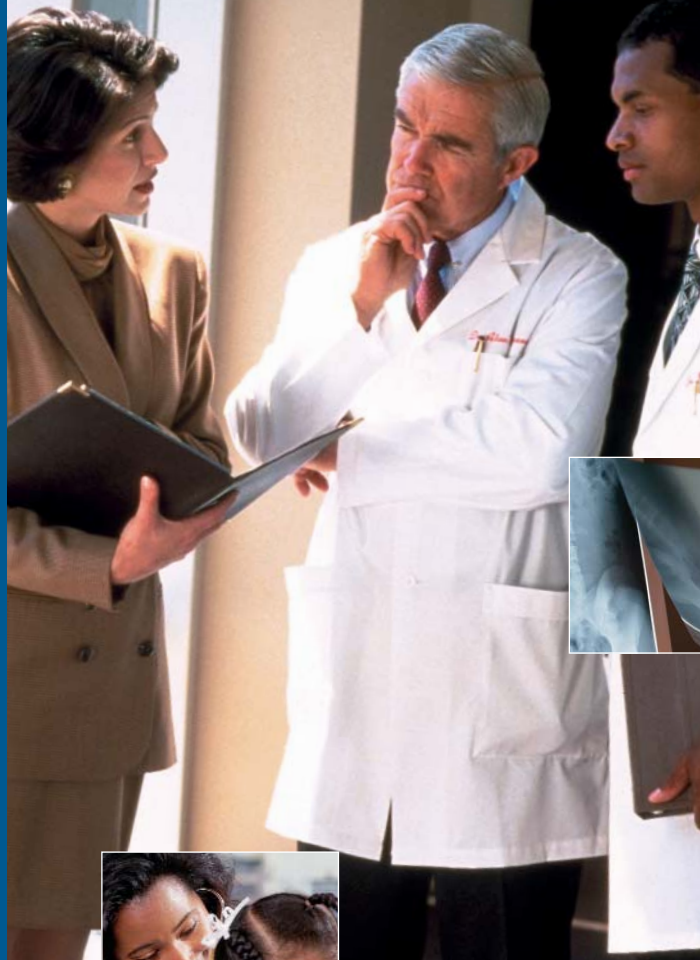


Get to Know ProMutual Group



What you should
know about medical
professional liability
insurance



Protection backed by experience



Why do so many healthcare professionals choose ProMutual Group as their medical professional liability insurance provider? They choose our innovative products and outstanding service. They choose the financial security and stability of our more than \$1.7 billion in total group assets. And they choose our commitment, proven by nearly three decades of service and nearly 16,000 insured healthcare professionals and institutions in the Northeast.



Originally created as a Joint Underwriting Association (JUA) in 1975 by an act of the Massachusetts Legislature, the company was formed in response to a crisis that arose when commercial medical malpractice insurance carriers left the state. This left many physicians and hospitals with no liability insurance provider. Over time, stability returned to the market and, in 1994, the Association petitioned the state legislature to become a private mutual insurance company. The bill passed in early 1995 and we began writing business under the name ProMutual Group.

Today, ProMutual Group is the most experienced provider of professional liability insurance for healthcare professionals and organizations in the

Northeast, with corporate governance largely comprised of practicing healthcare professionals. We serve physicians, dentists, certified nurse-midwives, hospitals and other healthcare professionals and organizations. We are currently providing professional liability insurance in Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, Rhode Island and Vermont.

Our dedication to the healthcare profession enables us to provide an exceptional degree of experience, service, support and commitment.

Minimizing risk with risk management

One of the ways we offer exceptional value is through our risk management programs. Dedicated to helping

healthcare providers reduce their risk of claim and loss, our experienced risk management professionals have developed a variety of programs to help insureds improve their practice. These programs are available at no extra cost to ProMutual Group policyholders.

Office appraisal The cornerstone of our risk management effort is the office appraisal, a comprehensive risk management tool that combines the objectivity of a computerized appraisal format with personalized attention from members of ProMutual's risk management team.

The office appraisal includes:

- On-site meetings with our professional staff
- Practice-specific recommendations to help healthcare professionals minimize their risk of claim and loss
- Opportunities for personalized follow-up

Speak with a representative

A risk management specialist is available every weekday during business hours to answer policyholders' questions and give advice about any risk management related problem they are facing in their practice.

Support group We offer an innovative support group program specifically designed for insured

*Our policies
reflect today's
healthcare
environment*



*Documentation
is part of our
risk manage-
ment appraisal*

professionals facing a claim or lawsuit. The group is confidential, self-referring and free, and it helps providers cope with what is often a very emotional and difficult experience.

Other services

Our Risk Management Department also provides healthcare professionals with the following:

- Hospital appraisals
- Online continuing medical education programs
- Publications, including a quarterly newsletter and specialty-specific reports

Defending policyholders with expert claim services

The true test of an insurance company comes when a claim is filed. While every case is different and must be resolved on its merits, ProMutual Group has a very definite philosophy about settlements: we believe in aggressively defending our policyholders. Over 70 percent of our claims are closed without payment due to our early, careful, intense investigation process.

We work with the top attorneys in the region who specialize in professional liability defense in order to provide each insured with the best defense possible.

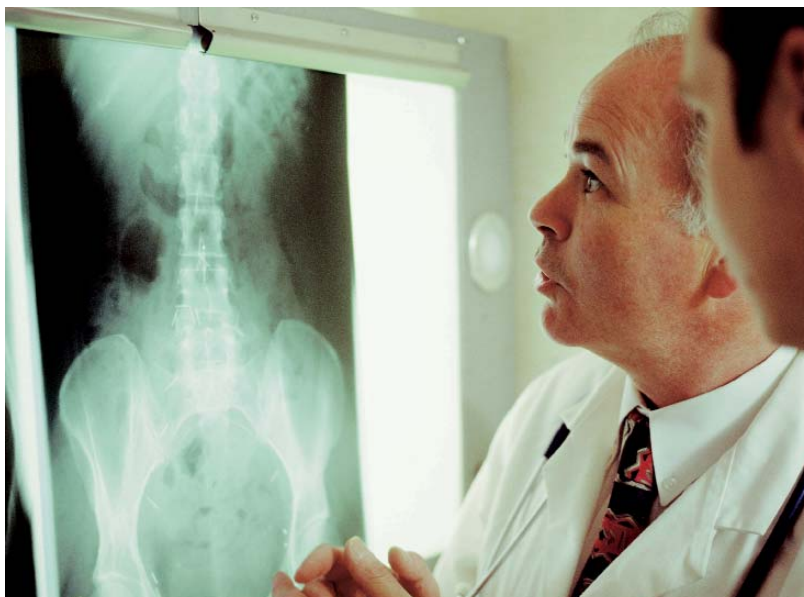
ProMutual Group's Claim Department provides a range of expertise and services:

- *Expert witnesses* to help support the case
- *A claim representative* available during business hours every weekday to answer policyholders' questions about a claim
- *Publications and white papers* to keep you informed of trends in malpractice and ProMutual Group's response

A unique choice in coverage

ProMutual Group is one of the few professional liability insurance companies to offer a choice between "claims made" coverage and "occurrence" coverage. Claims made coverage protects against professional liability claims, up to the covered limit, for claims made and reported during the policy period. Various limits are available.

With occurrence coverage, the insured is protected against professional liability claims, up to the covered limit, for incidents that occurred during the policy period. With an occurrence policy, there is no need to worry about purchasing additional "tail" coverage. Again, various limits are available.





A partner you can count on for liability protection

Our representatives will answer any questions



A wide variety of liability coverages

ProMutual Group serves individual providers, groups and organizations with a full range of policies and premium modification programs. Most policies are available in both occurrence and claims made. (Available coverages and services vary by state.)

Professional liability policies:

- Physician Professional Liability
- Physician Group Practice
- Healthcare Facility Professional Liability
- Dental Professional Liability
- Certified Nurse-Midwives
- Managed Care Professional Liability
- Home Healthcare Liability
- Billing Errors and Omissions

- Defense Costs of Sexual Misconduct and Board of Registration Hearings

Additional policies:

- General Liability
- Excess Coverage

Payment options and premium discounts:

- Quarterly Payment Plan
- Deductible Plans for Hospitals and Physician Groups
- Experience Rating
- Claim Free Credits
- Emergency Medicine Program Credit
- Limited Practice Credit
- FTCA Credit
- Various Risk Management Credits

Financial data (in millions)*

	2003	2004
Total group assets	\$1,546.2	\$1,717.7
Net written premium	\$199.4	\$279.1
Policyholder surplus	\$342.8	\$378.5
Premium to surplus	.58	.74

* Statutory basis

Who are ProMutual Group policyholders?

We insure nearly 16,000 policyholders throughout the Northeast. These include:

- Physicians and surgeons
- Dentists
- Certified nurse-midwives
- Healthcare auxiliary staff
- Hospitals

- Clinics and labs
- Related healthcare facilities

Stability to provide protection now and in the future

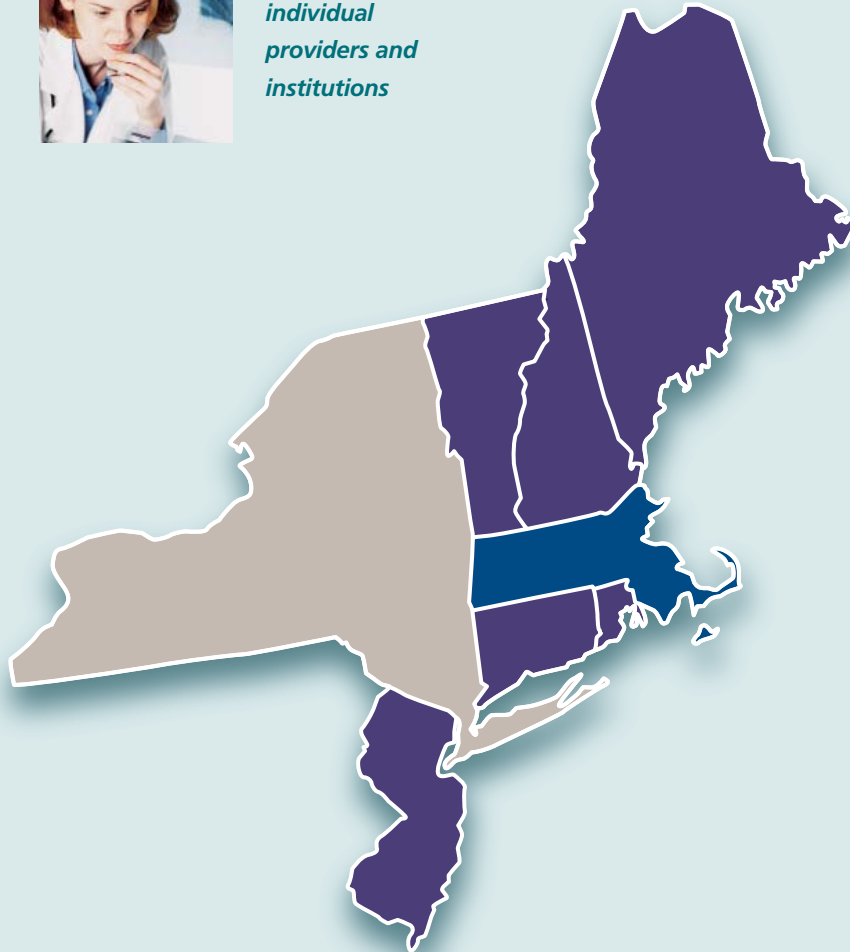
With the dollar value of medical malpractice claims soaring nationwide, an insurer's financial stability is more important than ever. ProMutual Group has been protecting healthcare profes-

sionals for over three decades. We have the resources and stability to protect our policyholders in the future as well. A.M. Best, the nation's leading independent insurance company rating organization, has given ProMutual Group an A- (Excellent) rating – proof of our financial stability and evidence that we will be here for our policyholders whenever they need us.

*ProMutual Group
is focused on
healthcare
liability issues*



*Serving
individual
providers and
institutions*



Corporate Mission


ProMutual Group provides medical malpractice liability protection to physicians, hospitals, dentists and other healthcare providers, while maintaining financial strength, integrity and a reputation for excellence.


A commitment to healthcare

For over three decades, ProMutual Group has provided the healthcare

industry with superior products and quality services. Our growing organization is dedicated to serving the needs of healthcare professionals, hospitals and medical facilities.

ProMutual has the commitment and resources to meet their needs today, and we have the financial strength and stability to protect our policyholders for years to come.

 **ProMutual
Licensed and Active**

 **ProSelect
Licensed and Active**

Talk to ProMutual Group

At ProMutual Group, we offer the quality solutions healthcare professionals need for their medical and dental practice today:

- *Financial stability* – rated A- (Excellent) by A.M. Best, the nation's leading independent insurance company rating organization, for our financial strength to protect our policyholders
- *Experience* – with over three decades of service to the healthcare community
- *Extensive resources to assist and service our insureds* – we're the largest medical malpractice liability insurance provider in New England and one of the largest in the U.S.
- *Claim free discounts* – for coverage that's even more affordable
- *Flexible portfolio of products* – for complete medical liability protection
- *Renowned Risk Management Department* – that can help providers reduce their risk of claim and loss

To learn more about ProMutual Group, including our products and services and a list of agents, visit our web site, www.promutualgroup.com, or call 1-800-225-6168.



Home Office

101 Arch Street
P.O. Box 55178
Boston, MA 02205-5178
Phone: 800-225-6168
Fax: 617-330-1748
E-mail: mail@promutualgroup.com