

# Goldman Sachs Survey Of Property & Casualty Producers

*Chubb Continues to Rank High in "Quality of Service"*

Since 1988, Goldman Sachs has surveyed property and casualty producers twice annually to assess producers' perceptions of marketplace conditions, with a focus on pricing trends. Over the last 12 years, the survey has been sent to between 785 and 900 producers, with each survey receiving a response rate above 10 percent.

In each survey, producers are asked "How would you rate the quality of service by the following companies?" Over the past decade, Chubb has ranked at or near the top of every survey. A long-term view of Chubb's ratings reveals the consistency of the company's performance in service quality.

**Chubb once again is ranked #1. In fact, Chubb has been ranked #1 in 11 of 22 Goldman Sachs' surveys of insurance agents and brokers.** The carrier with the next highest frequency of #1 rankings has received only three such rankings in the last 11 years.

One fact is clear: **Chubb is the only carrier ranked among the top four since 1998.** No other carrier has compiled such an exemplary track record.

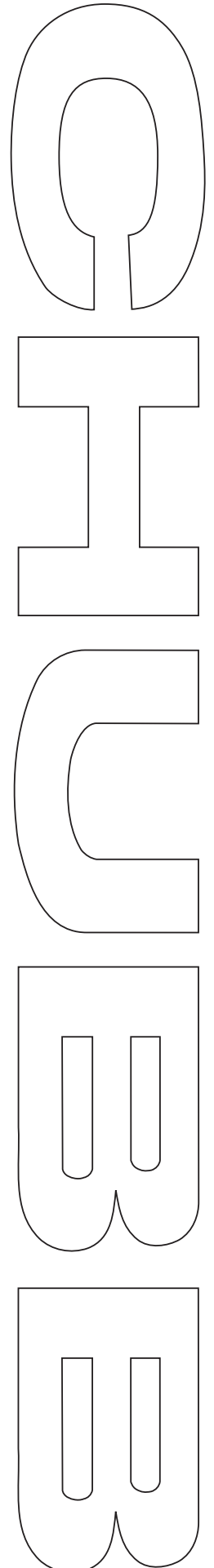
Quality of service has been a core principle for Chubb throughout its 127-year history — and the Goldman Sachs survey results are a direct recognition of that long-standing commitment.

Chubb. Coverage — and service — beyond your expectations.

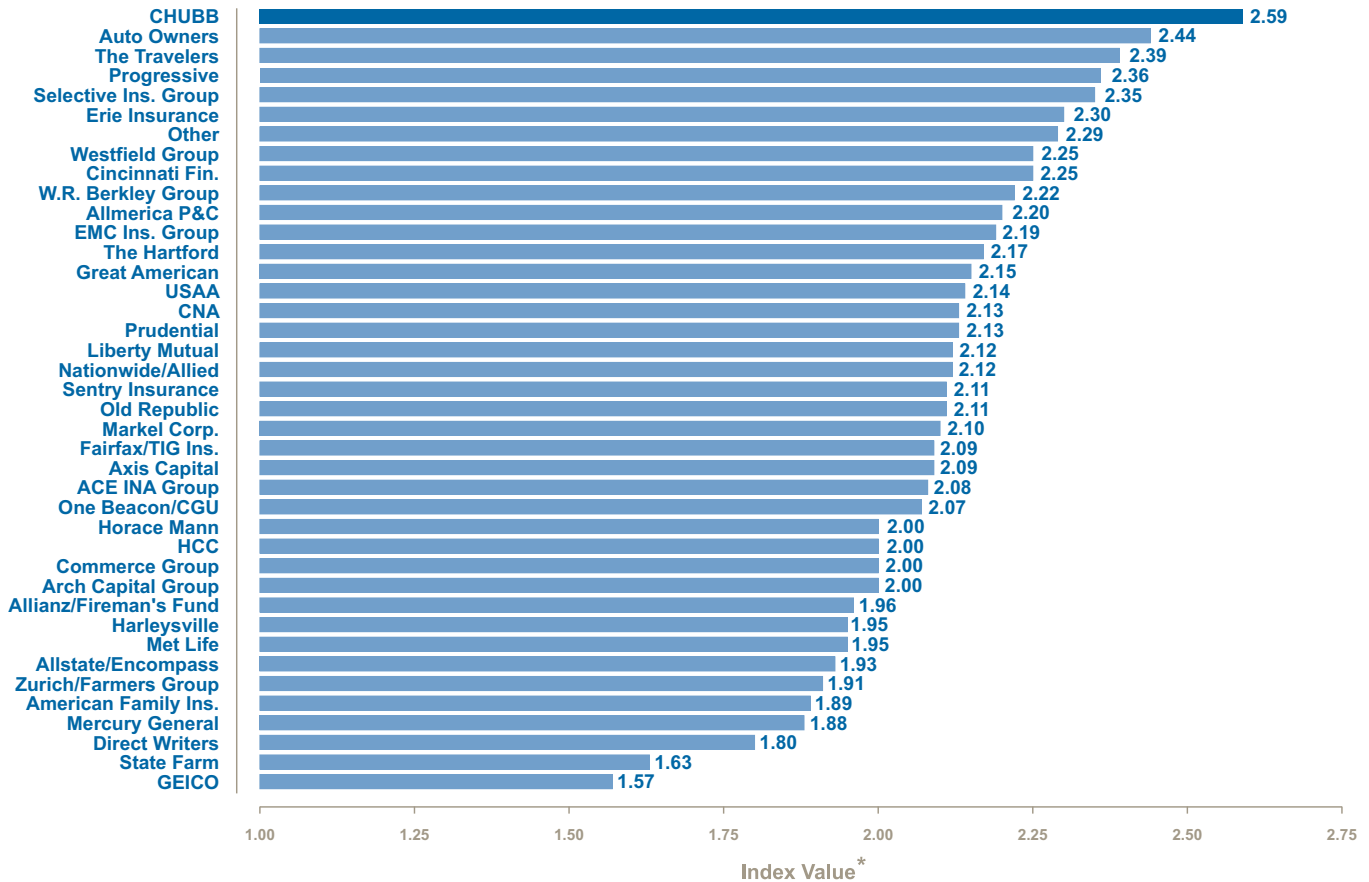
## Historical Results

Survey Date	Quality of Service Top 5				
	#1	#2	#3	#4	#5
February 09	<b>Chubb</b>	Auto Owners	The Travelers	Progressive	Selective
August 08	Auto Owners	Westfield Group	The Travelers	<b>Chubb</b>	Commerce Group
February 08	The Travelers	Selective	<b>Chubb</b>	Hartford	USAA
August 07	The Travelers	Progressive	<b>Chubb</b>	Other	One Beacon/CGU
February 07	USAA	Selective	<b>Chubb</b>	Sentry	EMC Ins
August 06	<b>Chubb</b>	Progressive	Selective	Auto Owners	St Paul Travelers
February 06	Selective	Progressive	Cincinnati Financial	<b>Chubb</b>	Auto Owners
August 05	Progressive	<b>Chubb</b>	St Paul Travelers	Cincinnati Financial	Commerce Group
February 05	<b>Chubb</b>	Progressive	Selective	Hartford	Westfield Group
August 04	<b>Chubb</b>	Progressive	Selective	Nationwide/Allied	Cincinnati Financial
February 04	<b>Chubb</b>	Progressive	Nationwide/Allied	Travelers	Cincinnati Financial
August 03	Westfield Group	<b>Chubb</b>	Progressive	Commerce Group	Cincinnati Financial
February 03	<b>Chubb</b>	Progressive	Travelers	Selective	Hartford
August 02	<b>Chubb</b>	Progressive	Selective	Travelers	Auto Owners
February 02	<b>Chubb</b>	Cincinnati Financial	Progressive	Travelers	Liberty Mutual
August 01	<b>Chubb</b>	Progressive	Nationwide/Allied	Auto Owners	Zurich
February 01	Progressive	Old Republic	Sentry	<b>Chubb</b>	Other
August 00	Progressive	<b>Chubb</b>	Nationwide/Allied	Cincinnati Financial	Auto Owners
March 00	Cincinnati Financial	Progressive	<b>Chubb</b>	Safeco	Orion Capital
August 99	Cincinnati Financial	Progressive	<b>Chubb</b>	Orion Capital	Safeco
March 99	<b>Chubb</b>	Orion Capital	Progressive	Safeco	Cincinnati Financial

*continued*



## How would you rate the quality of service provided by the following companies?



\* Index calculated using a weighted average where 3 equals above average, 2 equals average, and 1 equals below average.

### Goldman Sachs' Comments

*This survey may not be completely accurate in reflecting the level of service that some companies provide. The agents Goldman Sachs surveyed may not be the primary market for some companies. For example, some companies (such as The Travelers) have "preferred agent" programs. Goldman Sachs may not have included a sufficient number of a given company's preferred agents their sample. Other companies obtain much of their business from the "alphabet house" brokers, which Goldman Sachs does not specifically target in this survey. Therefore, the survey responses may not be representative or indicative of the brokerage community's opinions.*

*Finally, the agents surveyed were entirely from the United States, and their responses may not reflect the attitude of overseas agents. This factor would certainly have an effect on Chubb, ACE/INA, and The Travelers.*

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**Chubb Group of Insurance Companies**

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Chubb refers to member insurers of the Chubb Group of Insurance Companies. Not all insurers do business in all jurisdictions.

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