

QBE

Risk Managers Forum

Introduction

Daventry – 8th November 2005

INTRODUCTION

- QBE Insurance – Quick highlights
- QBE European Operations – our priorities
- Today

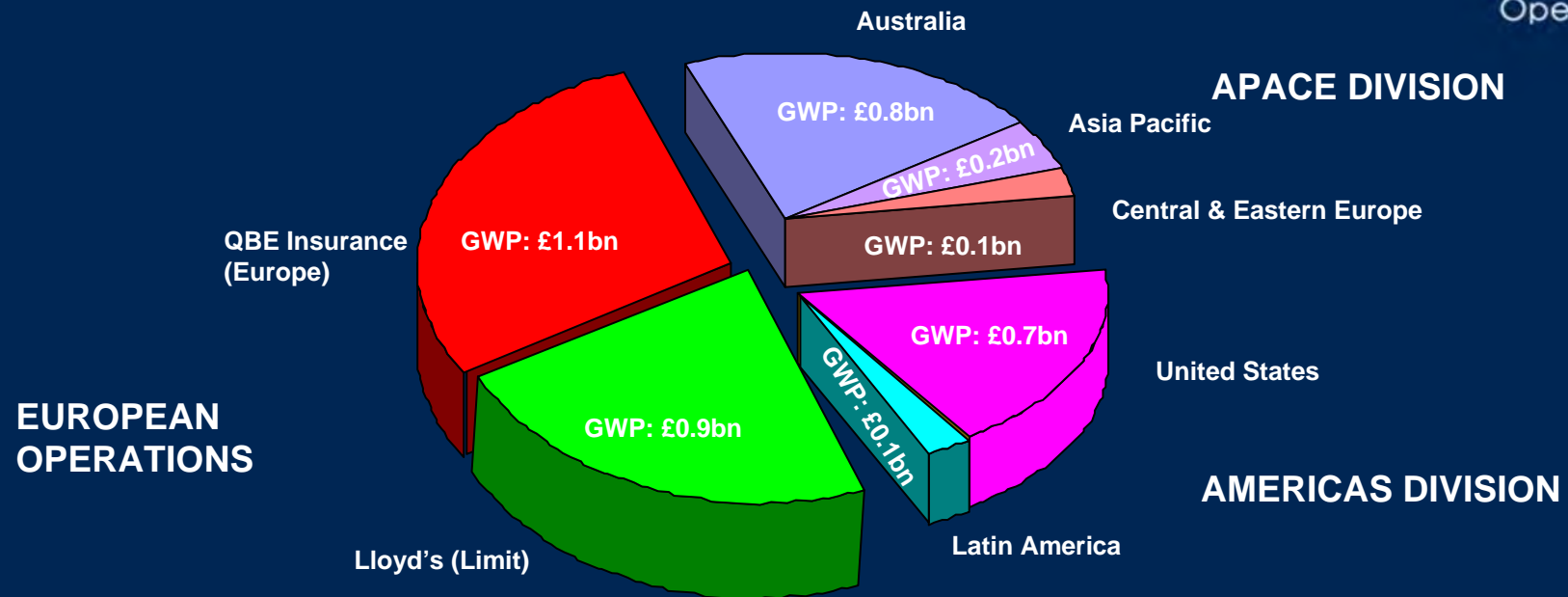
QBE INSURANCE GROUP

- Projected full year GWP for 2005 expected to nudge £4bn
- QBE Insurance Group employs over 7000 staff in 40 countries
- One of the top 20 global insurance and reinsurance businesses
- Publicly listed on the Australian Stock Exchange
- Standard & Poors A+ security rating



QBE
European
Operations

QBE GLOBAL STRUCTURE



QBE EUROPEAN OPERATIONS – IN CONTEXT

- QBE European Operations contributes 50% of global GWP and employs c.2000 people
- One of the top ten UK general insurance businesses
- We maintain a critical focus on:
 - Partnership relationships with brokers and clients
 - In delivering a combination of high quality products and bespoke service
 - Determination to invest time and resource in understanding clients needs in taking a medium term to the purchase of insurance

QBE – WORKING IN PARTNERSHIP

- Excellence in levels of claims service and delivery of risk management solutions
- Via...
 - Specialist claims handling (co-ordinated from Leeds)
 - Dedicated team of risk managers
 - Electronic newsletters/updates
 - Risk management Forum
- Commitment to a partnership to both improve health and safety in the workplace and to reduce accident frequency

KEY OBJECTIVES – VISIONS AND VALUES

QBE's vision:

To be internationally recognised as:

- A successful general insurance group
- A developer of “can do” people
- An organisation that excels and continues the delivery of new and proven quality products

Our core values will be measured by:

- Customer satisfaction and retention
- A motivated workforce
- Integrity
- Delivery for shareholder expectation

TODAY

- MSD Management – The Insurer and Insured’s view
- “Networking”
- Your feedback today is important