

5. Data Sources and Explanations

5. Data Sources and Explanations

FINMAR Market Services collects data that is both contract and transactional related on the quoting and placing of contracts. The following is an overview of the sources of the data within sections 2, 3 and 4 of this document and what each field is intended to mean. If you have any specific questions, however, please ask your FINMAR Market Services Client Service Executive.

5.1 Scope of data

The data set for these reports includes contracts processed and billed in the Eclipse core operating system on or before the 'As at month end' shown on the report that meets the following criteria:

- 1) Legal entity equals Willis Limited
- 2) Business unit coding is consistent with FINEX Global structure at time of reporting.
- 3) Contracts incepting on or after 1st September 2011
- 4) Excluding FINEX Global classes of business deemed as out of scope within the FINMAR360° contracts (e.g. Medical Malpractice)

The following data is currently absent but the intention is that it will feature in future reports:

- 1) Data relating to contracts not placed by Willis (NTUs)
- 2) Data relating to the speed of response of endorsements
- 3) Data relating to the claims service levels
- 4) Data relating to the policy issuance service levels
- 5) Data relating to the Willis Quality Index service levels
- 6) Where the Insured has explicitly requested that their data is not be used externally, their risks are excluded from this report.

IMPORTANT NOTE ABOUT APPETITE RANGE

The Appetite Range is as defined at the point in time that the Account Executive goes to market the contract for the first time. Where changes are made to Appetite information, quotes requested prior to this change will be subject to the old Appetite.

IMPORTANT NOTE ABOUT CURRENT SCOPE OF TIER II AND TIER III RISKS

Where business is placed on a current in-force FINEX Global facility (i.e. predominantly Tier I business), the business continues to be out of scope for Tier II and Tier III. This data is excluded in its entirety.

Where business is not placed on a current FINEX Global facility but would have been eligible for Tier I as it was described in the RFP, this is in scope for Tier II and Tier III and the data is included. However we have excluded these contracts from the data for the Service Level performance as we felt this was the fairest approach.

For all other business, which is eligible for Tier II and Tier III as per the FMS contracts, the data is in scope and is included.

5.2 Data Sources

The data used in these reports is a combination of information retrieved from the Willis core operating system (Eclipse); as well as data collated manually from FINEX Global Account Executives at the time each contract was negotiated and placed. Information from these sources can be subject to human error, although we have a second pair of eyes system on all data, at each stage of the data capture process. We therefore believe the integrity of the data we are providing is of a high standard.

5.3 Categorisations

Various fields within the data set are subject to some form of categorisation or validation. Please see below some of the key fields and how they operate.

Report Section

Class of Business	Report Section Financial and Insurance Industries	Report Section Non-Financial and Insurance Industries
Blended Crime and D&O	FI	Commercial Crime
Blended Crime and PI	FI	Commercial Crime
Blended Crime, D&O and PI	FI	Commercial Crime
Crime	FI	Commercial Crime
ERISA Bond	FI	Commercial Crime
Plastic Cards	FI	Commercial Crime
Directors & Officers Liability	FI	Commercial D&O
Employment Practices Liability	FI	Commercial D&O
Pension Trustees Liability	FI	Commercial D&O
Public Offering of Securities	FI	Commercial D&O
Public Officials Liability	FI	Commercial D&O
Trustees / Fiduciary Liability	FI	Commercial D&O
Intellectual Property	FI	Commercial PI
Professional Indemnity (inc. Civil Liability)	FI	Commercial PI
Blended D&O and PI	FI	Commercial PI
Professional Indemnity	FI	Commercial PI
Cyber 1st Party	Cyber	Cyber
Cyber Liability	Cyber	Cyber
Warranty & Indemnity	W&I	W&I
Balance Foundation	Other	Other
Tax Opinion	Other	Other
Employers Liability	Other	Other
General Liability	Other	Other
Legal Expenses	Other	Other
Office Combined (excluding Buildings cover)	Other	Other
Public Liability	Other	Other
Travel	Other	Other

Layer Type

Stand Alone	A single placement with no excess above it.
Primary	A primary layer with an excess above it.
Excess	An excess layer.

Classes of Business, Industry Codes and Geographical Grouping – all remain as per the handout at your Appetite Range meeting.

Rates of Exchange – the rates used for premiums and limits are consistent with the rates provided during the data room exercise.

For further detailed information, or for copies of information previously provided, please speak to your FMS Client Service Executive.

5.4 Data Explanations

Section	This will be one of FI or Commercial Crime; Commercial PI; Commercial D&O or All. These sections are defined under 'Categorisations' above.
Tier	Tier II
Date	The date the report was produced.
As at month end	The month to which the data has been captured and reported, being the month that FINEX Global billed each item.

Premium Summary

Gross (\$)	All Gross figures represent premium gross of commissions and excluding taxes.
Net (\$)	All Net figures represent premium net of commissions and excluding taxes

Premium Written The premium written by the FMS Client.

Premium Not Written

Within Appetite:	
Remainder on contracts partially written	This pertains to contracts within the Appetite Range that were partially, though not wholly written by the FMS Client (ie: co-insurance exists), The value shown is the premium element not written by the FMS Client.

Layers not written on programs written	For programs at least partially written by the FMS Client, this pertains to the layers that were not written by the FMS Client.
Not written Other	This pertains to all programs or standalone contracts not written by the FMS Client.
Total within appetite	This is a sub total of premium within appetite but not written.
Outside Appetite	Premium for contracts outside of the Appetite Range.

Service Performance Summary

Contracts Within Client Appetite	The number of individual contracts that fell within the FMS Client's Appetite Range in the period. The Appetite for each contract is defined at the point before any carrier is approached for a quote.
Contracts Shown to Client – Total	The number of individual contracts that were shown to the FMS Client in the period.
Client Committed On Another Layer	The number of individual contracts shown to the FMS Client where they decided to commit to quote on another part of the programme, in the period.

Service Performance Summary – Willingness (Quotes / Shown)

Contracts Shown to Client	<p>Derived as follows:</p> <p>'Contracts Shown To Client – Total' less 'Total Client Committed on Another Layer'</p> <p>This number gives the basis for calculating some of the Service Levels.</p>
Contracts Quoted	The number of individual contracts that were quoted by the FMS Client in the period.
Client Declined to Quote	The number of individual contracts that the FMS Client declined to quote in the period.
Shown To Client	'Contracts Shown To Client' figure (refer above) adjusted for multiple layered programs; ie all layers shown but not quoted are 'amalgamated' and treated as a count of 1.

Willingness (Quotes/Shown)

The number of individual contracts quoted by the FMS Client divided by the 'Shown To Client' number (see above) expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Service Performance Summary – Speed of Response – Quotes

Contracts Quoted

The number of individual contracts that were quoted by the FMS Client in the period.

Contracts quoted, within 3 days

The number of individual contracts that were quoted within 3 days of submission by the FMS Client in the period.

Speed of Response, Quotes

The number of individual contracts quoted by the FMS Client within 3 days of submission divided by the number of individual contracts quoted by the FMS Client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Service Performance Summary – Competitiveness

Contracts Quoted

The number of individual contracts that were quoted by the FMS Client in the period.

Contracts Written as Lead

The number of individual contracts that were led by the FMS Client.

Competitiveness
(Lead Wins / Quotes)

The number of individual contracts led by the FMS Client divided by the number of individual contracts quoted by the FMS client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance)

Services Performance - Participation

Contracts Shown To Client

Derived as follows :

'Contracts Shown To Client – Total' less 'Total Client Committed on Another Layer'.

This number gives the basis for calculating some of the Service Levels.

Contracts Written

The number of individual contracts that were bound by the FMS Client in the period.

Shown To Client	'Contracts Shown To Client' figure (refer above) adjusted for multiple layered programs; ie: all layers shown but not quoted are 'amalgamated' and treated as a count of 1.
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Participation (Wins / Shown)	The number of individual contracts written by the FMS Client divided by the 'Shown To Client' number (see above) expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).
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Service Performance Summary – Speed of Response – Placement

Contracts Written	The number of individual contracts that were bound by the FMS Client in the period.
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Contracts Written within Target	The number of individual contracts that were bound within 3 (UK) or 5 (Non UK) days of submission by the FMS Client in the period.
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Speed of Response – Placement	The number of individual contracts bound by the FMS Client within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts bound by the FMS Client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).
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Analysis of Contracts Written

Limit 100%	The sum of the 100% Limits of each of the individual contracts that were bound by the FMS Client in the period. This is the 100% Limit of Sum Insured shown in the individual contracts. If there is more than one limit value, the one for the main coverage type will be chosen, generally speaking this will be the highest Limit or Sum Insured. If there is a limit that applies, for example, to any one loss or each and every claim, this should be entered ahead of an aggregate limit if they are different.
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Gross Premium 100%	The sum of the 100% Gross Premium of each of the individual contracts bound by the FMS Client in the period.
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Premium Written – Gross	The sum of the Gross Premium for the FMS Client's signed proportion of each of the individual contracts, bound by the FMS Client in the period.
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Premium Written – Net	The sum of the Net Premium for the FMS Client's signed proportion of each of the individual contracts, bound by the FMS Client in the period.
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Order % of 100% of Whole	The average signed proportion of each of the individual contracts bound by the FMS Client in the period, weighted by Gross Premium, expressed as a percentage.
Limit for Order	The sum of the Limit or Sum Insured for the FMS Client's signed proportion of each of the individual contracts, bound by the FMS Client in the period.
Average Rate-on-line	Premium Written – Net Premium divided into Limit for order, expressed as a percentage.
Insured Acceptance Reasons	A breakdown of the principal reason why the FMS Client was selected to lead or participate on each of the individual contracts, expressed as a contract count and as a percentage of the number of bound contracts.
Analysis of Contracts Quoted but Declined by Insured	
Insured Declinature Reasons	A breakdown of the principal reason why the client chose not to bind cover with the Finex Global Client on each of the individual contracts, expressed as a contract count and as a percentage of the number of bound contracts.
Analysis of contracts Within Appetite but Not Quoted	
Within Client Appetite	The number of individual contracts that were, at the time of quoting, within the Appetite Range for the FMS Client in the period.
Client Committed on Another Layer	The number of individual contracts shown to the FMS Client where they decided to commit to quote on another part of the programme, in the period.
Declined to Quote, Reasons	A breakdown of the principal reasons why the FMS Client declined to participate on each of the individual contracts, expressed as a contract count and as a percentage of the number of contracts. A percentage split is also shown and referred to in the graph.
Quote Not Shown to Client, Reasons	A breakdown of the principal reasons why the FMS Client were not shown individual contracts that were within the Appetite Range, expressed as a contract count and as a percentage of the number of contracts.

Quoting Service Performance - Willingness

Willingness (Quotes / Shown)

The number of individual contracts quoted by the FMS Client divided by the 'Contracts Shown To Client' number (adjusted for Multi-Layered programs see below) expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Contracts Quoted

The number of individual contracts that were quoted by the FMS Client in the period.

Benchmarking:

Note: Carriers with small volumes of contracts (less than 20% of the average shown year to date) shown are omitted from this benchmarking.

Tier II Lead Shown

This represents the volume of contracts (net of those where 'Client committed on Another Layer') that the Carrier with the Lead % has been shown.

Tier II Lead %

The best of: the number of individual contracts quoted by each Tier II carrier divided by the number of individual contracts shown to each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Tier II Average %

The Average of: the number of individual contracts quoted by each Tier II carrier divided by the number of individual contracts shown to each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Quoting Service Performance – Speed of Response – Quotes

Quoted, within target

The number of individual contracts that were quoted within 3 (UK) or 5 (Non UK) days of submission by the FMS Client in the period.

Also, the number of individual contracts quoted by the FMS Client within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts quoted by the FMS Client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Contracts Quoted

The number of individual contracts that were quoted by the FMS Client in the period.

Benchmarking:

Note: Carriers with small volumes of contracts (less than 20% of the average shown year to date) shown are omitted from this benchmarking.

Tier II Lead Quoted	This represents the volume of contracts that the Carrier with the Lead % has quoted.
Tier II Lead %	The best of: the number of individual contracts quoted by each Tier II carrier within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts quoted by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance)
Tier II Average %	The Average of: The number of individual contracts quoted by each Tier II carrier within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts quoted by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Placement Service Performance – Competitiveness

Competitiveness (Lead Wins/Quotes)	The number of individual contracts led by the FMS Client divided by the number of individual contracts quoted by the FMS Client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance)
Contracts Written As Lead	The number of individual contracts that were led by the FMS Client in the period.
Contracts Quoted	The number of individual contracts that were quoted by the FMS Client in the period.

Benchmarking:

Note: Carriers with small volumes of contracts (less than 20% of the average shown year to date) shown are omitted from this benchmarking.

Tier II Lead Quoted	This represents the volume of contracts that the Carrier with the Lead % has quoted.
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Tier II Lead %

The best of: the number of individual contracts led by each Tier II carrier divided by the number of individual contracts quoted by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Tier II Average %

The Average of: the number of individual contracts led by each Tier II carrier divided by the number of individual contracts quoted by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Placement Service Performance – Participation

Participation (Wins / Shown)

The number of individual contracts bound by the FMS Client divided by the 'Contracts Shown To Client' number (adjusted for Multi-Layered programs see below) expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Contracts Written

The number of individual contracts that were bound by the FMS Client in the period.

Contracts Shown to Client

Derived as follows:

'Contracts Shown To Client' less 'Total Client Committed on Another Layer', then adjusted for multiple layered programs; ie: all layers shown but not quoted are 'amalgamated' and treated as a count of 1.

Benchmarking:

Note: Carriers with small volumes of contracts (less than 20% of the average shown year to date) shown are omitted from this benchmarking.

Tier II Lead Shown

This represents the volume of contracts (net of those where 'Client committed on Another Layer') that the Carrier with the Lead % has been shown.

Tier II Lead %

The best of: the number of individual contracts bound by each Tier II carrier divided by the number of individual contracts shown to each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).

Tier II Average %	The Average of: the number of individual contracts bound by each Tier II carrier divided by the number of individual contracts shown to each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).
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Placement Service Performance – Speed of Response – Placements

Contracts Written within target	<p>The number of individual contracts that were bound within 3 (UK) or 5 (Non UK) days of submission by the FMS Client in the period.</p> <p>Also, the number of individual contracts bound by the FMS Client within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts quoted by the FMS Client expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).</p>
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Contracts Written within target	The number of individual contracts that were bound by the FMS Client in the period.
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Contracts Written	The number of individual contracts that were bound by the FMS Client in the period.
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Benchmarking:

Note: Carriers with small volumes of contracts (less than 20% of the average shown year to date) shown are omitted from this benchmarking.

Tier II Lead Written	This represents the volume of contracts that the Carrier with the Lead % has written.
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Tier II Lead %	The best of: The number of individual contracts bound by each Tier II carrier within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts bound by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).
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Tier II Average %	The Average of: The number of individual contracts bound by each Tier II carrier within 3 (UK) or 5 (Non UK) days of submission divided by the number of individual contracts bound by each Tier II carrier expressed as a percentage, and benchmarked against the criteria for performance (green = satisfactory performance and above; amber = underperformance; red = severe underperformance).
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Premiums billed to Client

Note: This captures all premiums billed in the latest report month

Report Section	This will be one of FI or Commercial Crime; Commercial PI; Commercial D&O or All. These sections are defined under 'Categorisations' above.
Contract Report Month	The Month and Year that the contract was first billed to the FMS Client. This is the month that the contract was included within the service level statistics. Note: This is included so that any premium adjustments billed after the original billing month can be accounted for when reconciling these contracts to the service level statistics.
Client Office entity	The legal name of the office to which the premium placement pertains - as held within the core operating system (Eclipse).
Contract Number	The contract number of each individual contract bound.
Insured Name	The name of the Insured of each of the individual contracts bound. Where there is more than one Insured, this will be the first one loaded into the Eclipse core operating system.
Industry 1	The main activity of the Insured, categorised as an ISIC Level 1 coding, as defined under 'Categorisations' above.
Industry 3	The main activity of the Insured, categorised as an ISIC Level 3 (amended) coding, as defined under 'Categorisations' above.
Contract Inception Date	The start date of each of the individual contracts bound.
Contract Expiry Date	The end date of each of the individual contracts bound.
Class of Business	The type of coverage of each of the individual contracts bound, as defined under 'Categorisations' above.
Country	The territory of the principal address of the Insured of each individual contract, as defined under 'Categorisations' above.
Geographical Grouping	The region of the principal address of the Insured of each individual contract, as defined under 'Categorisations' above.

Business Type	This shows whether each individual contract is insurance or reinsurance business.
Layer Type	The type of programme layer of each individual contract, as defined under 'Categorisations' above.
Original Currency	The original currency of the 100% Limit of each individual contract.
100% Limit	The 100% Limit or 100% Sum Insured of each individual contract. If there is more than one limit value, the one for the main coverage type will be chosen, generally speaking this will be the highest Limit or Sum Insured. If there is a limit that applies, for example, to any one loss or each and every claim, this should be entered ahead of an aggregate limit if they are different.
100% Excess / Deductible	The 100% Excess or 100% Deductible of each of the individual contracts.
100% Gross Premium	The 100% premium of each of the individual contracts, gross of commissions and excluding taxes.
Order % of 100% of whole	The percentage of each individual contract bound, placed by Willis.
Gross Premium for Order	The 100% Gross Premium multiplied by the Signed Line of each of the individual contracts.
Gross Premium for Order (GBP)	The GBP equivalent of the Gross Premium in Original Currency, using the above exchange rate.
Tier I	This identifies whether or not the individual contract meets the current criterion for Tier I.

5.5 Renewal Forecast Fields

REPORT SECTION	This will be one of FI or Commercial Crime; Commercial PI; Commercial D&O or All. These sections are defined under 5.3 Categorisations.
CONTRACT ID (NEW RISKS ONLY)	A unique but anonymous identifier for each individual contract.
CONTRACT REF (RENEWAL RISK ONLY)	Reference for the individual contract layer
INSURED (RENEWAL RISK ONLY)	Name of insured on contract
INCEPTION MONTH	The end month of each of the individual contracts.
EXPIRY MONTH	The end month of each of the individual contracts.
CLASS OF BUSINESS	The type of coverage of each of the individual contracts, as defined under 5.3 Categorisations.
TERRITORY	The territory of the principal address of the Insured of each individual contract, as defined under 5.3 Categorisations.
INDUSTRY GROUP	The main activity of the Insured, categorised as an ISIC Level 1 coding, as defined under 5.3 Categorisations.
INDUSTRY	The main activity of the Insured, categorised as an ISIC Level 3 (amended) coding, as defined under 5.3 Categorisations above.
LAYER TYPE	The type of programme layer of each individual contract, as defined under 5.3 Categorisations.
LIMIT 100% USD	<p>The 100% Limit or 100% Sum Insured of each individual contract, converted into USD using the rate of exchange defined under 5.3 Categorisations. If there is more than one limit value, the one for the main coverage type will be chosen, generally speaking this will be the highest Limit or Sum Insured. If there is a limit that applies, for example, to any one loss or each and every claim, this should be entered ahead of an aggregate limit if they are different.</p> <p>For new items only, this is shown as a value band rather than a specific amount</p>

EXCESS / DEDUCTIBLE 100% USD	The 100% Excess or 100% Deductible of each of the individual contracts converted into USD using the rate of exchange defined under 5.3 Categorisations above. This is shown as a value band rather than a specific amount.
GROSS PREMIUM 100% AMOUNT (USD) (NEW RISKS ONLY)	<p>The 100% premium of each of the individual contracts, gross of commissions and excluding taxes, converted into USD using the rate of exchange defined under 5.3 Categorisation.</p> <p>This is shown as a value band rather than a specific amount.</p>
FACILITY	This identifies whether or not the contract was placed under a facility arrangement.
TIER 1	This identifies contracts / layers that fit the current criteria for consideration for Tier 1.

IMPORTANT NOTE ABOUT SCOPE OF RENEWAL LIST

The renewal list on reports produced from November 2012 are restricted by the Appetite Range of the FMS Client; ie: contracts that match a Class of Business, Territory and Industry combination which the FMS Client have excluded within their appetite range are excluded from the renewal list.

Prior to this, it was restricted by Appetite Range but only to the following extent: Where the Appetite Range shows as an exclusion a whole Industry, Class of Business or Territory, the contracts with those industries, classes and territories will be excluded from the renewal list. All other combinations are currently left in.

5.6 Disclaimers

- 1) This report has been created by FINMAR Market Services and shared with Insurers with the aim of providing help in understanding the FINEX Global "in scope" portfolio of risks. However, this information is indicative only of the insurance business placed by FINEX Global in the past. FINMAR Market Services does not warrant the accuracy of this information or that the same business will be placed by FINEX Global in the future.
- 2) In preparing this report, FINMAR Market Services has used recording procedures and assumptions which FINMAR Market Services believe to be reasonable and appropriate. However, there are many different ways of stating information on an insurance contract and pulling this data together will inevitably be subject to a degree of interpretation and/or attract the risk of human error in recording information, especially since the number of variables and interdependencies are so high.
- 3) As a result of these variables, the actual information in the insurance contracts and proposal forms could vary from the records used in the production of this report in either direction.

5.7 Anti-Competitive Behaviour

As you know, we have taken care to design our report packs in a way that they provide you with valuable information about your underwriting and the wider marketplace but that, at the same time, they do not include commercially sensitive or strategic information about other insurers or risks that it would be inappropriate for us to share with you. Occasionally, however, the business placed by Willis in a given period is such that, if we were to provide you with a report in the normal format it might be possible to deduce additional information that goes beyond what it is appropriate for us to share with you. It is obviously in all our interests to avoid this happening and therefore where we identify that this issue may arise we will provide you with an amended report pack for the relevant period.

6. Service Summary

6. Service Summary

Table 1 – Tier II Reports

Report Description	Report frequency
Premium written by each Carrier in the Tier (anonymised)	By month, quarter, YTD and rolling 12 months
Premium not written by Carriers in the Tier, within the Carrier's appetite and reasons for declination of the risk (anonymised)	By month, quarter, YTD and rolling 12 months
Premium not written by Carriers in the Tier outside the Carrier's appetite (anonymised)	By month, quarter, YTD and rolling 12 months
Industry sector information: <ul style="list-style-type: none"> ➤ Risk count written/not written with reasons ➤ Premium amounts ➤ Policy Count 	By month, quarter, YTD and rolling 12 months
Industry sector information: <ul style="list-style-type: none"> - Average successful peer group quote (rate on line) 	By month, quarter, YTD and rolling 12 months
Industry geography information: <ul style="list-style-type: none"> ➤ Risk count written/not written with reasons ➤ Premium amounts ➤ Policy Count 	By month, quarter, YTD and rolling 12 months
Industry geography information <ul style="list-style-type: none"> ➤ Average successful peer group quote (rate on line) 	By month, quarter, YTD and rolling 12 months
Service performance Measured against contractually agreed service levels, the average for all Carriers in the Tier and best performer in the Tier: <ul style="list-style-type: none"> ➤ Quoting – Speed of response, willingness, competitiveness ➤ Placement - Speed of response, willingness, participation ➤ Endorsements – Speed of response ➤ Policies – Speed of response ➤ Claims – speed of response on first advice, interim advice, agreement to settle and settlement ➤ WQI (half yearly) 	By month, quarter, YTD and rolling 12 months
Underwriting sector metrics <ul style="list-style-type: none"> ➤ Limit per sector peer group ➤ Deductible per sector peer group 	By month, quarter, YTD and rolling 12 months
Underwriting sector and geography metrics <ul style="list-style-type: none"> ➤ Limit per sector and geography peer group ➤ Deductible per sector and geography peer group 	By month, quarter, YTD and rolling 12 months
Renewal pipeline forecast	Rolling 3 months in advance, monthly.

Table 2 – Tier II Carrier Management Service

Carrier Management Service		Tier II frequency
Provision of dedicated Carrier Advocate		N/A
Operational Meeting ➤ Report discussion ➤ Risk placement performance <ul style="list-style-type: none"> ▪ Areas for improvement ▪ Actions for improvement ➤ Service level performance <ul style="list-style-type: none"> ▪ Areas for improvement ▪ Actions for improvement ➤ Renewal pipeline (anonymised) discussion		Monthly and ad-hoc as required
Strategic Meeting co-ordination with FINEX Global Senior Management Team ➤ Future plans – International development ➤ Joint product development ➤ Renewal pipeline forecasting		Quarterly