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## Press Release

### James Pedersen Named Senior Vice President and Customer Service Officer at Fireman's Fund Insurance Company

NOVATO, Calif., Aug. 1, 2006 – James Pedersen has been promoted to senior vice president and customer service officer at Fireman's Fund Insurance Company, according to Joseph J. Beneducci, president and chief operating officer.

In this role, Pedersen is responsible for the overall quality of customer service delivered to the company's independent agents and policyholders. He will lead a company-wide effort to create a more standardized approach to customer service operations. Goals of this initiative are to improve quality and turnaround time in writing and servicing policies; increase capabilities to support innovation and new business ventures; improve ability to respond to customer service problems or issues; and improve utilization of new technologies.

"Jim's knowledge of our transactional processes and systems, and his deep understanding of agent and policyholder needs are key skills that will enable him to successfully manage this important role," said Beneducci.

Pedersen previously served as chief operating officer for the Personal Insurance business of Fireman's Fund. He joined the company in 2003 as vice president of underwriting and has been instrumental in developing the underwriting discipline and focus that has driven the profitable growth of the Personal Insurance business.

Prior to joining Fireman's Fund, Pedersen worked in a variety of leadership roles at Allstate Insurance Company where his responsibilities included underwriting, product management, distribution management and information technology.

He graduated from Saint Mary's College of California with a Bachelor of Science degree in business administration.

#### **About Fireman's Fund**

Fireman's Fund is a premier property and casualty insurance company providing personal, commercial and specialty insurance products nationwide. Fireman's Fund is a member of the Allianz Group (NYSE: AZ), one of the world's largest

providers of insurance and other financial services. For more information about Fireman's Fund, visit [www.firemansfund.com](http://www.firemansfund.com).

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