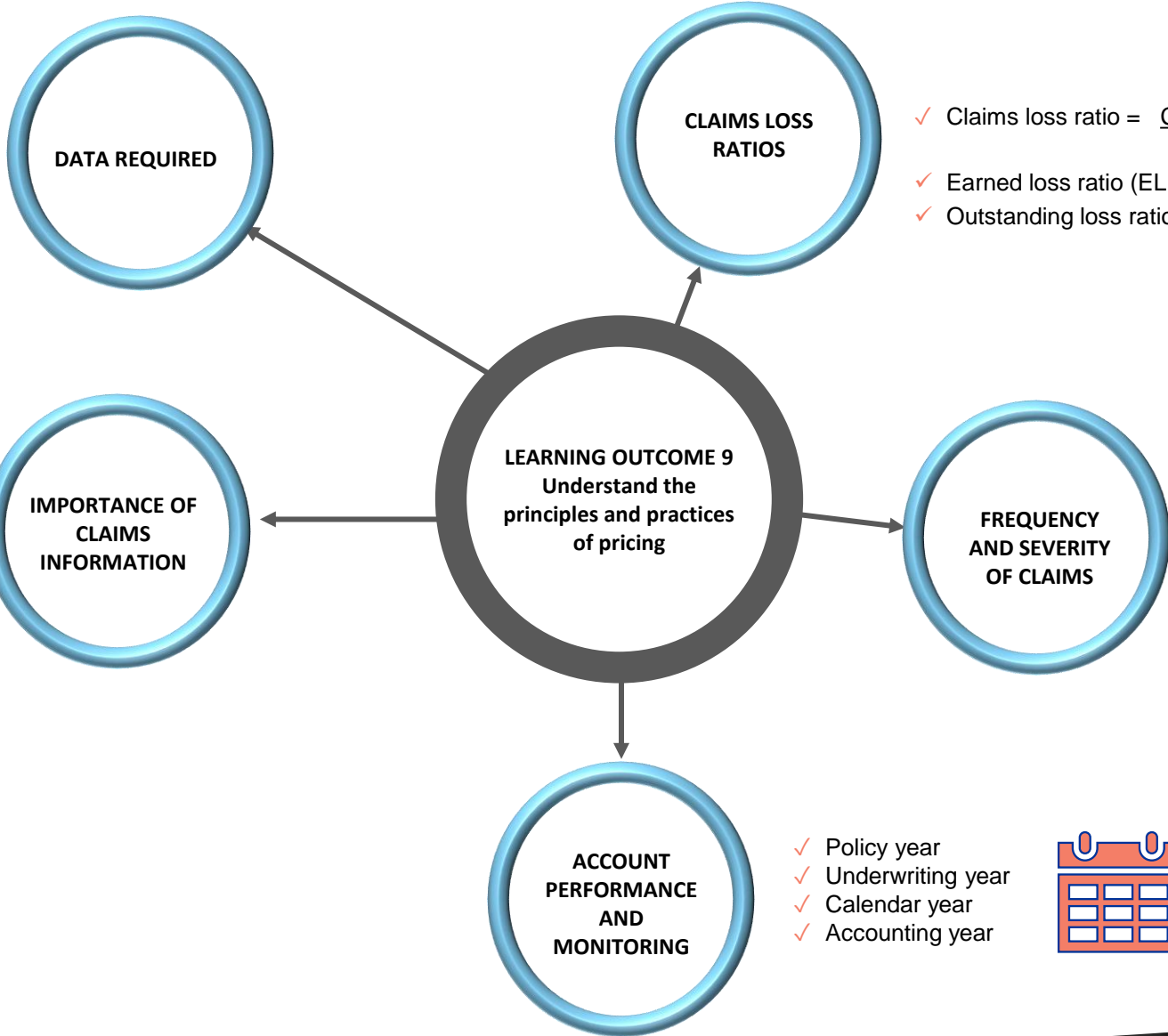


- ✓ Board level reporting
- ✓ Reporting to underwriting managers
- ✓ Operational data



✓ Claims loss ratio = $\frac{\text{Claims incurred} \times 100}{\text{Premium}}$

- ✓ Earned loss ratio (ELR)
- ✓ Outstanding loss ratio (OLR)



- ✓ Number of claims
- ✓ Average cost of claims
- ✓ Causes of claims
- ✓ Patterns and trends
- ✓ Personal injury discount rate



- ✓ **Frequency:** How often will it happen?
- ✓ **Severity:** When it does happen, how serious will it be?

- ✓ Policy year
- ✓ Underwriting year
- ✓ Calendar year
- ✓ Accounting year

