

TOP RISKS IDENTIFIED BY RISK MANAGERS

EURO BENCHMARK	UK
1. Political - Government intervention, legal and regulatory changes	1. Reputation & brand
2. Reputation & brand	2. Political - Government
3. Compliance with Regulation & legislation	3. Regulation & legislation
4. Competition	4. Economic condition
5. Economic condition	5. Safety, health, surety

MAIN USE OF ANALYTICS IN DECISION-MAKING

European risk managers use the following tools:	UK risk managers seem to make more strategic use of analytics:
52% risk reporting	
47% risk mapping	
46% risk registers	58% risk registers
43% risk quantification	
27% risk appetite & tolerance	41% risk appetite & tolerance

DAY-TO-DAY POLICY MANAGEMENT

EURO BENCHMARK	UK
	<p>Day-to-day servicing appears to be superior to the European average. Only 6% of UK master policies are issued over 3 months after inception date.</p>

CONNECTING RISK MANAGEMENT AND INSURANCE PURCHASING STRATEGIES

EURO BENCHMARK	UK
77% max possible loss est.	69% More dependent on professional advice : 69% VS 57% Euro average
57% external professional advice	56% random factors (32% available market cap & 24% budget limitations)
27% available market capacity	
20% budget limitations	

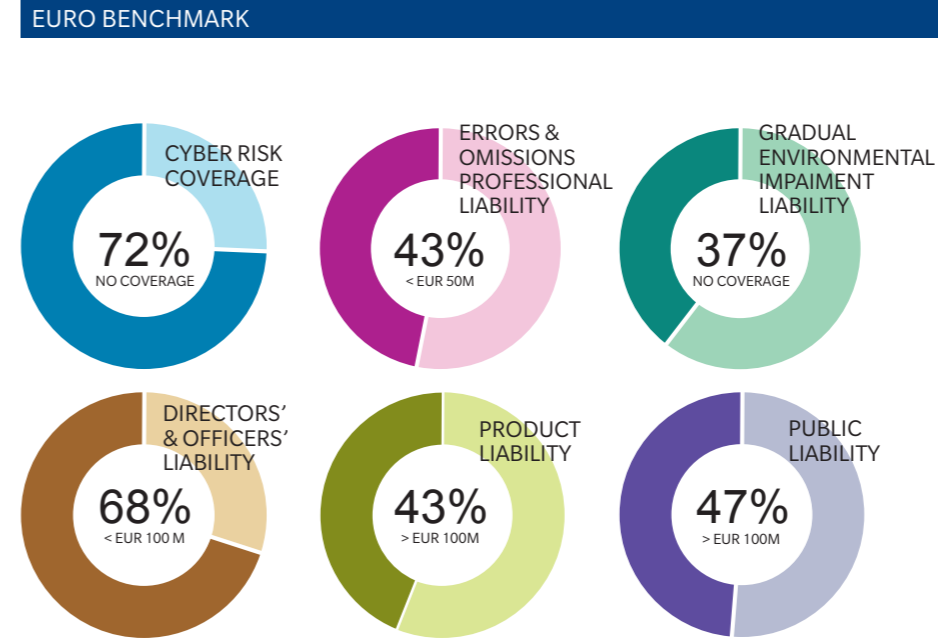
CLAIMS MANAGEMENT

EURO BENCHMARK	UK
Confirmation of position on coverage as quickly as possible (43%)	Confirmation of position on coverage as quickly as possible (54%)
Policy wording tests (39%)	Policy wording tests (44%)
Coordination btw. teams involved (37%)	Crisis mgmt. simulations (18% vs 11% Euro av.)
Lessons learned analysis (36%)	
Building relationships (24%)	Building relationships (35%) Relationships are widely more important.

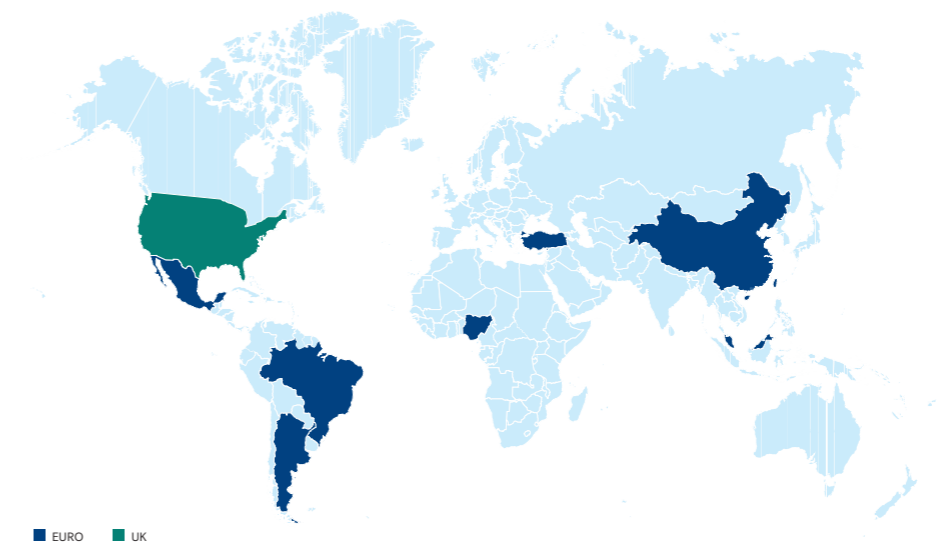
RISK & INSURANCE MANAGEMENT IT PLATFORMS

EURO BENCHMARK	UK
Improved reporting capabilities for internal systems (44%) and external (37%)	Higher expectations in terms of reporting for internal platforms (51% VS 44% av), and less focus on claims (30% VS 38% av)
Claims mgmt. – internal systems (38%)	24/7 access seems to top the wish list for external systems: 36% (VS 21% Euro av.)
Technical info – external system (32%)	

EVOLVING & TRADITIONAL INSURANCE COVERAGE



INSURANCE OFFERING ABROAD



EURO BENCHMARK
Focus on China & Brazil, and the following emerging countries: Malaysia, Argentina, Mexico, Turkey, Nigeria.
UK
The UK identifies the US as the key country to develop its local insurance offer. This is probably due to the increasingly stringent regulation in the USA.