



# Employers Holdings, Inc.

Investor Presentation

Third Quarter Results, 2013



# Regulation FD

This slide presentation is for informational purposes only. It should be read in conjunction with our Form 10-K for the year 2012, our Form 10-Qs and our Form 8-Ks filed with the Securities and Exchange Commission (SEC), all of which are available on the "Investor Relations" section of our website at [www.employers.com](http://www.employers.com).

## Non-GAAP Financial Measures

In presenting Employers Holdings, Inc.'s (EMPLOYERS) results, management has included and discussed certain non-GAAP financial measures, as defined in Regulation G. Management believes these non-GAAP measures better explain EMPLOYERS results allowing for a more complete understanding of underlying trends in our business. These measures should not be viewed as a substitute for those determined in accordance with GAAP. The reconciliation of these measures to their most comparable GAAP financial measures may be included in this presentation or in our Form 10-K for the year 2012, our Form 10-Qs and our Form 8-Ks filed with the Securities and Exchange Commission (SEC) and available in the "Investor Relations" section of our website at [www.employers.com](http://www.employers.com).

## Forward-looking Statements

This presentation may contain certain forward looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward looking statements include statements regarding anticipated future results and can be identified by the fact that they do not relate strictly to historical or current facts. They often include words like "believe", "expect", "anticipate", "estimate" and "intend" or future or conditional verbs such as "will", "would", "should", "could" or "may". All subsequent written and oral forward-looking statements attributable to us or individuals acting on our behalf are expressly qualified in their entirety by these cautionary statements.

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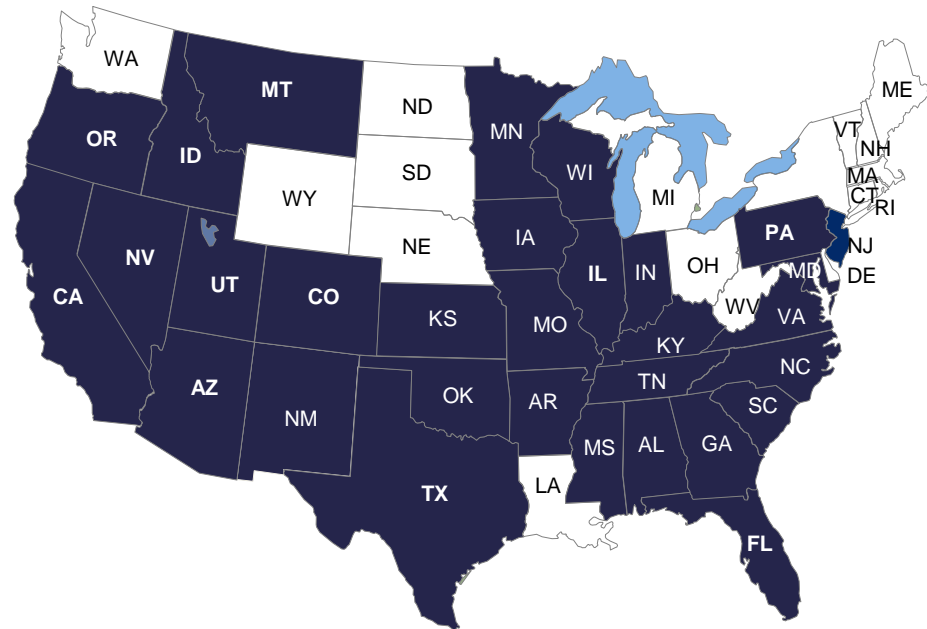


# Overview

- Workers' compensation mono-line writer
- 18<sup>th</sup> largest overall writer in 2012
- Focus on small, low to medium hazard risks

- Distribution through agents and strategic partners
  - 3,475 agents
  - Strategic partners = 22.6% in-force premium (including ADP, Paychex and Anthem Blue Cross of California)

- Writing in 31 states and the District of Columbia
  - Expanded into New Jersey in 2011
  - Operate in 75% of total market (2012 A.M. Best)



**At September 30, 2013**

**Average policy size: \$7,112**

**In-force Premium**

**\$590 million**

CA = 59%

IL = 5%

GA = 4%

FL = 3%

NV = 3%

**Policy Count**

**82,932 Policies**

CA = 48,086

IL = 3,739

GA = 3,713

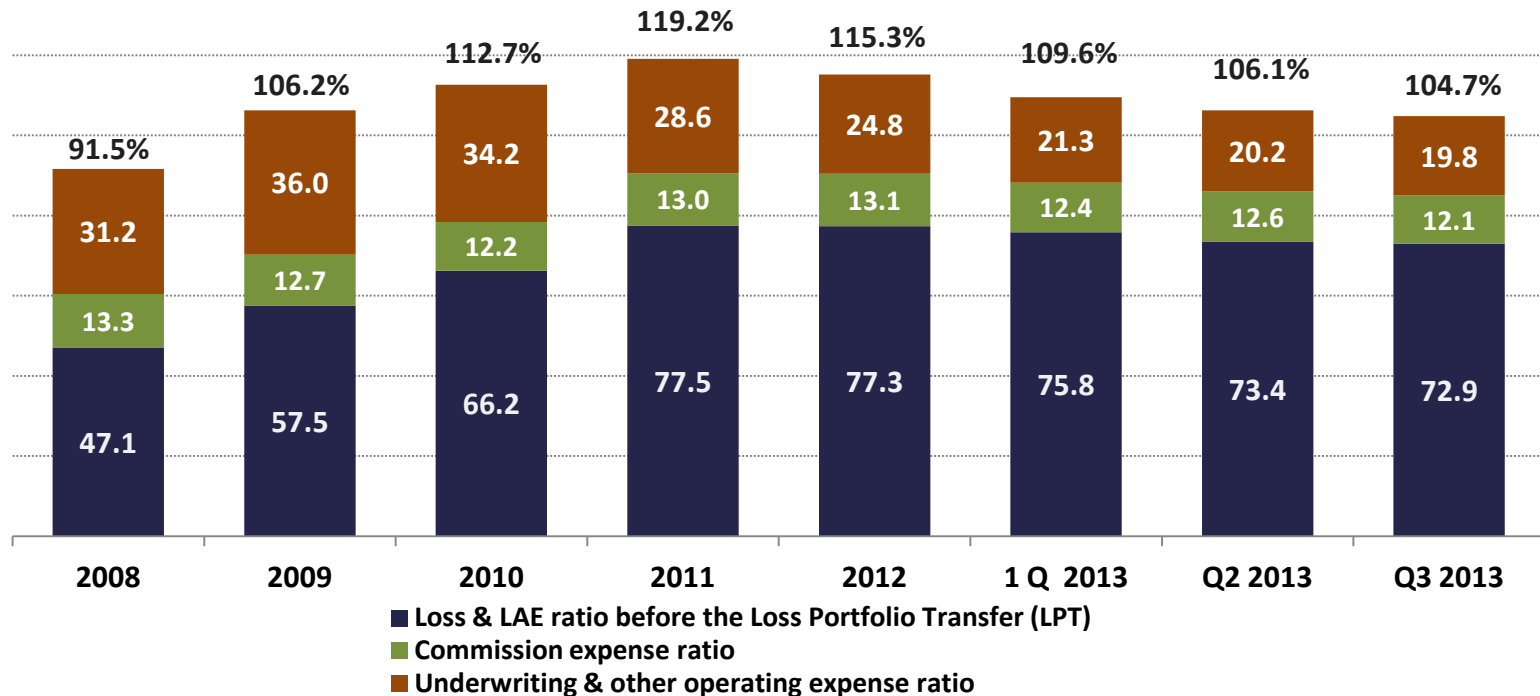
FL = 3,252

NV = 3,209



# Improving Calendar Year Combined Ratio

- Combined and underwriting expense ratios trended down with implementation of cost controls and increasing earned premiums
- Rate trends continued to exceed loss cost trends; we reduced the loss provision rate by 4.4 points in Q3, 2013 YOY

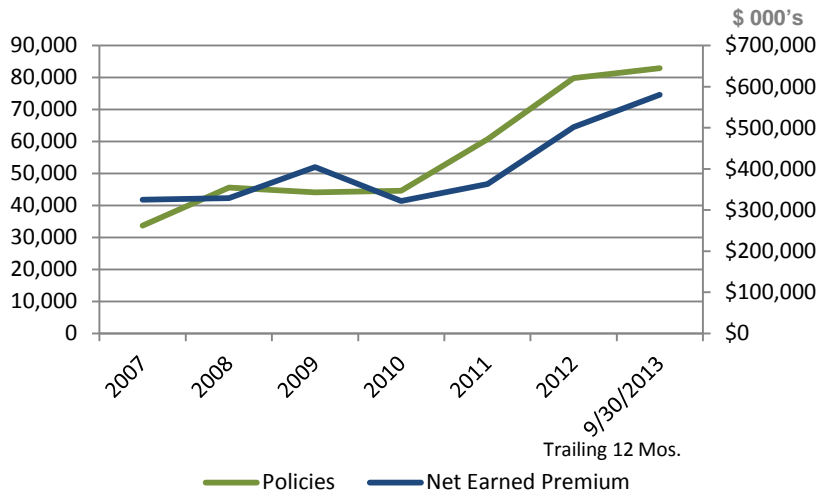


- Loss and LAE ratio includes LPT Agreement adjustments for favorable prior period development of ceded reserves and the LPT contingent profit commission
- Policyholder dividends are included in underwriting and other operating expense

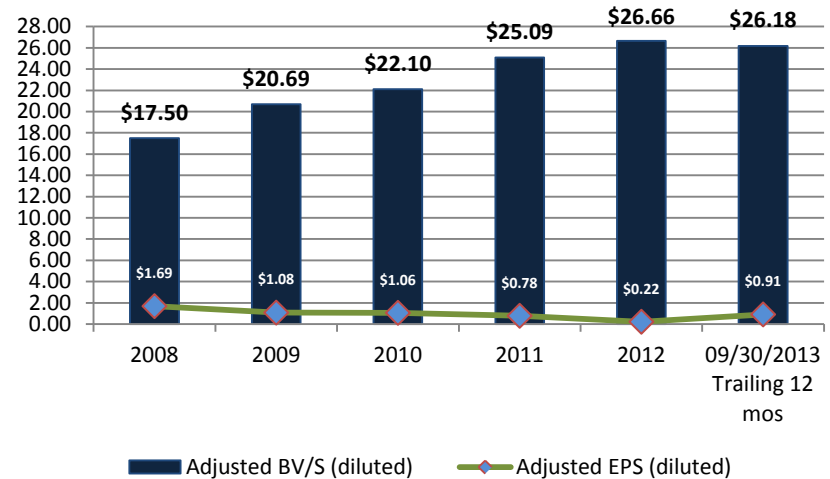
# Growth

- Increased net earned premium
  - Policy count increase of 10.2% YOY at 09/30/2013
  - Increase of 9.3% in net rate YOY at 09/30/2013
- Increased EPS, impacted by historically low yields and high loss provisions in recent years

## Substantial growth in recent years



## Adjusted book value and adjusted EPS

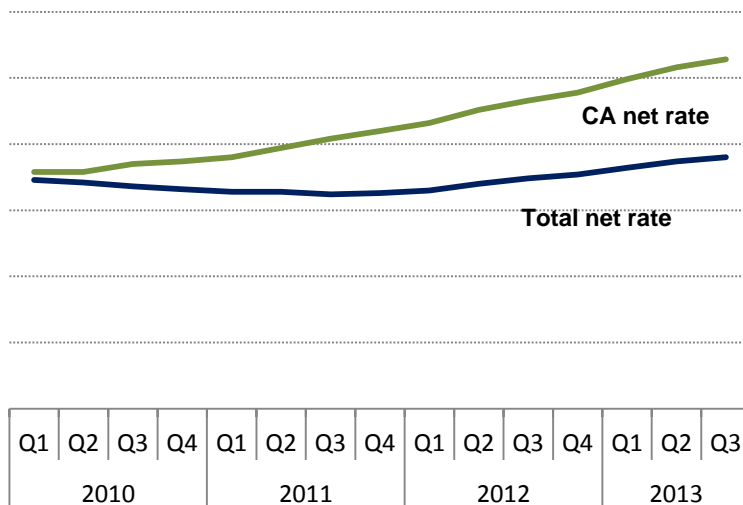


- Adjusted and restated for impacts of the LPT
- Adjusted book value includes unrealized gains

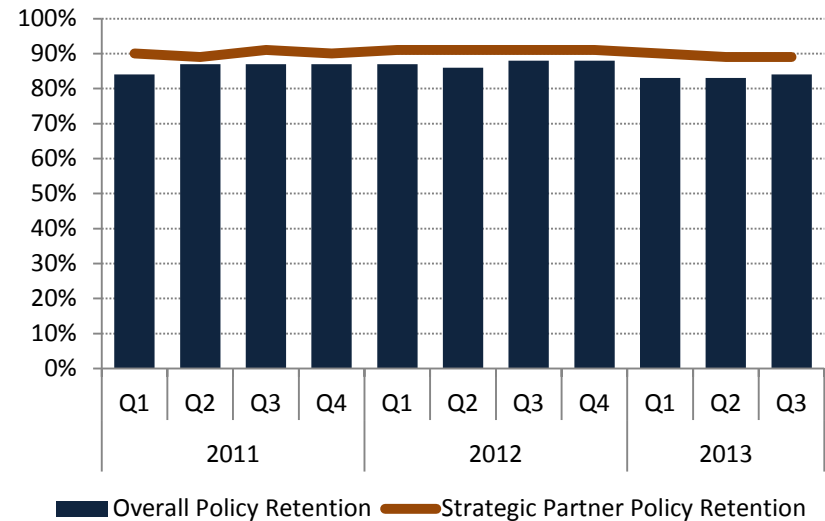
# Improving Rate and Stable Retention

- Overall change in net rate up 9.3% at 09/30/2013 YOY
  - Variables impacting net rate include rate changes, underwriting risk profiles, pricing, changes in business mix
- Double digit net rate change in three of the top five states (California, Illinois, and Nevada)
  - Top five states represent approximately  $\frac{3}{4}$  of total in-force premium
- Policy retention stable in Q3, but impacted in Q1 2013 by price competition

## Increasing net rate (in-force premium per \$100 of payroll)

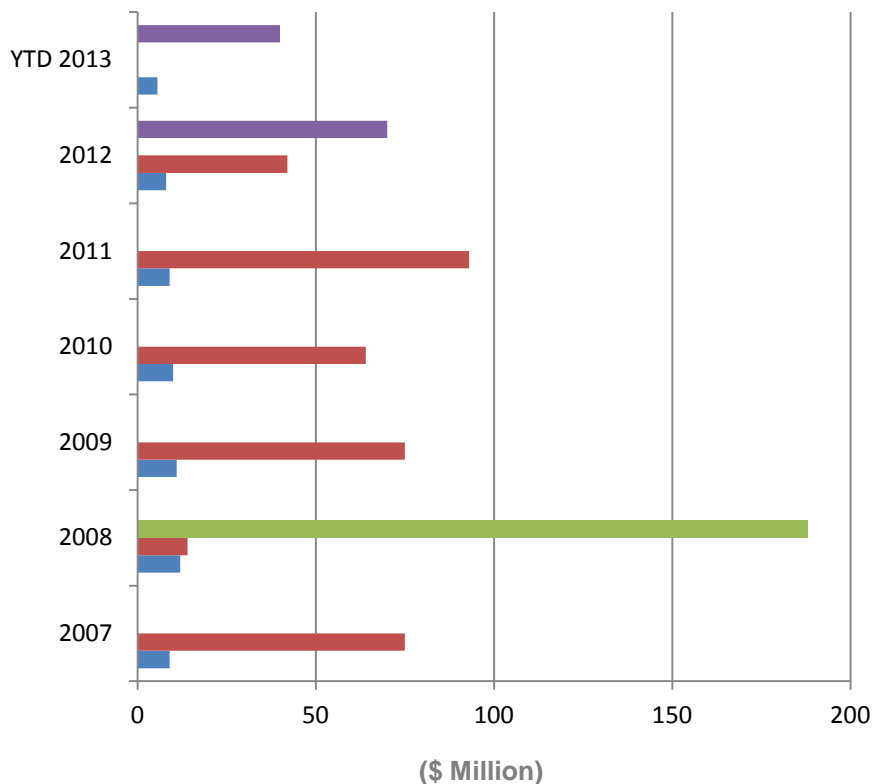


## High retention



# Capital Deployment

- Three uses of capital - \$180 million at 09/30/2013 in cash and securities at holding company
- \$725 million deployed 2007 through Q3 2013
  1. Deploy into the business
  2. Opportunistic acquisitions/mergers
  3. Return to shareholders



**Deploy in business**

\$40 million to operating subsidiaries in September, 2013  
 \$70 million to operating subsidiaries in September, 2012 to support growth and financial ratings

**Strategic acquisitions**

\$188 million purchase of AmCOMP Inc. in 2008 expanded footprint, increased scale

**Share repurchases**

\$363 million returned to shareholders, 23.4 million common shares at an average price of \$15.51, 2007 through 2013

**Dividends**

\$65 million in dividends, historically stable quarterly dividend of 6 cents per share, 2007 through 2013

# Unique Distribution Network

## Independent agents and brokers

- 3,475 agencies
- Strong relationships with agents

## Strategic partnerships

- Key partners



**PAYCHEX**



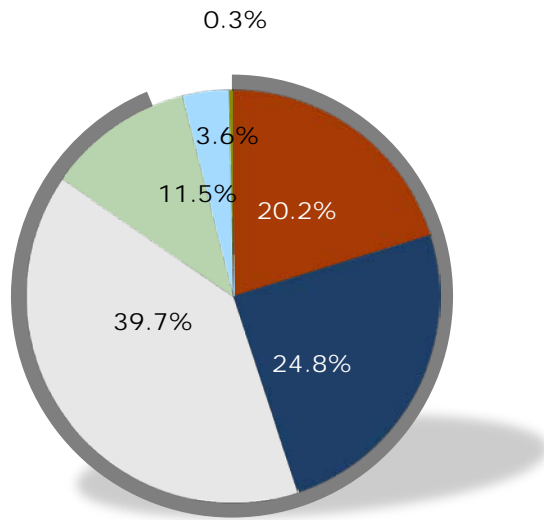
## Industry focused

- California Restaurant Associations' provider of choice
- National Federation of Independent Business



# Low Risk Focus

*Underwriting focus on select low hazard groups A - D*

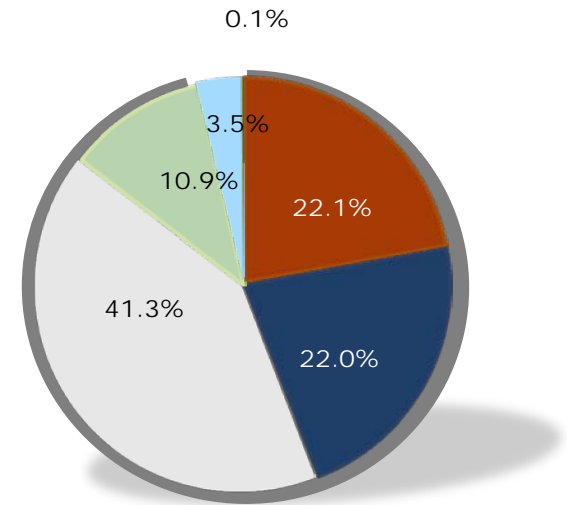


Hazard Group % at September 30, 2012  
96.2% in Hazard Groups A – D

## NCCI Hazard Groups

- Hazard Group A ■ Lower Risk
  - Hazard Group B ■ Lower Risk
  - Hazard Group C ■ Lower Risk
  - Hazard Group D ■ Lower Risk
  - Hazard Group E ■ Lower Risk
  - Hazard Group F ■ Lower Risk
  - Hazard Group G ■ Higher Risk
- ↑  
Lower Risk  
↕  
Higher Risk

Data shown as a % of in force premiums



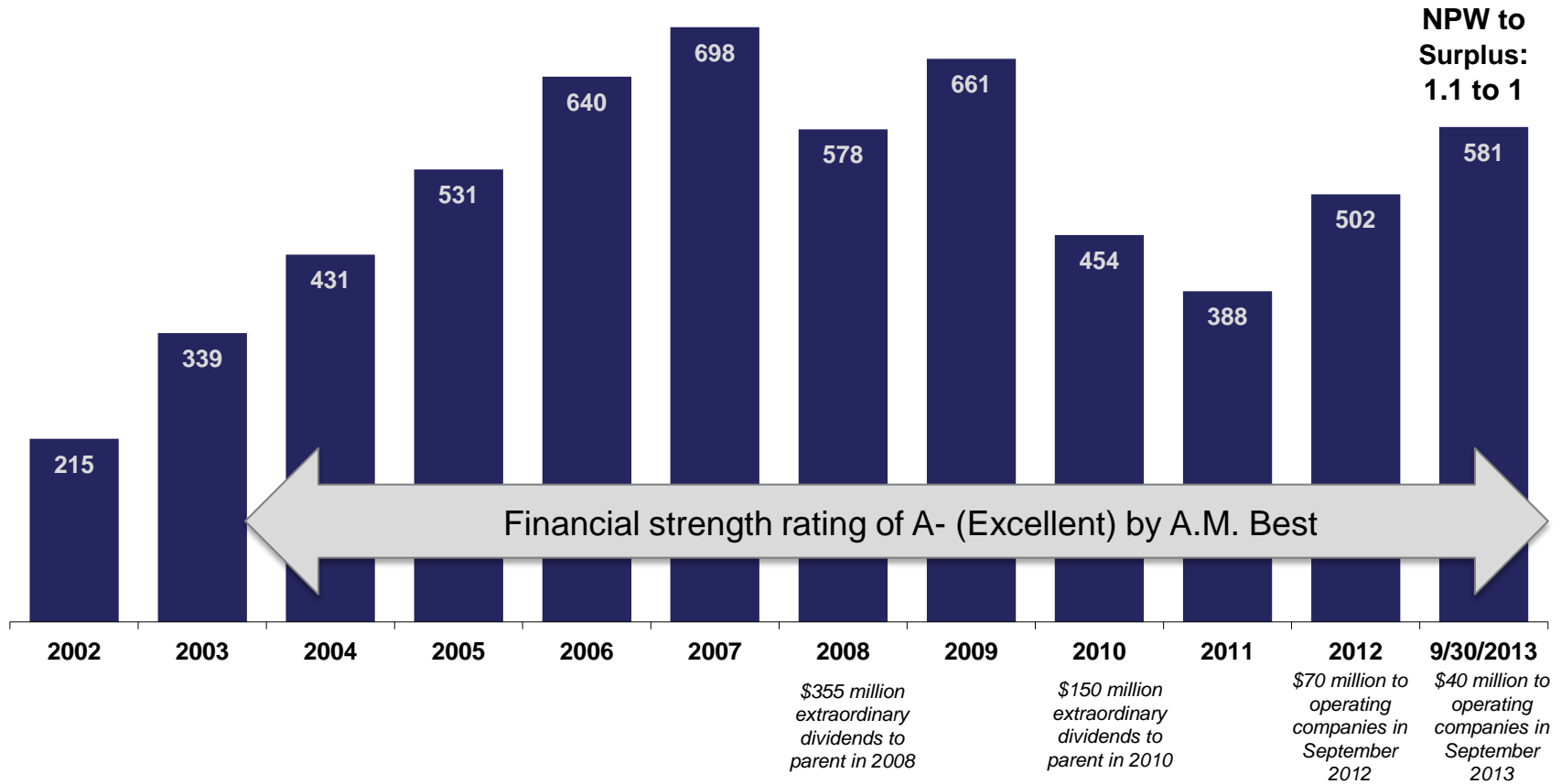
Hazard Group % at September 30, 2013  
96.3% in Hazard Groups A – D

# Strong Capital Position

*Statutory surplus provides a solid basis for underwriting*

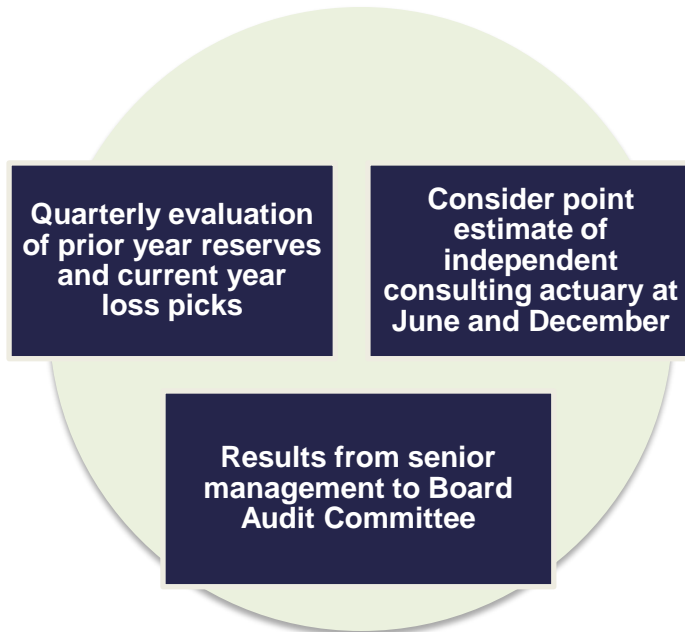
(\$ millions)

## Statutory Surplus



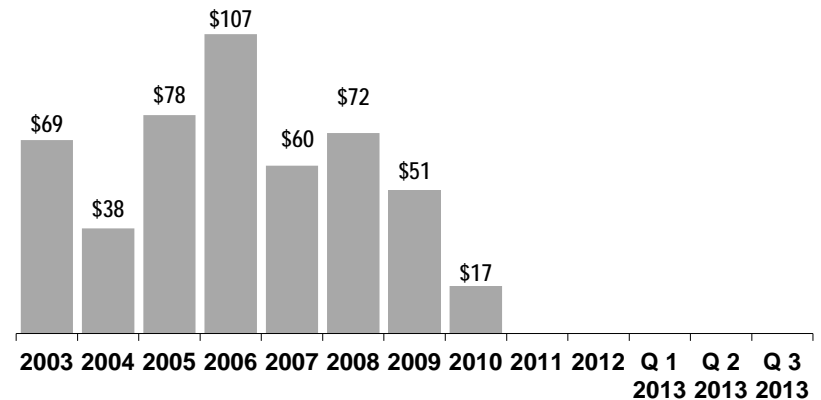
# History of Reserve Strength

## Reserve review



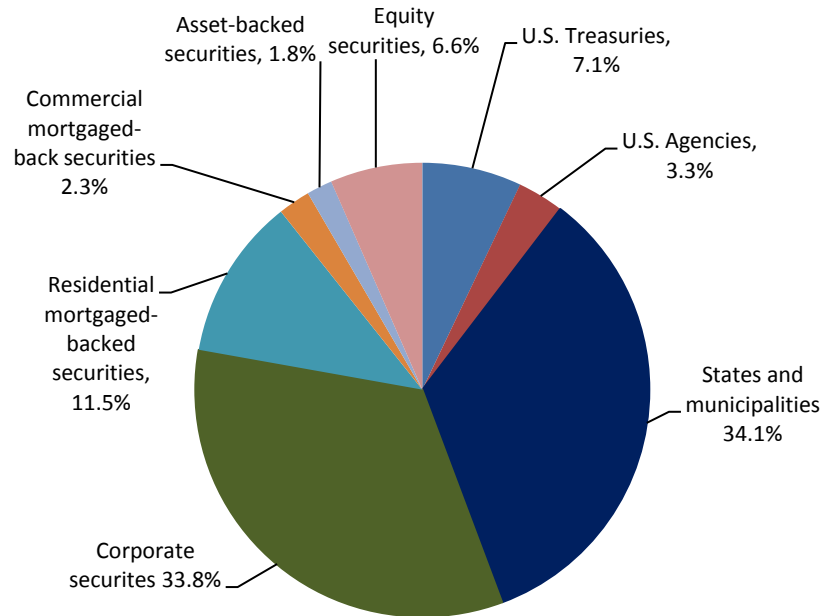
## Reserve development

Net Calendar Year Reserve Releases for Prior Accident Years (\$ million)



- *Carried reserves are our best estimate of outstanding unpaid losses and LAE*
- *Overall reserves have remained adequate*

# High Quality Investment Portfolio



**09/30/13: \$2.2 billion fair market value**

- **Fixed maturities have an average weighted rating of AA**
- **3.4% average pre-tax book yield**
- **4.2% tax equivalent book yield**
- **Effective duration of 4.2**

# High Quality Reinsurance

## Reinsurance management

Maintain a high quality reinsurance program

*Focus on select small business provides a natural dispersion of exposure across markets*

Long-term relationships with lead reinsurers

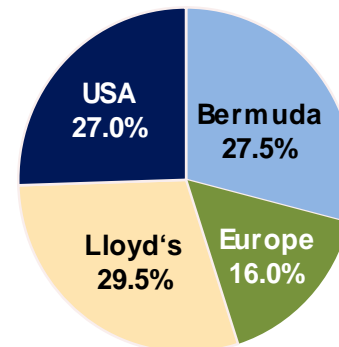
Rated A or better

## Program structure, effective 7/1/13

Limits of \$200M

Retention of \$5M plus \$2M annual aggregate deductible

## Reinsurers by Market



# Key Strengths



- **100 YEAR OPERATING HISTORY**
- Strong underwriting franchise with established presence in attractive markets
- Realized growth; expense management; improving operating ratios
- Unique, long-standing strategic distribution relationships
- Conservative risk profile and prudent capital management
- Strong financial position and strong balance sheet
- Experienced management team with deep knowledge of workers' compensation
- Demonstrated ability to manage through challenging operating conditions

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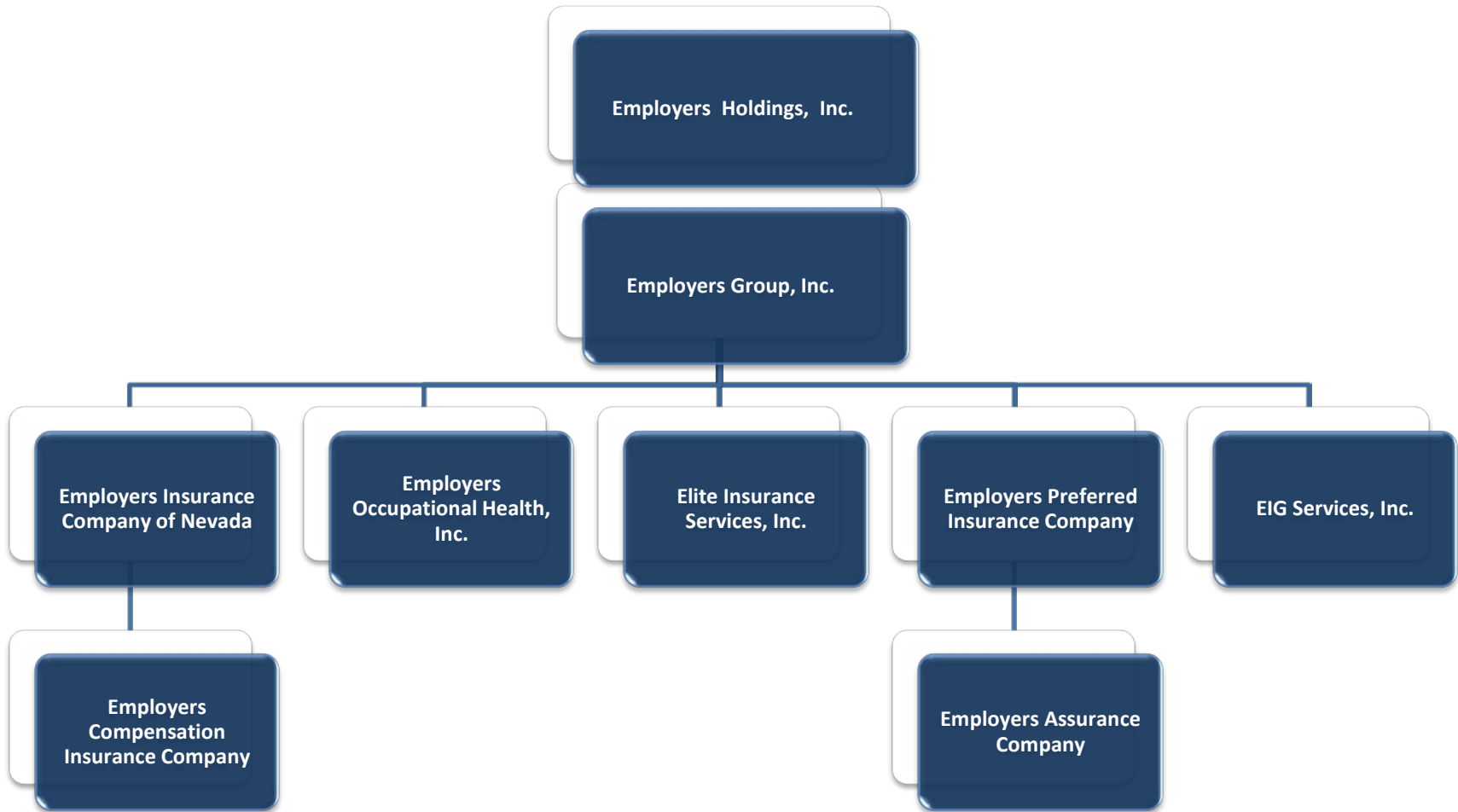




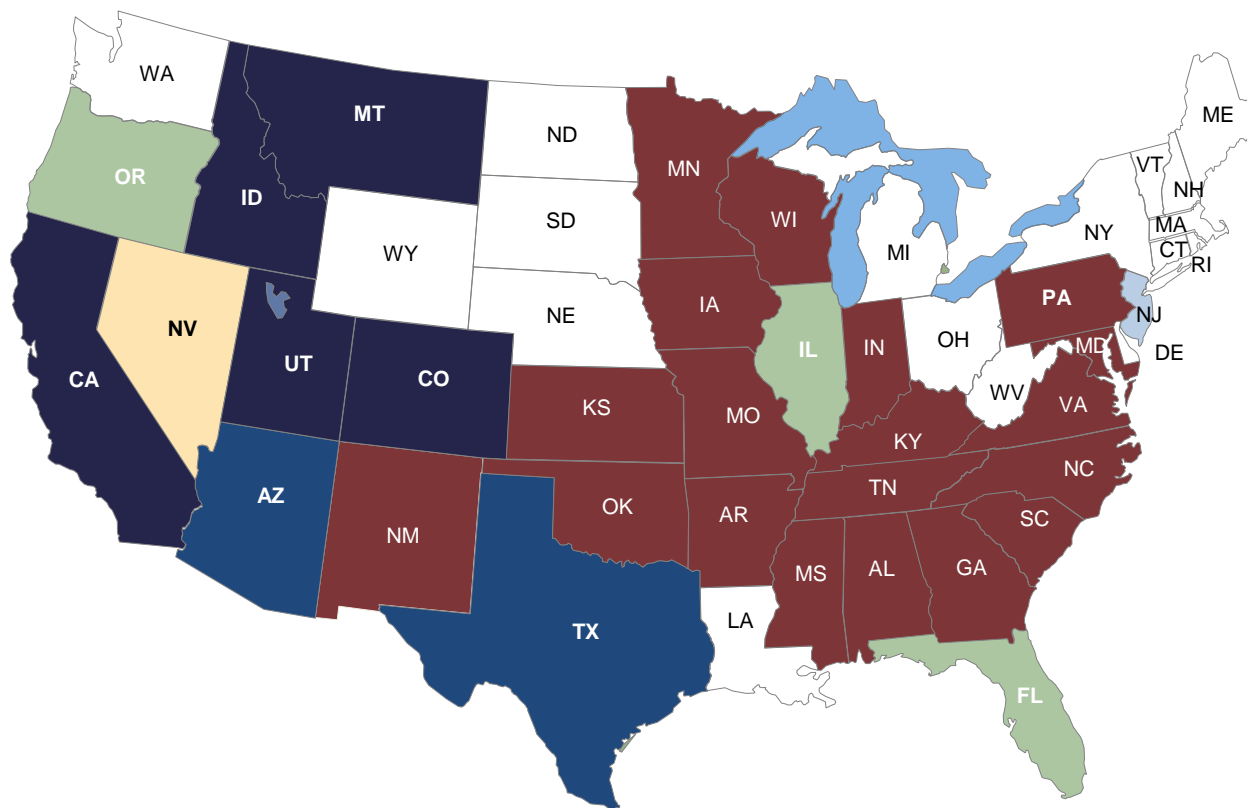
# Appendix



# Corporate Structure



# Selectively Expanding Footprint



## HISTORY

2000	2002	2006	2007	2008	2009–2013
1913 – 1999 State WC fund in NV  2000 Privatization	2002 Acquisition, book of business in CA, UT, ID, MT, CO	2005 Formation of mutual hold co  2006 Entry into TX, AZ	2007 Demutualization and IPO – entry into FL, IL and OR	2008 Acquisition of AmCOMP Incorporated, entry into IA	2009 – 2013 Focus on growth in existing states; entry into New Jersey

# Ongoing Distribution Network

## Partnerships

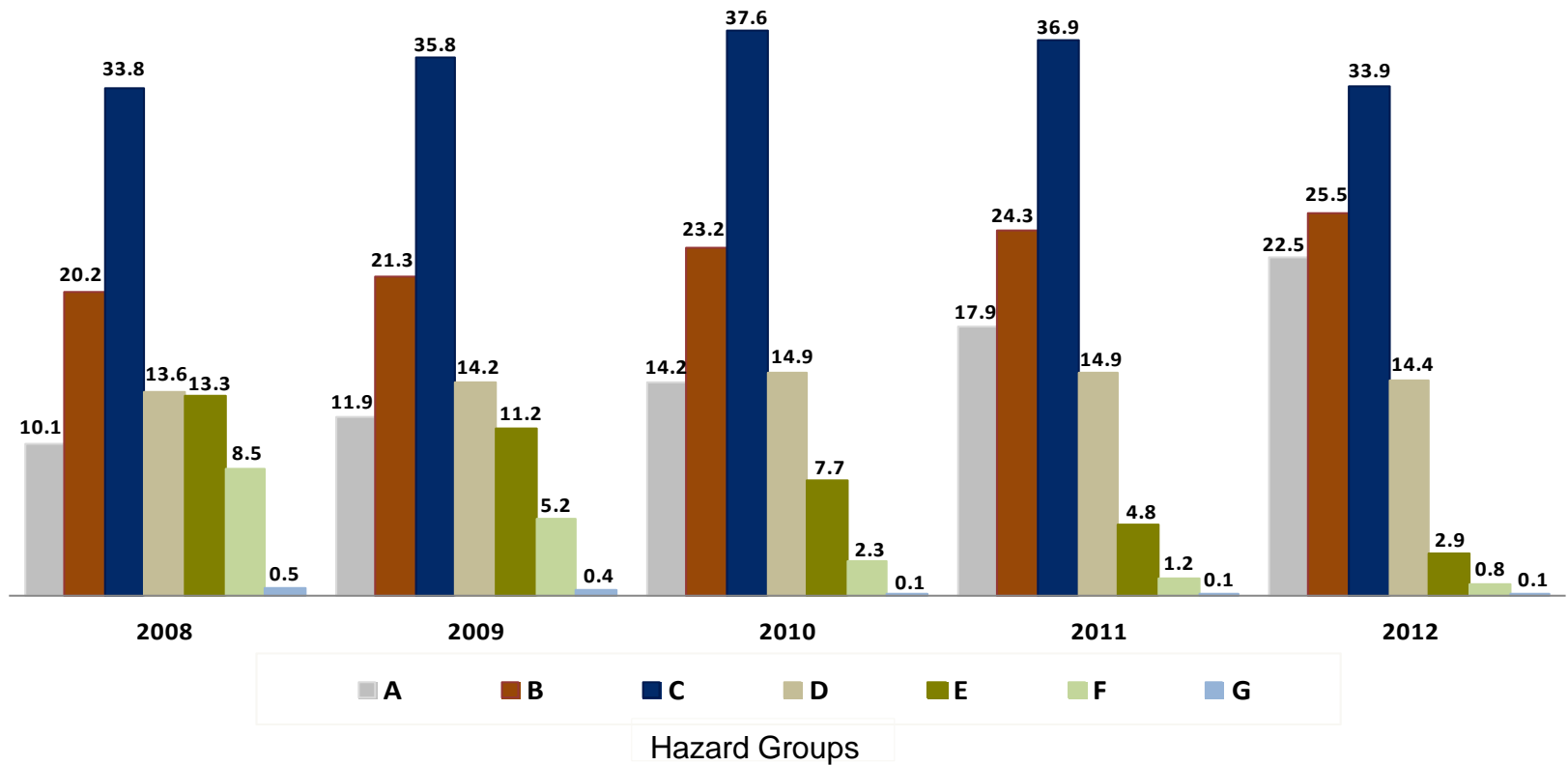


	<p><i>Largest payroll services company in the U.S.</i></p> <p><i>Partner since 2002 – business originates with ADP’s field sales staff and insurance agency with “Pay-by-Pay®” premium collection</i></p>
	<p><i>Largest group health carrier in CA – exclusive relationship – use medical provider network - Partner since 2002 – business is originated by health or casualty agents with a single bill to customers</i></p>
	<p><i>Specialty provider of payroll and human resource services, 2<sup>nd</sup> largest payroll provider in U.S.</i></p> <p><i>Partner since Q 4 2012</i></p>
	<p><i>Specialty provider of payroll services / insurance broker</i></p> <p><i>Partner since Q4 2006, expanded alliance in 2008</i></p>
	<p><i>Provider of insurance software services – partner since Q4 2007</i></p>
	<p><i>Small business payroll services – partner since Q2 2008</i></p>
	<p><i>Online payroll services and payment processing</i></p> <p><i>One of the largest independent payroll processors in Southern CA</i></p> <p><i>Partner since Q1 2009</i></p>

# Business Mix

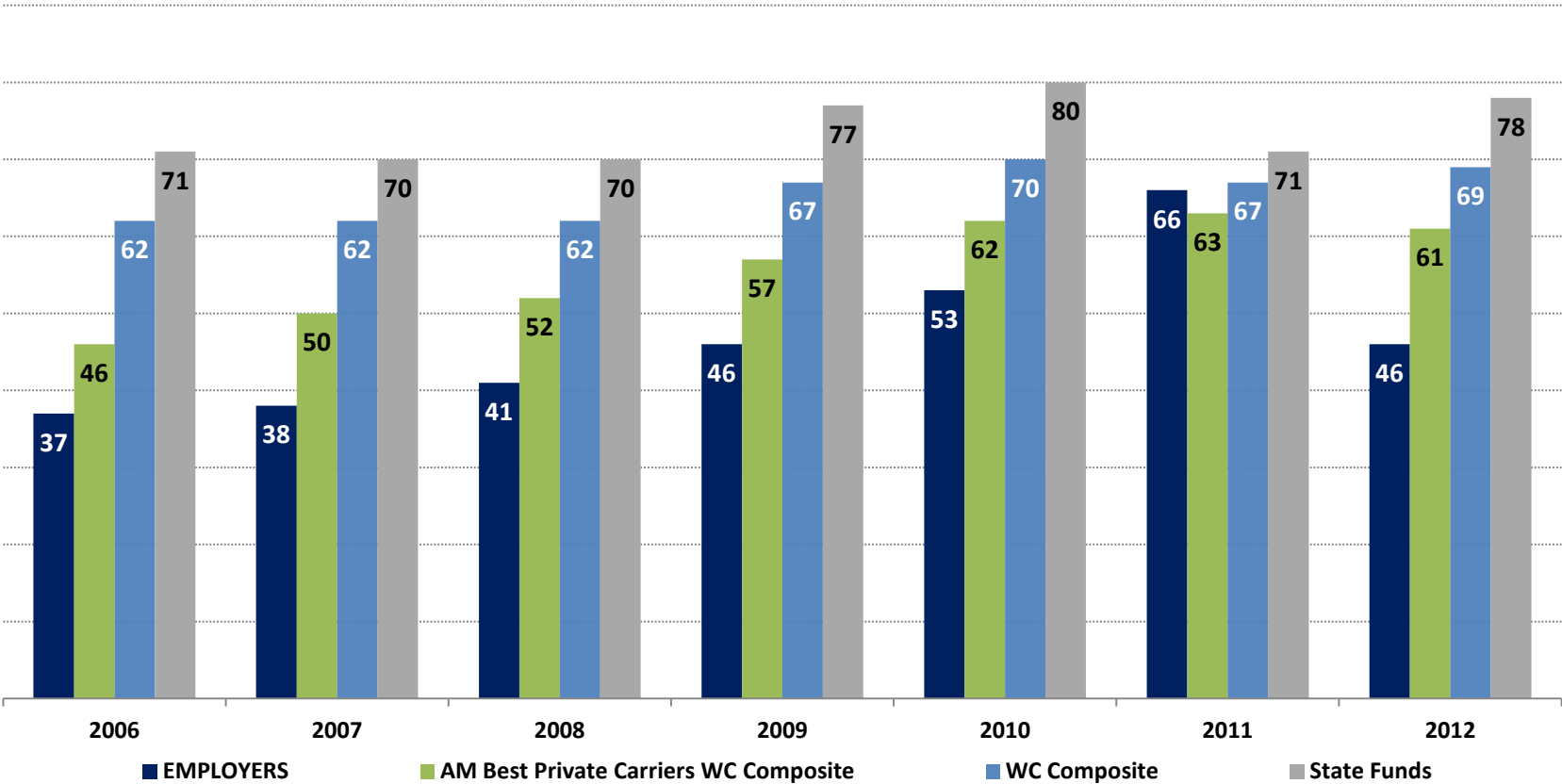
## % of In-Force Premium by Hazard Group

Groups A - G, 12/31/2008 – 12/31/2012



# Statutory Loss Ratios

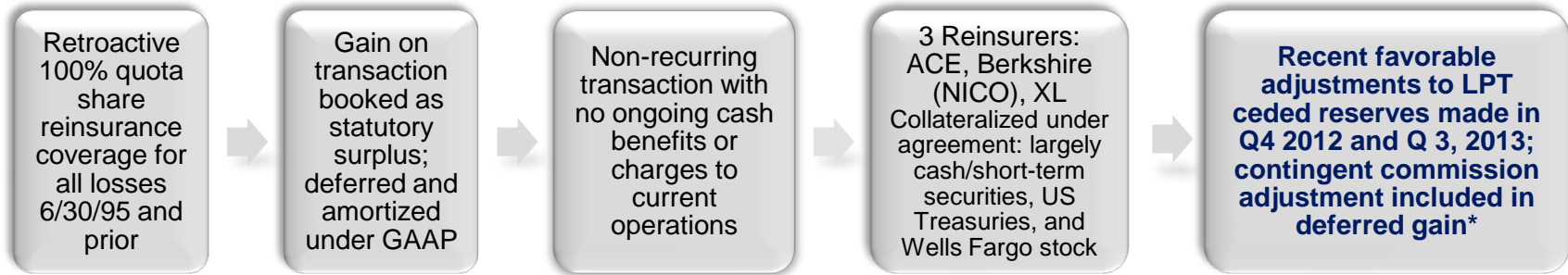
EMPLOYERS: Historically low loss ratios (%)



A.M. Best data, or derived from A.M. Best data



# Loss Portfolio Transfer (LPT)



Contract	
	(\$ million)
Total Coverage	\$2,000
Original Reserves (Liabilities) Transferred	\$1,525
Consideration	775
Gain at 6/30/1999	\$ 750
Subsequent adjustments to the gain*	\$ (218.5)
Gain at 09/30/13	\$ 531.5

Accounting at 09/30/13	
	(\$ million)
Statutory Surplus Created	\$531.5
Cumulative Amortization To Date	\$ (270.9)
GAAP: Deferred Reinsurance Gain – LPT Agreement	<b>\$260.6</b>

*Claims 6/30/1995 and prior – approximately 3,000 claims open as of 09/30/13 with 4.5% closing each year*

*Remaining liabilities at 09/30/13: \$633 million*

*\*Any adjustment to the estimated reserves ceded under the LPT Agreement or any adjustment to the contingent profit commission under the LPT Agreement results in cumulative adjustments to the Deferred Gain, which are also included in losses and LAE incurred in the consolidated statement of income and comprehensive income, such that the Deferred Gain reflects the balance that would have existed had the revised reserves and/or the revised contingent profit commission been recognized at the inception of the LPT Agreement.*

# Selected Results

Income Statement (\$ million)	12 Months Ended December 31,	
	2011* (As Restated)	2012*
Gross written premium	418.5	580.3
Net written premium	410.0	569.7
Net earned premium	363.4	501.5
Net investment income	80.1	72.4
Net income	48.6	106.9
Net income before LPT	<b>29.3</b>	<b>7.0</b>
Balance Sheet (\$ million except per share data)	2011	2012
Total investments	1,950.7	2,149.5
Cash and cash equivalents	258.6	146.0
Total assets	3,482.3	3,511.3
Reserves for losses and LAE	2,272.4	2,231.5
Shareholders' equity	462.0	539.4
Equity including LPT deferred gain	827.9	820.4
Book value (equity plus LPT deferred gain) per share	<b>25.09</b>	<b>26.66</b>

- Includes adjustments to the LPT Agreement for favorable prior period development of ceded reserves (2012) and the LPT contingent profit commission (see Forms 8-K dated February 27, 2013 and Form 10-K for the period ending December 31, 2012)

# Superior Claims Management

## In-house medical management staff

- Coordinate care and manage medical costs

## Comprehensive fraud program

- \$2.9 million savings in 2012

## Rigorous quality assurance processes

- Compliance with best practices and regulatory requirements

## Dedicated subrogation unit

- Recoveries over \$2.0 million in 2012

## Pharmacy benefit management program

- \$3.4 million savings in 2012

## Claims professionals average over a decade of experience



# Filed Rate Changes: 01/01/13 thru 12/31/13

