

Outstanding service

WE ARE COMMITTED TO DELIVERING A CONSISTENT, SUPERIOR SERVICE FOR BROKERS AND POLICYHOLDERS IN EVERY PART OF OUR BUSINESS

97%

of our brokers see themselves as doing the same year on year business with the Travelers Syndicate and 41% see that improving

Results based on telephone interviews with over 74 key trading contacts. Source:- Travelers Broker Satisfaction Survey - September 2015

14%

of our brokers scored us best in class for underwriting. Our closest competitor was 14%

19%

of our brokers ranked us as best in class for service. Travelers' closest competitor was 7%

19%

of our brokers said we were best in class for main contact. Travelers closest competitor was 7%

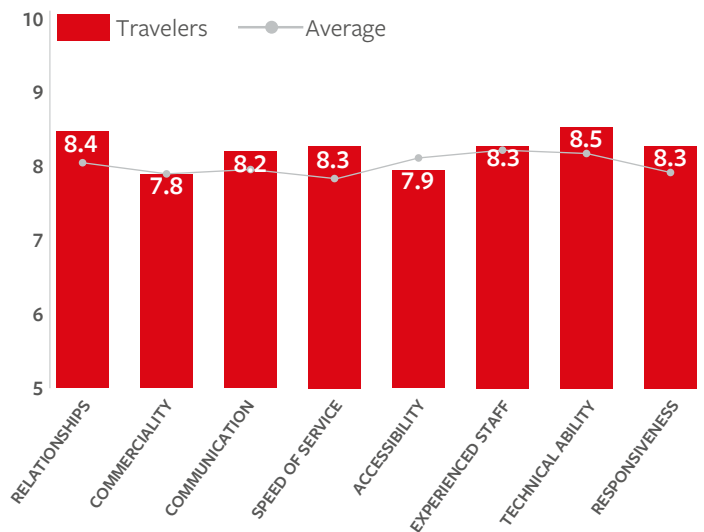
*The source for this data is the same broker survey data for 2015

89% OF BROKERS WERE POSITIVE ABOUT THE SERVICE THEY RECEIVED FROM TRAVELERS SYNDICATE 5000



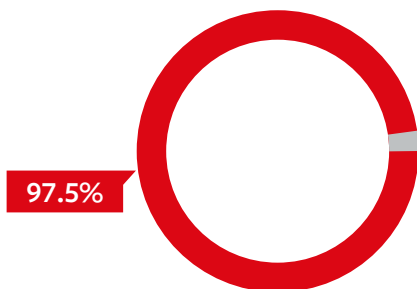
Results based on telephone interviews with over 110 key trading contacts. Source:- Travelers Broker Satisfaction Survey - September 2014

TRAVELERS SYNDICATE 5000 PERFORMS AHEAD OF THE LONDON MARKET AVERAGE FOR CLAIMS HANDLING

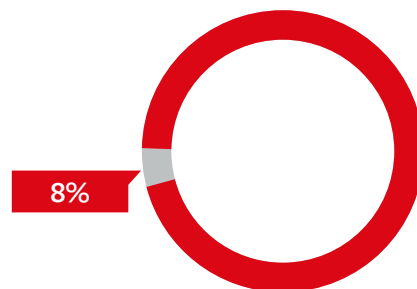


Source:- The Gracechurch London Claims Report 2014; Gracechurch Consulting

TRAVELERS SYNDICATE 5000 EXCEEDS THE CLAIMS SPEED AND ACCURACY LEVELS REQUIRED BY THE LLOYD'S MARKET



97.5% of all entries actioned within 3 days



8% query rate (Lloyd's require below 10%)

Source:- Lloyd's ECF Claims Statistics April 2014 - April 2015