

# We are Indiana Insurance™

**The I difference** is an intense focus on our responsibility to our independent agency partners and mutual policyholders. Building on our 158-year history, **Where I makes the difference™** defines who we are, what we do, and the responsibility we each have to make a real difference in the communities in which we live and the nine state Midwestern commercial marketplace we serve.

Indiana Insurance's mission is to help people live safer, more secure lives. Living this mission would not be possible if not for the commitment, passion and pro-activity of our employees and independent agency partners.

It is easy for us to say that our combined employee and agency force is what sets us apart from our competition, but it is by exceeding expectations that we will prove this notion to our policyholders.

Our employees are empowered to do the right things, to treat our agents like the valuable partners they are, and to work with our agency partners to do all that we can to provide the best service available to our policyholders. Simply meeting expectations is not good enough. We strive to do things better, smarter, faster, more efficiently, and with more passion than our competitors.

There is no room for mediocrity, but there is infinite room to make a difference in the lives of our employees, our agents, and our policyholders.

**David Lancaster**  
President & CEO, Indiana Insurance

## Independent

### Our Responsibility

Helping you protect your business, organization & livelihood – that's our responsibility. At Indiana Insurance we work exclusively with independent agents in your community to do just that. Our independent agents are the most knowledgeable professionals in the business.

We know you're busy and "red tape" can be both frustrating and time consuming. Indiana Insurance and your local independent agent can customize a program for you with the right coverage at the right value. Our wide array of products, resources, services and flexible billing options make working with Indiana Insurance easy.

**Providing real solutions for ease-of-doing business challenges is vital to our promise – that's where I makes the difference.**

## Intact

### Claims Overview

With an independent agent backed by Indiana Insurance, you can breathe easy knowing we're working together to help protect what you've worked so hard to build – from the small inconvenient mishap to the potential for a larger, more catastrophic event – we'll be there when you need us the most, and that's a beautiful thing. Our mission is to help people live safer, more secure lives, and that's a responsibility we take quite seriously.

From sweating the small stuff for you to getting you back open for business – that's our responsibility. Together with your independent agent, we understand the moment of truth arrives when you need us most – at the time of a loss – and together we'll be there. With our 24-hour Indiana Insurance ANYTIME claim services™ (800.279.7221) and our experienced claims professionals, we'll work with your agent to achieve the best possible outcome as quickly as possible.

**This mission of responsibility is imperative to our policy – that's where I makes the difference.**

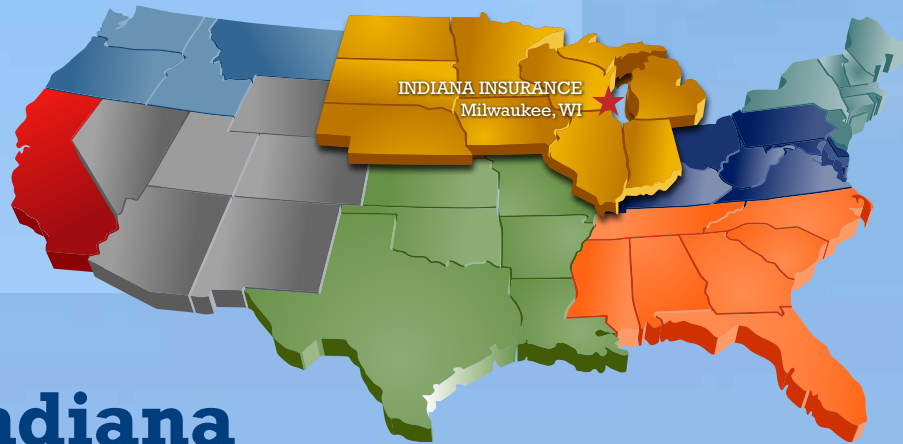
## Impervious

### Loss Prevention Capabilities

Performing once a claim occurs is one thing, but working with you to help prevent a claim is quite another. We can't make you impervious to mishaps or catastrophes, but working with your local independent agent, we can assist in identifying potential dangers to help you avoid, or at least minimize, your potential for loss.

Loss Prevention serves a vital role in our operation and is an important first step in managing the exposures faced by today's successful organizations. Whether it is protecting employees from workers' compensation injuries, identifying potential hazards that threaten buildings and property, or safeguarding assets from potential litigation, Loss Prevention plays a key role in our overall philosophy.

**Helping people live safer, more secure lives is our responsibility – that's where I makes the difference.**



# Indiana Insurance

## Since 1851

The companies of Indiana Insurance write commercial property and casualty insurance in nine Midwestern states. Headquartered in suburban Milwaukee, Wisconsin, we have been protecting businesses and organizations since 1851. Through these many years, we have partnered with our communities, employees, and professional independent agents to serve the needs of policyholders. It is a responsibility we take seriously. We take great pride in our tremendous financial strength, strong reputation, expectation exceeding service, and high-quality products. Our goal, quite simply, is to provide the best insurance products, services and support in the industry.

# Liberty Mutual

## Financially Strong and Secure

Indiana Insurance is a member of Liberty Mutual Group, a diversified global insurer and the 5th largest property & casualty insurer in the U.S. based upon 2009 direct written premium. Liberty Mutual ranks 71th on the Fortune 500 list of the largest U.S. corporations based on 2008 revenues.

Headquartered in Boston, Liberty Mutual Group employs approximately 45,000 people in more than 900 offices throughout the world.

The company has financial strength ratings of "Excellent" (A) from the A.M. Best Company, "Good" (A2) from Moody's Investors Service, and "Strong" (A-) from Standard & Poor's.

Where **I** makes the difference™



**Indiana Insurance**®

Member of Liberty Mutual Group

[theIdifference.com](http://theIdifference.com)

**Indiana Insurance member underwriting companies: (Not all companies may be licensed in all states.)**

American Economy Insurance Company, American States Insurance Company, American Fire and Casualty Company, American States Preferred Insurance Company, Consolidated Insurance Company, First National Insurance Company of America, General Insurance Company of America, Hawkeye-Security Insurance Company, Indiana Insurance Company, The Midwestern Indemnity Company, The Netherlands Insurance Company, The Ohio Casualty Insurance Company, Ohio Security Insurance Company, Peerless Indemnity Insurance Company, Peerless Insurance Company, Safeco Insurance Company of America, Safeco Insurance Company of Illinois, Safeco Insurance Company of Indiana, Safeco National Insurance Company, and West American Insurance Company.