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News Release

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Willis Named Top Middle Market Broker by Greenwich Associates *Earns 2009 National, Regional Excellence Awards for Customer Satisfaction*

NEW YORK, April 7, 2010 – Willis Group Holdings (NYSE: WSH), the global insurance broker, was named one of the top U.S. middle market insurance brokers in a 2009 customer satisfaction survey just released by Greenwich Associates, a leading international research-based consulting firm in financial services.

Willis was one of only two brokers out of more than 300 evaluated to sweep the National Greenwich Excellence Award and the firm's four Regional Excellence Awards in the annual poll of U.S. insurance buyers. The survey asked more than 9,000 companies with annual sales between \$10 million and \$500 million to rate their satisfaction with their brokers and insurance carriers.

"In the current market, regulatory and legal environment, risk management is a top priority for companies of every size," said Greenwich Associates Partner David Fox, who runs the firm's Global Insurance practice. "Willis and the other insurance brokers that received Greenwich Excellence Awards were cited by their corporate clients for their superior service in helping them identify risks, create solutions for managing those risks, and implement cost-effective coverage."

Willis was one of only five brokers to receive the National Greenwich Excellence Award for Customer Satisfaction. Willis also received the Regional Greenwich Excellence Award in the Northeast, South, Midwest, and West regions of the U.S. – a clean sweep that demonstrates the high marks Willis receives for customer satisfaction among big, national clients and smaller, regional businesses.

"We are delighted to be recognized as the only one of the 'Big Three' global brokers to receive a national excellence award, and to also be named a top broker in each of the four U.S. regions," said Don Bailey, Chairman and CEO of Willis North America. "This distinction clearly establishes Willis as the premier middle-market broker in the United States.

"Winning the Greenwich Excellence Awards validates our 'Glocal' service model and speaks volumes about the value we deliver to our clients, no matter their size, location or the complexity of their operations. We pride ourselves in being a close advisor to our clients, meeting their demand for intense industry expertise and a deep understanding of their business issues at the local level, while being able to harness a world of Willis resources and specialist expertise to meet all of their risk management needs. Global and local – 'Glocal' – that's the Willis difference, and we think it shows in these results."

Respondents to the annual study were asked to rate each of their brokers and carriers in terms of overall service performance on a five-point scale. The winners, each of whom had a statistically large and valid number of responses, were selected based on the proportion of respondents who gave them an “excellent” rating in overall performance. The primary interview results were gathered via telephone by Toronto-based Consumer Contact, a business-to-business data gathering firm and a subsidiary of Greenwich Associates. The Greenwich Excellence Award results were tested and verified by Data Analytics Corporation of Lakewood Ranch, Fla.

About Willis

Willis Group Holdings plc 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 400 offices in nearly 120 countries, with a global team of approximately 20,000 Associates serving clients in approximately 190 countries. Additional information on Willis may be found at www.willis.com.

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