

Process Reform at Brit Insurance

Mike Smith – Head of Technical Underwriting Services
Hugh Maltby – Group Services Director

Our Key Challenges..

- Broad based book of business;
- Introduction of new processes and procedures;
- Regulatory and internal reporting requirements;
- Incorporation of new working practices into “Business as Usual”.

Our response to these challenges..

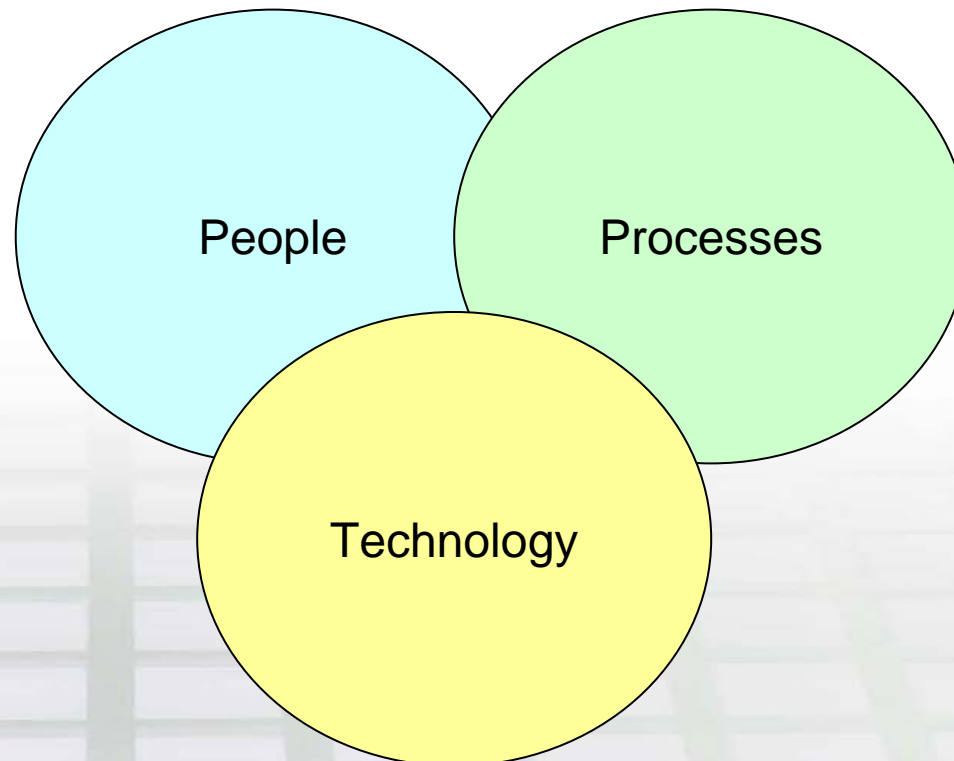
- Creation of the project team led by a main Board executive;
- Engagement with the business champions;
- Understanding the demands of the market places we trade in;
- Development of MI reports;
- Changes to core systems;
- Detailed internal audit reviews;
- Dedicated resource to resolve legacy policy issues.

Our response to these challenges..

- Involvement in market wide projects;
 - LMA market wordings repository
 - QA Tool
 - XIS pre-bind checking
 - Contract documentation pilot
- Working with the MRPO

Building on our successes in 2007...

- To deliver process reform we are continuing to bring together different areas of the business;



Building on our successes in 2007...



- Defined project governance structure
- Business process team
 - Creation of detailed maps of the “2b” process;
 - Identification of key control points;
 - Agreed SLAs and key metrics;
 - Sign-off by process owner;
 - Publication of agreed process.
- Implementation
 - Model office
 - User Acceptance Testing
 - Implementation support

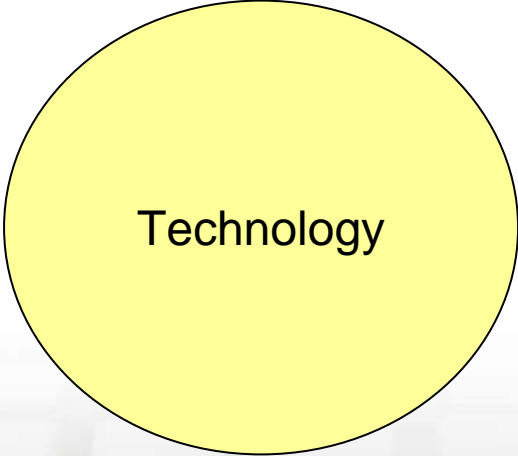
Building on our successes in 2007...



People

- Bringing together different areas of expertise
 - Underwriters/IT/Trading partners/Operations etc.
- Regular internal communication forum to discuss issues and document new requirements.
- Personal development and training programme.

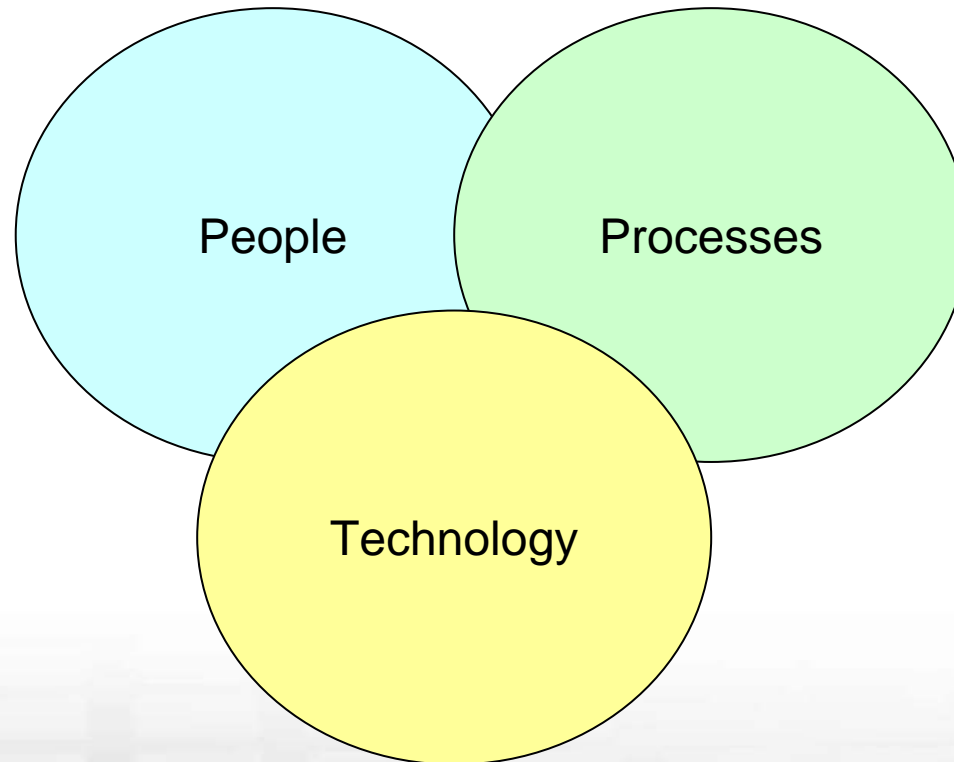
Building on our successes in 2007...



Technology

- Selection of appropriate technology
- Utilisation of market tools
 - QA
 - Comparison tools

Building on our successes in 2007...



By bringing these three elements together we will deliver the market reform requirements in 2007.

Questions?