

TEN YEAR SUMMARY — FINANCIAL HIGHLIGHTS

(unaudited)

(millions—except ratios, per share amounts
and number of people employed)

	2004	2003	2002	2001	2000
Insurance Companies Selected Financial Information and Operating Statistics—Statutory Basis					
Net premiums written	\$ 13,378.1	\$ 11,913.4	\$ 9,452.0	\$ 7,260.1	\$ 6,196.1
Growth	12%	26%	30%	17%	1%
Policyholders' surplus	\$ 4,671.8	\$ 4,538.3	\$ 3,370.2	\$ 2,647.7	\$ 2,177.0
Net premiums written to policyholders' surplus ratio	2.9	2.6	2.8	2.7	2.8
Loss and loss adjustment expense ratio	65.0	67.4	70.9	73.6	83.2
Underwriting expense ratio	19.6	18.8	20.4	21.1	21.0
Statutory combined ratio	84.6	86.2	91.3	94.7	104.2
Selected Consolidated Financial Information—GAAP Basis					
Total assets	\$ 17,184.3	\$ 16,281.5	\$ 13,564.4	\$ 11,122.4	\$ 10,051.6
Total shareholders' equity	5,155.4	5,030.6	3,768.0	3,250.7	2,869.8
Common Shares outstanding	200.4	216.4	218.0	220.3	220.6
Common Share price:					
High	\$ 97.29	\$ 84.68	\$ 60.49	\$ 50.60	\$ 37.00
Low	73.10	46.25	44.75	27.38	15.00
Close ¹	84.84	83.59	49.63	49.77	34.54
Market capitalization	\$ 17,001.9	\$ 18,088.9	\$ 10,819.3	\$ 10,958.6	\$ 7,616.8
Book value per Common Share	25.73	23.25	17.28	14.76	13.01
Return on average common shareholders' equity ²	30.0%	29.1%	19.3%	13.5%	1.7%
Debt outstanding	\$ 1,284.3	\$ 1,489.8	\$ 1,489.0	\$ 1,095.7	\$ 748.8
Ratios:					
Debt to total capital	20%	23%	28%	25%	21%
Earnings to fixed charges ³	27.1x	18.8x	13.2x	10.7x	1.3x
Price to earnings ⁴	11	15	17	27	164
Price to book	3.3	3.6	2.9	3.4	2.7
Net premiums earned	\$ 13,169.9	\$ 11,341.0	\$ 8,883.5	\$ 7,161.8	\$ 6,348.4
Total revenues	13,782.1	11,892.0	9,294.4	7,488.2	6,771.0
Underwriting margins ⁵					
Personal Lines	14.1%	12.1%	7.5%	4.5%	(5.2)%
Commercial Auto	21.1%	17.5%	9.1%	8.3%	3.3%
Other businesses — indemnity	9.2%	13.0%	7.2%	7.0%	13.6%
Total underwriting operations	14.9%	12.7%	7.6%	4.8%	(4.4)%
Net income	\$ 1,648.7	\$ 1,255.4	\$ 667.3	\$ 411.4	\$ 46.1
Per share ⁶	7.63	5.69	2.99	1.83	.21
Dividends per share	.110	.100	.096	.093	.090
Number of people employed	27,085	25,834	22,974	20,442	19,490

All share and per share amounts were adjusted for the April 22, 2002, 3-for-1 stock split.

¹Represents the closing price at December 31.²For 1995, represents net income minus preferred share dividends ÷ average common shareholders' equity.³For 1995, represents the ratio of earnings to combined fixed charges and preferred share dividends.

(millions—except ratios, per share amounts and number of people employed)	1999	1998	1997	1996	1995
Insurance Companies Selected Financial Information and Operating Statistics—Statutory Basis					
Net premiums written	\$ 6,124.7	\$ 5,299.7	\$ 4,665.1	\$ 3,441.7	\$ 2,912.8
Growth	16%	14%	36%	18%	19%
Policyholders' surplus	\$ 2,258.9	\$ 2,029.9	\$ 1,722.9	\$ 1,292.4	\$ 1,055.1
Net premiums written to policyholders' surplus ratio	2.7	2.6	2.7	2.7	2.8
Loss and loss adjustment expense ratio	75.0	68.5	71.1	70.2	71.6
Underwriting expense ratio	22.1	22.4	20.7	19.8	21.4
Statutory combined ratio	97.1	90.9	91.8	90.0	93.0
Selected Consolidated Financial Information—GAAP Basis					
Total assets	\$ 9,704.7	\$ 8,463.1	\$ 7,559.6	\$ 6,183.9	\$ 5,352.5
Total shareholders' equity	2,752.8	2,557.1	2,135.9	1,676.9	1,475.8
Common Shares outstanding	219.3	217.6	216.9	214.5	216.3
Common Share price:					
High	\$ 58.08	\$ 57.33	\$ 40.29	\$ 24.08	\$ 16.50
Low	22.83	31.33	20.50	13.46	11.58
Close ¹	24.38	56.46	39.96	22.46	16.29
Market capitalization	\$ 5,345.4	\$ 12,279.7	\$ 8,667.0	\$ 4,817.3	\$ 3,523.9
Book value per Common Share	12.55	11.75	9.85	7.82	6.44
Return on average common shareholders' equity ²	10.9%	19.3%	20.9%	20.5%	19.6%
Debt outstanding	\$ 1,048.6	\$ 776.6	\$ 775.9	\$ 775.7	\$ 675.9
Ratios:					
Debt to total capital	28%	23%	27%	32%	31%
Earnings to fixed charges ³	5.7x	10.2x	9.2x	7.7x	5.6x
Price to earnings ⁴	18	28	23	16	15
Price to book	1.9	4.8	4.1	2.9	2.5
Net premiums earned	\$ 5,683.6	\$ 4,948.0	\$ 4,189.5	\$ 3,199.3	\$ 2,727.2
Total revenues	6,124.2	5,292.4	4,608.2	3,478.4	3,011.9
Underwriting margins ⁵					
Personal Lines	1.2%	7.9%	6.3%	7.9%	NA
Commercial Auto	8.4%	17.6%	10.9%	10.1%	NA
Other businesses — indemnity	10.8%	8.6%	7.9%	27.9%	NA
Total underwriting operations	1.7%	8.4%	6.6%	8.5%	5.7%
Net income	\$ 295.2	\$ 456.7	\$ 400.0	\$ 313.7	\$ 250.5
Per share ⁶	1.32	2.04	1.77	1.38	1.09
Dividends per share	.087	.083	.080	.077	.073
Number of people employed	18,753	15,735	14,126	9,557	8,025

¹Represents the closing stock price ÷ earnings per share.

²Underwriting margins are calculated as underwriting profit (loss), as defined in *Note 9 – Segment Information*, as a percent of net premiums earned.

³Presented on a diluted basis. In 1997, the Company adopted SFAS 128, "Earnings Per Share," and, as a result, restated prior periods per share amounts, if applicable.

NA = Not available. The revised segment disclosure requirements became effective for the three years ended December 31, 1998; comparative information is not available for prior periods.