

BEST INSURER OVERALL

GLOBAL

2010 Entity

1	Chartis Insurance (AIU Holdings)	21.98%
2	Axa	12.03%
3	Allianz	10.17%
4	ACE	8.08%
5	Zurich	7.80%
6	Royal & Sun Alliance (RSA)	5.59%
7	Chubb	4.92%
8	FM Global	3.84%
9	QBE	2.88%
10	Generali	2.60%
11	Mapfre	2.09%
12	Liberty Mutual	1.86%
13	Lloyd's	1.69%
14=	Ergo	1.41%
14=	XL	1.41%

BY REGION

WESTERN EUROPE

2010 Entity

1	Chartis Insurance (AIU Holdings)	20.66%
2	Zurich	10.90%
3	ACE	10.04%
4	Allianz	8.46%
5	Royal & Sun Alliance (RSA)	7.17%
6	Axa	6.60%
7	QBE	5.45%
8	Generali	3.30%
9	FM Global	2.87%
10	Lloyd's	2.58%

NORTH AMERICA

2010 Entity

1	ACE	13.46%
2	Chartis Insurance (AIU Holdings)	12.54%
3	Chubb	9.79%
4	Zurich	7.03%
5	FM Global	5.81%
6	Axa	4.89%
7	Travelers	4.28%
8=	Liberty Mutual	3.67%
8=	States RRG	3.67%
10	Allianz	3.06%

ASIA

2010 Entity

1	Pioneer Group	25.82%
2	Chartis Insurance (AIU Holdings)	12.44%
3	Lonpac Insurance BHD	7.47%
4	People's General Insurance Corp	5.60%
5	Chubb	4.82%
6	Adamjee Insurance Company Ltd	3.11%
7=	ACE	2.64%
7=	Malayan Insurance	2.64%
9=	BPI/MS Insurance Corporation	2.49%
9=	Mapfre	2.49%

CENTRAL AND EASTERN EUROPE

2010 Entity

1	Axa	29.19%
2	Chartis Insurance (AIU Holdings)	20.27%
3	Allianz	12.70%
4=	Ergo	5.14%
4=	Royal & Sun Alliance (RSA)	5.14%

LATIN AMERICA

2010 Entity

1	Chartis Insurance (AIU Holdings)	23.58%
2	FM Global	15.09%
3	Axa	14.15%
4	Allianz	13.21%
5	Metlife	11.32%

BY COUNTRY

BELGIUM

2010 Entity

1	Chartis Insurance (AIU Holdings)	26.15%
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CZECH REPUBLIC

2010 Entity

1	Allianz	39.44%
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ESTONIA

2010 Entity

1	Ergo	73.08%
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FRANCE

2010 Entity

1	Axa	35.00%
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HONG KONG

2010 Entity

1	Chartis Insurance (AIU Holdings)	26.23%
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ITALY

2010 Entity

1	Fondiaria SAI	42.11%
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JORDAN

2010

1	Jordan Insurance Company	69.99%
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PAKISTAN

2010 Entity

1	Adamjee Insurance Company Ltd	38.46%
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PHILIPPINES

2010 Entity

1	Pioneer Group	58.87%
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TURKEY

2010 Entity

1	Axa Sigorta	74.10%
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UNITED KINGDOM

2010 Entity

1	Chartis Insurance (AIU Holdings)	20.30%
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UNITED STATES

2010 Entity

1	ACE	13.46%
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BY CATEGORY

GENERAL PROPERTY AND CASUALTY

2010 Entity

1	Chartis Insurance (AIU Holdings)	21.90%
2	Axa	11.05%

DIRECTORS AND OFFICERS LIABILITY

2010 Entity

1	Chartis Insurance (AIU Holdings)	28.93%
2	ACE	14.78%
3	Chubb	14.15%

CATASTROPHE

2010 Entity

1	Allianz	21.59%
2	Chartis Insurance (AIU Holdings)	19.32%
3	Axa	13.07%

MARINE AND FIRE

2010 Entity

1	Chartis Insurance (AIU Holdings)	16.38%
2	Allianz	15.09%
3	Axa	14.66%

MEDICAL AND LIFE

2010 Entity

1	Chartis Insurance (AIU Holdings)	19.21%
2	Axa	13.56%
3	Allianz	11.86%

BY REGION AND CATEGORY

WESTERN EUROPE

GENERAL PROPERTY AND CASUALTY

2010 Entity

1	Chartis Insurance (AIU Holdings)	22.98%
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DIRECTORS AND OFFICERS LIABILITY

2010 Entity

1	Chartis Insurance (AIU Holdings)	31.39%
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MARINE AND FIRE

2010 Entity

1	Royal and Sun Alliance (RSA)	17.65%
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EMPLOYER LIABILITY

2010 Entity

1	Chartis Insurance (AIU Holdings)	19.39%
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MEDICAL AND LIFE

2010 Entity

1	Generali	13.33%
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NORTH AMERICA

GENERAL PROPERTY AND CASUALTY

2010 Entity

1	ACE	24.47%
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DIRECTORS AND OFFICERS LIABILITY

2010 Entity

1	Chubb	22.73%
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CATASTROPHE

2010 Entity

1	Chartis Insurance (AIU Holdings)	29.63%
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TERRORISM AND SABOTAGE

2010	Entity	
1	Chubb	20.00%

NORTH AMERICA MARINE AND FIRE

2010	Entity	
1	FM Global	22.58%

EMPLOYER LIABILITY

2010	Entity	
1	Zurich	22.22%

ASIA

GENERAL PROPERTY AND CASUALTY

2010	Entity	
1	Pioneer Group	30.04%

DIRECTORS AND OFFICERS LIABILITY

2010	Entity	
1	Chubb	22.47%

EMPLOYER LIABILITY

2010	Entity	
1	Pioneer Group	29.73%

CENTRAL AND EASTERN EUROPE GENERAL PROPERTY AND CASUALTY

2010	Entity	
1	Axa	28.33%

MARINE AND FIRE

2010	Entity	
1	Axa	33.33%

EMPLOYER LIABILITY

2010	Entity	
1	Axa	30.43%

LATIN AMERICA

GENERAL PROPERTY AND CASUALTY

2010	Entity	
1	Chartis Insurance (AIU Holdings)	31.43%

MARINE AND FIRE

2010	Entity	
1	Allianz	57.14%

MEDICAL AND LIFE

2010	Entity	
1	MetLife	36.36%

BEST BROKER OVERALL – GLOBAL

2010	Entity	
1	Aon	31.90%
2	Marsh	19.35%
3	Willis	11.63%
4	JLT	10.20%
5	Lockton Insurance Brokers	3.92%

BY REGION

WESTERN EUROPE

2010	Entity	
1	Marsh	23.81%
2	Aon	19.52%
3	JLT	18.10%

NORTH AMERICA

2010	Entity	
1	Aon	27.40%
2	Willis	24.66%
3	Marsh	19.18%

ASIA

2010	Entity	
1	Aon	43.20%
2	Marsh	16.99%
3	JLT	9.71%

MIDDLE EAST

2010	Entity	
1	Aon	31.08%
2	Lockton Insurance Brokers	13.51%
3	JLT	10.14%

CENTRAL AND EASTERN EUROPE

2010	Entity	
1	Aon	32.97%
2	Marsh	29.67%
3	MAI	7.69%

LATIN AMERICA

2010	Entity	
1	Aon	43.48%
2	Willis	30.43%
3	Marsh	26.09%

BY COUNTRY

AUSTRALIA

2010	Entity	
1	Aon	57.14%

BAHRAIN

2010	Entity	
1	Willis	47.62%

BELGIUM

2010	Entity	
1	VanBreda	26.09%

HONG KONG

2010	Entity	
1	Aon	57.45%

JORDAN

2010	Entity	
1	Aon	35.09%

RUSSIA

2010	Entity	
1	Marsh	63.16%

TURKEY

2010	Entity	
1	Marsh	42.86%

UNITED KINGDOM

2010	Entity	
1	Marsh	25.20%

UNITED STATES

2010	Entity	
1	Aon	27.40%

Methodology

Respondents to *Euromoney's* insurance survey are the direct buyers of insurance at leading companies worldwide. The majority are risk managers; other respondents include chief financial officers, insurance managers, heads of treasury and vice-presidents.

The survey is split into two sections: broking and insurance companies.

Best insurance broker

Respondents were asked to nominate their top three brokers in order of quality. Brokers received four points for a first-placed nomination, three points for a second-placed nomination and two points for a third-placed nomination. These points were then totalled to give an overall score. For the regional and country breakdowns the same methodology applied.

Respondents then rated their brokers from 1 to 7 (1=very poor and 7=excellent) across five service categories. The arithmetic mean was taken for each category for each broker to produce a ranking.

Best insurance company

Respondents were asked to nominate their top-three insurance companies in order of quality in different areas of insurance. Insurance companies received four points for a first-placed nomination, three points for a second-placed nomination and two points for a third-placed nomination. These points were then totalled to give an overall score. For the regional and country breakdowns the same methodology applied.

Respondents then rated their insurance providers from 1 to 7 (1=very poor and 7=excellent) across seven service categories. The arithmetic mean was taken for each category for each insurance company to produce a ranking.

To qualify in the global categories a company had to receive votes from more than one country.

For more information, please contact Tim Moxon, head of research, at tmoxon@euromoney.com