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Graham Company Recognizes Zurich with *Excellence in Service & Partnership Award* for its Outstanding Claims Performance



Members of the Zurich claims team accept the *Excellence in Service & Partnership Award* from Graham Company at its headquarters in Philadelphia on Monday, May 14.

PHILADELPHIA, PA – May 30, 2018 – [Graham Company](#), one of the country's largest insurance and employee benefits brokers, recently presented its 16th annual *Excellence in Service & Partnership Award* to Zurich North America. The prestigious award was bestowed upon Zurich in recognition of its superior overall claims performance in 2017.

Effective claims management is central to Graham Company's risk management approach, so it demands its insurance carriers not only provide best-in-class claims service to clients, but to also establish a collaborative partnership with Graham Company. To assess the overall efficacy of its partner carriers, Graham Company conducts a comprehensive performance evaluation of the carriers' claims departments, rating each in the following categories:

1. Claims Team
2. Technology
3. Customized Claims Servicing Standards
4. Client Meetings
5. Reserving Philosophy
6. Physician Panel Capabilities

The carriers are then given a numerical grade for their overall performance, which is based on a 100 percent score. Zurich received the highest score among all of the insurance carriers with whom Graham Company works.



“At Graham Company, we pride ourselves on not only managing claims, but being true advocates for our clients,” said [Ken Ewell](#), President and Chief Operating Officer of Graham Company. “Through our strong relationship with Zurich, we’re able to provide a superior level of technical and professional claim services to greatly reduce our clients’ insurance costs. When we work with Zurich, we know that – like us – they’ll work day and night to achieve the best results. That’s the kind of organization we’re proud to partner with.”

The *Excellence in Service & Partnership Award* was presented on May 14 at Graham Company’s corporate headquarters in Philadelphia, where executives from the Zurich claims team were in attendance.

“We are deeply honored to again receive the Excellence in Service & Partnership Award from Graham Company three out of the last four years,” said Zurich North America Chief Claims Officer Steve Hatch. “Our world-class team is the best in the business, and this recognition is a true testament of the customer-focused approach our Zurich claim professionals deliver each and every day.”

About Graham Company

Graham Company is one of the largest insurance and employee benefits brokers in the country, committed to enhancing employee safety and business viability through an action-oriented approach to risk management. In business for more than 50 years, Graham Company designs customized and effective property and casualty, surety and employee benefits programs for its clients to protect employees and prevent losses. With offices in Philadelphia, New York City and Washington, D.C., Graham Company became 100 percent employee-owned through an employee stock ownership plan in 2017. Through its innovative insurance and safety training programs, Graham Company is redefining what it means to be an insurance broker. To learn more, visit www.grahamco.com.

About Zurich

Zurich Insurance Group (Zurich) is a leading multi-line insurer that serves its customers in global and local markets. With about 53,000 employees, it provides a wide range of property and casualty, and life insurance products and services in more than 210 countries and territories. Zurich’s customers include individuals, small businesses, and mid-sized and large companies, as well as multinational corporations. The Group is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt (ZURVY) program, which is traded over-the-counter on OTCQX. Further information about Zurich is available at www.zurich.com.

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