

Zurich Insurance Group

Domain Overview & Strategic Concepts

A Deep Dive into Global Business Segments, Strategy 2025, and Core Insurance Principles

| Executive Overview: A Global Leader

Founded in 1872 and headquartered in Zurich, Switzerland, the Group has evolved into a leading multi-line insurer serving people and businesses in more than 200 countries.

63,000+

Employees Worldwide

75M+

Customers Served

Mission: "Create a brighter future together"



| Core Business Segments



General Insurance

Property & Casualty (P&C) for individuals and commercial clients. Includes Motor, Home, and Liability.



Global Life

Protection, Savings, and Investment solutions. Focus on unit-linked products and corporate pensions.



Farmers (USA)

Provides management services to Farmers Exchanges. A unique, fee-based business model distinct from traditional underwriting.

| Strategic Priorities 2025-2027



Financial Strength

Targeting a Core Return on Equity (ROE) exceeding **23%**. Focus on earnings per share (EPS) growth >9% CAGR.



Digitalization & AI

Scaling AI across the value chain for pricing refinement and efficiency. Migrating legacy systems to cloud-based agile platforms.



Prevention Services

Shifting from "Paying Claims" to "Preventing Losses." Offering risk engineering and resilience services to customers.

| Deep Dive: General Insurance (P&C)

Commercial Insurance

Serves large multinational corporations and middle-market enterprises.

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- ✓ **International Programs:** Managing complex cross-border risks.
 - ✓ **Specialty Lines:** Marine, Aviation, and Credit risk.
 - ✓ **Risk Engineering:** On-site risk assessments.

Retail & SME

Serves individuals and small businesses with standardized products.

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- ✓ **Motor & Home:** High-volume, digitally enabled products.
 - ✓ **SME Packages:** Bundled liability and property coverage.
 - ✓ **Travel & Accident:** Short-term protection solutions.

| Core Insurance Concepts

- ✓ **Risk Transfer:** Shifting the financial burden of a loss from the individual to the pool (insurer).
- ✓ **The Policy:** A legal contract detailing coverage, exclusions, and conditions.
- ✓ **Premium:** The price paid for risk transfer, calculated via actuarial science.
- ✓ **Indemnity:** Restoring the insured to their pre-loss financial position (no profit).



| The Insurance Value Chain



1. Risk Assessment

Evaluating the exposure (e.g., driver history, building location).



2. Pricing

Actuaries determine the fair premium based on probability of loss.



3. Underwriting

Accepting, rejecting, or modifying the terms of the risk.



4. Claims

Adjudicating and settling losses when an insured event occurs.

| Sustainability: A Core Pillar

Net-Zero by 2050

Zurich is committed to the 1.5°C future. The sustainability strategy focuses on three areas:

- ✓ **Planet:** Decarbonizing the investment portfolio and underwriting.
- ✓ **Customers:** Helping clients transition to green technologies.
- ✓ **People:** Empowering employees and communities (Zurich Foundation).



| Financial Mix: Business Operating Profit

Contribution by Business Segment (Illustrative recent fiscal year figures)



Note: P&C remains the dominant driver of profitability, supported by strong commercial pricing. Farmers provides stable fee-based income.

| Innovation: The Future of Insurance



Zurich Innovation Championship

Collaborating with startups globally to solve industry challenges.

Key Focus Areas

- ✓ **Parametric Insurance:** Automated payouts based on data triggers (e.g., flight delays, weather).
- ✓ **Telematics:** Usage-based insurance for motor fleets.
- ✓ **Cyber Resilience:** Comprehensive protection beyond just financial transfer.

| Enterprise Risk Management

Line of Defense	Role	Responsibility
1st Line	Business Management	Takes risks and manages them in day-to-day operations.
2nd Line	Risk & Compliance Functions	Oversees the risk management framework and challenges the 1st line.
3rd Line	Group Audit	Provides independent assurance to the Board.

Questions?

Thank you for your time.

Zurich Insurance Group Domain Overview

| Image Sources



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