

## STATISTICAL INFORMATION

1 JULY TO 31 DECEMBER 2016



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Data Parameters: Dollars have been inflated to December 2016.

### MAJOR LEGISLATIVE CHANGES IMPACTING ON THE QUEENSLAND CTP SCHEME

The Queensland CTP scheme has undergone a number of legislative changes since 1994. When considering the statistics provided by the Commission in this report, reference should be made to how these amendments to legislation may have impacted on the data.

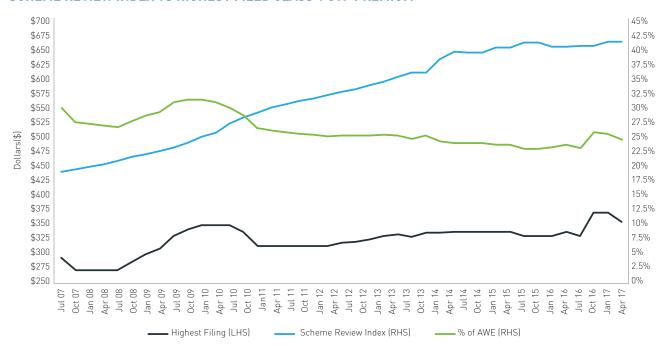
Legislation	Commencement	Key features
Motor Accident Insurance Act 1994	1 September 1994	<ul> <li>Provided a legislative framework around the existing common law process.</li> <li>Key objectives:         <ul> <li>Provide for licensing and supervision of CTP motor vehicle insurers</li> <li>Encourage the speedy resolution of claims</li> <li>Promote and encourage the rehabilitation of injured persons</li> <li>Establish and keep a register of claims to help administer the statutory insurance scheme.</li> </ul> </li> </ul>
Motor Accident Insurance Amendment Act 1999	14 December 1999	Prohibited touting
Motor Accident Insurance Amendment Act 2000	1 July 2000 & 1 October 2000	<ul> <li>Competitive premium filing model</li> <li>Simplified Notice of Accident Claim Form</li> <li>Introduction of a medical certificate</li> <li>Requirement for insurers to make early decision on rehabilitation</li> <li>Thresholds for recovery of legal costs</li> <li>A mediation process for rehabilitation disputes</li> <li>Requirement to report accidents to Police</li> <li>Compulsory pre-proceedings conference</li> </ul>
Civil Liability Act 2003	2 December 2002	<ul> <li>Introduction of prescribed injury scale value from 0         <ul> <li>100 points with corresponding amounts for general damages</li> </ul> </li> <li>Consistency between assessments for general damages awarded</li> </ul>
Civil Liability and Other Legislation Amendment Act 2010	1 July 2010	Re-based and facilitates the future indexation of monetary amounts including the legal costs thresholds and caps on general damages
Motor Accident Insurance and Other Legislation Amendment Act 2010	1 October 2010	Reduced delivery and acquisition costs by banning commissions and inducements paid by insurers to third parties
National Injury Insurance Scheme (Queensland) Act 2016	1 July 2016	New scheme to provide treatment, care and support to persons seriously injured

### **INSURED VEHICLES BY CLASS**

(Registrations as at 31 December 2016)

Class	Description	Vehicles	%
1	Cars and station wagons	2,738,530	66.64%
2	Motorised homes	15,673	0.38%
3	Taxis	2,638	0.06%
4	Hire vehicles	41,894	1.02%
5	Vintage, veteran, historic or street rods	27,343	0.67%
6	Trucks, utilities and vans with a GVM of 4.5t or less	837,849	20.39%
7	Trucks, prime movers and vans with a GVM $ ightarrow$ 4.5t	73,782	1.80%
8	Non-commercial buses	5,781	0.14%
9	Buses for school/health use	3,731	0.09%
10A	Buses not in class 8, 9 or 10B but used within 350 km of base	2,598	0.06%
10B	Buses operating under an integrated mass transit service contract, other than school service or restricted school service	2,170	0.05%
11	Buses not in class 8, 9, 10A or 10B	6,470	0.16%
12	Motorcycles with driver only	78,389	1.91%
13	Motorcycles with pillion passenger or side car	125,972	3.07%
14	Tractors	24,996	0.61%
15	Self-propelled machinery, fire engines	6,869	0.17%
16	Ambulances	1,063	0.03%
17	Motor vehicles used only for primary production	38,715	0.94%
19	Limited access registration	44,967	1.09%
20	Zone access registration	11,731	0.29%
21	Self-propelled machinery not in classes 14, 15, 19 or 20	8,740	0.21%
23	Dealer plates	6,029	0.15%
24	Trailers	3,392	0.08%
Total		4,109,322	100.00%

### SCHEME REVIEW INDEX VS HIGHEST FILED CLASS 1 CTP PREMIUM



Note: The scheme review index, also known as the affordability index means 45 per cent of Queensland full-time adult persons ordinary time earnings declared by the Australian Statistician in the original series of the statistician's average weekly earnings publication most recently published. Prior to the 1 April 2014 filing quarter, the scheme review index was 45 per cent of the seasonally adjusted amount of Queensland full-time adult persons ordinary time weekly earnings averaged over the last four quarters as declared by the Australian Bureau Statistics.

### **AVERAGE CLASS 1 FILED PREMIUM**

Insurer	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
AAMI **	\$272.00	\$305.50	\$344.00	\$317.50	\$311.25	\$325.80				
Allianz	\$270.50	\$302.50	\$344.50	\$315.25	\$310.50	\$325.80	\$332.85	\$334.60	\$331.35	\$349.10
NRMA*	\$259.30	\$300.15	\$345.25	\$319.00	\$314.25	\$325.80	\$331.10			
QBE	\$263.80	\$300.70	\$345.25	\$319.00	\$314.25	\$325.80	\$333.35	\$336.60	\$331.35	\$349.10
RACQI	\$272.00	\$305.50	\$345.25	\$319.00	\$314.25	\$325.80	\$333.35	\$336.60	\$331.35	\$349.10
Suncorp **	\$272.00	\$305.50	\$345.25	\$319.00	\$314.25	\$325.80	\$333.35	\$333.35	\$329.85	\$349.10

<sup>\*</sup> AWE[%] represents the highest filed Class 1 premium as a % of AWE (specifically the ordinary time earnings of a full time adult).

Note: The average Class 1 filed premiums include levies.

\* NRMA ceased to operate as a licensed CTP insurer in Queensland on 1 January 2014.

\*\* AAI (trading as Suncorp) has been granted a Qld CTP licence for writing CTP insurance policies as from 1 July 2013. AAMI and Suncorp had transferred their respective general insurance businesses to AAI on 1 July 2013.

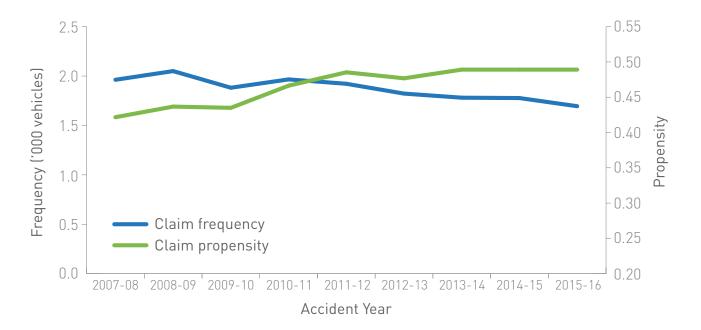
### **CLAIM FREQUENCY AND CLAIM PROPENSITY**

(Accidents from 1 July 2007 to 31 December 2016)

Accident year	Registered vehicles at 30 June	Claims (all claims)	Claim frequency*	Claim propensity# (QLD accident claims only)
2007-08	3,324,485	6,524	2.0	0.4
2008-09	3,422,572	7,017	2.1	0.4
2009-10	3,492,388	6,572	1.9	0.4
2010-11	3,579,088	7,037	2.0	0.5
2011-12	3,631,446	6,979	1.9	0.5
2012-13	3,804,655	6,934	1.8	0.5
2013-14	3,897,719	6,942	1.8	0.5
2014-15	3,967,702	7,052	1.8	0.5
2015-16	4,063,965	6,888	1.7	0.5
2016-17	4,109,322	2,144		

Note: \* Claim frequency is calculated using number of CTP claims per '000 registered vehicles.

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



<sup>&</sup>quot;Claim propensity is measured as the ratio of claims (Queensland accident claims) against the number of overall casualties (casualty severity classification 1 to 3) recorded in Queensland as per the Webcrash statistics provided by Department of Transport and Main Roads on 10 January 2017. Casualty data is immature for the recent accident years and is not included.

## **NUMBER OF ACCIDENTS BY REGION**

(Accidents from 1 July 2007 to 31 December 2016)

Accident date	1 Jul 2007 - 30 Jun 2008	2008	1 Jul 2008 - 30 Jun 2009	308 - 2009	1 Jul 2009 - 30 Jun 2010	309 - 2010	1 Jul 2010 - 30 Jun 2011	2011	1 Jul 2011 - 30 Jun 2012	011 - 2012	1 Jul 2012 - 30 Jun 2013	012 - 2013	1 Jul 2013 - 30 Jun 2014	2014	1 Jul 2014 - 30 Jun 2015	2015	1 Jul 2015 - 30 Jun 2016	2016	1 Jul 2016 - 31 Dec 2016	116 - 2016
	etn9bi33A	%	stn9biɔɔA	%	stn9biɔɔA	%	s†n9biɔɔA	%	stn9biɔɔA	%	stn9biɔɔA	%	etnebiooA	%	etn9biɔɔA	%	etnebiooA	%	stnebiooA	%
Brisbane	2,616	2,616 49.0%	2,874	50.3%	2,666 49.8%	49.8%	2,839	%0.64	2,848	20.7%	2,823	50.4%	2,847	51.4%	3,041	52.9%	2,915	52.8%	938	53.8%
Other SE QLD region	1,595	29.9%	1,653	28.9%	1,521	28.4%	1,702	29.4%	1,545	27.5%	1,531	27.3%	1,502	27.1%	1,578	27.4%	1,586	28.7%	538	30.8%
Regional QLD	854	854 16.0%	806	15.9%	871	16.3%	916	15.8%	924	16.4%	957	17.1%	604	16.4%	833	14.5%	700	12.7%	185	10.6%
Interstate	275	5.1%	281	4.9%	300	2.6%	337	2.8%	301	2.4%	288	5.1%	286	5.2%	301	5.2%	316	5.7%	83	4.8%
Total	5,340	5,340 100.0%	5,716 1	5,716 100.0%	5,358 100.0%	%0.00	5,794 1	100.0%	5,618 100.0%	%0.001	5,599 100.0%		5,542 1	100.0%	5,753 1	100.0%	5,517 1	100.0%	1,744 1	100.0%

Note:

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

The Brisbane region is based on postcodes 4000-4209 and 4500-4529.

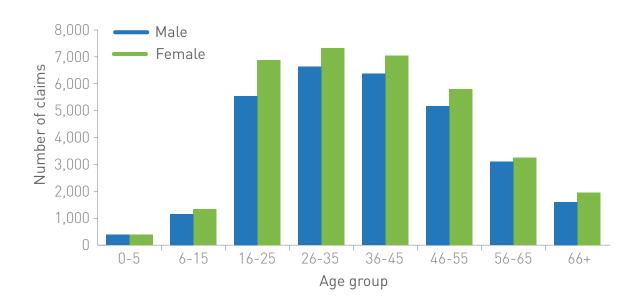
Other SE QLD region is based on postcodes 4210-4349, 4550-4601 and 4619-4689 and includes Ipswich, Gold Coast and Sunshine Coast.

Regional QLD is based on postcodes 4350-4499, 4602-4618 and 4690-4899 and includes Toowoomba, Rockhampton, Mackay, Townsville, Mt Isa and Cairns.

### **AGE GROUP OF CLAIMANTS BY GENDER**

(All claims for accidents from 1 July 2007 to 31 December 2016 where relevant details are available)

Age group	Male	Female	Total	%
0-5	387	397	784	1.2
6-15	1,162	1,333	2,495	3.9
16-25	5,541	6,888	12,429	19.4
26-35	6,634	7,329	13,963	21.8
36-45	6,371	7,042	13,413	21.0
46-55	5,177	5,804	10,981	17.2
56-65	3,103	3,246	6,349	9.9
66+	1,603	1,959	3,562	5.6
Total	29,978	33,998	63,976	100.0



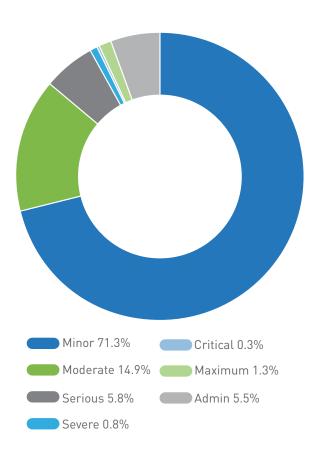
### **CLAIM SEVERITY**

(Finalised claims for accidents from 1 July 2007 to 31 December 2016)

AIS Severity*	Description	Claims	%
1	Minor	36,816	71.3
2	Moderate	7,701	14.9
3	Serious	3,009	5.8
4	Severe	400	0.8
5	Critical	177	0.3
6	Maximum#	689	1.3
9	Admin <sup>^</sup>	2,867	5.5
	Total	51,659	100.0

Note: \* The Abbreviated Injury Scale, 2005 edition (AIS 2005) is an anatomically-based global severity scoring system that classifies each injury by body region according to its relative importance on a 6-point ordinal scale. This classification represents the 'threat to life' associated with each injury. Conversion of reported injury codes from AIS 1985 to AIS 2005 in July 2008 may have caused changes to severity level of some claims.

- # Maximum severity is predominantly fatalities.
- ^ Admin severity includes but is not limited to unconfirmed injuries, injuries unspecified and business claims.



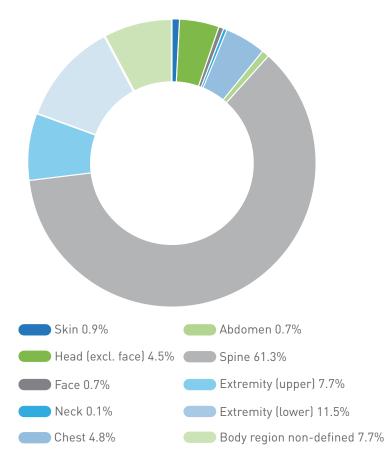
### **INJURY BY BODY REGION**

(Finalised claims for accidents from 1 July 2007 to 31 December 2016)

Body region	Claims	%
Skin	481	0.9
Head (excl. face)	2,307	4.5
Face	383	0.7
Neck*	50	0.1
Chest	2,477	4.8
Abdomen	376	0.7
Spine	31,675	61.3
Extremity (upper)	3,997	7.7
Extremity (lower)	5,944	11.5
Body region non-defined#	3,969	7.7
Total	51,659	100.0

Note: The body region information reports the injury with the highest severity per claim as per AIS 2005.

- \* Whiplash claims based on AIS 2005 are reported under Spine.
- # Includes but not limited to claims reporting admin codes, psychological conditions and fatalities.



### **NOTICE OF CLAIM LODGEMENTS - CUMULATIVE**

(Accidents from 1 July 2007 to 31 December 2016)

			Dur	ation bet	ween acc	ident and	d claim lo	odgemen	t (in mon	ths)		
Accident year	3	6	9	12	15	18	21	24	27	30	33	36+
2007/2008	4,103	4,954	5,648	5,912	6,048	6,140	6,207	6,285	6,345	6,388	6,429	6,524
2008/2009	4,606	5,556	6,138	6,437	6,607	6,704	6,775	6,829	6,869	6,894	6,929	7,017
2009/2010	4,193	5,230	5,885	6,115	6,253	6,310	6,350	6,407	6,448	6,471	6,504	6,572
2010/2011	4,556	5,723	6,326	6,570	6,673	6,750	6,816	6,861	6,892	6,928	6,961	7,037
2011/2012	4,515	5,601	6,226	6,435	6,574	6,668	6,734	6,780	6,829	6,862	6,896	6,979
2012/2013	4,606	5,560	6,241	6,484	6,601	6,682	6,734	6,780	6,821	6,850	6,877	6,934
2013/2014	4,623	5,600	6,299	6,529	6,662	6,737	6,790	6,833	6,868	6,903	6,919	6,942
2014/2015	4,790	5,872	6,562	6,791	6,917	6,990	7,018	7,043	7,049	7,052		
2015/2016	5,266	6,257	6,729	6,850	6,882	6,888						
2016/2017	2,059	2,144										

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

### **CLAIMS BY INSURER**

(Accidents from 1 July 2007 to 31 December 2016)

fnebiccA efeb	30.	1 Jul 2007 - 30 Jun 2008	· &	1 7	1 Jul 2008 - 30 Jun 2009	- 6	1.	1 Jul 2009 - 30 Jun 2010		30	1 Jul 2010 - 30 Jun 2011		30	1 Jul 2011 - 30 Jun 2012	- 8
	emisJJ beviecen	Liability benimateb	ટભાંઠીી bəzilenif	emislƏ bəviəsən	Liabillty benimrətəb	smisJJ bəsilsnif	smisJJ bəviəcən	Liability bənimnəfəb	emisJJ bəsilsnif	emisJJ bəviəsən	Liabillity bənimnətəb	emisJJ bəzilenif	SmisJJ received	Liability bənimətəb	emisJJ bəsilsnif
AAI	3,357	%6.86	%9.86	3,535	%8:66	98.2%	3,149	%4.66	%0.76	3,485	99.2%	%9.96	3,366	%9.66	95.3%
Allianz	1,344	%0.66	99.1%	1,355	%0.66	%8.8%	1,315	99.1%	%6'86	1,424	%6.86	%9.96	1,523	%4.86	96.3%
Nom. Defend.	214	99.1%	%9.86	190	%6'.76	98.4%	221	100.0%	99.1%	177	97.7%	97.2%	186	97.3%	93.0%
NRMA	311	100.0%	%0.66	450	%8.66	98.7%	458	%8.66	%6.86	434	%8.66	%6'.26	438	%8.66	96.1%
QBE	343	100.0%	%4.66	457	%8.66	99.1%	503	100.0%	%4.66	504	%9.66	%8.8%	451	%9.66	%2.7%
RACQI	955	97.1%	98.2%	1,030	97.5%	98.1%	926	98.7%	96.1%	1,013	%0.66	%6'36	1,015	%8.66	92.4%
Total	6,524	%8.86	%4.86	7,017	%0.66	%7.86	6,572	%6.3%	%1.7%	7,037	99.2%	%2.96	6,979	99.3%	95.2%

- 9	emisJJ bəzilenif	2.4%	%6.9	1.6%	%0.0	6.2%	1.3%	3.7%
1 Jul 2016 - 31 Dec 2016	Liability bənimətəb	42.8%	51.5%	21.0%	%0.0	76.3%	20.5%	%2.87
- E	emisJJ beviecen	086	534	62	0	194	374	2,144
- 5	emisJO beziJsnif	26.9%	26.6%	12.2%	%0.0	37.3%	17.7%	25.5%
1 Jul 2015 - 30 Jun 2016	Liability bənimrətəb	%6.06	94.2%	82.8%	%0.0	97.4%	93.1%	92.3%
- E	emisJJ bəviəsən	3,269	1,785	238	0	458	1,138	888'9
<u>. 1</u> 12	emisJJ bəzilenif	%6.99	98.3%	48.4%	100.0%	73.3%	52.7%	%9.79
1 Jul 2014 - 30 Jun 2015	Liability bənimrətəb	98.4%	%0.86	95.3%	100.0%	%8.8%	98.7%	98.3%
- K	emisJJ bəviəsən	3,401	1,878	192	10	487	1,084	7,052
- 2	emisJO beziJenif	81.9%	86.1%	76.1%	91.6%	87.8%	75.8%	82.6%
1 Jul 2013 - 30 Jun 2014	Liability bənimrətəb	99.3%	98.4%	%9.76	100.0%	99.3%	%9.66	99.1%
- <u>E</u>	emisJJ bəviəsən	3,314	1,673	205	249	441	1,060	6,942
13 -	emisJJ bəziJsnif	91.4%	%9.8%	83.7%	93.8%	95.3%	87.6%	91.5%
1 Jul 2012 - 30 Jun 2013	Liability determined	%4.66	%8.8%	%4.86	%5'66	%8.66	100.0%	%7.66
- 28	emisJJ beviecen	3,333	1,582	190	373	697	789	6,934
tnəbiɔɔA əfab		AAI	Allianz	Nom. Defend.	NRMA	QBE	RACQI	Total

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

# RATES OF LEGAL REPRESENTATION AND LITIGATION

(Accidents from 1 July 2007 to 31 December 2016)

31 Dec 2016 -	2,144	3.7%	81.9%	0.0%
- 3102 Jul 1 302 nul 08	888'9	25.5%	79.9%	0.3%
- 101 2014 30 aut 05	7,052	64.6%	76.8%	3.3%
102 unr 08 1 nur 2013 -	6,942	82.6%	77.2%	7.7%
- 2102 Jul 1 5102 nul 05	6,934	91.5%	76.9%	10.9%
- 1102 Jul 1 2102 nul 08	6'6'9	95.2%	75.6%	10.9%
- 0102 Jul 1 1102 nul 08	7,037	%2.96	74.1%	%8.6
- 2002 Jul 1 0102 nul 05	6,572	97.7%	75.5%	10.1%
- 8002 Jul 1 9002 nul 05	7,017	98.4%	74.5%	%6.6
- 7002 Jul 1 8002 nul 08	6,524	98.7%	73.5%	9.3%
əfab fnəbiccA	Claims	% Finalised	% Legal rep	% Litigated

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

# **CLAIM PAYMENTS ON FINALISED CLAIMS**

(Accidents from 1 July 2007 to 31 December 2016)

31 Dec 2016	%	5.7%	5 1.5%	3 14.8%	7.7%	1 49.1%	%0:0	2 0.6%	0 0.0%	0.0%	7 20.5%	%0.0	7 100.0%	S 1 JU
7100111	Payments (\$.000)	91 19		97 78	, 25	161	0				. 67	0	327	
3102 nut 05	%	0.0%	1.7%	7.8%	46.8%	21.4%	0.0%	2.7%	6.5%	0.4%	12.6%	0.0%	100.0%	
- 102 Jul 1	Payments (\$.000)	19	706	3,170	18,912	8,631	0	1,107	2,629	160	5,093		40,416	
3102 nul 05	%	0.1%	3.9%	8.2%	47.6%	15.6%	%0.0	3.0%	10.2%	1.1%	10.6%	-0.3%	100.0%	
- 102 Jul 1	Payments (\$.000)	181	9,151	19,554	112,815	36,932	103	7,230	24,215	2,496	25,099	-650	237,126	
30 Jun 2014	%	0.1%	4.8%	%6.6	45.2%	13.6%	%0:0	3.2%	11.5%	2.0%	10.2%	-0.5%	100.0%	
- 5102 Jul 1	Payments (\$.000)	609	20,273	41,571	190,528	57,429	208	13,376	48,414	8,226	42,786	-2,160	421,259	
5102 nul 05	%	0.5%	7.1%	10.3%	42.3%	12.4%	0.3%	3.0%	11.8%	2.7%	10.4%	-0.7%	100.0%	
-2102 Jul 1	Payments (\$.000)	3,123	40,486	29,090	242,481	71,112	1,533	16,910	67,635	15,424	59,319	-4,028	573,085	
	%	0.2%	7.4%	10.5%	41.9%	12.0%	%0.0	2.9%	12.2%	3.3%	%8.6	-0.3%	100.0%	
-1102 Jul 1 -1102 Jul 1	Payments (\$.000)	1,151	47,239	66,862	267,008	76,421	266	18,776	77,949	20,997	62,328	-1,751	637,247	
	%	0.9%	8.1%	9.7%	40.6%	12.5%	0.1%	2.9%	12.0%	3.6%	10.2%	-0.6%	100.0%	
-0102 Jul 1	Payments (\$.000)	6,119	53,349	63,434	266,915	82,130	573	18,984	78,749	23,813	66,926	-4,113	656,879 1	
0107110000	%	0.8%	10.1%	10.1%	38.6%	11.1%	0.2%	2.7%	12.5%	3.8%	10.6%	-0.4%	100.0%	
1 Jul 2009- 30 Jul 3009-	Payments (\$.000)	5,122	88,038	67,965	260,982	74,833	1,510	18,073	84,300	25,670	71,507	-2,636	675,365	rP claims.
/007 UDC 00	%	0.5%	9.5%	10.7%	39.9%	11.1%	0.2%	2.4%	11.8%	3.8%	10.5%	-0.4%	100.0%	ature of C
1 Jul 2008- 30 Jul 3009	Payments (\$.000)	3,983	77,036	999'98	324,336	90,209	1,655	19,348	996'36	30,806	85,517	-3,052	812,469	ong tail' n
0007 UDC 00	%	0.5%	%9.6	11.2%	38.9%	11.8%	0.1%	2.6%	11.5%	4.1%	10.4%	-0.6%	100.0%	ue to the 'I
- 7002 Jul 1 8002 <sub>nu</sub> l 08	Payments (\$.000)	3,740	66,621	77,856	270,719	82,380	366	17,790	79,724	28,490	72,506	-4,474	695,719 1	nmature d
ejsb fnebiccA	s/əpoJ	A1 (incl. RJ)	0.1	E1	E2	61	Ξ		L2	L4, L5, L6	M1, R1 (excl. RJ)	V1, V2, V3, V4	J	years' data is in
	Payment fype	Aids & appliances	Care	Economic loss - past	Economic loss - future	General damages	Home & vehicle modifications	Investigation costs	Legal costs - plaintiff	Legal costs - defendant	Hospital, medical, pharmaceutical & rehabilitation	Recoveries	Total	Note: The recent accident years' data is immature due to the 'long tail' nature of CTP claims.

### **HEADS OF DAMAGE BREAKDOWN**

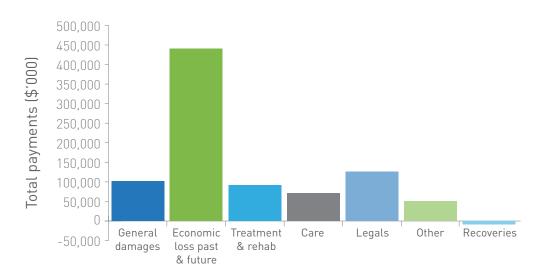
(Finalised claims from 1 January 2016 to 31 December 2016 for accidents from 1 July 2007 to 31 December 2016)

	General damages	Economic loss past & future	Treatment & rehab	Care	Legals	Other*	Recoveries #	Total
Finalised claims ^	6,495	5,809	7,242	1,207	4,346	6,849	99	7,805
% Finalised payments	11.6%	50.2%	10.5%	8.1%	14.3%	5.8%	-0.5%	100.0%
Total payments (\$'000)	101,849	440,038	91,985	71,418	125,778	50,624	-4,648	877,045

Note: \* Other includes home and vehicle modifications, aids and appliances and investigation costs.

# Money recovered from the insured, other parties, uninsured driver/owners or interstate insurers. ^ Nil claims (zero payments) have been excluded from the data

### Total payments by Heads of Damage for claims finalised in 2016



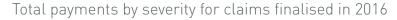
### **INJURY SEVERITY COSTS BREAKDOWN**

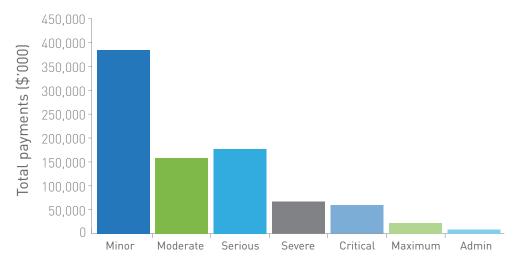
(Finalised claims from 1 January 2016 to 31 December 2016 for accidents from 1 July 2007 to 31 December 2016)

	AIS severity description											
	Minor	Admin#	Total									
Finalised claims	5,571	1,146	531	82	42	Maximum*	361	7,805				
% Total payments	43.8%	18.1%	20.2%	7.6%	6.8%	2.6%	1.1%	100.0%				
Average payment (\$)	68,905	138,244	333,096	814,403	1,414,990	310,980	25,688	112,370				
Total payments (\$'000)	383,869	158,428	176,874	66,781	59,430	22,391	9,273	877,045				

Note: Due to minor claims generally settling in a shorter period, the above figures are not truly reflective of the relationship of total payments to severity. Injury severities are based on AIS 2005.

- \* Maximum severity is predominantly fatalities.
- # Admin severity includes but is not limited to unconfirmed injuries, injuries unspecified, nervous shock and business claims.
- Nil claims (zero payments) and claims without injuries codes have been excluded from the data.





### **CLAIM DURATION BY LICENSED INSURER**

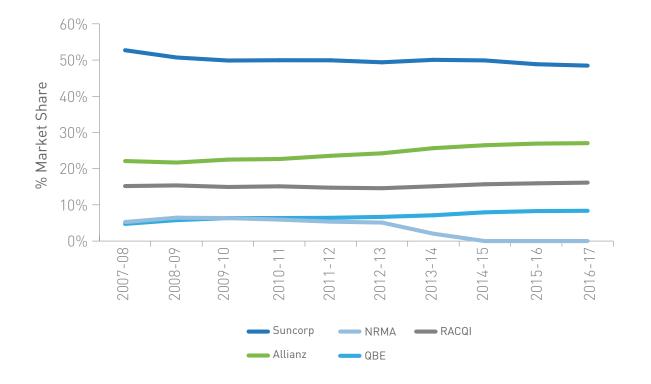
(Finalised claims for accidents from 1 July 2007 to 31 December 2016 where relevant details are available)

	Allianz	QBE	RACQI	Suncorp	Average
Notification date to compliance date	0.6	0.6	0.8	0.8	0.8
Compliance date to liability decision date	2.0	2.9	3.2	2.1	2.3
Liability decision date to settlement date	14.1	14.2	14.0	15.1	14.6

Note: Timeframes = Average in months

### MARKET SHARE - LICENSED INSURERS BY PREMIUM COLLECTED

Insurer	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Suncorp	52.71%	50.71%	49.87%	49.95%	49.93%	49.38%	50.06%	49.90%	48.85%	48.46%
Allianz	22.10%	21.69%	22.50%	22.66%	23.55%	24.24%	25.66%	26.47%	26.92%	27.04%
NRMA	5.26%	6.45%	6.34%	5.92%	5.36%	5.10%	2.03%	0.00%	0.00%	0.00%
QBE	4.74%	5.78%	6.35%	6.35%	6.42%	6.68%	7.12%	7.94%	8.28%	8.36%
RACQI	15.19%	15.37%	14.94%	15.12%	14.74%	14.60%	15.13%	15.69%	15.95%	16.14%



Note: AAI (trading as Suncorp) has been granted a Qld CTP licence for writing CTP insurance policies as from 1 July 2013. AAMI and Suncorp had transferred their respective general insurance businesses to AAI on 1 July 2013.