



Media Contacts:

Laura Van De Pette
The Graham Company
267.238.4118
lvandepette@brownsteingroup.com

Rich Angevine
Liberty Mutual Group
617.574.6638
Richard.Angevine@LibertyMutual.com

The Graham Company Honors Liberty Mutual with *Excellence in Service & Partnership* Award for its Superior Claims Performance

PHILADELPHIA, PA – March 29, 2011 – [The Graham Company](#), one of the Mid-Atlantic region's largest insurance and employee benefits brokers, presented its 9th annual *Excellence in Service and Partnership* award today to [Liberty Mutual Group](#), the nation's 5th largest property and casualty insurance company. The prestigious award was presented to Liberty Mutual's Commercial Markets' claims department in recognition of its overall claims performance in 2010.

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, Graham conducts a comprehensive performance evaluation of the carriers' claims departments, rating each in the following categories:

1. Claims Team
2. Special Claims Handling Procedures
3. Reserving Philosophy
4. Client Meetings
5. Physician Panel Capabilities
6. Technology

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

[William A. Graham](#), Chairman and CEO of The Graham Company, said "Liberty Mutual's commercial claims professionals have continuously demonstrated a sound commitment to the success and wellbeing of our clients; from providing both a designated coordinator and a designated adjuster to exclusively handle our clients' claims to their consistent compliance of special claims handling procedures, Liberty Mutual defines excellence and I know our clients are better positioned because of it."

The Excellence in Service and Partnership award was presented today at The Graham Company's corporate headquarters in Philadelphia. Over 30 executives from Liberty Mutual, including the carrier's top claim representatives attended the presentation. George Neale, Executive Vice President of Commercial Market Claims at Liberty Mutual Group accepted the award on behalf of Liberty Mutual. Neale said, "We are honored to receive this award as it underscores what we believe to be many of our core values and strengths. Receiving an award from your broker partner who is on the front line with you brings a different depth to the award."

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 Liberty Mutual

"Helping people live safer, more secure lives" since 1912, Boston-based Liberty Mutual Group is a diversified global insurer and fifth largest property and casualty insurer in the U.S. based on 2009 direct written premium. The Company also ranks 71st on the Fortune 500 list of largest corporations in the U.S. based on 2009 revenue. As of December 31, 2010, Liberty Mutual Group had \$112.4 billion in consolidated assets, \$95.4 billion in consolidated liabilities, and \$33.2 billion in annual consolidated revenue.

Liberty Mutual Group offers a wide range of insurance products and services, including personal automobile, homeowners, workers compensation, commercial multiple peril, commercial automobile, general liability, global specialty, group disability, assumed reinsurance, fire, and surety. Liberty Mutual Group (<http://www.libertymutualgroup.com>) employs over 45,000 people in more than 900 offices throughout the world.

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