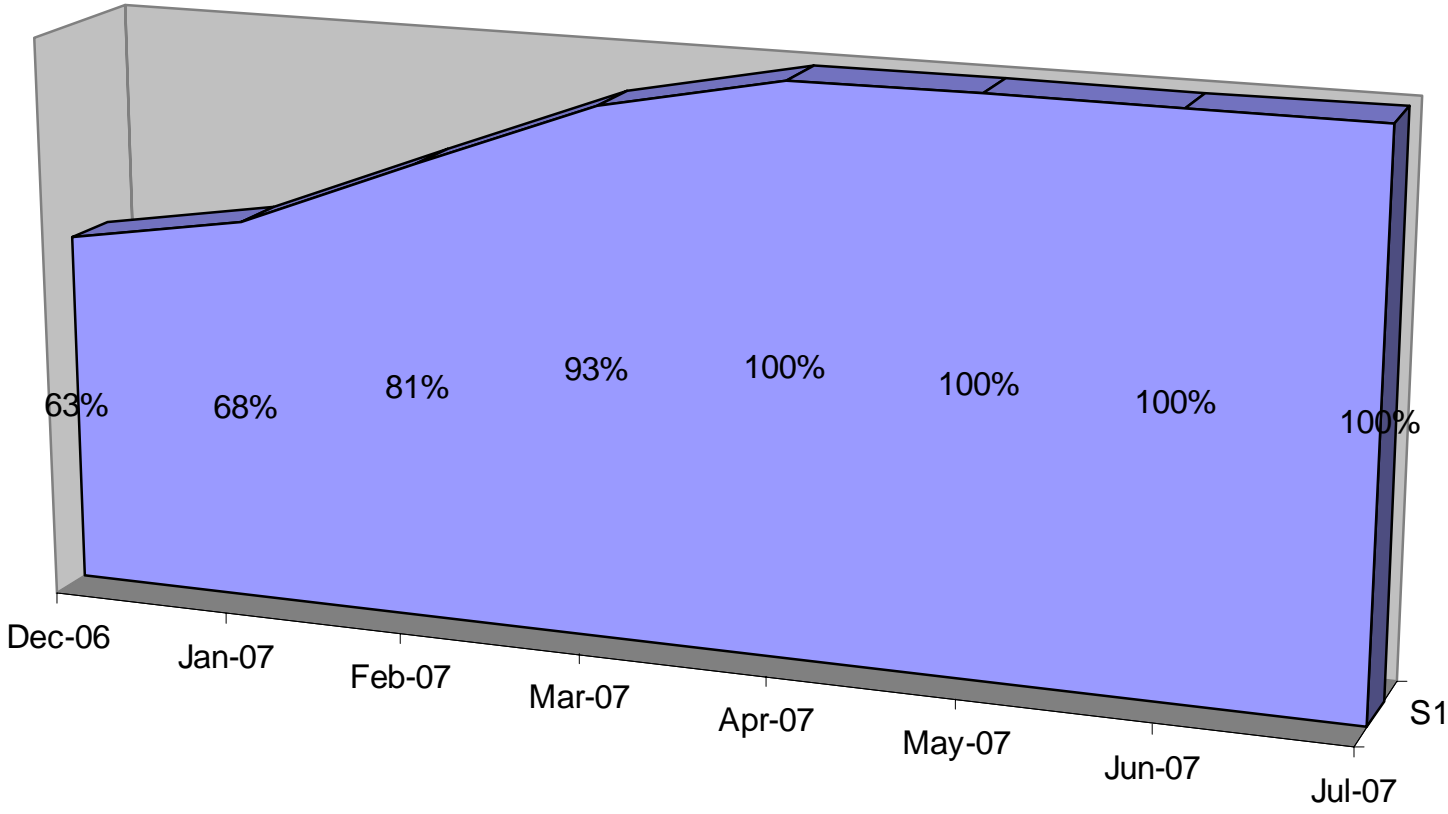


Peter Dalton – Business Sponsor

Charles Lee – Project Manager

Percentage ECF within scope and underwriter participating



S1

How did we reach 100%?

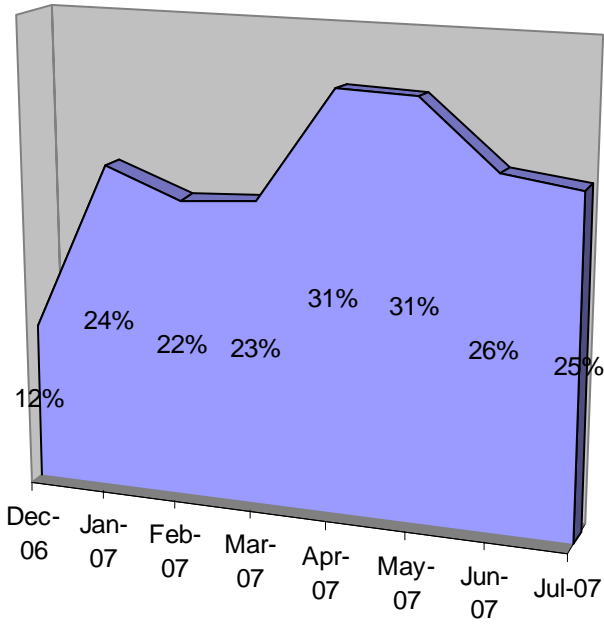
- Project team to focus claims handlers
 - All brokers trained (roles changed)
 - Buy in from team who understand the benefits
- Excellent IT department (no major IT issues encountered)
- Close connection with receptive underwriters and market associations
- Collaboration with like minded broking houses
- Ethos is “we use ECF”
- Monitoring our own failings (and reasons) was vital

July 2007 ECF

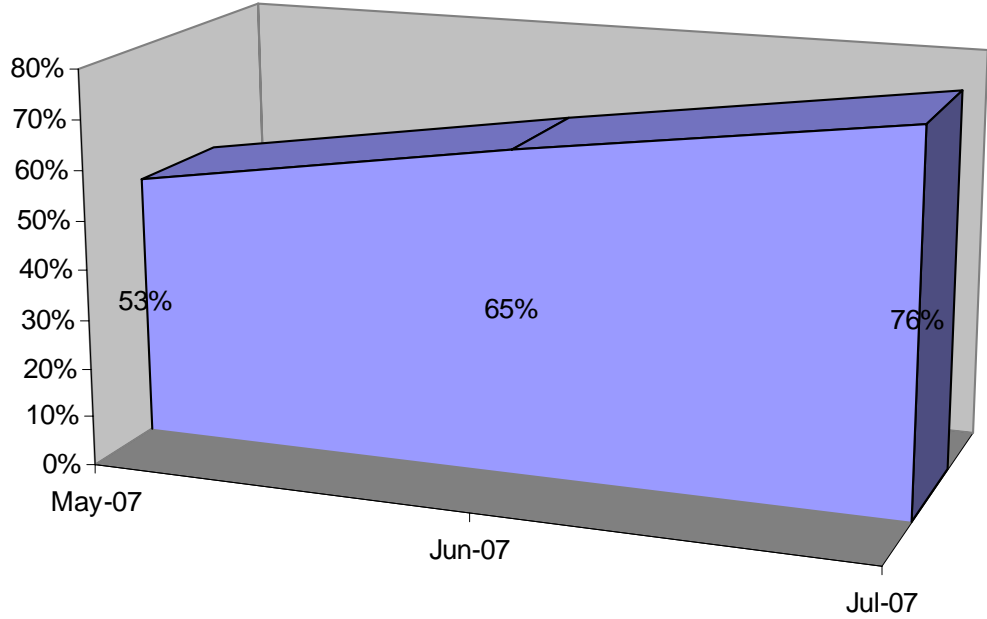
COOPER GAY

July 2007	ECF - Lloyd's	ECF - Company	Non-participating Company	Out of Scope	CLASS Company not handling electronically	Repository Rules Signatory but not Trading electronically
%	24	3	41	8	18	6

Percentage ECF from all new claims



Potential Percentage of new claims that could soon be traded ECF



Questions?