

4 November 2013

# CLAIMS REPORTING SUITE

## WHAT ARE THE KEY PERFORMANCE INDICATORS?

- |          |                               |  |
|----------|-------------------------------|--|
| <b>1</b> | <b>RESERVE ACCURACY</b>       | <p>First reserve vs incurred at closure</p> <p>Reserves at notification, plus 1,3, 6, 12 months from notification, half life, minus 6,12, 24 months from closure vs incurred at closure</p>  |
| <b>2</b> | <b>STATIC RESERVES</b>        | <p>Static claim volume</p> <p>Static claim value</p>   |
| <b>3</b> | <b>RECOVERIES</b>             | <p>% recovery amounts made vs incurred</p> <p>% number of recoveries vs recovery opportunities identified</p>  |
| <b>4</b> | <b>FILE MANAGEMENT</b>        | <p>Number of days from 1st advice to 1st reserve</p> <p>Number of days from 1st advice to final settlement</p> <p>Number days from 1st advice to 1st indemnity payment</p> <p>Number days from final indemnity settlement to file closure</p> <p>Number of days from 1st advice to file closure</p> <p>Reopening rates</p> |
| <b>5</b> | <b>ECF</b>                    | <p>End to end transaction time</p> <p>Response times</p> <p>Queries</p> <p>Incomplete transactions</p>   |
| <b>6</b> | <b>NIL RESERVE CLAIMS</b>     | <p>Number of nil reserve open claims by age banding and TBA code</p>   |
| <b>7</b> | <b>RESOURCING</b>             | <p>Open lead claims per adjuster</p> <p>Movements per adjuster</p>   |
| <b>8</b> | <b>EXPERT MANAGEMENT</b>      | <p>Fees incurred vs total final incurred</p> <p>Fees incurred vs the highest total incurred</p> <p>First fee reserve vs actual fee at settlement</p> <p>Open claims with expert associated with no fee reserve</p>   |
| <b>9</b> | <b>CATASTROPHE MANAGEMENT</b> | <p>Claims volumes by cat code</p> <p>Claims values by cat code</p>   |