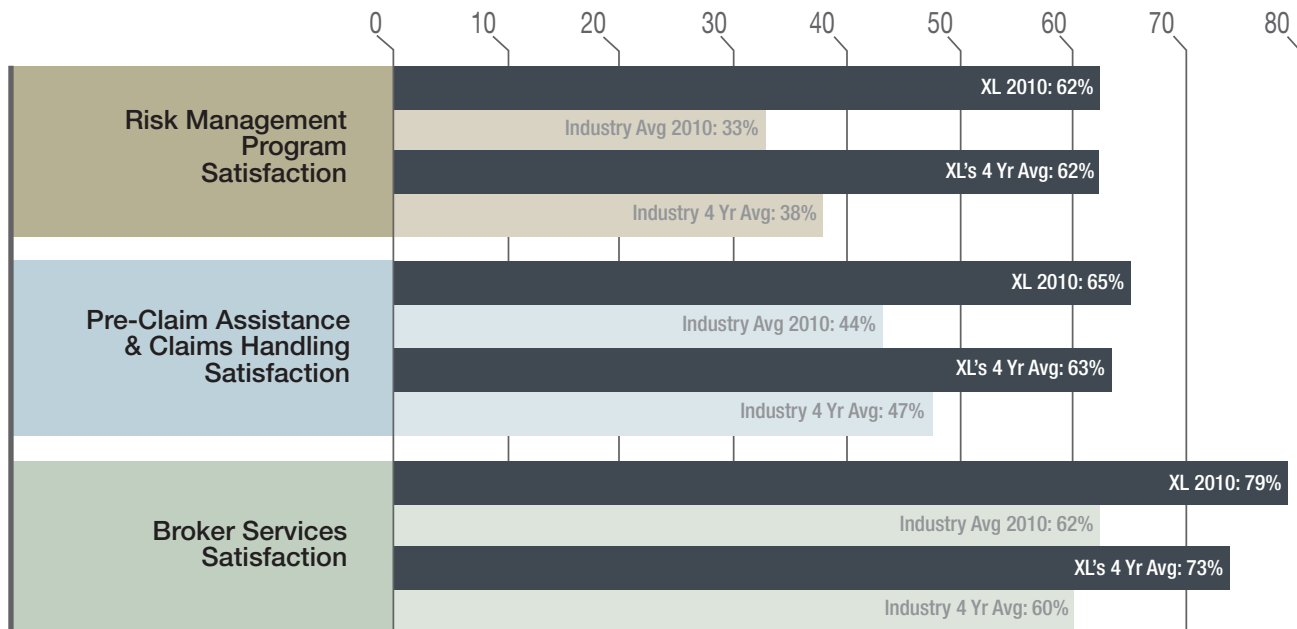


# XL Insurance: Leading the Industry in Customer Satisfaction

For the 4<sup>th</sup> consecutive year, members of the American Council of Engineering Companies gave the Design Professional group of XL Insurance the industry's highest rankings for customer satisfaction.



## Rankings of “very satisfied” customers

Source: ACEC 2010 Professional Liability Insurance (PLI) Survey of Member Firms for 2009. The complete results of the ACEC 2010 PLI Survey of Member Firms is available through the ACEC Bookstore at [www.acec.org](http://www.acec.org) (code: XXXXXXX). The American Council of Engineering Companies does not endorse a provider of professional liability insurance.

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Based on 35+ years of claims data, our Professional Liability Education Program offers online courses, workshops and risk management resources that provide the tools you need to improve your business practices and keep up with emerging trends.

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We go to work for you from pre-claims situations through ultimate resolution. Our professional liability specialists understand that when resolving disputes, preserving your reputation is just as important as protecting your financial assets.

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