

Other

Expenses

Have expenses been appropriately taken into account in the reserve exercise?

- Are there any issues with the expenses that could impact reserves? For example, have there been any changes in practice impacting expenses or case estimates.
- Are the different expense elements and the terminology surrounding them clearly understood? Is it clear where they are in the data?
- Have they been adequately allowed and reserved for in long tail liabilities such as PPOs?
- Who is responsible for setting the claims handling expense reserve? Is this consistent with the overall reserves?
- Where are the expenses recorded and do they need to be reserved for? What is on your indemnity line?
- Is the book is expected to change size and how will the expense base respond?
- How long is the duration of the liabilities?
- How has the mix of claims changed and what are their relative costs?
- Has the area servicing the claims been restructured or outsourced?
- How are internal and third-party expenses expected to respond to inflation?

ENIDs/Grey Swans

Significant events, often not in historic data and not normally considered, but that may occur in the future.

- Have these been considered elsewhere in the company?
- Are the approaches taken understood?
- Have they been incorporated adequately?
- Are they consistent with the overall view of reserve uncertainty and the company's risk appetite?

ENID - Events Not In Data