



## QBE's THIRD BUSINESS SENTIMENT SURVEY DATA EXTRACT

London, January 2010

### **About the QBE's Third Business Sentiment Survey**

Data were collected by The Survey Shop in November 2009. A total of 402 interviews were conducted by telephone using quota sampling. Respondents were qualified as owners, managers and decision-makers, and the data are representative of SMEs in UK and Ireland. The data are representative of SMEs in the UK and Ireland, grouped by region (East, London, Midlands & Wales, North Midlands, North West, Scotland, South West, Yorkshire & North East and Ireland) and by number of employees (Up to 10, 10 to 49 and 50 to 250).

### **About QBE**

Founded in Australia over 100 years ago, QBE Insurance Group is a specialist business insurer, now operating out of 45 countries across the globe. We have been active in the UK since 1904, originally within the marine insurance market, but branching out more recently to offer commercial insurance to companies across the UK. At the end of 2008, the Group's turnover was over £6bn, making it one of the largest insurance firms in the UK.

We provide insurance for a broad range of business categories, including property, motor (commercial, bus and fleet), public and product liability insurance, professional indemnity, leisure and sport, marine, energy, aviation, and specialty insurance, including bloodstock.

In the UK QBE is rated a leading insurer for claims service,\* among the top three insurance companies for service overall by *Insurance Times*, 2008 and was chosen as 'most competitive insurer' in July 2009\*\*.

\* June 2009, source: Gracechurch Survey

\*\* Source: Insurance Times



QBE is proud to be the official insurance partner of the Guinness Premiership. This partnership with the world's most competitive domestic rugby union competition will allow QBE's brand to develop and business to grow in the UK.

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**Extracts from QBE's Third Business Sentiment Survey**

**How do you expect your business to be affected in the next 6 months?**

|   | <b>Region</b> |                |               |                    |                 |              |                 |              |                |                |
|---|---------------|----------------|---------------|--------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|
|   | <b>All</b>    | <b>Eastern</b> | <b>London</b> | <b>Midlands</b>    | <b>North</b>    | <b>North</b> | <b>Scotland</b> | <b>South</b> | <b>Yorks/</b>  | <b>Ireland</b> |
| <b>Total</b>  | <b>(402)</b>  | <b>England</b> | <b>(38)</b>   | <b>&amp; Wales</b> | <b>Midlands</b> | <b>West</b>  | <b>(39)</b>     | <b>west</b>  | <b>N. East</b> | <b>(100)</b>   |
|   |               | <b>(37)</b>    |               | <b>(38)</b>        | <b>(37)</b>     | <b>(37)</b>  |                 | <b>(40)</b>  | <b>(36)</b>    |                |
| <b>Sales turnover to increase greatly in the next 6 months</b>      | 5%            | 5%             | 11%           | 11%                | 8%              | 5%           | 0%              | 3%           | 8%             | 2%             |
| <b>Sales turnover to increase a little in the next 6 months</b>     | 28%           | 27%            | 24%           | 32%                | 35%             | 27%          | 36%             | 33%          | 33%            | 18%            |
| <b>Sales turnover to stay the same in the next 6 months</b>         | 41%           | 49%            | 37%           | 34%                | 30%             | 57%          | 51%             | 50%          | 39%            | 33%            |
| <b>Sales turnover to decrease a little in the next 6 months</b>     | 19%           | 16%            | 18%           | 11%                | 19%             | 5%           | 10%             | 13%          | 17%            | 37%            |
| <b>Sales turnover to decrease a great deal in the next 6 months</b> | 7%            | 3%             | 11%           | 13%                | 8%              | 5%           | 3%              | 3%           | 3%             | 10%            |
| <b>Column Total</b>   | 100%          | 100%           | 100%          | 100%               | 100%            | 100%         | 100%            | 100%         | 100%           | 100%           |



**Extracts from QBE's Third Business Sentiment Survey**

**How do you expect your business to be affected in the next 6 months?**

|   | Country      |              |              | Number of employees |             |             |
|---|--------------|--------------|--------------|---------------------|-------------|-------------|
|   | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>  | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Sales turnover to increase greatly in the next 6 months</b>      | 5%           | 2%           | 6%           | 5%                  | 6%          | 6%          |
| <b>Sales turnover to increase a little in the next 6 months</b>     | 28%          | 18%          | 31%          | 26%                 | 31%         | 31%         |
| <b>Sales turnover to stay the same in the next 6 months</b>         | 41%          | 33%          | 43%          | 44%                 | 35%         | 31%         |
| <b>Sales turnover to decrease a little in the next 6 months</b>     | 19%          | 37%          | 14%          | 17%                 | 25%         | 26%         |
| <b>Sales turnover to decrease a great deal in the next 6 months</b> | 7%           | 10%          | 6%           | 8%                  | 2%          | 6%          |
| <b>Column Total</b>   | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**How do you expect your business to be affected in the next 6 months?**

|   | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|---|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|   | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>  | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>Sales turnover to increase greatly in the next 6 months</b>      | 5%                          | 3%                            | 4%                                   | 0%                            | 3%                                  | 5%                            | 9%                        | 7%                             | 9%           |
| <b>Sales turnover to increase a little in the next 6 months</b>     | 28%                         | 13%                           | 32%                                  | 25%                           | 43%                                 | 15%                           | 24%                       | 33%                            | 23%          |
| <b>Sales turnover to stay the same in the next 6 months</b>         | 41%                         | 47%                           | 44%                                  | 45%                           | 38%                                 | 35%                           | 40%                       | 33%                            | 55%          |
| <b>Sales turnover to decrease a little in the next 6 months</b>     | 19%                         | 29%                           | 19%                                  | 20%                           | 8%                                  | 30%                           | 13%                       | 23%                            | 9%           |
| <b>Sales turnover to decrease a great deal in the next 6 months</b> | 7%                          | 8%                            | 1%                                   | 10%                           | 10%                                 | 15%                           | 15%                       | 4%                             | 5%           |
| <b>Column Total</b>   | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Are current business conditions the most favourable you have experienced in the last 18 months?**

|                     | Region |         |        |          |          |       |          |       |         |         |
|---------------------|--------|---------|--------|----------|----------|-------|----------|-------|---------|---------|
|                     | All    | Eastern | London | Midlands | North    | North | Scotland | South | Yorks/  | Ireland |
|                     | (402)  | England | (38)   | & Wales  | Midlands | West  | (39)     | west  | N. East | (100)   |
|                     | Total  | (37)    | (38)   | (38)     | (37)     | (37)  | (40)     | (36)  |         |         |
| <b>Yes</b>          | 29%    | 43%     | 32%    | 26%      | 30%      | 24%   | 26%      | 28%   | 44%     | 20%     |
| <b>No</b>           | 67%    | 54%     | 66%    | 68%      | 59%      | 76%   | 74%      | 63%   | 53%     | 77%     |
| <b>Don't know</b>   | 4%     | 3%      | 3%     | 5%       | 11%      | 0%    | 0%       | 10%   | 3%      | 3%      |
| <b>Column Total</b> | 100%   | 100%    | 100%   | 100%     | 100%     | 100%  | 100%     | 100%  | 100%    | 100%    |



**Extracts from QBE's Third Business Sentiment Survey**

**Are current business conditions the most favourable you have experienced in the last 18 months?**

|                     | Country      |              |              | Number of employees |             |             |
|---------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                     | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>        | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Yes</b>          | 29%          | 20%          | 31%          | 28%                 | 29%         | 34%         |
| <b>No</b>           | 67%          | 77%          | 64%          | 68%                 | 67%         | 66%         |
| <b>Don't know</b>   | 4%           | 3%           | 4%           | 5%                  | 4%          | 0%          |
| <b>Column Total</b> | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**Are current business conditions the most favourable you have experienced in the last 18 months?**

|                     | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|---------------------|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|                     | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>        | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>Yes</b>          | 29%                         | 29%                           | 27%                                  | 25%                           | 25%                                 | 25%                           | 44%                       | 23%                            | 32%          |
| <b>No</b>           | 67%                         | 63%                           | 69%                                  | 65%                           | 70%                                 | 75%                           | 53%                       | 77%                            | 55%          |
| <b>Don't know</b>   | 4%                          | 8%                            | 4%                                   | 10%                           | 5%                                  | 0%                            | 4%                        | 0%                             | 14%          |
| <b>Column Total</b> | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Would you say your business is now better placed to make the most of an upturn in the economy than it was 18 months ago?**

|                     | Region |         |        |          |          |       |          |       |         |         |
|---------------------|--------|---------|--------|----------|----------|-------|----------|-------|---------|---------|
|                     | All    | Eastern | London | Midlands | North    | North | Scotland | South | Yorks/  | Ireland |
|                     | (402)  | England | (38)   | & Wales  | Midlands | West  | (39)     | west  | N. East | (100)   |
|                     | Total  | (37)    | (38)   | (38)     | (37)     | (37)  | (40)     | (36)  |         |         |
| <b>Yes</b>          | 54%    | 49%     | 37%    | 50%      | 54%      | 46%   | 56%      | 60%   | 61%     | 60%     |
| <b>No</b>           | 37%    | 43%     | 45%    | 39%      | 30%      | 46%   | 36%      | 30%   | 33%     | 34%     |
| <b>Don't know</b>   | 9%     | 8%      | 18%    | 11%      | 16%      | 8%    | 8%       | 10%   | 6%      | 6%      |
| <b>Column Total</b> | 100%   | 100%    | 100%   | 100%     | 100%     | 100%  | 100%     | 100%  | 100%    | 100%    |



**Extracts from QBE's Third Business Sentiment Survey**

**Would you say your business is now better placed to make the most of an upturn in the economy than it was 18 months ago?**

|                     | Country      |              |              | Number of employees |             |             |
|---------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                     | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>        | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Yes</b>          | 54%          | 60%          | 52%          | 47%                 | 66%         | 77%         |
| <b>No</b>           | 37%          | 34%          | 38%          | 42%                 | 27%         | 17%         |
| <b>Don't know</b>   | 9%           | 6%           | 11%          | 11%                 | 7%          | 6%          |
| <b>Column Total</b> | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**Would you say your business is now better placed to make the most of an upturn in the economy than it was 18 months ago?**

|                     | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|---------------------|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|                     | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>        | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>Yes</b>          | 54%                         | 53%                           | 53%                                  | 55%                           | 55%                                 | 53%                           | 56%                       | 51%                            | 64%          |
| <b>No</b>           | 37%                         | 42%                           | 39%                                  | 25%                           | 40%                                 | 40%                           | 36%                       | 37%                            | 18%          |
| <b>Don't know</b>   | 9%                          | 5%                            | 9%                                   | 20%                           | 5%                                  | 8%                            | 7%                        | 12%                            | 18%          |
| <b>Column Total</b> | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will before we see full economic recovery in [the UK / Ireland]?**

|                                | <b>Region</b> |                |               |                    |                 |              |                 |              |                |                |
|--------------------------------|---------------|----------------|---------------|--------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|
|                                | <b>All</b>    | <b>Eastern</b> | <b>London</b> | <b>Midlands</b>    | <b>North</b>    | <b>North</b> | <b>Scotland</b> | <b>South</b> | <b>Yorks/</b>  | <b>Ireland</b> |
|                                | <b>Total</b>  | <b>England</b> |               | <b>&amp; Wales</b> | <b>Midlands</b> | <b>West</b>  |                 | <b>west</b>  | <b>N. East</b> |                |
|                                | <b>(402)</b>  | <b>(37)</b>    | <b>(38)</b>   | <b>(38)</b>        | <b>(37)</b>     | <b>(37)</b>  | <b>(39)</b>     | <b>(40)</b>  | <b>(36)</b>    | <b>(100)</b>   |
| <b>6 months</b>                | 4%            | 3%             | 0%            | 11%                | 3%              | 8%           | 3%              | 0%           | 3%             | 4%             |
| <b>12 months</b>               | 22%           | 30%            | 16%           | 16%                | 27%             | 14%          | 41%             | 28%          | 31%            | 13%            |
| <b>18 months</b>               | 17%           | 8%             | 29%           | 21%                | 14%             | 16%          | 3%              | 18%          | 31%            | 16%            |
| <b>2 years</b>                 | 47%           | 38%            | 42%           | 42%                | 41%             | 54%          | 38%             | 43%          | 28%            | 66%            |
| <b>[Unprompted] Don't know</b> | 10%           | 22%            | 13%           | 11%                | 16%             | 8%           | 15%             | 13%          | 8%             | 1%             |
| <b>Column Total</b>            | 100%          | 100%           | 100%          | 100%               | 100%            | 100%         | 100%            | 100%         | 100%           | 100%           |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will before we see full economic recovery in [the UK / Ireland]?**

|                                | Country      |              |              | Number of employees |             |             |
|--------------------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                                | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>                   | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>6 months</b>                | 4%           | 4%           | 4%           | 4%                  | 4%          | 6%          |
| <b>12 months</b>               | 22%          | 13%          | 25%          | 20%                 | 33%         | 17%         |
| <b>18 months</b>               | 17%          | 16%          | 17%          | 17%                 | 16%         | 23%         |
| <b>2 years</b>                 | 47%          | 66%          | 41%          | 48%                 | 43%         | 46%         |
| <b>[Unprompted] Don't know</b> | 10%          | 1%           | 13%          | 12%                 | 5%          | 9%          |
| <b>Column Total</b>            | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will before we see full economic recovery in [the UK / Ireland]?**

|                                | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|--------------------------------|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|                                | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>                   | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>6 months</b>                | 4%                          | 5%                            | 2%                                   | 5%                            | 3%                                  | 8%                            | 9%                        | 0%                             | 5%           |
| <b>12 months</b>               | 22%                         | 26%                           | 20%                                  | 15%                           | 25%                                 | 18%                           | 25%                       | 21%                            | 32%          |
| <b>18 months</b>               | 17%                         | 18%                           | 14%                                  | 20%                           | 18%                                 | 23%                           | 16%                       | 15%                            | 23%          |
| <b>2 years</b>                 | 47%                         | 42%                           | 53%                                  | 50%                           | 55%                                 | 43%                           | 38%                       | 48%                            | 36%          |
| <b>[Unprompted] Don't know</b> | 10%                         | 8%                            | 11%                                  | 10%                           | 0%                                  | 10%                           | 11%                       | 16%                            | 5%           |
| <b>Column Total</b>            | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will take your business to recover from the recession?**

|                                | <b>Region</b> |                |               |                    |                 |              |                 |              |                |                |
|--------------------------------|---------------|----------------|---------------|--------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|
|                                | <b>All</b>    | <b>Eastern</b> | <b>London</b> | <b>Midlands</b>    | <b>North</b>    | <b>North</b> | <b>Scotland</b> | <b>South</b> | <b>Yorks/</b>  | <b>Ireland</b> |
|                                | <b>(402)</b>  | <b>England</b> | <b>(38)</b>   | <b>&amp; Wales</b> | <b>Midlands</b> | <b>West</b>  | <b>(39)</b>     | <b>west</b>  | <b>N. East</b> | <b>(100)</b>   |
|                                | <b>Total</b>  | <b>(37)</b>    | <b>(38)</b>   | <b>(38)</b>        | <b>(37)</b>     | <b>(37)</b>  | <b>(39)</b>     | <b>(40)</b>  | <b>(36)</b>    | <b>(100)</b>   |
| <b>It already has</b>          | 22%           | 27%            | 29%           | 24%                | 27%             | 30%          | 15%             | 28%          | 31%            | 8%             |
| <b>6 months</b>                | 12%           | 19%            | 16%           | 18%                | 11%             | 14%          | 3%              | 23%          | 14%            | 6%             |
| <b>12 months</b>               | 21%           | 14%            | 18%           | 11%                | 22%             | 14%          | 36%             | 15%          | 19%            | 27%            |
| <b>18 months</b>               | 12%           | 8%             | 16%           | 13%                | 11%             | 16%          | 5%              | 8%           | 17%            | 12%            |
| <b>2 years</b>                 | 26%           | 19%            | 13%           | 26%                | 27%             | 16%          | 33%             | 13%          | 11%            | 45%            |
| <b>[Unprompted] Don't know</b> | 7%            | 14%            | 8%            | 8%                 | 3%              | 11%          | 8%              | 15%          | 8%             | 2%             |
| <b>Column Total</b>            | 100%          | 100%           | 100%          | 100%               | 100%            | 100%         | 100%            | 100%         | 100%           | 100%           |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will take your business to recover from the recession?**

|                                | Country      |              |              | Number of employees |             |             |
|--------------------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                                | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>                   | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>It already has</b>          | 22%          | 8%           | 26%          | 21%                 | 23%         | 26%         |
| <b>6 months</b>                | 12%          | 6%           | 15%          | 12%                 | 18%         | 3%          |
| <b>12 months</b>               | 21%          | 27%          | 19%          | 20%                 | 25%         | 14%         |
| <b>18 months</b>               | 12%          | 12%          | 12%          | 13%                 | 8%          | 6%          |
| <b>2 years</b>                 | 26%          | 45%          | 20%          | 27%                 | 18%         | 40%         |
| <b>[Unprompted] Don't know</b> | 7%           | 2%           | 9%           | 7%                  | 7%          | 11%         |
| <b>Column Total</b>            | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**How long do you expect it will take your business to recover from the recession?**

|                                | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|--------------------------------|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|                                | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>                   | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>It already has</b>          | 22%                         | 29%                           | 22%                                  | 25%                           | 23%                                 | 15%                           | 27%                       | 14%                            | 27%          |
| <b>6 months</b>                | 12%                         | 8%                            | 14%                                  | 5%                            | 15%                                 | 15%                           | 20%                       | 5%                             | 14%          |
| <b>12 months</b>               | 21%                         | 21%                           | 14%                                  | 25%                           | 23%                                 | 20%                           | 24%                       | 26%                            | 23%          |
| <b>18 months</b>               | 12%                         | 13%                           | 11%                                  | 25%                           | 13%                                 | 10%                           | 5%                        | 14%                            | 14%          |
| <b>2 years</b>                 | 26%                         | 18%                           | 27%                                  | 15%                           | 25%                                 | 38%                           | 18%                       | 34%                            | 18%          |
| <b>[Unprompted] Don't know</b> | 7%                          | 11%                           | 12%                                  | 5%                            | 3%                                  | 3%                            | 5%                        | 7%                             | 5%           |
| <b>Column Total</b>            | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**If current conditions were to continue for another twelve months how would your business be affected?**

|  | <b>Region</b> |                |               |                    |                 |              |                 |              |                |                |
|--|---------------|----------------|---------------|--------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|
|  | <b>All</b>    | <b>Eastern</b> | <b>London</b> | <b>Midlands</b>    | <b>North</b>    | <b>North</b> | <b>Scotland</b> | <b>South</b> | <b>Yorks/</b>  | <b>Ireland</b> |
|  | <b>(402)</b>  | <b>England</b> | <b>(38)</b>   | <b>&amp; Wales</b> | <b>Midlands</b> | <b>West</b>  | <b>(39)</b>     | <b>west</b>  | <b>N. East</b> | <b>(100)</b>   |
| <b>Total</b>   | <b>(402)</b>  | <b>(37)</b>    | <b>(38)</b>   | <b>(38)</b>        | <b>(37)</b>     | <b>(37)</b>  | <b>(39)</b>     | <b>(40)</b>  | <b>(36)</b>    | <b>(100)</b>   |
| <b>It would provide the opportunity for profitability and growth</b> | 9%            | 11%            | 5%            | 16%                | 16%             | 5%           | 0%              | 13%          | 8%             | 7%             |
| <b>It would not be difficult to maintain sales and manage costs</b>  | 21%           | 35%            | 29%           | 21%                | 16%             | 30%          | 18%             | 20%          | 33%            | 9%             |
| <b>It would be difficult but manageable</b>                          | 50%           | 32%            | 47%           | 42%                | 43%             | 49%          | 69%             | 55%          | 44%            | 54%            |
| <b>It would be extremely difficult to survive</b>                    | 21%           | 22%            | 18%           | 21%                | 24%             | 16%          | 13%             | 13%          | 14%            | 30%            |
| <b>Column Total</b>  | 100%          | 100%           | 100%          | 100%               | 100%            | 100%         | 100%            | 100%         | 100%           | 100%           |



**Extracts from QBE's Third Business Sentiment Survey**

**If current conditions were to continue for another twelve months how would your business be affected?**

|  | Country      |              |              | Number of employees |             |             |
|--|--------------|--------------|--------------|---------------------|-------------|-------------|
|  | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>   | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>It would provide the opportunity for profitability and growth</b> | 9%           | 7%           | 9%           | 7%                  | 16%         | 6%          |
| <b>It would not be difficult to maintain sales and manage costs</b>  | 21%          | 9%           | 25%          | 20%                 | 23%         | 23%         |
| <b>It would be difficult but manageable</b>                          | 50%          | 54%          | 48%          | 49%                 | 52%         | 49%         |
| <b>It would be extremely difficult to survive</b>                    | 21%          | 30%          | 18%          | 24%                 | 10%         | 23%         |
| <b>Column Total</b>  | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**If current conditions were to continue for another twelve months how would your business be affected?**

|  | <b>Main business sector</b> |                               |                                      |                               |                                     |                               |                           |                                |              |
|--|-----------------------------|-------------------------------|--------------------------------------|-------------------------------|-------------------------------------|-------------------------------|---------------------------|--------------------------------|--------------|
|  | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business / Prof.<br/>services</b> | <b>Financial<br/>services</b> | <b>IT,<br/>Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng.<br/>/Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>   | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>                   | <b>(40)</b>                         | <b>(40)</b>                   | <b>(55)</b>               | <b>(73)</b>                    | <b>(22)</b>  |
| <b>It would provide the opportunity for profitability and growth</b> | 9%                          | 5%                            | 11%                                  | 5%                            | 15%                                 | 3%                            | 15%                       | 3%                             | 9%           |
| <b>It would not be difficult to maintain sales and manage costs</b>  | 21%                         | 26%                           | 21%                                  | 20%                           | 23%                                 | 20%                           | 22%                       | 15%                            | 32%          |
| <b>It would be difficult but manageable</b>                          | 50%                         | 53%                           | 47%                                  | 65%                           | 43%                                 | 50%                           | 44%                       | 59%                            | 36%          |
| <b>It would be extremely difficult to survive</b>                    | 21%                         | 16%                           | 20%                                  | 10%                           | 20%                                 | 28%                           | 20%                       | 23%                            | 23%          |
| <b>Column Total</b>  | 100%                        | 100%                          | 100%                                 | 100%                          | 100%                                | 100%                          | 100%                      | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect each of the following business issues to increase, decrease or stay the same for your business in the next six months?**

|   | Region       |                            |                |                             |                           |                       |                  |                       |                           |                  |
|---|--------------|----------------------------|----------------|-----------------------------|---------------------------|-----------------------|------------------|-----------------------|---------------------------|------------------|
|   | All<br>Total | Eastern<br>England<br>(37) | London<br>(38) | Midlands<br>& Wales<br>(38) | North<br>Midlands<br>(37) | North<br>West<br>(37) | Scotland<br>(39) | South<br>west<br>(40) | Yorks/<br>N. East<br>(36) | Ireland<br>(100) |
| <b>Competitors reducing prices</b>                  | 53%          | 49%                        | 42%            | 55%                         | 51%                       | 57%                   | 62%              | 43%                   | 42%                       | 61%              |
| <b>Taxation issues</b>                              | 48%          | 46%                        | 47%            | 61%                         | 38%                       | 51%                   | 46%              | 38%                   | 44%                       | 53%              |
| <b>Shrinking sales</b>                              | 40%          | 32%                        | 34%            | 34%                         | 41%                       | 46%                   | 31%              | 35%                   | 31%                       | 52%              |
| <b>Increased costs from suppliers</b>               | 39%          | 35%                        | 39%            | 61%                         | 46%                       | 54%                   | 44%              | 43%                   | 42%                       | 21%              |
| <b>Business partners ceasing trading</b>            | 32%          | 38%                        | 29%            | 21%                         | 22%                       | 27%                   | 33%              | 25%                   | 28%                       | 44%              |
| <b>Crime-related issues (i.e. arson, theft etc)</b> | 32%          | 19%                        | 18%            | 24%                         | 24%                       | 16%                   | 36%              | 25%                   | 22%                       | 57%              |
| <b>Credit issues</b>                                | 29%          | 43%                        | 16%            | 32%                         | 30%                       | 19%                   | 31%              | 13%                   | 11%                       | 42%              |
| <b>Employment issues</b>                            | 18%          | 16%                        | 18%            | 13%                         | 16%                       | 16%                   | 10%              | 10%                   | 17%                       | 27%              |
| <b>Currency/ foreign exchange issues</b>            | 16%          | 11%                        | 11%            | 18%                         | 22%                       | 11%                   | 18%              | 33%                   | 11%                       | 13%              |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect each of the following business issues to increase, decrease or stay the same for your business in the next six months?**

|  | Country      |              |              | Number of employees |             |             |
|--|--------------|--------------|--------------|---------------------|-------------|-------------|
|  | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>   | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Competitors reducing prices</b>                   | 53%          | 61%          | 50%          | 54%                 | 47%         | 57%         |
| <b>Taxation issues</b>                               | 48%          | 53%          | 46%          | 48%                 | 47%         | 49%         |
| <b>Shrinking sales</b>                               | 40%          | 52%          | 35%          | 40%                 | 40%         | 31%         |
| <b>Increased costs from suppliers</b>                | 39%          | 21%          | 45%          | 39%                 | 37%         | 43%         |
| <b>Business partners ceasing trading</b>             | 32%          | 44%          | 28%          | 31%                 | 35%         | 34%         |
| <b>Crime-related issues (.i.e. arson, theft etc)</b> | 32%          | 57%          | 23%          | 32%                 | 28%         | 34%         |
| <b>Credit issues</b>                                 | 29%          | 42%          | 24%          | 27%                 | 35%         | 29%         |
| <b>Employment issues</b>                             | 18%          | 27%          | 15%          | 16%                 | 23%         | 17%         |
| <b>Currency/ foreign exchange issues</b>             | 16%          | 13%          | 17%          | 15%                 | 20%         | 14%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect each of the following business issues to increase, decrease or stay the same for your business in the next six months?**

|  | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                       |                            |              |
|--|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|-----------------------|----------------------------|--------------|
|  | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. /Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>   | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>           | <b>(73)</b>                | <b>(22)</b>  |
| <b>Competitors reducing prices</b>                   | 53%                         | 47%                       | 48%                              | 75%                       | 45%                         | 50%                       | 55%                   | 63%                        | 45%          |
| <b>Taxation issues</b>                               | 48%                         | 39%                       | 45%                              | 40%                       | 63%                         | 50%                       | 56%                   | 44%                        | 50%          |
| <b>Shrinking sales</b>                               | 40%                         | 34%                       | 32%                              | 30%                       | 30%                         | 53%                       | 53%                   | 48%                        | 27%          |
| <b>Increased costs from suppliers</b>                | 39%                         | 47%                       | 31%                              | 15%                       | 33%                         | 43%                       | 53%                   | 38%                        | 68%          |
| <b>Business partners ceasing trading</b>             | 32%                         | 21%                       | 36%                              | 35%                       | 35%                         | 35%                       | 35%                   | 29%                        | 18%          |
| <b>Crime-related issues (.i.e. arson, theft etc)</b> | 32%                         | 32%                       | 21%                              | 35%                       | 33%                         | 48%                       | 31%                   | 42%                        | 18%          |
| <b>Credit issues</b>                                 | 29%                         | 32%                       | 26%                              | 30%                       | 33%                         | 35%                       | 33%                   | 23%                        | 23%          |
| <b>Employment issues</b>                             | 18%                         | 26%                       | 15%                              | 10%                       | 15%                         | 23%                       | 22%                   | 16%                        | 14%          |
| <b>Currency/ foreign exchange issues</b>             | 16%                         | 13%                       | 14%                              | 15%                       | 25%                         | 10%                       | 25%                   | 11%                        | 18%          |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect to invest in your business in the next 6 months?**

|                     | <b>Region</b> |                |               |                    |                 |              |                 |              |                |                |
|---------------------|---------------|----------------|---------------|--------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|
|                     | <b>All</b>    | <b>Eastern</b> | <b>London</b> | <b>Midlands</b>    | <b>North</b>    | <b>North</b> | <b>Scotland</b> | <b>South</b> | <b>Yorks/</b>  | <b>Ireland</b> |
|                     | <b>(402)</b>  | <b>England</b> | <b>(38)</b>   | <b>&amp; Wales</b> | <b>Midlands</b> | <b>West</b>  | <b>(39)</b>     | <b>west</b>  | <b>N. East</b> | <b>(100)</b>   |
|                     | <b>Total</b>  | <b>(37)</b>    | <b>(38)</b>   | <b>(38)</b>        | <b>(37)</b>     | <b>(37)</b>  | <b>(39)</b>     | <b>(40)</b>  | <b>(36)</b>    | <b>(100)</b>   |
| <b>Yes</b>          | 38%           | 35%            | 29%           | 39%                | 49%             | 32%          | 36%             | 38%          | 53%            | 34%            |
| <b>No</b>           | 57%           | 46%            | 68%           | 55%                | 46%             | 59%          | 62%             | 58%          | 42%            | 64%            |
| <b>Don't know</b>   | 5%            | 19%            | 3%            | 5%                 | 5%              | 8%           | 3%              | 5%           | 6%             | 2%             |
| <b>Column Total</b> | 100%          | 100%           | 100%          | 100%               | 100%            | 100%         | 100%            | 100%         | 100%           | 100%           |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect to invest in your business in the next 6 months?**

|                     | Country      |              |              | Number of employees |             |             |
|---------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                     | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>        | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Yes</b>          | 38%          | 34%          | 39%          | 33%                 | 47%         | 51%         |
| <b>No</b>           | 57%          | 64%          | 55%          | 62%                 | 49%         | 37%         |
| <b>Don't know</b>   | 5%           | 2%           | 7%           | 5%                  | 4%          | 11%         |
| <b>Column Total</b> | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**Do you expect to invest in your business in the next 6 months?**

|                     | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |
|---------------------|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|
|                     | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>        | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |
| <b>Yes</b>          | 38%                         | 29%                       | 34%                              | 35%                       | 38%                         | 48%                       | 44%                    | 37%                        | 41%          |
| <b>No</b>           | 57%                         | 58%                       | 61%                              | 55%                       | 55%                         | 48%                       | 55%                    | 62%                        | 50%          |
| <b>Don't know</b>   | 5%                          | 13%                       | 5%                               | 10%                       | 8%                          | 5%                        | 2%                     | 1%                         | 9%           |
| <b>Column Total</b> | 100%                        | 100%                      | 100%                             | 100%                      | 100%                        | 100%                      | 100%                   | 100%                       | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Which of the following investments do you expect to make in the next six months?**

|   | Region |         |        |          |          |       |          |       |         |         |
|---|--------|---------|--------|----------|----------|-------|----------|-------|---------|---------|
|   | All    | Eastern | London | Midlands | North    | North | Scotland | South | Yorks/  | Ireland |
| Total   | (402)  | England | (38)   | & Wales  | Midlands | West  | (39)     | west  | N. East | (100)   |
|   | (37)   | (38)    | (38)   | (37)     | (37)     | (37)  | (40)     | (36)  |         |         |
| <b>New software/hardware/<br/>equipment/plant/machinery</b>         | 23%    | 22%     | 16%    | 24%      | 32%      | 24%   | 23%      | 23%   | 33%     | 17%     |
| <b>Marketing and advertising</b>                                    | 17%    | 19%     | 11%    | 13%      | 30%      | 16%   | 10%      | 23%   | 19%     | 15%     |
| <b>New product lines/<br/>services</b>                              | 15%    | 14%     | 3%     | 21%      | 24%      | 8%    | 13%      | 13%   | 25%     | 14%     |
| <b>Increased staff base</b>   | 9%     | 16%     | 3%     | 11%      | 5%       | 3%    | 5%       | 8%    | 31%     | 6%      |
| <b>New premises</b>   | 6%     | 5%      | 5%     | 8%       | 5%       | 5%    | 10%      | 5%    | 6%      | 4%      |
| <b>Youth employment and<br/>training</b>                            | 6%     | 8%      | 0%     | 3%       | 5%       | 3%    | 5%       | 3%    | 11%     | 9%      |
| <b>Acquisitions</b>   | 4%     | 3%      | 0%     | 5%       | 5%       | 3%    | 10%      | 8%    | 3%      | 2%      |
| <b>Not applicable – not<br/>expecting to invest in<br/>business</b> | 58%    | 59%     | 71%    | 58%      | 51%      | 68%   | 67%      | 60%   | 47%     | 53%     |



**Extracts from QBE's Third Business Sentiment Survey**

**Which of the following investments do you expect to make in the next six months?**

|   | Country      |              |              | Number of employees |             |             |
|---|--------------|--------------|--------------|---------------------|-------------|-------------|
|   | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>  | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>New software/hardware/<br/>equipment/plant/machinery</b>         | 23%          | 17%          | 25%          | 18%                 | 39%         | 26%         |
| <b>Marketing and advertising</b>                                    | 17%          | 15%          | 18%          | 14%                 | 24%         | 23%         |
| <b>New product lines/ services</b>                                  | 15%          | 14%          | 15%          | 13%                 | 17%         | 26%         |
| <b>Increased staff base</b>   | 9%           | 6%           | 10%          | 6%                  | 14%         | 17%         |
| <b>New premises</b>   | 6%           | 4%           | 6%           | 4%                  | 14%         | 3%          |
| <b>Youth employment and<br/>training</b>                            | 6%           | 9%           | 5%           | 4%                  | 10%         | 9%          |
| <b>Acquisitions</b>   | 4%           | 2%           | 5%           | 2%                  | 8%          | 6%          |
| <b>Not applicable – not<br/>expecting to invest in<br/>business</b> | 58%          | 53%          | 60%          | 63%                 | 51%         | 43%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Which of the following investments do you expect to make in the next six months?**

|   | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |  |
|---|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|--|
|   | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |  |
| <b>Total</b>  | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |  |
| <b>New software/hardware/ equipment/plant/machinery</b>     | 23%                         | 24%                       | 20%                              | 25%                       | 35%                         | 23%                       | 29%                    | 12%                        | 27%          |  |
| <b>Marketing and advertising</b>                            | 17%                         | 8%                        | 13%                              | 15%                       | 23%                         | 28%                       | 16%                    | 21%                        | 14%          |  |
| <b>New product lines/ services</b>                          | 15%                         | 5%                        | 12%                              | 5%                        | 13%                         | 13%                       | 18%                    | 23%                        | 23%          |  |
| <b>Increased staff base</b>                                 | 9%                          | 11%                       | 11%                              | 20%                       | 8%                          | 5%                        | 9%                     | 4%                         | 9%           |  |
| <b>New premises</b>   | 6%                          | 3%                        | 7%                               | 0%                        | 3%                          | 3%                        | 11%                    | 7%                         | 5%           |  |
| <b>Youth employment and training</b>                        | 6%                          | 8%                        | 6%                               | 5%                        | 5%                          | 5%                        | 5%                     | 4%                         | 9%           |  |
| <b>Acquisitions</b>   | 4%                          | 3%                        | 4%                               | 0%                        | 5%                          | 5%                        | 7%                     | 1%                         | 5%           |  |
| <b>Not applicable – not expecting to invest in business</b> | 58%                         | 68%                       | 66%                              | 65%                       | 55%                         | 50%                       | 53%                    | 53%                        | 50%          |  |



**Extracts from QBE's Third Business Sentiment Survey**

**If you expect to make an investment in your business in the next 6 months, how will you fund it?**

|   | Region |         |        |          |          |       |          |       |         |         |
|---|--------|---------|--------|----------|----------|-------|----------|-------|---------|---------|
|   | All    | Eastern | London | Midlands | North    | North | Scotland | South | Yorks/  | Ireland |
|   | (402)  | England | (38)   | & Wales  | Midlands | West  | (39)     | west  | N. East | (100)   |
|   | Total  | (37)    | (38)   | (38)     | (37)     | (37)  | (39)     | (40)  | (36)    | (100)   |
| <b>Finance from cash flow</b>                               | 28%    | 35%     | 18%    | 29%      | 38%      | 24%   | 28%      | 30%   | 31%     | 25%     |
| <b>Bank loan</b>  | 7%     | 3%      | 11%    | 11%      | 0%       | 5%    | 3%       | 10%   | 6%      | 11%     |
| <b>An investment from an outside party</b>                  | 3%     | 0%      | 3%     | 0%       | 3%       | 3%    | 3%       | 0%    | 11%     | 5%      |
| <b>Finance from cost reductions</b>                         | 3%     | 0%      | 3%     | 0%       | 3%       | 0%    | 0%       | 0%    | 8%      | 8%      |
| <b>Not applicable – not expecting to invest in business</b> | 57%    | 62%     | 61%    | 58%      | 51%      | 68%   | 59%      | 63%   | 47%     | 51%     |



**Extracts from QBE's Third Business Sentiment Survey**

**If you expect to make an investment in your business in the next 6 months, how will you fund it?**

|   | Country      |              |              | Number of employees |             |             |
|---|--------------|--------------|--------------|---------------------|-------------|-------------|
|   | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>  | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Finance from cash flow</b>                               | 28%          | 25%          | 29%          | 23%                 | 41%         | 40%         |
| <b>Bank loan</b>  | 7%           | 11%          | 6%           | 7%                  | 8%          | 6%          |
| <b>An investment from an outside party</b>                  | 3%           | 5%           | 3%           | 3%                  | 2%          | 6%          |
| <b>Finance from cost reductions</b>                         | 3%           | 8%           | 2%           | 2%                  | 4%          | 9%          |
| <b>Not applicable – not expecting to invest in business</b> | 57%          | 51%          | 59%          | 62%                 | 46%         | 43%         |



**Extracts from QBE's Third Business Sentiment Survey**

**If you expect to make an investment in your business in the next 6 months, how will you fund it?**

|   | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |
|---|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|
|   | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>  | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |
| <b>Finance from cash flow</b>                               | 28%                         | 24%                       | 25%                              | 20%                       | 40%                         | 30%                       | 25%                    | 29%                        | 41%          |
| <b>Bank loan</b>  | 7%                          | 5%                        | 4%                               | 5%                        | 0%                          | 10%                       | 18%                    | 10%                        | 5%           |
| <b>An investment from an outside party</b>                  | 3%                          | 0%                        | 2%                               | 5%                        | 3%                          | 5%                        | 5%                     | 3%                         | 9%           |
| <b>Finance from cost reductions</b>                         | 3%                          | 0%                        | 2%                               | 5%                        | 5%                          | 8%                        | 2%                     | 4%                         | 5%           |
| <b>Not applicable – not expecting to invest in business</b> | 57%                         | 66%                       | 65%                              | 60%                       | 55%                         | 43%                       | 53%                    | 53%                        | 45%          |



**Extracts from QBE's Third Business Sentiment Survey**

**In the current environment, how easy is it, or how easy would you expect it to be, for you to access commercial credit?**

|                                  | Region       |                            |                |                             |                           |                       |                  |                       |                           |                  |
|----------------------------------|--------------|----------------------------|----------------|-----------------------------|---------------------------|-----------------------|------------------|-----------------------|---------------------------|------------------|
|                                  | All<br>Total | Eastern<br>England<br>(37) | London<br>(38) | Midlands<br>& Wales<br>(38) | North<br>Midlands<br>(37) | North<br>West<br>(37) | Scotland<br>(39) | South<br>west<br>(40) | Yorks/<br>N. East<br>(36) | Ireland<br>(100) |
| <b>Very difficult</b>            | 23%          | 24%                        | 24%            | 24%                         | 14%                       | 16%                   | 28%              | 8%                    | 8%                        | 38%              |
| <b>Difficult</b>                 | 35%          | 19%                        | 34%            | 32%                         | 35%                       | 30%                   | 31%              | 35%                   | 53%                       | 38%              |
| <b>Same as in previous times</b> | 35%          | 54%                        | 29%            | 34%                         | 46%                       | 43%                   | 38%              | 43%                   | 31%                       | 21%              |
| <b>Easy</b>                      | 5%           | 0%                         | 11%            | 11%                         | 3%                        | 8%                    | 0%               | 13%                   | 6%                        | 0%               |
| <b>Very easy</b>                 | 2%           | 3%                         | 3%             | 0%                          | 3%                        | 3%                    | 3%               | 3%                    | 3%                        | 3%               |
| <b>Column Total</b>              | 100%         | 100%                       | 100%           | 100%                        | 100%                      | 100%                  | 100%             | 100%                  | 100%                      | 100%             |



**Extracts from QBE's Third Business Sentiment Survey**

**In the current environment, how easy is it, or how easy would you expect it to be, for you to access commercial credit?**

|                                  | Country      |              |              | Number of employees |             |             |
|----------------------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                                  | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>                     | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Very difficult</b>            | 23%          | 38%          | 18%          | 27%                 | 13%         | 17%         |
| <b>Difficult</b>                 | 35%          | 38%          | 33%          | 33%                 | 40%         | 31%         |
| <b>Same as in previous times</b> | 35%          | 21%          | 40%          | 33%                 | 37%         | 43%         |
| <b>Easy</b>                      | 5%           | 0%           | 6%           | 4%                  | 8%          | 3%          |
| <b>Very easy</b>                 | 2%           | 3%           | 2%           | 2%                  | 1%          | 6%          |
| <b>Column Total</b>              | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**In the current environment, how easy is it, or how easy would you expect it to be, for you to access commercial credit?**

|                                  | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |
|----------------------------------|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|
|                                  | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>                     | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |
| <b>Very difficult</b>            | 23%                         | 21%                       | 25%                              | 20%                       | 28%                         | 20%                       | 22%                    | 27%                        | 5%           |
| <b>Difficult</b>                 | 35%                         | 24%                       | 34%                              | 35%                       | 35%                         | 48%                       | 36%                    | 36%                        | 23%          |
| <b>Same as in previous times</b> | 35%                         | 39%                       | 39%                              | 30%                       | 28%                         | 28%                       | 36%                    | 27%                        | 64%          |
| <b>Easy</b>                      | 5%                          | 13%                       | 1%                               | 10%                       | 8%                          | 5%                        | 4%                     | 5%                         | 0%           |
| <b>Very easy</b>                 | 2%                          | 3%                        | 1%                               | 5%                        | 3%                          | 0%                        | 2%                     | 4%                         | 9%           |
| <b>Column Total</b>              | 100%                        | 100%                      | 100%                             | 100%                      | 100%                        | 100%                      | 100%                   | 100%                       | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Considering each of the following sources of business advice, which do you or your business expect to seek advice from in the next six months?**

|  | Region       |                            |                |                             |                           |                       |                  |                       |                           |                  |
|--|--------------|----------------------------|----------------|-----------------------------|---------------------------|-----------------------|------------------|-----------------------|---------------------------|------------------|
|  | All<br>Total | Eastern<br>England<br>(37) | London<br>(38) | Midlands<br>& Wales<br>(38) | North<br>Midlands<br>(37) | North<br>West<br>(37) | Scotland<br>(39) | South<br>west<br>(40) | Yorks/<br>N. East<br>(36) | Ireland<br>(100) |
| <b>Accountants</b>                                   | 68%          | 65%                        | 74%            | 71%                         | 73%                       | 54%                   | 74%              | 75%                   | 72%                       | 62%              |
| <b>Banks</b>   | 23%          | 19%                        | 29%            | 34%                         | 19%                       | 16%                   | 28%              | 35%                   | 28%                       | 13%              |
| <b>Local Chambers of<br/>Commerce</b>                | 18%          | 11%                        | 21%            | 24%                         | 24%                       | 11%                   | 15%              | 18%                   | 25%                       | 17%              |
| <b>Financial advisors</b>                            | 14%          | 19%                        | 5%             | 16%                         | 16%                       | 5%                    | 10%              | 28%                   | 11%                       | 16%              |
| <b>Lawyers</b>                                       | 14%          | 14%                        | 13%            | 16%                         | 16%                       | 8%                    | 8%               | 23%                   | 22%                       | 12%              |
| <b>Marketing, advertising and<br/>PR consultants</b> | 12%          | 8%                         | 5%             | 5%                          | 16%                       | 3%                    | 15%              | 23%                   | 17%                       | 12%              |
| <b>Insurance brokers</b>                             | 11%          | 8%                         | 8%             | 21%                         | 14%                       | 0%                    | 13%              | 13%                   | 19%                       | 10%              |
| <b>Insurers</b>                                      | 5%           | 5%                         | 3%             | 5%                          | 0%                        | 3%                    | 3%               | 10%                   | 3%                        | 8%               |



**Extracts from QBE’s Third Business Sentiment Survey**

**Considering each of the following sources of business advice, which do you or your business expect to seek advice from in the next six months?**

|  | Base = all   |              |              |                     |             |             |
|--|--------------|--------------|--------------|---------------------|-------------|-------------|
|  | Country      |              |              | Number of employees |             |             |
|  | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>                                     | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Accountants</b>                               | 68%          | 62%          | 70%          | 66%                 | 75%         | 69%         |
| <b>Banks</b>                                     | 23%          | 13%          | 26%          | 21%                 | 27%         | 29%         |
| <b>Local Chambers of Commerce</b>                | 18%          | 17%          | 19%          | 17%                 | 16%         | 34%         |
| <b>Financial advisors</b>                        | 14%          | 16%          | 14%          | 11%                 | 23%         | 23%         |
| <b>Lawyers</b>                                   | 14%          | 12%          | 15%          | 11%                 | 23%         | 20%         |
| <b>Marketing, advertising and PR consultants</b> | 12%          | 12%          | 12%          | 10%                 | 19%         | 6%          |
| <b>Insurance brokers</b>                         | 11%          | 10%          | 12%          | 8%                  | 19%         | 20%         |
| <b>Insurers</b>                                  | 5%           | 8%           | 4%           | 4%                  | 6%          | 11%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Considering each of the following sources of business advice, which do you or your business expect to seek advice from in the next six months?**

|  | <b>Main business sector</b> |                     |                         |                      |                      |                      |                       |                            |              |
|--|-----------------------------|---------------------|-------------------------|----------------------|----------------------|----------------------|-----------------------|----------------------------|--------------|
|  | <b>All</b>                  | <b>Building /</b>   | <b>Business / Prof.</b> | <b>Financial</b>     | <b>IT, Media /</b>   | <b>Leisure /</b>     | <b>Manufng. /Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>                                     | <b>(402)</b>                | <b>Constn. (38)</b> | <b>services (114)</b>   | <b>services (20)</b> | <b>Printing (40)</b> | <b>Catering (40)</b> | <b>(55)</b>           | <b>(73)</b>                | <b>(22)</b>  |
| <b>Accountants</b>                               | 68%                         | 71%                 | 68%                     | 35%                  | 83%                  | 60%                  | 67%                   | 75%                        | 59%          |
| <b>Banks</b>                                     | 23%                         | 24%                 | 20%                     | 25%                  | 8%                   | 20%                  | 29%                   | 25%                        | 45%          |
| <b>Local Chambers of Commerce</b>                | 18%                         | 11%                 | 19%                     | 25%                  | 18%                  | 23%                  | 9%                    | 22%                        | 23%          |
| <b>Financial advisors</b>                        | 14%                         | 21%                 | 12%                     | 15%                  | 15%                  | 20%                  | 15%                   | 7%                         | 27%          |
| <b>Lawyers</b>                                   | 14%                         | 18%                 | 18%                     | 30%                  | 10%                  | 8%                   | 13%                   | 5%                         | 23%          |
| <b>Marketing, advertising and PR consultants</b> | 12%                         | 8%                  | 8%                      | 20%                  | 20%                  | 15%                  | 13%                   | 12%                        | 5%           |
| <b>Insurance brokers</b>                         | 11%                         | 13%                 | 10%                     | 20%                  | 5%                   | 5%                   | 18%                   | 7%                         | 32%          |
| <b>Insurers</b>                                  | 5%                          | 3%                  | 8%                      | 10%                  | 3%                   | 0%                   | 7%                    | 3%                         | 5%           |



**Extracts from QBE's Third Business Sentiment Survey**

**When buying business insurance, would you prefer to go direct to the insurer, rather than via a broker?**

|                     | Region |         |        |          |          |       |          |       |         |         |
|---------------------|--------|---------|--------|----------|----------|-------|----------|-------|---------|---------|
|                     | All    | Eastern | London | Midlands | North    | North | Scotland | South | Yorks/  | Ireland |
|                     | Total  | England |        | & Wales  | Midlands | West  |          | west  | N. East |         |
|                     | (402)  | (37)    | (38)   | (38)     | (37)     | (37)  | (39)     | (40)  | (36)    | (100)   |
| <b>Yes</b>          | 37%    | 38%     | 34%    | 21%      | 35%      | 32%   | 38%      | 40%   | 39%     | 42%     |
| <b>No</b>           | 52%    | 43%     | 55%    | 66%      | 51%      | 59%   | 56%      | 45%   | 44%     | 52%     |
| <b>Don't know</b>   | 11%    | 19%     | 11%    | 13%      | 14%      | 8%    | 5%       | 15%   | 17%     | 6%      |
| <b>Column Total</b> | 100%   | 100%    | 100%   | 100%     | 100%     | 100%  | 100%     | 100%  | 100%    | 100%    |



**Extracts from QBE's Third Business Sentiment Survey**

**When buying business insurance, would you prefer to go direct to the insurer, rather than via a broker?**

|                     | Country      |              |              | Number of employees |             |             |
|---------------------|--------------|--------------|--------------|---------------------|-------------|-------------|
|                     | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>        | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Yes</b>          | 37%          | 42%          | 35%          | 39%                 | 33%         | 23%         |
| <b>No</b>           | 52%          | 52%          | 53%          | 51%                 | 52%         | 69%         |
| <b>Don't know</b>   | 11%          | 6%           | 13%          | 10%                 | 16%         | 9%          |
| <b>Column Total</b> | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**When buying business insurance, would you prefer to go direct to the insurer, rather than via a broker?**

|                     | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |
|---------------------|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|
|                     | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>        | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |
| <b>Yes</b>          | 37%                         | 29%                       | 32%                              | 35%                       | 43%                         | 50%                       | 36%                    | 41%                        | 27%          |
| <b>No</b>           | 52%                         | 58%                       | 56%                              | 60%                       | 43%                         | 43%                       | 49%                    | 53%                        | 59%          |
| <b>Don't know</b>   | 11%                         | 13%                       | 12%                              | 5%                        | 15%                         | 8%                        | 15%                    | 5%                         | 14%          |
| <b>Column Total</b> | 100%                        | 100%                      | 100%                             | 100%                      | 100%                        | 100%                      | 100%                   | 100%                       | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | Region       |                    |             |                     |                   |               |             |               |                   |              |
|---|--------------|--------------------|-------------|---------------------|-------------------|---------------|-------------|---------------|-------------------|--------------|
|   | All          | Eastern<br>England | London      | Midlands<br>& Wales | North<br>Midlands | North<br>West | Scotland    | South<br>west | Yorks/<br>N. East | Ireland      |
| <b>Total</b>  | <b>(402)</b> | <b>(37)</b>        | <b>(38)</b> | <b>(38)</b>         | <b>(37)</b>       | <b>(37)</b>   | <b>(39)</b> | <b>(40)</b>   | <b>(36)</b>       | <b>(100)</b> |
| <b>Banks are holding back from lending and stalling sound business propositions</b>         | 68%          | 73%                | 63%         | 61%                 | 59%               | 73%           | 69%         | 60%           | 72%               | 74%          |
| <b>Banks generally are lending wisely and assessing each request on its business merits</b> | 20%          | 8%                 | 18%         | 32%                 | 22%               | 22%           | 10%         | 33%           | 25%               | 17%          |
| <b>Banks are being reckless and lending too much on unsafe business propositions</b>        | 7%           | 11%                | 11%         | 8%                  | 11%               | 3%            | 18%         | 0%            | 0%                | 6%           |
| <b>Not stated</b>   | 4%           | 8%                 | 8%          | 0%                  | 8%                | 3%            | 3%          | 8%            | 3%                | 3%           |
| <b>Column Total</b>   | 100%         | 100%               | 100%        | 100%                | 100%              | 100%          | 100%        | 100%          | 100%              | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | Base = all   |              |              |                     |             |             |
|---|--------------|--------------|--------------|---------------------|-------------|-------------|
|   | All          | Country      |              | Number of employees |             |             |
|   |              | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>  | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Banks are holding back from lending and stalling sound business propositions</b>         | 68%          | 74%          | 66%          | 68%                 | 66%         | 71%         |
| <b>Banks generally are lending wisely and assessing each request on its business merits</b> | 20%          | 17%          | 21%          | 18%                 | 25%         | 26%         |
| <b>Banks are being reckless and lending too much on unsafe business propositions</b>        | 7%           | 6%           | 8%           | 8%                  | 6%          | 3%          |
| <b>Not stated</b>   | 4%           | 3%           | 5%           | 6%                  | 2%          | 0%          |
| <b>Column Total</b>   | 100%         | 100%         | 100%         | 100%                | 100%        | 100%        |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | <b>Main business sector</b> |                               |                                      |                           |                                 |                               |                            |                                |              |
|---|-----------------------------|-------------------------------|--------------------------------------|---------------------------|---------------------------------|-------------------------------|----------------------------|--------------------------------|--------------|
|   | <b>All</b>                  | <b>Building /<br/>Constn.</b> | <b>Business /<br/>Prof. services</b> | <b>Financial services</b> | <b>IT, Media /<br/>Printing</b> | <b>Leisure /<br/>Catering</b> | <b>Manufng. /<br/>Eng.</b> | <b>Retail &amp;<br/>Distn.</b> | <b>Other</b> |
| <b>Total</b>  | <b>(402)</b>                | <b>(38)</b>                   | <b>(114)</b>                         | <b>(20)</b>               | <b>(40)</b>                     | <b>(40)</b>                   | <b>(55)</b>                | <b>(73)</b>                    | <b>(22)</b>  |
| <b>Banks are holding back from lending and stalling sound business propositions</b>         | 68%                         | 68%                           | 72%                                  | 60%                       | 70%                             | 58%                           | 75%                        | 63%                            | 73%          |
| <b>Banks generally are lending wisely and assessing each request on its business merits</b> | 20%                         | 18%                           | 18%                                  | 30%                       | 23%                             | 25%                           | 18%                        | 21%                            | 18%          |
| <b>Banks are being reckless and lending too much on unsafe business propositions</b>        | 7%                          | 11%                           | 6%                                   | 5%                        | 3%                              | 13%                           | 5%                         | 10%                            | 5%           |
| <b>Not stated</b>   | 4%                          | 3%                            | 4%                                   | 5%                        | 5%                              | 5%                            | 2%                         | 7%                             | 5%           |
| <b>Column Total</b>   | 100%                        | 100%                          | 100%                                 | 100%                      | 100%                            | 100%                          | 100%                       | 100%                           | 100%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | Region       |                    |             |                     |                   |               |             |               |                   |              |
|---|--------------|--------------------|-------------|---------------------|-------------------|---------------|-------------|---------------|-------------------|--------------|
|   | All          | Eastern<br>England | London      | Midlands<br>& Wales | North<br>Midlands | North<br>West | Scotland    | South<br>west | Yorks/<br>N. East | Ireland      |
| <b>Total</b>                                      | <b>(402)</b> | <b>(37)</b>        | <b>(38)</b> | <b>(38)</b>         | <b>(37)</b>       | <b>(37)</b>   | <b>(39)</b> | <b>(40)</b>   | <b>(36)</b>       | <b>(100)</b> |
| <b>Downward trend in unemployment figures</b>     | 83%          | 89%                | 74%         | 82%                 | 70%               | 81%           | 85%         | 70%           | 83%               | 94%          |
| <b>Upward trend in world stock market indices</b> | 80%          | 84%                | 66%         | 79%                 | 84%               | 73%           | 79%         | 85%           | 72%               | 88%          |
| <b>Upward trend in property prices</b>            | 79%          | 76%                | 71%         | 82%                 | 81%               | 76%           | 69%         | 83%           | 78%               | 85%          |
| <b>Upward trend in high street retail sales</b>   | 74%          | 70%                | 79%         | 82%                 | 78%               | 73%           | 64%         | 63%           | 81%               | 76%          |
| <b>Rising interest rates</b>                      | 65%          | 78%                | 66%         | 74%                 | 62%               | 62%           | 51%         | 68%           | 53%               | 66%          |
| <b>Upward trend in sales of luxury cars</b>       | 52%          | 46%                | 50%         | 53%                 | 51%               | 59%           | 44%         | 43%           | 44%               | 62%          |
| <b>Upward trend in air travel</b>                 | 50%          | 51%                | 50%         | 50%                 | 43%               | 38%           | 54%         | 50%           | 39%               | 59%          |
| <b>Decreasing trend in the price of gold</b>      | 50%          | 38%                | 55%         | 42%                 | 46%               | 57%           | 36%         | 43%           | 50%               | 62%          |
| <b>Upward trend in sales of champagne</b>         | 27%          | 14%                | 32%         | 16%                 | 41%               | 19%           | 23%         | 23%           | 28%               | 35%          |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | Base = all   | Country      |              | Number of employees |             |             |
|---|--------------|--------------|--------------|---------------------|-------------|-------------|
|   | All          | Ireland      | UK           | 1 to 9              | 10 to 49    | 50 to 249   |
| <b>Total</b>                                      | <b>(402)</b> | <b>(100)</b> | <b>(302)</b> | <b>(284)</b>        | <b>(83)</b> | <b>(35)</b> |
| <b>Downward trend in unemployment figures</b>     | 83%          | 94%          | 79%          | 83%                 | 83%         | 83%         |
| <b>Upward trend in world stock market indices</b> | 80%          | 88%          | 78%          | 79%                 | 86%         | 83%         |
| <b>Upward trend in property prices</b>            | 79%          | 85%          | 77%          | 79%                 | 84%         | 66%         |
| <b>Upward trend in high street retail sales</b>   | 74%          | 76%          | 74%          | 71%                 | 86%         | 74%         |
| <b>Rising interest rates</b>                      | 65%          | 66%          | 64%          | 64%                 | 69%         | 60%         |
| <b>Upward trend in sales of luxury cars</b>       | 52%          | 62%          | 49%          | 50%                 | 61%         | 49%         |
| <b>Upward trend in air travel</b>                 | 50%          | 59%          | 47%          | 47%                 | 55%         | 60%         |
| <b>Decreasing trend in the price of gold</b>      | 50%          | 62%          | 46%          | 48%                 | 58%         | 46%         |
| <b>Upward trend in sales of champagne</b>         | 27%          | 35%          | 24%          | 27%                 | 23%         | 31%         |



**Extracts from QBE's Third Business Sentiment Survey**

**Thinking of how the banks are handling requests for borrowing from businesses during the downturn, which of the following best describes your opinion?**

|   | <b>Main business sector</b> |                           |                                  |                           |                             |                           |                        |                            |              |
|---|-----------------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|---------------------------|------------------------|----------------------------|--------------|
|   | <b>All</b>                  | <b>Building / Constn.</b> | <b>Business / Prof. services</b> | <b>Financial services</b> | <b>IT, Media / Printing</b> | <b>Leisure / Catering</b> | <b>Manufng. / Eng.</b> | <b>Retail &amp; Distn.</b> | <b>Other</b> |
| <b>Total</b>                                      | <b>(402)</b>                | <b>(38)</b>               | <b>(114)</b>                     | <b>(20)</b>               | <b>(40)</b>                 | <b>(40)</b>               | <b>(55)</b>            | <b>(73)</b>                | <b>(22)</b>  |
| <b>Downward trend in unemployment figures</b>     | 83%                         | 79%                       | 82%                              | 90%                       | 80%                         | 83%                       | 82%                    | 85%                        | 86%          |
| <b>Upward trend in world stock market indices</b> | 80%                         | 74%                       | 84%                              | 85%                       | 68%                         | 83%                       | 82%                    | 82%                        | 77%          |
| <b>Upward trend in property prices</b>            | 79%                         | 74%                       | 85%                              | 75%                       | 73%                         | 70%                       | 84%                    | 79%                        | 73%          |
| <b>Upward trend in high street retail sales</b>   | 74%                         | 76%                       | 71%                              | 65%                       | 68%                         | 65%                       | 76%                    | 84%                        | 86%          |
| <b>Rising interest rates</b>                      | 65%                         | 68%                       | 72%                              | 80%                       | 60%                         | 58%                       | 56%                    | 60%                        | 64%          |
| <b>Upward trend in sales of luxury cars</b>       | 52%                         | 47%                       | 46%                              | 55%                       | 50%                         | 50%                       | 60%                    | 58%                        | 55%          |
| <b>Upward trend in air travel</b>                 | 50%                         | 47%                       | 50%                              | 30%                       | 43%                         | 48%                       | 49%                    | 58%                        | 68%          |
| <b>Decreasing trend in the price of gold</b>      | 50%                         | 53%                       | 46%                              | 55%                       | 48%                         | 65%                       | 47%                    | 53%                        | 32%          |
| <b>Upward trend in sales of champagne</b>         | 27%                         | 24%                       | 25%                              | 10%                       | 30%                         | 40%                       | 20%                    | 34%                        | 23%          |