



# MAiC overview: 2020-2021

Neil Singleton – Insurance Commissioner

23 March 2020



# CTP scheme – stability is more important than ever

## COVID-19 effects and implications highly uncertain

### Helping injured people make and progress their claim

- For new claims: adapt requirement for GP physical examination?
- For claimants: Explore telehealth/telerehab options?

### Independent Medical Examinations postponed?

- Innovative approaches may need to be explored

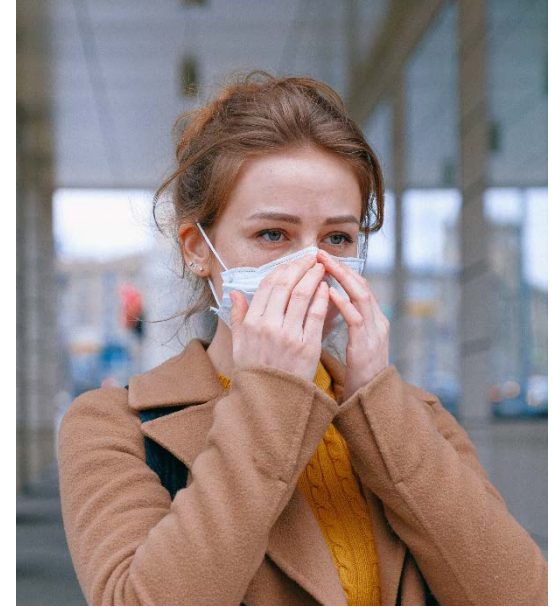
### Courts disrupted

- CTP claims have low levels of litigation so effects may be limited
- Increase usage of ‘virtual’ informal settlement regimes

### Vehicle usage expected to reduce

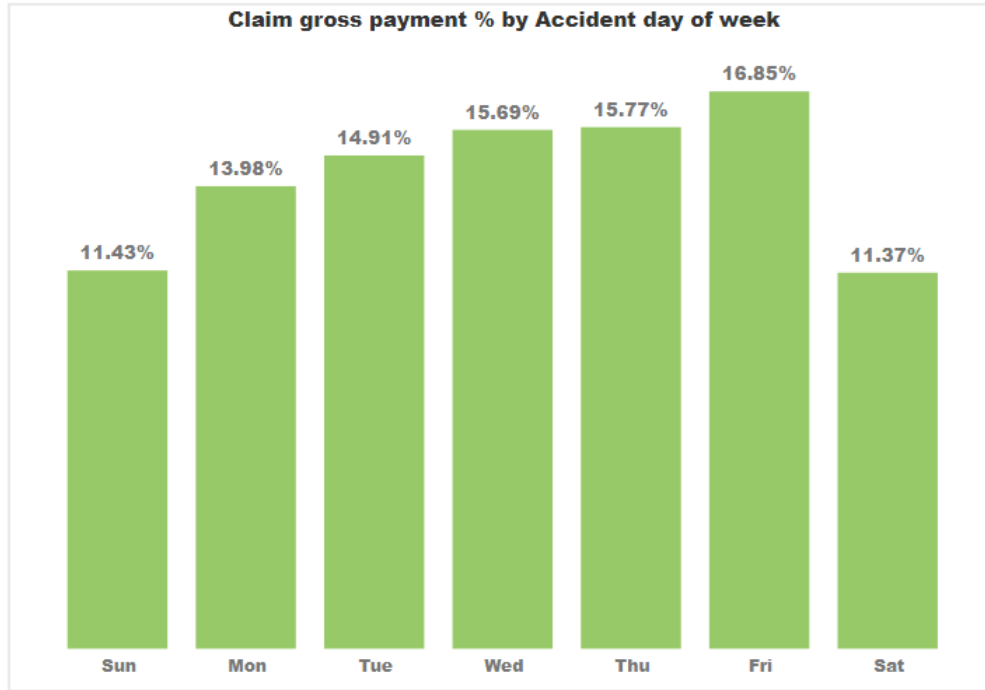
- Crash rates and road trauma rates likely to reduce

### Collaboration and communication remains key



# We are in uncertain times

## Changing claim patterns in a changing environment?



Future experience may be even lower than the weekends we are used to...  
...material implication for fewer crashes, fewer injuries, lower premiums



# The CTP insurance scheme is important in many ways

## **Claim payments for 2019 totalled \$950m or \$18m per week**

- The vast majority was paid to Queenslanders and Queensland service providers
  - Over \$100m paid to medical and allied health providers
  - Not just important for injured people to help them recover...
  - Also important for local employment and local communities
- 
- Need to keep the scheme moving and delivering important compensation and support
  - MAIC will continue to engage with Insurers, QLS, ALA and service provider bodies
  - Look for innovative ways to deliver services, keep focused on positive outcomes



# We need to understand why some things are changing

## Increasing prevalence of psychological injury claims

### TFCA have called out implications of rising psych claim exposure

- Anxiety/depression, PTSD and nervous shock
- Potential material premium increase (or could be nil)

### Claim patterns quite varied by law firm

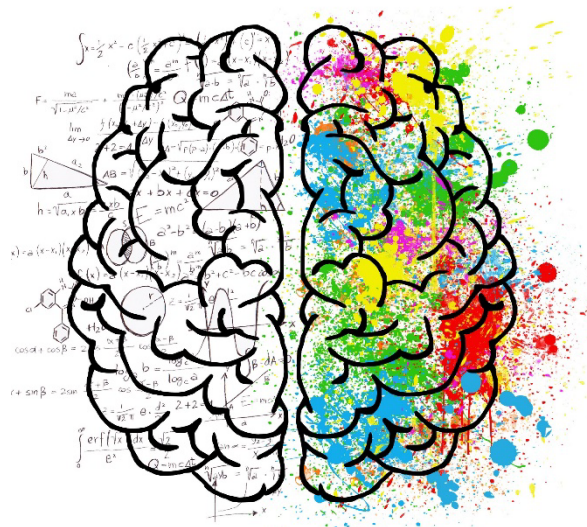
- Each Insurers approach and results also vary

### MAIC initiating deep analytical review and interviews with insurers and lawyers

- Understand claim patterns and responses

### Objective: understand the recent experience and likely progression

- Determine implication for the scheme and for premium and then respond accordingly





# Ensure successful delivery of CTP scheme reforms

## Communication strategy

- Public awareness – social media, radio, newspapers, registration renewals, merchandise

## Investigation and Prosecution protocols

- MAIC has engaged specialist legal resources
- S74/s75 and Law Practice Certificate compliance

## Claims management standards

- Overarching framework
- Standards to be released as draft for consultation

## Data analytics

- New claim trends, transfers of files between law firms
- Interstate law firm focus



# MAIC initiatives for 2020-21

## Digital Claim Exploration

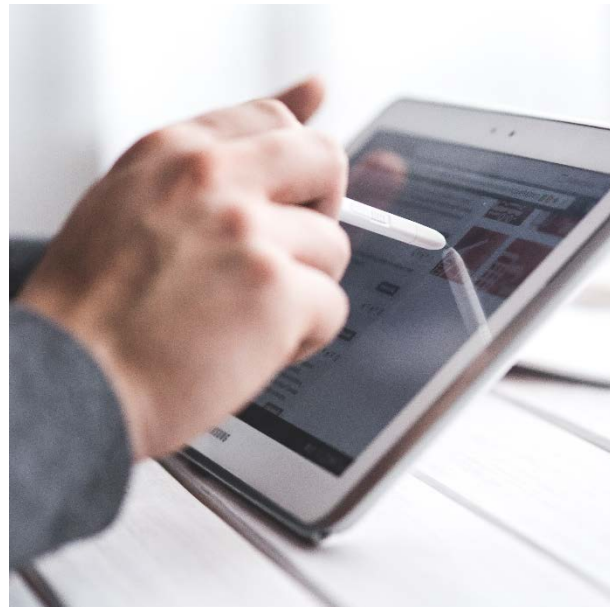
- Move to discovery and prototyping
- Engage with broader stakeholders (medicos etc)
- Nominal Defendant to play lead role

## Performance dashboards

- Shared/public access to Power BI tools showing scheme trends
- Scheme performance, scheme health, insurer benchmarking

## MAIC communications strategy

- Website refresh
- Enhanced communications



# MAIC initiatives for 2020-21

## CTP insurer cyber review

- EY engaged – CTP data information security risk assessment
- Insurers now collecting significant levels of claimant personal information

## First People's CTP and road safety initiative

- Ensure CTP scheme is seen to be, and is, safe and respectful
- Support rehab/recovery from injury
- Promote road safety initiatives to reduce incidence of trauma

## CTP insurer – motor dealer sales compliance

- MAIC - DTMR coordinated audit of motor dealer forms
- s72A insurer compliance declarations





# MAIC initiatives for 2020-21

## **Autonomous Vehicle reforms**

- Working with other jurisdictions and National Transport Commission
- Ongoing program of work

## **Motorist market research, Retrospective profit report, Insights report**

- Annual surveys and reports
- Updates in response to scheme trends



# Conclusion

## **We are dealing with uncertain times – we are stepping up**

- Supporting injured people's access to treatment and fair compensation
- Keep claim processes and settlements moving along
- Minimise disruptions – MAIC willing to move swiftly where issues are raised

## **Continued funding for initiatives to reduce incidence and effects of road trauma**

- Ensure researchers, initiative leaders and start-ups can continue operating
- Encourage innovative thinking and solutions

## **Continued regular stakeholder communication**



# Thank you

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