

## U.S. Insurance Carrier Rankings

February 2009

The following table reveals the services and characteristics that companies value most in their insurance carriers. The key drivers of carrier value are determined by calculating the correlations between quality ratings assigned to carriers by corporate clients in a range of product and service categories with carriers' overall scores for client loyalty, measured as "willingness to recommend."

In addition, Greenwich Associates' annual rankings of insurance carriers can be a valuable resource for companies in the process of obtaining coverage independently. "These rankings are based entirely on ratings provided by the carriers' corporate clients," says Greenwich Associates consultant David Fox. "As such, they provide companies with an effective tool with which to benchmark the quality and pricing of their existing carriers against that delivered by other providers."

On an overall basis, the leading corporate insurance carriers in the United States are FM Global, Chubb, Zurich, and Travelers. The following table identifies the carriers rated highest by U.S. companies in factors defined as being the most important or valuable in their insurance relationships.

*Greenwich Associates provides strategic and tactical advice and insights to brokers, carriers and other insurance providers. William Bruno, David Fox and Craig Bergman advise on the insurance industry in the United States and Europe.*

### Methodology

*From October to November, 2008, Greenwich Associates conducted interviews with insurance professionals at 669 companies with annual sales of \$500 million or greater in the United States. Interview participants were asked about their companies' property and casualty risk management practices and strategies, including the brokers and carriers from whom they purchase coverage and insurance-related services. Respondents evaluated their primary brokers and carriers on more than 30 distinct service performance factors.*

### Key Drivers of Carrier Value

Carrier Performance Factor/Attribute by Derived Importance

#### United States

Overall customer service  
Underwriting expertise  
Ease of working relationship  
Claims processing responsiveness  
Willingness to pay claims

Note: Based on interviews with 669 participants in the U.S.

### Key Drivers of Insurance Carrier Value

United States

Carrier Performance Factor/Attribute by Derived Importance <sup>1</sup>	Global/Major Carrier Leaders by Quality	Specialty/National Carrier Leaders by Quality
Overall customer service	FM Global	Allianz, AEGIS
Underwriting expertise	FM Global, Travelers, ACE, Hartford, Zurich, Chubb	Allianz, Lloyds of London
Ease of working relationship	FM Global	Allianz
Claims processing responsiveness	FM Global	Allianz
Willingness to pay claims	FM Global, Travelers, Zurich	Allianz, AEGIS

Note: Based on interviews with 669 participants. <sup>1</sup>Correlation with likelihood to recommend carrier.

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