Fourth Quarter 2019 Results February 27, 2020



Cautionary Statement Regarding Forward Looking Statements

This report contains forward looking statements that are intended to enhance the reader's ability to assess the future financial and business performance of Liberty Mutual Holding Company Inc., the parent corporation of the Liberty Mutual Insurance group of entities (the "Company" or "LMHC"). Forward looking statements include, but are not limited to, statements that represent the Company's beliefs concerning future operations, strategies, financial results or other developments, and contain words and phrases such as "may," "expects," "should," "believes," "anticipates," "estimates," "intends" or similar expressions. Because these forward-looking statements are based on estimates and assumptions that are subject to significant business, economic and competitive uncertainties, many of which are beyond the Company's control or are subject to change, actual results could be materially different.

Some of the factors that could cause actual results to differ include, but are not limited to the following: the occurrence of catastrophic events (including terrorist acts, hurricanes, hail, tornados, tsunamis, earthquakes, floods, snowfall and winter conditions); inadequacy of loss reserves; adverse developments involving asbestos, environmental or toxic tort claims and litigation; adverse developments in the cost, availability or ability to collect reinsurance; disruptions to the Company's relationships with its independent agents and brokers; financial disruption or a prolonged economic downturn; the performance of the Company's investment portfolios; a rise in interest rates; risks inherent in the Company's alternative investments in private limited partnerships ("LP"), limited liability companies ("LLC"), commercial mortgages and direct investments in natural resources; difficulty in valuing certain of the Company's investments; subjectivity in the determination of the amount of impairments taken on the Company's investments; unfavorable outcomes from litigation and other legal proceedings, including the effects of emerging claim and coverage issues and investigations by state and federal authorities; the Company's exposure to credit risk in certain of its business operations; the Company's inability to obtain price increases or maintain market share due to competition or otherwise; inadequacy of the Company's pricing models; changes to insurance laws and regulations; changes in the amount of statutory capital that the Company must hold to maintain its financial strength and credit ratings; regulatory restrictions on the Company's ability to change its methods of marketing and underwriting in certain areas; assessments for guaranty funds and mandatory pooling arrangements; a downgrade in the Company's claims-paying and financial strength ratings; the ability of the Company's subsidiaries to pay dividends to the Company; inflation, including inflation in medical costs and automobile and home repair costs; the cyclicality of the property and casualty insurance industry; political, legal, operational and other risks faced by the Company's international business; potentially high severity losses involving the Company's surety products; loss or significant restriction on the Company's ability to use credit scoring in the pricing and underwriting of personal lines policies; inadequacy of the Company's controls to ensure compliance with legal and regulatory standards; changes in federal or state tax laws; risks arising out of the Company's securities lending program; the Company's utilization of information technology systems and its implementation of technology innovations; difficulties with technology or data security; insufficiency of the Company's business continuity plan in the event of a disaster; the Company's ability to successfully integrate operations, personnel and technology from its acquisitions; insufficiency of the Company's enterprise risk management models and modeling techniques; the Company's ability to identify and accurately assess complex and emerging risks, and changing climate conditions. The Company's forward-looking statements speak only as of the date of this report or as of the date they are made and should be regarded solely as the Company's current plans, estimates and beliefs. For a detailed discussion of these and other cautionary statements, visit the Company's Investor Relations website at www.libertymutualgroup.com/investors. The Company undertakes no obligation to update these forward-looking statements.

The United Kingdom's withdrawal from the European Union occurred on January 31, 2020. That date also marks the beginning of a transition period during which the United Kingdom will remain in the EU's customs union and single market but will negotiate with the European Union regarding the terms of the future UK-EU relationship. The withdrawal could have a negative impact on economic conditions in the United Kingdom and could result in unintended consequences in other countries as well. The Company acknowledges that there are risks and uncertainties associated with the United Kingdom's withdrawal from the European Union and has developed a course of action related to the withdrawal but will continue to monitor the negotiations as they develop.



Liberty Mutual Overview



Helping people embrace today and confidently pursue tomorrow

P&C Businesses

Global Retail Markets (GRM)

- U.S. Personal Lines and Business Lines
- West Brazil, Colombia, Chile, Ecuador, Spain, Portugal, and Ireland
- East¹ Thailand, Singapore, Hong Kong, Vietnam, Malaysia, India, and China

GRM Reinsurance

- Mutual holding company structure
- \$133.6B of assets and \$43.2B of revenues in 2019
- The most diversified P&C insurer
- 75th among Fortune 500 companies²

Global Risk Solutions (GRS)

- Liberty Specialty Markets
- National Insurance
- North America Specialty
- Global Surety
- Other GRS
- 1st in U.S. Surety^{3,4}
 3rd largest P&C writer in the U.S.³
 - 4th largest commercial lines writer in the U.S.³
 - 5th largest global P&C insurer⁵
 - 6th largest personal lines writer in the U.S.³
 - 9th largest surplus lines carrier in the U.S.³

¹ On December 24, 2019, the Company's subsidiary, Liberty UK and Europe Holdings Limited ("UKH"), entered into an agreement to sell its entire 99.99% interest in its Russian insurance affiliate, Liberty Insurance (JSC), to PJSC Sovcombank. The transaction closed on February 6, 2020.

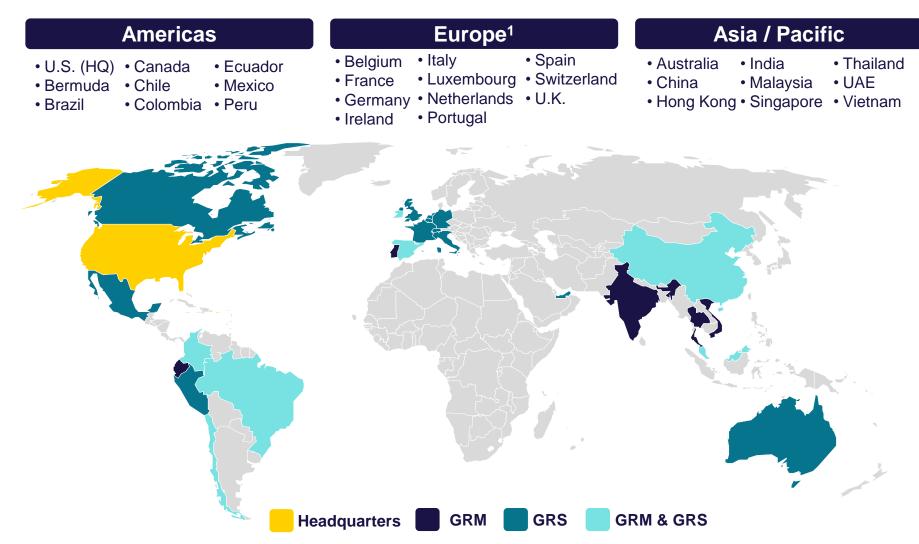
- ³ Based on 2018 direct written premium ("DWP").
- ⁴ Includes AmTrust surety full-year 2018 results.
- ⁵ Based on 2018 gross written premium ("GWP"), excludes state-owned companies.



² Based on 2018 revenue – as reported.

Liberty Mutual's Global Presence

Liberty Mutual operates in 29 countries and economies around the globe



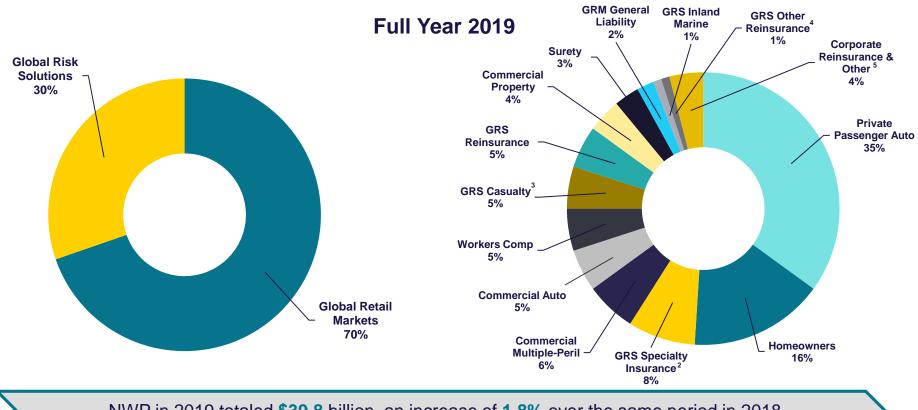
¹ On December 24, 2019, the Company's subsidiary, UKH, entered into an agreement to sell its entire 99.99% interest in its Russian insurance affiliate, Liberty Insurance (JSC), to PJSC Sovcombank. The transaction closed on February 6, 2020.



Analysis of Consolidated Net Written Premium ("NWP")

NWP by Business¹

NWP by Line of Business



NWP in 2019 totaled **\$39.8** billion, an increase of **1.8%** over the same period in 2018 (or an increase of **2.8%**⁶ excluding FX over the same period in 2018)

- ¹ Excludes "Corporate and Other" of (\$5) million.
- ² Global Risk Solutions specialty insurance includes marine, energy, construction, aviation, warranty and indemnity, directors and officers, errors and omissions, trade credit, crisis management, contingent lines and other.
- ³ Global Risk Solutions casualty primarily includes general liability, excess & umbrella and environmental lines of business.
- ⁴ Global Risk Solutions other reinsurance includes new ceded global casualty program of \$96 million and \$408 million for the three and twelve months ended December 31, 2019.

⁵ Corporate Reinsurance is NWP associated with internal reinsurance assumed into Corporate, net of corporate external placements. Other primarily includes NWP from allied lines, domestic inland marine, internal reinsurance, and life and health reported within Global Retail Markets.

⁶ Determined by assuming constant foreign exchange rates between periods.



Consolidated Results

(\$ Millions)	Fourth Quarter			Full Year			
	2019	2018	Change	2019	2018	Change	
NWP	\$9,751	\$9,406	3.7%	\$39,814	\$39,100	1.8%	
Pre-tax operating (loss) income before partnerships, LLC and other equity method income	(\$417)	\$277	NM	\$581	\$1,453	(60.0%)	
Partnerships, LLC and other equity method income ¹	145	285	(49.1)	701	978	(28.3)	
Net realized gains (losses)	50	(139)	NM	443	(147)	NM	
Consolidated net (loss) income from continuing operations	(299)	251	NM	1,095	1,633	(32.9)	
Discontinued operations, net of tax	-	(2)	(100.0)	(50)	528	NM	
Net (loss) income attributable to LMHC	(300)	249	NM	1,044	2,160	(51.7)	
Net (loss) income attributable to LMHC excluding unrealized impact ²	(\$383)	\$249	NM	\$768	\$2,160	(64.4%)	
Cash flow provided by continuing operations	\$438	\$1,136	(61.4%)	\$3,477	\$3,548	(2.0%)	
(\$ Millions)	As of						
	Decemb	er 31, 2019	Dece	ember 31, 20 ⁻	18 C	Change	
Total equity	\$23,619			\$20,762		13.8%	

¹ Partnerships, LLC and other equity method income includes LP, LLC and other equity method income within net investment income in the accompanying Consolidated Statements of Operations and revenue and expenses from direct investments in natural resources.
 ² Excludes unrealized gains on equity securities, unit linked life insurance, and the corresponding tax impact.

NM = Not Meaningful



Consolidated Results

	Fo	ourth Quarte	er	Full Year			
	2019	2018	Change (Points)	2019	2018	Change (Points)	
Claims and claim adjustment expense ratio	68.4%	66.1%	2.3	66.6%	64.8%	1.8	
Underwriting expense ratio	28.9	29.1	(0.2)	28.8	29.6	(0.8)	
Dividend ratio	-	0.1	(0.1)	-	-	-	
Combined ratio before catastrophes, net incurred losses attributable to prior years and current accident year re-estimation	97.3	95.3	2.0	95.4	94.4	1.0	
Catastrophes ¹	2.8	5.5	(2.7)	3.8	5.0	(1.2)	
Net incurred losses attributable to prior years:							
- Asbestos and environmental	2.8	-	2.8	0.9	0.7	0.2	
- All other ²	2.8	(0.4)	3.2	1.6	(0.9)	2.5	
Current accident year re-estimation ³	1.0	-	1.0	-	-	-	
Total combined ratio ⁴	106.7%	100.4%	6.3	101.7%	99.2%	2.5	

Catastrophes are defined as a natural catastrophe or terror event exceeding \$25 million in estimated ultimate losses, net of reinsurance, and before taxes. Catastrophe losses, where applicable, include the impact of accelerated earned catastrophe premiums and earned reinstatement premiums.

² Net of earned premium and reinstatement premium attributable to prior years.

³ Re-estimation of the current accident year loss reserves for the nine months ended September 30, 2019.

⁴ The combined ratio, expressed as a percentage, is a measure of underwriting profitability. This measure should only be used in conjunction with, and not in lieu of, underwriting income and may not be comparable to other performance measures used by the Company's competitors. The combined ratio is computed as the sum of the following property and casualty ratios: the ratio of claims and claim adjustment expense less managed care income to earned premium; the ratio of insurance operating costs plus amortization of deferred policy acquisition costs less third-party administration income and fee income (primarily related to the Company's involuntary market servicing carrier operations) and installment charges to earned premium; and the ratio of policyholder dividends to earned premium. Provisions for uncollectible premium and reinsurance are not included in the combined ratio unless related to an asbestos and environmental commutation and certain other run off. Restructuring and Ironshore acquisition and integration costs are not included in the combined ratio.



Global Retail Markets

Segment Highlights —

- Operates in 9 markets across 15 countries¹
- 6th largest writer of personal lines in the U.S.²
- 3rd largest personal lines independent agency writer in the U.S.²

(\$ Millions)	Fou	rth Qua	arter		Full Yea	ır	
	2019	2018	Change	2019	2018	Change	
NWP	\$6,682	\$6,607	1.1%	\$27,756	\$27,599	0.6%	
Pre-tax operating income ("PTOI") before catastrophes, net incurred losses attributable to prior years and current accident year re-estimation	\$642	\$838	(23.4%)	\$2,691	\$3,126	(13.9%)	
Catastrophes ³	(165)	(263)	(37.3)	(1,200)	(1,389)	(13.6)	
Net incurred losses attributable to prior years	(26)	51	NM	48	253	(81.0)	
Current accident year re-estimation ⁴	(38)	-	NM	-	-	-	
ΡΤΟΙ	\$413	\$626	(34.0%)	\$1,539	\$1,990	(22.7%)	
	Fou	rth Qua	arter	Full Year			
	2019	2018	Change (Points)	2019	2018	Change (Points)	
Claims and claim adjustment expense ratio	64.5%	62.5%	2.0	64.5%	62.9%	1.6	
Underwriting expense ratio	29.0	27.7	1.3	28.4	28.0	0.4	
Combined ratio before catastrophes, net incurred losses attributable to prior years and current accident year re-estimation	93.5%	90.2%	3.3	92.9%	90.9%	2.0	
Catastrophes ³	2.4	3.8	(1.4)	4.4	5.1	(0.7)	
Net incurred losses attributable to prior years	0.4	(0.7)	1.1	(0.2)	(0.9)	0.7	
Current accident year re-estimation ⁴	0.5	-	0.5	-	-	-	
Total combined ratio	96.8%	93.3%	3.5	97.1%	95.1%	2.0	

Financial Performance

¹ Country count excludes Russia. On December 24, 2019, the Company's subsidiary, UKH, entered into an agreement to sell its entire 99.99% interest in its Russian insurance affiliate, Liberty Insurance (JSC), to PJSC Sovcombank. The transaction closed on February 6, 2020.

² Based on 2018 DWP.

³ Catastrophes are defined as a natural catastrophe or terror event exceeding \$25 million in estimated ultimate losses, net of reinsurance, and before taxes. Catastrophe losses, where applicable, include the impact of accelerated earned catastrophe premiums and earned reinstatement premiums.

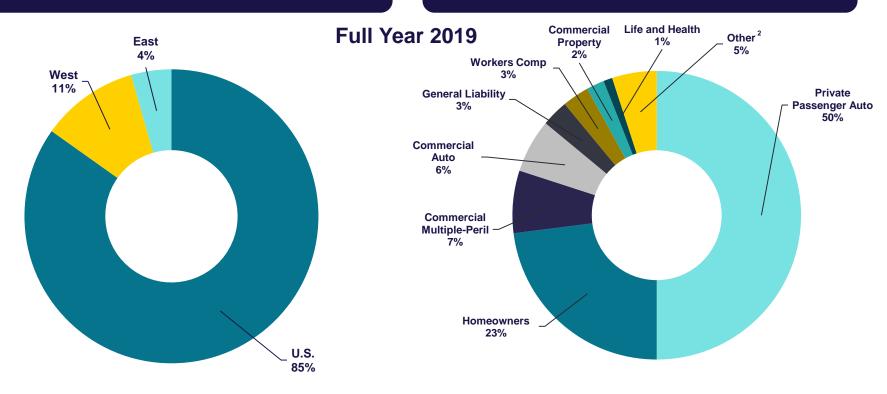
⁴ Re-estimation of the current accident year loss reserves for the nine months ended September 30, 2019. NM = Not Meaningful



Global Retail Markets NWP Distribution

NWP by Market Segment¹

NWP by Line of Business



NWP in 2019 totaled **\$27.8** billion, an increase of **0.6%** over the same period in 2018 (or an increase of **1.5%**³ excluding FX over the same period in 2018)

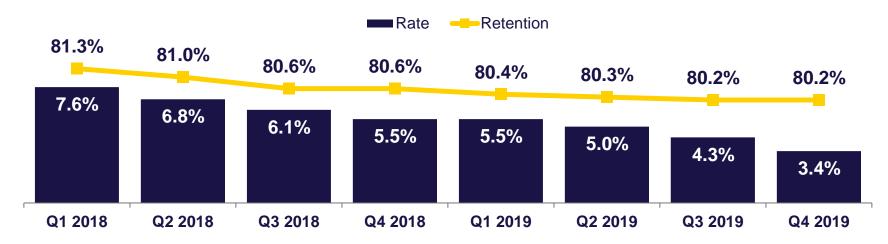
¹ Excludes "GRM Reinsurance" of \$45 million.

² Premium related to internal reinsurance and other personal and commercial lines including personal accident, bonds, small and medium enterprise, and marine and cargo lines of business.

³ Determined by assuming constant foreign exchange rates between periods.



U.S. Personal Lines: Renewal Rate, Retention, & PIF

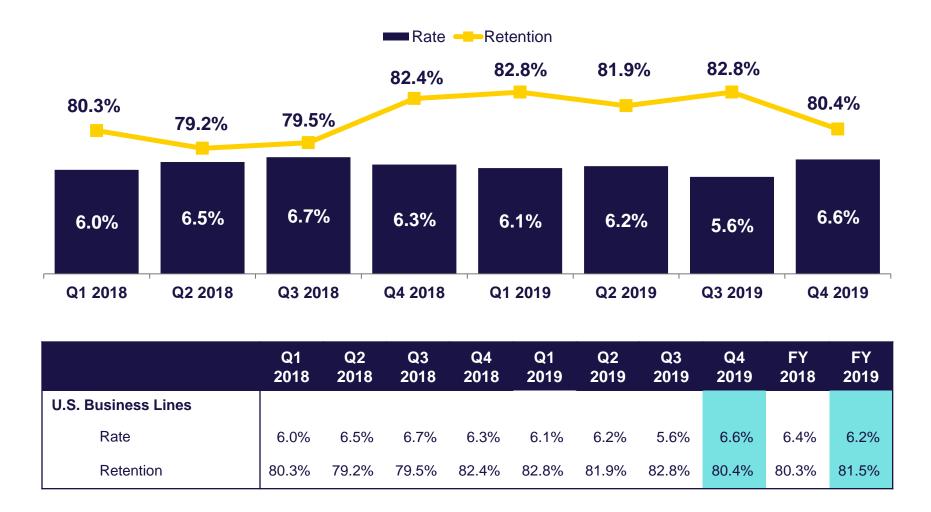


	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	FY 2018	FY 2019
Private Passenger Auto										
Renewal Rate	8.9%	8.2%	7.2%	6.5%	6.3%	5.8%	5.1%	4.2%	7.6%	5.4%
Retention	79.6%	79.3%	78.9%	78.8%	78.6%	78.3%	78.1%	78.1%	78.8%	78.1%
PIF Growth	(1.0%)	(1.7%)	(2.3%)	(2.6%)	(2.6%)	(2.2%)	(1.9%)	(2.2%)	(2.6%)	(2.2%)
Homeowners										
Renewal Rate	5.0%	4.6%	4.2%	3.8%	3.8%	3.5%	2.6%	1.8%	4.4%	2.9%
Retention	81.8%	81.5%	81.2%	81.1%	80.9%	81.0%	81.0%	81.1%	81.1%	81.1%
PIF Growth	1.3%	0.7%	-	(0.4%)	(1.0%)	(0.9%)	(0.4%)	0.1%	(0.4%)	0.1%

PIF: policies in-force. Retention is calculated as the percent of policies in-force renewed on a rolling 12-month basis.



U.S. Business Lines: Rate & Retention



Retention is calculated as the percent of expiring premium retained on a month-to-month basis.



Global Risk Solutions

— Segment Highlights —

- Offers a wide array of property, casualty, specialty and reinsurance coverages distributed through brokers and independent agents globally
- 4th largest U.S. commercial and specialty lines writer^{1,2}
- 1st in U.S. surety^{1,3}
- 9th largest surplus lines carrier in the U.S.¹

(\$ Millions)	Fourth Quarter				Full Yea	ır
	2019	2018	Change	2019	2018	Change
NWP	\$3,076	\$2,840	8.3%	\$12,063	\$11,856	1.7%
PTOI before catastrophes, net incurred losses attributable to prior years and current accident year re-estimation	\$5	\$195	(97.4%)	\$706	\$1,021	(30.9%)
Catastrophes ⁴	(137)	(274)	(50.0)	(299)	(535)	(44.1)
Net incurred losses attributable to prior years ⁵	(167)	(24)	NM	(543)	101	NM
Current accident year re-estimation ⁶	(58)	-	NM	-	-	-
Pre-tax operating (loss) income	(\$357)	(\$103)	NM	(\$136)	\$587	NM
	Fo	urth Qu	arter	Full Year		
	2019	2018	Change (Points)	2019	2018	Change (Points)
Claims and claim adjustment expense ratio	75.2%	72.5%	2.7	70.3%	67.6%	2.7
Underwriting expense ratio	30.8	28.8	2.0	30.7	30.9	(0.2)
Dividend ratio	0.1	0.1	-	0.1	0.1	-
Combined ratio before catastrophes, net incurred losses attributable to prior years and current accident year re-estimation	106.1%	101.4%	4.7	101.1%	98.6%	2.5
Catastrophes ⁴	4.6	9.5	(4.9)	2.6	4.8	(2.2)
Net incurred losses attributable to prior years ⁵	5.3	0.8	4.5	4.8	(0.9)	5.7
Current accident year re-estimation ⁶	1.9	-	1.9	-	-	-
Total combined ratio	117.9%	111.7%	6.2	108.5%	102.5%	6.0

Financial Performance

¹ Based on 2018 DWP.

² Includes U.S. commercial business written in Global Retail Markets.

³ Includes AmTrust surety full-year 2018 results.

⁴ Catastrophes are defined as a natural catastrophe or terror event exceeding \$25 million in estimated ultimate losses, net of reinsurance, and before taxes. Catastrophe losses, where applicable, include the impact of accelerated earned catastrophe premiums and earned reinstatement premiums.

⁵Net of earned premium and reinstatement premium attributable to priors years of \$29 million and \$24 million for the three and twelve months ended December 31, 2019, and (\$50) million and \$9 million for the same periods in 2018.

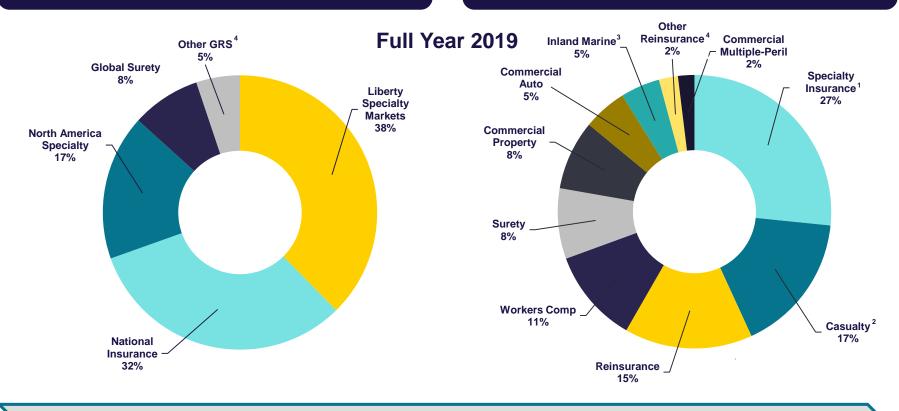
⁶Re-estimation of the current accident year loss reserves for the nine months ended September 30, 2019. NM = Not Meaningful



Global Risk Solutions NWP Distribution

NWP by Market Segment

NWP by Line of Business



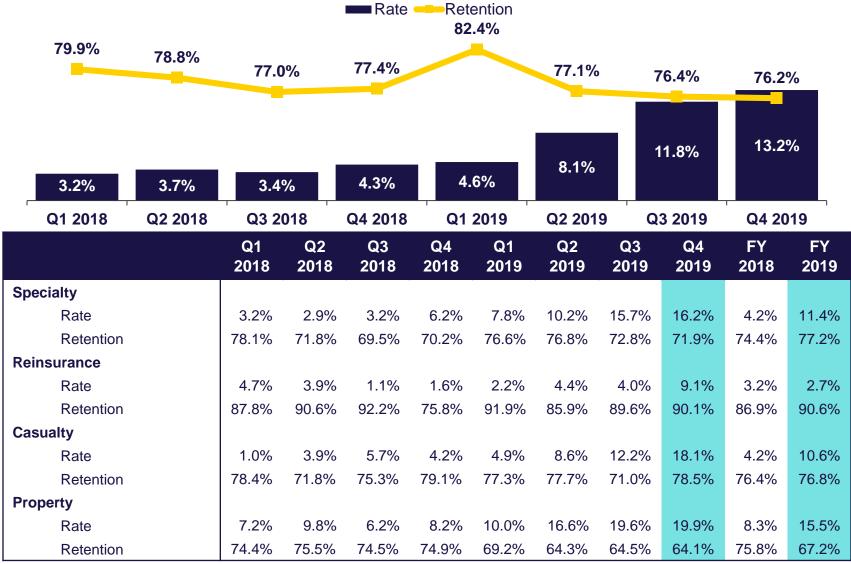
NWP in 2019 totaled **\$12.1** billion, an increase of **1.7%** over the same period in 2018 (or an increase of **2.8%**⁵ excluding FX over the same period in 2018)

¹ Includes marine, energy, construction, aviation, warranty and indemnity, directors and officers, errors and omissions, trade credit, crisis management, contingent lines and other.

- ² Primarily includes general liability, excess & umbrella and environmental lines of business.
- ³ Includes handset protection coverage for lost or damaged wireless devices.
- ⁴ Includes new ceded global casualty program of \$96 million and \$408 million for the three and twelve months ended December 31, 2019.
- ⁵ Determined by assuming constant foreign exchange rates between periods.



Global Risk Solutions: Rate & Retention

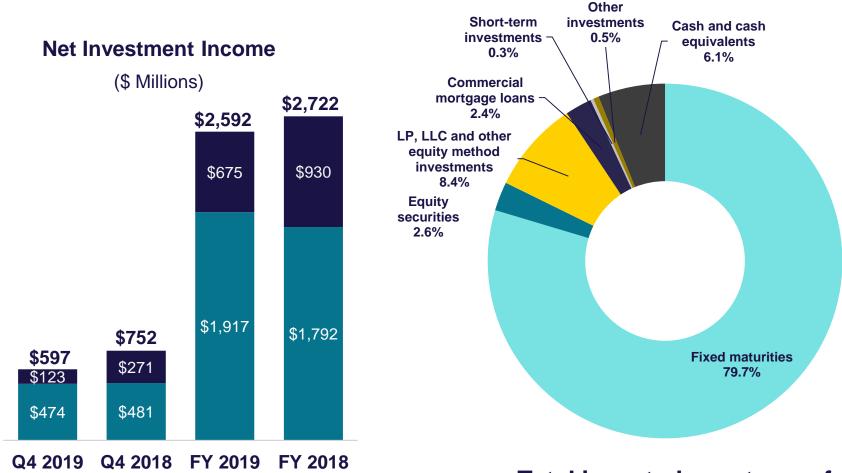


Rate Change and Retention reported on a one month lag.

Excludes lines of business related to coverholders, surety and project based business. Prior periods' results have been restated.



Investments



- LP, LLC and other equity method income
- Net investment income excluding
- LP, LLC and other equity method income

Total invested assets as of December 31, 2019: \$81.1 billion



Capitalization

(\$ Millions)	December 31, 2019	December 31, 2018
Total debt	\$8,200	\$8,233
Unamortized discount and debt issuance costs	(471)	(49)
Total debt excluding unamortized discount and debt issuance costs	\$8,671	\$8,282
Total equity excluding accumulated other comprehensive loss	\$24,985	\$24,141
Total capital excluding accumulated other comprehensive loss ¹	\$33,656	\$32,423
Debt-to-capital capitalization excluding accumulated other comprehensive loss ¹	25.8%	25.5%
Statutory surplus	\$20,538	\$19,766

¹ Excludes unamortized discount and debt issuance costs.



Holding Company Interest Coverage

(\$ Millions)	
Preferred dividends	\$80
Remaining dividend capacity	\$1,925
2020 dividend capacity ¹	\$2,005
Estimated PTI from LMG service companies/fees	\$434
Total available funding	\$2,439
Interest expense ²	\$355
Holding company interest coverage	6.9x

¹ Represents the estimated maximum allowable dividend without prior regulatory approval in the state of domicile. Dividends paid January 1, 2019 through December 31, 2019 were \$80 million. ² Represents the Company's interest obligations for debt issued by its non-insurance company subsidiaries.



Reducing Reserve Risk: 2019 Casualty ADC

<u>Structure</u>

- **Reinsurer**: National Indemnity Co. ("NICO")
- Effective: 1/1/2019
- \$1.3 billion of coverage
 - \$300 million in premium consisting of assets corresponding to liabilities transferred to NICO at inception
 - Additional premium of \$162 million

• Subject business:

- U.S. General Liability (accident years 2018 & prior)
- U.S. Commercial Auto Liability (accident years 2018 & prior)
- U.S. Workers Comp (accident years 2014 2018)
- Maximum Contribution to Ultimate Net Loss:
 - Sexual Abuse & Molestation (as defined): \$100 million







Changes in Statutory Surplus

(\$ Millions)	Full Year 2019
Balance at beginning of the year	\$19,766
Statutory net income	967
Net unaffiliated unrealized gains	321
Affiliated unrealized losses	(297)
Change in non-admitted assets	(119)
Other changes in statutory surplus	(100)
Balance at end of the period	\$20,538



About Liberty Mutual Insurance

Boston-based LMHC, the parent corporation of the Liberty Mutual Insurance group of entities, is a diversified global insurer and third largest property and casualty insurer in the U.S. based on 2018 direct written premium. The Company also ranks 75th on the Fortune 100 list of largest corporations in the U.S. based on 2018 revenue. As of December 31, 2019, LMHC had \$133.644 billion in consolidated assets, \$110.025 billion in consolidated liabilities, and \$43.228 billion in annual consolidated revenue.

LMHC, through its subsidiaries and affiliated companies, offers a wide range of property and casualty insurance products and services to individuals and businesses alike. In 2001 and 2002, the Company formed a mutual holding company structure, whereby the three principal mutual insurance companies, Liberty Mutual Insurance Company, Liberty Mutual Fire Insurance Company and Employers Insurance Company of Wausau, each became separate stock insurance companies under the ownership of LMHC.

Functionally, the Company conducts substantially all of its business through two business units, with each operating independently of the other in certain areas such as sales, underwriting, and claims, but, as appropriate, collaborating in other areas such as actuarial and financial. Management believes this structure provides increased synergy to the Company and permits each business unit to execute its business strategy and/or to make acquisitions without impacting or disrupting the operations of the other business unit.

LMHC employs over 45,000 people in 29 countries and economies around the world. For a full description of the Company's business operations, products and distribution channels, please visit Liberty Mutual's Investor Relations website at www.libertymutualgroup.com/investors.



Additional Notes

The Company's financial results, management's discussion and analysis of operating results and financial condition, accompanying financial statements and other supplemental financial information for the three and twelve months ended December 31, 2019 are available on the Company's Investor Relations website at <u>http://www.libertymutualgroup.com/investors</u>.

The Company's discussions related to net income are presented in conformity with U.S. generally accepted accounting principles ("GAAP") on an after-tax basis. All other discussions are presented on a pre-tax GAAP basis, unless otherwise noted. Further, the Company notes that it may make material information regarding the Company available to the public, from time to time, via the Company's Investor Relations website at http://www.libertymutualgroup.com/investors (or any successor site).

The Company's annual audited financial statements and the Report of Independent Registered Public Accounting Firm on the Effectiveness of Internal Control Over Financial Reporting are also published on the Company's Investor Relations website at <u>http://www.libertymutualgroup.com/investors</u>.



