

SASB index 2021

Key

AR: Annual Report
 ISD: Integrated sustainability disclosure
 SR: Sustainability Report

Impact area



Environmental
 impact



Social
 impact



Governance
 impact

The Sustainability Accounting Standards Board (SASB) is an independent organization that sets industry specific disclosure standards across financially material environmental, social, and governance (ESG) topics. We have used references to the SASB as an index below to help our investors find information relevant to them throughout our public disclosures, without adhering to the standards listed in the index in its entirety. This index lists Zurich's reports and web pages and their reference to the SASB insurance standards.

Note: Zurich Insurance Group has no ownership interest in the Farmers Exchanges, which are therefore excluded from the scope of reporting for the below standards. Farmers Group, Inc., a wholly-owned subsidiary of the Group, provides certain non-claims services and ancillary services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

ESG	Indicator	Reference	Disclosure
	Transparent information and fair advice for customers	FN-IN-270a.1 Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	In 2021 we have recorded no material losses related to litigation associated with marketing and communication to report.
		FN-IN-270a.2 Complaints-to-claims	AR 169 section 5.2.2 of the ISD: Continuously measuring and improving claims handling Note: We report on our claims TNPS score as part of the NPS program.
		FN-IN-270a.3 Customer retention rate	AR 168 section 5.1.1 of the ISD: Customer attraction and retention Note: Reporting covers the change between full year 2020 and 2021 (not the absolute retention rate) while no split between voluntary and involuntary leave was made.
		FN-IN-270a.4 Description of approach to informing customers about products	AR 169 section 5.2 of the ISD: Fair and transparent advice and engagements For specific examples, see: A: The 'general terms and conditions' attached are used to provide possible new customers with detailed information on our policies. The documents are used during the sales and quotation phase and are most frequently shared via digital channels. The documents are available in different languages to address our different markets. The general terms provided as an example below are created for our Swiss market and are thus available in French, German, English and Italian. <u>Motor Vehicle Insurance</u> <u>Household Insurance</u> B: This Key facts document (KFD) provides customers in the UK with a summary of their Zurich Life Protection policy. It is shared with customers who bought the product directly from us, without any intermediaries, and sits alongside the Terms and Conditions. The document is also available on our website for potential customers. <u>Key features of the Zurich Life Protection Policy</u>
	Incorporation of Environmental, Social, and Governance Factors in Investment Management	FN-IN-410a.1 Total invested assets, by industry and asset class	AR 262 to 264 in the financial statements, note 6: Group investments and in the Financial supplement
		FN-IN-410a.2 Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	AR 138 to 139 section 4.1.1 of the ISD: Our climate-related strategy
	Policies Designed to Incentivize Responsible Behavior	FN-IN-410b.1 Net premiums written related to energy efficiency and low carbon technology	AR 159 section 4.4.2 of the ISD: Our performance metrics Note: KPI captures gross written premiums and policy fees (not net premiums written).
		FN-IN-410b.2 Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	AR 159 section 4.4.2 of the ISD: Our performance metrics

SASB index 2021 (continued)

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ESG	Indicator	Reference	Disclosure						
E	Environmental Risk Exposure	FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes AR 143 section 4.1.3 of the ISD: Climate risk assessment 2021 Note: KPI includes net exposure for 50 and 100 years while gross exposure and 250 years are not disclosed.						
		FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance) AR 143 to 144 section 4.1.3 of the ISD: Climate risk assessment 2021 Note: Disclosed KPI captures the loss ratio attributable to natural catastrophes while no differentiation is made on modeled or non-modeled or by event						
		FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy AR 153 to 155 section 4.3 of the ISD: Risk management						
G	Systemic Risk Management	FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives AR 265 and 268 in the Financial statements, note 7.1: Maturity profile of notional amounts and fair values of Group derivative financial instruments and note 7.4: Group derivative financial instruments subject to enforceable master netting arrangements and collateral agreements						
		FN-IN-550a.2	Total fair value of securities lending collateral assets AR 264 in the Financial statements, note 6.7 ² : Securities lending, repurchase and reverse repurchase agreements						
		FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities Not applicable						
S	Number of policies in force	FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance Retail³ In-force policy count 2021 Table 1: Number of retail policies 2021 <table border="1"> <thead> <tr> <th>Total number of policies</th> <th>P&C policies</th> <th>Life policies</th> </tr> </thead> <tbody> <tr> <td>57,313,781</td> <td>46,930,826</td> <td>10,382,955</td> </tr> </tbody> </table> Commercial insurance⁴ In-force policy count 2021: 399,526 policies	Total number of policies	P&C policies	Life policies	57,313,781	46,930,826	10,382,955
Total number of policies	P&C policies	Life policies							
57,313,781	46,930,826	10,382,955							

¹ Please note that in notes 7.1 and 7.4 we provide disclosure in accordance with SASB requirements, except for:

- total fair value of acceptable collateral posted with the central clearinghouse
- total potential exposure to centrally cleared derivatives (Fair Values).

² Please note that in note 6.7 we provide disclosure in accordance with SASB requirements, except for securities lending reinvested collateral.

³ Reporting covers: Australia, Brazil, Germany, Italy, Japan, Spain, Switzerland and UK. No split has been made between insurance and assumed reinsurance.

⁴ Reporting covers: Australia, Belgium & Luxemburg, Canada, Denmark, Finland, France, Germany, Middle East, the Netherlands, Norway, Russia, Singapore, Spain, Sweden, Switzerland, UK, USA (ex Crop & Programs). No split has been made between insurance and assumed reinsurance.