

# Introduction / overview

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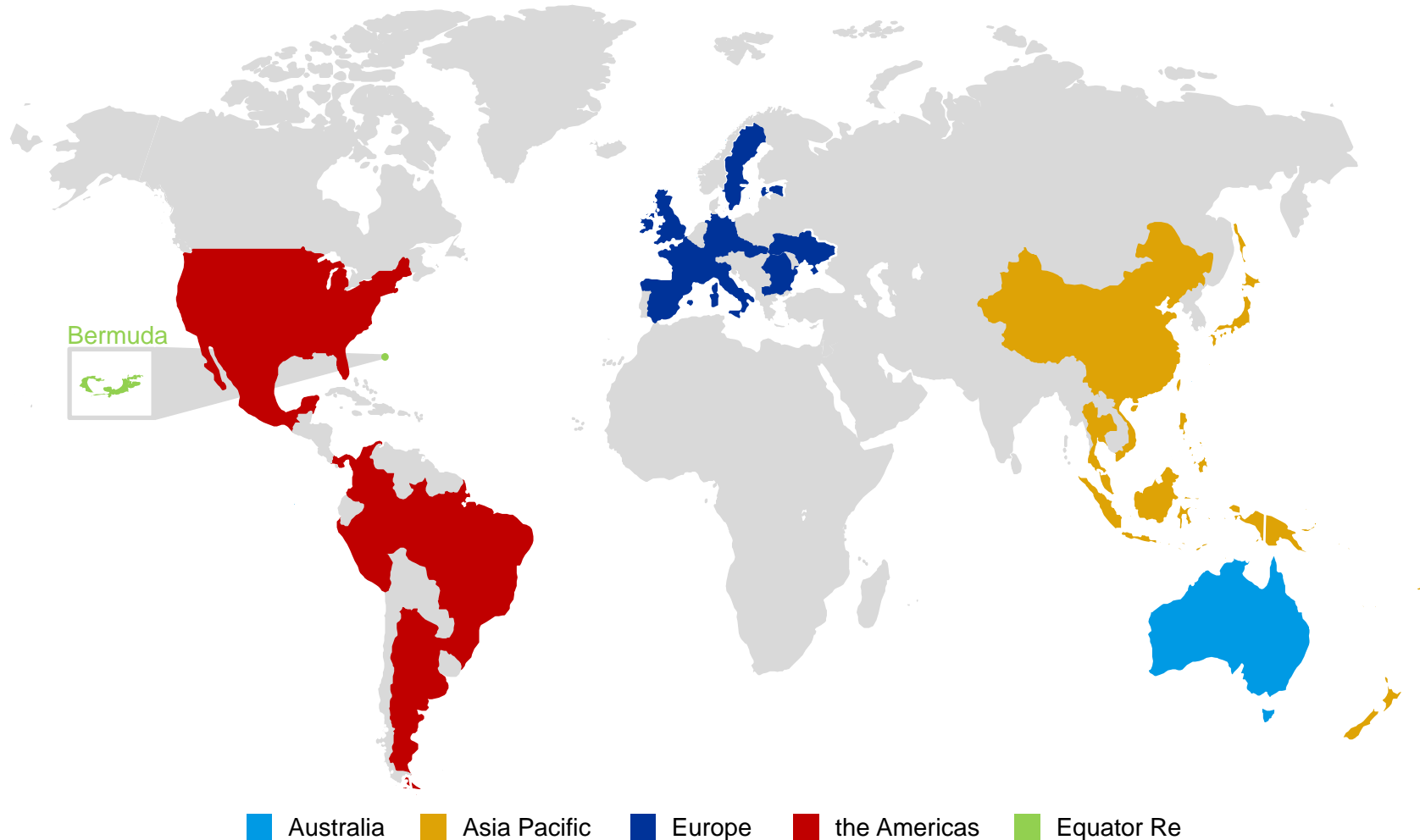
Head of UK & Ireland Liability



# QBE Insurance Group – Operations overview



QBE is an international general insurance and reinsurance group underwriting most major commercial and personal lines classes of business through operations in 45 countries



# Size and strength

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- Australia's largest international general insurance & reinsurance group
- Top 25 global general insurer and reinsurer, founded over 120 years ago
- Over 10,000 employees trading in 45 countries
- 100 acquisitions since 1981 including Iron Trades in 2000
- Wrote AUD12.4 billion (GBP5.3 bn) gross premium income in 2007
- Assets AUD39.6 billion (GBP17 bn)
- 5 year average ROE 23.7%

# Security ratings



Company	Standard & Poor's	Fitch Ratings	AM Best
QBE Insurance (Europe) Limited	A+	A+	A (Excellent)
QBE Reinsurance (Europe) Limited	A+	A+	A (Excellent)

*Date of affirmation*

*01 July 2008*

*15 August 2008*

*28 August 2008*

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- Focus on making business decisions which will reduce the volatility of our results, offering our clients stability
- Diversified approach to insurance risk
- No direct exposure to US sub-prime mortgage, credit derivatives or similar financial instruments
- Equity exposure is less than 8% of total investments

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- Will larger clients retain more risk?
  - Smaller clients less concerned with wide policy coverage?
  - Financial lines cover becomes a significant purchase?
  - Less available capacity in the market?

# Our commitment to Risk Management

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- Range of services offered, from expert advice and technical guidance, to 'risk based' improvement programmes
- We recognise the need to work collaboratively with Clients and Partner Brokers
- Focus on
  - **IMPROVEMENT** - improving individual and portfolio risk performance, generally through reduction in frequency and severity of claims
  - **INTELLIGENCE** - supporting Underwriters risk knowledge in understanding performance indicators leading to the retention and acquisition of good quality business at economic levels
  - **RELATIONSHIP BUILDING** - long-term relationships developed with strategic Clients, Brokers and Stakeholders

# Motor or Employers Liability?

Confused? – You are not alone



# Scenario 1

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- HGV driver, alone in his truck, falls asleep at the wheel
- As a result of the crash, the HGV driver sustains injury
- Is his injury claim covered by the motor or employers liability policy?

## Answer

- Employers Liability claim for drivers injuries
- Subsequent third party injuries and property damage a motor claim

# Scenario 2

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- A refuse collector on the streets collecting refuse sacks
- The refuse collector jumps on to the cab foot plate but falls off and is injured
- Motor or employers liability claim?

## Answer

- Motor claim
- Persons alighting onto a vehicle are a passenger and covered under motor policy

# Scenario 3

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- Refuse collector loading refuse sacks into compactor at rear of refuse truck
- The refuse collector falls and the truck drives over his foot
- Are his injuries covered by the motor policy or the employers liability policy?

## Answer

- Employers liability claim
- Not a passenger, but in the course of his employment
- Irrespective of injuries caused by a vehicle on a highway

**Thank you**

