

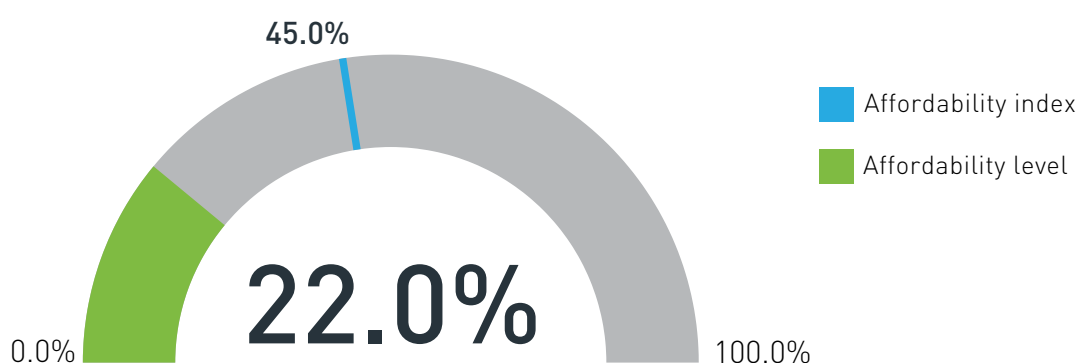


# Statistics

# Affordability

CTP insurance premiums remain affordable to motorists and have been stable for many years. On 30 June 2019, the Class 1 premium (\$339.20) represented 22% of Average Weekly Earnings (\$1,542).

## Affordability index

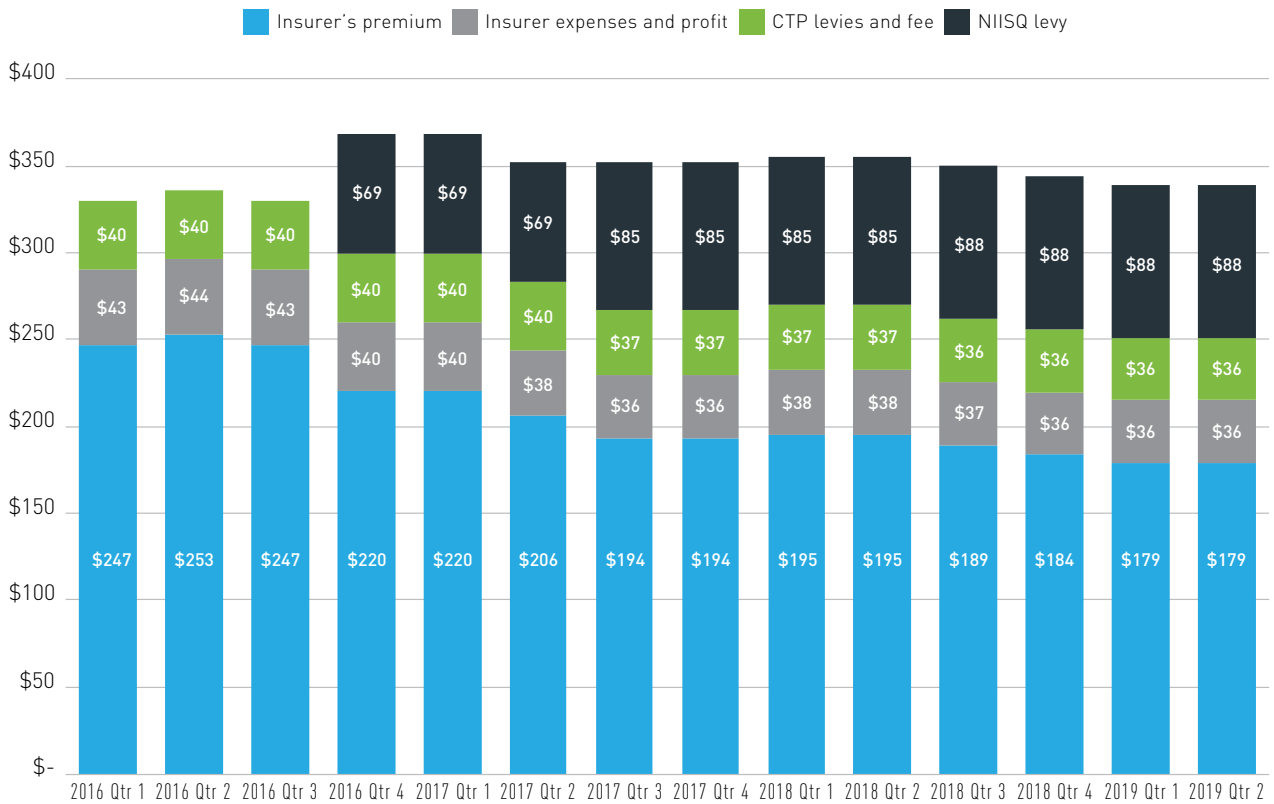


We monitor premium affordability using an affordability index. This index compares the Class 1 premium with the weekly earnings of a full-time adult Queensland, as published by the Australian Bureau of Statistics. Our goal, which we have consistently achieved, is less than 45% of average weekly earnings.

## Average filed premiums (Class 1 vehicles)

Insurer	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY 18-19
AAMI	\$327.60					
Allianz	\$332.85	\$334.60	\$331.35	\$353.60	\$353.50	\$343.20
NRMA	\$331.10					
QBE	\$333.35	\$336.60	\$331.35	\$354.85	\$353.50	\$343.20
RACQI	\$333.35	\$336.60	\$331.35	\$354.85	\$353.50	\$343.20
Suncorp	\$333.35	\$333.35	\$329.85	\$354.85	\$353.50	\$343.20

## Class 1 premium breakdown



**Insurer's premium** is the Class 1 premium (including GST).

**Insurer expenses and profit** includes claims handling expenses, policy expenses, reinsurance expenses, and insurer profits.

**CTP levies and fee** includes Hospital and Emergency Services levy, Nominal Defendant levy, Statutory Insurance Scheme levy, and Queensland Department of Transport and Main Roads administration fee.

**NIISQ Levy** includes the National Injury Insurance Scheme, Queensland (NIISQ) levy. NIISQ is a no-fault scheme that provides necessary and reasonable lifetime treatment, care and support to those who sustain eligible serious personal injuries in a motor vehicle accident in Queensland, on or after 1 July 2016.

## Insurer offers and benefits

Insurer	At-fault driver protection	Gift card for switching	Multi-policy discount
Suncorp	Yes	Yes	Yes
RACQI	Yes	No	No*
QBE	Yes	Yes	No
Allianz	Yes	No	No

Insurers may also offer benefits and incentives to eligible motorists to encourage them to explore switching insurers.

\* RACQI offer a multi-policy discount, however, CTP insurance is not included. RACQI also offers club Membership discounts.

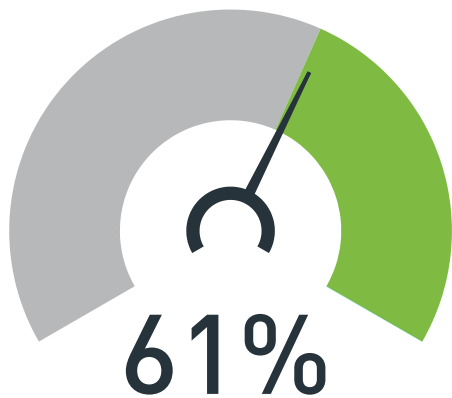
# Efficiency

## Claimant benefits and scheme delivery costs

The insurer's premium is split between claimant benefits and delivery costs.  
The portion of premium being paid as claimant benefits has improved over recent years.

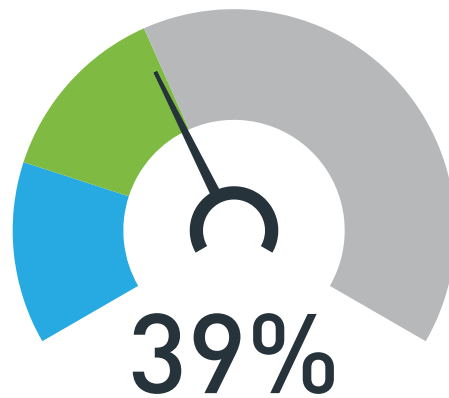
Our goal for scheme efficiency is to keep claimant benefits above 60% and delivery costs under 40%. Scope exists to improve efficiency further.

### Current claimant benefits (5-year average to Dec 2018)



[5% higher than the past 5-year average]

### Current delivery costs (5-year average to Dec 2018)

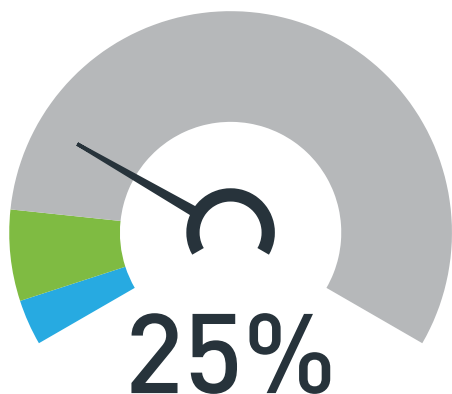


[5% lower than the past 5-year average]

### Total insurer profits out of total delivery costs (5-year average to Dec 2018)

We continue to focus on tightening premium-setting assumptions to address persistently high insurer profits.

Insurer profit margins are expected to move over time closer to the 8% margin assumed in pricing.



[6% lower than the past 5-year average]

- Scheme efficiency target
- Scope to improve further
- Could impact scheme viability

## Claim duration

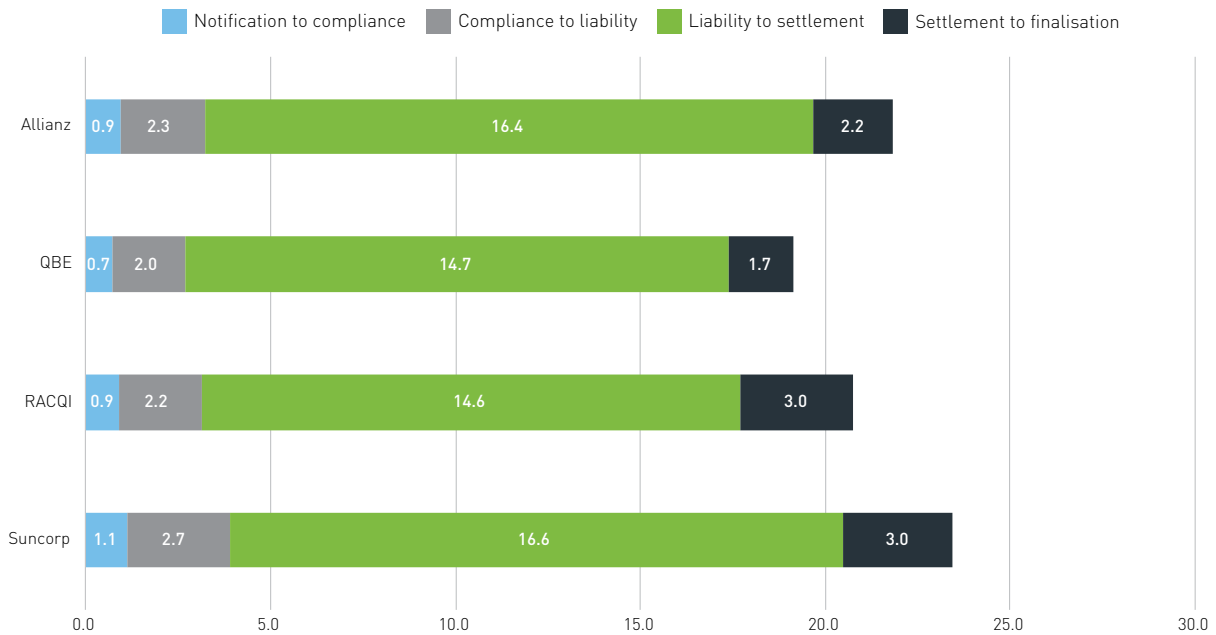
The MAI Act requires insurers to decide liability within 6 months of compliance.

# 99.8%

of claims met this requirement in the last 12 months\*

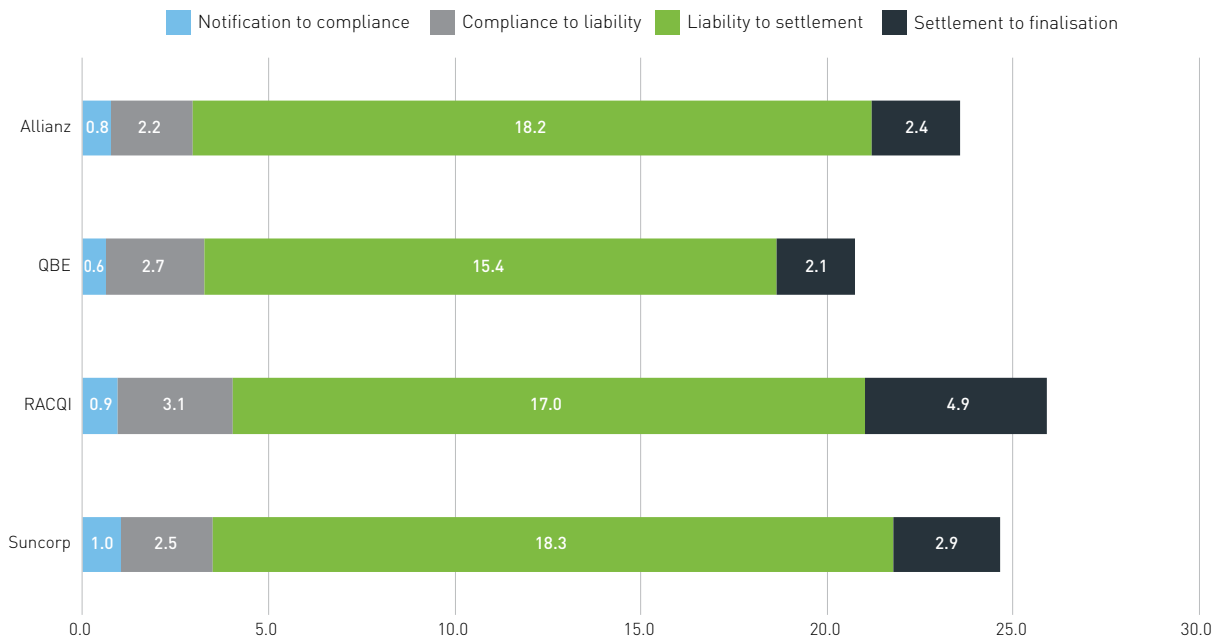
\*Claims added 1 July 2018 to 30 June 2019 with a liability decision.

## Average claim duration (months) - last 12 months\*



\* Finalised claims 1 July 2018 to 30 June 2019.

## Average claim duration (months) - last 10 years\*



\* Finalised claims 1 July 2009 to 30 June 2019.

# Fairness

## Claimant Survey 2019 findings

The two most important factors for CTP claimants were quality of treatment and rehabilitation and easy access to treatment and rehabilitation for their injuries.

Of respondents who received insurer-funded treatment or rehabilitation for their injuries, **74% said they found it easy** or very easy to organise treatment or rehabilitation.

**More than half (55%) of respondents were satisfied or completely satisfied** with the claims process. We are exploring ways to improve the experience of claimants in the CTP insurance scheme.

In the normal course of operating the CTP enquiry line, we receive feedback and complaints from insurers, lawyers, claimants and the general public.

### Complaints handling

- 10 Complaints received in 2018-19
- 8 Complaints resolved after referral to the relevant CTP Insurer
- 2 Complaints remain open\*
- 1 Complaint remains open from previous years\*

\* MAIC continues to facilitate communication between the parties involved.

The Commissioner prosecutes offences under s 87T (offences involving fraud) and s 87U (false or misleading information or documents) of the MAI Act.

### Fraud prosecution

- 11 Referrals for fraud in 2018-19
- 2 Proceeding to prosecution
- 3 Will not proceed
- 6 Pending further investigation

Fraud prosecutions from initial referral to conviction can take up to 3 years.

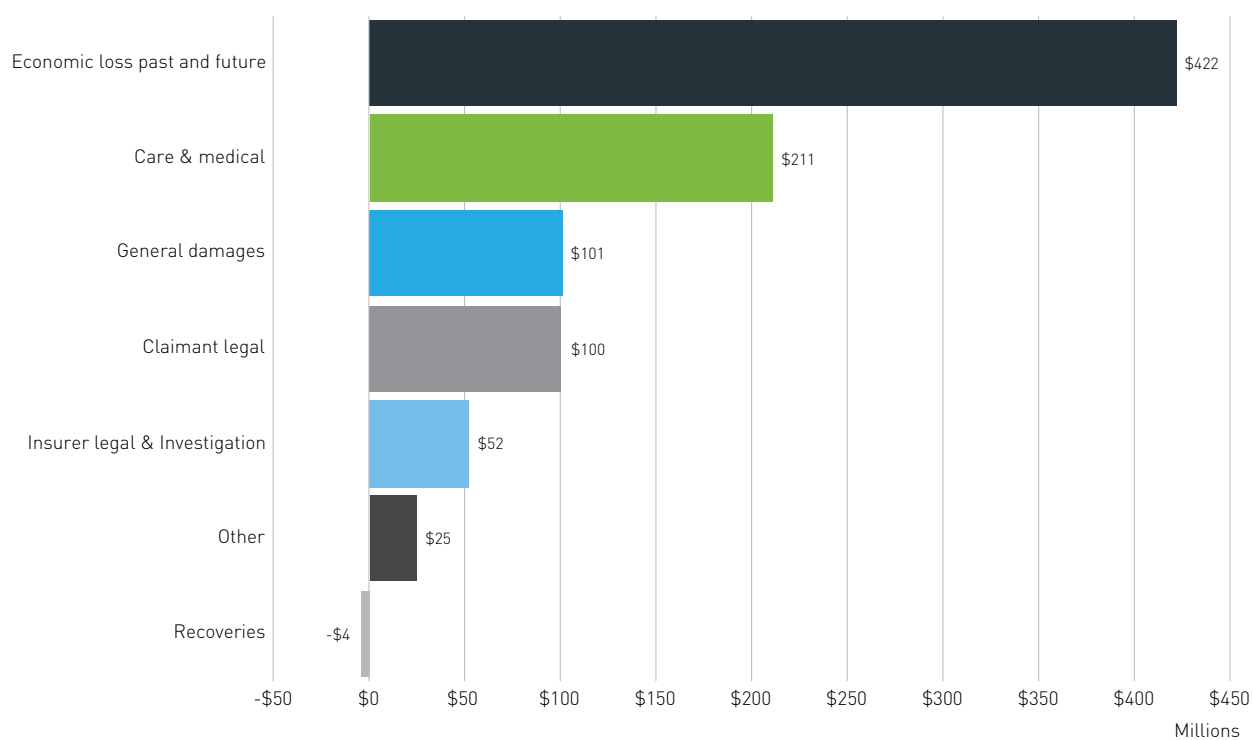
In 2017-18, MAIC received 14 referrals for fraud, of which 6 proceeded to prosecution and 4 resulted in convictions.

## Rates of legal representation and litigation

Accident financial year	Claims	% Finalised	% Legal rep	% Litigated
1 Jul 2014 - 30 Jun 2015	7,266	93.8%	77.6%	8.9%
1 Jul 2015 - 30 Jun 2016	7,601	87.1%	80.9%	9.1%
1 Jul 2016 - 30 Jun 2017	8,662	72.5%	82.5%	6.8%
1 Jul 2017 - 30 Jun 2018	8,342	41.1%	80.3%	1.4%
1 Jul 2018 - 30 Jun 2019	5,502	10.4%	81.5%	0.0%

Note: The recent accident years' data is immature due to the 'long tail' nature of CTP insurance claims.

## Total payments by heads of damage for claims finalised in 2018-19



Notes: Other includes home and vehicle modifications, aids and appliances.

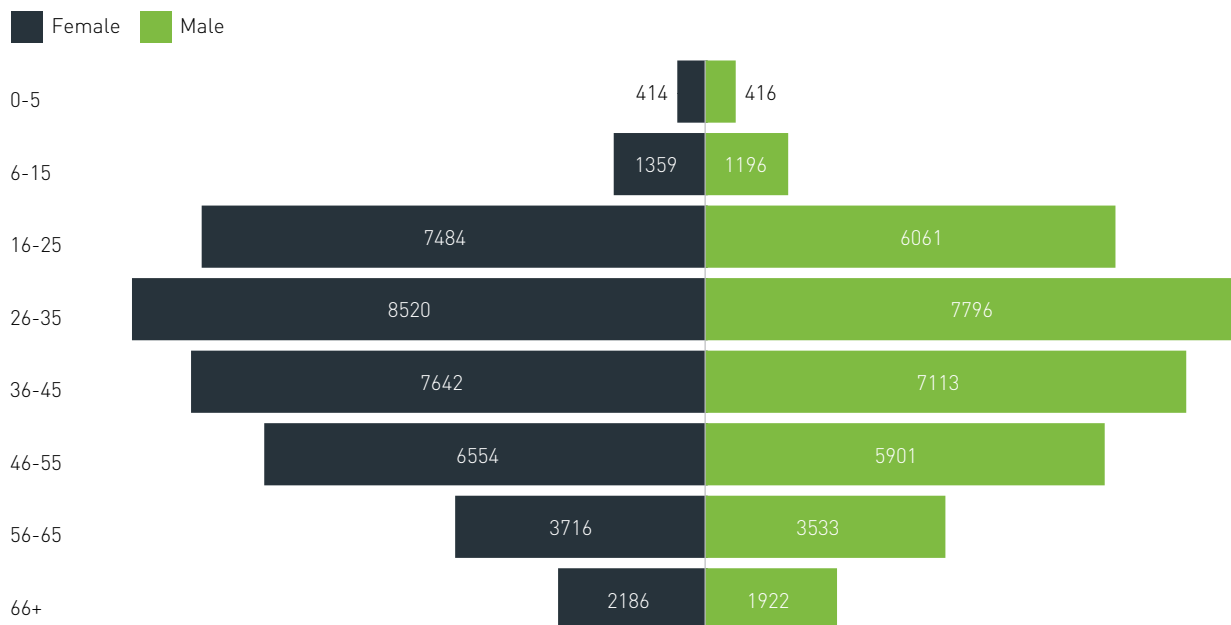
Recoveries include money recovered from insured, other parties, uninsured driver/owners or interstate insurers.

# Responsiveness

The scheme responds to meet the needs of a wide range of people of different ages, genders, types of crashes and roles in crashes.

Developing greater analytics capabilities enables us to better understand and respond to changes in scheme experience.

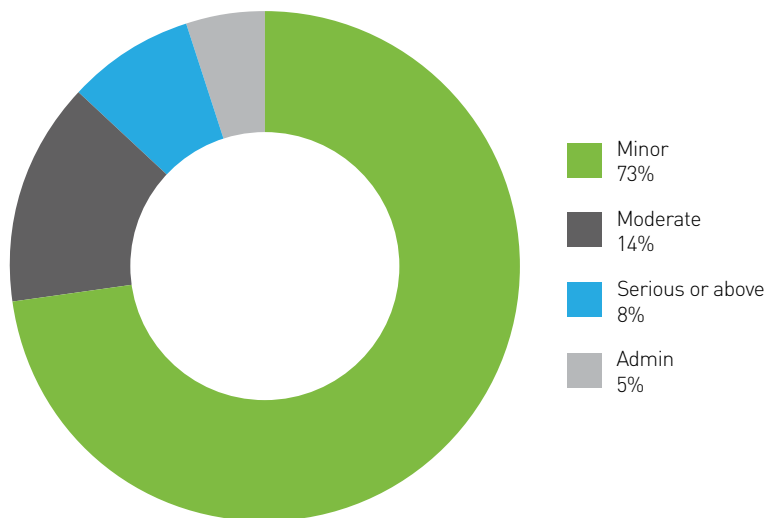
## Age groups of claimants by gender



\* All claims for crashes from 1 July 2009 to 30 June 2019 where relevant details are available.



## Claim severity

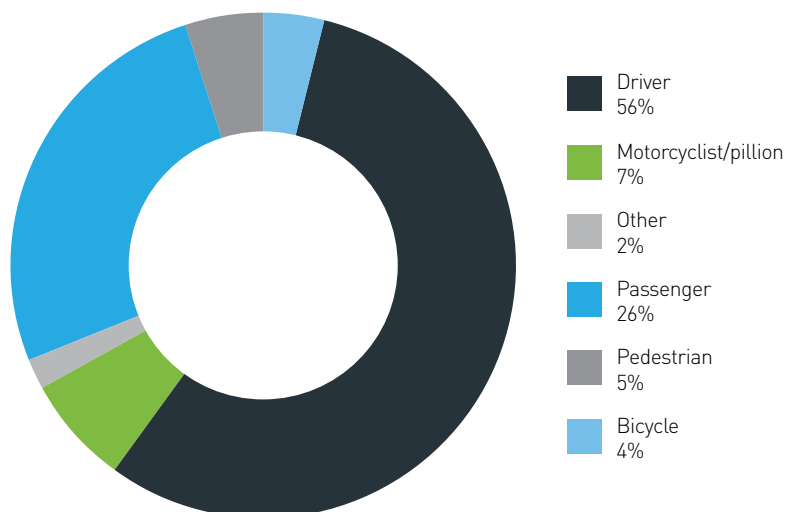


\* Finalised claims for crashes from 1 July 2009 to 30 June 2019.

We are responsive to scheme experience by investing in research and initiatives, legislative reform, education and awareness campaigns.

These actions help us to ensure that people who are injured in a motor vehicle crash are supported to recover, and that premiums also remain affordable.

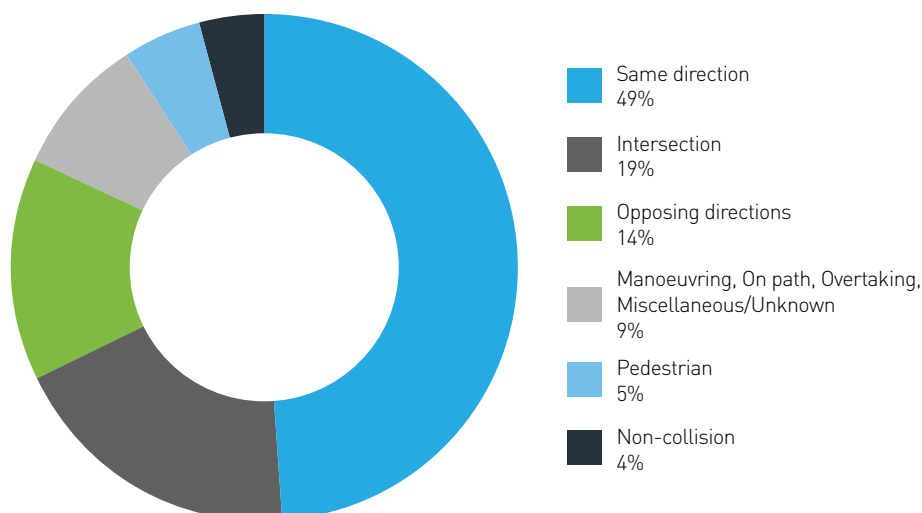
## Claimant role



Crashes from 1 July 2009 to 30 June 2019.

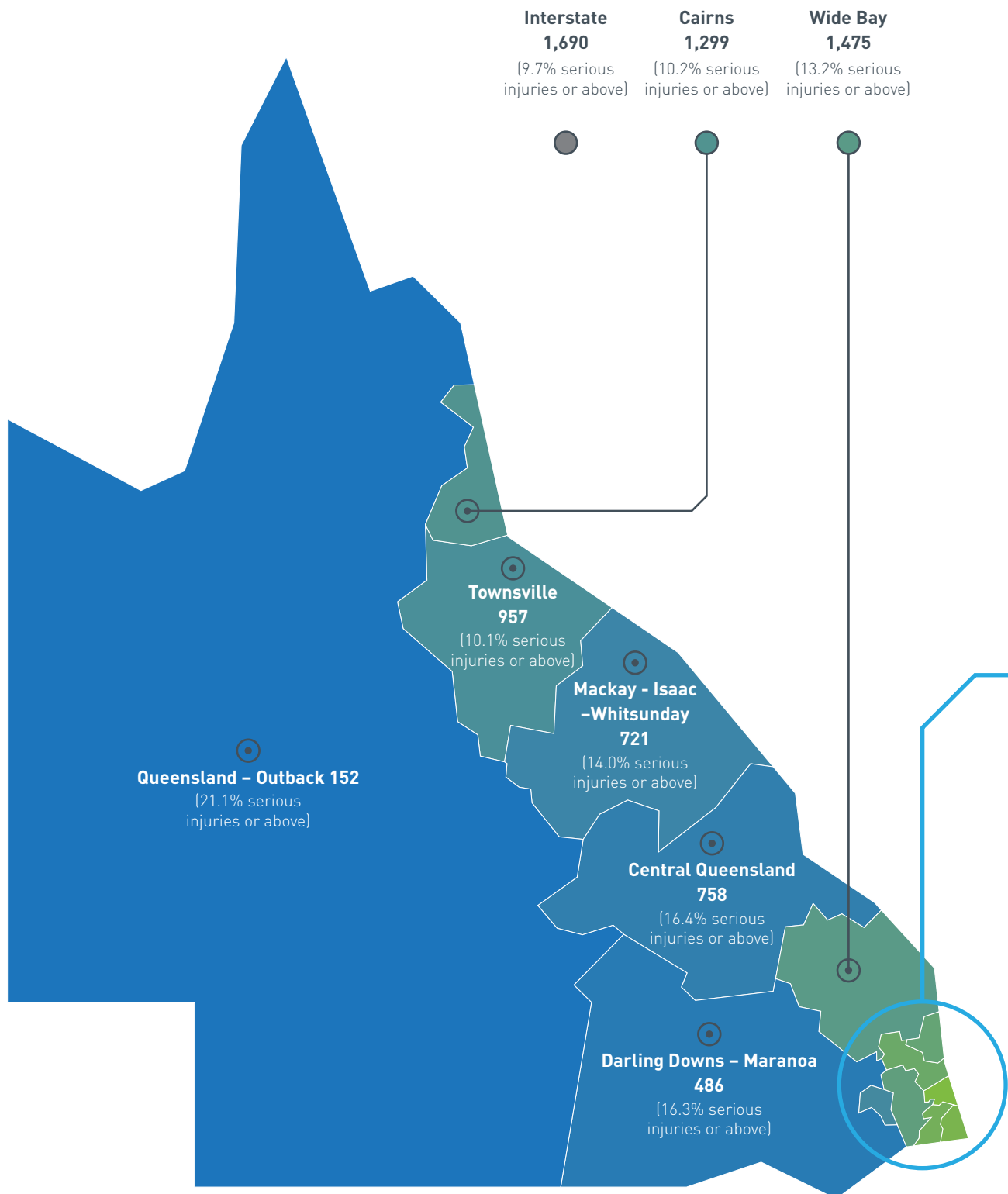
Currently, the most common claim type is from drivers experiencing minor injury from a crash where vehicles were travelling in the same direction.

## Crash details

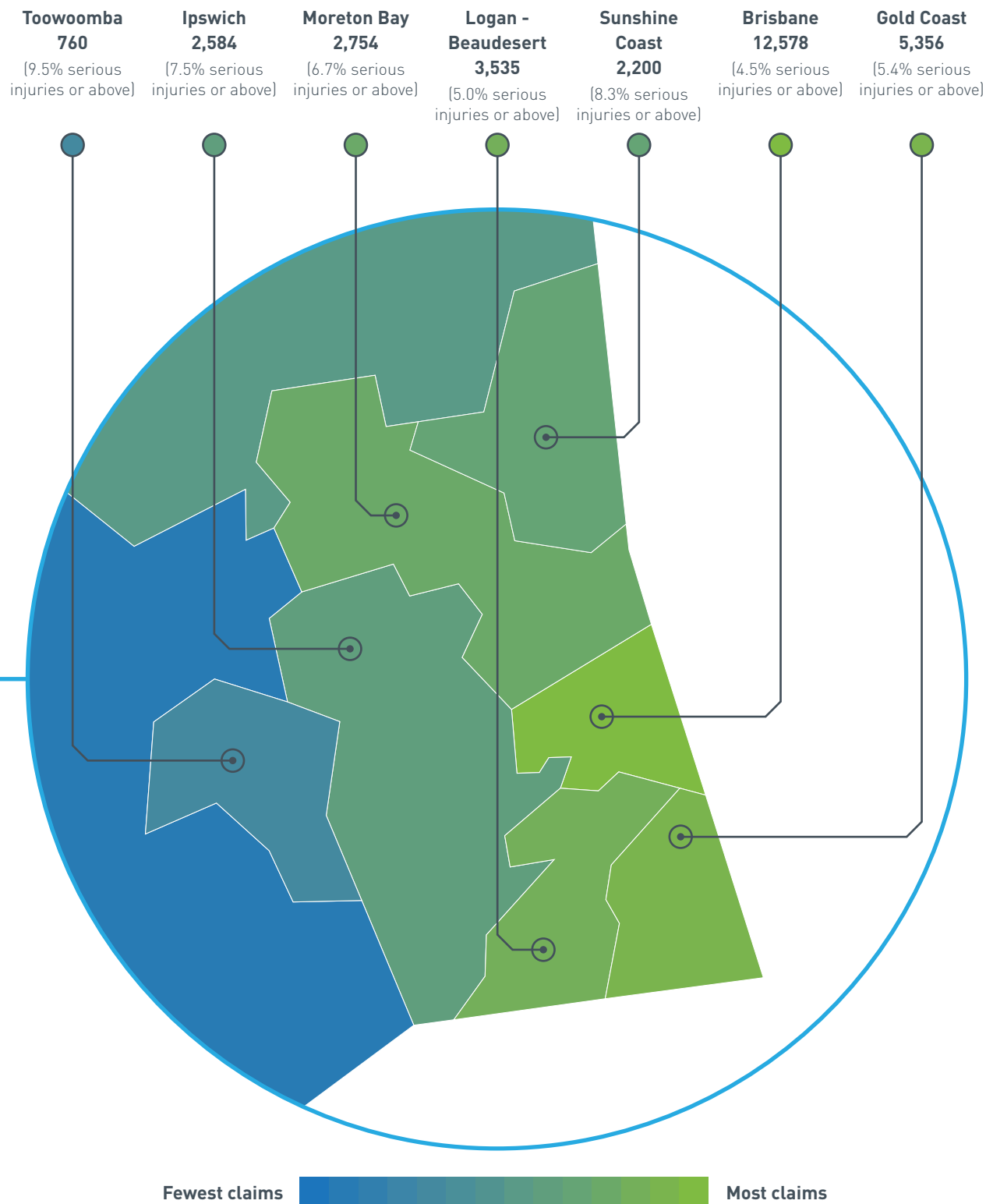


Crashes from 1 July 2009 to 30 June 2019.

# Queensland crash claims by region



Metropolitan areas experience more crashes than regional areas and have a higher proportion of minor and moderate injuries compared to regional areas. Regional areas experience fewer crashes than metropolitan areas, but have a higher proportion of severe injuries.



Data refers to claims for crashes from 1 July 2014 to 30 June 2019.

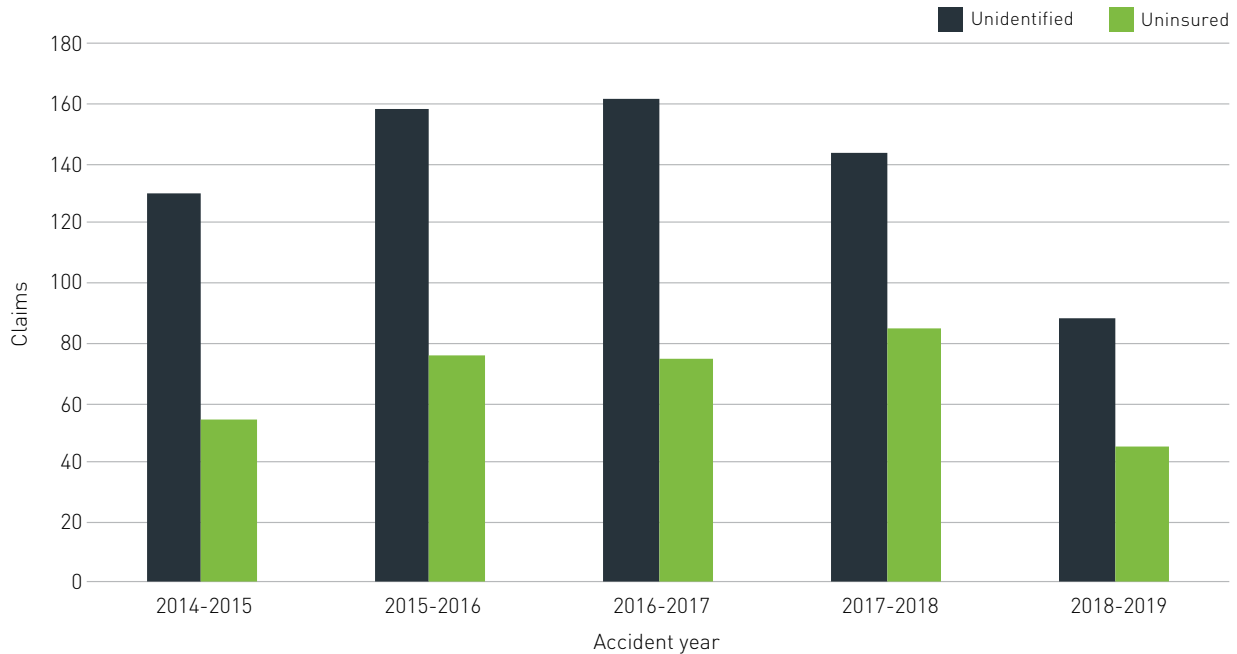
# Insured vehicles by class

[As at 30 June 2019]

Insurance Class	Class description	Vehicle count	Proportion
1	Cars and station wagons	2,838,707	65.5%
2	Motorised homes	16,962	0.4%
3	Taxis	2,590	0.1%
4	Hire vehicles	49,565	1.1%
5	Vintage, veteran, historic or street rods	32,969	0.8%
6	Trucks, utilities and vans with a GVM of 4.5t or less	915,487	21.1%
7	Trucks, prime movers and vans with a GVM → 4.5t	79,239	w1.8%
8	Non-commercial buses	5,828	0.1%
9	Buses for school/health use	3,970	0.1%
10A	Buses not in class 8, 9 or 10B but used within 350 km of base	2,729	0.1%
10B	"Buses operating under an integrated mass transit service contract, other than school service or restricted school service"	2,227	0.1%
11	Buses not in class 8, 9, 10A or 10B	6,687	0.2%
12	Motorcycles with driver only	88,855	2.0%
13	Motorcycles with pillion passenger or side car	122,764	2.8%
14	Tractors	25,230	0.6%
15	Self-propelled machinery, fire engines	6,699	0.2%
16	Ambulances	1,152	0.0%
17	Motor vehicles used only for primary production	38,428	0.9%
19	Limited access registration	48,781	1.1%
20	Zone access registration	12,177	0.3%
21	Self-propelled machinery not in classes 14, 15, 19 or 20	8,719	0.2%
23	Dealer plates	6,173	0.1%
24	"Trailers registered under the Interstate Road Transport Act 1985 (Cwlth) or trailers with a GVM → 4.5t"	4,045	0.1%
26	Booked hire vehicles (cars, station wagons and utilities) and limousines (cars and station wagons)	16,595	0.4%

# Nominal Defendant

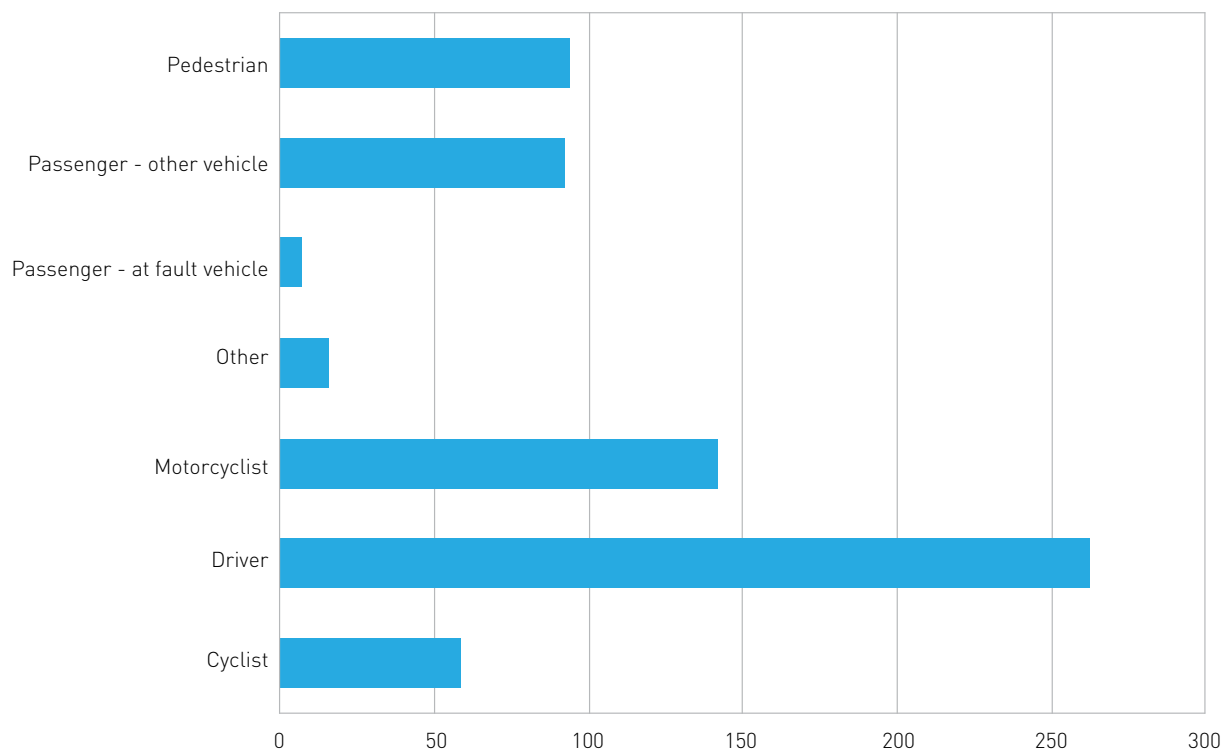
## Claims received by accident year



1. Accidents from 1 July 2014 to 30 June 2019.

2. Queensland Nominal Defendant managed compliant claims only. Recent accident year's data is immature due to the long-tail nature of CTP claims.

## Claimants by role in accidents involving an unidentified vehicle



1. Accidents from 1 July 2014 to 30 June 2019.

2. Queensland Nominal Defendant claims only.