

Welcome to the 2nd issue of *INsight_Americas*. For XL Insurance, this publication lets us investigate the risk management issues posing the most significant challenges to our industry and the clients we serve. More important, we explore on these pages what businesses, their brokers, and insurers like XL Insurance are doing to face these risks head-on and manage them wisely.

Clearly, we live in a world of risks. The planet on which we live and conduct business is threatened by warmer temperatures and dwindling natural resources. Terrorism continues to threaten us here and abroad. In the business world, executives risk making mistakes that threaten company finances and reputation. Companies face risks distributing products to a global market, keeping employees and customers safe, and meeting stockholder expectations.

Our ability to manage risk successfully allows us not only to sustain ourselves, but also to thrive. Every day, XL Insurance helps our brokers and our shared clients find effective risk management strategies — intelligent solutions that address the risks they confront.

Continued



David B. Duclos
*Chief Executive
Insurance Operations*



We at XL Insurance are pleased that our clients continue to recognize and value our commitment to helping them find intelligent risk management solutions. This was made even clearer to us in a recent U.S. insurance industry study conducted by Flaspöhler Research Group. In this survey of more than 300 insurance-buying customers, XL Insurance was the only insurance carrier to score in the top-quartile in all seven key performance areas customers ranked as most important to their insurance-buying decisions. Customers ranked XL Insurance highly among our competitors in the areas of underwriting capabilities, financial value, financial security, client orientation, service and claims handling, and product expertise and market knowledge.

XL Insurance's expertise and customer focus drive our ability to deliver intelligent risk management solutions to our clients. While we all face many risks — both old and new — in today's markets, XL Insurance is committed to working with our customers to minimize these risks and ensure their success.

We hope you find the ideas in this publication interesting and insightful.

A handwritten signature in black ink, appearing to read "David B. Duclos", with a long horizontal flourish extending to the right.

David B. Duclos
Chief Executive, Insurance Operations