



Düsseldorf, 14 November 2011

**ARAG Allgemeine
Rechtsschutz-
Versicherungs-AG**
ARAG Platz 1
40472 Düsseldorf

ARAG North America rated among the Best Places to Work in the insurance sector for the third time and honored as a “Center of Excellence“

Klaus Heiermann
Director
Group Communication/Marketing
Telephone: +49 (0) 211 9 63-22 19
Fax: +49 (0) 211 9 63-22 20
klaus.heiermann@ARAG.de
www.ARAG.de

The North American subsidiary of the ARAG Group is among the most attractive employers in the United States insurance industry and has been selected for the third consecutive time as one of the “Best Places to Work in Insurance” on the basis of a nationwide study. Business Insurance and Best Companies Group recognized ARAG as the number one ranked company in the Small Property/Casualty Insurers category. The company was also certified as a Center of Excellence for the fourth consecutive year by Purdue University’s Center for Customer-Driven Quality in conjunction with BenchmarkPortal, an American benchmarking firm.

“We are proud to have been counted among the best employers in the insurance sector, especially in view of the fact that this honor is based on the assessments of our own employees. This success is attributable above all to our outstanding corporate culture, our excellent employee benefits and the fine career opportunities available to our staff,” explains David Murray, President and CEO of ARAG North America. *“And the fact that our Customer Care Department has been certified once again as a “Center of Excellence” in recognition of its superior performance is equally gratifying for us. After all, only five to seven percent of all participating firms qualify for this honor on the basis of a rigorous benchmark process,”* he adds.

Business Insurance, a leading insurance journal, conducts an annual study of the U.S. insurance market in cooperation with Best

Chairman of the Supervisory Board:
Gerd Peskes
Management Board:
Dr. Paul-Otto Faßbender (Chair),
Dr. Johannes Kathan, Werner Nicoll,
Hanno Petersen, Dr. Joerg Schwarze
Seat and Registry Court:
Düsseldorf, HRB 1371
VAT ID: DE 119 355 995

Companies Group – an independent consulting firm specialized in the analysis of working conditions.

The Best Companies Group has developed a two-stage analytical process for this purpose. In the first phase, employees fill out an anonymous questionnaire. The results of the survey account for 75% of the final assessment. In the second phase, companies are surveyed as employers, and the resulting point total is weighted at 25% in the computation of the final results. The final outcome reveals whether and why a given company qualifies as an attractive employer. Both strengths and areas with potential for improvement are identified. The study focuses on such issues as the quality of management and planning as well as corporate culture and communication, the level of employee job satisfaction, advanced training opportunities, pay and benefits.

The **ARAG Group** is the largest family-owned company in the German insurance industry. As a versatile quality insurer specialized in legal insurance, ARAG relies on a segment mix which accurately reflects its origins and expertise. The Group is composed of strong subsidiaries in the German composite, health and life insurance segments as well as international subsidiaries and affiliates in 12 other European countries and the U.S. – many of which hold leading positions in the respective legal insurance markets. With nearly 3,500 employees, the Group generates revenue and premium income amounting to just under 1.5 billion EUR.