

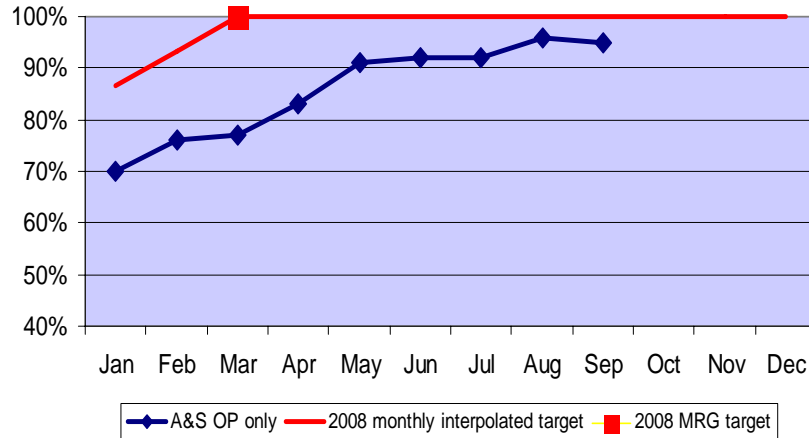
Market Reform Group Dashboard 2008 targets and progress – table November

Market Reform Summary		2008											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A&S	OP only	70%	76%	77%	83%	91%	92%	92%	96%	95%			
	Target			100%									
	AP/RP	37%	48%	51%	55%	69%	68%	72%	75%	74%			
	Target												100%
ECF	Lloyd's rate	90+%	90+%	90+%									
	Target (in scope claims)			100%									
	IUA rate				23%	27%	29%	29%	27%	32%			
	Target (all claims)									40%			70%
Legacy	Lloyd's Index	22	21	20	15	15	14	15	15	14			
	IUA index	32	32	28	25	25	24	21	20				
	Target												<20
Delinking	Lloyd's rate	67%	58%	55%	62%	65%	62%	65%	65%	58%			
	Company market	76%	68%	72%	71%	71%	74%	70%	72%	75%			
	Target									100%			
Electronic Policies	Total policies signed			2632	2770	2651	2259	2909	2615	2608			
	Electronic policies signed			501	796	874	691	1176	1275	1284			
	Electronic proportion	22%	14%	19%	29%	33%	31%	40%	49%	49%			
	Target												80%
Endorsements	Broker electronic submissions				737	902	1236	1905	2126	2142			
	Target									3000			

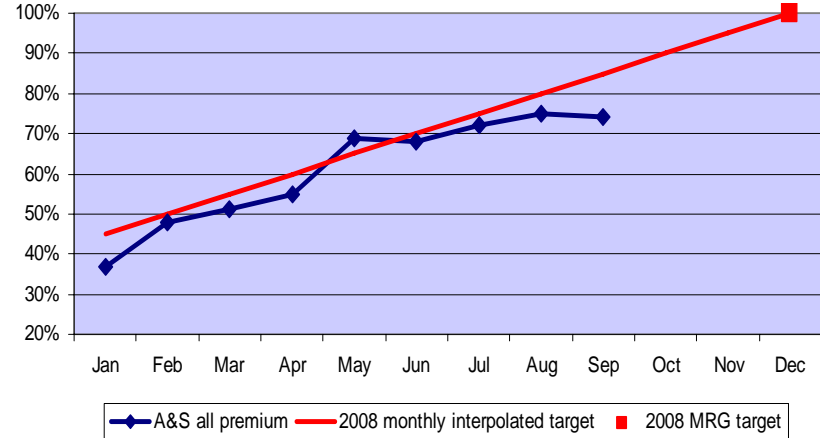
- Targets are for the actual rate achieved in the relevant month in each instance. They are not cumulative across the year
- Data and target definitions are available on slides 4-6

Market Reform Group Dashboard 2008 - graphs

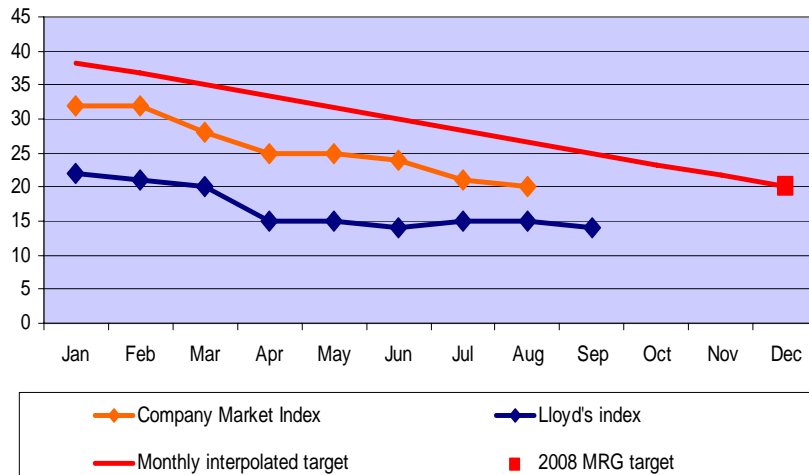
A&S: proportion of original premium only submitted electronically



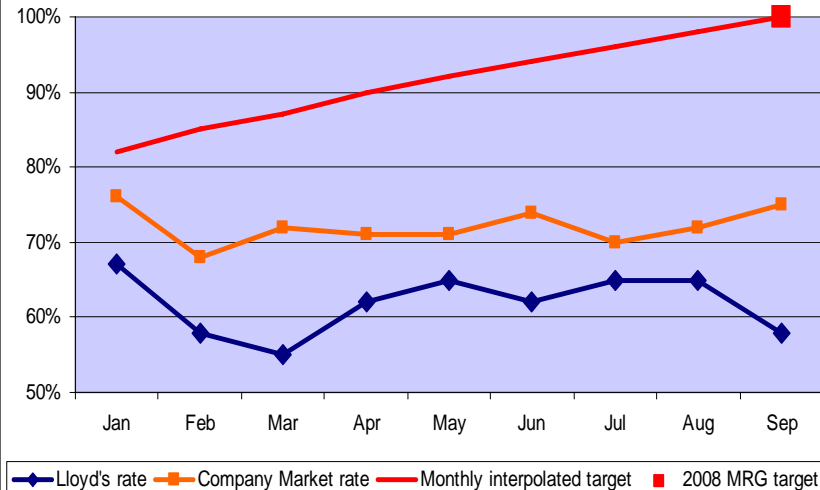
A&S: proportion of AP/RPs submitted electronically



Legacy Index
mid 2006 = 100

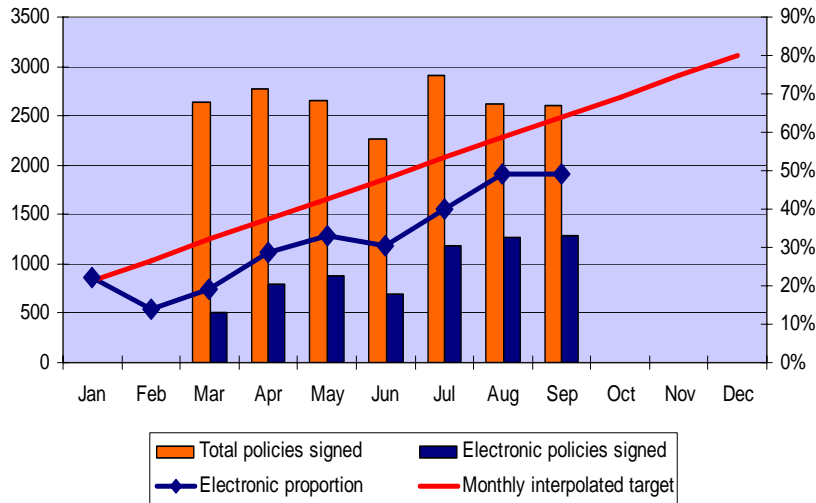


Delinking performance

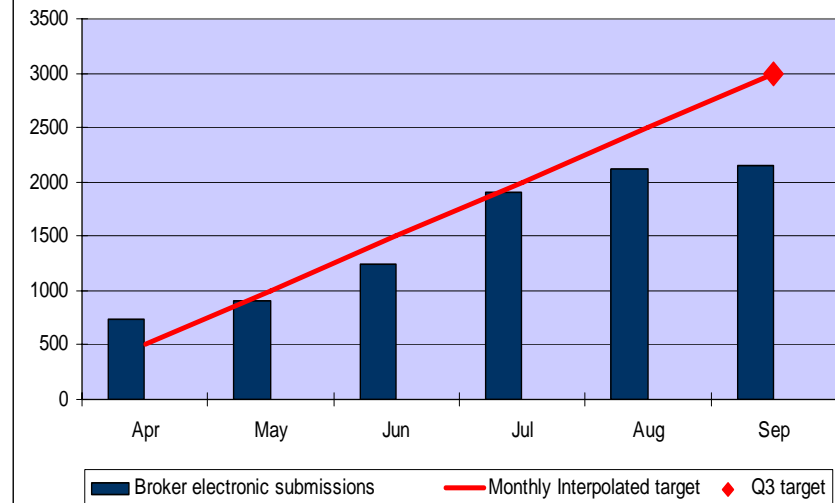


Market Reform Group Dashboard 2008 - graphs

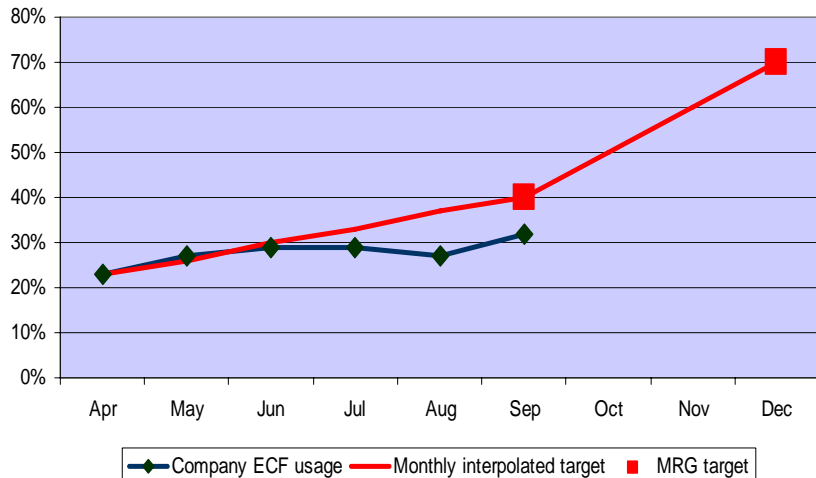
Electronic Policies: Market take up



Electronic endorsements - broker submissions



Company market ECF usage



MRG dashboard – data definitions (1)

- **A&S data**

- Source: Xchanging
- A&S AP/RP rate is the volume of electronic AP/RPs plus volumes of policies/endorsements for the specified weeks as a percentage of the total transactions (paper + electronic) of the same.
- OP only figure is the volume of electronic transactions (LPAN level) as a percentage of the total transactions (paper + electronic) processed. Includes original premiums and corrections to original premiums and S&A items. Excludes Aviation and Treaty business as they are currently out of scope for A&S. Combined Lloyd's and Company volumes.
- We continue to work with Xchanging to refine this data.

- **ECF data**

- Source: Lloyd's FPD & IUA/Xchanging
- The Lloyd's measure is based on discussions held with Market firms and external auditors. It is a measure of the in scope claims processed electronically
- The Company Market measure is the proportion of UCR movements in a month made electronically. It is a measure of the proportion of all claims processed electronically.

MRG dashboard – data definitions (2)

- **Legacy**

- Source: Lloyd's MONA and IUA
- Legacy index is the total volume of outstanding legacy policies as measured in a month as a proportion of the volume outstanding in mid 2006 (NB: IUA use volume measured in Jan 2007 as a proxy for the mid 2006 volume)
- From November 2007 on Lloyd's index does not include business written after 1 July 2007.

- **Delinking**

- Source: JMD/Xchanging
- Data is for original premium only. From October 2007, data includes flexible settlement. Inclusion of AP and RP data under consideration.
- Delinked rate is the total number of delinked submissions to Xchanging in a month as a proportion of the total number of submissions in that month. This measure includes all transactions.
- Delinking performance follows a seasonal pattern. Data demonstrating this is available on the market reform website.

MRG dashboard – data definitions (3)

- **Electronic policies**

- Source: Xchanging
- Data reported is the total number of E-policies signed (both Lloyd's and Companies) as a percentage of the total policies signed by Xchanging (both Lloyd's and Companies) plus the volume of both measures.

- **Endorsements**

- Source: Broker returns to MRO
- The volume of endorsements sent electronically by the brokers each month