

# News Release

Contact:

Investors: Kerry K. Calaiaro  
+1 212 915-8084  
[kerry.calaiaro@willis.com](mailto:kerry.calaiaro@willis.com)

Media: Dan Prince  
+1 212 915-8012  
[daniel.prince@willis.com](mailto:daniel.prince@willis.com)

## Willis Releases Findings of Market-Leading Carrier Evaluation Survey

**New York, NY, June 21, 2007** – In an effort to help clients make more informed decisions and to work together with insurers to improve industry standards, Willis Group Holdings (NYSE: WSH) has conducted its first global Carrier Evaluation Survey. This groundbreaking survey is part of a wider initiative, the Willis Quality Index ®, which will be launched later this year, covering a wide range of service and performance measures. A summary of the survey findings was released today.

Over 2,500 Willis employees worldwide participated in the survey and benchmarked 80 carrier groups against four categories including underwriting, policy administration, claims performance and service activities. Respondents were highly experienced, with 62% having been in the insurance industry for more than 10 years.

The Willis Carrier Evaluation Survey offers encouraging results for the carriers ranked by Willis Associates. On a scale of 1 to 10 all carriers were ranked above the mid-point. In addition, nearly half of the 80 carrier groups received a mean score of 7 or greater. None scored more than 8. The results also suggest that no group of carriers offers truly superior performance across all categories. There is clearly opportunity for carriers further to differentiate themselves through service and performance.

Interestingly, Willis' research demonstrated that most carriers perform consistently across all surveyed question categories – either well or less well. There are many instances, however, of considerable variation between a carrier's scores in different sectors – for example geographically or in a specialist field. In addition to this, analysis across Willis business units demonstrated that Associates in Employee Benefits, Specialty areas and Willis Re rate the performance of their carriers most highly.

**Joe Plumeri, Chairman and CEO of Willis** said, “The results of the Carrier Evaluation Survey will be critical to us going forward, as we are committed to placing our clients' business with those carriers who best meet their needs. We will use the results to enhance our services to our clients, working together with insurers to raise the standards of performance - theirs and ours. This goes to the principle, close to my heart, of clients having confidence and faith in our industry and moving Willis forward into our next chapter.”

- more -

The Willis Quality Index ® is a unique blend of feedback from the Carrier Evaluation Survey and, critically, additional quantitative information. This will include premium volume metrics and other information collected by Willis, such as systems driven claims settlement and policy administration metrics.

Willis Group Holdings Limited is a leading global insurance broker, developing and delivering professional insurance, reinsurance, risk management, financial and human resource consulting and actuarial services to corporations, public entities and institutions around the world. Willis has more than 300 offices in some 100 countries, with a global team of approximately 16,000 employees serving clients in some 190 countries. Additional information on Willis may be found at [www.willis.com](http://www.willis.com).

# # #

Note to Editor: [Click here](#) to read the results summary of the Willis Carrier Evaluation Survey.