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



Members of the Zurich North America Claims team attend The Graham Company's *Excellence in Service & Partnership Award* ceremony in Philadelphia on May 11.

PHILADELPHIA, PA – May 23, 2016 – [The Graham Company](#), one of the Mid-Atlantic region's largest insurance and employee benefits brokers, announces it has presented its 14th annual *Excellence in Service & Partnership Award* to Zurich North America Claims. The prestigious award was presented to Zurich Claims in recognition of its overall claims performance in 2015.

Effective claims management is central to The Graham Company's risk management approach, so it demands its insurance carriers not only provide best-in-class claims service to clients, but to 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 percent score. Zurich received the highest score among all of the insurance carriers with whom The Graham Company works.

“When incidents occur, The Graham Company’s Claims Consultants work as our clients’ advocates to maximize insurance coverage and minimize headaches. We know the claims professionals at Zurich, who are critical to the outcomes of the claims handling process, will approach the claim in a consistent, timely and aggressive manner,” said [Ken Ewell](#), President and Chief Operating Officer of The Graham Company. “The strong and collaborative relationship we’ve built with Zurich’s North America Claims means we’re able to deliver real results for our clients.”

The Excellence in Service & Partnership Award was presented on May 11 at The Graham Company’s corporate headquarters in Philadelphia, where executives from Zurich North America’s Claims team were in attendance.

"We value the strong relationship Zurich has with The Graham Company and the clear vote of confidence this award represents," said Steve Hatch, Zurich North America Chief Claims Officer. "Our ambition is to be the best, and receiving the ESP award for a second year in a row is further 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 and putting them at the center of everything we do."

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. Life insurance and disability coverage issued in the United States in all states except New York are issued by Zurich American Life Insurance Company, an Illinois domestic life insurance company. In New York, life insurance and disability coverage is issued by Zurich American Life Insurance Company of New York, a New York domestic life insurance company. For more information about the products and services it offers and the 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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