

## **FREQUENTLY ASKED QUESTIONS ABOUT YOUR SHARES OF THE NAVIGATORS GROUP, INC.**

### **Is the exchange of my Navigators common shares for cash mandatory? What will I receive in exchange for my Navigators common shares?**

Yes. As a result of the merger of The Navigators Group, Inc. (“Navigators”) with a subsidiary of The Hartford Financial Services Group, Inc. (“The Hartford”) on May 23, 2019 (the “Merger”), each Navigators common share has been automatically canceled and converted into the right to receive the Merger Consideration, consisting of \$70.00 per share, without interest. Navigators shares have stopped trading and can no longer be transferred. The Hartford and Navigators have enlisted Branch Banking and Trust Company (“BB&T”) to act as Paying Agent for the exchange of shares for Merger Consideration pursuant to the Merger.

### **What if some or all of my Navigators shares are held for me by a financial institution or broker? Will it handle the exchange of my Navigators shares for cash?**

Yes. If you have questions about the exchange of your Navigators shares held in “street name” for the Merger Consideration, please contact your broker or financial institution directly.

### **If I own my Navigators shares in book-entry form through the Depository Trust Company (“DTC”), how are they exchanged?**

If you were listed on the books of Navigators’ transfer agent as a registered shareholder and held all of your Navigators shares in book-entry form through DTC, you or your broker or financial institution, as applicable, will receive a check from the Paying Agent representing your Merger Consideration.

### **If I own my Navigators shares in book-entry form, but not through DTC, how are they exchanged?**

If you were listed on the books of Navigators’ transfer agent as a registered shareholder and held all of your Navigators shares in book-entry form, but not through DTC, the Paying Agent will send you a Letter of Transmittal for your Navigators book entry shares. You must complete the Letter of Transmittal and return it to BB&T to receive the Merger Consideration for your certificated shares. The Paying Agent will send you a pre-addressed envelope for you to use for this purpose. You will need to pay the postage when you return your Letter of Transmittal. We recommend that you photocopy the documents and mail the originals to the Paying Agent by registered mail, return receipt requested. Retain the receipt and photocopies until the exchange is complete.

### **If I own my Navigators shares only in certificated form, how are they exchanged?**

If you were listed on the books of Navigators’ transfer agent as a registered shareholder and held all of your Navigators shares in certificated form, the Paying Agent will send you a Letter of Transmittal for your certificated Navigators shares. You must complete the Letter of Transmittal and return it, along with all of your share certificates, to BB&T to receive the Merger Consideration for your certificated shares. The Paying Agent will send you a pre-addressed envelope for you to use for this purpose. You will need to pay the postage when you return your Letter of Transmittal. We recommend that you photocopy the documents and mail the originals to the Paying Agent by registered mail, return receipt requested. Retain the receipt and photocopies until the exchange is complete.

**If I own my Navigators shares in certificated and book-entry form, how are they exchanged?**

If you were listed on the books of Navigators' transfer agent as a registered shareholder and held shares in both book-entry and certificated form, and your book-entry shares are not held through DTC, the Paying Agent will send you a Letter of Transmittal for your certificated shares and your book-entry shares. You must complete the Letter of Transmittal and return it, along with all of your share certificates, to BB&T to receive the Merger Consideration for your certificated shares and your book entry shares. The Paying Agent will send you a pre-addressed envelope for you to use for this purpose. You will need to pay the postage when you return your Letter of Transmittal. We recommend that you photocopy the documents and mail the originals to the Paying Agent by registered mail, return receipt requested. Retain the receipt and photocopies until the exchange is complete.

If you were listed on the books of Navigators' transfer agent as a registered shareholder and held shares in both book-entry and certificated form, and your book-entry shares are held through DTC, the Paying Agent will send you a Letter of Transmittal for your certificated shares. You must complete the Letter of Transmittal and return it, along with all of your share certificates, to BB&T to receive the Merger Consideration for your certificated shares. You are not, however, required to complete a Letter of Transmittal for your book-entry shares held through DTC. You or your broker or financial institution, as applicable, will receive a check for the Merger Consideration for your book-entry shares separate from your return of the Letter of Transmittal for your certificated shares.

**What if I can't locate all of my Navigators share certificates?**

If you cannot locate some or all of the Navigators share certificates you own, please complete the Affidavit of Lost Certificate accompanying the Letter of Transmittal. You will have to pay the cost of a bond in order to have your missing certificates exchanged for the Merger Consideration, so it is to your benefit to locate the certificates if possible.

**Should I endorse my Navigators share certificates that I am sending to the Paying Agent?**

No. For your protection, please do not endorse the share certificates for Navigators shares you own in certificated form.

**What if I have Navigators share certificates in more than one account?**

You will receive a separate Letter of Transmittal for each account in which you own Navigators shares in certificated form. You must complete and submit each Letter of Transmittal that you receive, along with the appropriate certificates.

**How long will it take the Paying Agent to send me a check in exchange for my Navigators share certificates?**

For shareholders who own some or all of their Navigators shares in certificated form, you can expect the check for the Merger Consideration will be mailed within three (3) business days of the Paying Agent's receipt of your documents, assuming that all of the documents required to exchange your Navigators share certificates for the corresponding Merger Consideration are in proper order. If more than ten business days have elapsed from the date you submitted the required materials and you have not received your check, please contact the Paying Agent. (See Paying Agent contact information below in response to last question.)

**What will happen if there is a problem with the documents that I submit?**

The Paying Agent will return the package you initially submitted to you, with a letter describing the issue(s) and the additional information or steps that may be required in order to process your Navigators shares to receive the Merger Consideration.

**What are the tax implications of the Merger?**

The receipt of cash in exchange for Navigators common shares pursuant to the Merger will be a taxable transaction for U.S. federal income tax purposes. In general, a U.S. holder will recognize capital gain or loss for U.S. federal income tax purposes on the exchange of Navigators common shares for Merger Consideration. For additional information on the tax implications of the Merger, please refer to “Material U.S. Federal Income Tax Consequences of the Merger” at page 11 of the proxy statement issued to Navigators shareholders on October 12, 2018 in connection with their vote on the Merger. The proxy statement is available free of charge on the SEC’s website ([www.sec.gov](http://www.sec.gov)). You should also consult your tax advisor as to the particular tax consequences of the Merger to you, including the tax consequences under U.S. federal, state, local, foreign and other tax laws.

**What is the taxable year for the transaction?**

The receipt of Merger Consideration for Navigators common stock will be taxable in the year 2019, when the Merger closed.

**What if I want to transfer the right to receive the Merger Consideration to another person?**

If you hold certificated shares and you wish your check to be issued to a person other than the registered owner, please follow the instructions on the Letter of Transmittal and fill out the applicable boxes.

**How do I contact the Paying Agent if I have questions or need to send material to them?**

You can contact the Paying Agent at the following coordinates:

**BRANCH BANKING AND TRUST COMPANY  
CORPORATE TRUST  
c/o Tonya Macklin-Fields  
223 West Nash Street  
Wilson, North Carolina 27893**

**For Information by Phone: 252-246-4242  
(Ask for Tonya Macklin-Fields)**

Delivery of the Letter of Transmittal and Navigators share certificates to any address other than the above will not constitute a valid delivery. **Do not send your share certificates to Navigators or The Hartford.**