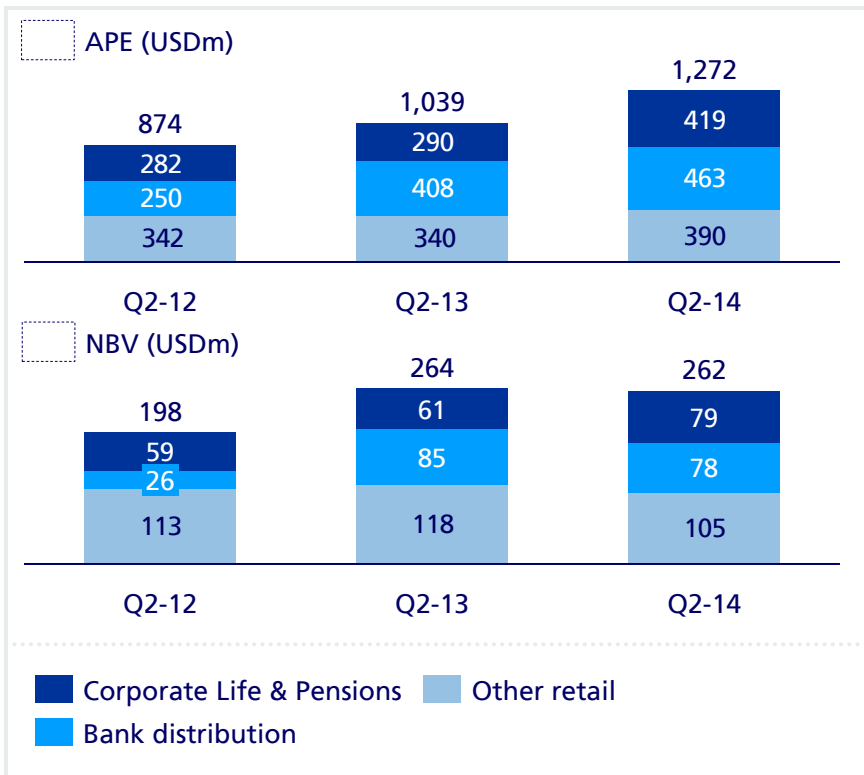
¹ Cash remittance received centrally.

GL – New business by pillar

Strong second quarter production



DISCRETE Q2-14 KEY FINANCIALS



NBM	PVNBP	CLP single premium
23.5%	USD 12bn	USD 1.3bn

KEY DRIVERS

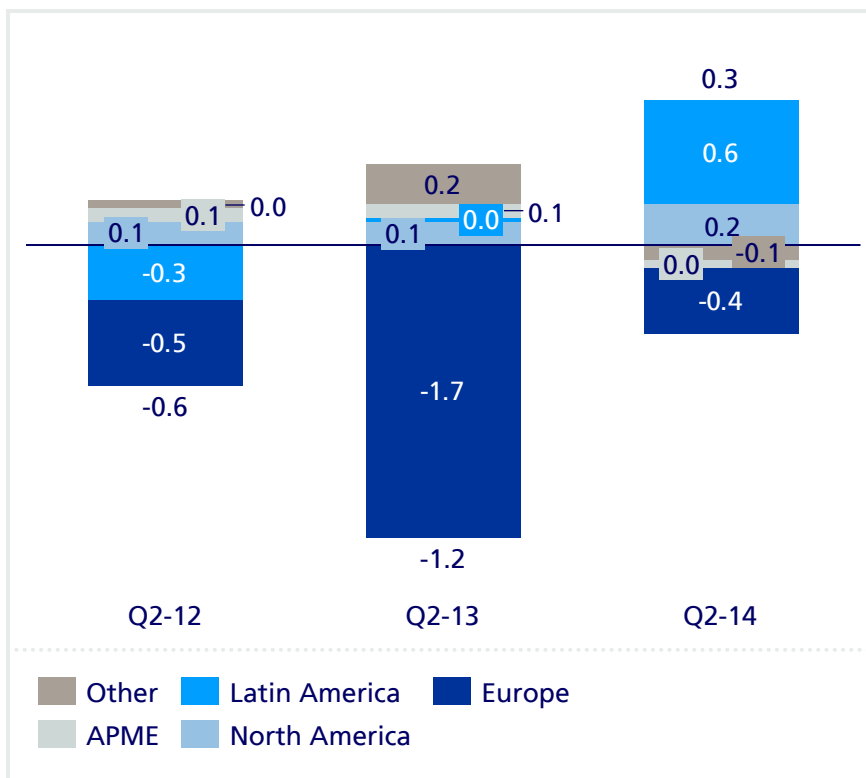
- Growing CLP APE due to increases in corporate savings contracts
- Strong Bank APE in Latin America and Spain
- The higher volumes of lower margin business and assumption updates reduced the NBM

Note: 2012 figures do not include Zurich Santander. APE is reported before minority interests. NBM and NBV are reported net of minority interests, with prior year figures restated accordingly.

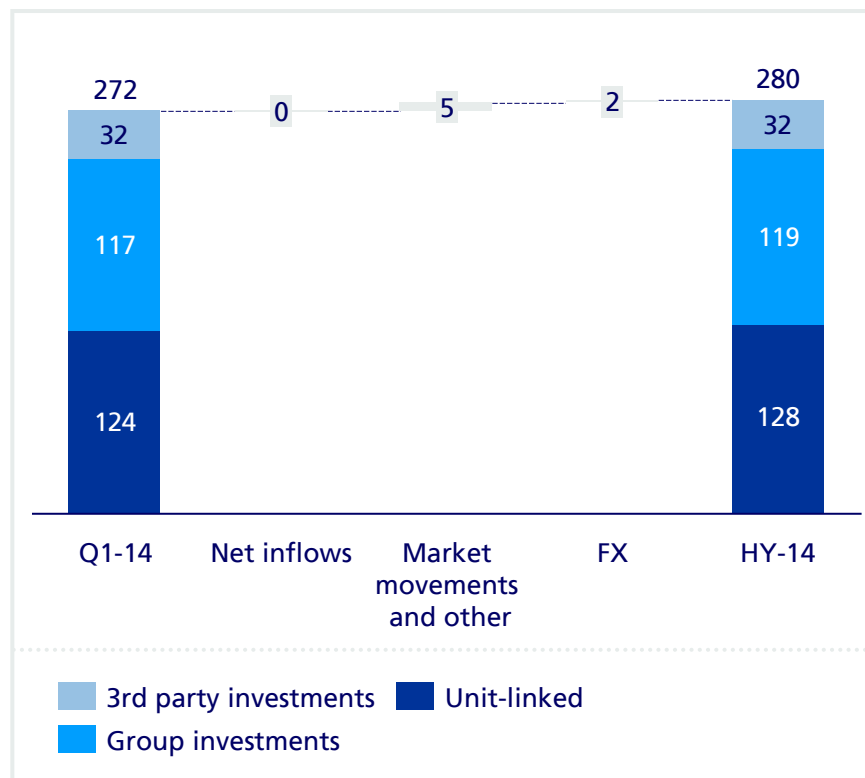
GL – Net inflows & assets under management

Positive net inflows and asset development

NET INFLOWS BY REGION (USDbn)



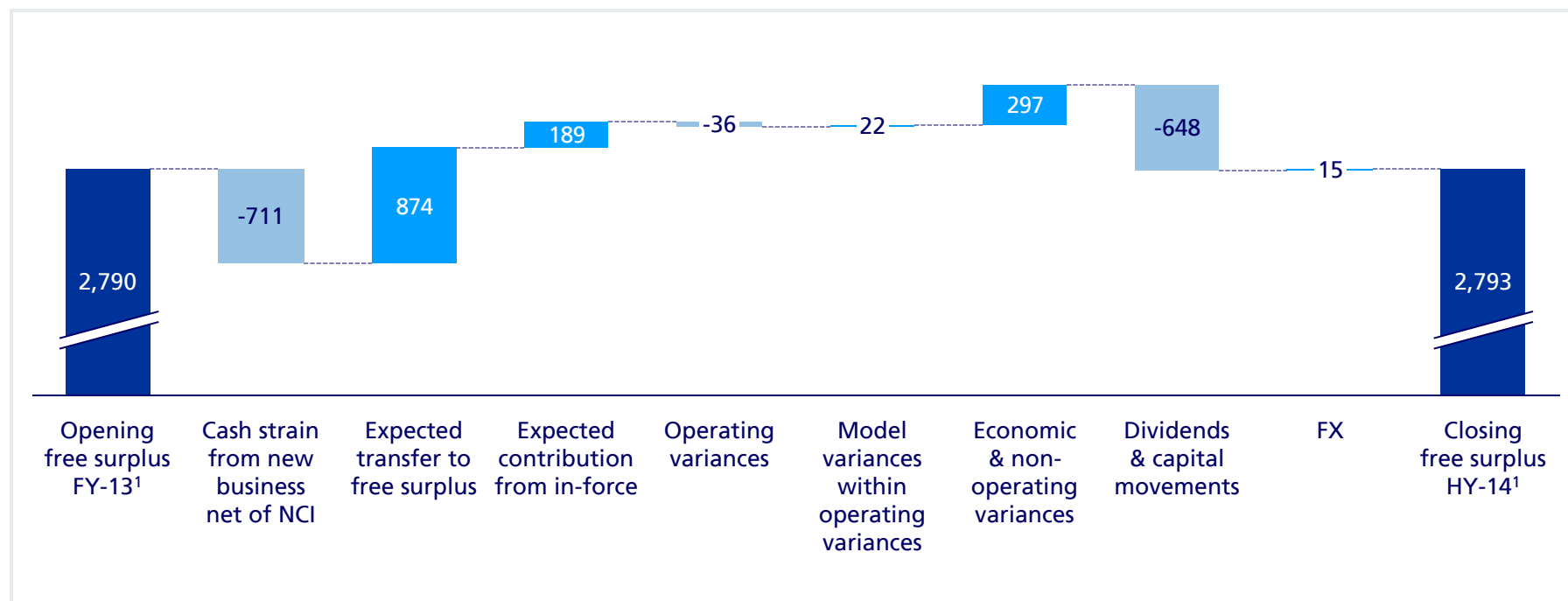
AUM DEVELOPMENT (USDbn)



GL – MCEV free surplus roll-forward

Positive development of free surplus transferred to Group

FREE SURPLUS DEVELOPMENT (USDm)

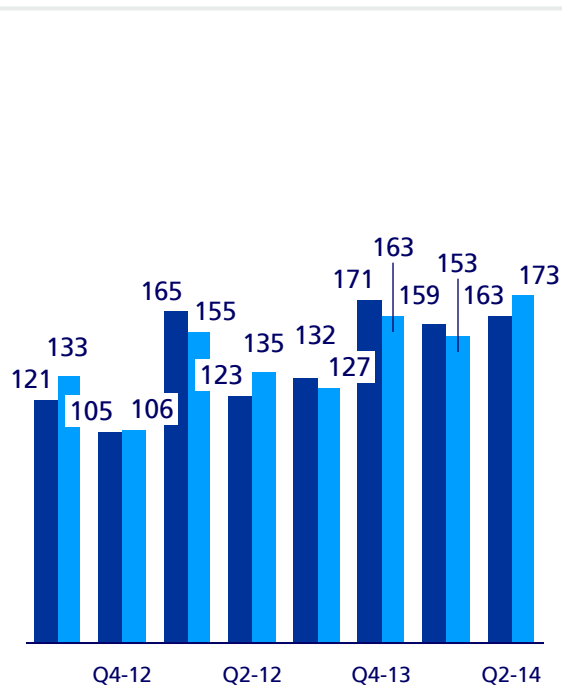


¹ The Free Surplus is the market value of any asset allocated to, but not required to support, the in-force business at the valuation date. Free Surplus is calculated as Shareholders' net assets less the Required Capital. The Required Capital is the sum of the minimum amount of solvency capital required to satisfy the local regulator and the additional capital that the Management of the Company considers appropriate to hold in addition to minimum solvency capital. Some of the assets making up the free surplus are not available for distribution. Examples of constraints are group internal loans needed for liquidity, intangible assets allowed under local regulation to cover solvency requirements, cash retained to support future new business, consolidation requirements, group internal reinsurance.

Zurich Santander – Quarterly results

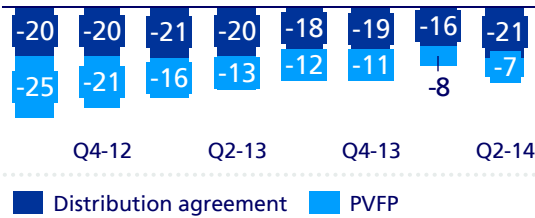
Continued growth offset in USD by adverse FX development

PROFIT BEFORE TAX GI & LIFE (100%)

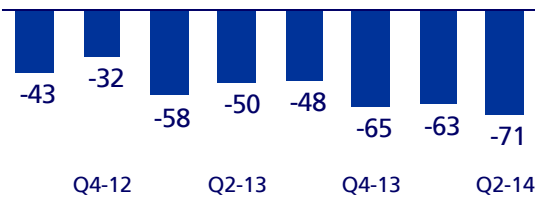


■ Statutory profit before tax
■ BOP before interest, depreciation and amortization

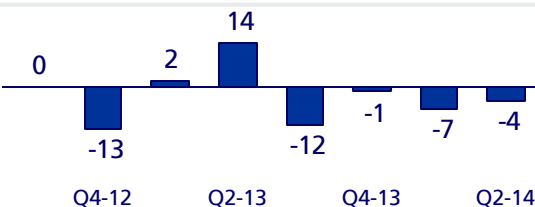
INTANGIBLES AMORTIZATION (100%)



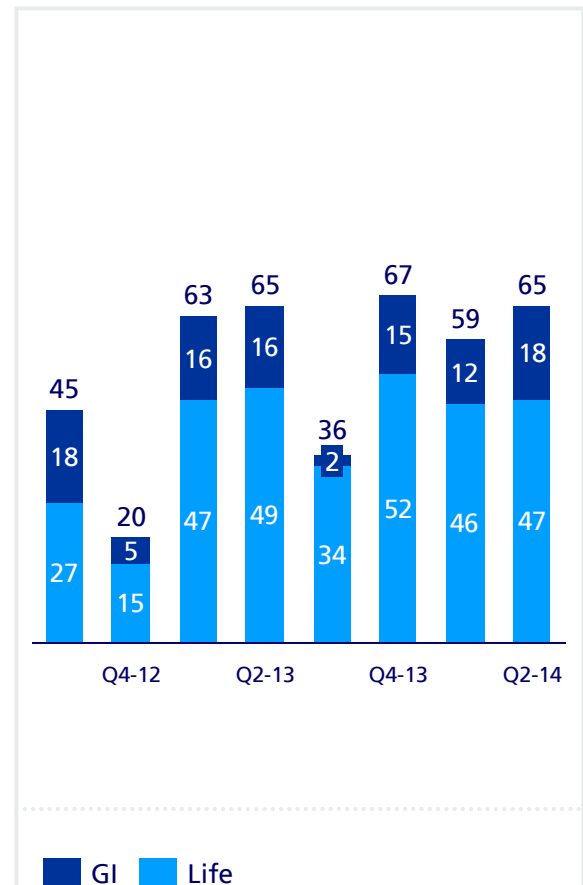
MINORITY ADJUSTMENT (-49%)



EARN-OUT & PPA ADJUSTMENTS (51%)



CORE SEGMENT BOP GI & LIFE (51%)



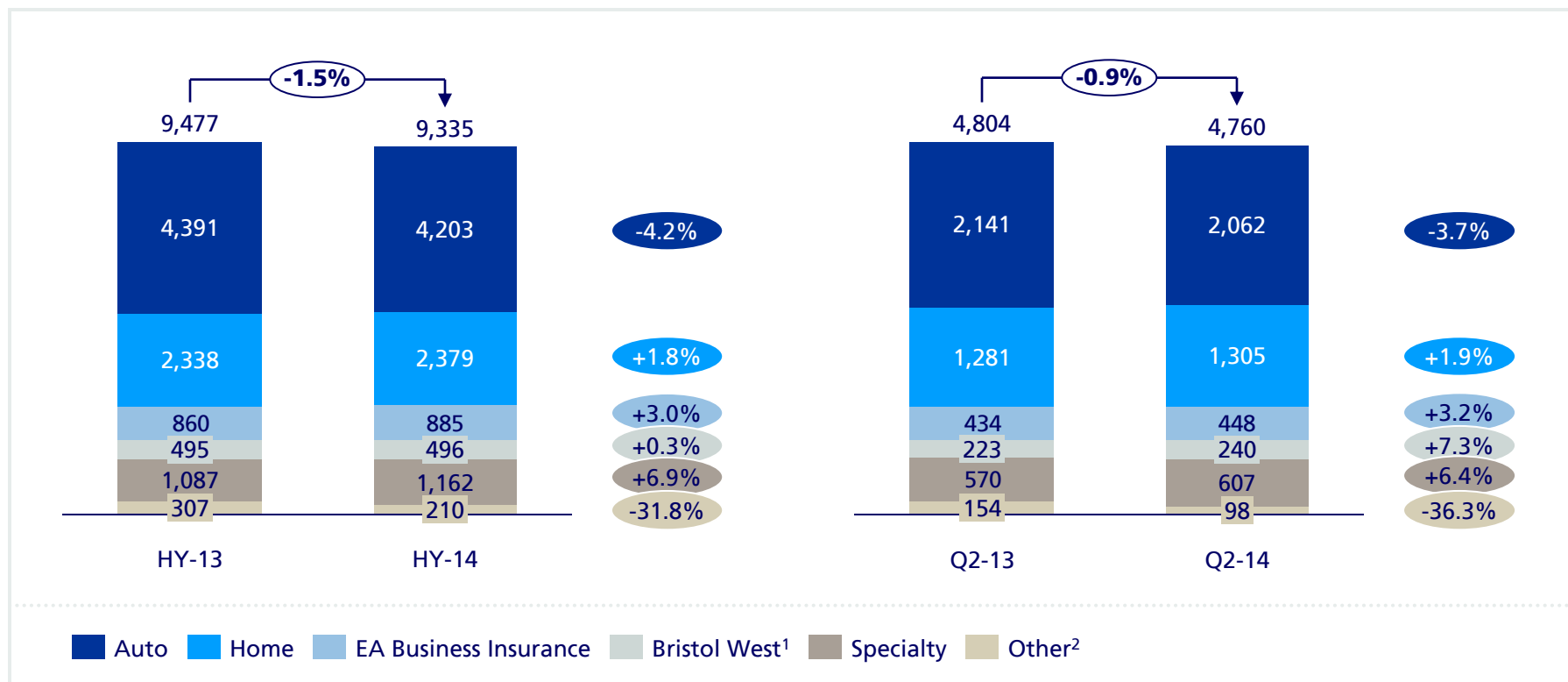
■ GI ■ Life

Farmers Exchanges – GWP

Positive signals in top-line performance continue



DEVELOPMENT OF GWP BY BUSINESS LINE (USDm)



¹ Bristol West writes non-standard Auto business.

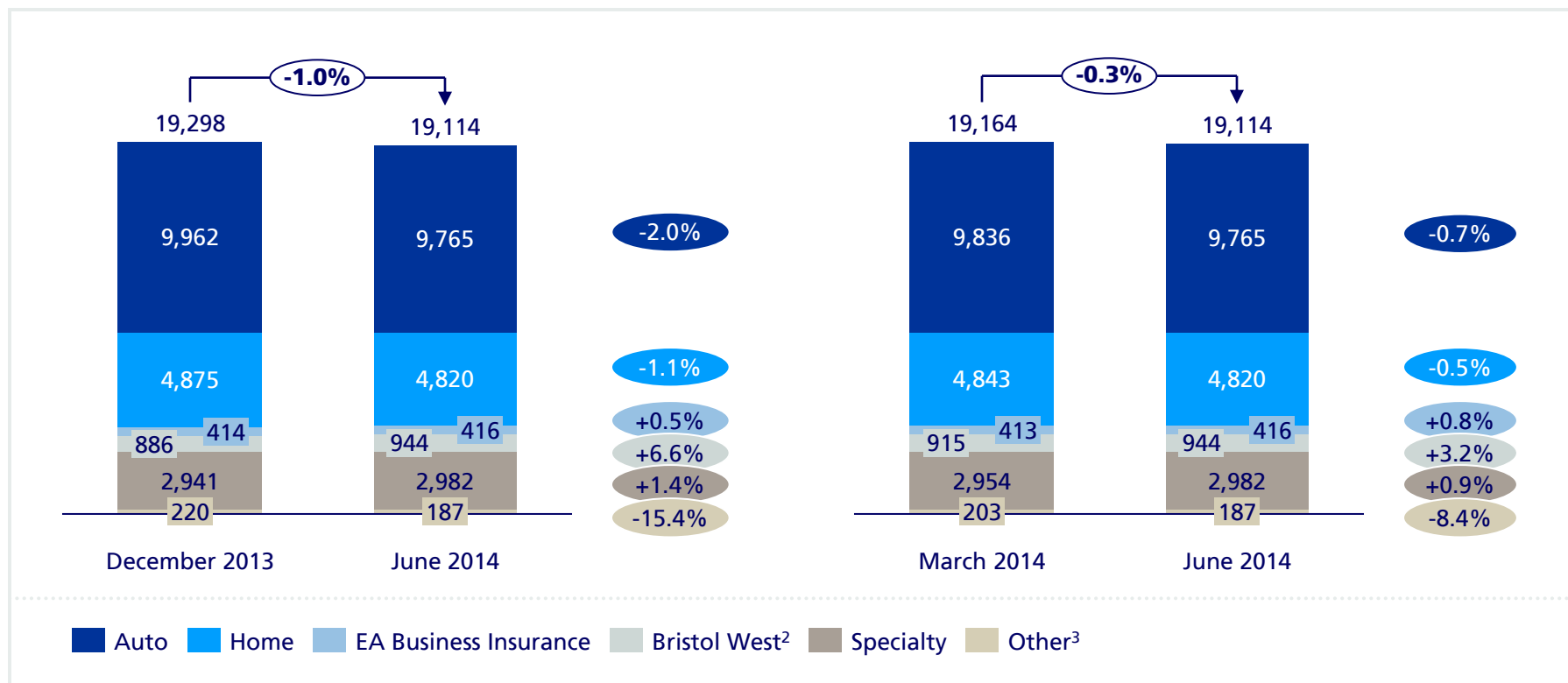
² Other includes Miscellaneous Pools, Independent Agent personal lines business, Independent Agent Business Insurance and Discontinued Operations. Note that Personal Umbrella has been moved to Auto as per HY-14.

Farmers Exchanges – PIF/VIF¹



Further underlying improvement, decline driven by Direct Auto

DEVELOPMENT OF PIF/VIF¹ BY BUSINESS LINE (THOUSANDS)



¹ Policies-in-force (PIF) or Vehicle-in-force (VIF) for Auto businesses.

² Bristol West writes non-standard Auto business.

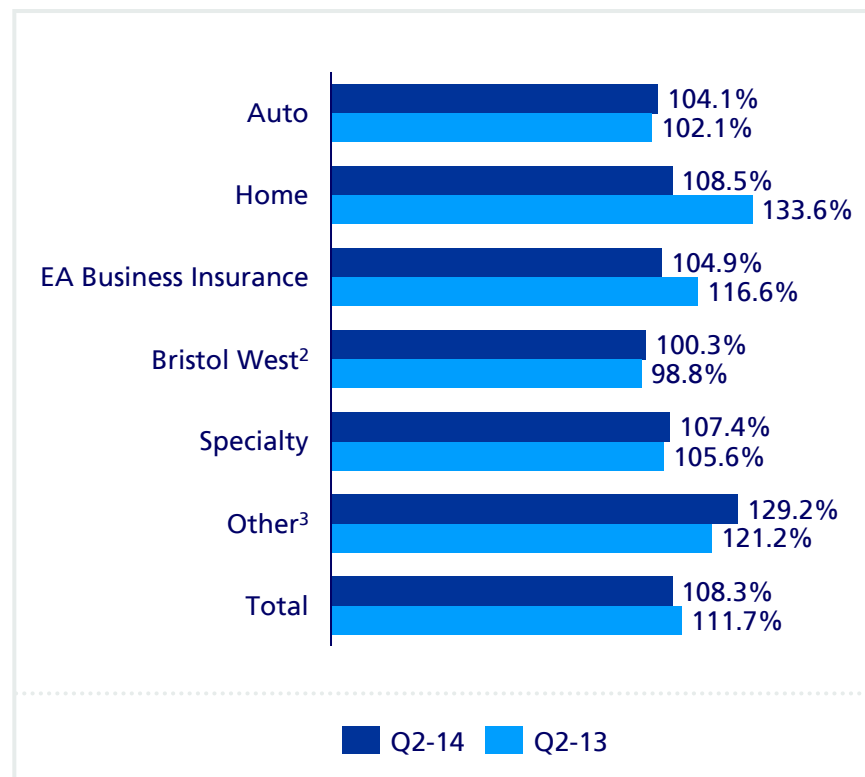
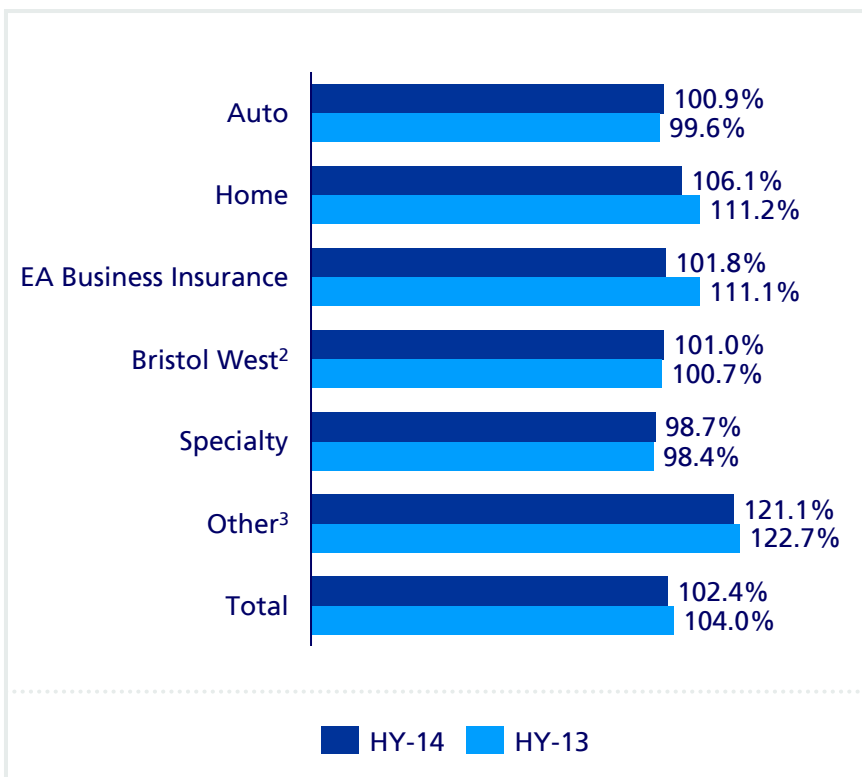
³ Other includes Miscellaneous Pools, Independent Agent personal lines business, Independent Agent Business Insurance and Discontinued Operations. Note that Personal Umbrella has been moved to Auto as per HY-14.

Farmers Exchanges – Combined ratio



Combined ratio reflects high catastrophe losses in Q2-14

COMBINED RATIO BY BUSINESS LINE (%)¹



¹ Combined ratio is before quota share treaties with Farmers Reinsurance Company, Zurich Insurance Company Ltd and a third party reinsurer.

² Bristol West writes non-standard Auto business.

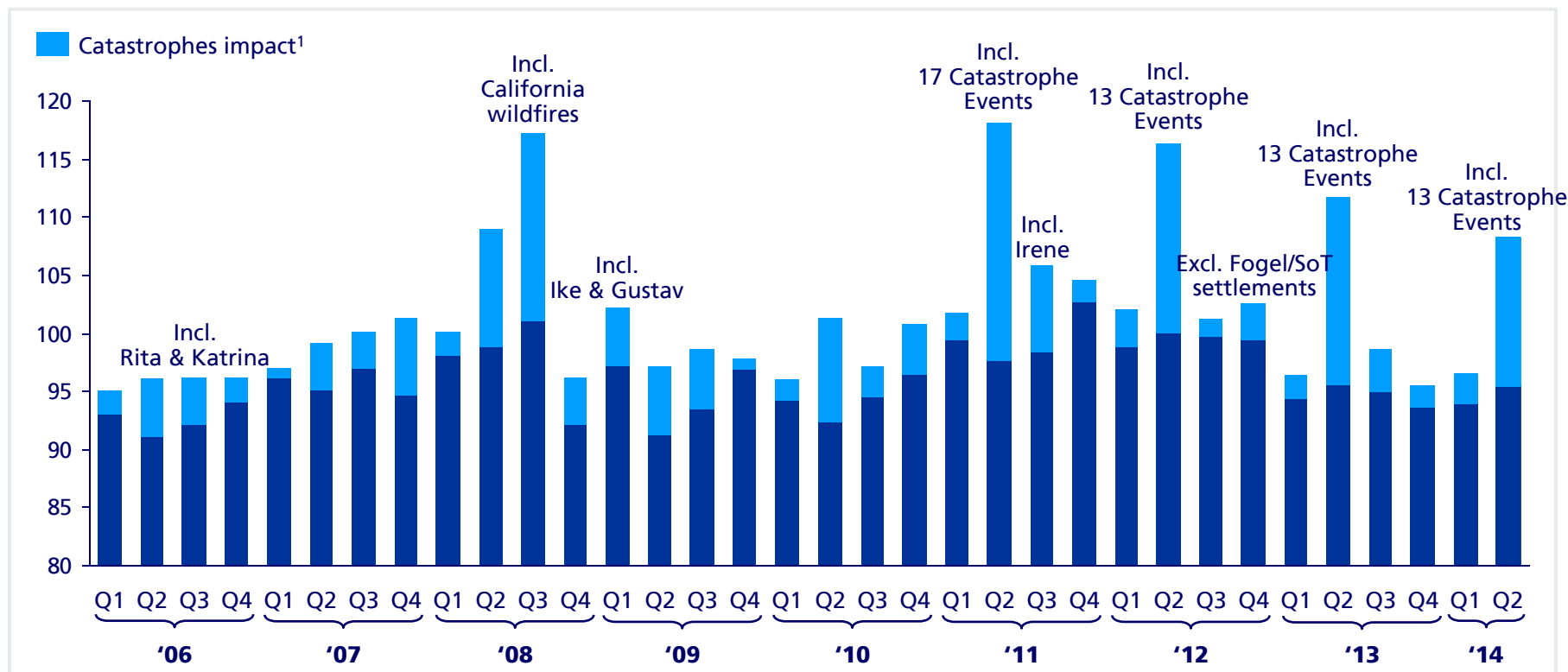
³ Other includes Miscellaneous Pools, Independent Agent personal lines business, Independent Agent Business Insurance and Discontinued Operations. Note that Personal Umbrella has been moved to Auto as per HY-14.

Farmers Exchanges – Combined ratio history



Catastrophe losses drive volatility in quarterly combined ratio

QUARTERLY COMBINED RATIO (%)



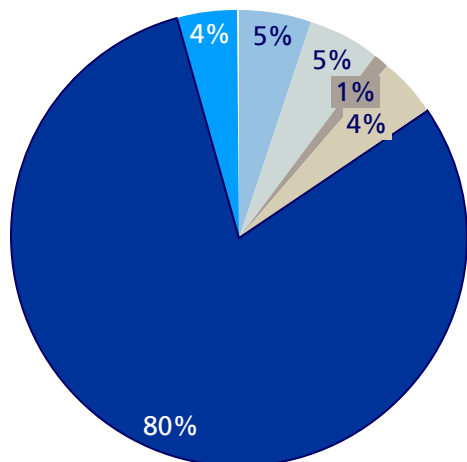
¹ Farmers Exchanges adopted industry standard ISO defined catastrophes as per July 2011.

Group Investments – Asset allocation

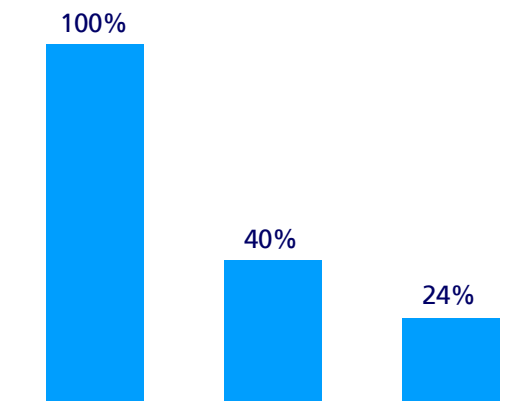
Zurich's sources of investment risk and return are balanced

ASSET ALLOCATION (%)¹

Total Group Investments: USD 215bn

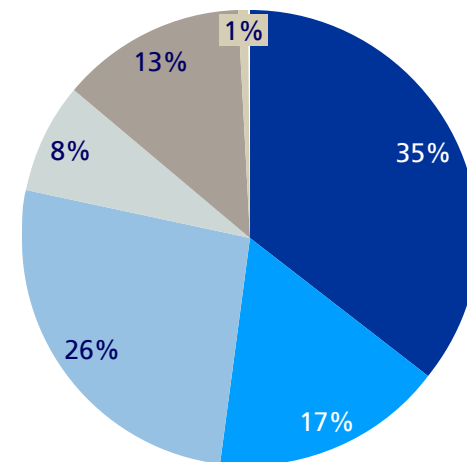


RISK DIVERSIFICATION²



Sum of single security risks
Investment risks diversified
Investment risk relative to liabilities

RISK DRIVERS (%)^{2,3}



¹ Economic view.

² Estimated.

³ Risk drivers of ALM/Market risk (at Expected Shortfall 99% based on Monte Carlo simulation) show marginal contribution to the total ALM/Market risk.

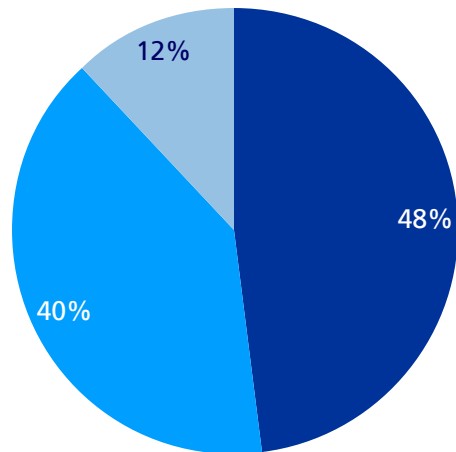
⁴ Hedge funds, Private equity.

Group Investments – Debt securities portfolio

The debt securities portfolio is of a high quality

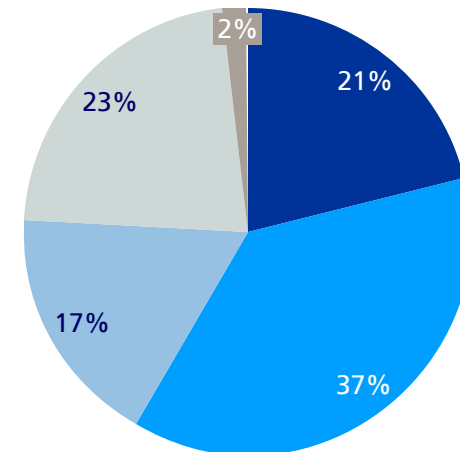
BY CATEGORY (%)

Total debt securities: USD 161bn



■ Government and government related bonds ■ MBS/ABS
■ Corporate bonds

BY RATING (%)



■ AAA ■ AA ■ A ■ BBB ■ Non-investment grade

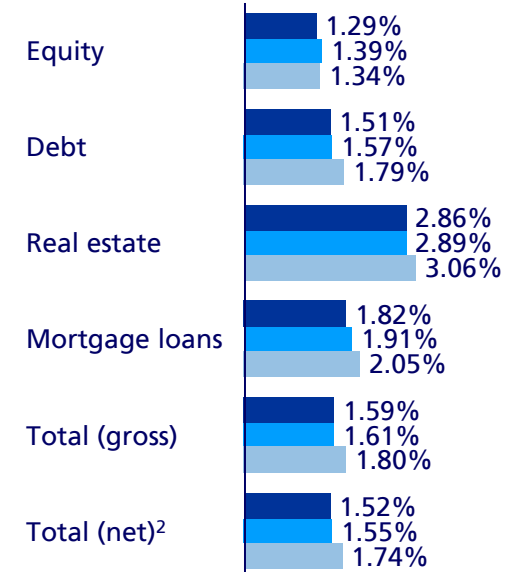
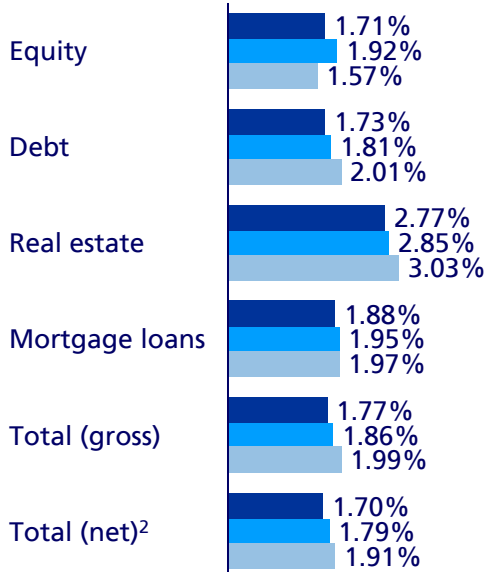
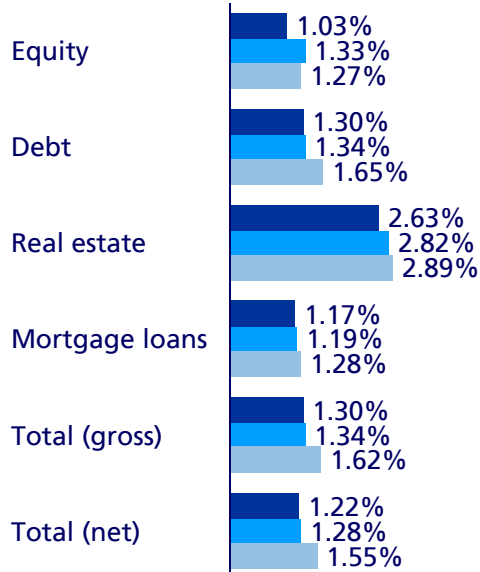
Investment income yield¹

Decline in investment yields slowed down

GENERAL INSURANCE (%)

GLOBAL LIFE (%)

GROUP (%)



■ HY-14 ■ HY-13 ■ HY-12

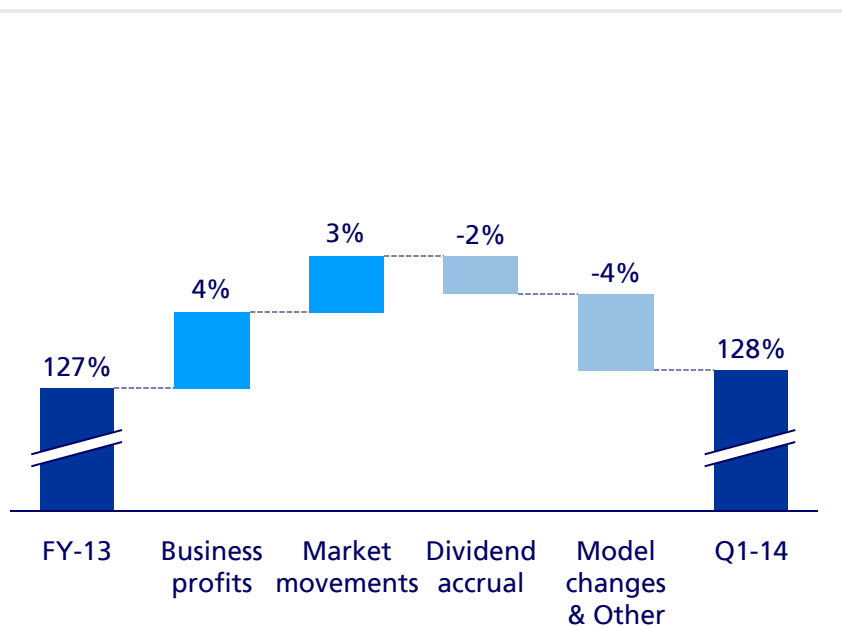
¹ Calculated based on the asset class average assets, not annualized, accounting view before eliminations.

² Net of investment expenses.

Group – Economic capital models

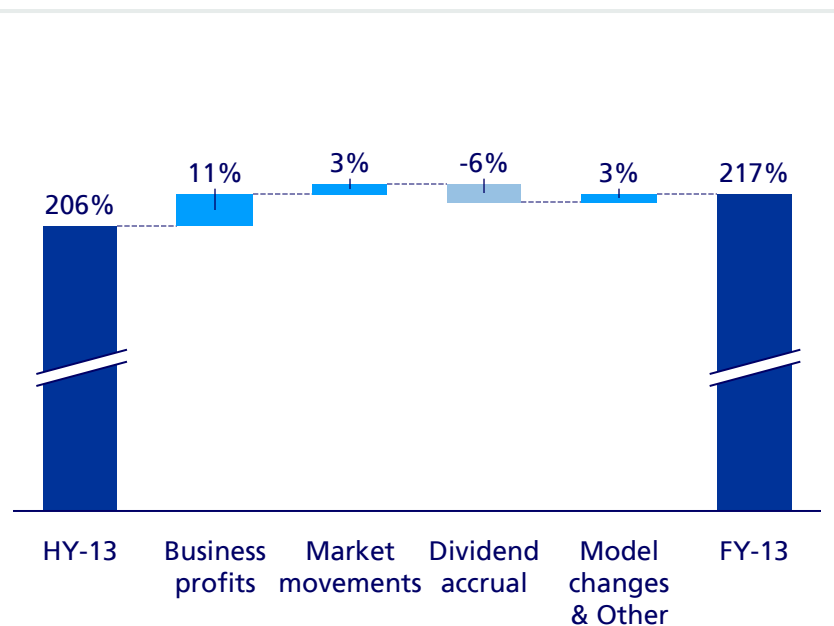
Very strong capital position

Z-ECM RATIO DEVELOPMENT (%)



Note: Other includes impact of implementation of incremental market risk taking

SST¹ RATIO DEVELOPMENT (%)



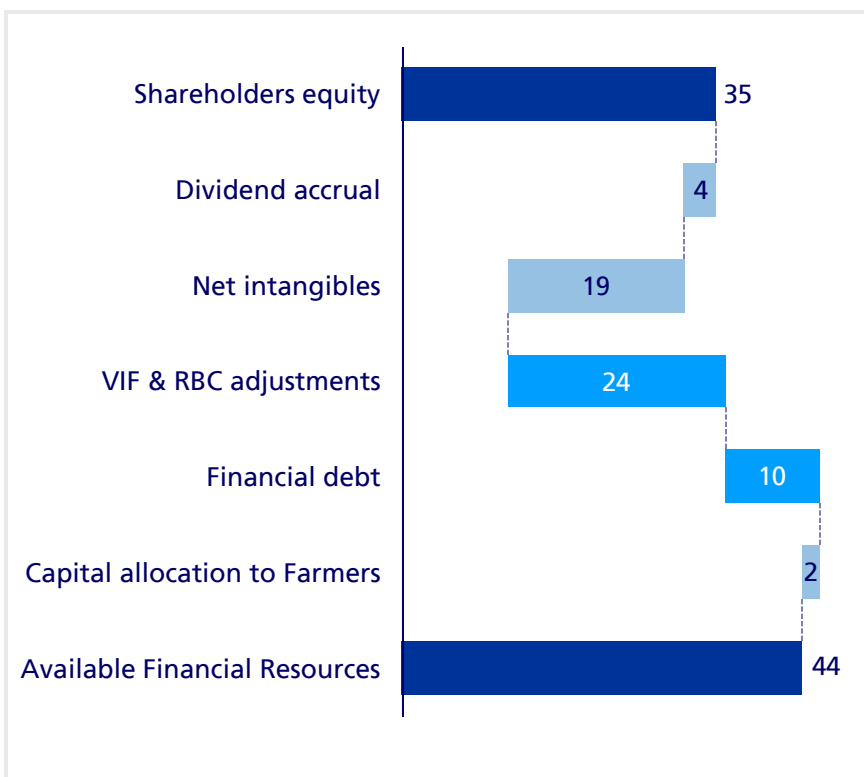
Note: SST ratio is filed bi-annually with FINMA and July 1 data not yet available

¹ The Swiss Solvency Test (SST) ratio is calculated based on the Group's internal model, and both are subject to the review and approval of the Group's regulator, the Swiss Financial Market Supervisory Authority (FINMA). The ratio is filed with FINMA bi-annually.

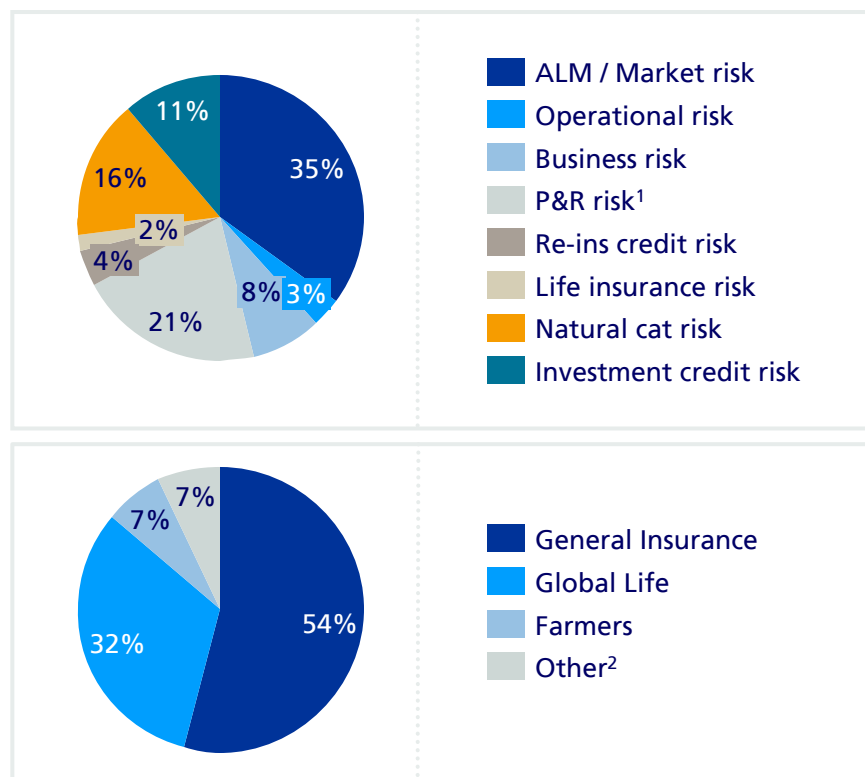
Group – Z-ECM components

Well diversified capital base by risk type

Q1-14 AFR COMPOSITION (USDbn)



RBC BY RISK TYPE AND BUSINESS (%)



¹ Premium & reserving risk.

² Includes Other Operating Businesses and Non-Core Businesses.

For further information

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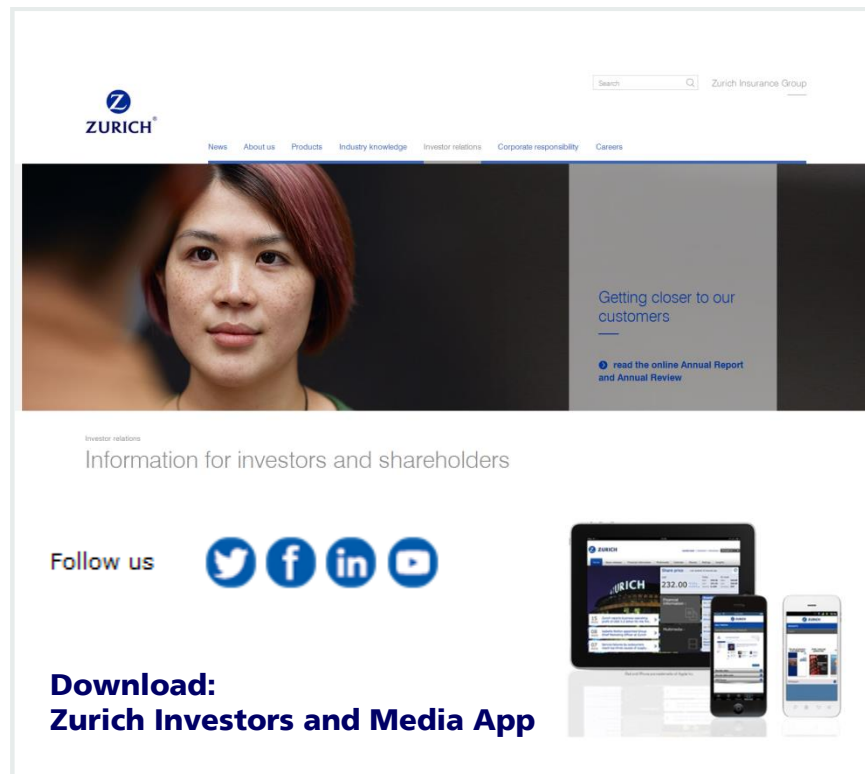
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The screenshot shows the Zurich Investor Relations website. At the top, there is a search bar and the Zurich logo. Below the logo is a navigation menu with links for News, About us, Products, Industry knowledge, Investor relations, Corporate responsibility, and Careers. The main content area features a large image of a woman's face on the left and a text box on the right that says "Getting closer to our customers" and "read the online Annual Report and Annual Review". Below this, there is a section titled "Investor relations" with the subtitle "Information for investors and shareholders". Further down, there is a "Follow us" section with icons for Twitter, Facebook, LinkedIn, and YouTube. At the bottom, there is a "Download: Zurich Investors and Media App" section with images of a tablet, a smartphone, and a smartphone displaying the app interface.

Calendar:

- September 30 – October 2, BoAML Annual Banking & Insurance CEO Conference
- November 6, Results for nine months to September 30, 2014
- December 5, Investor update, London
- February 12, 2015, Annual results 2014

