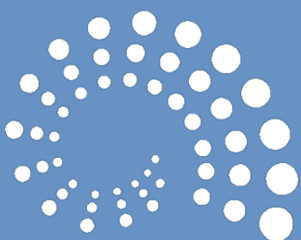




Cargo Insurance



HELLENIC
ASSOCIATION
OF INSURANCE
COMPANIES

Statistics Survey 2023

Executive Summary

Survey Points

- Records Cargo Insurance figures (number of contracts and sum insured) in total, as well as per type of transport (inside Greece, out of Greece, Greece is the departure /arrival point)
- Analyzes number of claims and indemnities (paid and outstanding) per type of transport and per cause of claim
- Records the evolution of claims' number and amount of indemnities, the last 10 years
- Breaks down insurance premium per distribution channel

Survey Participation

- 18 Insurance Enterprises
- 71.8 % of total premium production of Cargo Insurance

Survey Findings

	<u>2023</u>
○ Number of Contracts	58,570
○ Sum Insured (€)	13,872,099,887
○ Number of reported claims	602
○ Indemnities Paid (€)	524,064
○ Outstanding Indemnities (€)	2,216,355
○ Average Indemnity (€)	4,552
○ Claims frequency (%)	1.0%



The collection and processing of data provided to HAIC, follow the rules of its information security policy. The results of HAIC's surveys are reported only in aggregate form for all participating companies, without recording individual company data or revealing company data, ensuring absolute confidentiality and secrecy of the data. The data are not disclosed to third parties and their use is strictly limited to statistical purposes, in full compliance with the applicable institutional and regulatory framework.

The research

The Property, Reinsurance, Cargo & Yacht Committee of HAIC, after considering the needs of comprehensive information of insurance companies operating in the field of Cargo insurance¹, continued for yet another year the systematic collection of statistical data.

In the context of continuously updating the information provided, HAIC has developed a questionnaire, focusing on the statistical determination of both the amount of risk undertaken (number of contracts and sum insured), the claims number and indemnities for all participating companies.

Therefore, the questionnaire:

- Records Cargo Insurance figures (number of contracts and sum insured) in total, as well as per type of transport (inside Greece, out of Greece, Greece is the departure /arrival point)
- Analyzes number of claims and indemnities (paid and outstanding) per type of transport and per cause of claim
- Records the evolution of claims' number and amount of indemnities, the last 10 years
- Breaks down insurance premium per distribution channel

Survey of 2023 includes the data of 18 insurance enterprises with establishment status, which are estimated to collect 71.8 % of the total premium of cargo covers, for insurance companies operating in Greece.

This report records cumulatively the answers of the insurance enterprises that responded to the 2023 survey. The data used came from the specialized questionnaire to which the enterprises were invited to respond.

It should be noted that the results of the 2023 survey are not comparable to those of the 2022 survey, as the 2023 survey represents a comparatively smaller percentage of total production due to a lower response rate. However, the participation rate is considered sufficient for the estimation of key insurance indicators such as average claim and average frequency of claims.

¹ Cargo Insurance include all types of goods carried, including luggage. Cargo Insurance sector shall insure any damage suffered by the above goods, irrespective of the means of transport

The questionnaire requested information on the number of insurance contracts, the total sum insured and the breakdown of claims number and indemnities by transport category, as follows:

- Transport inside Greece exclusively
- Greece is the departure /arrival point
- Transport outside of Greece

It should be noted that figures reported in this report are based on the information available on 31/12/2023.

However, the validity period of a large part of the 2023 contracts extends into 2024. Therefore, information on claims that occurred in 2024 for the 2023 contracts is not known at the time of writing this report.

Therefore, for the total indemnities' final estimation for 2023, account should be taken for the number of claims evolution as well as the indemnities paid over a long period, information that was not available at the time of writing this report.

1. Cargo Insurance Figures

1.1. Insured risks

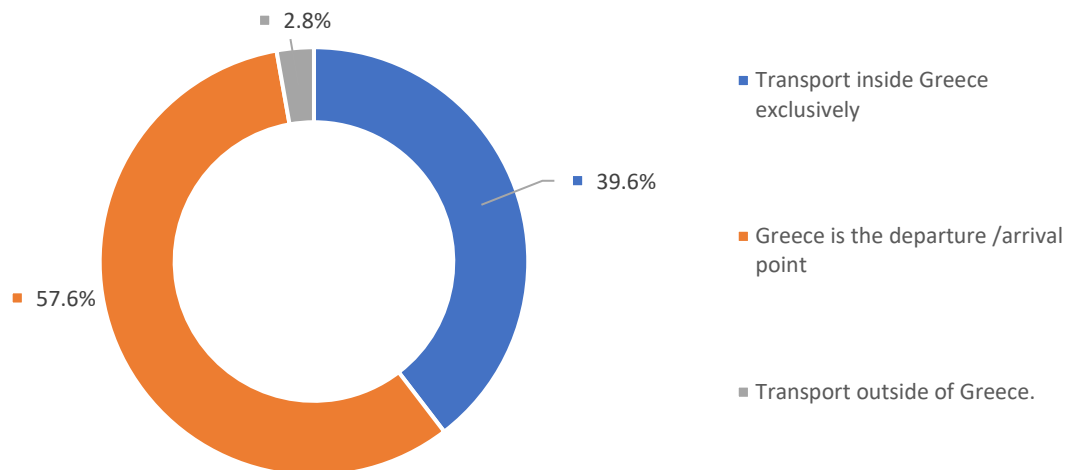
According to the responses of insurance enterprises on the part of the questionnaire referring to the number of issued/renewed contracts (including additional acts relating to loadings), 58,570 contracts were recorded during 2023, part of which remained in force in 2024.

The total sum insured of the above policies reached €13.9 billion. The breakdown of contracts and sum insured is as follows:

Table 1: Cargo Insurance Contracts 2023²

	Number of Contracts 2023	%
Transport inside Greece exclusively	23,210	39.6%
Greece is the departure /arrival point	33,750	57.6%
Transport outside of Greece	1,610	2.8%
Total	58,570	100%

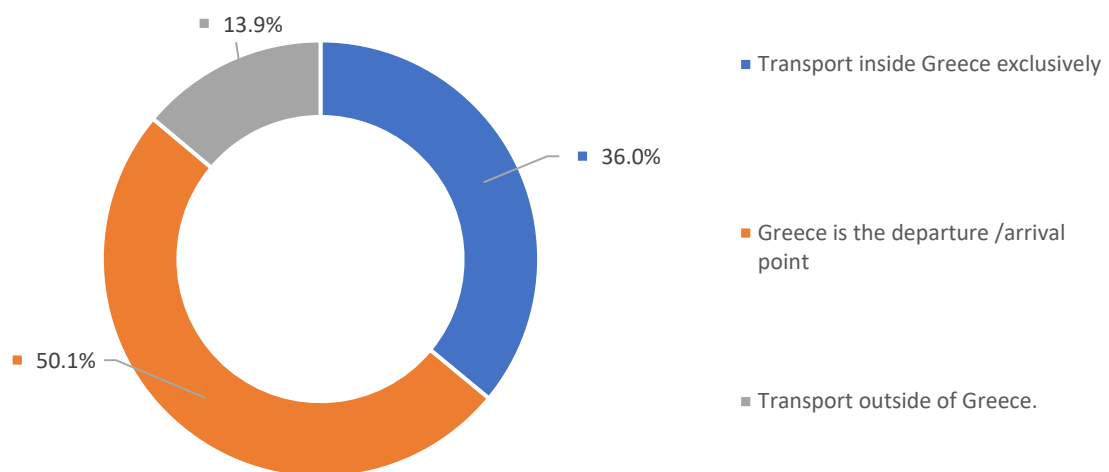
Figure 1: Number of contracts 2023 share (%)



² The 2023 figures refer to the first estimates of insurance enterprises up to 31/12/2023.

Table 2: Cargo Sum Insured 2023

	Sum Insured 2023 (€)	%
Transport inside Greece exclusively	4,999,369,407	36.0%
Greece is the departure /arrival point	6,944,555,245	50.1%
Transport outside of Greece	1,928,175,235	13.9%
Total	13,872,099,887	100%

Figure 2: Sum Insured 2023 share (%)

1.2. Distribution Channels

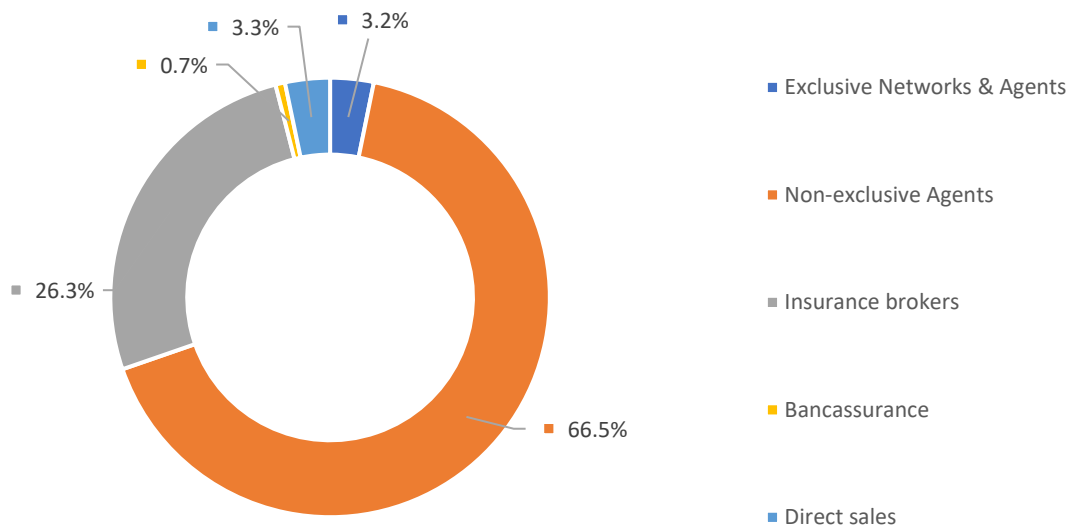
The survey of the premium allocation (including policy fees) per distribution channel for the year 2023 was also conducted in full alignment with Law 4583/2018 "Distribution of Insurance Products".

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 cargo insurance was non-exclusive cooperation with agents (66.5% of total premium production of the cargo insurance), followed by Insurance brokers (26.3% respectively).

The percentage share for 2023 of all distribution channels, according to the responses of the insurance companies that participated in the survey, is shown in the figure below.

Figure 3: Distribution channels share 2023 (%)



2. Claims - Indemnities

For insurance contracts issued in 2023, a total of 602 claims were reported in 2023. Indemnities paid within 2023 reached € 524 thousand, while outstanding indemnities reached € 2.22 million on 31/12/2023.

It is noted that the above reported outstanding indemnities refer to the **initial estimation of the first year** (year of the insurance contract issuance). Both the **number of claims** and the **final amount of indemnities** for these contracts will **increase**, when added the subsequent information for these contracts, that is not available at the time of writing this report, until the expiration of all contracts issued within the year.

2.1. Claims – Indemnities analysis

The aggregated results of the survey regarding the numbers and size of the claims are presented in the table and figures below.

Table 3: Number of claims and indemnities 2023

	Number of claims	Paid Indemnities (€)	Outstanding Indemnities (€)
Transport inside Greece exclusively	201	131,564	887,956
Greece is the departure /arrival point	256	330,054	927,979
Transport outside of Greece	145	62,446	400,420
Total	602	524,064	2,216,355

The percentage distribution of the above figures (by transport type) over total claims and indemnities for 2023 is shown in the following table.

Table 4: Claims and indemnities distribution share 2023 (%)

	Number of claims	Paid Indemnities (€)	Outstanding Indemnities (€)
Transport inside Greece exclusively	33.4%	25.1%	40.0%
Greece is the departure /arrival point	42.5%	63.0%	41.9%
Transport outside of Greece	24.1%	11.9%	18.1%
Total	100%	100%	100%

Figure 4: Number of claims 2023 share (%)

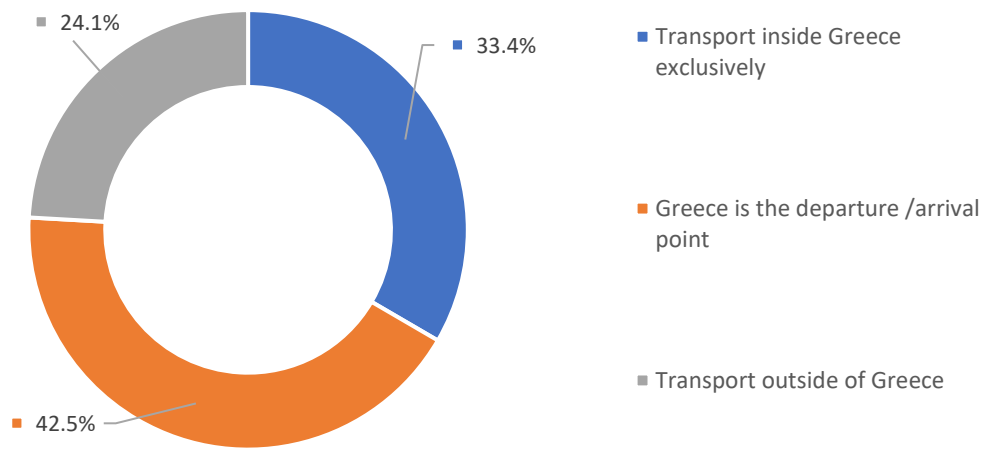
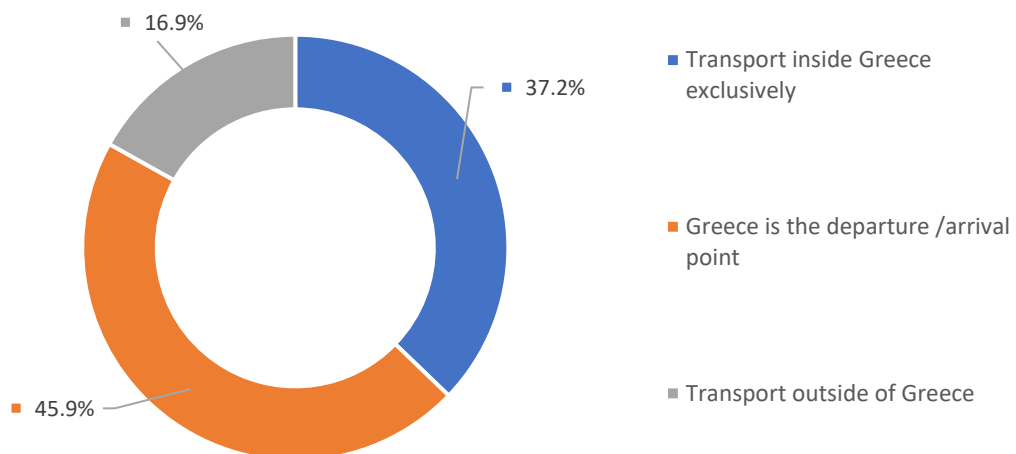


Figure 5: Indemnities (paid & outstanding) 2023 share (%)



2.2. Claims – Indemnities analysis, by type of claim and transport type

The types of claims for goods in transit are analyzed below, separately for the number of reported claims, for the paid and outstanding indemnities at the end of 2023.

For the claims that there was detailed information as to their cause, a classification by type of transport follows. Claims for which it was not possible to search for the cause were entered under other causes.

Table 5: Claims analysis - Transport inside Greece exclusively, 2023

Claim cause	Number of Claims	Paid Indemnities (€)	Outstanding Indemnities (€)	Total Indemnities (€)
Accident of means of transport				
- by plane	0	0	0	0
- by steamship	1	0	23,000	23,000
- by road	2	0	2,244	2,244
- by rail	0	0	0	0
General average	0	0	0	0
Spoilage	9	52,296	18,080	70,376
Wetting / mould/ humidity/ water damage	2	30,149	0	30,149
Denting/breakage	38	11,780	101,243	113,023
Theft	2	630	11,000	11,630
Loading/ unloading	0	0	0	0
Fire/ Explosion	0	0	0	0
NatCat events	0	0	0	0
Piracy	0	0	0	0
War / strike	0	0	0	0
Other causes	147	36,708	732,389	769,098
Total	201	131,564	887,956	1,019,520

Table 6: Claims analysis - Greece is the departure /arrival point, 2023

Claim cause	Number of Claims	Paid Indemnities (€)	Outstanding Indemnities (€)	Total Indemnities (€)
Accident of means of transport				
- by plane	0	0	0	0
- by steamship	1	0	10,167	10,167
- by road	10	28,860	285,522	314,382
- by rail	0	0	0	0
General average	1	0	1,000	1,000
Spoilage	8	9,481	22,977	32,458
Wetting / mould/ humidity/ water damage	33	20,935	34,064	54,998
Denting/breakage	113	64,954	174,773	239,728
Theft	7	39,609	27,330	66,939
Loading/ unloading	3	1,904	0	1,904
Fire/ Explosion	1	118,310	115,000	233,310
NatCat events	0	0	0	0
Piracy	0	0	0	0
War / strike	0	0	0	0
Other causes	79	46,001	257,145	303,146
Total	256	330,055	927,978	1,258,033

Table 7: Claims analysis - Transport outside of Greece, 2023

Claim cause	Number of Claims	Paid Indemnities (€)	Outstanding Indemnities (€)	Total Indemnities (€)
Accident of means of transport				
- by plane	0	0	0	0
- by steamship	1	0	5,270	5,270
- by road	0	0	0	0
- by rail	0	0	0	0
General average	0	0	0	0
Spoilage	4	587	6,250	6,837
Wetting / mould/ humidity/ water damage	15	5,347	17,986	23,333
Denting/breakage	41	8,474	57,484	65,959
Theft	2	168	4,549	4,717
Loading/ unloading	1	0	1,000	1,000
Fire/ Explosion	0	0	0	0
NatCat events	0	0	0	0
Piracy	0	0	0	0
War / strike	0	0	0	0
Other causes	81	47,870	307,880	355,750
Total	145	62,446	400,420	462,866

In the table below the average Indemnity by transport type and claim cause is calculated, according to the information available until 31/12/2023.

Table 8: Average Indemnity by transport type and claim cause 2023 (€)

Claim cause	Transport inside Greece exclusively	Greece is the departure /arrival point	Transport outside of Greece	Total
Accident of means of transport				
- by plane	-	-	-	-
- by steamship	23.000	10.167	5.270	12.812
- by road	1.122	31.438	-	26.386
- by rail	-	-	-	-
General average	-	1.000	-	1.000
Spoilage	7.820	4.057	1.709	5.222
Wetting / mould/ humidity/ water damage	15.074	1.667	1.556	2.170
Denting/breakage	2.974	2.121	1.609	2.181
Theft	5.815	9.563	2.359	7.572
Loading/ unloading	-	635	1.000	726
Fire/ Explosion	-	233.310	-	233.310
NatCat events	-	-	-	-
Piracy	-	-	-	-
War / strike	-	-	-	-
Other causes	5.232	3.837	4.392	4.651
Total	5.072	4.914	3.192	4.552

Table 9: Average Indemnity (€) 2020-2023

	2020	2021	2022	2023
Transport inside Greece exclusively	2,754	3,491	4,919	5,072
Greece is the departure /arrival point	2,420	2,513	3,556	4,914
Transport outside of Greece	2,964	2,488	3,824	3,192
Total	2,536	2,717	3,966	4,552

Figure 6: Average Indemnity (€)

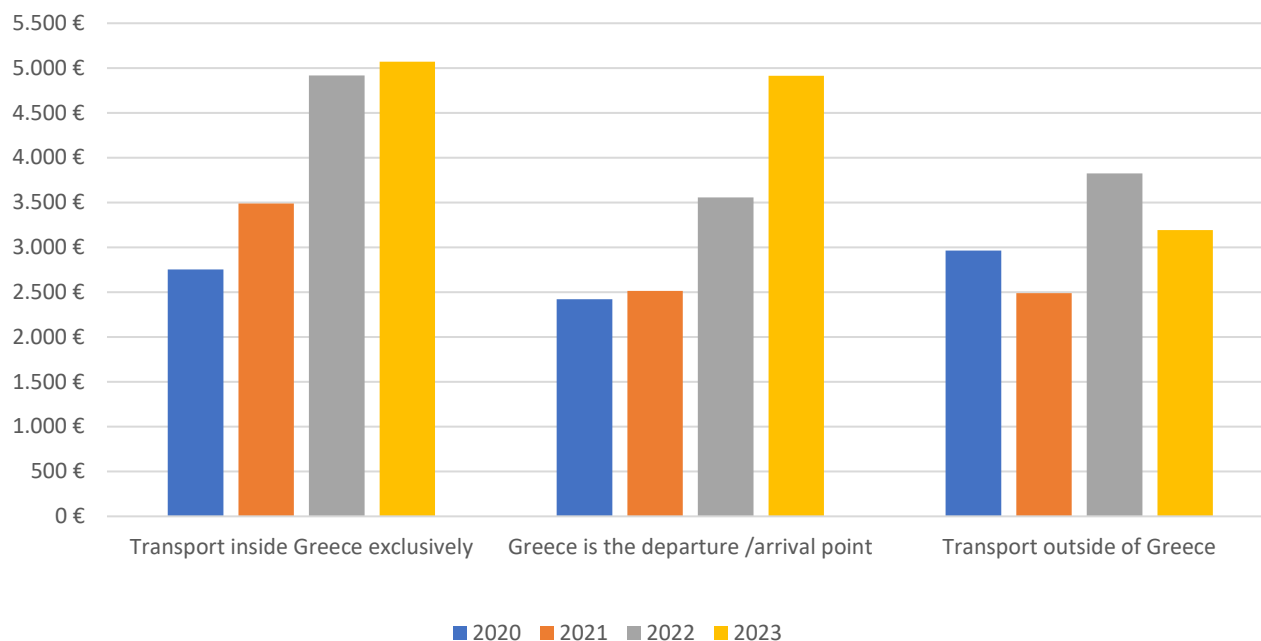
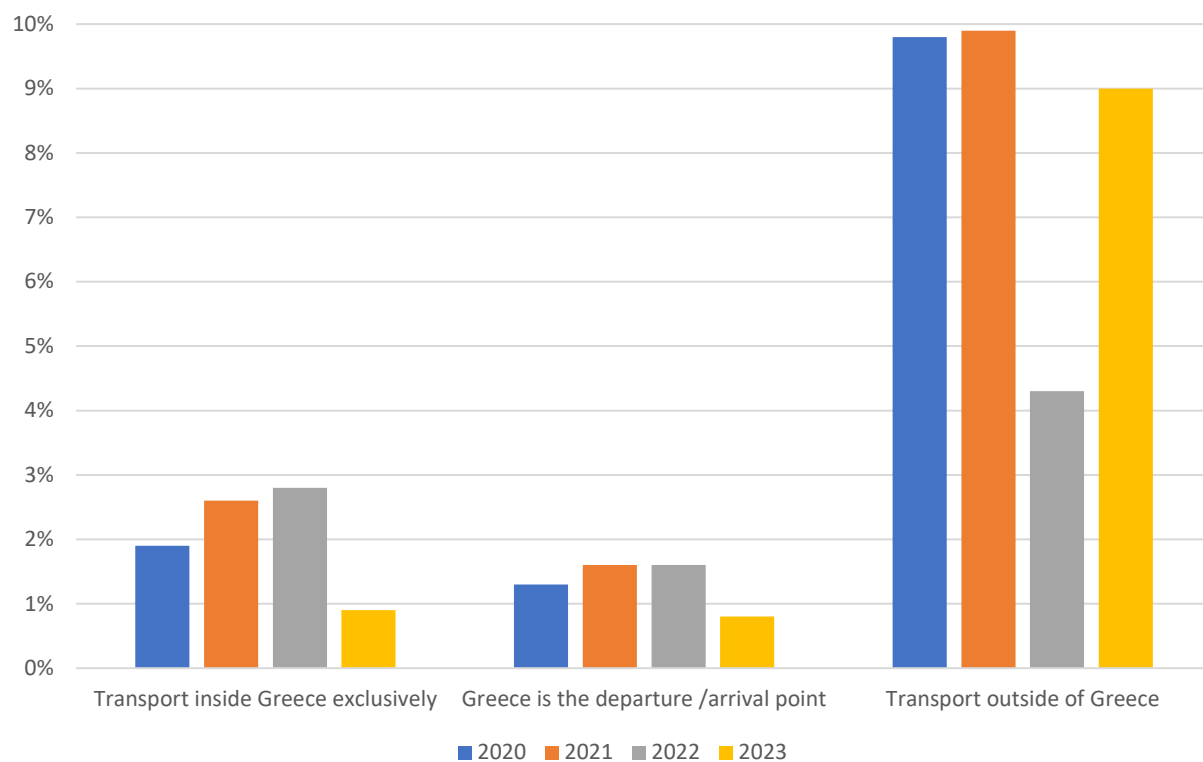


Table 10: Claims frequency (%) 2020-2023

	2020	2021	2022	2023
Transport inside Greece exclusively	1.9%	2.6%	2.8%	0.9%
Greece is the departure /arrival point	1.3%	1.6%	1.6%	0.8%
Transport outside of Greece	9.8%	9.9%	4.3%	9.0%
Total	1.6%	2.0%	1.9%	1.0%

Figure 7: Claims frequency (%)

3. Total Indemnities evolution

3.1. Recording of Indemnities per underwriting year

The following tables show the evolution of indemnities by underwriting year for the cargo insurance sector. The data relate to the last ten years (2014 – 2023). Their collection is intended to monitor the "maturation" of indemnities over time in terms of their number and amount. The figures submitted by the insurance companies concern claims paid before deduction of recoveries, recoveries, outstanding indemnities, the number of claims paid and closed as well as those that are outstanding.

Table 11: Amounts of indemnities paid before the deduction of recoveries (€)

		Payment Year ³										
		€	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2014	785,284	1,637,709	960,792	130,034	109,244	47,025	99,740	51,568	67,318	40,658	
	2015		1,350,852	1,290,905	539,408	142,876	327,017	130,289	94,760	94,764	95,407	
	2016			992,246	1,807,747	606,192	111,478	224,832	160,199	116,937	196,815	
	2017				1,025,896	1,831,960	1,412,778	169,767	91,423	134,863	99,452	
	2018					1,488,591	1,387,640	533,110	386,186	303,259	224,634	
	2019						1,229,097	1,721,293	373,000	148,069	87,588	
	2020							710,982	1,178,204	561,201	131,224	
	2021								1,101,117	3,166,414	1,005,146	
	2022										1,189,764	3,001,829
	2023											1,344,116

³ For contracts issued in 2014, the paid indemnities in 2014, of 2015 and so on

Table 12: Year-end outstanding reserves (€)

		Outstanding Indemnities ⁴										
		€	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2014		1,652,253	1,735,632	715,487	549,400	362,975	159,722	91,656	74,511	11,831	10,719
	2015			1,666,527	1,223,728	733,842	537,934	265,360	164,981	107,727	54,830	16,374
	2016				1,872,746	1,640,238	946,788	861,462	648,158	459,685	367,145	183,277
	2017					1,783,834	2,442,962	1,057,618	720,209	514,936	545,423	469,349
	2018						1,777,649	1,531,628	1,226,221	926,126	693,336	578,760
	2019							1,559,903	1,396,353	949,955	905,834	793,742
	2020								1,089,200	1,049,989	915,862	900,321
	2021									1,837,549	2,324,403	1,656,705
	2022										3,577,083	2,810,061
	2023											3,201,547

⁴ For contracts issued in 2014, the reserves of outstanding indemnities at the end of 2014, of 2015 and so on

Table 13: Recoveries (€)

		Recovery year ⁵									
	€	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2014	15,043	171,588	84,069	79,624	93,806	6,319	2,292	92,161	117,821	0
	2015		36,641	244,940	96,793	32,819	207,798	36,726	78,083	181,963	18,250
	2016			6,661	262,686	192,445	59,786	17,973	36,929	23,707	4,087
	2017				45,306	245,631	202,672	122,648	15,757	8,332	0
	2018					25,880	210,808	159,510	25,677	30,513	40,000
	2019						10,763	196,672	90,618	55,935	2,528
	2020							21,816	69,905	273,984	40,644
	2021								66,411	231,966	117,539
	2022									80,871	227,364
	2023										50,941

⁵ For contracts issued in 2014, the amount that was recovered in 2014, 2015 and so on

Table 14: Number of claims paid and closed

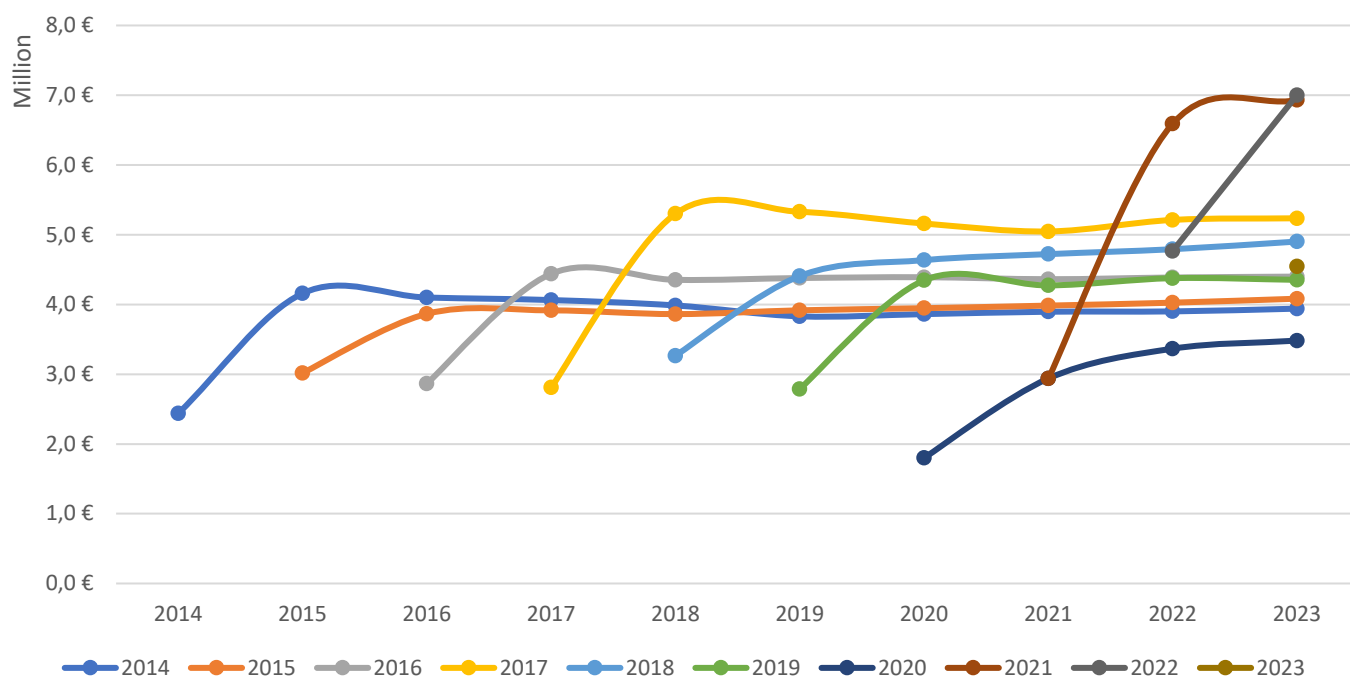
		Payment Year ⁶									
		2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2014	588	512	129	56	30	7	6	4	12	0
	2015		476	517	144	30	16	9	10	5	1
	2016			494	513	113	25	26	14	10	4
	2017				520	482	82	42	26	11	2
	2018					477	437	124	39	41	5
	2019						446	475	116	47	18
	2020							341	418	152	19
	2021								371	673	155
	2022									435	415
	2023										288

⁶ For contracts issued in 2014, the number of claims paid and closed in 2014, of 2015 and so on

Table 15: Year – end number of outstanding claims

		Payment Year ⁷									
		2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Underwriting year	2014	541	493	315	252	165	129	121	105	72	7
	2015		490	395	290	220	172	146	122	97	25
	2016			484	403	294	240	194	147	100	29
	2017				491	457	325	249	190	121	48
	2018					485	413	312	261	213	127
	2019						416	432	312	281	194
	2020							382	447	377	298
	2021								546	670	519
	2022									570	639
	2023										635

⁷ For contracts issued in 2014, the number of outstanding claims in 2014, of 2015 and so on

Figure 8: Gross paid and outstanding indemnities evolution by underwriting year (€)

3.2. Indemnities evolution statistical processing

The collection of indemnities data per underwriting year in the previous paragraph allows us to use the 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.

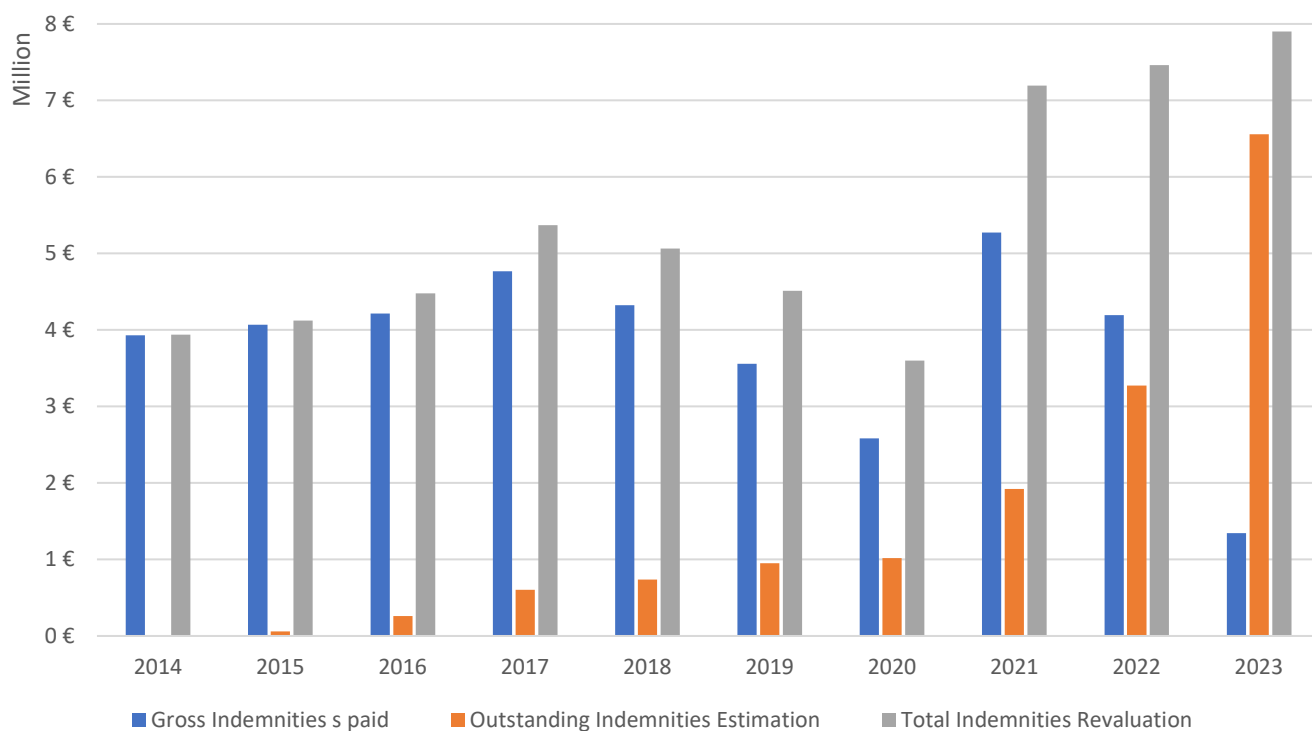
A basic condition for applying the method is that the information of the past is sufficiently representative for the future. The calculated ratio of outstanding indemnities displays the percentage of outstanding indemnities at the end of the period under review out of the total calculated indemnities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

Table 16: Gross Indemnities Evolution Estimation (€)

	Total Indemnities (€) (Gross paid & outstanding)	Gross Indemnities paid (€)	Total Indemnities Reassessed (€)	Outstanding Indemnities Estimation (€)	Outstanding Indemnities Ratio
	a	b	c	(c - b)	(c - b) / c
2014	3,940,091	3,929,372	3,940,091	10,719	0.3%
2015	4,082,652	4,066,278	4,124,045	57,767	1.4%
2016	4,399,724	4,216,447	4,478,414	261,966	5.8%
2017	5,235,488	4,766,139	5,368,872	602,733	11.2%
2018	4,902,180	4,323,421	5,062,077	738,657	14.6%
2019	4,352,789	3,559,048	4,510,708	951,660	21.1%
2020	3,481,932	2,581,611	3,599,235	1,017,624	28.3%
2021	6,929,381	5,272,676	7,192,978	1,920,302	26.7%
2022	7,001,655	4,191,594	7,463,629	3,272,035	43.8%
2023	4,545,662	1,344,116	7,901,713	6,557,598	83.0%

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

Figure 9: Indemnities estimation evolution 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 underwriting year is extracted.

Table 17: Number of Claims Evolution Estimation

		Total Claims (Gross paid & outstanding)	Gross Claims paid	Total Claims Reassessed	Outstanding Claims Estimation	Outstanding Claims Ratio
		a	b	c	(c - b)	(c - b) / c
Έτος Έκδοσης	2014	1,351	1,344	1,351	7	0.5%
	2015	1,233	1,208	1,176	-32	-2.7%
	2016	1,228	1,199	1,131	-68	-6.0%
	2017	1,213	1,165	1,089	-76	-6.9%
	2018	1,250	1,123	1,096	-27	-2.5%
	2019	1,296	1,102	1,100	-2	-0.2%
	2020	1,228	930	1,015	85	8.4%
	2021	1,718	1,199	1,396	197	14.1%
	2022	1,489	850	1,218	368	30.2%
	2023	923	288	1,149	861	74.9%

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

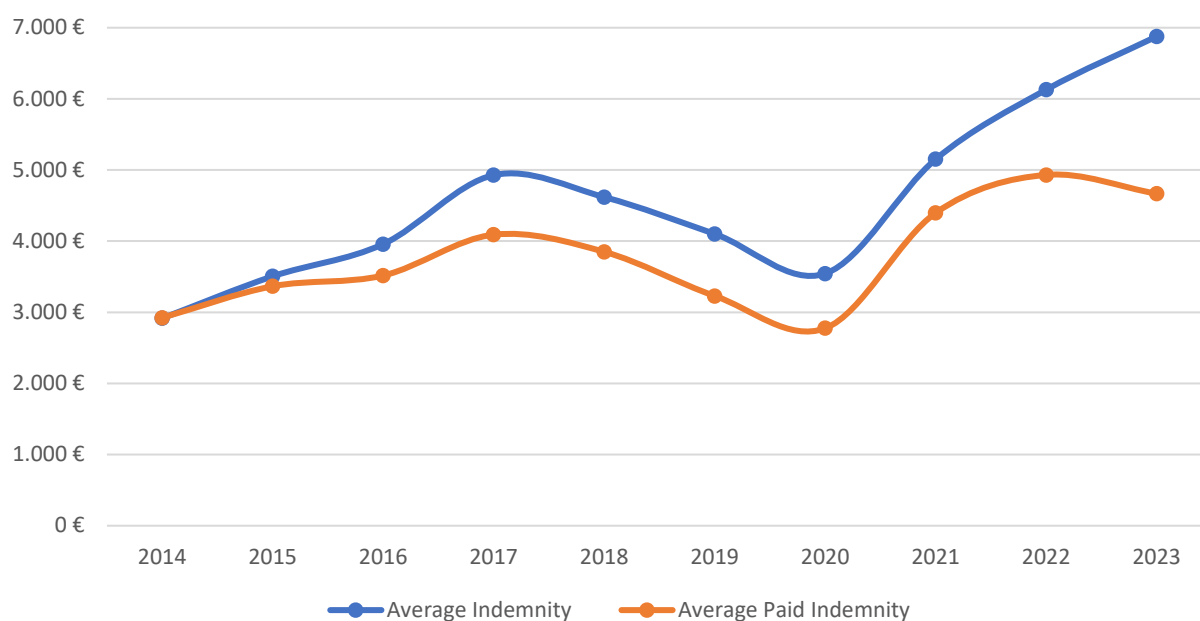
In the following table the average values of total and paid indemnities are calculated, after reassessment for the last ten years.

Table 18: Average Indemnity estimation (€)

	Average Indemnity	Average Paid Indemnity
2014	2,916	2,924
2015	3,506	3,366
2016	3,959	3,517
2017	4,928	4,091
2018	4,619	3,850
2019	4,101	3,230
2020	3,545	2,776
2021	5,153	4,398
2022	6,130	4,931
2023	6,878	4,667

Black font: figures reported by insurance enterprises,

Red font: chain-ladder method estimation

Figure 10: Average Indemnity evolution estimation (€)

December 16, 2024