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The Graham Company Recognizes Zurich with
Excellence in Service & Partnership Award for Its Superior Claims Performance

Zurich North America Chief Claims Officer Steve Hatch (far left standing) poses with members of the Zurich Claims team who attended The Graham Company's *Excellence in Service & Partnership Award* ceremony in Philadelphia on March 26.

PHILADELPHIA, PA – April 2, 2015 – The Graham Company, one of the Mid-Atlantic region's largest insurance and employee benefits brokers, announces it presented its 13th annual *Excellence in Service & Partnership Award* to Zurich North America. The prestigious award was presented to Zurich's claims department in recognition of its overall claims performance in 2014.

Effective claims management is central to The Graham Company's risk management approach, so it demands that its insurance carriers not only provide best-in-class claims service to clients, but also establish a collaborative partnership with The Graham Company. To assess the overall efficacy of its partner carriers, The Graham Company conducts a comprehensive performance evaluation of the carriers' claims departments, rating each in the following categories:

1. Claims Team
2. Technology
3. Customized Claims Servicing Standards
4. Client Meetings
5. Reserving Philosophy
6. Physician Panel Capabilities

The carriers are then given a numerical grade for their overall performance, which is based on a 100% score. Zurich received the highest score among all of the insurance carriers with whom The Graham Company works.

William A. Graham, Chairman and CEO of The Graham Company, said "Zurich's claims professionals' approach to claims management, like our approach, goes beyond the standard process, to true claims advocacy – and our clients are better positioned because of it. From providing both a designated coordinator and a designated

adjuster to exclusively handle our clients' claims to their consistent, timely and aggressive claims handling, Zurich shares our passion for protecting the long-term interests and well-being of our clients."

The Excellence in Service & Partnership Award was presented on March 26 at The Graham Company's corporate headquarters in Philadelphia, where executives from Zurich were in attendance.

"We value the strong partnership Zurich has with The Graham Company and the clear vote of confidence this award represents," said Zurich North America Chief Claims Officer Steve Hatch. "Our ambition is to be the best, and receiving the ESP award is a recognition of our efforts. Of course, the real credit for this honor goes to all the Zurich North America Claims employees and their commitment to truly caring about our customers."

About The Graham Company
The Graham Company is an insurance brokerage and consulting firm committed to enhancing employee safety and business viability through an action oriented approach to risk management. In business for over 50 years, The Graham Company focuses on customizing property and casualty, surety, and employee benefits programs for its clients. With its uniquely proactive approach to managing risk, The Graham Company is redefining what it means to be a broker because it believes Actions Matter. To learn more about The Graham Company, visit www.grahamco.com

About Zurich North America
In North America, Zurich is a leading commercial property-casualty insurance provider serving the global corporate, large corporate, middle market, specialties and programs sectors through the individual member companies of Zurich in North America, including Zurich American Insurance Company. For more information about the products and services it offers and people Zurich employs around the world, go to www.zurichna.com. 2012 marked Zurich's 100-year anniversary of insuring America and the success of its customers, shareholders and employees.

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