



PRESS RELEASE

QBE SIGNS FIVE YEAR CONTRACT WITH ISO FOR PERSONAL INJURY CLAIMS SOLUTION

London, 14 May 2009

QBE is pleased to announce that it has signed a five year contract with ISO to use its Claims Outcome Advisor (COA) solution, designed to provide support to claims handlers in the valuation of personal injury claims. QBE will use the system to manage personal injury claims across its entire U.K. casualty and motor operation, generating significant business savings each year. Policyholders will experience an improvement in claims settlement times.

QBE signed the contract with ISO following a year-long evaluation of the COA system. QBE expects considerable benefits from deploying the software, which will allow greater consistency in settlement values across the board. The COA solution will also provide improved management information, enabling both underwriters and claims handlers to make better informed decisions.

The valuation range for claims handled through COA is based on QBE's own claims settlement profile, making it unique to QBE and aligned with QBE's claims management strategy. QBE has also signed-up to the COA Bureau Service offered by ISO.

Andrew McBride, claims director at QBE European Operations, commented, "We conducted a thorough and lengthy evaluation of COA over 12 months, and the benefits proved to be significant. We expect savings to run into millions of pounds each year. The system represents a major step forward for the QBE Claims team, which is already acknowledged as a leading centre of expertise in the business. The system will also provide a new level of information support to QBE's European operations."

Joe Pendle, director of Client Services for ISO, said, "Being chosen by one of the most respected insurers in the industry is a great endorsement of the proficiency and capabilities of COA and our support team. COA works to be consistent, objective, and accurate in the evaluation of personal injury claims based on the available medical evidence. Claimants will benefit from faster and fairer settlements. This consistent process helps our clients to realize significant savings."

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Notes to editors

About QBE

QBE Insurance Group is Standard & Poor's 'A+' rated and is one of the world's leading international insurers and reinsurers, headquartered in Sydney, Australia. We operate out of 45 countries across the globe, with a presence in all key insurance markets, and are lead underwriters within our chosen markets, setting rates and conditions. For the year ended 31 December 2008, the company underwrote gross written premium totalling £6,025 million and held shareholders' funds of £5,364 million.

QBE's European Operations, which accounts for almost 40 per cent of QBE Group turnover, is a leading specialist in London market and European commercial lines business. Active in both the Lloyd's and company market, QBE offers considerable diversity to the broking community, via eight product-focused underwriting divisions - casualty, QBE Re Europe, property, motor, marine & energy, speciality, aviation - all operations have the ability to write on both Lloyd's and company market paper.

About ISO Claims Outcome Advisor™ (COA™)

ISO Claims Outcome Advisor™ (COA™) is the industry's first personal injury claims management solution that manages the multiple dimensions of organizations' personal injury claims portfolios. COA understands the severity and recovery implications of over 18,000 injuries, treatments, complications and preexisting conditions and 14,000 occupations and creates for an insurer an historic database of all of its injury claims. COA helps claims handlers, managers and actuaries manage the unique and complex medical, legal and occupational issues presented by personal injury claims, and helps ensure appropriate financial arrangements are agreed to and implemented. Claims handlers can manage all aspects of a case from first notice of loss to return-to-work plans, rehabilitation and damages.

About ISO:

A leading source of information about risk, ISO provides data, analytics, and decision-support services to professionals in many fields, including insurance, finance, real estate, health services, government, human resources, and risk management. Using advanced technologies to collect, analyse, develop, and deliver information, ISO helps customers evaluate and manage risk. The company draws on vast expertise in actuarial science, insurance coverages, fire protection, fraud prevention, catastrophe and weather risk, predictive



modeling, data management, economic forecasting, social and technological trends, and many other fields. To meet the needs of diverse clients, ISO employs an experienced staff of business and technical specialists, analysts, and certified professionals. Around the world, ISO helps customers protect people, property, and financial assets. For more information, visit www.iso.com or contact: