

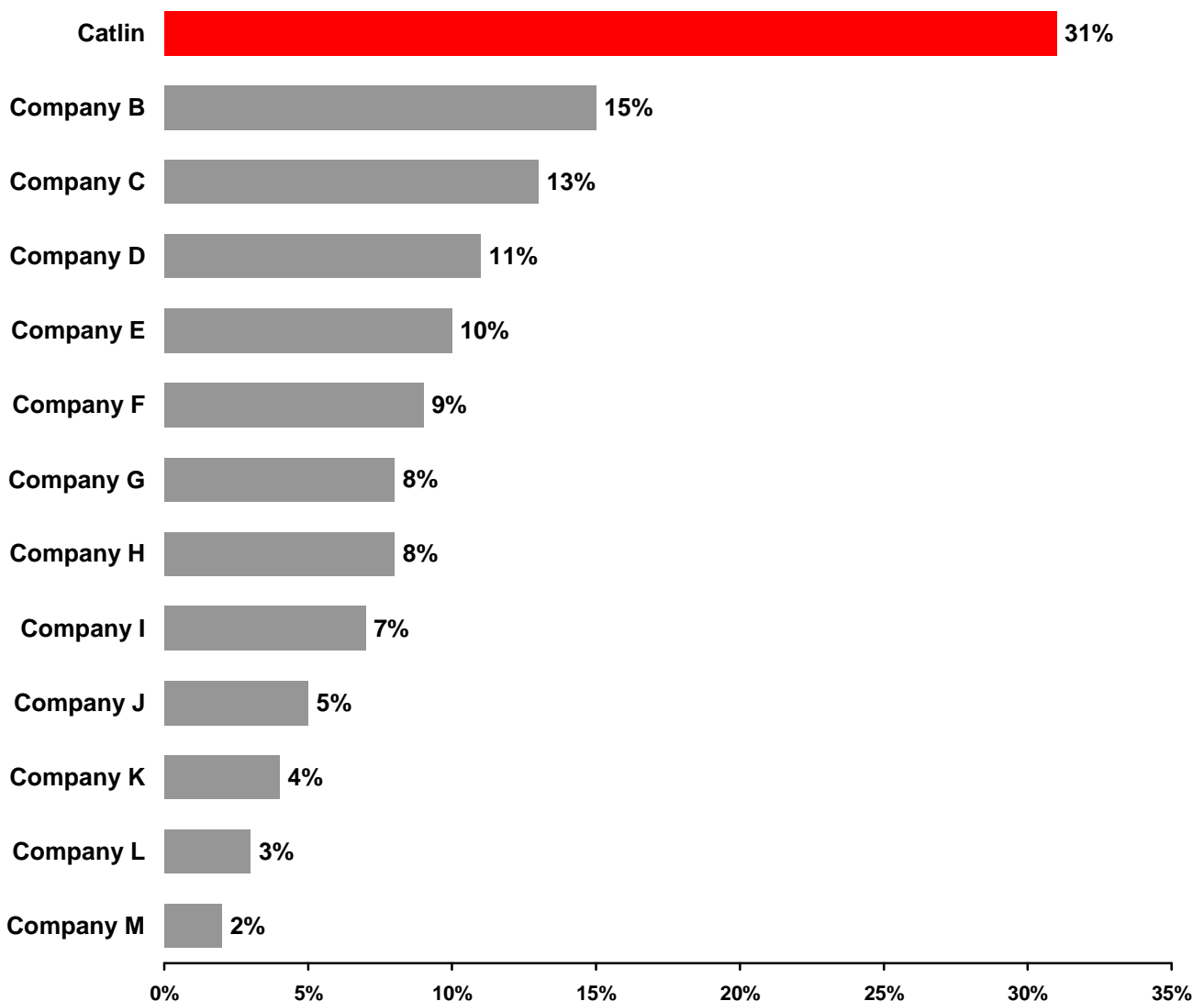
Catlin Claims Performance

Catlin Rated London Market Claims Leader in 2009

Catlin once again was ranked as providing the highest-quality claims services in the London market, according to the full-year 2009 results of the Gracechurch Claims Monitor, the largest independent survey of London claims brokers. Catlin has consistently ranked as on top in each of Gracechurch's claims surveys beginning in 2007.

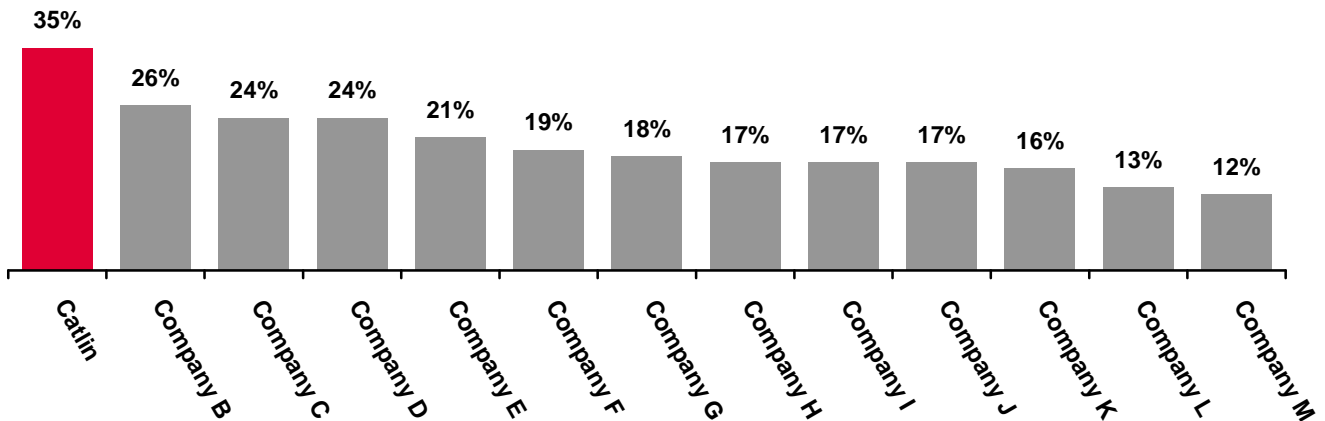
Gracechurch report says: "Catlin's claims team has exceptional service performance and is the clear market leader in terms of recommendation. Catlin strengths: professionalism, size of team, availability and speed of service."

Among the 201 claims brokers interviewed by Gracechurch during 2009, 31 per cent said that they would highly recommend Catlin to their clients based on the quality of claims service offered. That is more than double the performance of any other London market insurer.



Question: Overall, which two insurers or insurance carriers would you currently highly recommend to your clients based on the quality of the claims service which they offer to brokers?

Thirty-five percent of the claims brokers surveyed by Gracechurch said that Catlin’s claims service was ‘excellent’, ‘good’ or ‘above average’, far more than any other London market insurer.



Question: Using a scale of 1-10, where 10 is excellent and 1 is poor, how would you rate the overall claims service you have received from each insurer you have used over the past six months?

In fact, Catlin was ranked by claims brokers as the leading London Market insurer when judged by several important criteria:

Measure	Ranking
Overall satisfaction	1 st
High-calibre claims people	1 st
Claims staff committed to delivering excellent service	1 st
Building good relationships with brokers	1 st
Processing claims speedily	1 st

However, the best indications of Catlin’s superior claims service come from the comments supplied by the surveyed brokers:

- *“They do a fantastic job. They had experienced people who dealt with the matter, they understood what the issues were, they had a commercial outlook, were expeditious, had good broker interaction, and a fair view of the issues.”*
- *“They listen and are not afraid of change. They have got a very good understanding of the broker’s requirements and expectations, we’ve got a very good relationship with the individual adjusters, they are very flexible in terms of working practices, and quite responsive to any specific requests that we have.”*
- *“They are very good on response to broker communications - I’m talking about urgent instructions to the surveyor. They came back within 10 minutes or so which is excellent. They are excellent on pushing the button for settlement. Their personnel are very pleasant to deal with and very knowledgeable about their job.”*
- *“They are quick and responsive, good opening hours, good communication and very responsive.”*
- *“They just become like your friends, if there is anything you don’t understand they will run through it with you. It’s like a big family.”*

For more information about Catlin’s Claims Performance, please contact:

Nick Sinfield

Catlin Group Claims Director

Telephone: +44 (0)20 7458 5829

E-mail: nick.sinfield@catlin.com