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To the Clients of Marsh:

I am writing to inform you about the current situation involving matters raised about Marsh & McLennan Companies (MMC) and Marsh Inc. by the New York Attorney General, Eliot Spitzer. Over the past few weeks we have heard from many clients. While most have expressed support, others understandably have voiced some concern.

Firstly let me clarify that the matters raised by Mr Spitzer relate solely to Marsh's U.S. operations. We have announced our full co-operation with the New York Attorney General's investigation, and will take whatever action is appropriate to address any wrongdoing, which may be identified.

On October 15, 2004, the Board appointed Mr Michael Cherkasky as chairman and chief executive officer of Marsh Inc. He has begun an internal review of our processes and procedures. Mr Cherkasky was previously Chief Executive of Marsh Kroll and has spent many years within the legal and justice system in the U.S.

In a letter released to clients in the U.S., Mike Cherkasky states the following:

"First and foremost, let me state that Marsh and its parent company, Marsh & McLennan Companies, take very seriously the allegations made public by New York State Attorney General Eliot Spitzer. This is a major setback and a wake-up call for our company. For over 130 years, Marsh has been known to serve our clients to the highest professional and ethical standards. We have nothing but the fullest intention to perform in an exemplary manner today, tomorrow and in the years ahead.

To that end, we have asked Robert Fiske, a senior member of the law firm Davis Polk & Wardwell, to conduct an independent external review reporting directly to MMC's Board of Directors. Mr. Fiske has held numerous positions including the U.S. Attorney in the Southern District of New York and he has personally handled a number of important investigations.

We are working with the Attorney General's office and cooperating fully with the investigation.

Two of the most frequently asked questions we have received are, "What assurance do I have that my account was properly handled?", and "How long will the investigation take?".

Regarding the first question, Marsh executes tens of thousands of transactions a year. Given what we know today, we believe that virtually all of them were conducted with the clients' best interest in mind and to the highest professional standards. Nonetheless and to repeat, we will conduct thorough and complete internal and external investigations. We do, most assuredly, understand your concerns and if you want more information about your account, talk to your client executive. He or she will be able to convey your inquiries to the proper individuals within Marsh and action will be taken. We take every inquiry seriously and it will take time to investigate fully. Our goal is to act quickly but thoroughly as we examine our business and governance processes.

As to the timeframe of this investigation, let me talk with regards to the external review. Davis Polk are moving with all deliberate speed and we would expect findings within 30 days. They need to review files, conduct interviews, and re-examine policies and procedures.”

In Asia, Marsh is staffed by more than 1,000 professionals. I would like to take this opportunity to say once more that none of the allegations concern our activities in this region.

We value our reputation and as a global firm are committed to protecting the good names of the vast majority of some 42,000 colleagues worldwide. However, we have made it clear that Marsh will take decisive action to deal with any wrongdoings by individuals that may be uncovered. On Wednesday, the firm suspended six individuals in the U.S..

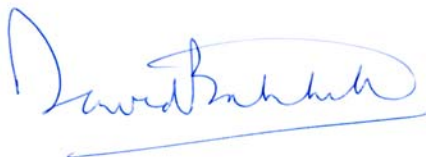
Marsh has also suspended Market Service Agreements (MSAs), effective October 1, 2004, pending a more detailed analysis of their effect on our business and our client relationships. In Asia, MSAs exist only in some countries and, in those countries, have been suspended.

Marsh has also released it's new business model, which is based on transparency with you, our client. Your client executive can provide more information on its contents.

Going forward, we will be in contact with you on the status of the investigation and on any action being taken. I encourage you to contact your client executive to discuss any concerns you may have.

We thank you for your support and we will continue to be committed to being the finest firm for you and your organisation.

Yours sincerely



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