

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549**

**FORM 8-K**

**CURRENT REPORT**

**Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934**

**Date of Report (Date of earliest event reported): May 17, 2010**

**Willis Group Holdings Public Limited Company**

(Exact name of registrant as specified in its charter)

**Ireland**

(State or other jurisdiction of  
incorporation)

**001-16503**

(Commission  
File Number)

**98-0352587**

(IRS Employer  
Identification No.)

**c/o Willis Group Limited, 51 Lime Street, London, EC3M 7DQ, England and Wales**  
(Address, including Zip Code, of Principal Executive Offices)

Registrant's telephone number, including area code: **(44) (20) 3124 6000**

**Not Applicable**

(Former name or former address, if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

**Item 7.01.**

**Regulation FD Disclosure.**

On May 17, 2010, Willis Group Holdings Public Limited Company posted its Fact Book for the Quarter Ended March 31, 2010 to its website, which is attached hereto as Exhibit 99.1 and incorporated herein by reference.

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(d) Exhibits

Exhibit Number	Description
99.1	Willis Group Holdings Fact Book for the Quarter Ended March 31, 2010

**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: May 17, 2010

**WILLIS GROUP HOLDINGS  
PUBLIC LIMITED COMPANY**

By: /s/ Adam G. Ciongoli  
Adam G. Ciongoli  
Group General Counsel

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## INDEX TO EXHIBITS

Exhibit  
Number

Description

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99.1	Willis Group Holdings Fact Book for the Quarter Ended March 31, 2010
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# **WILLIS GROUP HOLDINGS FACT BOOK**

## **FOR THE QUARTER ENDED MARCH 31, 2010**

The Willis logo is displayed in white serif font on a dark blue rectangular background. This logo is positioned on the right side of a horizontal yellow bar that spans the width of the page.

**Willis**

## Willis snapshot

- Leading global insurance broker
  - Broad range of professional insurance, reinsurance, risk management, financial and human resource consulting and actuarial services
  - Global distribution capabilities to meet risk management needs of large multinational and middle market clients
  - More than 400 offices in 120 countries, with approximately 17,000 employees
- 2009 total revenues \$3.3 billion
- Strong sales culture and relentless focus on cost control
- Market capitalization \$5.5 billion (as of May 14, 2010)

# Group financial summary – 1Q 2010

(\$ in millions, except for adjusted EPS)

- 5 percent reported growth in commissions and fees (C&F)
- 3 percent organic growth in C&F; positive growth in all segments
  - 1 percent in **North America**,
  - 3 percent in **International**, and
  - 7 percent in **Global** (reinsurance and specialties)
- 200+ basis points increase in adjusted operating margin
  - Driven by revenue growth and continued cost discipline
- Shaping our Future (profitable growth initiatives) net benefits of approximately \$14 million
- Adjusted EPS from continuing operations of \$1.27 (includes \$0.06 of favorable FX)

	1Q09*	1Q10*
<b>Revenue</b>	<b>\$930</b>	<b>\$972</b>
<i>Organic C&amp;F growth</i>	<i>2%</i>	<i>3%</i>
<b>Expenses</b>	<b>\$656</b>	<b>\$671</b>
<i>Operating margin</i>	<i>30%</i>	<i>31%</i>
<i>Adjusted operating margin</i>	<i>30%</i>	<i>32%</i>
<b>Adjusted EPS from continuing operations</b>	<b>\$1.16</b>	<b>\$1.27</b>

**Solid start to the year  
against continued soft  
rates and weakness in  
many economies**



## Group financial summary – 2009

(\$ in millions, except for adjusted EPS)

- 2 percent organic growth in C&F, driven by growth of 4 percent in both of our **Global** and **International segments\***
- Maintained solid adjusted operating margin
- Stringent cost discipline while investing
  - North America merger integration synergies and other cost savings of \$205 million
- **Shaping our Future** initiatives contributed approximately \$60m of net benefits

	2008*	2009*
<b>Revenue</b>	<b>\$2,827</b>	<b>\$3,263</b>
<i>Organic C&amp;F growth</i>	4%	2%
<b>Expenses</b>	<b>2,324</b>	<b>2,569</b>
<i>Operating margin</i>	18%	21%
<i>Adjusted operating margin</i>	21%	22%
Adjusted EPS from continuing operations	\$2.55	\$2.67

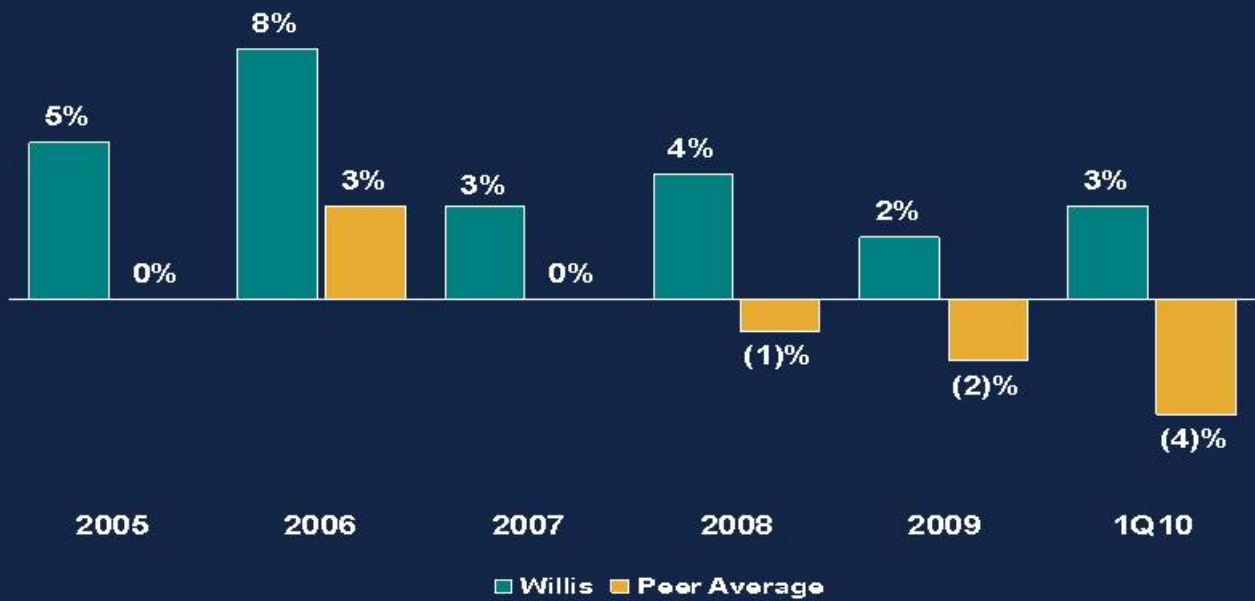
**Delivered solid performance despite difficult economy and soft market; successful HRH integration**

# Organic growth in commissions and fees exceeds peers\*

Average 2005 – 2009

Willis 4%

Peers 0%

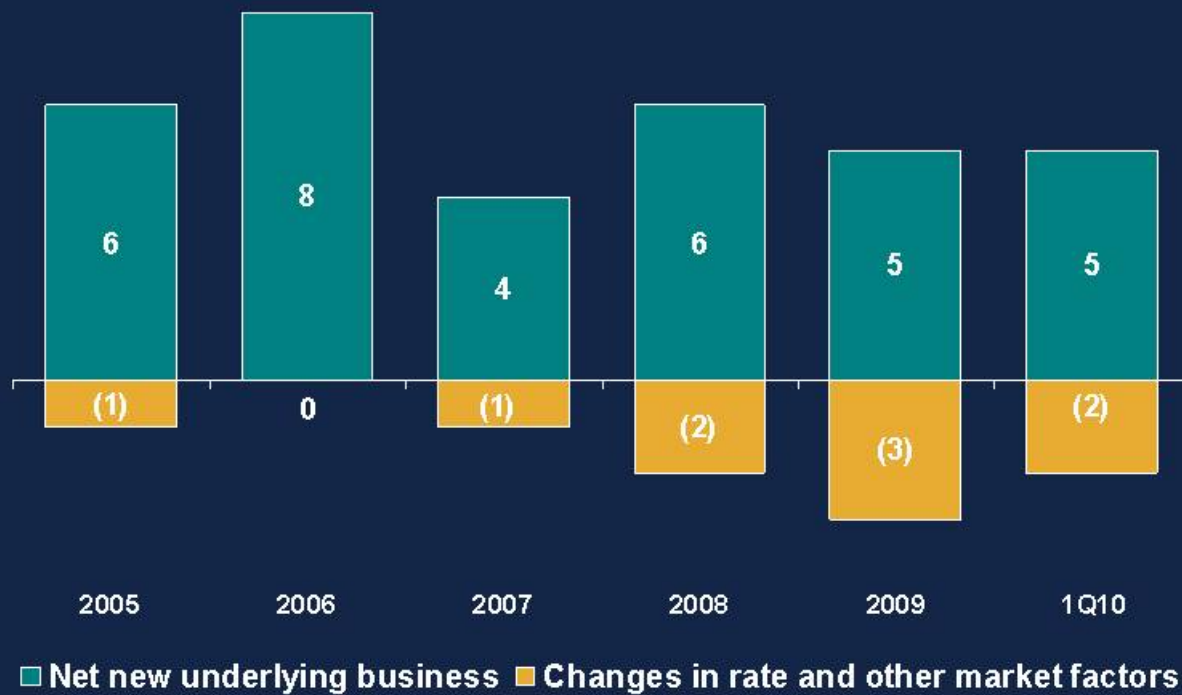


Note: Peer averages are based on Willis estimates using public information from AJG, AON, BRO, MMC

# Growth driven by strong new business production\*

% Organic growth in commissions and fees

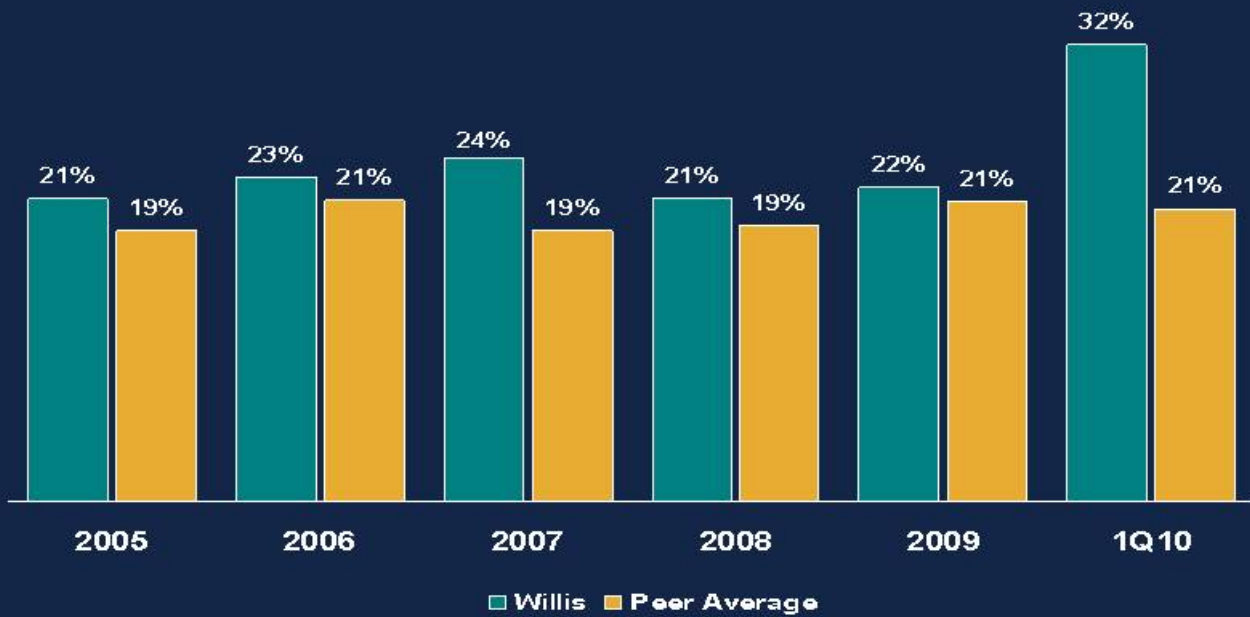
6% average net new underlying business 2005 – 2009



\* See important disclosures regarding Non-GAAP measures on page 25

## Adjusted operating margin exceeds peers\*

Average 2005 – 2009  
Willis 22%  
Peers 20%



Note: Peer averages are based on Willis estimates using public information from AJG, AON, BRO, MMC

# Segment highlights – 1Q 2010\*

## NORTH AMERICA

- Organic C&F growth of 1 percent despite continued soft market and economic headwinds
- Strong results from healthcare, financial institutions, personal lines, and real estate/hospitality
- Operating margin 25.5 percent, up 60 basis points compared with 1Q09

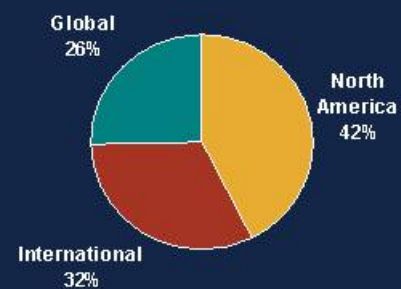
## INTERNATIONAL

- Organic C&F growth of 3 percent
- Strong growth in emerging Latin America, Asia and Eastern Europe, partially offset by slowing growth in some developed European economies and continued weakness in UK & Ireland
- Operating margin of 33.9 percent

## GLOBAL

- Strong organic C&F growth of 7 percent, primarily driven by Reinsurance division
- Reinsurance growth driven by strong new business, especially in North America
- Global Specialties growth led by Financial and Executive Risk and Marine
- Operating margin of 45.5 percent, a seasonally high level

## 2009 COMMISSIONS AND FEES

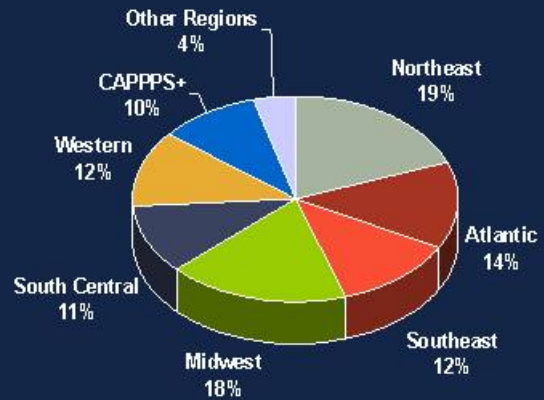


# Willis North America overview

## Segment overview

- Extensive retail platform with leading positions in major markets
- Distribution network for all core businesses
- Client centric approach
- Able to leverage industry and specialty practice group expertise across network
- Major practice groups include:
  - Employee Benefits (approximately 20 percent of 2009 North America C&F)
  - Construction (approximately 10 percent of 2009 North America C&F)
  - Financial and Executive Risk
  - CAPPSS (Captives/Programs)

## 2009 commissions and fees



2009 = \$1,368 million

# Willis International overview

## Segment overview

- Represents all of the Group's retail operations excluding US & Canada
- Network of subsidiaries, affiliates and correspondents in more than 100 countries; leading positions in UK, France, Scandinavia, China and Russia
- Offices designed to grow business locally around the world, making use of the skills, industry knowledge and expertise available elsewhere in the Group
- International operations produce significant flows of revenue for retail network and Global Specialties
- International Employee Benefits generated approximately 10 percent of 2009 International C&F

## 2009 commissions and fees

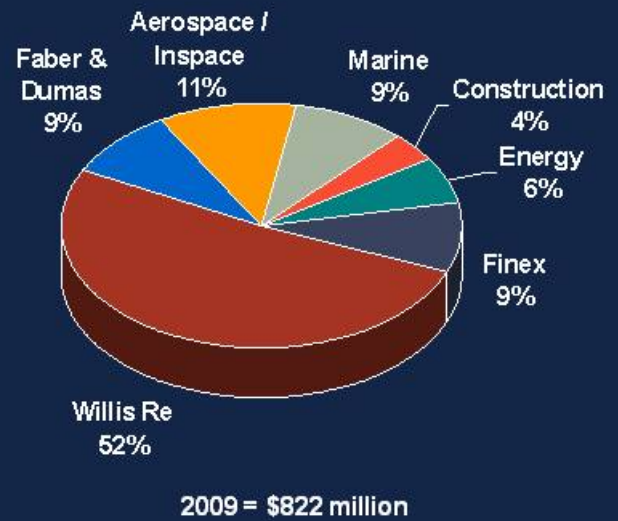


2009 = \$1,020 million

### Reinsurance

#### Willis Re

- One of only three global reinsurance brokers
- Significant market share in major markets, particularly marine and aviation
- Cutting edge analytical and advisory services, including Willis Research Network
- Complete range of transactional capabilities including, in conjunction with Willis Capital Markets & Advisory, risk transfer via the capital markets





# Willis Global overview (continued)

Segment overview

2009 commissions and fees

## Global Specialties

- **Aerospace/Inspace** – Market leader in airlines and helicopters
- **FINEX** – market leader in political risks and UK financial institutions
- **Marine** – growing global presence
- **Energy** – significant growth opportunity
- **Construction** – dominates global contractor sector

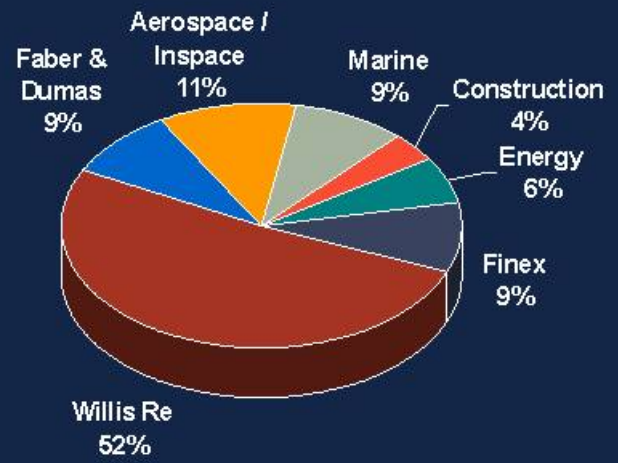
## Faber & Dumas

our wholesale brokerage division including:

- Niche – significant market share in Fine Art, Jewelry and Specie, Bloodstock and Kidnap & Ransom
- Glencairn Limited provides access to London & Bermuda markets

## Willis Capital Markets & Advisory

- Advise on M&A and capital markets products



2009 = \$822 million

# Strong cash flow

## Adjusted cash flow <sup>(1)</sup>

(\$ millions)



- **Cash and cash equivalents of \$191 million at December 31, 2009**
- **Dividends**
  - \$174 million paid in 2009
- **2010 debt repayments**
  - \$112 million on term loan
  - \$83 million 2010 bond maturities
- **Common stock buyback program**
  - \$1 billion buyback approval;
  - \$925 million outstanding

(1) Adjusted cash flow is defined as cash flow from operating and investing activities excluding acquisitions and disposals, and other items listed below:

- Additional pension contributions of \$8 million, \$107 million, \$153 million, \$211 million and \$50 million, for LTM 1Q10, 2008, 2007, 2006, and 2005, respectively.
- Cash flow in LTM 1Q10, 2009, 2008 and 2007 excludes \$35 million, \$30 million, \$41 million and \$106 million, respectively, related to one-time spending on new US and UK head offices.
- 2006 cash flow excludes \$202 million received from the sale of our London headquarters and \$76 million invested in the Shaping our Future initiatives.
- 2005 cash flow also excludes \$155 million impact of new Financial Services Authority regulations which came into force in the UK in 2005 and regulatory settlement payment of \$51 million.
- LTM 1Q10 cash flow excludes \$12 million impact of Venezuela currency devaluation.

## Debt and maturity profile

- Total debt approximately \$2.4 billion
- Ratings
  - Moody's Baa3 (stable outlook)
  - Standard & Poor's BBB- (stable outlook)
- Significantly improved debt maturity profile



2010 mandatory debt repayments of \$112 million on term loan; \$83 million 2010 bond maturities

# 2010 Focus

## Main priorities

- The Willis Cause
- Continue to drive industry leading revenue growth
- Continue to execute Shaping our Future
- Funding for Growth - incremental savings to fund growth initiatives

## The Willis Cause

- We thoroughly understand our clients' needs and their industries
- We develop client solutions with the best markets, price and terms
- We relentlessly deliver quality client service
- We get claims paid quickly

... WITH INTEGRITY

# Delivering the Willis Cause

CLIENT UNDERSTANDING	BEST SOLUTION	SERVICE QUALITY	CLAIMS PAID
<ul style="list-style-type: none"><li>• Segments</li><li>• Specialization</li><li>• Analytics</li><li>• Client profitability</li><li>• Sales operations</li><li>• Client advocacy</li></ul>	<ul style="list-style-type: none"><li>• Placement proposition</li><li>• Programs &amp; facilities</li><li>• Placement organization</li><li>• WillPlace</li><li>• Willis Quality Index</li><li>• Willis Capital Markets</li></ul>	<ul style="list-style-type: none"><li>• Operational excellence</li><li>• TOM / EPIC</li><li>• SoF Retail</li><li>• SoF London</li><li>• Service centers</li><li>• Metrics</li></ul>	<ul style="list-style-type: none"><li>• Contract certainty</li><li>• Carrier relationships</li><li>• Claims advocacy</li><li>• Claim metrics</li></ul>

... WITH INTEGRITY

\* See important disclosures regarding forward-looking statements on page 24

## Driving growth

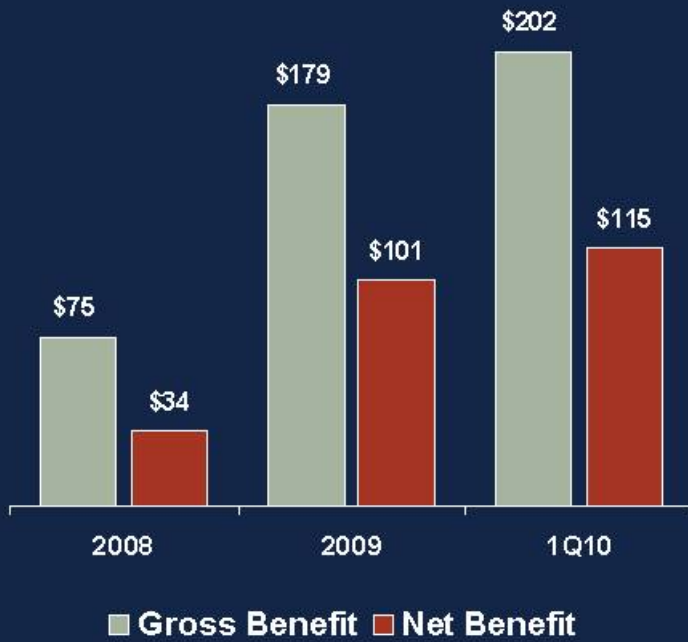
- Further develop aggressive sales culture
- Further enhance Client Advocacy
- Continue to make strategic hires
  - Reinsurance
  - International
  - Specialty lines (Energy, Marine, Aerospace)
- Build on already strong client retention
- Monitor specific growth metrics for all regions, countries and lines
- Improve tracking of the sales pipeline

**Despite industry leading growth, we believe there is an opportunity to further drive top line growth**



# Shaping our Future continues to deliver

## Cumulative SOF gross and net benefits \$ in millions



### 2010 priorities:

- Greater emphasis on retention, cross-selling and pipeline initiatives
- Further development of global marketing capabilities
- Further develop retail platform initiatives
- Technology infrastructure programs, process changes and use of support and service centers continue to drive efficiencies and increase service performance

# Funding for Growth 2010

## STRATEGY

- Generate incremental savings in 2010 to invest in new producers and growth initiatives
- Drive incremental growth and create a real sales culture through best practice in growth drivers

## EXECUTION

- Out-recruiting competitors with producer pipelines
- Developing new products or packages
- Developing new clients with existing products
- Systematic and scientific cross-sell campaigns

## RESULTS

- Drive new business growth and higher retention levels
- Closely manage savings and only invest when savings achieved

## Wrap up – 1Q10

### Willis 1Q10 performance\*

- **Industry leading 3 percent organic C&F growth**; positive organic growth in all segments
- 200+ basis points increase in adjusted operating margin driven by revenue growth and continued cost discipline
- Delivered Shaping our Future net benefits of approximately \$14 million
- Adjusted earnings per share from continuing operations of \$1.27 (includes \$0.06 of favorable FX)

### Willis 2010

- **The Willis Cause**
- Solid underlying business fundamentals in place
- Economic environment continues to present challenges
- Continue to **drive industry leading revenue growth**
- Focus on **Funding for Growth** – incremental savings to be invested in growth initiatives

# Appendix

# Important disclosures regarding forward-looking statements

This presentation contains certain "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934, which are intended to be covered by the safe harbors created by those laws. These forward-looking statements include information about possible or assumed future results of our operations.

All statements, other than statements of historical facts, included in this document that address activities, events or developments that we expect or anticipate may occur in the future, including such things as our outlook, future capital expenditures, growth in commissions and fees, business strategies, competitive strengths, goals, the benefits of new initiatives, growth of our business and operations, plans, and references to future successes are forward-looking statements. Also, when we use the words such as 'anticipate', 'believe', 'estimate', 'expect', 'intend', 'plan', 'probably', or similar expressions, we are making forward-looking statements.

There are important uncertainties, events and factors that could cause our actual results or performance to differ materially from those in the forward-looking statements contained in this document, including the following: the impact of any regional, national or global political, economic, business, competitive, market and regulatory conditions on our global business operations; the impact of current financial market conditions on our results of operations and financial condition, including as a result of any insolvencies or other difficulties experienced by our clients, insurance companies or financial institutions; our ability to continue to manage our significant indebtedness; our ability to compete effectively in our industry; our ability to implement or realize anticipated benefits of the Shaping Our Future, Right Sizing Willis, Funding for Growth initiatives or any other new initiatives; material changes in commercial property and casualty markets generally or the availability of insurance products or changes in premiums resulting from a catastrophic event, such as a hurricane, or otherwise; the volatility or declines in other insurance markets and the premiums on which our commissions are based, but which we do not control; our ability to retain key employees and clients and attract new business; the timing or ability to carry out share repurchases or take other steps to manage our capital and the limitations in our long-term debt agreements that may restrict our ability to take these actions; any fluctuations in exchange and interest rates that could affect expenses and revenue; rating agency actions that could inhibit ability to borrow funds or the pricing thereof; a significant decline in the value of investments that fund our pension plans or changes in our pension plan funding obligations; our ability to achieve the expected strategic benefits of transactions; changes in the tax or accounting treatment of our operations; any potential impact from the new US healthcare reform legislation; the potential costs and difficulties in complying with a wide variety of foreign laws and regulations and any related changes, given the global scope of our operations; our involvements in and the results of any regulatory investigations, legal proceedings and other contingencies; underwriting and advisory risks we assume in connection with our non-core capital markets and advisory operations; our exposure to potential liabilities arising from errors and omissions and other potential claims against us; and the interruption or loss of our information processing systems or failure to maintain secure information systems.

The foregoing list of factors is not exhaustive and new factors may emerge from time to time that could also affect actual performance and results. For additional information see also Part I, Item 1A "Risk Factors" included in Willis' Form 10-K for the year ended December 31, 2009, and our subsequent filings with the Securities and Exchange Commission. Copies are available online at <http://www.sec.gov> or on request from the Company.

Although we believe that the assumptions underlying our forward-looking statements are reasonable, any of these assumptions, and therefore also the forward-looking statements based on these assumptions, could themselves prove to be inaccurate. In light of the significant uncertainties inherent in the forward-looking statements included in this presentation, our inclusion of this information is not a representation or guarantee by us that our objectives and plans will be achieved. Our forward-looking statements speak only as of the date made and we will not update these forward-looking statements unless the securities laws require us to do so. In light of these risks, uncertainties and assumptions, the forward-looking events discussed in this presentation may not occur, and we caution you against unduly relying on these forward-looking statements.

# Important disclosures regarding Non-GAAP measures

This presentation contains references to "non-GAAP financial measures" as defined in Regulation G of SEC rules. We present these measures because we believe they are of interest to the investment community and they provide additional meaningful methods of evaluating certain aspects of the Company's operating performance from period to period on a basis that may not be otherwise apparent on a generally accepted accounting principles (GAAP) basis. These financial measures should be viewed in addition to, not in lieu of, the Company's condensed consolidated income statements and balance sheet as of the relevant date. Consistent with Regulation G, a description of such information is provided below and a reconciliation of certain of such items to GAAP information can be found in our periodic filings with the SEC. Our method of calculating these non-GAAP financial measures may differ from other companies and therefore comparability may be limited.

**Adjusted earnings per share from continuing operations (Adjusted EPS from continuing operations)** is defined as adjusted net income from continuing operations per diluted share.

**Adjusted net income from continuing operations** is defined as net income from continuing operations, excluding certain items as set out on page 27.

**Adjusted operating income** is defined as operating income, excluding certain items as set out on page 26.

**Adjusted operating margin** is defined as the percentage of adjusted operating income to total revenues.

**Adjusted cash flow** is defined as cash flow from operating and investing activities excluding acquisitions and disposals and certain items as set out on page 13.

**Organic commissions & fees growth** excludes: (i) the impact of foreign currency translation; (ii) the first twelve months of net commission and fee revenues generated from acquisitions; (iii) the net commission and fee revenues related to operations disposed of in each period presented; (iv) in North America, legacy contingent commissions assumed as part of the HRH acquisition and that had not been converted into higher standard commission; and (v) investment income and other income from reported revenues, as set out on pages 28 and 29.

Reconciliations to GAAP measures are provided for selected non-GAAP measures.

# Important disclosures regarding Non-GAAP measures (continued)

## Operating Income to Adjusted Operating Income

(In millions)	2005 FY	2006 FY	2007 FY	2008 FY	2009 FY	2009 1Q	2010 1Q
<b>Operating Income, GAAP Basis</b>	<b>\$451</b>	<b>\$552</b>	<b>\$620</b>	<b>\$503</b>	<b>\$694</b>	<b>\$274</b>	<b>\$301</b>
<b>Excluding:</b>							
Venezuela currency devaluation <sup>(a)</sup>	-	-	-	-	-	-	12
Net (gain)/loss on disposal of operations	(78)	4	(2)	-	(13)	-	-
Salaries and benefits - severance costs <sup>(b)</sup>	28	35	-	24	-	-	-
Salaries and benefits - other <sup>(c)</sup>	-	-	-	42	-	-	-
Regulatory settlements and related costs <sup>(d)</sup>	60	-	-	-	-	-	-
Legal settlement	20	-	-	-	-	-	-
Shaping our Future expenditure <sup>(e)</sup>	-	59	-	-	-	-	-
Gain on disposal of London headquarters <sup>(f)</sup>	-	(99)	-	-	-	-	-
HRH integration costs <sup>(g)</sup>	-	-	-	5	18	3	-
Other operating expenses <sup>(h)</sup>	-	-	-	26	-	-	-
Accelerated amortization of intangibles assets <sup>(i)</sup>	-	-	-	-	7	-	-
Redomicile costs <sup>(j)</sup>	-	-	-	-	6	-	-
<b>Adjusted Operating Income</b>	<b>\$481</b>	<b>\$551</b>	<b>\$618</b>	<b>\$600</b>	<b>\$712</b>	<b>\$277</b>	<b>\$313</b>
Operating Margin, GAAP basis	19.9%	22.7%	24.0%	17.8%	21.3%	29.5%	31.0%
Adjusted Operating Margin	21.2%	22.7%	24.0%	21.2%	21.8%	29.8%	32.2%

# Important disclosures regarding Non-GAAP measures (continued)

## Net Income from Continuing Operations to Adjusted Net Income from Continuing Operations

	2005	2006	2007	2008	2009	2009	2010
(In millions, except per share data)	FY	FY	FY	FY	FY	1Q	1Q
<b>Net Income from Continuing Ops, GAAP Basis</b>	<b>\$281</b>	<b>\$449</b>	<b>\$409</b>	<b>\$302</b>	<b>\$436</b>	<b>\$192</b>	<b>\$204</b>
<b>Excluding the following, net of tax:</b>							
Venezuela Currency Devaluation <sup>(a)</sup>	-	-	-	-	-	-	12
Net (gain)/loss on disposal of operations	(41)	3	(2)	-	(11)	-	-
Non-recurring premium on redemption of subordinated debt	-	-	-	-	-	-	-
Salaries and benefits - severance programs <sup>(b)</sup>	19	25	-	17	-	-	-
Salaries and benefits - other <sup>(c)</sup>	-	-	-	30	-	-	-
Regulatory settlements and related costs <sup>(d)</sup>	36	-	-	-	-	-	-
Legal settlement	14	-	-	-	-	-	-
Shaping our Future expenditure <sup>(e)</sup>	-	41	-	-	-	-	-
Gain on disposal of London headquarters <sup>(f)</sup>	-	(92)	-	-	-	-	-
HRH financing (pre-close) and integration costs <sup>(g)</sup>	-	-	-	10	13	2	-
Other operating expenses <sup>(h)</sup>	-	-	-	19	-	-	-
Accelerated amortization of intangibles assets <sup>(i)</sup>	-	-	-	-	4	-	-
Redomicile costs <sup>(j)</sup>	-	-	-	-	8	-	-
Premium on early redemption of 2010 bonds <sup>(k)</sup>	-	-	-	-	4	-	-
<b>Adjusted Net Income from Continuing Operations</b>	<b>\$309</b>	<b>\$426</b>	<b>\$407</b>	<b>\$378</b>	<b>\$452</b>	<b>\$194</b>	<b>\$216</b>
Diluted shares outstanding, GAAP basis	163	158	147	148	169	167	170
Net income from continuing operations per diluted share	\$1.72	\$2.84	\$2.78	\$2.04	\$2.58	\$1.15	\$1.20
Adjusted net income from continuing operations per diluted share	\$1.90	\$2.70	\$2.77	\$2.55	\$2.67	\$1.16	\$1.27



# Important disclosures regarding Non-GAAP measures (continued)

## Commissions and Fees Analysis\*

	2010	2009	Change	Foreign currency translation	Acquisitions and disposals	Contingent Commissions	Organic commissions and fees grow th
	(\$ millions)		%	%	%	%	%
<b>Three months ended March 31,</b>							
Global	\$ 301	\$275	9	3	(1)	-	7
North America	361	371	(3)	-	-	(4)	1
International	301	269	12	7	2	-	3
Commissions and Fees	\$ 963	\$ 915	5	3	-	(1)	3

\* Included in North America reported commissions and fees were legacy HRH contingent commissions of \$8 million in the first quarter of 2010 compared with \$20 million in the first quarter of 2009.

# Important disclosures regarding Non-GAAP measures (continued)

## Commissions and Fees Analysis\*

	2009	2008	Change	Foreign currency translation	Acquisitions and disposals	Organic commissions and fees growth
	(\$ millions)		%	%	%	%
<b>2009 Full year</b>						
Global	\$822	\$784	5	(3)	4	4
North America	1,388	905	51	0	54	(3)
International	1,020	1,055	(3)	(8)	1	4
Commissions and Fees	<u>\$3,210</u>	<u>\$2,744</u>	<u>17</u>	<u>(4)</u>	<u>19</u>	<u>2</u>

	2008	2007	Change	Foreign currency translation	Acquisitions and disposals	Organic commissions and fees growth
	(\$ millions)		%	%	%	%
<b>2008 Full year</b>						
Global	\$784	\$750	5	0	3	2
North America	905	751	21	0	22	(1)
International	1,055	982	10	1	0	9
Commissions and Fees	<u>\$2,744</u>	<u>\$2,483</u>	<u>11</u>	<u>1</u>	<u>6</u>	<u>4</u>

# Important disclosures regarding Non-GAAP measures (continued)

## Notes to the Operating Income to Adjusted Operating Income reconciliation and Net Income from Continuing Operations to Adjusted Net Income from Continuing Operations reconciliation

- (a) With effect from January 1, 2010, the Venezuelan economy was designated as hyper-inflationary. The Venezuelan government also devalued the Bolivar Fuerte in January 2010. As a result of these actions, the Company recorded a one-time charge in other expenses to reflect the re-measurement of its net assets denominated in Venezuelan Bolivar Fuerte.
- (b) Severance costs excluded from adjusted operating income and adjusted net income in 2008 relate to approximately 350 positions through the year ended December 31, 2008 that were eliminated as part of the 2008 expense review. Severance costs also arise in the normal course of business and these charges (pre-tax) amounted to \$8 million and \$16 million for the first quarter of 2010 and 2009, respectively, and \$24 million and \$2 million for the year ended December 31, 2009 and 2008, respectively.
- (c) Other 2008 expense review salaries and benefits costs relate primarily to contract buyouts.
- (d) Comprises \$51 million to establish the reimbursement funds agreed with the New York and Minnesota Attorneys General and New York Department of Insurance in April 2005 and \$9 million of related legal and administrative expenses.
- (e) In addition to severance costs and a net loss on disposal of operations, the Company incurred significant additional expenditure in 2006 to launch its strategic initiatives, including professional fees, lease termination costs and vacant space provisions.
- (f) The gain on disposal of London headquarters is shown net of leaseback costs.
- (g) 2009 HRH integration costs include \$nil million severance costs (\$2 million in 2008).
- (h) Other operating expenses primarily relate to property and systems rationalization.
- (i) The charge for the accelerated amortization for intangibles relates to the HRH brand name. Following the successful integration of HRH into our North American operations, we announced on October 1, 2009 that our North America retail operations would change their name from Willis HRH to Willis North America. Consequently, the intangible asset recognized on the acquisition of HRH relating to the HRH brand has been fully amortized.
- (j) These are legal and professional fees incurred as part of the Company's redomicile of its parent Company from Bermuda to Ireland.
- (k) On September 29, 2009 we repurchased \$160 million of our 5.125 percent Senior Notes due July 2010 at a premium of \$27.50 per \$1,000 face value, resulting in a total pre-tax premium on redemption, including fees, of pre-tax \$5 million.

# **WILLIS GROUP HOLDINGS FACT BOOK**

**FOR THE QUARTER ENDED  
MARCH 31, 2010**

The Willis logo is positioned on the right side of a horizontal bar. The bar is divided into a yellow section on the left and a dark blue section on the right. The word "Willis" is written in white, serif font within the dark blue section.

**Willis**