



Actuaries
Institute.

Whole person. Whole system.

IDSS 2023

12 – 14 November
Hobart



MAIC Scheme Update 2023

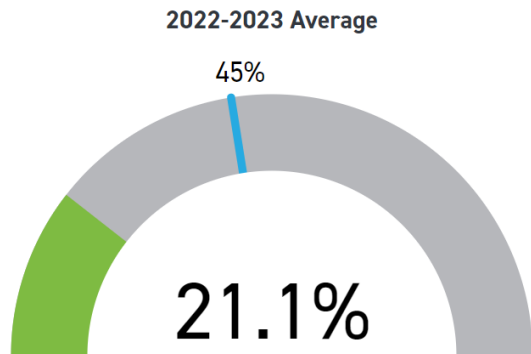
David Vincent

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*This presentation has been prepared for the Actuaries Institute 2023 Injury and Disability Schemes Seminar.
The Institute Council wishes it to be understood that opinions put forward herein are not necessarily those of the
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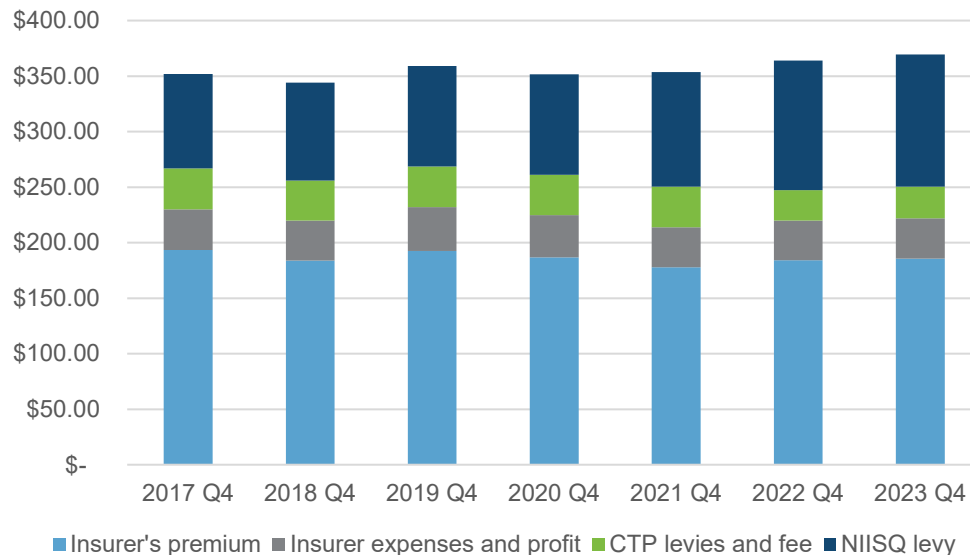
CTP premiums and affordability

Affordability index Class 1 premium as % of AWE



Premiums remain very
affordable and stable

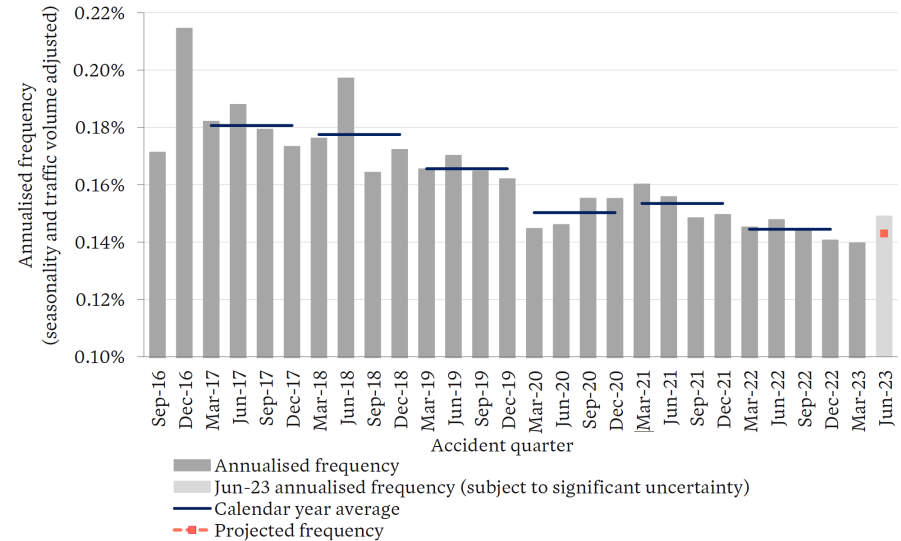
CTP Premium Breakdown



Frequency

- Frequency reduced from 2018.
- Impact of Claim farming reforms & COVID

Figure 2 - Estimated annualised core claim frequency as at 30 June 2023



Claim Farming

- Successful prosecution in 2023
- Notifications significantly reduced in 2023
- Further legal action
- Information sharing with stakeholders

280

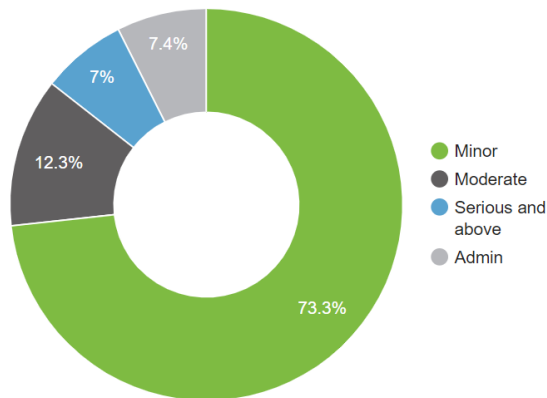
notifications

40%

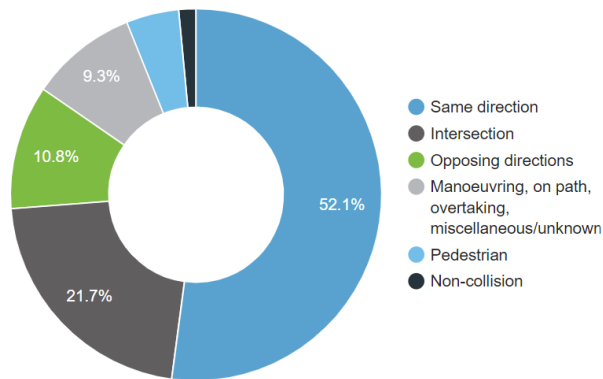
Current

The Claims Story

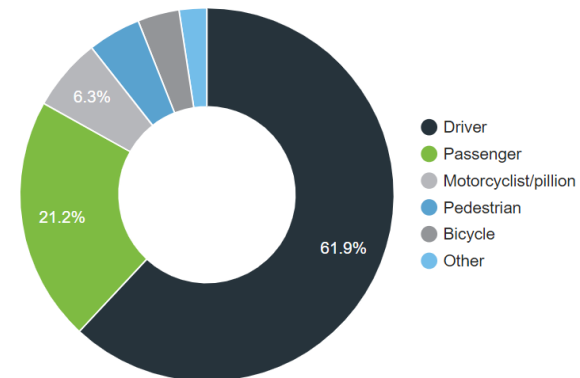
Claim severity



Crash details



Claimant role



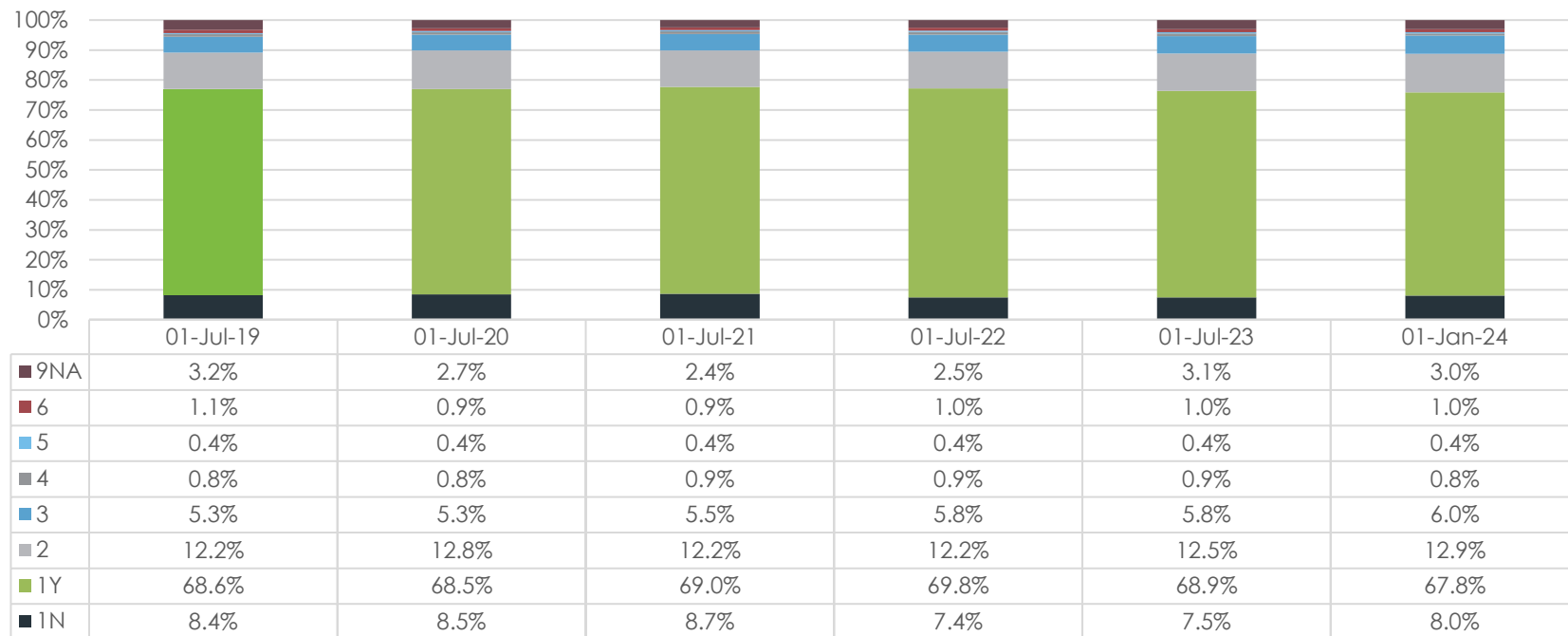
Notes:

Crashes from 1 July 2020 to 30 June 2023.

The severity of claims is coded based on the Abbreviated Injury Score (AIS), which is a six-point scale where one represents a minor injury and six is maximal.

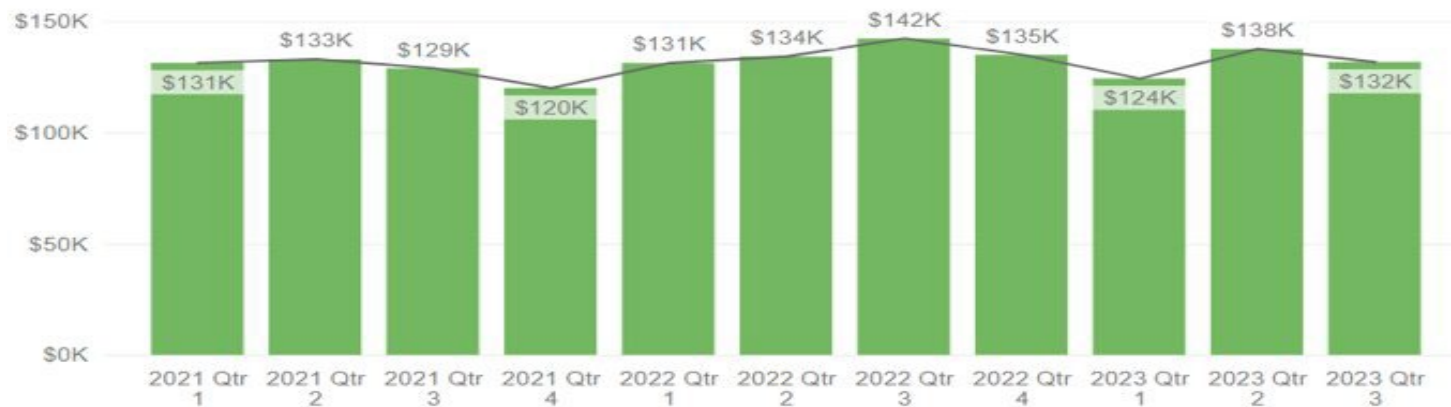
An AIS code of 9 (also labelled as 'admin') is used to describe injuries for which not enough information is available for more detailed coding.

Severity mix

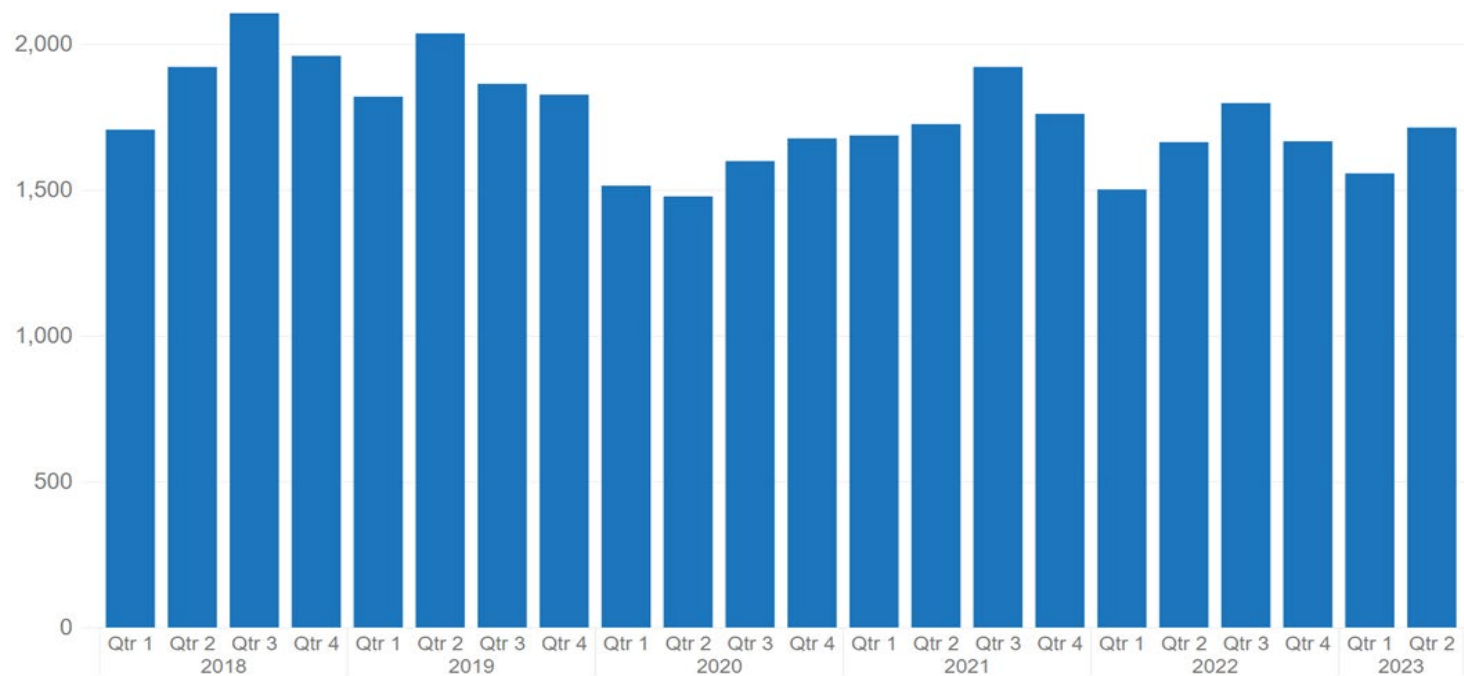


Claim size

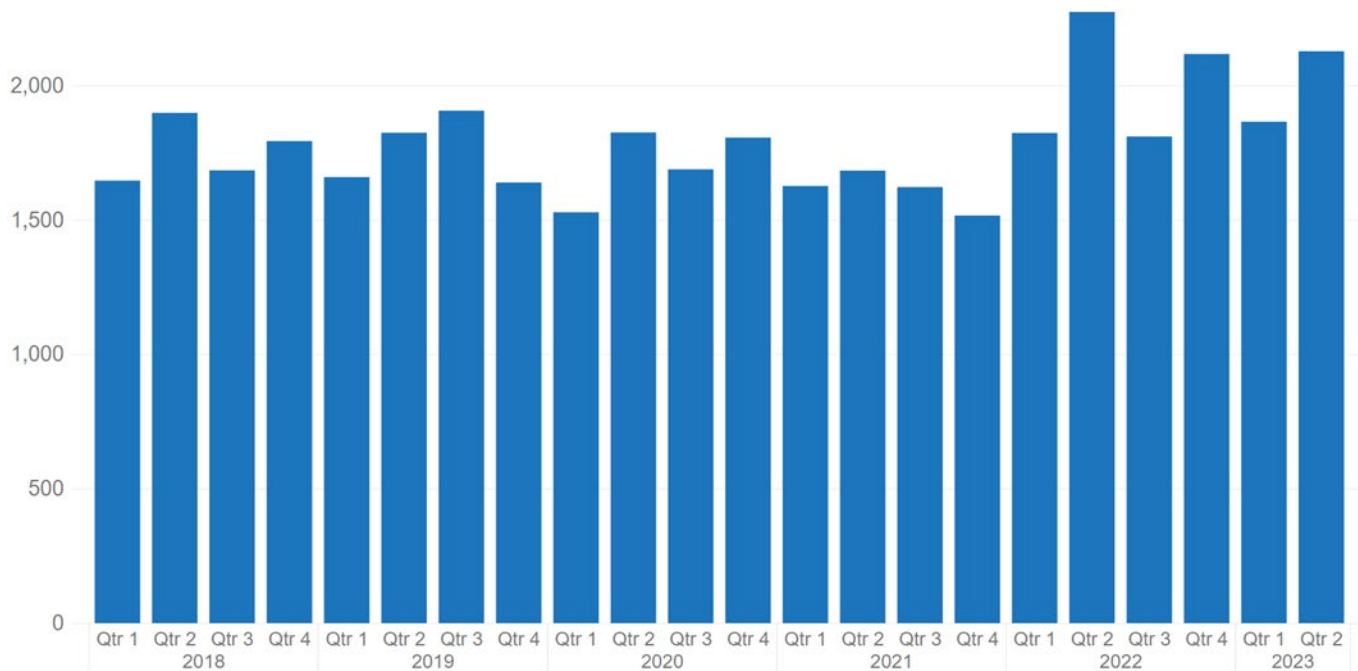
Finalised size - all severities



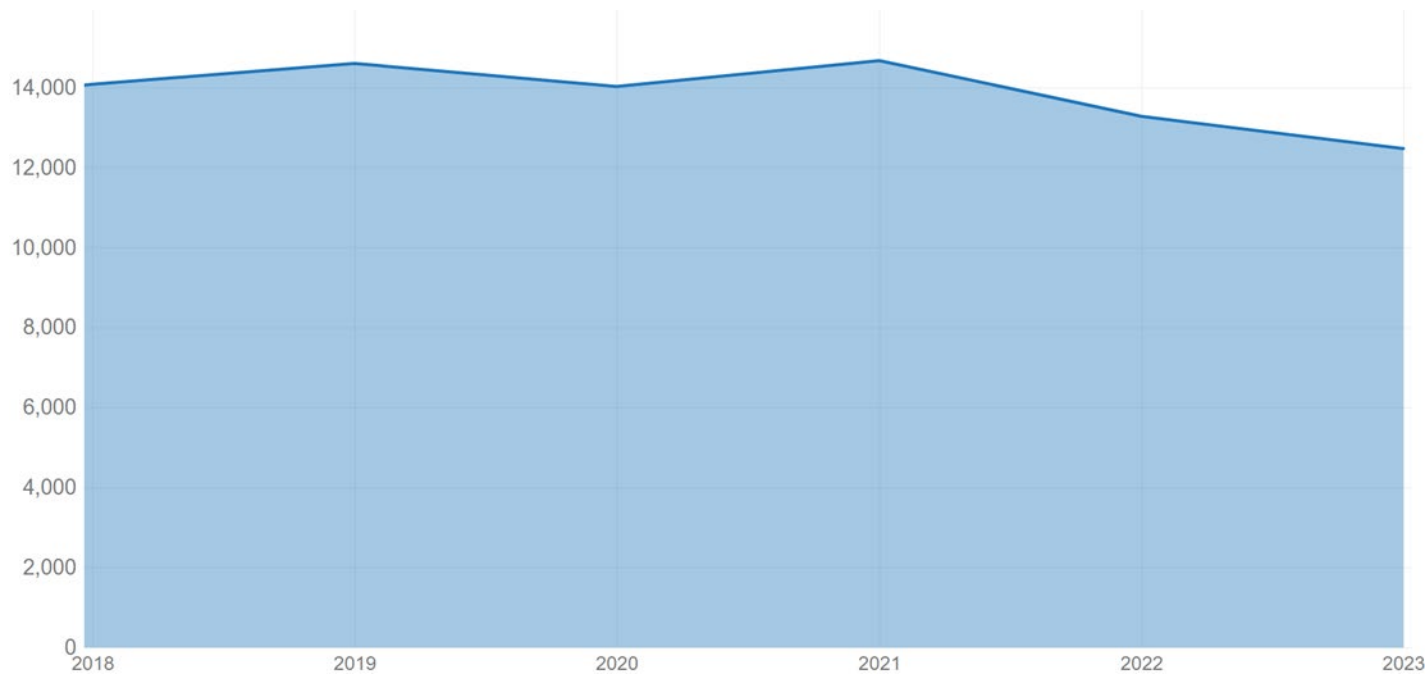
New Claims



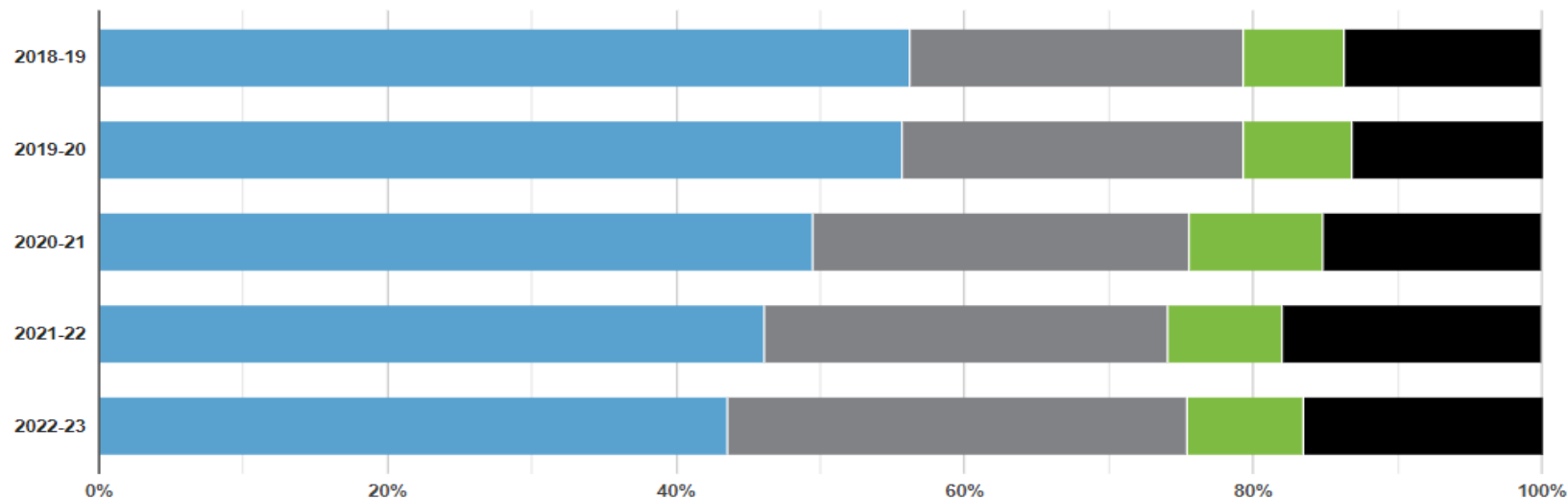
Finalised Claims



Open Claims



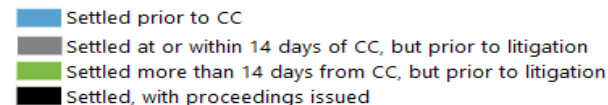
Settlement stage



Notes:

Latest financial year - claims finalised from 1 July 2022 to 30 June 2023.

Five-year trend - claims finalised in each financial year.



Claim durations



Notes:

Latest financial year - legally represented, finalised claims from 1 July 2022 to 30 June 2023.

Five-year trend - legally represented, finalised claims in each financial year.

Claimant experience



Four key areas for future focus:

- a) faster claim process
- b) easier claim process
- c) easier access to the right treatment and rehab
- d) high quality insurer service

Initiatives

- CTP Claims Forums – Guiding Principles
- Qld University of Technology partnership
- Enhancements to online digital claims
- MAIC Insights reports:

<https://maic.qld.gov.au/scheme-knowledge-centre/trends-insights-and-reports/>

Scheme Review

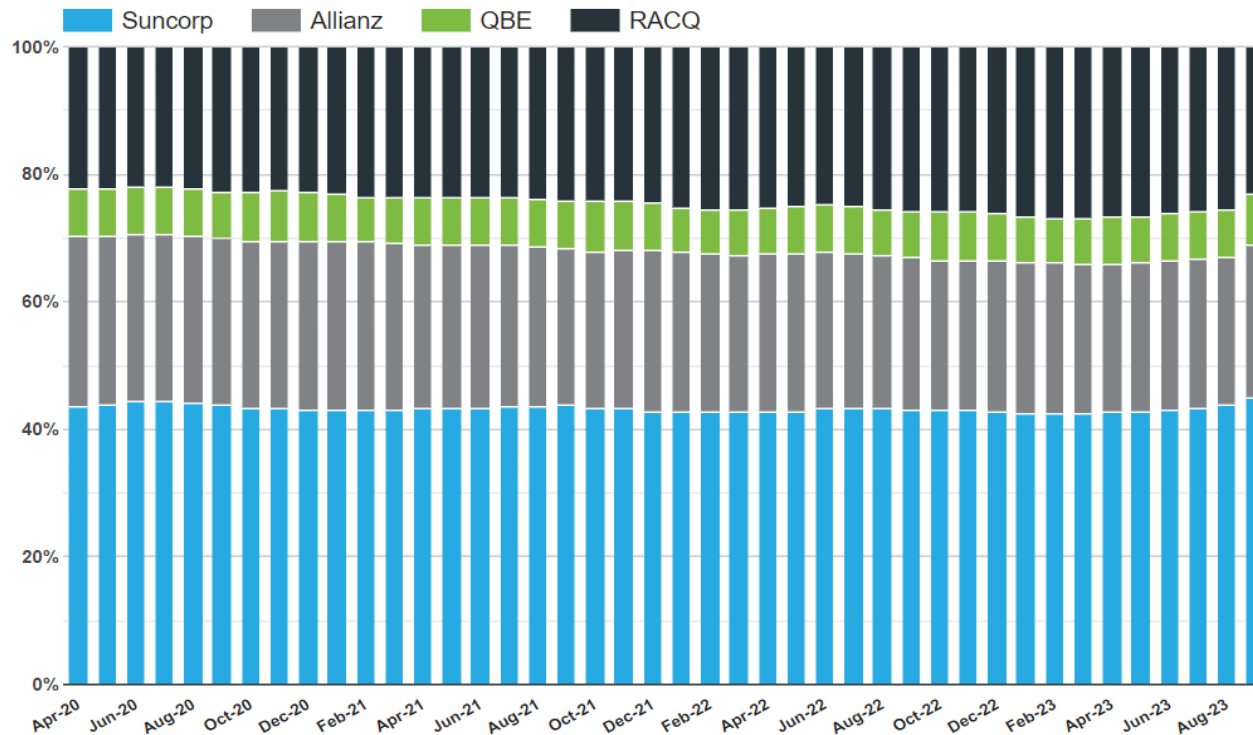
- Treasurer requested in March 2023
- Limited review - scheme sustainability (compensation benefits out of scope)
- 19 submissions received
- RACQ withdrew licence during review
- Review on hold



RACQ Exit

- Commercial decision for RACQ
- RACQ must manage all liabilities – s67(1) & (2) MAIA
- MAIC is working closely with RACQ to ensure smooth way forward for claimants and policyholders

Insurer market share



Note: Data refers to three-month rolling averages



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Thank you

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