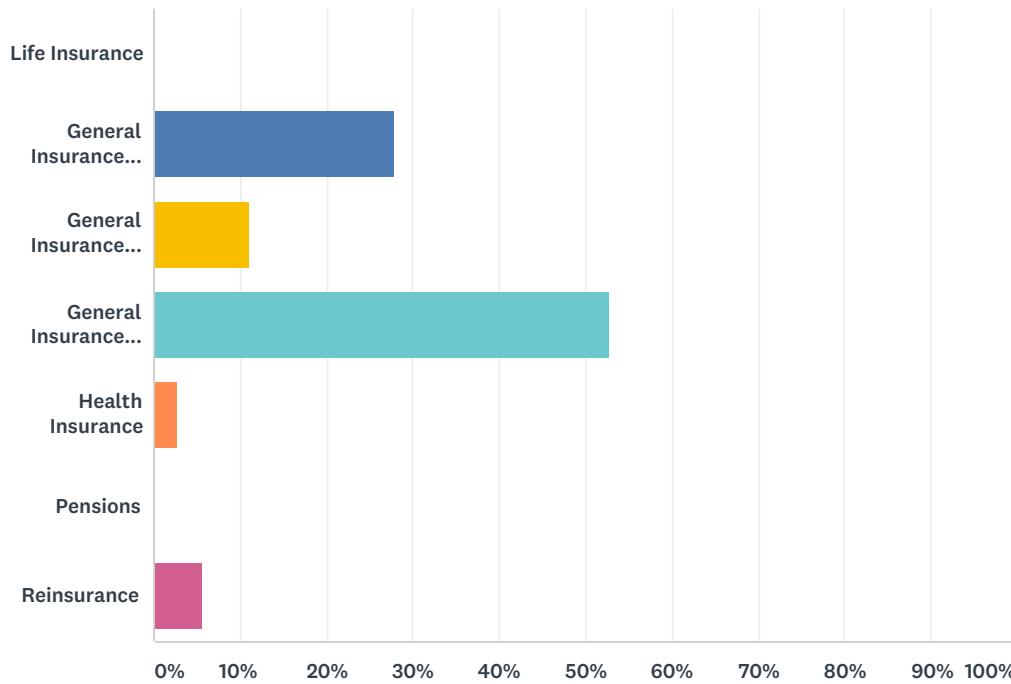


Q1 Which business areas is your firm involved in?

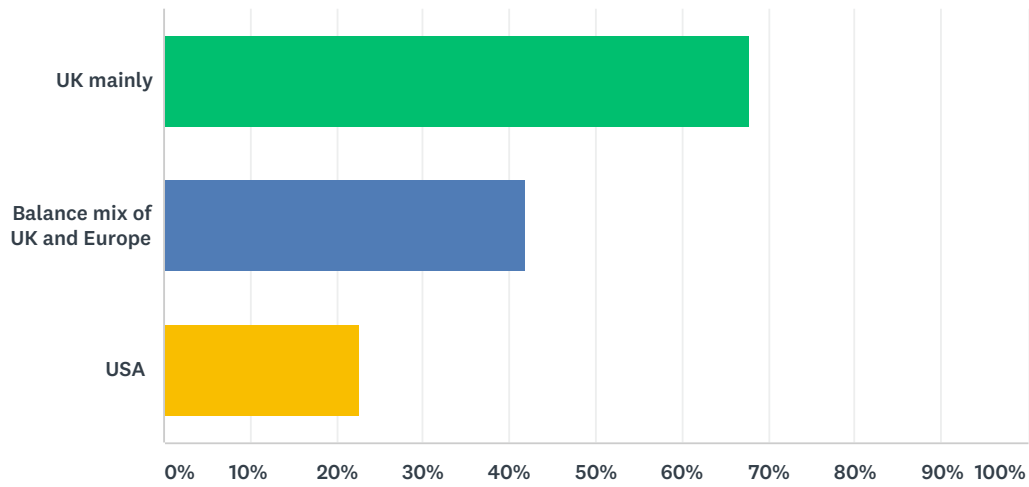
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
Life Insurance	0.00%	0
General Insurance (Lloyd's)	27.78%	10
General Insurance (London Market excl. Lloyd's)	11.11%	4
General Insurance (Other e.g. Personal Lines)	52.78%	19
Health Insurance	2.78%	1
Pensions	0.00%	0
Reinsurance	5.56%	2
TOTAL		36

Q2 Where does your firm operate? (Please tick all that apply)

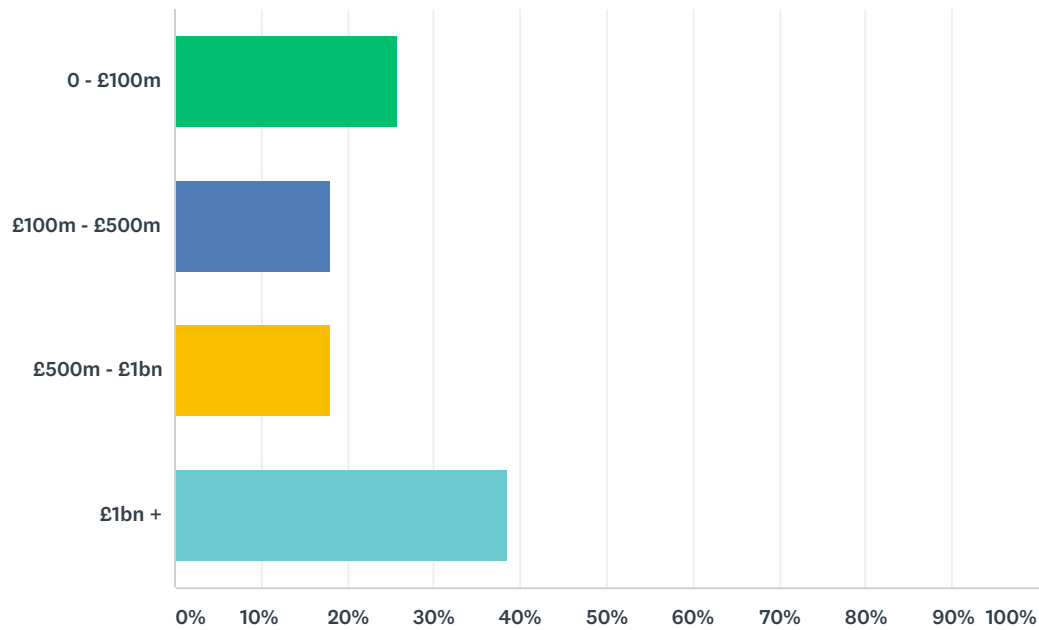
Answered: 31 Skipped: 8



ANSWER CHOICES	RESPONSES	
UK mainly	67.74%	21
Balance mix of UK and Europe	41.94%	13
USA	22.58%	7
Total Respondents: 31		

Q3 What is the size of your Solvency II Gross TPs? (before any reinsurance ceded)

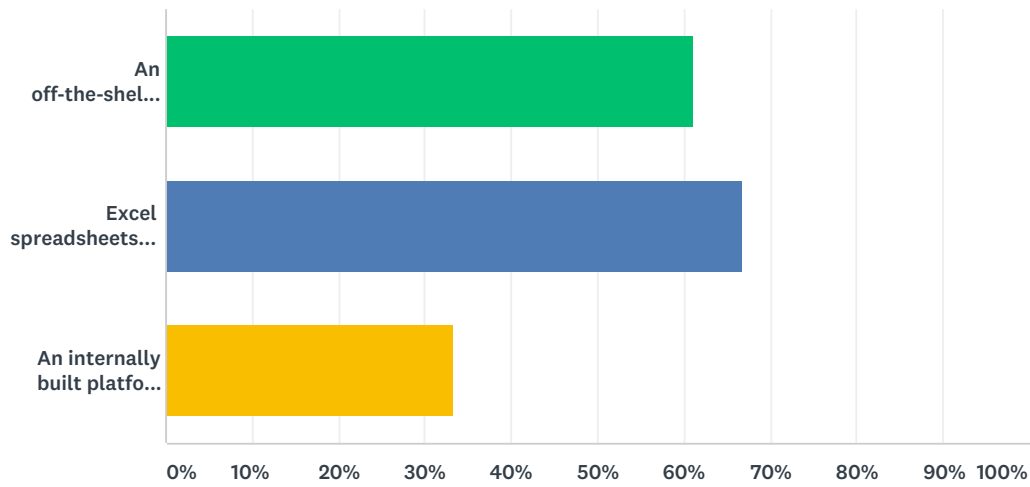
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
0 - £100m	25.64%	10
£100m - £500m	17.95%	7
£500m - £1bn	17.95%	7
£1bn +	38.46%	15
TOTAL		39

Q4 What are you currently using in your reserving process? (Please tick all that apply)

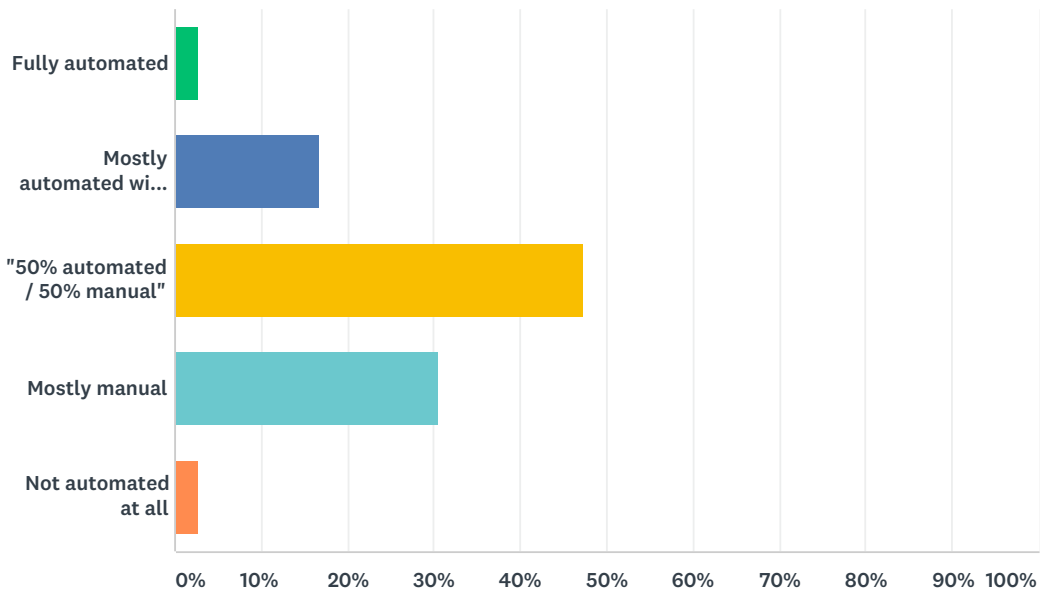
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
An off-the-shelf product from a software supplier	61.11%	22
Excel spreadsheets (incl. potential VBA macros)	66.67%	24
An internally built platform / Self-coded reserving programmes	33.33%	12
Total Respondents: 36		

Q5 How would you describe the current level of automation of your reserving process?

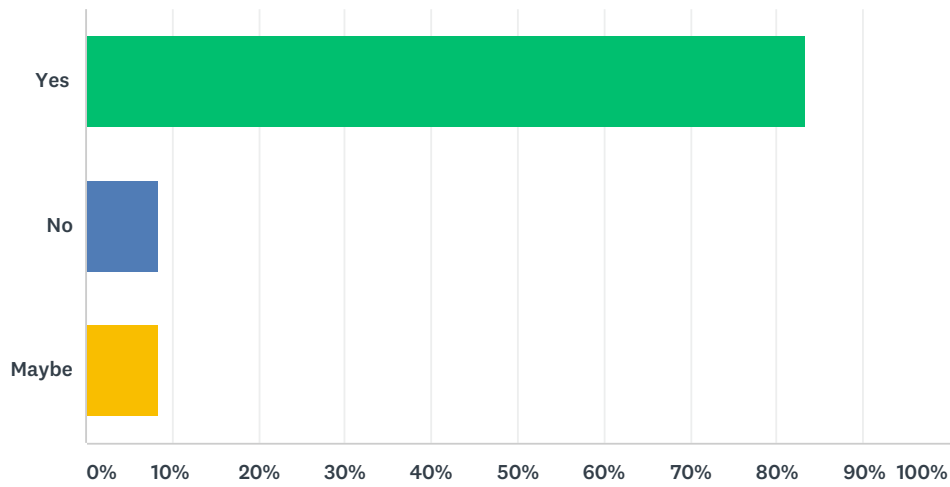
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
Fully automated	2.78%	1
Mostly automated with some manual work needed	16.67%	6
"50% automated / 50% manual"	47.22%	17
Mostly manual	30.56%	11
Not automated at all	2.78%	1
TOTAL		36

Q6 Given time, would you like to invest in further automation of your reserving process?

Answered: 36 Skipped: 3



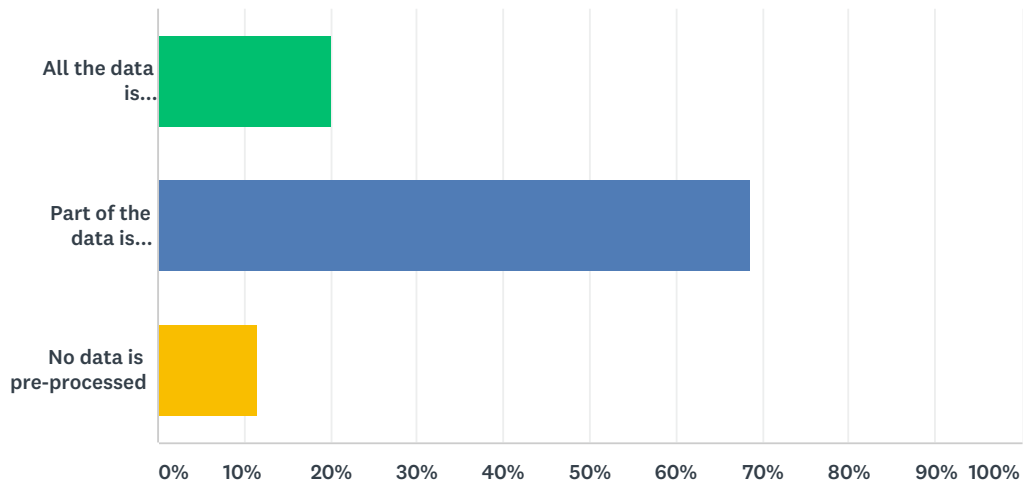
ANSWER CHOICES	RESPONSES	
Yes	83.33%	30
No	8.33%	3
Maybe	8.33%	3
TOTAL		36

**Q7 Please give any further details regarding your previous response.
(Advantages / disadvantages of your current process, possible
improvements, etc.)**

Answered: 15 Skipped: 24

Q8 How much data comes pre-processed from MI systems / IT?

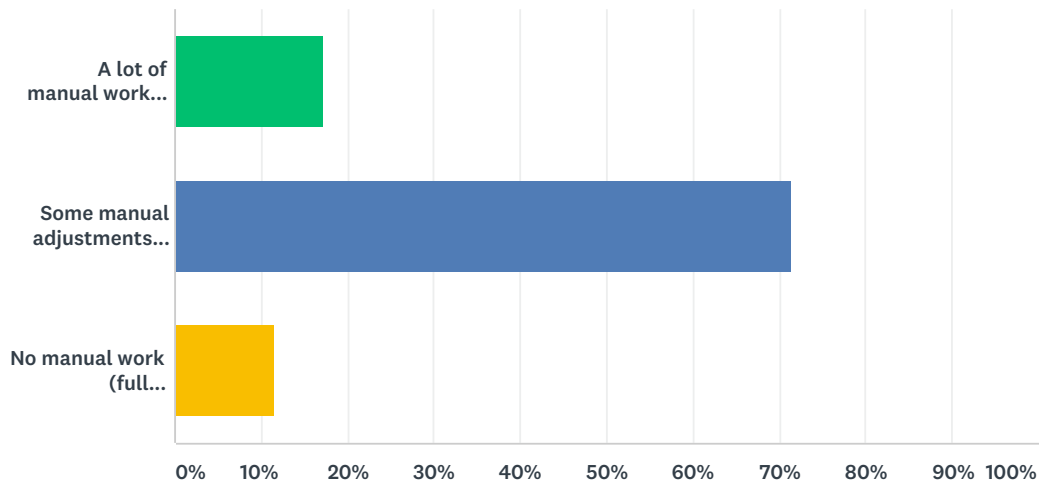
Answered: 35 Skipped: 4



ANSWER CHOICES	RESPONSES	
All the data is pre-processed	20.00%	7
Part of the data is pre-processed	68.57%	24
No data is pre-processed	11.43%	4
TOTAL		35

Q9 How much manual processing work needs to be undertaken when getting data from MI systems / IT?

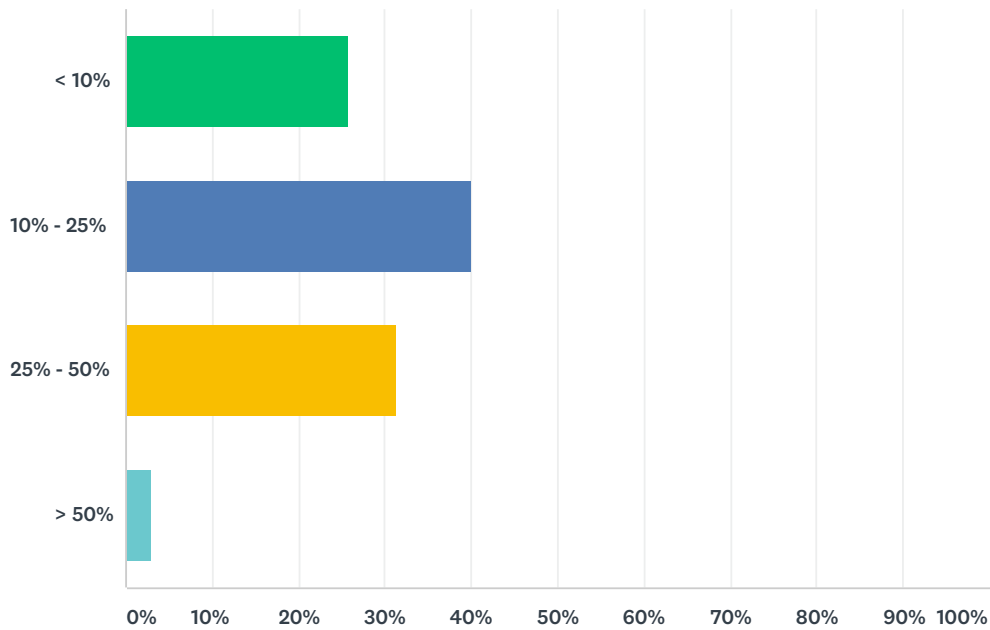
Answered: 35 Skipped: 4



ANSWER CHOICES	RESPONSES	
A lot of manual work (long and tedious)	17.14%	6
Some manual adjustments (reasonable though)	71.43%	25
No manual work (full automation already in place)	11.43%	4
TOTAL		35

Q10 How much time (in proportion of your whole reserving process) does all the data processing work currently take you?

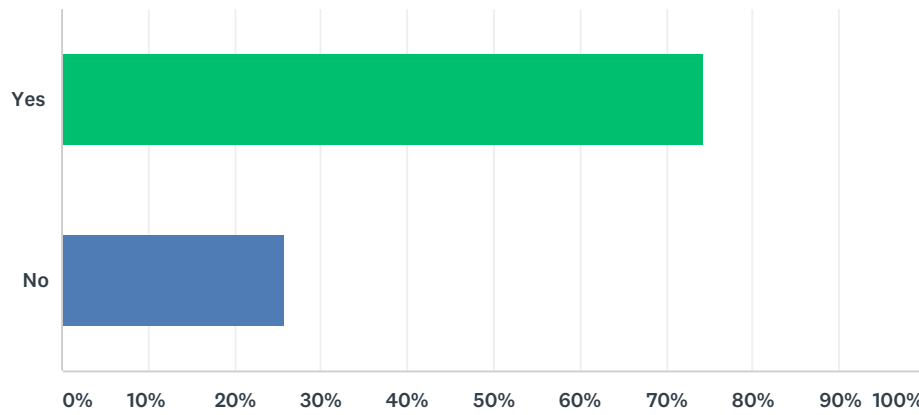
Answered: 35 Skipped: 4



ANSWER CHOICES	RESPONSES	
< 10%	25.71%	9
10% - 25%	40.00%	14
25% - 50%	31.43%	11
> 50%	2.86%	1
TOTAL		35

Q11 Do you consider data processing as an essential area of improvement regarding automation?

Answered: 35 Skipped: 4



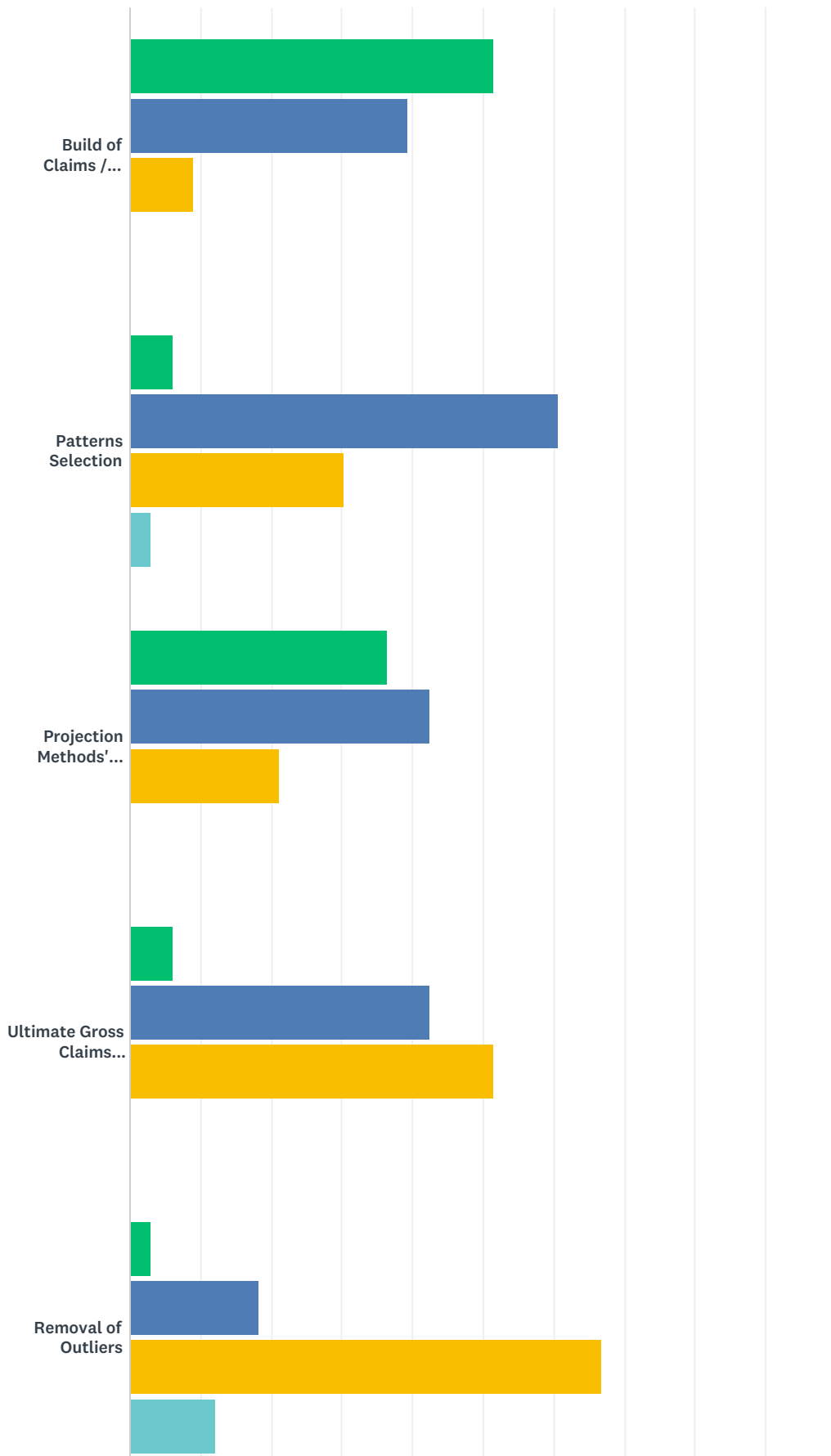
ANSWER CHOICES	RESPONSES	
Yes	74.29%	26
No	25.71%	9
TOTAL		35

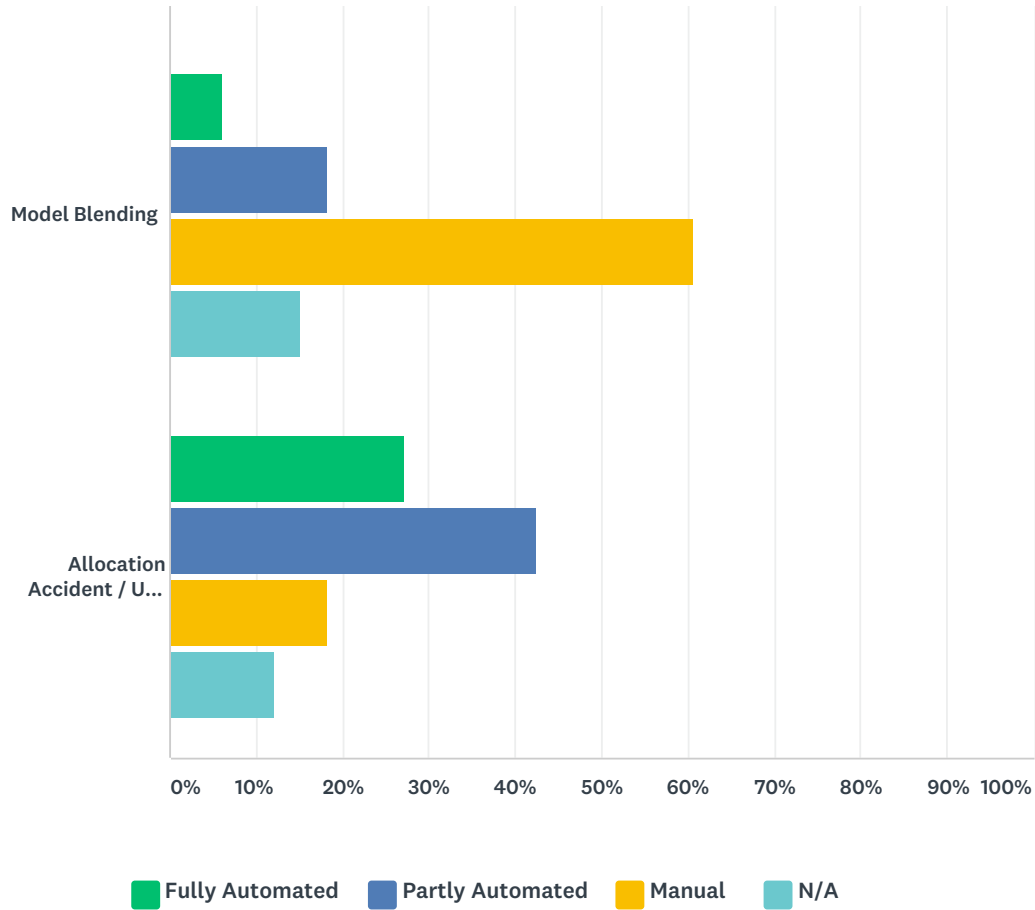
Q12 Please specify how your data process could be better automated.

Answered: 12 Skipped: 27

Q13 Which specific parts of your reserving process are currently automated?

Answered: 33 Skipped: 6





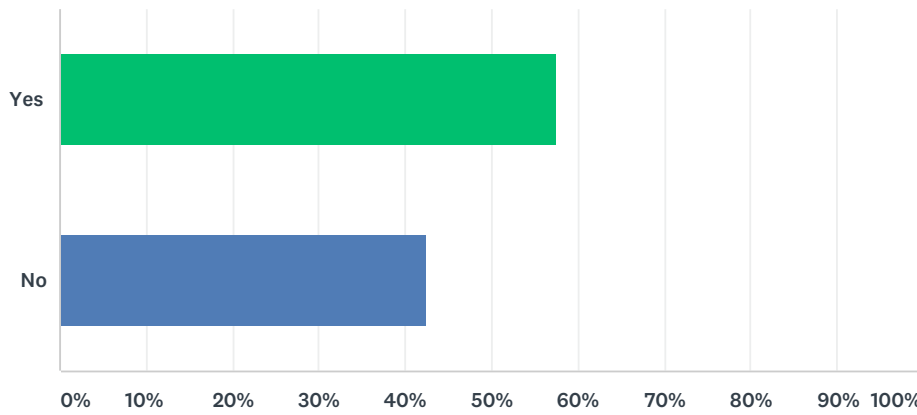
	FULLY AUTOMATED	PARTLY AUTOMATED	MANUAL	N/A	TOTAL
Build of Claims / Premium Triangles	51.52% 17	39.39% 13	9.09% 3	0.00% 0	33
Patterns Selection	6.06% 2	60.61% 20	30.30% 10	3.03% 1	33
Projection Methods' Calculations	36.36% 12	42.42% 14	21.21% 7	0.00% 0	33
Ultimate Gross Claims Selection	6.06% 2	42.42% 14	51.52% 17	0.00% 0	33
Removal of Outliers	3.03% 1	18.18% 6	66.67% 22	12.12% 4	33
Model Blending	6.06% 2	18.18% 6	60.61% 20	15.15% 5	33
Allocation Accident / UW Bases	27.27% 9	42.42% 14	18.18% 6	12.12% 4	33

**Q14 Please give any more details regarding your previous responses.
(Specific comments, other parts not mentioned, etc.)**

Answered: 5 Skipped: 34

Q15 Has the time pressure arising from Solvency II deadlines increased the level of automation in your current process?

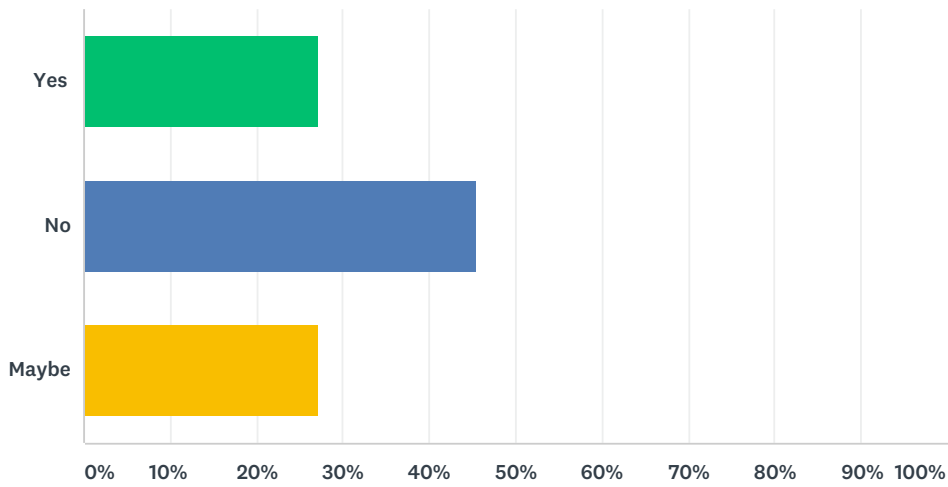
Answered: 33 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	57.58%	19
No	42.42%	14
TOTAL		33

Q16 Has any consideration been given to machine learning techniques that could be implemented in your reserving process?

Answered: 33 Skipped: 6



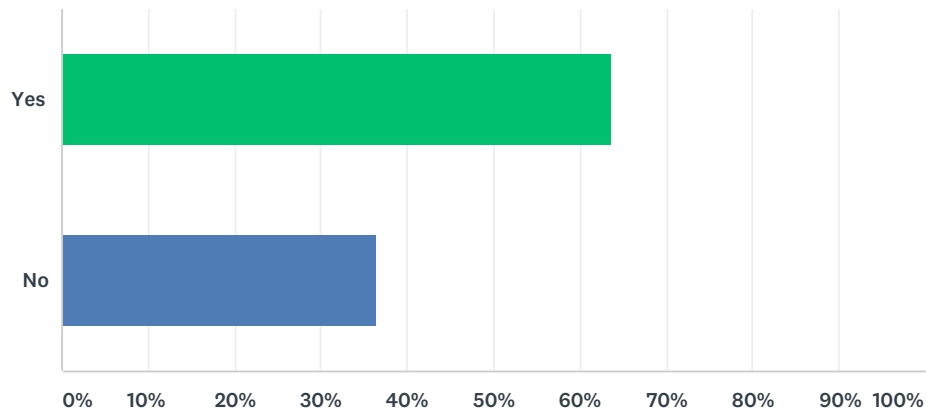
ANSWER CHOICES	RESPONSES	
Yes	27.27%	9
No	45.45%	15
Maybe	27.27%	9
TOTAL		33

Q17 What would the opportunities and related challenges be regarding machine learning techniques? (Feel free to provide any more details if you responded "Yes" or "Maybe" to previous question).

Answered: 13 Skipped: 26

Q18 Can you identify new issues that could arise from increased automation?

Answered: 33 Skipped: 6



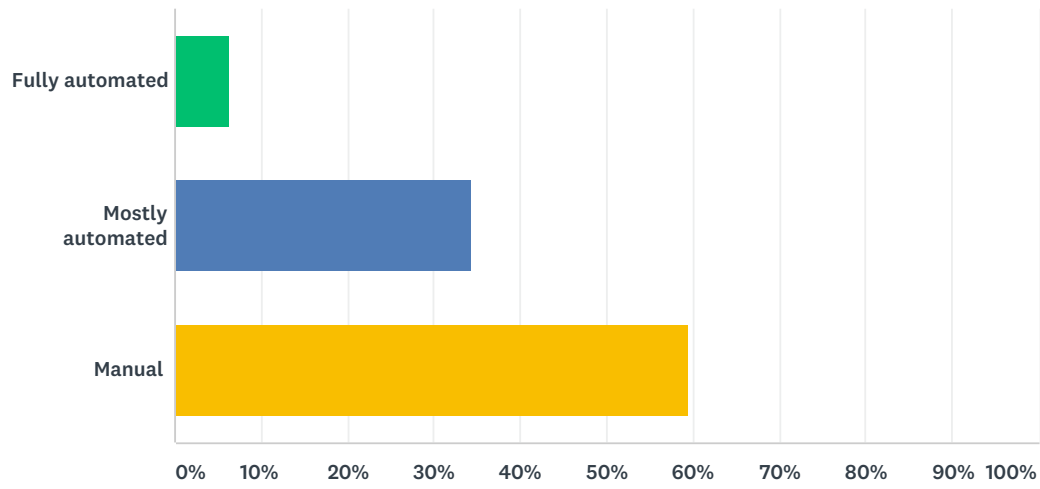
ANSWER CHOICES	RESPONSES	
Yes	63.64%	21
No	36.36%	12
TOTAL		33

Q19 Please give examples if you responded "Yes" to the previous question.

Answered: 21 Skipped: 18

Q20 How would you describe your current "netting down" process?

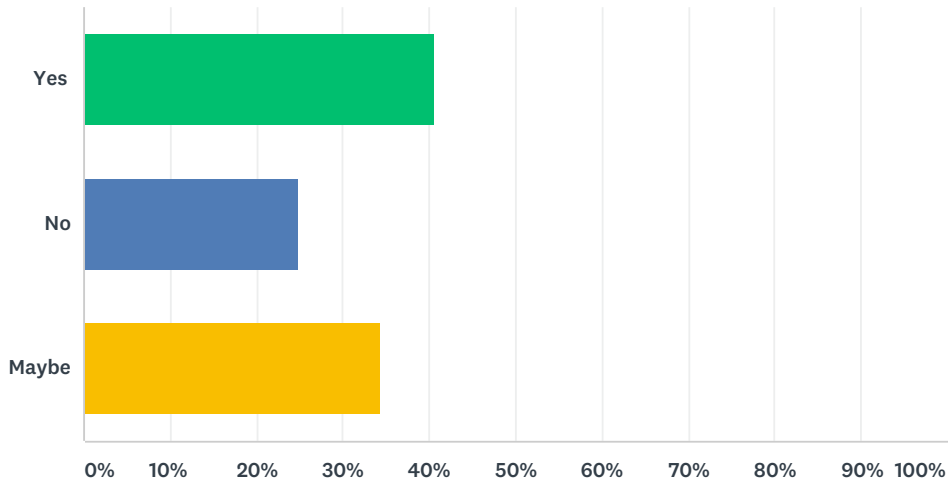
Answered: 32 Skipped: 7



ANSWER CHOICES	RESPONSES	
Fully automated	6.25%	2
Mostly automated	34.38%	11
Manual	59.38%	19
TOTAL		32

Q21 Would you like to improve and get more automation in your "netting down" process?

Answered: 32 Skipped: 7



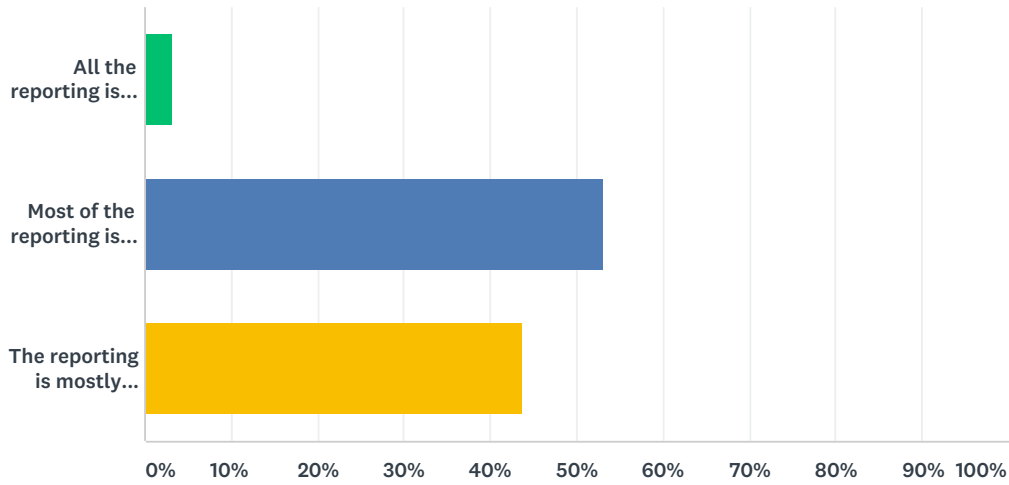
ANSWER CHOICES	RESPONSES	
Yes	40.63%	13
No	25.00%	8
Maybe	34.38%	11
TOTAL		32

Q22 Please give examples if you responded "Yes" to the previous question.

Answered: 8 Skipped: 31

Q23 How much of your current reporting (including QRTs) is automatically generated?

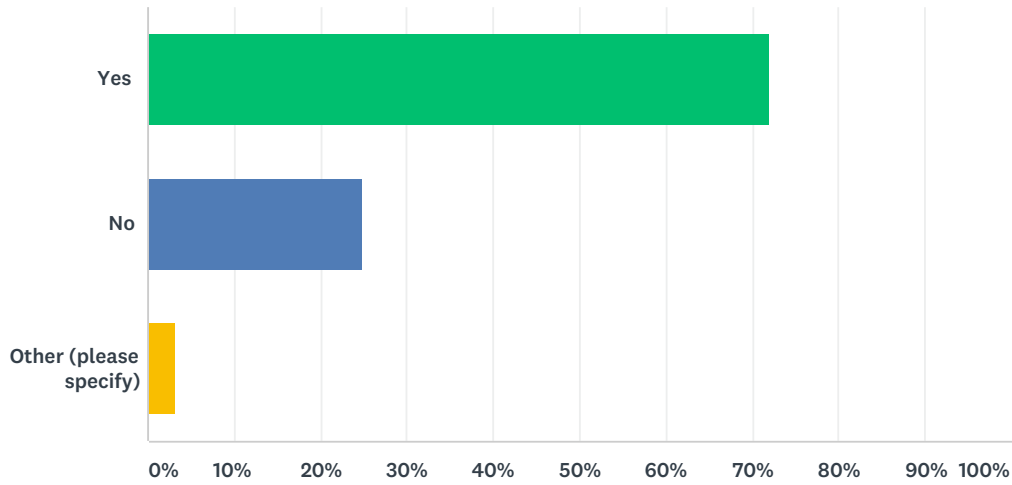
Answered: 32 Skipped: 7



ANSWER CHOICES	RESPONSES	
All the reporting is completely automated	3.13%	1
Most of the reporting is automated by needs some manual adjustments	53.13%	17
The reporting is mostly manual	43.75%	14
TOTAL		32

Q24 If your reporting is not fully automated, do you have any plans to move away from manual workarounds in the near future?

Answered: 32 Skipped: 7



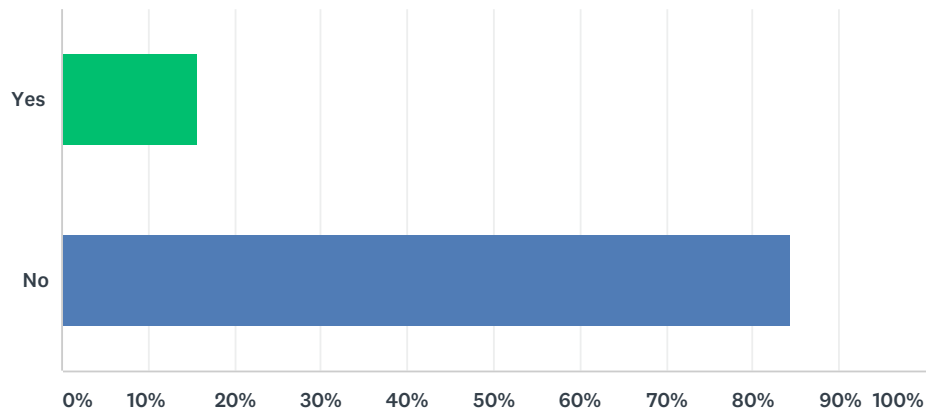
ANSWER CHOICES	RESPONSES	
Yes	71.88%	23
No	25.00%	8
Other (please specify)	3.13%	1
TOTAL		32

Q25 Please give any more relevant information regarding the automation of your reporting. (Main challenges, potential improvements etc.)

Answered: 11 Skipped: 28

Q26 Has any automation work already been done or planned regarding the forthcoming IFRS 17 standard?

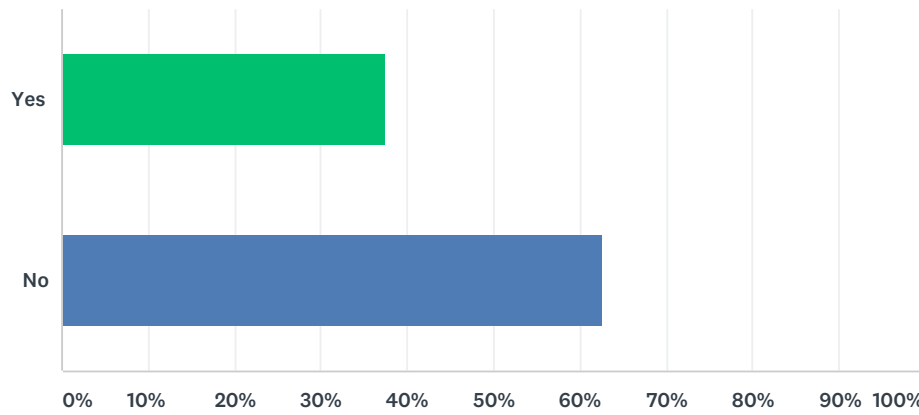
Answered: 32 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	15.63%	5
No	84.38%	27
TOTAL		32

Q27 Has the Solvency II work given any consideration to the needs of IFRS 17 when scoping requirements?

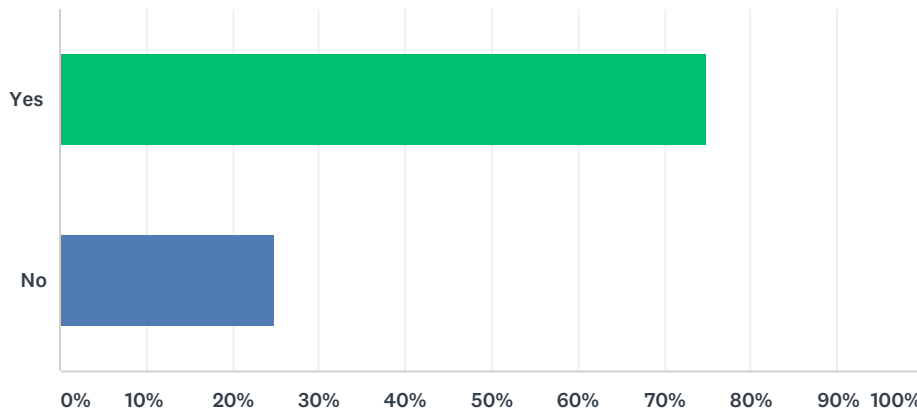
Answered: 32 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	37.50%	12
No	62.50%	20
TOTAL		32

Q28 Will the extra IFRS requirements and deadlines create further impetus for automation?

Answered: 32 Skipped: 7



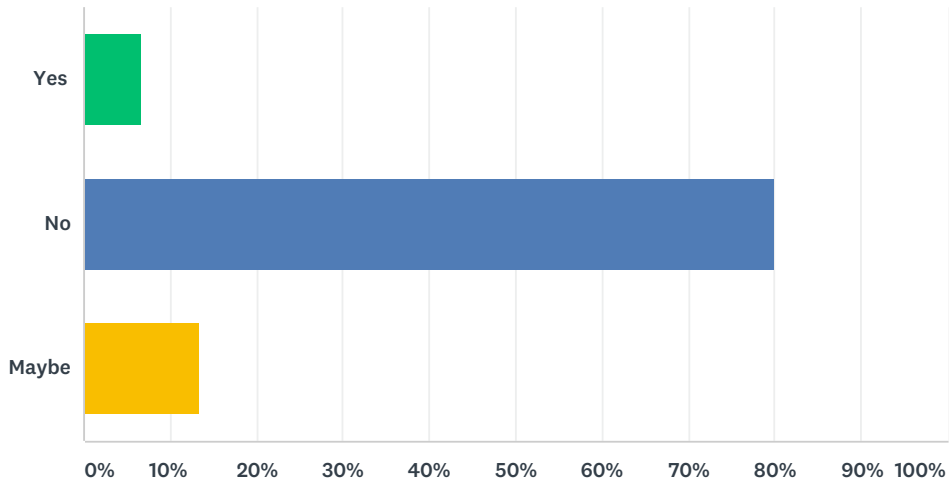
ANSWER CHOICES	RESPONSES	
Yes	75.00%	24
No	25.00%	8
TOTAL		32

Q29 Please provide any other comments.(Difficulties expected from IFRS 17, convergence items with Solvency II, etc.)

Answered: 7 Skipped: 32

Q30 Would you have a preference for offshoring rather than automating?

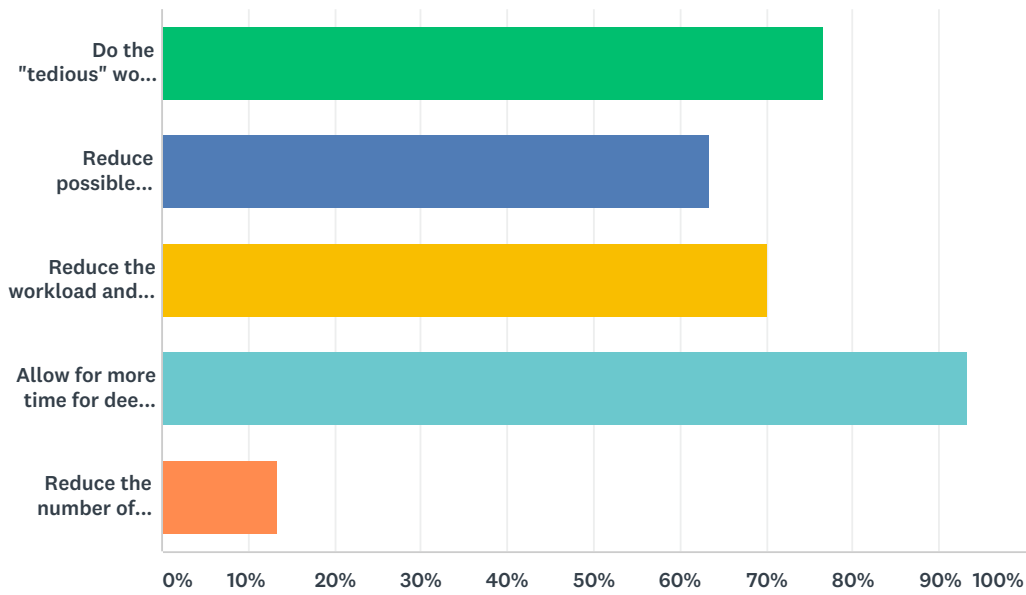
Answered: 30 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	6.67%	2
No	80.00%	24
Maybe	13.33%	4
TOTAL		30

Q31 What does automation mean to you first and foremost? (Please tick all that apply)

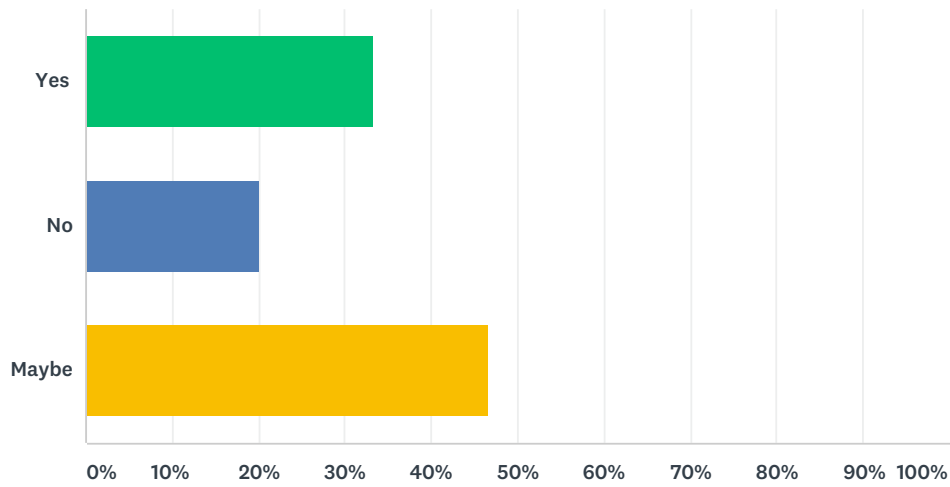
Answered: 30 Skipped: 9



ANSWER CHOICES	RESPONSES	
Do the "tedious" work faster	76.67%	23
Reduce possible processing or manual mistakes	63.33%	19
Reduce the workload and save time	70.00%	21
Allow for more time for deeper analyses	93.33%	28
Reduce the number of people needed	13.33%	4
Total Respondents: 30		

Q32 Do you think high levels of automation may eventually lead to a reduction of Reserving Team sizes over time?

Answered: 30 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	33.33%	10
No	20.00%	6
Maybe	46.67%	14
TOTAL		30

Q33 Please fee free to add any more comments about your previous responses. (Are you already offshoring? What would the disadvantages of offshoring be? Etc.)

Answered: 3 Skipped: 36

**Q34 Please feel free to share any extra comments you may have.
(Items not covered in the questionnaire, further details on specific
questions, etc.)**

Answered: 4 Skipped: 35