



Civil Liability Insurance



HELLENIC
ASSOCIATION
OF INSURANCE
COMPANIES

Statistics Survey 2023

Executive Summary

Survey Points

- Records Civil Liability cover figures (number of contracts per cover and claims, amount of indemnities paid and outstanding)
- Analyzes the above figures into groups of insured risks by type of cover
- Analyzes the number of insurance contracts by type of liability and by cover limit
- Breaks down insurance premium per distribution channel
- Records the evolution of indemnities per underwriting year

Survey Participation

- 24 Insurance Companies
- 91.2% of total premium production of Civil Liability class of insurance

Survey Findings

	2023
○ Number of Civil Liability Contracts per cover	404,118
○ Number of reported claims	5,655
○ Total indemnities paid (€)	1,682,527
○ Outstanding indemnities (€)	10,703,431

The research

Civil Liability HAIC Committee, after considering the needs of comprehensive information of insurance companies operating in the field of Civil Liability insurance, continued for yet another year the systematic collection of relevant statistical data.

In the context of continuously updating the information provided, HAIC has developed a questionnaire, focusing on the statistical determination of both the risk undertaken as well as the number and amount of reported claims for all participating enterprises. Therefore, the questionnaire:

- Records Civil Liability cover figures (number of contracts per cover and claims, amount of reimbursements paid and outstanding)
- Analyzes the above figures into groups of insured risks by type of cover
- Analyzes the number of insurance contracts by type of liability and by cover limit
- Breaks down insurance premium per distribution channel
- Records the evolution of indemnities per underwriting year

Survey of 2023 includes the data of 24 insurance companies with establishment status, which are estimated to gather 91.2% of the total premium production of Civil Liability insurance, of the insurance enterprises operating in Greece This report records cumulatively their responses for 2023 based on the information available on 31/12/2023.

Special consideration has been given this year to the identification of cover as the basic unit of measurement of the number of insured risks, which considerably improves the quality of the analysis. For this reason, three additional questions have been incorporated into the first part of the questionnaire to investigate the consistency of the approach to the requested data in terms of counting covers separately, regardless of whether they are part of the same contract or a contract of another branch of insurance

Attention has also been given to a greater breakdown of certain covers, resulting in a reduction in the number of records included in "Other Categories". In particular:

- **The first part** records the basic data (contracts per cover and claims) for the whole of **Civil Liability sector** and for the most important covers for **2023**. It should be noted that in the analysis of General Liability coverages, the following categories have been added: "Individual/Family liability", "Short-term rental homeowner's liability", "Apartments building administrators' liability" and "Elevator maintenance liability".
- Also, the **Professional** Liability of 2023 is analyzed in the groups of professions it covers. It should be noted that a new category has been added to the analysis of Professional Liability cover: the Professional Liability cover for "Pharmacists".
- **The second part** records the breakdown of the **number** of insurance covers by type of liability and by **limit of cover**.
- **The third part** attempts to analyze the production of insurance premiums in 2023 for the General Civil Liability and Professional Liability sectors in particular, **by distribution channel**, in accordance with Law 4583/2018 on the distribution of insurance products.
- In the second unit, the calculation of the most important insurance ratios for the insurance industry is presented.
- The third unit attempts to examine the evolution of compensation over time, in particular:

- Shows the annual evolution of **indemnities** (in terms of **amount** for paid and outstanding claims) in total, per contract year of issue from 2016 to 2023.
- Shows the annual evolution of claims (in terms of **number** for paid and outstanding claims) in total, by policy issue year from 2016 to 2023.

Prior to analyzing the figures in this report, it should be noted that civil liability insurance faces claims which occur irregularly over time, while there is a very high variability in the amount of reimbursements each year, particularly regarding the insurance of large risks. Such claims may not occur regularly, but when they do happen, they are especially costly.

Finally, for the calculation of the total reimbursements amount over the years, account should be taken for the evolution of the number of claims as well as the reimbursements paid over a long period, information that was not known at the time of writing this report. Additional information on Civil Liability insurance is available from the HAIC's website (www1.eaee.gr).

Results of the survey

1. Civil Liability insurance figures

Total results of the survey conducted by HAIC for 2023 are recorded in Table 1 below. In total, about 404 thousand covers were reported for 2023. For the above covers, 5.65 thousand claims were reported, € 1.7 million indemnities were paid while a reserve of outstanding claims was formed amounting € 10.7 million.

In the context of a unified approach of data requirements in terms of counting the covers separately, regardless of whether they are part of the same contract or a contract of another class of insurance, the Insurance Enterprises participating in the survey were asked the following questions:

- Regarding the first question of counting covers separately, regardless of whether they are part of the same policy, 75% (of premium production) responded positively
- For the question of counting covers separately, where Employer and/or Product covers are given as a sub-limit of the original contract, 56% responded positively
- As regards the question of counting covers in Property contracts (or in contracts of other classes) separately, if the attributable premiums and the resulting claims are apportioned to class 13.(22) Civil Liability, 44% responded positively

It is noted that the recording of the year 2023 for the reported claims, the reimbursements paid and the evaluation of the of outstanding claims, depends on the available information of the participating insurance enterprises on 31 /12/2023. This depiction does not include information on the evolution of contracts and claims in the subsequent period.

The total evolution of claims and indemnities over a period of eight years is studied in detail, using statistical methods (see section: 3. Indemnities study). The indemnities statistical analysis of previous years, discloses that the indemnities at the end of the year following the year of contract issue, develop on average by a factor of 2.03 in relation to the figures at the end of the reference year and by a factor of 3.45 in the 7th year.

Based on these loss development factors the initial valuation of € 12.4 million for total indemnities (paid and outstanding) of contracts issued in 2023 could result to $(12.4 * 2.03) = € 25.2$ million at the end of 2024 and $€ 42.7$ million $(= 12.4 * 3.45)$ at the end of the seventh year, which will have an incremental effect on the insurance ratios calculated in a following section.

Table 1: Aggregated figures of HAIC's survey¹

	2023
Number of insurance contracts per cover ²	404,118
Number of reported claims within the year for the above contracts	5,655
Indemnities paid within the year for the above claims (€)	1,682,527
Outstanding claims at the end of the year for the above claims (€)	10,703,431

The specific recording of the year 2023 (with data up to 31/12/2023) is used to analyze the coverages of civil liability in the following paragraphs.

1.1 Insurance Covers analysis

Liability covers are divided into **Public** (Manufacturers, Hoteliers, Industrial, Commercial, liability for Individuals / Families, liability for Short-term rental homeowner's, liability for Apartments building administrators, liability for Elevator Maintenance and other covers) as recorded in **Table 3**, **Employers'** (broken down into constructors, hoteliers, industrial, commercial, and other covers) as recorded in **Table 4**, **Product liability** in **Table 5**, and other coverages (Professional, Directors' and Officers', Clinical Tests, Cyber and Environmental) in **Table 6**. In particular, the analysis of **Professional Liability** is recorded in **Tables 7 and 8**.

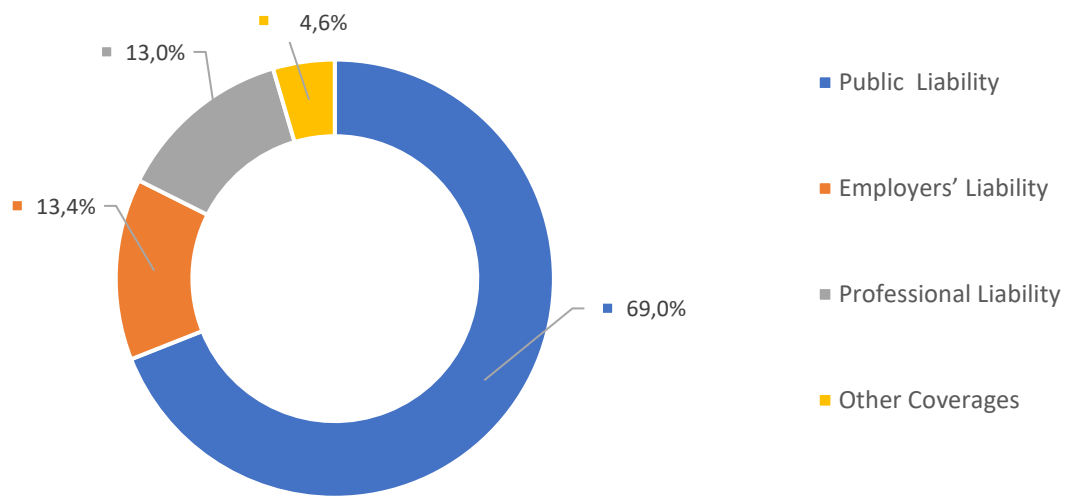
Table 2: Insurance Covers analysis

2023	Public		Employers		Professional		Other		Total Civil Liability	
Number of contracts per cover	278,864	69.0%	54,122	13.4%	52,728	13.0%	18,404	4.6%	404,118	100%
Number of reported claims	3,641	6.4%	371	6.6%	1,256	22.2%	387	6.8%	5,655	100%
Amount of indemnities (paid + outstanding) (€)	5,615,154	45.3%	1,491,974	12.0%	3,724.830	30.1%	1,554,000	12.6%	12,385,958	100%

¹ Year 2023 data is the first recording of the insurance enterprises' estimates of the reported claims up to 31/12/2023.

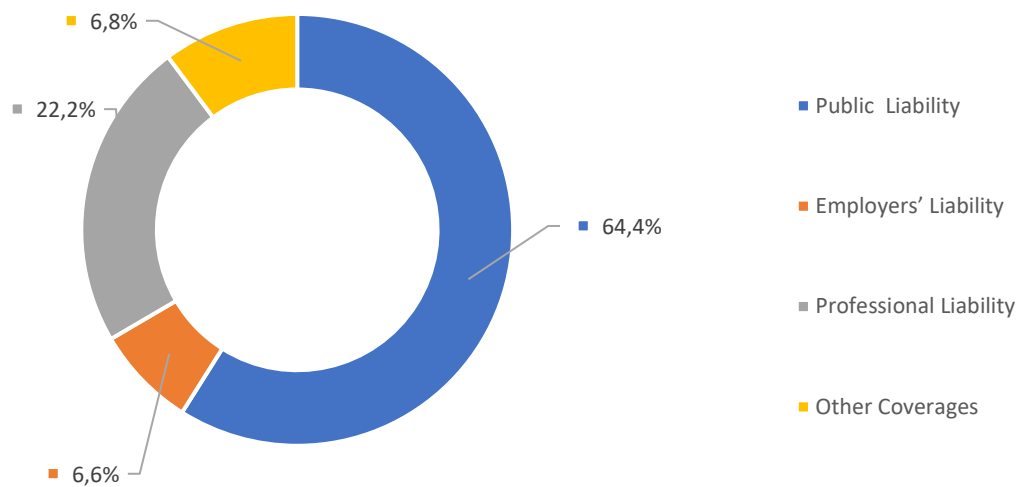
² Cover as the basic unit of measurement of the number of insured risks for 2023

Figure 1: Number of covers – Share (%)



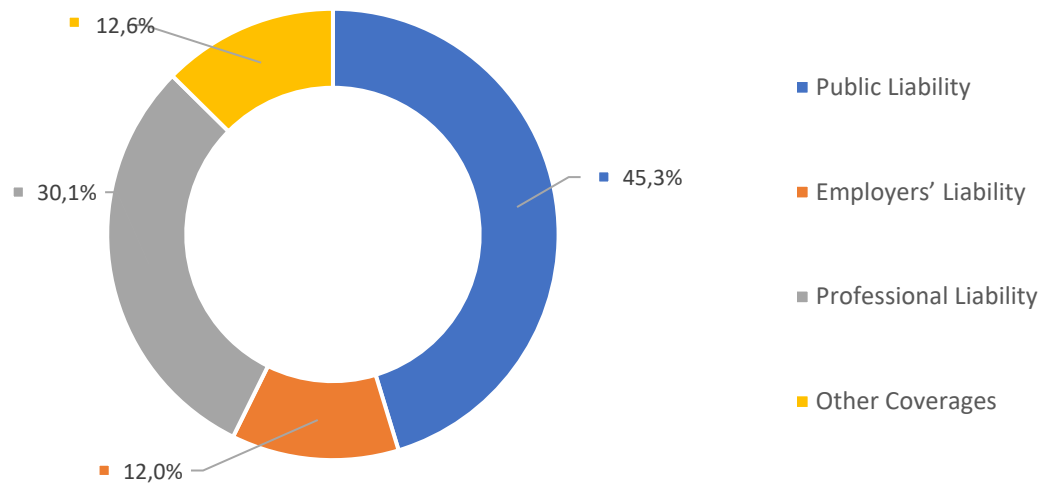
Note: Other coverages add up Product Liability, D & O, Clinical Tests, Cyber and Environmental

Figure 2: Number of reported claims – Share (%)



Note: Other coverages add up Product Liability, D & O, Clinical Tests, Cyber and Environmental

Figure 3: Total Indemnities (paid + outstanding) – Share (%)



Note: Other coverages add up Product Liability, D & O, Clinical Tests, Cyber and Environmental

The table below records the covers of **Public** Liability, in absolute terms and in percentage share as well.

Table 3: Public liability covers

2023	Construction	Hoteliers	Industrial	Commercial	Individuals / Families	Short-term rental homeowners	Apartments building administrators	Elevator Maintenance	Other coverages	Total Public Liability
Number of covers (in force) ³	10,573	25,204	10,813	52,324	73,604	5,475	5,871	826	94,174	278,864
Reported Claims	121	1,010	555	380	28	3	43	6	1,495	3,641
Indemnities (€)	26,706	25,110	301,022	108,400	9,553	343	6,712	2,631	179,693	660,170
Outstanding claims reserve (€)	263,031	1,079,682	980,359	755,846	36,899	4,691	50,774	5,500	1,778,203	4,954,985

2023 Share

Number of contracts (in force)	3.8%	9.0%	3.9%	18.8%	26.4%	1.9%	2.1%	0.3%	33.8%	100.0%
Reported Claims	3.3%	27.7%	15.2%	10.4%	0.8%	0.1%	1.2%	0.2%	41.1%	100.0%
Indemnities (€)	4.1%	3.8%	45.6%	16.4%	1.4%	0.1%	1.0%	0.4%	27.2%	100.0%
Outstanding claims reserve (€)	5.3%	21.8%	19.8%	15.3%	0.7%	0.1%	1.0%	0.1%	35.9%	100.0%

³ Cover as the basic unit of measurement of the number of insured risks

In the following three tables, the covers of **Employers' liability** (table 4), **Product liability** (table 5) and **Other liability** (table 6) are analyzed.

Table 4: Employer's liability covers

2023	Construction	Hoteliers	Industrial	Commercial	Other coverages	Total Employers' Liability
Number of covers (in force) ⁴	5,282	7,017	5,026	19,877	16,920	54,122
Reported Claims	22	45	217	20	67	371
Reimbursements (€)	844	2,434	3,179	147	378	6,981
Outstanding claims reserve (€)	669,048	237,286	214,266	20,750	343,642	1,484,992

2023 Share

Number of covers (in force)	9.7%	13.0%	9.3%	36.7%	31.3%	100.0%
Reported Claims	5.9%	12.1%	58.5%	5.4%	18.1%	100.0%
Indemnities (€)	12.1%	34.9%	45.5%	2.1%	5.4%	100.0%
Outstanding claims reserve (€)	45.1%	16.0%	14.4%	1.4%	23.1%	100.0%

Table 5: Product liability covers

2023	Product liability			
	Pharmaceuticals /Chemicals	Food	Other categories	Total
Number of covers (in force) ⁵	8	1,574	6,463	8,045
Reported Claims	0	61	99	160
Reimbursements (€)	0	12,341	5,645	17,986
Outstanding claims reserve (€)	0	48,700	534,393	583,093

2023 Share

Number of covers (in force)	0.1%	19.6%	80.3%	100.0%
Reported Claims	0.0%	38.1%	61.9%	100.0%
Indemnities (€)	0.0%	68.6%	31.4%	100.0%
Outstanding claims reserve (€)	0.0%	8.4%	91.6%	100.0%

⁴ Cover as the basic unit of measurement of the number of insured risks

⁵ Cover as the basic unit of measurement of the number of insured risks

Table 6: Professional, D&O, Clinical tests, Cyber and Environmental Liability

2023	Professional	D&O	Clinical tests	Cyber		Environmental	
				Personal Cyber Cover	Commercial Cyber Cover	Mandatory waste coverage	Other coverages (ELD)
Number of covers (in force) ⁶	52,728	1,846	123	0	1,446	3,163	3,781
Reported Claims	1,256	200	0	0	26	1	0
Reimbursements (€)	808,298	138,264	0	0	50,830	0	0
Outstanding claims reserve (€)	2,916,532	198,172	0	0	565,657	0	0

2023 Share

Number of covers (in force)	13.0%	0.5%	0.03%	0.0%	0.4%	0.8%	0.9%
Reported Claims	22.2%	3.5%	0.0%	0.0%	0.5%	0.02%	0.0%
Indemnities (€)	48.0%	8.2%	0.0%	0.0%	3.0%	0.0%	0.0%
Outstanding claims reserve (€)	27.2%	1.9%	0.0%	0.0%	5.3%	0.0%	0.0%

⁶ Cover as the basic unit of measurement of the number of insured risks

Especially in **Professional** liability, this research proceeded to an analysis of the coverages by profession, as shown in the table below.

Table 7: Professional liability Covers

2023	Medical Malpractice		Insurance Intermediaries	Architects - Engineers	Lawyers	Accountants	Travel Agents	Security services	Technical ⁷ Professions	Pharmacists	Other Professions	Total
	Individual contracts	Private clinics & Diagnostic centers										
Number of covers (in force) ⁸	30,502	274	9,164	1,187	843	4,188	762	46	653	2,557	2,552	52,728
Reported Claims	181	21	11	5	17	880	28	0	67	1	45	1,256
Reimbursements (€)	388,257	18,025	5,023	0	22,471	330,361	22,289	0	12,529	0	9,343	808,298
Outstanding claims reserve (€)	1,788,768	229,067	16,852	14,389	81,974	469,605	9,500	0	28,932	100	277,345	2,916,532

2023 Share

Number of covers (in force)	57.9%	0.5%	17.4%	2.3%	1.6%	7.9%	1.5%	0.1%	1.2%	4.8%	4.8%	100.0%
Reported Claims	14.4%	1.7%	0.9%	0.4%	1.3%	70.1%	2.2%	0.0%	5.3%	0.1%	3.6%	100.0%
Indemnities (€)	48.0%	2.2%	0.6%	0.0%	2.8%	40.9%	2.8%	0.0%	1.5%	0.0%	1.2%	100.0%
Outstanding claims reserve (€)	61.3%	7.9%	0.6%	0.5%	2.8%	16.1%	0.3%	0.0%	1.0%	0.0%	9.5%	100.0%

⁷ (e.g. plumbers, electricians, etc.)

⁸ Cover as the basic unit of measurement of the number of insured risks

Finally, **Medical Malpractice** (individual contracts) liability is further broken down into: Obstetricians / Gynecologists, Surgeons, Anesthesiologists and Other Specialties.

Table 7: Medical Malpractice Cover Analysis

2023	Obstetricians / Gynecologists	Surgeons	Anesthesiologists	Other Specialties	Total
Number of covers (in force) ⁹	1,505	4,119	1,144	23,734	30,502
Reported Claims	4	6	0	171	181
Reimbursements (€)	0	7,794	0	380,463	388,257
Outstanding claims reserve (€)	79,000	49,941	0	1,659,827	1,788,768

2023 Share

Number of covers (in force)	4.9%	13.5%	3.8%	77.8%	100.0%
Reported Claims	2.2%	3.3%	0.0%	94.5%	100.0%
Indemnities (€)	0.0%	2.0%	0.0%	98.0%	100.0%
Outstanding claims reserve (€)	4.4%	2.8%	0.0%	92.8%	100.0%

⁹ Cover as the basic unit of measurement of the number of insured risks

1.2 Number of covers in force at the end of the year by type of liability and by limit of cover

The 2023 survey has included the analysis of insurance covers per type of liability and per cover limit.

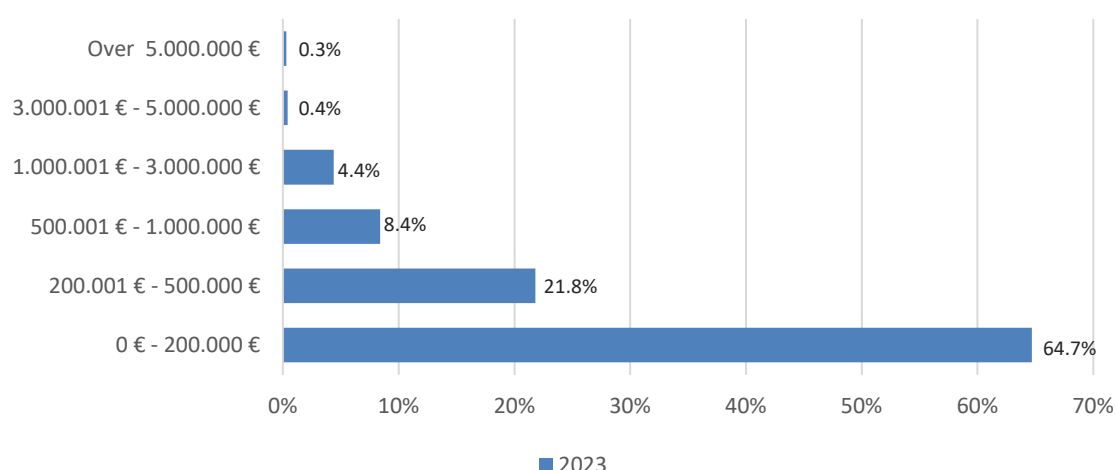
The distribution of the covers is calculated for the following predetermined groups of coverage limit: 0 € - 200.000 €, 200.001 € - 500.000 €, 500.001 € - 1.000.000 €, 1.000.001 € - 3.000.000 €, 3.000.001 € - 5.000.000 €, over 5.000.000 €. The limits refer by event (in group).

The distribution of all liability covers to the designated groups is presented in the table and graph below.

Table 9: Civil Liability contracts distribution by cover limit (%)

	2023 Total Civil liability
0 € - 200,000 €	64.7%
200,001 € - 500,000 €	21.8%
500,001 € - 1,000,000 €	8.4%
1,000,001 € - 3,000,000 €	4.4%
3,000,001 € - 5,000,000 €	0.4%
Over 5,000,000 €	0.3%
Total	100.0%

Figure 4: Civil Liability total contracts by cover limit (%)

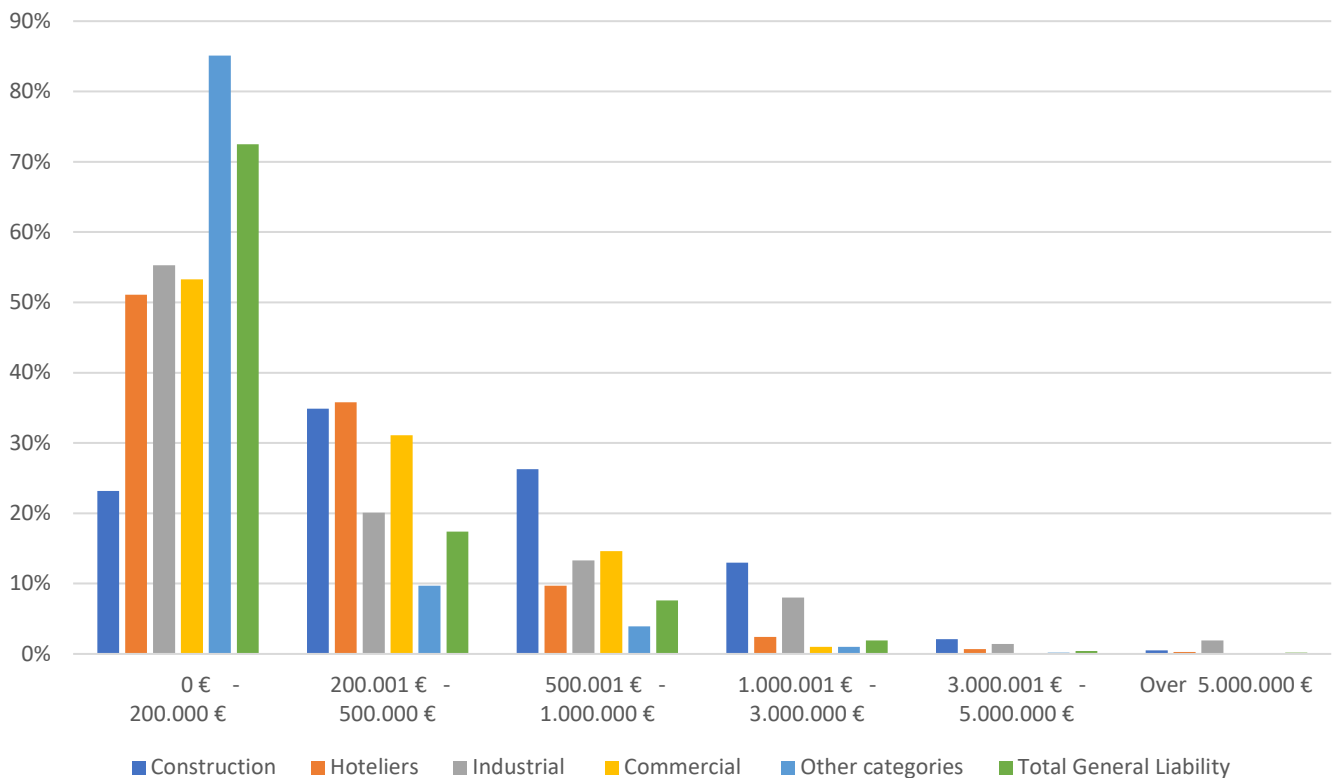


Public liability covers analysis follows.

Table 10: Public liability covers 2023 - Distribution by cover limit (%)

	Construction	Hoteliers	Industrial	Commercial	Other categories	Total Public Liability
0 € - 200,000 €	23.2%	51.1%	55.3%	53.3%	85.1%	72.5%
200,001 € - 500,000 €	34.9%	35.8%	20.1%	31.1%	9.7%	17.4%
500,001 € - 1,000,000 €	26.3%	9.7%	13.3%	14.6%	3.9%	7.6%
1,000,001 € - 3,000,000 €	13.0%	2.4%	8.0%	1.0%	1.0%	1.9%
3,000,001 € - 5,000,000 €	2.1%	0.7%	1.4%	0.1%	0.2%	0.4%
Over 5,000,000 €	0.5%	0.3%	1.9%	0.03%	0.1%	0.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 5: Public Liability contracts distribution 2023 (%)

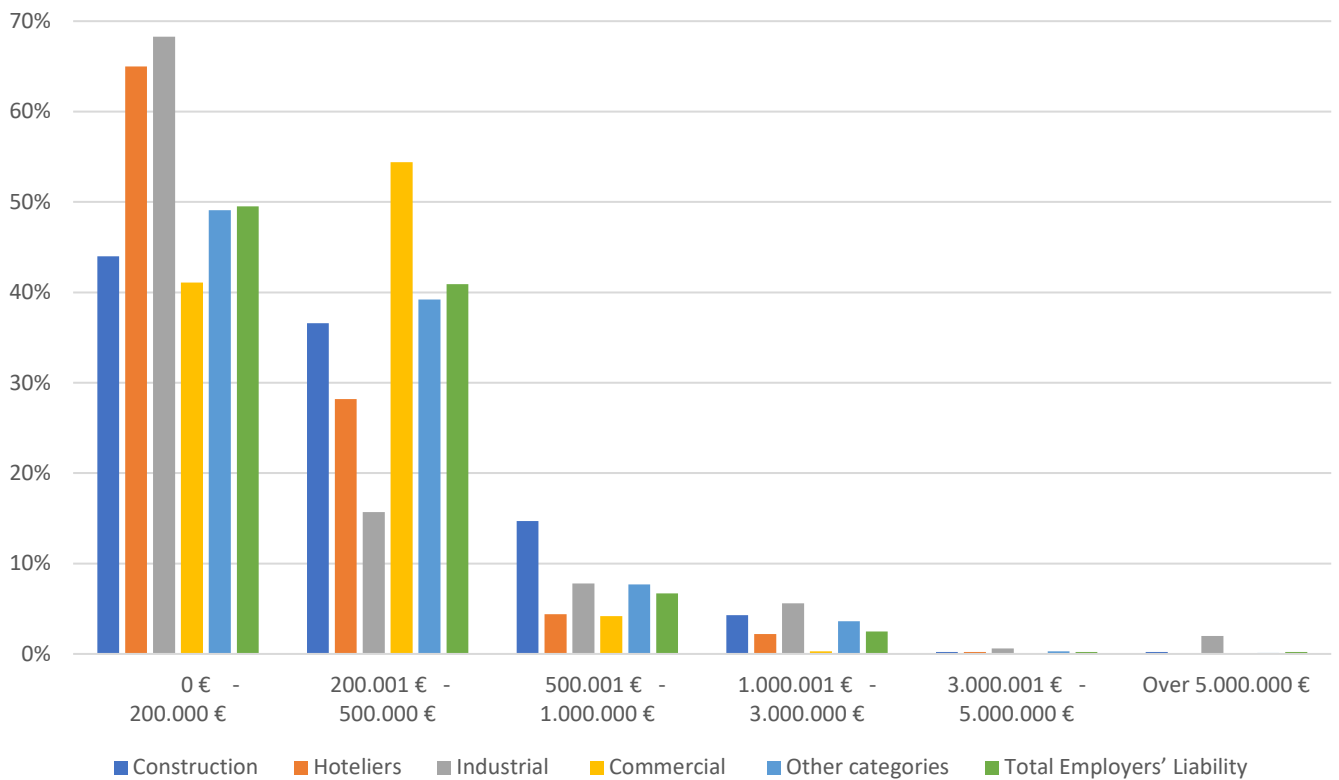


Employers' liability covers analysis follows.

Table 11: Employers' liability covers 2023 - Distribution by cover limit (%)

	Construction	Hoteliers	Industrial	Commercial	Other categories	Total Employers' Liability
0 € - 200,000 €	44.0%	65.0%	68.3%	41.1%	49.1%	49.5%
200,001 € - 500,000 €	36.6%	28.2%	15.7%	54.4%	39.2%	40.9%
500,001 € - 1,000,000 €	14.7%	4.4%	7.8%	4.2%	7.7%	6.7%
1,000,001 € - 3,000,000 €	4.3%	2.2%	5.6%	0.3%	3.6%	2.5%
3,000,001 € - 5,000,000 €	0.2%	0.2%	0.6%	0.0%	0.3%	0.2%
Over 5,000,000 €	0.2%	0.0%	2.0%	0.01%	0.1%	0.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 6: Employers' Liability contracts distribution 2023 (%)

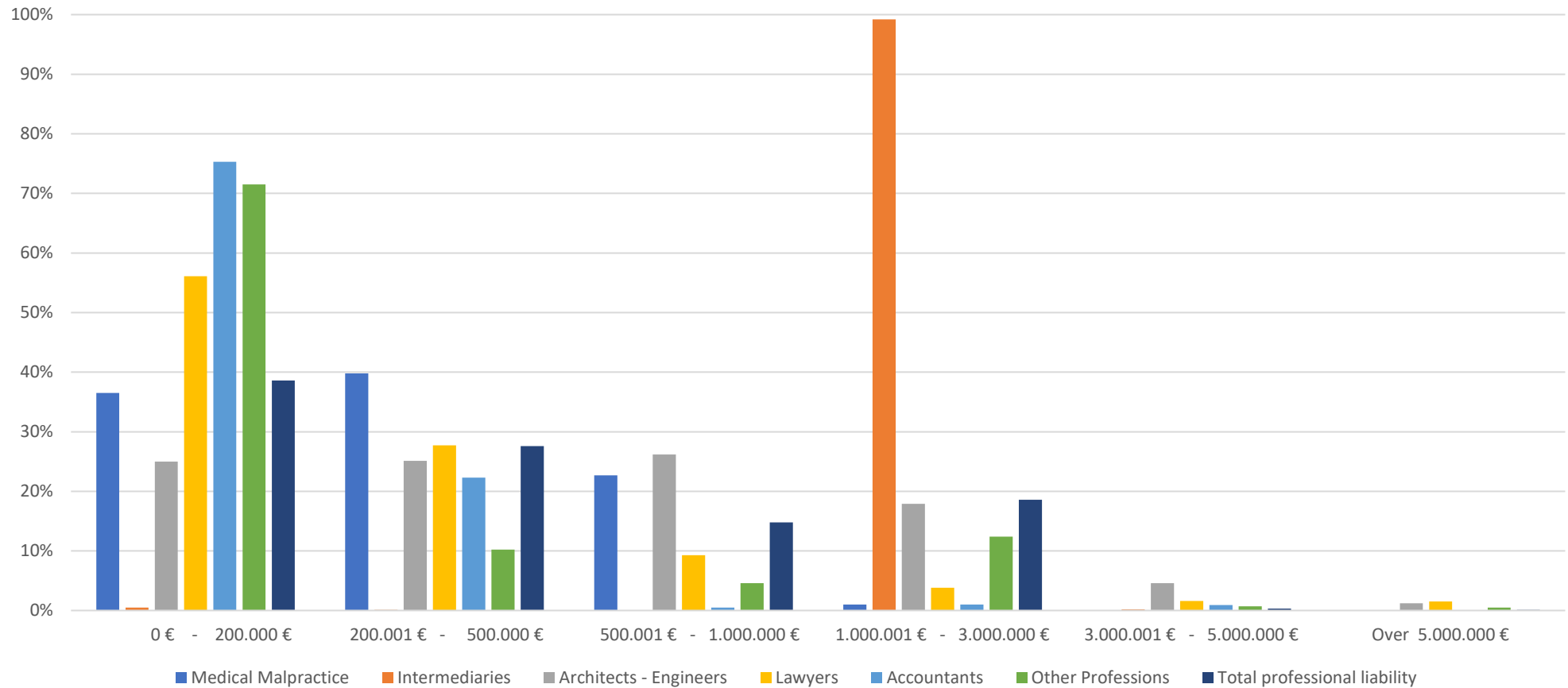


Professional liability covers analysis follows.

Table 12: Professional liability covers 2023 - Distribution of Insurance contracts by cover limit (%)

	Medical Malpractice	Intermediaries	Architects - Engineers	Lawyers	Accountants	Other Professions	Total professional liability
0 € - 200,000 €	36.5%	0.5%	25.0%	56.1%	75.3%	71.5%	38.6%
200,001 € - 500,000 €	39.8%	0.1%	25.1%	27.7%	22.3%	10.2%	27.6%
500,001 € - 1,000,000 €	22.7%	0.02%	26.2%	9.3%	0.5%	4.6%	14.8%
1,000,001 € - 3,000,000 €	1.0%	99.2%	17.9%	3.8%	1.0%	12.4%	18.6%
3,000,001 € - 5,000,000 €	0.0%	0.2%	4.6%	1.6%	0.9%	0.7%	0.3%
Over 5,000,000 €	0.0%	0.0%	1.2%	1.5%	0.02%	0.5%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 7: Professional Liability contracts distribution 2023 (%)



Product liability, D&O, Cyber, Environmental liability analysis follow.

Table 13: Liability covers Analysis 2023 - Distribution cover limit (%)

	Product	D&O	Cyber	Environmental
0 € - 200,000 €	57.1%	9.6%	50.6%	93.4%
200,001 € - 500,000 €	15.1%	42.5%	23.3%	5.0%
500,001 € - 1,000,000 €	10.3%	13.5%	12.2%	0.9%
1,000,001 € - 3,000,000 €	11.9%	11.6%	7.6%	0.5%
3,000,001 € - 5,000,000 €	2.1%	8.0%	2.4%	0.1%
Over 5,000,000 €	3.5%	14.8%	3.9%	0.1%
Total	100.0%	100.0%	100.0%	100.0%

Figure 8: Product Liability contracts distribution 2023 (%)

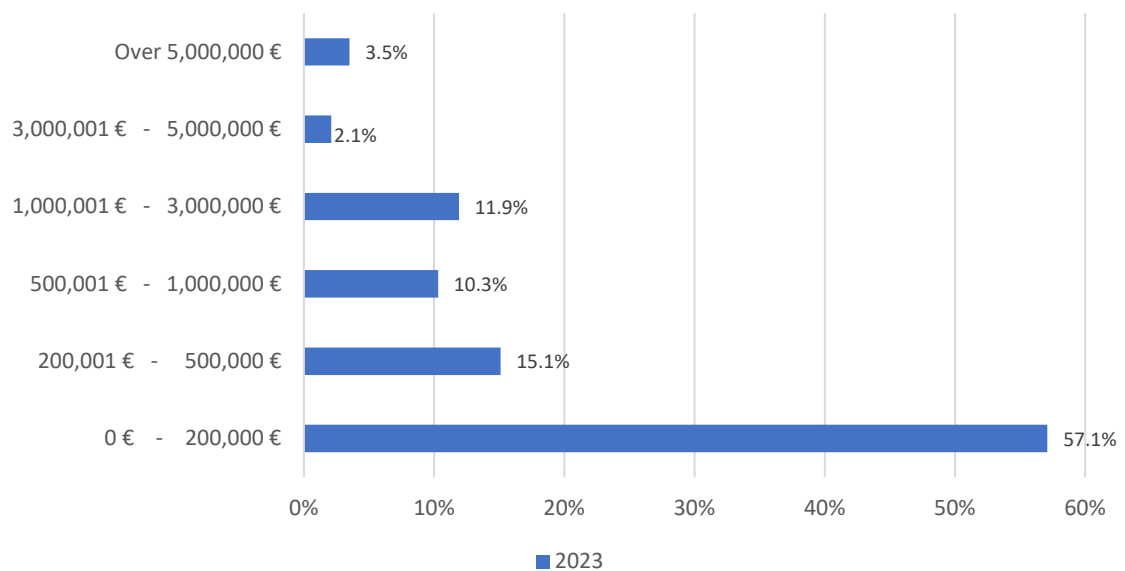


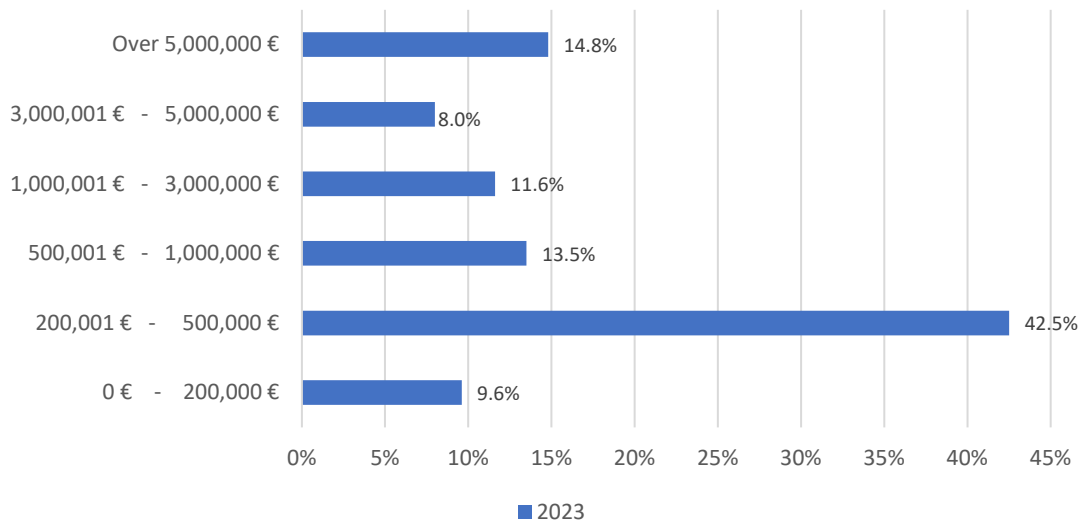
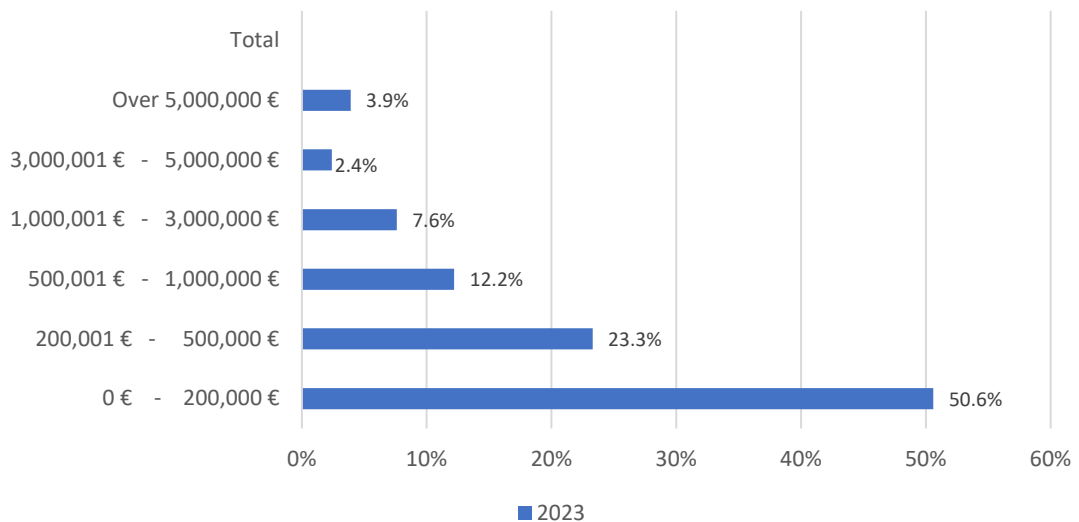
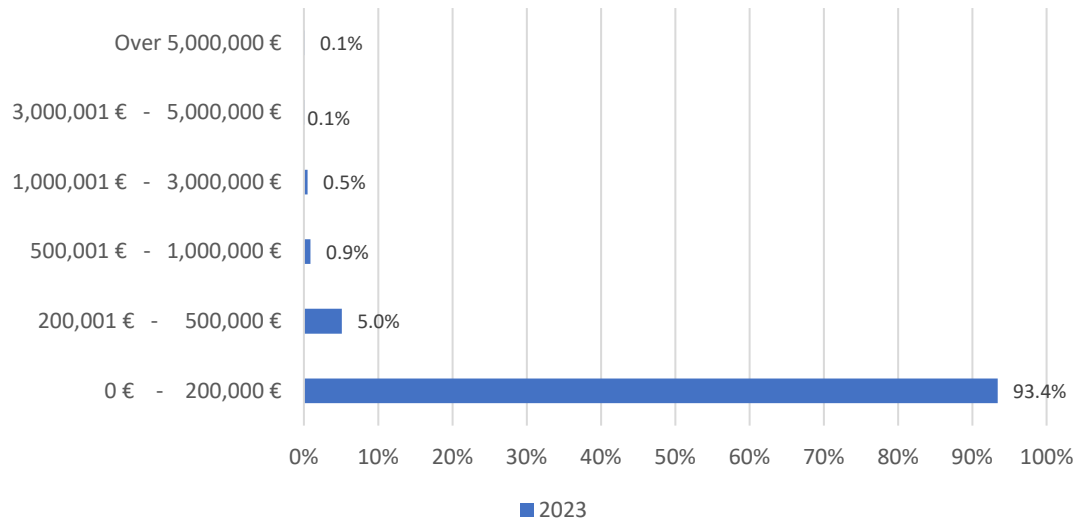
Figure 9: D&O Liability contracts distribution 2023 (%)**Figure 10: Cyber Liability contracts distribution 2023 (%)**

Figure 11: Environmental Liability contracts distribution 2023 (%)

1.3 Distribution Channels - Intermediaries

The survey of the premium allocation (including policy fees) per distribution channel for the year 2023 was also conducted in full alignment with Law 4583/2018 "Distribution of Insurance Products".

Distribution channels defined in terms of their form of cooperation (same definition for all HAIC research) are reported as follows: Insurance Intermediaries of exclusive cooperation, Non-exclusive insurance intermediaries, Insurance brokers, Cooperation with banks, Direct sales (mail order sales, insurance employees, internet, call centers), Secondary activity intermediaries (whose main activity is not intermediation of insurance products).

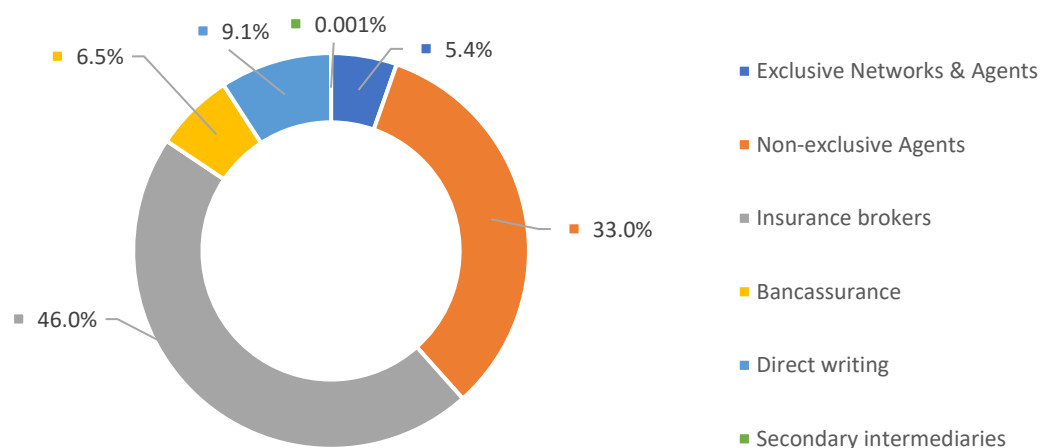
The dominant distribution channel in Civil Liability insurance was Insurance brokers (46.0% of the premium production of the civil liability insurance), followed by Insurance Intermediaries of non-exclusive cooperation (33.0% respectively).

Table 14: Premium share by distribution channel – all coverages 2023 (%)

Covers	Exclusive Networks & Agents	Non-exclusive Agents	Insurance brokers	Bancassurance	Direct writing	Secondary intermediaries	Total
Public	7.4%	35.4%	34.4%	12.2%	10.6%	0.0003%	100.0%
Product	1.7%	23.3%	67.5%	0.5%	7.0%	0.0%	100.0%
Employer's	2.8%	39.7%	46.8%	4.3%	6.4%	0.0%	100.0%
Professional	8.8%	49.8%	33.0%	3.0%	5.3%	0.001%	100.0%
D&O	0.4%	8.9%	73.1%	4.9%	12.7%	0.0%	100.0%
Clinical tests	0.0%	2.0%	55.1%	0.0%	42.9%	0.0%	100.0%
Environmental	5.8%	56.7%	32.9%	0.3%	4.4%	0.01%	100.0%
Total	5.4%	33.0%	46.0%	6.5%	9.1%	0.001%	100.0%

The share of premium per channel of distribution for all liability coverages, according to the responses of the insurance enterprises that participated in the survey, is shown in Figure 12 below.

Figure 12: Distribution channels share (%) – All covers 2023

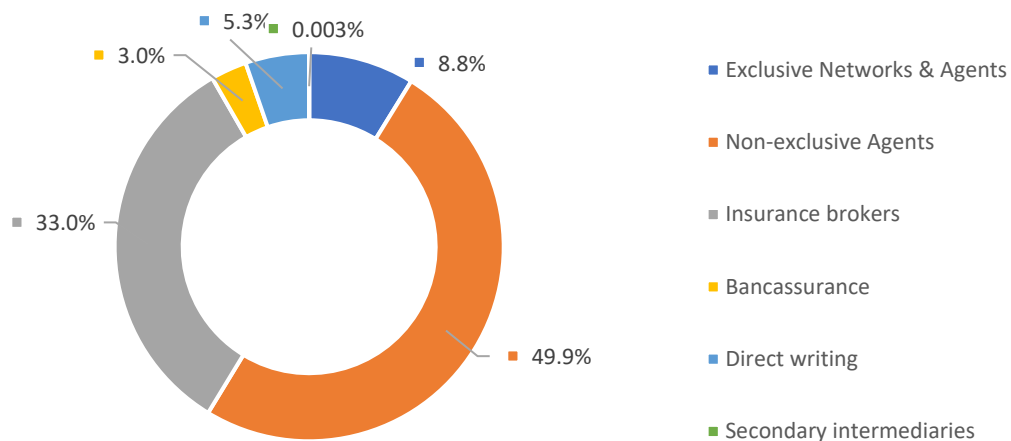


The following table 15 and the corresponding figure 13 show the share of distribution channels for professional liability coverage.

Table 15: Premium share by distribution channel – Professional liability 2023 (%)

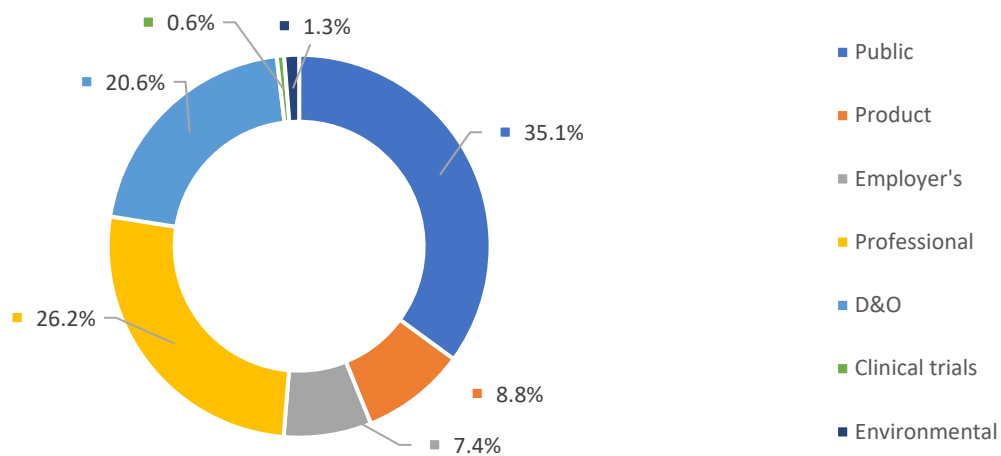
Covers	Exclusive Networks & Agents	Non-exclusive Agents	Insurance brokers	Bancassurance	Direct writing	Secondary intermediaries	Total
Medical Malpractice	18.1%	72.2%	7.1%	2.1%	0.5%	0.0%	100.0%
Intermediaries	7.7%	41.1%	10.9%	7.5%	32.8%	0.04%	100.0%
Architects-engineers	3.6%	45.9%	38.1%	0.1%	12.3%	0.0%	100.0%
Lawyers	8.0%	46.3%	42.5%	0.6%	2.6%	0.0%	100.0%
Accountants	2.5%	85.5%	6.2%	0.1%	5.7%	0.0%	100.0%
Other Professions	2.9%	26.4%	61.6%	4.7%	4.4%	0.0%	100.0%
Total	8.8%	49.9%	33.0%	3.0%	5.3%	0.003%	100.0%

Figure 13: Distribution channels share (%) – Professional liability 2023



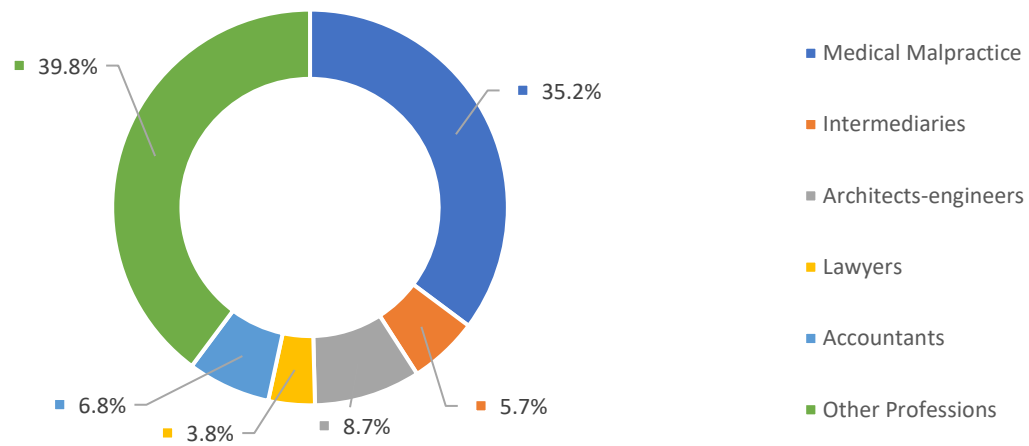
The corresponding premium share (including policy fees) regardless of the type distribution for 2023, for total civil liability covers, according to the responses of the insurance enterprises that participated in the survey, is shown in the Figure 14 that follows.

Figure 14: Total Premium per type of liability - share 2023 (%)



The corresponding premium share (including policy fees) regardless of the type distribution for 2023, for Professional liability covers, according to the responses of the insurance enterprises that participated in the survey, is shown in the Figure 15 that follows.

Figure 15: Professional liability share 2023 (%)



2. Civil Liability claims ratios

The figures reported in the previous sections were indexed and the results obtained are presented as ratios in the following tables. The ratios used, aim to calculate the technical basis for the insurance of the specific risks undertaken in 2023 by the insurance enterprises surveyed.

For their calculation, it has not been considered (as it was not known) the full cost of reimbursements as this will be formed in the future, as well as any damages that may arise until the expiration of these contracts. Therefore, the calculated indicators should be reassessed in subsequent time, based on more complete information. The indicators used are:

$$\text{Average claims frequency} = \frac{\text{Number of reported claims}}{\text{Number of contracts}}$$

$$\text{Average claim cost} = \frac{\text{Claims Paid} + \text{Outstanding Claims}}{\text{Number of Reported claims}}$$

$$\text{Average risk coverage cost} = \text{Average Frequency} * \text{Average claim}$$

or

$$= \frac{\text{Paid claims} + \text{Outstanding claims}}{\text{Number of contracts}}$$

2.1. Ratios calculated based on the 2023 research

Total figures of 2023 research show that for the Liability insurance, claims reported correspond to (average frequency) 1.4% of the contracts in force. Average frequency of 2023 is expected to increase, depending on the number of claims to be declared for contracts in force beyond 31/12/2023 and until the expiration of all contracts issued in 2023.

The average claim (according to the estimation of the first year) reached € 2.190 for all coverages, according to the existing information.

Average cost of risk coverage is estimated at € 31. Based on the loss development factor (see section: 3. Reimbursements study) the cost of risk coverage could be (€ 31 * 2.03 =) € 63 for all risks at the end of the second year and € 107 (= € 31 * 3.45) over seven years.

Table 16: Total Civil Liability (first year estimation)

	Claims Frequency	Average Claim (€)	Average cost of risk coverage (€)
2023	1.4%	2,190	31

The ratios by coverage are presented in the tables below following the same grouping as in the previous section.

Table 17: Cover Analysis – Public Civil liability

2023	Construction	Hoteliers	Industrial	Commercial	Other Liability covers	Total Public Liability
<i>Claims Frequency</i>	1.1%	4.0%	5.1%	0.7%	0.9%	1.3%
<i>Average Claim (€)</i>	2,395	1,094	2,309	2,274	1,317	1,542
<i>Average cost of risk cover (€)</i>	27	44	119	17	12	20

2023 Other Liability Covers	Individuals / Families	Short-term rental homeowners	Apartments building administrators	Elevator Maintenance	Other coverages
<i>Claims Frequency</i>	0.04%	0.1%	0.7%	0.7%	1.6%
<i>Average Claim (€)</i>	1,659	1,678	1,337	1,355	1,310
<i>Average cost of risk cover (€)</i>	1	1	10	10	21

Table 18: Cover Analysis – Employer's liability

2023	Construction	Hoteliers	Industrial	Commercial	Other covers	Total Employer's Liability
<i>Claims Frequency</i>	0.4%	0.6%	4.3%	0.1%	0.4%	0.7%
<i>Average Claim (€)</i>	30,450	5,327	1,002	1,045	5,135	4,021
<i>Average cost of risk cover (€)</i>	127	34	43	1	20	28

Table 19: Cover Analysis – Product liability

2023	Product Liability			
	Pharmaceuticals /Chemicals	Food	Other categories	Total
<i>Claims Frequency</i>	0.0%	3.9%	1.5%	2.0%
<i>Average Claim (€)</i>	---	1,001	5,455	3,757
<i>Average cost of risk cover (€)</i>	---	39	84	75

Table 20: Coverage analysis -D & O, Clinical tests, Cyber, Environmental

2023	D&O	Clinical tests	Cyber		Environmental	
			Personal Cyber Cover	Commercial Cyber Cover	Mandatory waste coverage	Other coverages (ELD)
<i>Claims Frequency</i>	10.8%	0.0%	0.0%	1.8%	0.03%	0.0%
<i>Average Claim (€)</i>	1,682	---	---	23,711	0	---
<i>Average cost of risk cover (€)</i>	182	---	---	426	0	---

2.2. Ratios of professional liability for 2023

According to the same methodology, in the next table follows the calculation of the Professional liability ratios for the coverages by profession are calculated.

Table 21: Cover analysis – Professional liability

2023	Medical Malpractice		Intermediaries	Architects - Engineers	Lawyers	Accountants	Travel Agent	Security Services	Technical ¹⁰ Professions	Pharmacists	Other professions	Total
	Individual contracts	Private clinics & Diagnostic centers										
<i>Claims Frequency</i>	0.6%	7.7%	0.12%	0.4%	2.0%	21.0%	3.7%	0.0%	10.3%	0.04%	1.8%	2.4%
<i>Average Claim (€)</i>	12,028	11,766	1,989	2,878	6,144	909	1,135	---	619	100	6,371	2,966
<i>Average cost of risk cover (€)</i>	71	902	2	12	124	191	42	0	63	0	112	62

¹⁰ (e.g. plumbers, electricians, etc.)

Table 22: Medical Malpractice individual contracts liability analysis per specialty

2023	Medical Malpractice				
	Obstetricians / Gynecologists	Surgeons	Anesthesiologists	Other Specialties	Total
<i>Claims Frequency</i>	0.3%	0.1%	0.00%	0.7%	0.6%
<i>Average Claim (€)</i>	19,750	9,623	---	11,932	12,028
<i>Average cost of risk coverage (€)</i>	52	14	0	86	71

3. Indemnities Study

The reported data for the years 2016 - 2023 on the evolution of claims and indemnities, per underwriting year, for the Civil Liability sector are recorded below and their evolution over time is statistically analyzed.

3.1. Indemnities, per underwriting year

In this paragraph the indemnities evolution over time is recorded, for all insurance enterprises that participated in the survey, per underwriting year for the last eight years.

The data collected refer to paid and outstanding indemnities for the period 2016 - 2023. Their collection aims to monitor the "maturity" of indemnities over time. The data submitted by insurance enterprises relate to both the evolution of paid and outstanding indemnities.

Table 23: Indemnities paid (€)

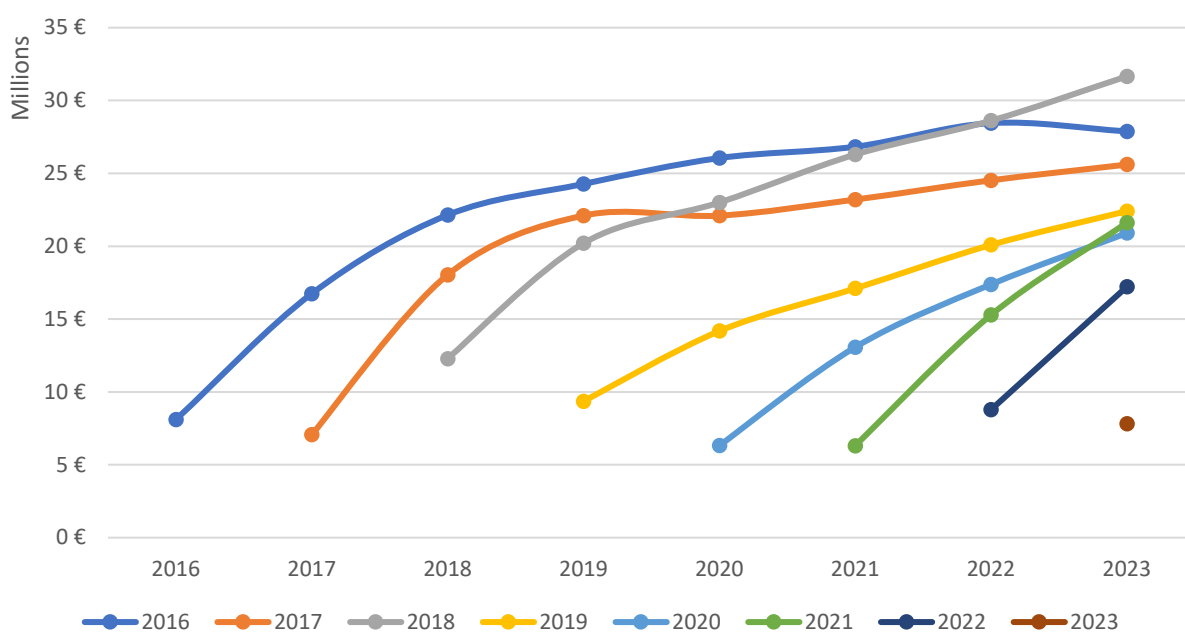
		Payment year ¹¹								
€		2016	2017	2018	2019	2020	2021	2022	2023	Total
Underwriting year	2016	1,056,552	2,495,444	1,663,109	2,070,023	931,507	1,483,709	944,370	2,118,556	12,763,270
	2017		946,499	2,240,981	2,115,007	1,629,922	1,211,142	808,530	1,310,559	10,262,640
	2018			1,815,887	2,502,844	1,901,959	2,850,274	1,605,897	2,598,908	13,275,769
	2019				905,977	2,093,482	1,400,263	1,053,032	1,053,776	6,506,530
	2020					606,770	1,695,258	1,196,684	1,146,479	4,645,190
	2021						573,713	2,013,468	1,971,297	4,558,479
	2022							732,831	2,144,805	2,877,636
	2023								583,671	583,671

¹¹ For contracts issued in 2016, the indemnities paid in 2016, in 2017 and so on.

Table 24: Year-end outstanding reserves (€)

		Outstanding Claims reserves ¹²								
		€	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2016		7,056,916	13,197,065	16,930,610	16,990,549	17,836,764	17,129,593	17,806,432	15,120,420
	2017			6,120,352	14,855,595	16,801,146	15,167,683	15,061,747	15,573,896	15,343,085
	2018				10,474,979	15,893,385	16,782,685	17,223,730	17,942,146	18,384,972
	2019					8,453,171	11,181,845	12,705,135	14,640,736	15,905,753
	2020						5,716,212	10,773,304	13,887,388	16,258,859
	2021							5,739,072	12,704,371	17,062,148
	2022								8,061,429	14,354,706
	2023									7,229,334

Figure 16: indemnities evolution per underwriting year (paid + outstanding)



¹² For contracts issued in 2016, the amount of outstanding reserves at the end of 2016, 2017 and so on.

3.2. Number of claims reported per underwriting year

In this paragraph the evolution of reported claims number over time is recorded, of all the enterprises that participated in the survey, per underwriting year for the last eight years.

The data collected relate to claims fully paid and the outstanding claims at the end of each year, for the period 2016 – 2023.

Table 25: Number of claims fully paid

		Payment year ¹³								
		2016	2017	2018	2019	2020	2021	2022	2023	Total
Underwriting year	2016	576	718	319	206	305	247	188	166	2,725
	2017		855	1.077	519	300	232	268	244	3,495
	2018			744	1.012	528	310	391	496	3,481
	2019				783	932	358	240	217	2,530
	2020					595	740	328	180	1,843
	2021						666	995	302	1,963
	2022							630	828	1,458
	2023								766	766

¹³ For 2016 contracts, the number of claims fully paid in 2016, in 2017 and so on.

Table 26: Year-end outstanding claims

		Year of Outstanding claims ¹⁴							
		2015	2016	2017	2018	2019	2020	2021	2022
Underwriting year	2015	2,893	4,436	4,447	4,214	4,038	1,607	1,327	1,120
	2016		3,162	4,809	4,553	4,159	2,330	1,926	1,566
	2017			3,859	5,215	4,996	3,955	3,511	3,093
	2018				4,192	4,327	4,035	3,824	3,577
	2019					1,585	2,867	2,652	2,554
	2020						2,151	4,625	4,497
	2021							2,647	6,087
	2022								2,522

3.3. Indemnities evolution statistical processing

The collection of indemnities data per underwriting year in the previous paragraph allows the use of chain-ladder method, to make reasonable predictions about the evolution of indemnities. The available data in terms of time are relatively sufficient to give us an idea of the evolution of the figures.

The following table shows the indemnities amounts (gross claims paid within the period under review and claims outstanding at the end of the period under review) for the whole period per underwriting year (columns a and b). In column c, the indemnities are reassessed using the chain-ladder method.

A basic condition for applying the method is that the information of the past is sufficiently representative for the future. The calculated ratio of outstanding indemnities displays the percentage of outstanding indemnities at the end of the period under review out of the total calculated indemnities (outstanding and paid) for each underwriting year.

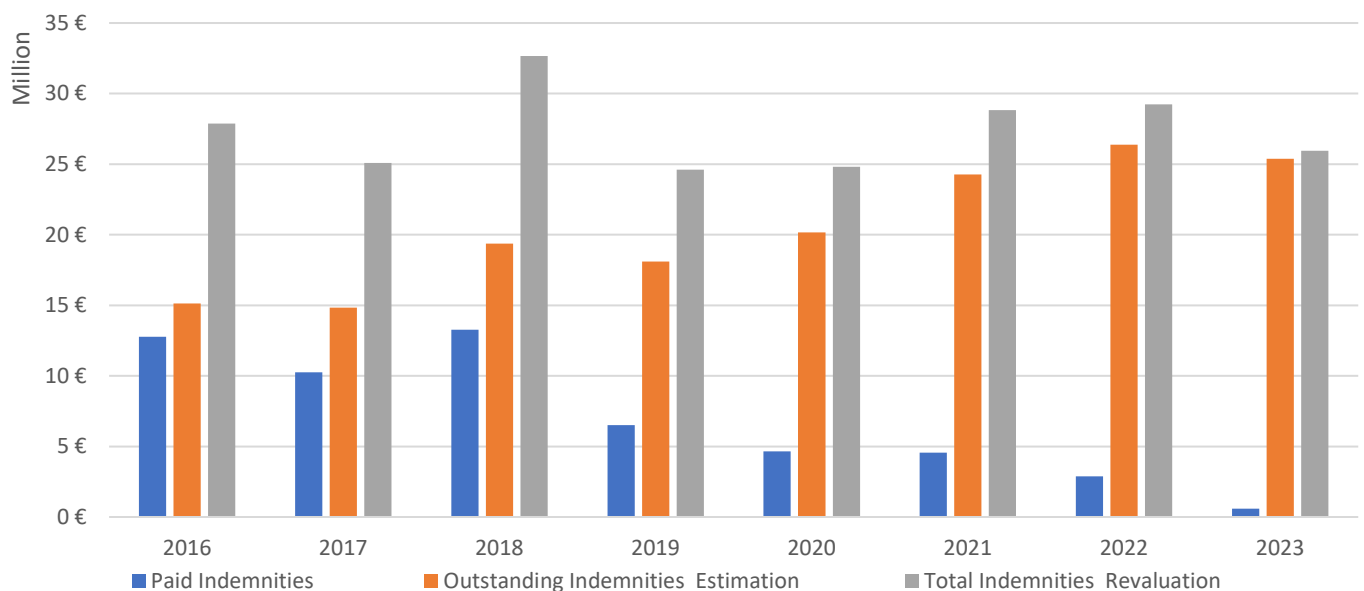
¹⁴ For 2016 contracts, the number of outstanding claims in the end of 2016, of 2017 and so on.

Table 27: Gross Indemnities Evolution Estimation (€)

	Underwriting Year	Total Indemnities (€) (Gross paid & outstanding)	Gross Indemnities paid (€)	Total Indemnities Reassessed (€)	Outstanding Indemnities Estimation (€)	Outstanding Ratio
		a	b	c	(c - b)	(c - b) / c
	2016	27,883,690	12,763,270	27,883,690	15,120,420	54.2%
	2017	25,605,725	10,262,640	25,095,022	14,832,382	59.1%
	2018	31,660,741	13,275,769	32,649,776	19,374,007	59.3%
	2019	22,412,282	6,506,530	24,599,324	18,092,794	73.5%
	2020	20,904,050	4,645,190	24,819,778	20,174,588	81.3%
	2021	21,620,627	4,558,479	28,834,052	24,275,574	84.2%
	2022	17,232,342	2,877,636	29,244,523	26,366,887	90.2%
	2023	7,813,005	583,671	25,953,367	25,369,696	97.8%

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

Figure 17: Indemnities evolution estimation per underwriting year

In the table below, the number of claims (gross paid claims within the period under review and outstanding at the end of the period) is recorded and the total claims are reassessed. In the end, the percentage of outstanding claims over the estimated number for that insurance year is extracted.

Table 28: Number of Claims Evolution Estimation

		Total Claims (Gross paid & outstanding)	Gross Claims paid	Total Claims Reassessed	Outstanding Claims Estimation	Outstanding Ratio
		a	b	c	(c - b)	(c - b) / c
Underwriting Year	2016	3,845	2,725	3,845	1,120	29.1%
	2017	5,061	3,495	5,008	1,513	30.2%
	2018	6,574	3,481	6,278	2,797	44.6%
	2019	6,107	2,530	5,181	2,651	51.2%
	2020	4,397	1,843	3,522	1,679	47.7%
	2021	6,460	1,963	5,077	3,114	61.3%
	2022	7,545	1,458	6,134	4,676	76.2%
	2023	3,288	766	4,781	4,015	84.0%

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

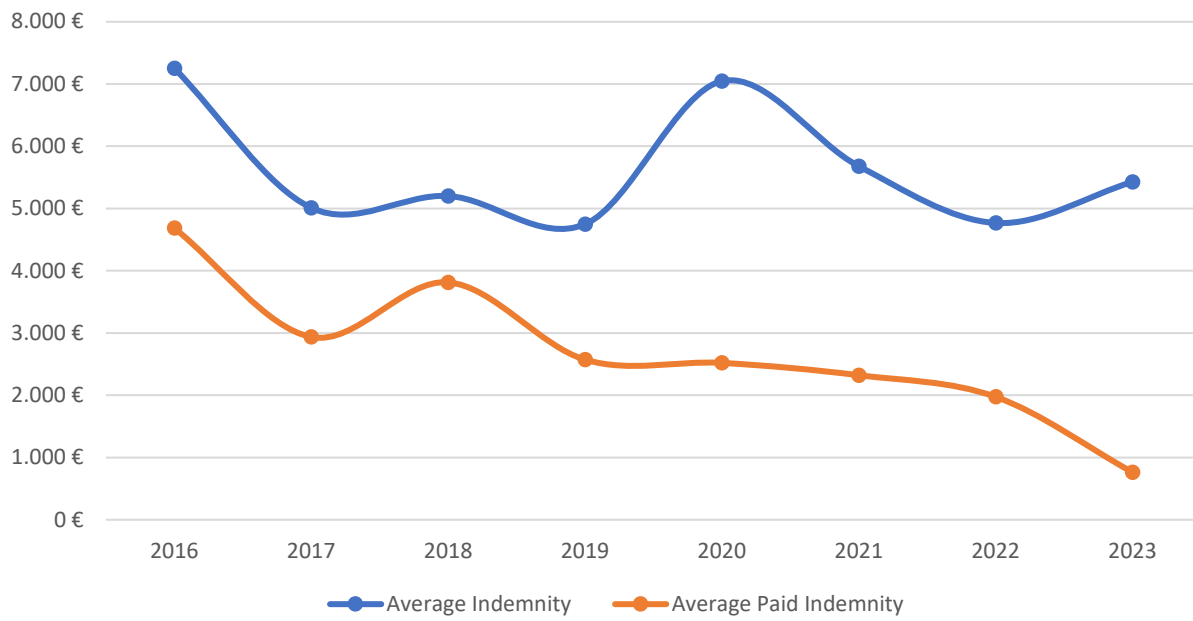
In the following table the average values of total and paid indemnities are calculated, after reassessment for the last eight years.

Table 29: Average Indemnity t Estimation (€)

	Average Indemnity	Average Paid Indemnity
2016	7,252	4,684
2017	5,011	2,936
2018	5,201	3,814
2019	4,748	2,572
2020	7,046	2,520
2021	5,679	2,322
2022	4,768	1,974
2023	5,428	762

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

Figure 18: Average Indemnity evolution estimation (€)

September 2, 2024