

ISA OPERATIONS GUIDEBOOK – December 2009

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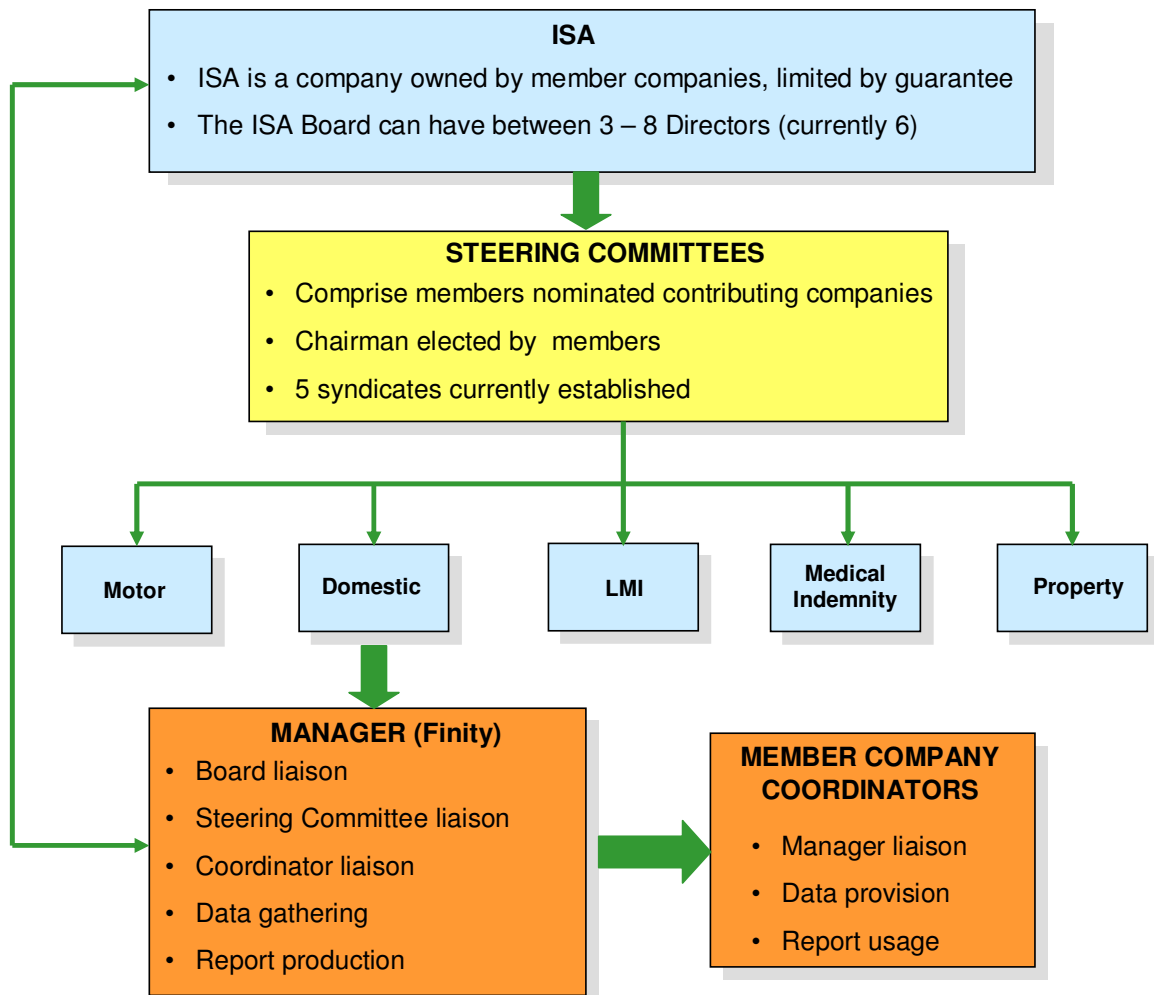
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Part I

1 Structure of ISA

Insurance Statistics Australia Limited (ISA) was established in 1988 by a group of Australian insurance companies to produce management information of relevance to the pricing and profitability of selected classes of insurance business. An outline of the current structure of ISA is shown below.

ISA Organisation Chart



The current Directors of the Board are listed in Appendix A.

② Overview

2.1 Vision Statement

ISA's vision is to be the comprehensive prominent source of statistical and other quantitative information on the insurance industry in Australia. This information will be readily available, easily accessible, timely and cost-effective.

ISA sees its role, as directly adding value to the business of insurance companies through provision of information that underwriters and portfolio managers find invaluable.

ISA further assists the industry by helping the Australian community to understand and quantify the contribution that insurance makes to the Australian economy and the lives of Australians. ISA complements the work of other industry organisations such as the Australian and New Zealand Institute of Insurance and Finance, the Insurance Council of Australia and the Investment and Financial Services Association.

2.2 Mission Statement

The mission of ISA is to provide **an authoritative information service** that enables insurers to achieve pricing policies in the Australian market that reflect their risk and profit objectives and so continue to maintain a viable insurance service for the Australian community.

ISA aims to achieve that mission both by providing direct assistance to individual members and through indirect assistance given to other stakeholders. The areas of assistance are illustrated later in this document.

2.3 Objectives

The **key objectives** of ISA are:

- the collection and dissemination of relevant insurance statistics to member companies
- to support the development of the insurance industry
- to be recognised as an authoritative reference source for insurance industry information
- to maintain commercial confidentiality of information
- to obtain full industry participation in ISA.

3 How ISA reports can add value for members

3.1 Personal lines (Motor and Domestic)

1. benchmarking key exposure and claim parameters to the market, both the absolute level of measures such as average premium, average sum insured, claim cost per policy, and whether the trends in a portfolio are similar to or different from those of the market generally. As well as averages, upper and lower quartiles are produced to assist comparison
2. quantifying emerging trends in causes of claims that may drive claim costs in future. As ISA data includes results for all Australian states and territories, you can examine both the experience of markets where you currently underwrite business as well as other jurisdictions that may exhibit trends to which your business may be exposed in future
3. blending ISA industry experience with company's own experience to provide a more credible basis for pricing events or regions that are not well represented in your portfolio e.g. weather claims in regional areas or the costs of major events
4. a more stable indicator of market share than consumer surveys which tend to be volatile because of their reliance on the memories of survey participants
5. increased confidence in measuring your own experience – providing an alternative view from what you see in your regular internal management reports
6. providing industry comparisons for inclusion in actuarial financial condition reports
7. producing a more comprehensive view of the industry's performance for these classes of business and an alternative source of information from anecdote and rumour – rational pricing encouraged by credible industry average premium and average claim cost data, particularly among smaller players or new entrants whose own data is limited. By contrast, APRA data is more delayed in production (6+ months after end of quarter, and producing only gross premium and gross claims at a state level). At the same time, ISA information is not so detailed that a competitor's proprietary approach to pricing individual risks or groups of risks can be determined.

3.2 Commercial property

1. benchmarking key exposure and claim parameters to the market, both the absolute level of measures such as average premium, average asset value insured, claim cost per policy, and whether the trends in a portfolio are similar to or different from those of the market generally. For instance, is your large loss experience consistent with industry experience – an important consideration for reserving as well as pricing for this class

2. quantifying emerging trends in causes of claims that may drive claim costs in future. As ISA data includes results for all industries and Australian states and territories, you can examine both the experience of markets where you currently underwrite business as well as other jurisdictions that may exhibit trends to which your business may be exposed in future
3. blending ISA industry experience with company's own experience to provide a more credible basis for pricing events or regions that are not well represented in your portfolio e.g. large individual losses , major events or particular causes of claim
4. relativities between average premium rates currently being charged by the insurer versus all contributors for different occupations and covers
5. increased confidence in measuring your own experience – providing an alternative view from what you see in your regular internal management reports
6. providing industry comparisons for inclusion in actuarial financial condition reports
7. producing a more comprehensive view of the industry's performance for these classes of business and an alternative source of information from anecdote and rumour – rational pricing encouraged by credible industry average premium and average claim cost data, particularly among smaller players or new entrants whose own data is limited. More comprehensive data that available from APRA publications.

3.3 Medical indemnity

1. benchmarking key exposure and claim parameters to the market, both the absolute level of measures such as average premium, claim cost per policy, and whether the trends in a portfolio are similar to or different from those of the market generally
2. quantifying emerging trends in causes of claims that may drive claim costs in future. As ISA data includes results for all Australian states and territories combined, you can compare your experience to the national experience for different medical specialty groups, which could exhibit trends to which your business may be exposed in future
3. providing a comprehensive source of information for medical indemnity insurers to use as the basis for answering questions from industry stakeholders such as governments, professional colleges and the medical profession more generally e.g. MINC data submission to AIHW
4. providing a single point of data submission for both APRA NCPD requirements and the more comprehensive requirements of MI steering committee members and their stakeholders; obviating the need for some separate data submissions to different agencies

5. increased confidence in measuring your own experience – providing an alternative view from what you see in your regular internal management reports
6. providing industry comparisons for inclusion in financial condition reports
7. encouraging rational pricing through credible industry premium and claim development data producing a more comprehensive view of industry performance. By contrast, APRA NCPD data is limited at present (Level 1 reports do not separately show MI experience) and the level of coding on the data submitted is less comprehensive than in the ISA database. At the same time, ISA information is not so detailed that a competitor's proprietary approach to pricing individual risks or groups of risks can be determined.

3.4 Lenders' Mortgage Insurance

1. authoritative industry report on trends that can be presented to rating agencies, regulators and others to whom the industry participants wish to present the industry credibly
2. benchmarking key exposure and claim parameters to the market, both the absolute level of measures such as average premium, claim cost per policy, and whether the trends in a portfolio are similar to or different from those of the market generally across policy years or claim years
3. quantifying emerging trends in business factors that may drive claim costs in future. As ISA data includes factors such as state, LVR, source of business, loan purpose, borrower type and loan documentation as well as across policy years, you can examine the impact of different combinations within your own portfolio and across the combined experience of all contributing insurers
4. increased confidence in measuring your own experience – providing an alternative view from what you see in your regular internal management reports
5. providing industry comparisons for inclusion in financial condition reports
6. encouraging rational pricing through credible industry premium and claim development data producing a more comprehensive view of industry performance, while not so detailed that a competitor's proprietary approach to pricing individual risks or groups of risks can be determined.

4 Reports produced

4.1 Introduction

ISA members share certain underwriting and claim data that enable the preparation of consolidated statistics for a cross-section of insurers operating in various markets. The data is made available in a timely fashion – within 4 to 6 weeks of the end of each quarter for personal lines insurances, 8 weeks of the end of each half-year for commercial data.

The reports are confidential to ISA members and each member company sees only its own data and that of all contributors combined. The By-laws of ISA that the Board has put in place regarding confidentiality and use of the ISA data by third parties are reproduced in Appendix D.

ISA produces regular reports for the following classes of insurance:

- private motor vehicles insured “comprehensively” under individual policies
- householder and house owner insurances
- commercial property insurances
- medical indemnity insurances
- lenders’ mortgage insurance.

A full list of the current reports is contained in Appendix B along with a summary of the contents and scope of each report.

The Insurance Council has retained ISA to prepare a quarterly summary of premiums and claims by class of business (“Macro statistics”) based on data collected from Insurance Council members.

4.2 Motor Syndicate

Coverage

Private and business vehicles comprehensively insured on an individual basis. Goods-carrying vehicles and any third party property damage only policies are excluded.

Classification system

By state where risk is located. Claim data is subdivided between theft, windscreen and all other claims (collision, fire etc.)

Exposure measure

- Number of policies
- Premium in force.

Frequency of collection

Data is submitted by direct insurers within two weeks following the end of each month. Reports at State level are produced, quarterly, with reports at vehicle level despatched annually if sufficient number of insurers subscribe to this report.

4.3 Domestic Syndicate

Coverage

Domestic business relating to building and/or contents cover for householders or house owners. For strata units, contents cover is included but building cover is excluded.

Classification systems

- ISA's own two character code denoting location of risk, e.g. N1 for NSW Metropolitan, N2 for NSW Country.
- Business indicator, indicating buildings cover, contents cover or combined and whether accidental damage or defined events wording.
- Type of claim indicator, e.g. theft/burglary, fire, weather, etc, or for individual ISA-designated catastrophes, e.g. 1989 Newcastle earthquake.

Exposure measures

- Policies in force
- Sums insured in force
- Gross premium in force.

Frequency of collection

Data is submitted by direct insurers within three weeks following the end of March, June, September and December each year. Reports are also produced quarterly.

4.4 Property Syndicate

The commercial property databases containing individual policy and claim records.

The policy database file includes records for:

- All policies/risks written since 1 January 2002. Separate records are provided for a policy that is endorsed during the reporting period, resulting in a change to any of the factors, including records for the exposure before and after the endorsement showing the relevant factors.

The claim database file includes records for:

- All claims that have been reported on policies written since 1 January 2002.

Coverage

Commercial property insurance Data includes the following covers:

- Stand-alone fire
- Package, fire and other property covers
- ISR
- Business interruption

Classification system

- Type of business: ISR, package or traditional fire policies
- Three character code denoting nature of property insured (industry and type of construction) expanded from original Insurance Council property classification system, e.g. B13 – Motels (up to 2 storeys), K61 – Breweries.
- Postcode of risk.

Exposure measure

- Number of risks
- Asset values insured (\$).

Frequency of collection

Data is submitted by direct insurers within 4 weeks following the end of June and December each year. Reports are also produced half-yearly.

4.5 Medical Indemnity Syndicate

The Medical Indemnity database contains individual policy and claim records. It is a superset of the data that insurers submit to APRA for the National Claim and Policy Database (NCPD).

The policy database file includes records for:

- All policies/risks written since 1 January 2003 by both medical indemnity insurers and the preceding medical indemnity organisations. Separate records are provided for a policy that is endorsed during the reporting period, resulting in a change to any of the factors, including records for the exposure before and after the endorsement showing the relevant factors.

The claim database file includes records for:

- All claims that have been reported on policies written since 1 January 2003 and all claims open at that date.

Coverage

Medical indemnity policies covering individual medical practitioners and groups of practitioners. Includes both “full cover policies” for individual practitioners and the various collateral covers offered by members.

Frequency of collection

Data is submitted by direct insurers within 4 weeks following the end of June and December each year. Data is submitted to APRA on behalf of the members.

4.6 Lenders' Mortgage Insurance (LMI) Syndicate

Lenders' mortgage insurers submit two types of data to ISA:

- Each quarter, data on new business written during the previous quarter showing the state the underlying property is located and the type of lending institution that extended the loan
- Every 1 to 2 years, details of individual policies and claims are collected enabling monitoring of data by both policy year of issue and year of claim, including termination rates. Loan to valuation ratio, state of location of underlying property, loan type, lending institution and loan documentation are factors that are collected.

5 Assistance to Members

5.1 Operational Issues

Some important issues to consider in the operation of ISA are:

- timeliness of the reports is critical
- the usefulness of the reports to the underwriters and other users in the member companies
- the comprehensiveness (both market coverage and scope of statistics) of the reports with respect to needs
- the objectives of ISA are based on the provision of information and data, not on the provision of advice on specific insurance issues
- the operation must remain cost effective and competitive.

5.2 Direct Assistance

Direct assistance to individual members includes:

- Providing data different to that which they receive from internal sources, which can help by:
 - providing a view of other insurers' overall "cost of production", through regular state level trend reports and executive summaries relating claim costs to exposure measures
 - creating a larger data set and hence greater statistical credibility than their own portfolio. Minor code reports, large loss reports and catastrophe investigations provide this sort of information
 - provide benchmarks to test a member's own in-house analysis of what is happening in their portfolio and the market – all the reports help with this process.
- Helping to disclose problems with a company's internal management information systems through the need to reconcile results to ISA reports.
- Running in-house workshops to introduce your management team to how the personal lines and/or commercial line syndicates reports work.

5.3 Indirect Assistance

Indirect assistance to members includes:

- Providing industry data to other participants the industry, which can
 - assist rational pricing by competitors by creating a more informed market – trend reports, occasional papers, large loss and catastrophe data help here, and ISA has been a focus for activity in designing systems for industry workers’ compensation statistics through the feasibility study undertaken in 1994 and the coordinating committee being established to produce such statistics for Tasmania
 - assist reinsurers and brokers to discussing rating practices and their outcomes with clients and so produce better-informed clients, as well as helping them evaluate proportional programs.
- Improving the industry’s profile with government and the community by being able to respond to requests for information about the industry or claims costs generally, e.g.
 - fielding questions on behalf of government etc originally directed to individual insurers or industry associations
 - ISA is undertaking the collection of catastrophe claims on behalf of the industry whenever Insurance Emergency Services (“IES”) is involved in a disaster, and has undertaken analysis of Tasmanian workers’ compensation performance on behalf of all insurers active in that market. ISA has produced macro statistics on the Insurance Council's behalf since 1997
 - independent reference source for dealing with outside bodies e.g. university researchers, fire brigade, motor repairers, Queensland Criminal Justice Commission, stamp duties offices.

This assistance reduces the cost to individual insurers in responding to such outside queries. It also enhances the credibility of the industry (and hence individual insurers) by allowing representatives of the industry or individual insurers to authoritatively discuss or explain industry trends and issues based on the maximum amount of statistical information possible. The more insurers that are involved, the more credible ISA’s data and hence the more useful it is to such stakeholders.

⑥ Role of Parties Involved in ISA

6.1 Board

The role of the Board is to provide strategic direction to ISA's operation.

The responsibilities of the Board are to:

- oversee overall direction of ISA's operation
- review and approve budgets
- oversee quality of service
- review and approve development plans
- set policy regarding assistance to the Insurance Council (and other organisations)
- market ISA to peers
- provide feedback regarding the perception of ISA
- provide suggestions regarding ISA's activities
- review ISA initiatives.

The Chairman's specific responsibilities are to:

- call special meetings as required
- approve agenda items for meetings
- chair meetings
- ensure that action items from meetings are carried out.

6.2 Steering Committees

The role of the Steering Committees is to implement the Board's strategy at a syndicate level.

In general the responsibilities of the Steering Committees are to:

- oversee production of reports
- oversee development of new initiatives
- provide a liaison point between ISA and the contributing companies
- provide feedback and to recommend improvements to reports
- market ISA to potential new contributors.

The Chairman's specific responsibilities are to:

- arrange the scheduling of regular Steering Committee meetings
- call special meetings as required
- approve agenda items for meetings
- ensure that action items from meetings are carried out.

The specific responsibilities of individual Steering Committee Members are to:

- regularly report to the Steering Committee about the use of the reports
- assist the Manager to resolve data queries concerning their company as required
- assist the Manager to streamline data collection procedures as required
- report to the Manager any questions or criticisms raised about the reports
- give feedback about ISA as it emerges.

6.3 Company Coordinators

The role of the Company Coordinators is to:

- liaise with the Manager
- liaise with employees of their companies
- ensure that correct data is sent to ISA on time
- provide feedback to ISA via the Steering Committees on the use of the reports.

6.4 Finity as Manager of ISA

The role of Finity as the Manager of ISA is to:

- produce reports
- provide secretarial support to the Board and Steering Committees
- provide day to day support to the Board and Steering Committees.

The responsibilities of Finity as the Manager of ISA are to:

- collect and verify data
- produce the reports shown in Appendix B
- draft and distribute agendas and meeting minutes
- provide technical advice regarding data collection/dissemination
- arrange the scheduling of regular Board and Steering Committee meetings
- facilitate Board and Steering Committee meetings
- ensure that action items from Board and Steering Committee meetings are carried out
- answer ad hoc questions requiring use of ISA's insurance database
- market ISA to potential new contributors.

The specific responsibilities of individual Finity staff are described in Appendix C.

Part II Appendices

A ISA Board Members at December 2009

Mr Benoit Laganiere Head of Actuarial QBE Insurance (Australia) Limited Level 5, 85 Harrington Street SYDNEY NSW 2000 PA: Dina Putanac	Chairman Phone: (02) 8275 9730 Fax: (02) 8275 9720 E-mail: benoit.laganiere@qbe.com Phone: (02) 8275 9693
Mr Richard Feledy General Manager, Product Management & Research Allianz Australia Limited Level 14, Allianz Centre, 2 Market Street SYDNEY NSW 2000 PA: Agnes Domingo	Director Phone: (02) 9390 6554 Fax: (02) 9390 6380 E-mail: richard.feledy@allianz.com.au Phone: (02) 9390 6282
Mr Stuart Blake Head of Commercial Pricing & Underwriting, IMA Insurance Australia Group Limited NRMA House, 388 George Street SYDNEY NSW 2000 PA: Joy Valena	Director Phone: 02 9292 9287 Fax: (02) 9292 1120 E-mail: Stuart.Blake@iag.com.au Phone: 9292 9875
Mr Alex Sanchez General Manager, Policy - Economics and Taxation Directorate Insurance Council of Australia Limited Level 4, 56 Pitt Street SYDNEY NSW 2000 PA: Kellie Rowell	Director Phone: (02) 9253 5130 Fax: (02) 9253 5111 E-mail: asanchez@insurancecouncil.com.au Phone: (02) 9253-5134
Mrs Ellen Edmonds-Wilson Chief Executive Officer Medical Indemnity Industry Association of Australia Level 24 Santos House, 91 King William Street ADELAIDE SA 5000	Director Phone: (08) 8113-5312 Fax: (08) 8233 5858 E-mail: ellen@miaa.com.au

Mr Harry Robertson
CFO - Personal Insurance
Suncorp Metway Insurance Limited
Level 3, 616 St Kilda Road,
MELBOURNE VIC 3004
PA: Katina Missios

Director
Phone: (03) 8520 1742
Fax: (03) 8520 1648
E-mail: harry.robertson@suncorp.com.au
Phone: (03) 8520-1964

Company Secretary:
Mr David Sandoe
C/o Finity Consulting Pty Limited
Level 7, 155 George Street
THE ROCKS NSW 2000
PA: Lydia Chua

Phone: (02) 8252 3327
Fax: (02) 8252 3399
E-mail: david.sandoe@finity.com.au
Phone: (02) 8252 3374

B ISA Past Directors

Date of Incorporation : 1 August 1988 (operations commenced July 1988)

1988

William Mansfield (Chair) – Commercial Union
 Graeme Anschutz – QBE Insurance
 Harold Levick – GRE Insurance
 Peter Tanner – Australian Eagle Insurance
 Stephen Westwood – Australian Reinsurance

1990

Graeme Anschutz (Chair) – QBE Insurance
 Terence Herbert – GRE Insurance Ltd Group
 John Mallick – Sun Alliance
 Stephen Westwood – Australian Reinsurance

1992

Phillip Shirriff (Chair) – Mercantile Mutual
 Terence Herbert – GRE Insurance Ltd Group
 Brian Keane – AAMI
 Christopher O'Malley – Catholic Church Insurances
 Stephen Westwood – Australian Reinsurance
 Terry Towell – NZI Insurance

1994

Terry Towell (Chair) – NZI Insurance
 Brian Keane – AAMI
 Rodney Lester – AMP General Insurance
 Christopher Meller – CIGNA Insurance Australia
 John Messenger – MLC Insurance
 Brian O'Brien – Munich Reinsurance
 David Sandoe – Zurich Australian Insurance
 Lindsay Self – General Reinsurance Australia

1996

David Sandoe (Chair) – Zurich Australian Insurance
 Terry Cassidy – HIH Underwriting
 Raymond Jones – QBE Insurance Ltd
 Lindsay Self – General Reinsurance Australia
 Hans Sprangers – Lumley General Insurance Ltd
 Melvyn (Vyn) Tozer – Fortis Australia Limited

1989

Graeme Anschutz (Chair) – QBE Insurance
 John Mallick – Sun Alliance
 Peter Sharman – Royal Insurance
 Peter Tanner – Australian Eagle Insurance
 Stephen Westwood – Australian Reinsurance

1991

Phillip Shirriff (Chair) – Mercantile Mutual
 Terence Herbert – GRE Insurance Ltd Group
 Christopher O'Malley – Catholic Church Insurances
 Stephen Westwood – Australian Reinsurance
 Brian Keane – AAMI

1993

Phillip Shirriff (Chair) – Mercantile Mutual
 Terry Towell – NZI Insurance
 Brian Keane – AAMI
 John Messenger – MLC Insurance
 Brian O'Brien – Munich Reinsurance
 Christopher O'Malley – Catholic Church Insurances

1995

Brian O'Brien (Chair) – Munich Reinsurance
 Rodney Lester – AMP General Insurance
 Brian Marshall – AMEV/VACC
 John Messenger – MLC Insurance
 David Sandoe – Zurich Australian Insurance
 Lindsay Self – General Reinsurance Australia

1997

Raymond Jones (Chair) – QBE Insurance Ltd
 Susan Clark – Mercantile Mutual Insurance
 Ewoud Kulk – Royal & SunAlliance Insurance
 Gavin Pearce – AMP General Insurance Ltd
 Melvyn (Vyn) Tozer – Fortis Australia Limited
 Robert Watts – Swiss Re Australia Limited

1998

Robert Watts (Chair) – Swiss Re Australia Raymond Jones – QBE Insurance Ltd
 Duncan Boyle – Royal & SunAlliance Insurance
 Susan Clark – Mercantile Mutual Insurance
 Gavin Pearce – AMP General Insurance Ltd
 Melvyn (Vyn) Tozer – Fortis Australia Limited

2000

Philip Cooper (Chair) – Allianz Australia Limited
 John Day – Royal & SunAlliance Insurance
 Gregory Della – Zurich Financial Services
 Michael Goodwin – QBE Mercantile Mutual
 Gavin Pearce – AMP General Insurance Ltd
 Melvyn (Vyn) Tozer – Fortis Australia Limited
 Robert Watts – Swiss Re Australia Limited
 Lyndall Fraser – Commonwealth Insurance Ltd

2002

Bruce Thomas (Chair) – Swiss Re Australia Ltd
 Philip Cooper – Allianz Australia Limited
 Michael Goodwin – QBE Mercantile Mutual
 Bruce Harris – CGU Insurance Limited
 Gregory Della – Zurich Financial Services Ltd
 Duncan West – Vero Insurance Limited

2004

Duncan West (Chair) – Vero Insurance Limited
 Bruce Thomas – Swiss Re Australia Ltd
 Tony Rodgers – Westpac General Insurance Ltd
 Jason Brown – QBE Mercantile Mutual
 Garry Townsend – Allianz Australia Limited
 Graeme Adams – Insurance Australia Group

2006

Graeme Adams (Chair) – Insurance Aust Group
 Jason Brown – QBE Mercantile Mutual
 Eilis Hurley – Vero Insurance Limited
 Philip Maguire – Insurance Council of Australia
 Matthew Pearson – Suncorp General Insurance
 Tony Rodgers – Westpac General Insurance Ltd
 Alexander Sanchez – Insurance Council of Australia
 Peter Swan – Insurance Australia Group
 Garry Townsend – Allianz Australia Limited

1999

Gavin Pearce (Chair) – AMP General Insurance
 Robert Watts – Swiss Re Australia Ltd
 Duncan Boyle – Royal & SunAlliance Insurance
 Susan Clark – Mercantile Mutual Insurance
 Philip Cooper – HIH Underwriting
 John Day – Royal & SunAlliance Insurance
 Raymond Jones – QBE Insurance Ltd
 Melvyn (Vyn) Tozer – Fortis Australia Limited

2001

Philip Cooper (Chair) – Allianz Australia Limited
 John Day – Royal & SunAlliance Insurance
 Michael Goodwin – QBE Mercantile Mutual
 Gregory Della – Zurich Financial Services Ltd
 Bruce Harris – CGU Insurance Limited
 Bruce Thomas – Swiss Re Australia Limited
 Duncan West – Royal & SunAlliance Insurance

2003

Duncan West (Chair) – Vero Insurance Limited
 Bruce Thomas – Swiss Re Australia Limited
 Graeme Adams – Insurance Australia Group
 Jason Brown – QBE Mercantile Mutual
 Andrew Byrne – Suncorp General Insurance
 Tony Rodgers – Westpac General Insurance Ltd
 Garry Townsend – Allianz Australia Limited

2005

Graeme Adams (Chair) – Insurance Australia Group
 Duncan West – Vero Insurance Limited
 Tony Rodgers – Westpac General Insurance Ltd
 Jason Brown – QBE Mercantile Mutual
 Garry Townsend – Allianz Australia Limited
 Matthew Pearson – Suncorp General Insurance

2007

Tony Rodgers (Chair) – Westpac General Ins Ltd
 Ellen Edmonds-Wilson – MIAA
 Eilis Hurley – Vero Insurance Limited
 Benoit Laganiere – QBE Mercantile Mutual
 Daniel Musson – Insurance Aust Group
 Matthew Pearson – Suncorp General Insurance
 Alexander Sanchez – Insurance Council of Australia
 Garry Townsend – Allianz Australia Limited

2008

Benoit Laganiere (Chair) – QBE Insurance Aust.
Graeme Adams – Insurance Aust Group
Ellen Edmonds-Wilson – MIIAA
Matthew Pearson – Suncorp General Insurance
Alexander Sanchez – Insurance Council of Australia
Garry Townsend – Allianz Australia Limited

2009

Benoit Laganiere (Chair) – QBE Insurance Aust.
Graeme Adams – Insurance Aust Group
Stuart Blake – Insurance Aust Group
Ellen Edmonds-Wilson – MIIAA
Richard Feledy – Allianz Australia Limited
Harry Robertson – Suncorp General Insurance
Alexander Sanchez – Insurance Council of Australia
Michael Tuffy – CUNA Mutual Group

C ISA Membership History

Organisation	Current	Domestic	Lenders Mortgage	Medical Indemnity	Motor	Property	Industry groups
AAMI	*	2003			2003		
ACE Insurance						1990-1995	
Aioi	*				2008		
Allianz Australia Insurance	*	1989			1989	1989	
Ansvar Insurance	*	2004			2004		
ANZ Lenders Mortgage Insurance			2005-2007				
Australian Alliance Insurance Company	*	1995			1995		
Auto and General	*				2008		
Avant Insurance	*			2005			
Calliden Group	*				2007	2007	
Catholic Church Insurances		1996-2006			1996-2006		
CGU Insurance	*	1999			1999	1997	
Commonwealth Insurance	*	2003			2007		
CUNA Mutual Group	*	2005			2005		
General Reinsurance Australia	*	1995-2004			1995-2004	1995	
Genworth Financial	*		2005				
HBF Insurance	*	2006			2006		
Insurance Australia Group	*	2003			2003		
Insurance Council of Australia	*						2002
Lumley General Insurance	*	1989-1995			2008		
MDA National Insurance	*			2005			
Medical Indemnity Industry Association of Australia	*						2007
Medical Insurance Group Australia				2005-2008			
Munich Holdings of Australasia	*	1989			1989	1989	
Professional Indemnity Insurance Co Australia	*			2005			
QBE Direct Insurance (former Western QBE)	*	2000			2000		
QBE Insurance (Australia)	*	1994			1994	2004	
QBE Lenders' Mortgage Insurance	*		2005				
RAA Insurance	*	2005			2005		
RAC Insurance	*	2003			2003		
RACQ Insurance	*	2003			2003		
RACT Insurance	*	2004			2004		
Suncorp Metway Insurance	*	2000			2000	2000	
Swiss Reinsurance Company	*	1989-2006			1989-2006	1989	
Territory Insurance Office	*	1998			1998		
The Hollard Insurance Company		2004-2006					
Tokio Marine & Nichido Fire Insurance Co	*						2005
Vero Insurance	*	1989			1989	1989	
Wesfarmers Federation Insurance	*	1996			1996		
Westpac General Insurance	*	1998					
Westpac Lenders Mortgage Insurance	*		2000				
Zurich Australian Insurance		1989-2000			1989-2000	1992-2005	

Current insurer members

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Note: Where range of years shown, insurer was most recently a member during that period; where a single year shown, membership has been current from that year
Insurers that are no longer underwriting business are not included in the table

D ISA Reports

D.1 Motor

- Trend Report
- Claim Type Report
- Trend Summary
- Executive Summary Report

D.2 Domestic

- Claim Type Report
- Trend Report
- Trend Summary
- Executive Summary Report
- Postcode Report
- Large Loss Report
- Domestic Liability Report

D.3 Commercial Property

- Commercial property Summary report
- Commercial Property individual policy and claim database
- Large Loss Report

D.4 Medical Indemnity

- Individual claim and policy records for APRA
- Annual trend report

D.5 Lenders' Mortgage Insurance

- Quarterly new business statistics
- Detailed report on industry trends (every 1 to 2 years)

E Finity Staff

The specific responsibilities of individual Finity staff are as follows:

Personnel	Responsibilities
David Minty	<ul style="list-style-type: none"> ● Overall management of ISA ● Overall marketing of ISA and new initiatives ● Medical Indemnity Steering Committee liaison ● Lenders' Mortgage Insurance Steering Committee
Nevena Mackic	<ul style="list-style-type: none"> ● Overall report production ● Management of ISA team ● Development ● Personal Lines (Motor/Domestic) Steering Committee liaison ● Property Steering Committee liaison
James Dunne Julia Mercer	<ul style="list-style-type: none"> ● Report production ● Liaise with Steering Committee Members ● Answer queries ● Liaise with Company Coordinators ● Development
Lydia Chua	<ul style="list-style-type: none"> ● Prepare Board papers ● Prepare Steering Committee Agendas
David Minty Nevena Mackic Colin Brigstock David Sandoe	<ul style="list-style-type: none"> ● Peer review reports as required ● Product Steering Committee meeting minutes ● Marketing to potential contributors ● Develop contracts with ISA Coordinators and other users of ISA reports ● Periodic review of structure and content of Reports ● Work with other ISA personnel to improve efficiency of production of reports ● Company secretarial and financial matters

Contact details are as follow:

Address: Finity Consulting, Level 7, 155 George Street, The Rocks 2000
 Phone: (02) 8252 3300
 E-mail: firstname.surname@finito.com.au

F By-Laws

Code of conduct

1. The data which the Association provides for the Members is designed to let a Member compare its underwriting performance against that of other Members. The reports can be used by a Member's staff or consultants but cannot be copied or supplied to non-members.
2. The information in the Association's reports must not be used by a Member as the basis of published claims or comparative advertising.
3. Members and their staff must conduct themselves in a manner which upholds the intent and provisions of the Australian Trade Practices law and must not use the data supplied or forums provided by the Association to engage in anti-competitive behaviour.

Contribution and availability of data

4. By becoming a Member of the Association, the Member agrees to supply to the Association various items of data about its insurance business and claims. In return, the Member receives various reports from the Association which compare its underwriting statistics with corresponding data for all other data contributors.
5. The Board may permit a Member unable to supply its data to the Association to receive reports containing information from all other data contributors for such period and on such terms and conditions as the Board may decide.
6. The Board may make aggregate information from the statistics available to third parties or for publication where that action could be of potential benefit to the insurance industry. Depending on the nature of the organisation requesting the information, the Board may charge a fee for preparing the data.
7. A Member may ask the Board to undertake additional analyses of data on its behalf. The Member may be charged the cost of preparing the analysis and the resulting report format may be used by the Association to provide similar reports to other Members.

8. The Association will ensure that reports only allow a Member to identify its own results, not the results of any other individual Member. Reports supplied to organisations not supplying data to the Association will only show results for all data contributors combined. If a report contains individual statistics for each Member supplying data as well as industry-wide averages, then the statistics included will not allow individual Members to be identified, for instance, by market share.

Steering committees for classes of business

9. The Board may establish steering committees to enable members of one or more classes of business to discuss development of data specifications and reports and to make recommendations to the Board on those and other matters of relevance to those members.
10. Each ISA member who is a member for a class of business shall have the right to nominate one person as its voting representative on the steering committee established in respect of that class or classes of business, and to appoint one or more non-voting observers while it remains a financial member of ISA. The committee may invite other persons to attend its meetings as non-voting observers. A representative of ISA management shall attend all meetings and keep a record of the decisions of the meeting.
11. The steering committee shall elect its chairman from among its voting representatives. In the absence of the elected chairman, the voting members present may elect one of their number or a representative of ISA management to chair that meeting.
12. On any matter relating to the data specifications or reports to be produced in respect of a class of business, any recommendation for changes must be put to the members of the relevant steering committee and agreed to without dissent from any voting members. Such proposal may be put to a meeting of the members or by email to each voting member.

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Note: additional by-laws apply to members of the ISA medical indemnity syndicate. Please contact David Minty on 02 8252 3347 if you require a copy

G Related Sources of Information

For more details about data collection and report layouts refer to following publications:

- ISA Report Descriptions
- ISA Domestic Data Specifications
- ISA Motor Data Specifications
- ISA Commercial Lines Data Specifications
- ISA Modified APRA Liability Database Specifications (for medical indemnity insurers)
- www.insurancestats.com.au our web page