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Press Release

FIREMAN'S FUND INSURANCE COMPANY PROMOTES ITS CLAIMS SERVICE PLEDGE

NOVATO, Calif. (Jan. 15, 2008) – Fireman's Fund Insurance Company has formalized its long-standing promise to offer customer-focused claims service by creating a Claims Service Pledge that communicates the company's commitment to current and future policyholders.

The Claims Service Pledge demonstrates to agents and policyholders Fireman's Fund's confidence in its claims capabilities. Fireman's Fund has long advocated customer-focused claims service, and believes it is a key differentiator when compared to other insurance providers.

"At Fireman's Fund, we view each claim as an opportunity for us to deliver on our promise to our policyholders. Our caring and professional claims service sets us apart from our competition. I believe every client will be happy to see our claims philosophy put into writing," said Paul Stachura, chief claims officer.

The Claims Service Pledge also invites recommendations for improvement from policyholders. Any recommendations offered will be recognized by Fireman's Fund with a donation to the National Fallen Firefighters Foundation, part of the company's philanthropic support to the U.S. fire service.

The pledge, launched this month, follows:

Fireman's Fund Claims Service Pledge

- We will help you get your life or business back on track as quickly as possible by providing a knowledgeable claims professional and a timely resolution.
- Whenever your loss occurs, we will answer your call and immediately take action.

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- We will be open and upfront about the claims process from beginning to end and will clearly explain responsibilities, key steps, timeframes and applicable coverages.
- Your individual needs are of the utmost importance, and we will work with you to understand them and find solutions.
- Regardless of where your loss occurs, we will manage your claim and ensure a quick response.
- Your preferences for type and frequency of communications will be honored in order to provide you with informative updates about your claim.
- You can rest assured – we have a dedicated catastrophe team to enable a rapid response to catastrophic claims and to ensure non-catastrophic claims continue to receive superior service.

About Fireman's Fund

Fireman's Fund Insurance Company is a premier property and casualty insurance company providing personal, commercial and specialty insurance products nationwide. It is rated 'A+' by Standard & Poor's Rating Services. Fireman's Fund is a member of the Allianz Group (NYSE: AZ), one of the world's largest providers of insurance and financial services. For additional information, visit www.firemansfund.com.

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