

QUARTERLY FINANCIAL AND COMMON SHARE DATA

(unaudited)

(millions — except per share amounts)

Quarter	Operating Revenues ²	Net Income		Stock Price ¹				Dividends Per Share
		Total	Per Share ³	High	Low	Close	Rate of Return ⁴	
2004								
1	\$ 3,106.1	\$ 460.0	\$ 2.09	\$ 89.06	\$ 80.68	\$ 87.60		\$.025
2	3,245.9	386.3	1.76	91.97	81.30	85.30		.025
3	3,289.8	388.9	1.77	85.60	73.10	84.75		.030
4	3,576.6	413.5	2.01	97.29	83.01	84.84		.030
	<u>\$13,218.4</u>	<u>\$ 1,648.7</u>	<u>\$ 7.63</u>	<u>\$ 97.29</u>	<u>\$ 73.10</u>	<u>\$ 84.84</u>	<u>1.6%</u>	<u>\$.110</u>
2003								
1	\$ 2,607.1	\$ 291.5	\$ 1.32	\$ 60.41	\$ 46.25	\$ 59.31		\$.025
2	2,785.4	286.3	1.29	76.38	59.66	73.10		.025
3	2,938.6	319.8	1.45	75.81	64.25	69.11		.025
4	3,051.7	357.8	1.63	84.68	69.11	83.59		.025
	<u>\$ 11,382.8</u>	<u>\$ 1,255.4</u>	<u>\$ 5.69</u>	<u>\$ 84.68</u>	<u>\$ 46.25</u>	<u>\$ 83.59</u>	<u>68.7%</u>	<u>\$.100</u>
2002								
1	\$ 1,975.3	\$ 176.2	\$.78	\$ 55.80	\$ 46.75	\$ 55.54		\$.023
2	2,144.8	160.4	.71	60.49	54.64	57.85		.023
3	2,325.7	178.5	.80	57.77	44.75	50.63		.025
4	2,472.0	152.2	.69	58.30	48.79	49.63		.025
	<u>\$ 8,917.8</u>	<u>\$ 667.3</u>	<u>\$ 2.99</u>	<u>\$ 60.49</u>	<u>\$ 44.75</u>	<u>\$ 49.63</u>	<u>(.1)%</u>	<u>\$.096</u>

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

¹Prices as reported on the consolidated transaction reporting system. The Company's Common Shares are listed on the New York Stock Exchange.

²Represents premiums earned plus service revenues.

³Presented on a diluted basis. The sum may not equal the total because the average equivalent shares differ in the periods.

⁴Represents annual rate of return, including quarterly dividend reinvestment.