

OPERATIONAL	INSURANCE CLASSES	CLIENT	OPERATIONAL (DETAIL)	Q1 (Apr, May, Jun 22)	Q2 (Jul, Aug, Sep 22)	Q3 (Oct, Nov, Dec 22)	Q4 (Jan, Feb, Mar 23)
Number new cases	(ALL CLASSES)	LCC	Number of new claims or incidents entered on the system (NOTE A)	105	71	74	149
		LCC EL		10	1	1	1
		LCC PL		76	49	54	121
		LCC OI		1	1	0	0
		LCC MOTOR		17	18	17	26
		LCC OTHER		1	2	2	1
Number of open cases	(ALL CLASSES)	LCC	Current total number of open claims and incidents (NOTE B)	456	411	385	427
		LCC EL		38	36	34	28
		LCC PL		356	315	290	336
		LCC OI		4	4	3	3
		LCC MOTOR		54	50	51	57
		LCC OTHER		4	6	7	3
Number of cases closed	(ALL CLASSES)	LCC	Number of claims or incidents closed on the system	121	121	102	100
		LCC EL		3	3	3	4
		LCC PL		49	93	81	73
		LCC OI		0	1	1	0
		LCC MOTOR		44	24	16	20
		LCC OTHER		25	0	1	3
Number claimants paid	(EL & PL & OI)	LCC & other	Number of claims or incidents closed with a payment to claimant (NOTE C)	7	8	8	8
Number claimants paid at NIL	(EL & PL & OI)	LCC & other	Number of claims or incidents closed with NIL paid to claimant	50	93	79	72
Total claimants (paid + paid at NIL)	(EL & PL & OI)	LCC & other	Total claims or incidents closed (paid + paid at NIL)	57	101	87	80
% claimants paid at NIL	(EL & PL & OI)	LCC & other	Percentage of claims or incidents closed with NIL paid to claimant (NOTE D)	88%	92%	91%	90%

This page is intentionally left blank