

Farmers Press Release

IMMEDIATE RELEASE

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THE FARMERS INSURANCE GROUP HELPPPOINT® CALL CENTER HAS BEEN NAMED J.D. POWER AND ASSOCIATES CERTIFIED CALL CENTER THIRD YEAR IN A ROW

LOS ANGELES, CALIFORNIA-(December 18, 2007) – The Farmers Insurance Group HelpPoint® claims call center has just been recognized by J.D. Power and Associates for the third year in a row for providing “An Outstanding Customer Service Experience”. The recognition is for call center operation customer satisfaction excellence under the J.D. Power and Associates Certified Call Center Program.SM

“By passing the rigorous standards of the certification process, Farmers’ HelpPoint demonstrates a strong commitment to providing customers with a consistent, positive experience with its claims call center,” noted Farmers® Vice President of HelpPoint Operations, Vince Donofrio. “Customers give particularly high ratings to HelpPoint’s customer service associates for their courtesy and concern for customers’ situations.”

HelpPoint claims call center operations in Oklahoma City, OK, Olathe, KS and Grand Rapids, MI serves as the customer’s first point of contact when making a claim, handling over 4 million telephone calls in 2006.

The J. D. Power report stated “Once again, Farmers has shown itself to be an outstanding J.D. Power and Associates’ Call Center Certified company, representing the top 20 percent of customer service organizations across all industries that participate in our program.”

For J.D. Power and Associates Certified Call Center ProgramSM information, visit www.jdpower.com.

Farmers Group, Inc. is a wholly owned subsidiary of Zurich Financial Services, an insurance-based financial services provider with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Farmers® is the nation's third-largest Personal Lines Property & Casualty insurance group. Property and casualty products are underwritten and issued by the Farmers Exchanges and their subsidiaries, which



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