

# **NORWICH UNION INSURANCE LIMITED**

**Annual FSA Insurance Returns for the year ended  
31st December 2004**



(Appendices 9.1, 9.2, 9.5, 9.6)

# NORWICH UNION INSURANCE LIMITED

Year ended 31st December 2004

## Contents

The companies included in this return are:

Norwich Union Insurance Limited  
London and Edinburgh Insurance Company Limited  
Haven Insurance Policies Limited

Page

### Appendix 9.1

Form 1	Statement of Solvency	1-2
Form 3	Components of Capital Resources	3-5
Form 11-12	Calculation of General Insurance Capital Requirement	6-7
Form 13	Analysis of Admissible Assets	8-10
Form 15	Liabilities (other than long term insurance business)	11
Form 16	Profit and Loss Account (non-technical account)	12

### Appendix 9.2

Form 20-29	General Insurance Business Revenue	13-69
Form 31-32	Analysis of Gross Claims and Premiums	70-96
Form 33	Reconciliation of Gross Claims and Premiums	97
Form 34	Gross Claims and Premiums (Underwriting Year Accounting)	98-110
Form 36	Currency rates	111
Form 37-38	Equalisation Provisions	112-113
	Rule 9.25 - Major Treaty Reinsurers	114-115
	Rule 9.26 - Major Facultative Reinsurers	116
	Rule 9.27 - Major Reinsurance Cedants	117
	Rule 9.29 - Additional Information on Derivative Contracts	118-119
	Rule 9.30 - Additional Information on Controllers	120

### Appendix 9.5

Rule 9.32 - Additional Information on Reinsurance	121-126
---	---------

### Appendix 9.6

Supplementary Notes to the Return	127-151
Directors' Certificate	152
Auditors' Report	153-154

**Statement of solvency - general insurance business**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

Group solvency calculation

Company  
registration  
number

GL/UK/CM

Period ended

day month year

Units

R1	99122	GL	31	12	2004	£000
			As at end of this financial year		As at end of the previous year	
			1		2	

**Capital resources**

Capital resources arising outside the long-term insurance fund	11	966540	
Capital resources allocated toward long-term insurance business arising outside the long-term insurance fund	12		
Capital resources available to cover general business capital resources requirement (11-12)	13	966540	

**Guarantee Fund**

Guarantee Fund requirement	21	121097	
Excess (deficiency) of available capital resources to cover guarantee Fund requirement	22	845443	

**Minimum capital requirement (MCR)**

General insurance capital requirement	31	363291	
Base capital resources requirement	33	2087	
Minimum capital requirement	34	363291	
Excess (deficiency) of available capital resources to cover 50% of MCR	35	784894	
Excess (deficiency) of available capital resources to cover 75% of MCR	36	694072	

**Capital resources requirement (CRR)**

Capital resources requirement	41	363291	
Excess (deficiency) of available capital resources to cover general insurance business CRR (13-41)	42	603249	

**Contingent liabilities**

Quantifiable contingent liabilities in respect of other than long-term insurance business as shown in a supplementary note to Form 15	51		
---	----	--	--

**Covering sheet to Form 1**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

..... **Bridget McIntyre** **Director**

..... **Patrick Snowball** **Chief Executive Officer**

..... **Mark Hodges** **Director**

**Norwich 23rd March 2005**

## Components of capital resources

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

R3	Company registration number 99122	GL/UK/CM GL	Period ended			Units £000
			day	month	year	
			31	12	2004	
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3			As at the end of the previous year 4

## Core tier one capital

Permanent share capital	11	911050		911050	
Profit and loss account and other reserves	12	153543		153543	
Share premium account	13	148100		148100	
Positive valuation differences	14				
Fund for future appropriations	15				
Core tier one in related undertakings	16				
Core tier one capital (sum of 11 to 16)	19	1212693		1212693	

## Tier one waivers

Unpaid share capital / unpaid initial funds and calls for supplementary contributions	21				
Implicit items	22				
Tier one waivers in related undertakings	23				
Total tier one waivers as restricted (21+22+23)	24				

## Other tier one

Perpetual non-cumulative preference shares as restricted	25				
Perpetual non-cumulative preference shares in related undertakings	26				
Innovative tier one capital as restricted	27				
Innovative tier one capital in related undertakings	28				

<b>Total tier one capital before deductions</b> (19+24+25+26+27+28)	31	1212693		1212693	
Investments in own shares	32				
Intangible assets	33	110110		110110	
Amounts deducted from technical provisions for discounting	34				
Other negative valuation differences	35				
Deductions in related undertakings	36				
Deductions from tier one (32 to 36)	37	110110		110110	
<b>Total tier one capital after deductions</b> (31-37)	39	1102583		1102583	

## Components of capital resources

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

R3	Company registration number <b>99122</b>	GL/UK/CM <b>GL</b>	Period ended			Units <b>£000</b>
			day	month	year	
			<b>31</b>	<b>12</b>	<b>2004</b>	
	General insurance business <b>1</b>	Long-term insurance business <b>2</b>	Total as at the end of this financial year <b>3</b>			As at the end of the previous year <b>4</b>

## Tier two capital

Implicit items, (tier two waivers and amounts excluded from line 22)	<b>41</b>				
Perpetual non-cumulative preference shares excluded from line 25	<b>42</b>				
Innovative tier one capital excluded from line 27	<b>43</b>				
Tier two waivers, innovative tier one capital and perpetual non-cumulative preference shares treated as tier two capital (41 to 43)	<b>44</b>				
Perpetual cumulative preference shares	<b>45</b>				
Perpetual subordinated debt and securities	<b>46</b>				
Upper tier two capital in related undertakings	<b>47</b>				
<b>Upper tier two capital (44 to 47)</b>	<b>49</b>				

Fixed term preference shares	<b>51</b>				
Other tier two instruments	<b>52</b>				
Lower tier two capital in related undertakings	<b>53</b>				
<b>Lower tier two capital (51+52+53)</b>	<b>59</b>				

<b>Total tier two capital before restrictions (49+59)</b>	<b>61</b>				
Excess tier two capital	<b>62</b>				
Further excess lower tier two capital	<b>63</b>				
<b>Total tier two capital after restrictions, before deductions (61-62-63)</b>	<b>69</b>				

**Components of capital resources**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

R3	Company registration number <b>99122</b>	GL/UK/CM <b>GL</b>	Period ended			Units <b>£000</b>
			day	month	year	
			<b>31</b>	<b>12</b>	<b>2004</b>	
	General insurance Business <b>1</b>	Long-Term insurance Business <b>2</b>	Total as at the end of this financial year <b>3</b>			As at the end of the previous year <b>4</b>

**Total capital resources**

Positive adjustments for regulated non-insurance related undertakings	<b>71</b>				
<b>Total capital resources before deductions (39+69+71)</b>	<b>72</b>	1102583		1102583	
Inadmissible assets other than intangibles and own shares	<b>73</b>	122883		122883	
Assets in excess of market risk and counterparty limits	<b>74</b>	13160		13160	
Deductions for related ancillary services undertakings	<b>75</b>				
Deductions for regulated non-insurance related undertakings	<b>76</b>				
Total deductions of ineligible surplus	<b>77</b>				
<b>Total capital resources after deductions (72-73-74-76-77)</b>	<b>79</b>	966540		966540	

**Available capital resources for PRU tests**

Available capital resources for guarantee fund requirement	<b>81</b>	966540		966540	
Available capital resources for 50% MCR requirement	<b>82</b>	966540		966540	
Available capital resources for 75% MCR requirement	<b>83</b>	966540		966540	

**Financial engineering adjustments**

Implicit items	<b>91</b>				
Financial reinsurance - ceded	<b>92</b>				
Financial reinsurance - accepted	<b>93</b>				
Outstanding contingent loans	<b>94</b>				
Any other charges on future profits	<b>95</b>				
<b>Sum of financial engineering adjustments (91+92+93+94+95)</b>	<b>96</b>				

**Calculation of general insurance capital requirement - premiums amount and brought forward amount**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

General insurance business

Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

R11	99122	GL	31	12	2004	£000
-----	-------	----	----	----	------	------

			This financial year 1	Previous year 2
Gross premiums receivable	11		3992090	3858431
Premium taxes and levies (included in line 11)	12		73833	33008
Premiums receivable net of taxes and levies (11-12)	13		3918257	3825423
Premiums for classes 11, 12 or 13 (included in line 13)	14		17372	23092
Premiums for "actuarial health insurance" (included in line 13)	15			
<b>Sub-total A</b> (13 + 1/2 14 - 2/3 15)	16		3926943	3836969
Gross premiums earned	21		3875850	3731447
Premium taxes and levies (included in line 21)	22		73833	33008
Premiums earned net of taxes and levies (21-22)	23		3802017	3698439
Premiums for classes 11, 12 or 13 (included in line 23)	24		16286	34773
Premiums for "actuarial health insurance" (included in line 23)	25			
<b>Sub-total H</b> (23 + 1/2 24 - 2/3 25)	26		3810160	3715826
<b>Sub-total I</b> (higher of sub-total A and sub-total H)	30		3926943	3836969
<b>Adjusted Sub-total I</b> if financial year is not a 12 month period to produce an annual figure	31			
Division of gross adjusted premiums amount: sub-total I (or adjusted sub-total I if appropriate)	x 0.18	32	706850	690654
	Excess (if any) over 50M EURO x 0.02	33	77843	76053
<b>Sub-total J</b> (32-33)	34		629007	614601
Claims paid in period of 3 financial years	41		6386473	5725124
Claims outstanding carried forward at the end of the 3 year period	For insurance business accounted for on an underwriting year basis	42	38804	42367
	For insurance business accounted for on an accident year basis	43	3159705	2723674
Claims outstanding brought forward at the beginning of the 3 year period	For insurance business accounted for on an underwriting year basis	44	35560	73022
	For insurance business accounted for on an accident year basis	45	2359589	2202147
<b>Sub-total C</b> (41+42+43-44-45)	46		7189833	6215996
Amounts recoverable from reinsurers in respect of claims included in Sub-total C	47		3563073	2541974
<b>Sub-total D</b> (46-47)	48		3626760	3674022
<b>Reinsurance ratio</b> (Sub-total D / sub-total C or, if more, 50% or, if less, 100%)	49		50.44	59.11
<b>Premiums amount</b> Sub-total J x reinsurance ratio	50		317271	363291
Provisions for claims outstanding (before discounting and net of reinsurance)	51		1750479	1661396
<b>Brought forward amount</b> (12.43.2 x 51.1 / 51.2 or, if less, 12.43.2)	52		363291	273800
Greater of lines 50 and 52	53		363291	363291



**General insurance business : Calculation of general insurance capital requirement - claims amount and result**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

General insurance business

		Company registration number	GL/UK/CM	Period ended			Units	
		R12	99122	GL	31 day	12 month	2004 year	£000
				This financial year 1		Previous year 2		
Reference period (No. of months) See PRU7.2.63R			11	36		36		
Claims paid in reference period			21	6386473		5725124		
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis		22	38804		42367		
	For insurance business accounted for on an accident year basis		23	3159705		2723674		
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis		24	35560		73022		
	For insurance business accounted for on an accident year basis		25	2359589		2202147		
Claims incurred in reference period (21+22+23-24-25)			26	7189833		6215996		
Claims incurred for classes 11, 12 or 13 (included in 26)			27	177781		138031		
Claims incurred for "actuarial health insurance" (included in 26)			28					
Sub-total E (26 + 1/2 27 - 2/3 28)			29	7278724		6285012		
Sub-total F - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in reference period)			31	2426241		2095004		
Division of sub-total F (gross adjusted claims amount)	X 0.26		32	630823		544701		
	Excess (if any) over 35M EURO x 0.03		33	72057		62130		
Sub-total G (32 - 33)			39	558766		482571		
Claims amount Sub-total G x reinsurance ratio (11.49)			41	281842		285248		
Higher of premiums amount and brought forward amount (11.53)			42	363291		363291		
General insurance capital requirement (higher of lines 41 and 42)			43	363291		363291		

**Analysis of admissible assets**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Category of assets **Total other than long term insurance business assets**

			Company registration number	GL/UK/CM	Period ended			Units	Category of assets	
					day	month	year			
			R13	99122	GL	31	12	2004	£000	1
Investments						As at the end of this financial year 1		As at the end of the previous year 2		
Land and buildings						11	6786		6765	
Investments in group undertakings and participating interests	UK insurance business dependants	Shares	21							
		Debt securities issued by, and loans to, dependants	22							
	Other insurance dependants	Shares	23							
		Debt securities issued by, and loans to, dependants	24							
	Non-insurance dependants	Shares	25			751266		739337		
		Debt securities issued by, and loans to, dependants	26			127000		643458		
	Other group undertakings and participating interests	Shares	27							
		Debt securities issued by, and loans to, group undertakings	28							
		Participating interests	29							
		Debt securities issued by, and loans to, undertakings in which the insurer has a participating interest	30							
Total sheet 1 (11 to 30)						39	885052		1389560	

## Analysis of admissible assets

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Category of assets **Total other than long term insurance business assets**

		Company registration number	GL/UK/CM	Period ended			Units	Category of assets	
		R13	99122	GL	31	12	2004	£000	1
Investments (continued) Deposits with ceding undertakings Assets held to cover linked liabilities					As at the end of this financial year 1		As at the end of the previous year 2		
Other financial investments	Equity shares			41	330982		305831		
	Other shares and other variable yield securities			42					
	Holdings in collective investment schemes			43					
	Rights under derivative contracts			44					
	Debt securities and other fixed income securities	Fixed interest	Approved securities	45	907574		1241543		
			Other	46	1143187		822031		
		Variable interest	Approved securities	47					
			Other	48					
	Participation in investment pools			49					
	Loans secured by mortgages			50	653324		174912		
	Other loans	Loans to public or local authorities and nationalised industries or undertakings		51					
		Loans secured by policies of insurance issued by the company		52					
		Other		53					
	Deposits with approved credit institutions and approved financial institutions	Withdrawal subject to a time restriction of one month or less		54	112433		159055		
		Withdrawal subject to a time restriction of more than one month		55					
	Other			56	12569		10996		
Deposits with ceding undertakings				57					
Assets held to match linked liabilities	Index linked			58					
	Property linked			59					
Reinsurers' share of technical provisions	Provision for unearned premiums			60	1022262		957365		
	Claims outstanding			61	1448030		1153344		
	Provision for unexpired risks			62					
	Other			63					
Total sheet 2 (41 to 63)				69	5630361		4825077		

## Analysis of admissible assets

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Category of assets **Total other than long term insurance business assets**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Category  
of  
assets

R13	99122	GL	31	12	2004	£000	1
-----	-------	----	----	----	------	------	---

Debtors			As at the end of this financial year 1	As at the end of the previous year 2	
Other assets					
Debtors arising out of direct insurance operations	Policyholders		71	466723	391800
	Intermediaries		72	730563	797726
Salvage and subrogation recoveries			73		
Debtors arising out of reinsurance operations	Due from ceding insurers and intermediaries under reinsurance business accepted		74		
	Due from reinsurers and intermediaries under reinsurance contracts ceded		75	13812	27432
Other debtors	Due from dependants	Due in 12 months or less after the end of the financial year	76		
		Due more than 12 months after the end of the financial year	77		
	Other	Due in 12 months or less after the end of the financial year	78	67174	60804
		Due more than 12 months after the end of the financial year	79		
Tangible assets			80		
Cash at bank and in hand	Deposits not subject to time restriction on withdrawal, with approved credit institutions and approved financial institutions and local authorities		81	226201	79426
	Cash in hand		82		
Other assets (particulars to be specified by way of supplementary note)			83		
Prepayments and accrued income	Accrued interest and rent		84	36060	33275
	Deferred acquisition costs		85	210091	212325
	Other prepayments and accrued income		86	45627	7956
Deductions from the aggregate value of assets			87		
Total sheet 3 (71 to 86 less 87)			88	1796251	1610744
Grand total of admissible assets after deduction of market risk and counterparty limits (39+69+88)			89	8311664	7825381

**Reconciliation to asset values determined in accordance with the insurance accounts rules**

Total admissible assets after deduction of market risk and counterparty limits (as per line 89 above)	91	8311664	7825381
Assets in excess of market and counterparty limits	92	13160	
Capital resources requirement deduction for subsidiary undertakings which are insurance undertakings	93		
Other differences in the valuation of assets (other than for assets not valued above)	94		41151
Other inadmissible assets	95	232993	158655
Total assets determined in accordance with the <i>insurance accounts rules</i> (91 to 95)	99	8557817	8025187

Amounts included in line 89 attributable to debts due from related insurers, other than those under contracts of insurance or reinsurance	100	67403	29674
---	-----	-------	-------

**Liabilities (other than long term insurance business)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

			Company registration number	GL/UK/CM	Period ended			Units	
			R15	99122	GL	31	12	2004	£000
						As at the end of this financial year 1		As at the end of the previous year 2	
Technical provisions (gross amount)	Provision for unearned premiums			11	1973276		1857042		
	Claims outstanding			12	3198498		2814738		
	Provision for unexpired risks			13					
	Equalisation provisions	Credit business		14					
		Other than credit business		15	110869		120717		
	Other			16					
	Total (11 to 16)			19	5282643		4792497		
Provisions for other risks and charges	Taxation			21			3442		
	Other			22					
Deposits received from reinsurers				31					
Creditors	Arising out of insurance operations	Direct insurance business		41	204863		194817		
		Reinsurance accepted		42					
		Reinsurance ceded		43	784146		835290		
	Debenture loans	Secured		44					
		Unsecured		45					
	Amounts owed to credit institutions			46					
	Other creditors	Taxation		47	24375		71407		
		Recommended dividend		48					
		Other		49	864107		840806		
Accruals and deferred income				51	184990		146302		
Total (19 to 51)				59	7345124		6884561		
Provision for "reasonably foreseeable adverse variations"				61					
Cumulative preference share capital				62					
Subordinated loan capital				63					
Total (59 to 63)				69	7345124		6884561		
Amounts included in line 69 attributable to liabilities to related insurers, other than those under contracts of insurance or reinsurance				71	725		29391		

**Profit and loss account (non-technical account)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

		Company registration number	GL/UK/CM	Period ended			Units
				day	month	year	
R16	99122	GL	31	12	2004	£000	
	This financial year		Previous year	Source			
	1		2	<	>	?	
11	(50930)	(58676)	20 . 59				
12	9847	(5456)					
13			40 . 26				
14	212879	209068					
15	93079	49306					
16							
17	17466	6395					
18							
19	33906	14809					
20			20 . 51				
21	(12009)	(12292)					
29	201494	160746					
31	26427	32469					
39	175067	128277					
41							
42							
43							
49	175067	128277					
51	103000	100000					
59	72067	28277					

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Summary**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	99
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	1845477		1775681		21 . 19 . 5		
	Claims incurred	12	1186942		1100051		22 . 17 . 4		
	Claims management costs	13	61650		59025		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	584916		578675		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	11969		37930				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21	1679		788		21 . 11 . 5		
	Claims incurred	22	15902		47156		22 . 13 . 4		
	Claims management costs	23	33626		50238		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	15050				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	(62899)		(96606)				
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	(50930)		(58676)				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(50930)		(58676)				

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Accident and health**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	1
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	288784		273338		21 . 19 . 5		
	Claims incurred	12	136356		124081		22 . 17 . 4		
	Claims management costs	13	10726		12678		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	148651		157684		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	(6949)		(21105)				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21	1679		788		21 . 11 . 5		
	Claims incurred	22	(4231)		(7286)		22 . 13 . 4		
	Claims management costs	23	822		2177		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	2658				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	2430		5897				
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	(4519)		(15208)				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(4519)		(15208)				



## General insurance business : Technical account (excluding equalisation provisions)

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Motor**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	2
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	965638		937633		21 . 19 . 5		
	Claims incurred	12	733518		684313		22 . 17 . 4		
	Claims management costs	13	35925		31157		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	188843		190969		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	7352		31194				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22	(6968)		8833		22 . 13 . 4		
	Claims management costs	23	24555		32007		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	7397				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	(24984)		(40840)				
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	(17632)		(9646)				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(17632)		(9646)				

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Aviation**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	3
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	4
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Transport**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	5
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Property**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	6
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	474347		437395		21 . 19 . 5		
	Claims incurred	12	295391		264613		22 . 17 . 4		
	Claims management costs	13	13442		13266		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	176475		169131		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	(10961)		(9615)				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22	(14167)		882		22 . 13 . 4		
	Claims management costs	23	5349		7842		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	3929				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	4889		(8724)				
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	(6072)		(18339)				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(6072)		(18339)				

## General insurance business : Technical account (excluding equalisation provisions)

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	7
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	7685		17188		21 . 19 . 5		
	Claims incurred	12	5600		7951		22 . 17 . 4		
	Claims management costs	13	294		631		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	4014		3757		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	(2223)		4849				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22	44608		43875		22 . 13 . 4		
	Claims management costs	23	3643		6909		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	67				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	(48318)		(50784)				
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	(50541)		(45935)				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(50541)		(45935)				

## General insurance business : Technical account (excluding equalisation provisions)

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Miscellaneous and pecuniary loss**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31	12	2004	£000	8
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11	109023		110127		21 . 19 . 5		
	Claims incurred	12	16077		19093		22 . 17 . 4		
	Claims management costs	13	1263		1293		22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17	66933		57134		22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	24750		32607				
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22	(3340)		852		22 . 13 . 4		
	Claims management costs	23	(743)		1303		22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26	999				22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29	3084		(2155)				
Balance from underwriting year accounting	Per Form 24	31					24 . 69.99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49	27834		30452				
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	27834		30452				

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Non-proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	9
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							



**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	10
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							

**General insurance business : Technical account (excluding equalisation provisions)**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine, aviation and transport treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31 day	12 month	2004 year	£000	11
Items to be shown net of reinsurance				This financial year		Previous year		Source	
				1		2		<	>
This year's underwriting (accident year accounting)	Earned premium	11					21 . 19 . 5		
	Claims incurred	12					22 . 17 . 4		
	Claims management costs	13					22 . 18 . 4		
	Adjustment for discounting	14					22 . 52 . 4		
	Increase in provision for unexpired risks	15					22 . 19 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	16							
	Net operating expenses	17					22 . 42 . 4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19							
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21					21 . 11 . 5		
	Claims incurred	22					22 . 13 . 4		
	Claims management costs	23					22 . 14 . 4		
	Adjustment for discounting	24					22 . 51 . 4		
	Other technical income or charges (particulars to be specified by way of supplementary note)	25							
	Net operating expenses	26					22 . 41 . 4		
	Balance (21-22-23+24+25-26)	29							
Balance from underwriting year accounting	Per Form 24	31					24 . 69. 99-99		
	Other technical income and charges (particulars to be specified by way of supplementary note)	32							
	Total	39							
Balance of all years' underwriting (19+29+39)		49							
Allocated investment return		51							
Transfer to non-technical account (49+51)		59							

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Accident and health**

				Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
				R21	99122	GL	31	12	2004	£000	1
Premiums receivable during the financial year				Gross premiums written		Reinsurers' share		Net of reinsurance			
				Earned in previous financial years 1		Earned in previous financial years 3		Earned in previous financial years 5			
In respect of risks incepted in previous financial years				11	3359		1680		1679		
					Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6	
In respect of risks incepted in previous financial years				12	1270		635		635		
In respect of risks incepted in this financial year	For periods of less than 12 months	13	187077	19158	100742	9825	86335	9333			
	For periods of 12 months	14	203790	236238	115307	138370	88483	97868			
	For periods of more than 12 months	15	3043	25533	1833	13264	1210	12269			
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year				16	245254	27773	133133	14747	112121	13026	
Total (12 to 16)				19	640434	308702	351650	176206	288784	132496	

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Motor**

				Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
				R21	99122	GL	31	12	2004	£000	2
Premiums receivable during the financial year		Gross premiums written		Reinsurers' share			Net of reinsurance				
		Earned in previous financial years 1		Earned in previous financial years 3		Earned in previous financial years 5					
In respect of risks incepted in previous financial years		11									
			Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6			
In respect of risks incepted in previous financial years		12									
In respect of risks incepted in this financial year	For periods of less than 12 months	13	135977	11955	68192	5978	67785	5977			
	For periods of 12 months	14	853904	981492	429472	490870	424432	490622			
	For periods of more than 12 months	15	1035	11768	535	5886	500	5882			
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year		16	947632	5006	474711	2507	472921	2499			
Total (12 to 16)		19	1938548	1010221	972910	505241	965638	504980			

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine**

		Company registration number		GL/UK/CM		Period ended			Units		Accounting class	
		R21	99122	GL	31	12	2004	£000	4			
Premiums receivable during the financial year		Gross premiums written		Reinsurers' share		Net of reinsurance						
		Earned in previous financial years 1		Earned in previous financial years 3		Earned in previous financial years 5						
In respect of risks incepted in previous financial years		11	1061		1061							
			Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6				
In respect of risks incepted in previous financial years		12										
In respect of risks incepted in this financial year	For periods of less than 12 months	13										
	For periods of 12 months	14										
	For periods of more than 12 months	15										
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year		16										
Total (12 to 16)		19										

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Property**

		Company registration number		GL/UK/CM		Period ended			Units		Accounting class	
		R21		99122		GL		31	12	2004	£000	6
Premiums receivable during the financial year		Gross premiums written			Reinsurers' share			Net of reinsurance				
		Earned in previous financial years 1		Earned in previous financial years 3		Earned in previous financial years 5						
In respect of risks incepted in previous financial years		11										
			Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6				
In respect of risks incepted in previous financial years		12										
In respect of risks incepted in this financial year	For periods of less than 12 months	13	113349	12051	59092	6046	54257	6005				
	For periods of 12 months	14	423941	479599	230056	241202	193885	238397				
	For periods of more than 12 months	15	853	1998	457	1055	396	943				
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year		16	470228	2974	244419	2254	225809	720				
Total (12 to 16)		19	1008371	496622	534024	250557	474347	246065				

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**

				Company registration number		GL/UK/CM		Period ended			Units		Accounting class	
				R21		99122		GL		31	12	2004	£000	7
Premiums receivable during the financial year		Gross premiums written		Reinsurers' share				Net of reinsurance						
		Earned in previous financial years 1		Earned in previous financial years 3		Earned in previous financial years 5								
In respect of risks incepted in previous financial years		11												
			Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6						
In respect of risks incepted in previous financial years		12												
In respect of risks incepted in this financial year	For periods of less than 12 months	13	2217	88	1203	47	1014	41						
	For periods of 12 months	14	7102	7735	3845	3903	3257	3832						
	For periods of more than 12 months	15	23	207	17	105	6	102						
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year		16	6944	2520	3536	1260	3408	1260						
Total (12 to 16)		19	16286	10550	8601	5315	7685	5235						

**General insurance business (accident year accounting) : Analysis of premiums**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Miscellaneous and pecuniary loss**

		Company registration number		GL/UK/CM		Period ended			Units		Accounting class	
		R21		99122		GL		31	12	2004	£000	8
Premiums receivable during the financial year		Gross premiums written			Reinsurers' share			Net of reinsurance				
		Earned in previous financial years 1			Earned in previous financial years 3			Earned in previous financial years 5				
In respect of risks incepted in previous financial years		11										
			Earned in this financial year 1	Unearned at end of this financial year 2	Earned in this financial year 3	Unearned at end of this financial year 4	Earned in this financial year 5	Unearned at end of this financial year 6				
In respect of risks incepted in previous financial years		12										
In respect of risks incepted in this financial year	For periods of less than 12 months	13	103601	19466	64449	14996	39152	4470				
	For periods of 12 months	14	36786	39106	24008	22684	12778	16422				
	For periods of more than 12 months	15	10797	56511	6323	30459	4474	26052				
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year		16	116607	32104	63988	16810	52619	15294				
Total (12 to 16)		19	267791	147187	158768	84949	109023	62238				



**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Accident and health**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	1
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	99071	64631	20580	(13860)				
	Reinsurers' share	12	49338	31203	8506	(9629)				
	Net (11-12)	13	49733	33428	12074	(4231)				
	Claims management costs	14	2504	2918	408	822				
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		204390	75530	279920				
	Reinsurers' share	16		105213	38351	143564				
	Net (15-16)	17		99177	37179	136356				
	Claims management costs	18		9227	1499	10726				
Provision for unexpired risks		19								
Net operating expenses	Commissions	21	96279	293667	116475	273471				
	Other acquisition expenses	22	11291	19260	10110	20441				
	Administrative expenses	23		13680		13680				
	Reinsurance commissions and profit participations	24	58575	170617	72909	156283				
	Total (21+22+23-24)	29	48995	155990	53676	151309				
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41		2658		2658				
	This financial year	42	48995	153332	53676	148651				
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Motor**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	2
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	1941308	626121	1306301	(8886)				
	Reinsurers' share	12	718341	219376	497047	(1918)				
	Net (11-12)	13	1222967	406745	809254	(6968)				
	Claims management costs	14	16741	31328	9968	24555				
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		584192	882849	1467041				
	Reinsurers' share	16		292097	441426	733523				
	Net (15-16)	17		292095	441423	733518				
	Claims management costs	18		29235	6690	35925				
Provision for unexpired risks		19								
Net operating expenses	Commissions	21	74207	168705	67612	175300				
	Other acquisition expenses	22	32992	63776	32883	63885				
	Administrative expenses	23		44706		44706				
	Reinsurance commissions and profit participations	24	37105	84353	33807	87651				
	Total (21+22+23-24)	29	70094	192834	66688	196240				
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41		7397		7397				
	This financial year	42	70094	185437	66688	188843				
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Marine**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	4
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	13569	1811	12126	368				
	Reinsurers' share	12	13569	1811	12126	368				
	Net (11-12)	13								
	Claims management costs	14								
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15								
	Reinsurers' share	16								
	Net (15-16)	17								
	Claims management costs	18								
Provision for unexpired risks		19								
Net operating expenses	Commissions	21								
	Other acquisition expenses	22								
	Administrative expenses	23								
	Reinsurance commissions and profit participations	24								
	Total (21+22+23-24)	29								
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41								
	This financial year	42								
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Transport**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	5
				Amount brought forward from previous financial year	Amount payable/receivable in this financial year	Amount carried forward to next financial year	Amount attributable to this financial year			
				1	2	3	4			
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	3118	4	3233	119				
	Reinsurers' share	12	3118	4	3233	119				
	Net (11-12)	13								
	Claims management costs	14								
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15								
	Reinsurers' share	16								
	Net (15-16)	17								
	Claims management costs	18								
Provision for unexpired risks		19								
Net operating expenses	Commissions	21								
	Other acquisition expenses	22								
	Administrative expenses	23								
	Reinsurance commissions and profit participations	24								
	Total (21+22+23-24)	29								
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41								
	This financial year	42								
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Property**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	6
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	351572		149978		165277		(36317)	
	Reinsurers' share	12	152651		64053		66448		(22150)	
	Net (11-12)	13	198921		85925		98829		(14167)	
	Claims management costs	14	3667		7240		1776		5349	
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15			263715		327165		590880	
	Reinsurers' share	16			131884		163605		295489	
	Net (15-16)	17			131831		163560		295391	
	Claims management costs	18			11755		1687		13442	
Provision for unexpired risks		19								
Net operating expenses	Commissions	21	98008		251388		96567		252829	
	Other acquisition expenses	22	14624		32423		15615		31432	
	Administrative expenses	23			22763				22763	
	Reinsurance commissions and profit participations	24	49180		125898		48458		126620	
	Total (21+22+23-24)	29	63452		180676		63724		180404	
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41			3929				3929	
	This financial year	42	63452		176747		63724		176475	
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	7
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	256741		69794		257961		71014	
	Reinsurers' share	12	127351		24555		129202		26406	
	Net (11-12)	13	129390		45239		128759		44608	
	Claims management costs	14	5791		5338		4096		3643	
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15			1911		9292		11203	
	Reinsurers' share	16			956		4647		5603	
	Net (15-16)	17			955		4645		5600	
	Claims management costs	18			146		148		294	
Provision for unexpired risks		19								
Net operating expenses	Commissions	21	2157		4582		1271		5468	
	Other acquisition expenses	22	499		986		474		1011	
	Administrative expenses	23			335				335	
	Reinsurance commissions and profit participations	24	1079		2290		636		2733	
	Total (21+22+23-24)	29	1577		3613		1109		4081	
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41			67				67	
	This financial year	42	1577		3546		1109		4014	
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Miscellaneous and pecuniary loss**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	8
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	48651		14427		24844		(9380)	
	Reinsurers' share	12	19172		5894		7238		(6040)	
	Net (11-12)	13	29479		8533		17606		(3340)	
	Claims management costs	14	2298		615		940		(743)	
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15			15046		19120		34166	
	Reinsurers' share	16			8275		9814		18089	
	Net (15-16)	17			6771		9306		16077	
	Claims management costs	18			642		621		1263	
Provision for unexpired risks		19								
Net operating expenses	Commissions	21	62961		124485		54380		133066	
	Other acquisition expenses	22	2999		8354		4033		7320	
	Administrative expenses	23			4378				4378	
	Reinsurance commissions and profit participations	24	37753		72598		33519		76832	
	Total (21+22+23-24)	29	28207		64619		24894		67932	
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41			999				999	
	This financial year	42	28207		63620		24894		66933	
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Non-proportional treaty**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31	12	2004	£000	9
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	7992	1831	6051	(110)				
	Reinsurers' share	12	7992	1831	6051	(110)				
	Net (11-12)	13								
	Claims management costs	14								
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15								
	Reinsurers' share	16								
	Net (15-16)	17								
	Claims management costs	18								
Provision for unexpired risks		19								
Net operating expenses	Commissions	21								
	Other acquisition expenses	22								
	Administrative expenses	23								
	Reinsurance commissions and profit participations	24								
	Total (21+22+23-24)	29								
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41								
	This financial year	42								
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								



**General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Printed 11th MAY 05 at 12:11

Global business

Financial year ended **31st December 2004**Accounting class **Proportional treaty**

			Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
			R22	99122	GL	31 day	12 month	2004 year	£000	10
				Amount brought forward from previous financial year		Amount payable/receivable in this financial year		Amount carried forward to next financial year		Amount attributable to this financial year
				1		2		3		4
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	1661					1661		
	Reinsurers' share	12	1661					1661		
	Net (11-12)	13								
	Claims management costs	14								
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15								
	Reinsurers' share	16								
	Net (15-16)	17								
	Claims management costs	18								
Provision for unexpired risks		19								
Net operating expenses	Commissions	21								
	Other acquisition expenses	22								
	Administrative expenses	23								
	Reinsurance commissions and profit participations	24								
	Total (21+22+23-24)	29								
Adjustments for discounting in respect of the items shown at lines 11 to 18 above	Gross amount	31								
	Reinsurers' share	32								
	Claims management costs	33								
	Total (31-32+33)	39								
Split of line 29	Prior financial years	41								
	This financial year	42								
Split of line 39	Incidents occurring prior to this financial year	51								
	Incidents occurring in this financial year	52								

## General insurance business (accident year accounting) : Analysis of net claims and premiums

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Accident and health**

Accident year ended			Claims paid (net) during the accident year	Claims outstanding (net) as at end of the accident year	Total claims paid (net) since the end of the accident year, but prior to this financial year	Claims paid (net) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (net)	Earned premiums (net)	Deterioration/ (surplus) of original reserve %	Claims ratio %
							Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)					
Month	Year		1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11				99177	17466	19705			136348		288784		47.2
12	2003	12	89531	34550		27532	5234	1138	15530	19020	(646)		271658	(1.9)	45.4
12	2002	13	87827	33007	24133	3000	1611	244	5373	596	(1114)		247221	(12.2)	47.3
12	2001	14	161487	89047	54563	1338	724	146	2950	184	(926)		422300	(36.2)	51.7
12	2000	15	132814	81174	77692	840	512	36	1573	115	(300)		417866	(2.6)	50.7
12	1999	16	116308	68459	61370	315	102	9	1094	44	(712)		331719	(9.7)	53.7
12	1998	17	105145	65691	52263	287	33	2	354	17	(49)		291353	(20.0)	54.1
12	1997	18	113066	49432	42860	60	2		320	3	(261)		264607	(13.2)	59.0
12	1996	19	103180	46565	41641	26	25		95		(44)		254437	(10.5)	56.9
12	1995	20	98036	47499	37809	20	132		336	1	(185)		228321	(20.1)	59.6
Prior accident years		21				4	8		14		(2)				
Reconciliation		22					641	1473	641	1473					
Total (11 to 22)		29				132599	26490	22753	28280	21453	132109				

Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R23

99122

GL

31

12

2004

£000

1

## General insurance business (accident year accounting) : Analysis of net claims and premiums

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Motor**

Accident year ended			Claims paid (net) during the accident year	Claims outstanding (net) as at end of the accident year	Total claims paid (net) since the end of the accident year, but prior to this financial year	Claims paid (net) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (net)	Earned premiums (net)	Deterioration/ (surplus) of original reserve %	Claims ratio %
							Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)					
Month	Year		1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11				292095	364518	76905			733518		965638		76.0
12	2003	12	262448	421865		150434	264035	9371	372042	49823	1975		937633	0.5	73.2
12	2002	13	250625	351739	125385	43054	159149	3313	208292	3341	(6117)		851753	(5.9)	68.3
12	2001	14	454777	574467	244412	65564	143036	1427	214723	907	(5603)		1123621	(20.9)	80.9
12	2000	15	432412	438745	312888	72431	97619	880	169000	217	1713		1123762	10.3	81.5
12	1999	16	442225	451379	405846	37076	53441	340	89376	39	1442		1027415	10.0	91.4
12	1998	17	358694	356208	384725	14100	31510	62	49237	9	(3574)		834017	20.8	94.6
12	1997	18	288646	340681	330630	6796	15177	21	20294	1	1699		733530	3.5	87.4
12	1996	19	286857	376771	341166	3300	7069	6	9900		475		779115	(6.7)	81.9
12	1995	20	258371	362088	311576	2032	7060		10565		(1473)		807246	(11.4)	71.7
Prior accident years		21				11868	15456		24897		2427				
Reconciliation		22				89	125	156	136	168	66				
Total (11 to 22)		29				698839	1158195	92481	1168462	54505	726548				

## General insurance business (accident year accounting) : Analysis of net claims and premiums

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Property**

Accident year ended			Claims paid (net) during the accident year	Claims outstanding (net) as at end of the accident year	Total claims paid (net) since the end of the accident year, but prior to this financial year	Claims paid (net) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (net)	Earned premiums (net)	Deterioration/ (surplus) of original reserve %	Claims ratio %
							Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)					
Month	Year		1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11				131831	132745	30815			295391		474347		62.3
12	2003	12	143612	121001		40339	49728	4221	90348	30653	(26713)		437395	(22.1)	54.4
12	2002	13	128386	91567	96305	18247	7956	267	22660	1078	2732		396803	34.1	63.3
12	2001	14	220638	251729	157599	16537	11777	127	26851	543	1047		633284	(26.1)	64.2
12	2000	15	267190	290484	274486	3643	10520	58	13762	379	80		746070	(0.6)	74.5
12	1999	16	254175	218551	199991	2230	3422	19	3866	150	1655		712980	(5.9)	64.5
12	1998	17	242789	189326	182428	2466	3908	10	4026	82	2276		629778	(0.3)	68.5
12	1997	18	165804	134592	136371	921	2283	4	1499	13	1696		503749	3.7	60.6
12	1996	19	120662	112774	110406	523	1617	2	1015	5	1122		398457	(0.2)	58.5
12	1995	20	96355	140265	118042	294	1434		984	2	742		391075	(14.6)	55.3
Prior accident years		21				724	1474		1005		1193				
Reconciliation		22													
Total (11 to 22)		29				217755	226864	35523	166016	32905	281221				

## General insurance business (accident year accounting) : Analysis of net claims and premiums

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**

Accident year ended			Claims paid (net) during the accident year	Claims outstanding (net) as at end of the accident year	Total claims paid (net) since the end of the accident year, but prior to this financial year	Claims paid (net) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (net)	Earned premiums (net)	Deterioration/ (surplus) of original reserve %	Claims ratio %
							Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)					
Month	Year		1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11				955	2455	2190			5600		7685		72.9
12	2003	12	1935	6016		1602	3901	721	4188	1828	208		17188	3.5	47.5
12	2002	13	2518	4151	1697	699	5939	485	5237	884	1002		10909	112.5	103.9
12	2001	14	6306	27835	7255	7470	14801	641	23789	1566	(2443)		31479	8.4	115.9
12	2000	15	4617	44928	27339	3367	14505	871	20980	1582	(3819)		55649	2.6	91.1
12	1999	16	6228	62873	76179	4602	17847	426	12421	941	9513		37371	57.5	281.7
12	1998	17	2913	79051	85207	6570	2854	167	1595	603	7393		96134	19.9	101.6
12	1997	18	3542	79092	77577	3507	1145	47	2449	378	1872		99965	4.0	85.8
12	1996	19	2882	95447	78795	4256	1501	8	1428	227	4110		99791	(11.4)	87.6
12	1995	20	3901	86864	88655	3637	1326		1155	67	3741		109370	7.8	89.2
Prior accident years		21				9209	49165		40362		18012				
Reconciliation		22				319	11570	837	6834	876	5016				
Total (11 to 22)		29				46193	127009	6393	120438	8952	50205				

Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R23

99122

GL

31

12

2004

£000

7

## General insurance business (accident year accounting) : Analysis of net claims and premiums

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Miscellaneous and pecuniary loss**

Accident year ended			Claims paid (net) during the accident year	Claims outstanding (net) as at end of the accident year	Total claims paid (net) since the end of the accident year, but prior to this financial year	Claims paid (net) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (net)	Earned premiums (net)	Deterioration/ (surplus) of original reserve %	Claims ratio %
							Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)					
Month	Year		1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11				6771	6525	2781			16077		109023		14.7
12	2003	12	6669	12424		4804	3610	516	8452	3972	(3494)		110127	(28.1)	14.2
12	2002	13	11851	8021	5344	327	1524	367	2427	178	(387)		120506	(5.7)	16.1
12	2001	14	15188	36802	18422	377	1935	579	3066	207	(382)		157715	(42.1)	23.1
12	2000	15	19085	30922	23651	469	1631	905	2614	33	358		163243	(13.8)	28.0
12	1999	16	18313	29744	20909	650	658	328	1073	13	550		172819	(24.2)	23.6
12	1998	17	24165	24822	22386	416	488	58	1150	13	(201)		142715	(5.9)	33.3
12	1997	18	10078	34037	19011	394	976	257	1028	1	598		131109	(39.4)	23.4
12	1996	19	20463	30756	23587	97	361	63	266	1	254		99668	(21.6)	44.7
12	1995	20	15476	23248	24466	32	499	350	302		579		88279	9.0	46.2
Prior accident years		21				966	2474	28	4683		(1215)				
Reconciliation		22													
Total (11 to 22)		29				15303	20681	6232	25061	4418	12737				

Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R23

99122

GL

31

12

2004

£000

8

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Aviation**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R24	99122	GL	31	12	2004	£000	3
-----	-------	----	----	----	------	------	---

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount	11																							
	Reinsurers' share	12																							
	Net (11-12)	19																							
Claims paid	Gross amount	21	565																						565
	Reinsurers' share	22	565																						565
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41																							
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44																							
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	Undiscounted	51																						
		Adjustment for discounting	52																						
	Carried forward	Undiscounted	53																						
		Adjustment for discounting	54																						
	Increase (decrease) in the financial year (53-54-51+52)		59																						
Balance on each underwriting year (19-29-39-49-59)		69																							

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R24	99122	GL	31	12	2004	£000	4
-----	-------	----	----	----	------	------	---

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount	11																							
	Reinsurers' share	12																							
	Net (11-12)	19																							
Claims paid	Gross amount	21	611		5																				616
	Reinsurers' share	22	611		5																				616
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41																							
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44																							
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	Undiscounted	51																						
		Adjustment for discounting	52																						
	Carried forward	Undiscounted	53																						
		Adjustment for discounting	54																						
	Increase (decrease) in the financial year (53-54-51+52)		59																						
Balance on each underwriting year (19-29-39-49-59)		69																							



## Printed 11th MAY 05 at 12:11

Accounting  
class

[illegible]

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Property**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R24	99122	GL	31	12	2004	£000	6
-----	-------	----	----	----	------	------	---

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount	11																							
	Reinsurers' share	12																							
	Net (11-12)	19																							
Claims paid	Gross amount	21	5																						5
	Reinsurers' share	22	5																						5
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41																							
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44																							
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	Undiscounted	51																						
		Adjustment for discounting	52																						
	Carried forward	Undiscounted	53																						
		Adjustment for discounting	54																						
	Increase (decrease) in the financial year (53-54-51+52)		59																						
Balance on each underwriting year (19-29-39-49-59)		69																							

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

R24	99122	GL	31	12	2004	£000	7
-----	-------	----	----	----	------	------	---

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount	11																							
	Reinsurers' share	12																							
	Net (11-12)	19																							
Claims paid	Gross amount	21	1177																						1177
	Reinsurers' share	22	1177																						1177
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41																							
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44																							
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	Undiscounted	51																						
		Adjustment for discounting	52																						
	Carried forward	Undiscounted	53																						
		Adjustment for discounting	54																						
	Increase (decrease) in the financial year (53-54-51+52)		59																						
Balance on each underwriting year (19-29-39-49-59)		69																							

## Printed 11th MAY 05 at 12:11

## Global business

Financial year ended **31st December 2004**

Accounting class      **Non-proportional treaty**

**Company  
registration  
number**

GL/UK/CM

Period ended		
day	month	year

### Units

Accounting  
class

R24	99122	GL	31	12	2004	£000	9
-----	-------	----	----	----	------	------	---

[illegible]

Printed 11th MAY 05 at 12:11

**Accounting  
class**

[illegible]

## General insurance business (underwriting year accounting) : Analysis of technical provisions

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Aviation**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

Accounting class												Aviation												R25		99122		GL		31	12	2004		£000		3	
Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns												
			29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99											
Reported claims outstanding	Gross amount	11	6181																						6181												
	Reinsurers' share	12	6181																						6181												
Claims incurred but not reported	Gross amount	13	4614																						4614												
	Reinsurers' share	14	4614																						4614												
Claims management costs		15																																			
Adjustment for discounting	Gross amount	16																																			
	Reinsurers' share	17																																			
	Claims management costs	18																																			
Allocation to/(from) another accounting class of anticipated surplus		19																																			
Balance of the fund		20																																			
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																																			
Provision for unearned premiums		22																																			
Provision for unexpired risks		23																																			
Deferred acquisition costs		24																																			
Other technical provisions (particulars to be specified by way of supplementary note)		25																																			
Total (21+22+23-24+25)		29																																			

## General insurance business (underwriting year accounting) : Analysis of technical provisions

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

Accounting class												Marine												R25		99122		GL		31	12	2004		£000		4	
Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns												
			29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99											
Reported claims outstanding	Gross amount	11	2406		392																				2798												
	Reinsurers' share	12	2406		392																				2798												
Claims incurred but not reported	Gross amount	13	598		28																				626												
	Reinsurers' share	14	598		28																				626												
Claims management costs		15																																			
Adjustment for discounting	Gross amount	16																																			
	Reinsurers' share	17																																			
	Claims management costs	18																																			
Allocation to/(from) another accounting class of anticipated surplus		19																																			
Balance of the fund		20																																			
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																																			
Provision for unearned premiums		22																																			
Provision for unexpired risks		23																																			
Deferred acquisition costs		24																																			
Other technical provisions (particulars to be specified by way of supplementary note)		25																																			
Total (21+22+23-24+25)		29																																			

## General insurance business (underwriting year accounting) : Analysis of technical provisions

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Transport**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

<b>R25</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>£000</b>	<b>5</b>
------------	--------------	-----------	-----------	-----------	-------------	-------------	----------

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Reported claims outstanding	Gross amount	11	170	202																				372	
	Reinsurers' share	12	170	202																				372	
Claims incurred but not reported	Gross amount	13	49	359																				408	
	Reinsurers' share	14	49	359																				408	
Claims management costs		15																							
Adjustment for discounting	Gross amount	16																							
	Reinsurers' share	17																							
	Claims management costs	18																							
Allocation to/(from) another accounting class of anticipated surplus		19																							
Balance of the fund		20																							
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																							
Provision for unearned premiums		22																							
Provision for unexpired risks		23																							
Deferred acquisition costs		24																							
Other technical provisions (particulars to be specified by way of supplementary note)		25																							
Total (21+22+23-24+25)		29																							



## Printed 11th MAY 05 at 12:11

**Accounting  
class**

[illegible]

## General insurance business (underwriting year accounting) : Analysis of technical provisions

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Third party liability**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

<b>R25</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>£000</b>	<b>7</b>
------------	--------------	-----------	-----------	-----------	-------------	-------------	----------

Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
			29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04
Reported claims outstanding	Gross amount	11	12335																				12335	
	Reinsurers' share	12	12335																				12335	
Claims incurred but not reported	Gross amount	13	10845																				10845	
	Reinsurers' share	14	10845																				10845	
Claims management costs		15																						
Adjustment for discounting	Gross amount	16																						
	Reinsurers' share	17																						
	Claims management costs	18																						
Allocation to/(from) another accounting class of anticipated surplus		19																						
Balance of the fund		20																						
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																						
Provision for unearned premiums		22																						
Provision for unexpired risks		23																						
Deferred acquisition costs		24																						
Other technical provisions (particulars to be specified by way of supplementary note)		25																						
Total (21+22+23-24+25)		29																						

## Printed 11th MAY 05 at 12:11

Accounting  
class

[illegible]

## General insurance business (underwriting year accounting) : Analysis of technical provisions

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**Accounting class **Marine, aviation and transport treaty**Company  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

Accounting  
class

Accounting class												Marine, aviation and transport treaty												R25		99122		GL		31	12	2004		£000		11	
Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns												
			29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99											
Reported claims outstanding	Gross amount	11	465																						465												
	Reinsurers' share	12	465																						465												
Claims incurred but not reported	Gross amount	13	115																						115												
	Reinsurers' share	14	115																						115												
Claims management costs		15																																			
Adjustment for discounting	Gross amount	16																																			
	Reinsurers' share	17																																			
	Claims management costs	18																																			
Allocation to/(from) another accounting class of anticipated surplus		19																																			
Balance of the fund		20																																			
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																																			
Provision for unearned premiums		22																																			
Provision for unexpired risks		23																																			
Deferred acquisition costs		24																																			
Other technical provisions (particulars to be specified by way of supplementary note)		25																																			
Total (21+22+23-24+25)		29																																			

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Non-proportional treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R27	99122	GL	31	12	2004	000	d	9	AA
-----	-------	----	----	----	------	-----	---	---	----

Accident year ended			Claims paid (gross) during the accident year	Claims outstanding (gross) as at end of the accident year	Total claims paid (gross) since the end of the accident year but prior to this financial year	Claims paid (gross) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (gross)	Earned premiums (gross)	Deterioration/ (surplus) of original reserve %	Claims ratio %
Month	Year		1	2	3	4	Reported (gross)	Incurred but not reported (gross)	Reported (gross)	Incurred but not reported (gross)	9	10	11	12	13
12	2004	11													
12	2003	12													
12	2002	13													
12	2001	14													
12	2000	15	3271	3823	5274	164			1438		(1274)		3409	42.2	255.5
12	1999	16	3699	7770	13020	1048	631		3182		(1503)		11772	89.2	156.3
12	1998	17	1553	5252	9816	326	3011		2331		1006		13833	150.4	106.3
12	1997	18	1869	7267	9879	101	2160		786	28	1447		19547	67.1	71.7
12	1996	19	1043	3138	3692	192	249		199	28	214		17243	31.7	30.0
		20													
Prior accident years		21													
Reconciliation		22													
Total (11 to 22)		29				1831	6051		7936	56	(110)				

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Proportional treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R27	99122	GL	31	12	2004	000	d	10	AA
-----	-------	----	----	----	------	-----	---	----	----

Accident year ended			Claims paid (gross) during the accident year	Claims outstanding (gross) as at end of the accident year	Total claims paid (gross) since the end of the accident year but prior to this financial year	Claims paid (gross) during this financial year	Claims outstanding carried forward		Claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Deduction for discounting from claims outstanding carried forward (gross)	Earned premiums (gross)	Deterioration/ (surplus) of original reserve %	Claims ratio %
Month	Year		1	2	3	4	Reported (gross)	Incurring but not reported (gross)	Reported (gross)	Incurring but not reported (gross)	9	10	11	12	13
12	2004	11													
12	2003	12													
12	2002	13													
12	2001	14													
12	2000	15													
12	1999	16													
12	1998	17			1632			1661		1661			13510		24.4
		18													
		19													
		20													
Prior accident years		21													
Reconciliation		22													
Total (11 to 22)		29						1661		1661					

Printed 11th MAY 05 at 12:11

**Currency**

[illegible]

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses by category for treaty reinsurance

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Non-proportional treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

**R28****99122****GL****31****12****2004****000****d****9****AA**

Underwriting year ended			MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	
Premiums written	Gross amount		11																								
	Reinsurers' share		12																								
	Net (11-12)		19																								
Claims paid	Gross amount		21																								
	Reinsurers' share		22																								
	Net (21-22)		29																								
Claims management costs			39																								
Net operating expenses	Commissions		41																								
	Other acquisition expenses		42																								
	Administrative expenses		43																								
	Reinsurers' commissions and profit participations		44																								
	Payable net (41+42+43-44)		49																								
Technical provisions	Brought forward	Undiscounted	51																								
		Adjustment for discounting	52																								
	Carried forward	Undiscounted	53																								
		Adjustment for discounting	54																								
	Increase (decrease) in the financial year (53-54-51+52)		59																								
Balance on each financial year (19-29-39-49-59)			69																								



## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine, aviation and transport treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**

Company registration number	GL/UK/CM	Period ended			Monetary units	Business category	Accounting class	Currency	
		day	month	year					
R28	99122	GL	31	12	2004	000	d	11	AA

Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns		
				29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount		11	1																						1	
	Reinsurers' share		12	1																						1	
	Net (11-12)		19																								
Claims paid	Gross amount		21	7																						7	
	Reinsurers' share		22	7																						7	
	Net (21-22)		29																								
Claims management costs			39																								
Net operating expenses	Commissions		41																								
	Other acquisition expenses		42																								
	Administrative expenses		43																								
	Reinsurers' commissions and profit participations		44																								
	Payable net (41+42+43-44)		49																								
Technical provisions	Brought forward	Undiscounted	51																								
		Adjustment for discounting	52																								
	Carried forward	Undiscounted	53																								
		Adjustment for discounting	54																								
	Increase (decrease) in the financial year (53-54-51+52)		59																								
Balance on each financial year (19-29-39-49-59)			69																								

**General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses by category for treaty reinsurance**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Accounting class **Marine, aviation and transport treaty**

## Global business

Currency      **Sterling**

Financial year ended **31st December 2004**

Category	Marine
----------	--------

**Company  
registration  
number**

GL/UK/CM

Period ended		
day	month	year

Monetary  
units

Business category

**Accounting  
class**

**Currency**

R28	99122	GL	31	12	2004	000	d	11	AA
-----	-------	----	----	----	------	-----	---	----	----

[illegible]

## General insurance business (underwriting year accounting) : Analysis of premiums, claims and expenses by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine, aviation and transport treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Transport**

	Company registration number	GL/UK/CM	Period ended			Monetary units	Business category	Accounting class	Currency
			day	month	year				
R28	99122	GL	31	12	2004	000	e	11	AA

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Premiums written	Gross amount	11																							
	Reinsurers' share	12																							
	Net (11-12)	19																							
Claims paid	Gross amount	21	(2)																						(2)
	Reinsurers' share	22	(2)																						(2)
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41																							
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44																							
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	Undiscounted	51																						
		Adjustment for discounting	52																						
	Carried forward	Undiscounted	53																						
		Adjustment for discounting	54																						
	Increase (decrease) in the financial year (53-54-51+52)		59																						
Balance on each financial year (19-29-39-49-59)		69																							

Printed 11th MAY 05 at 12:11

Accounting class **Marine, aviation and transport treaty**

Currency      **Sterling**

**Company  
registration  
number**

GL/UK/CM

Period ended		
day	month	year

Monetary  
units

Business category

Accounting  
class

**Currency**

Category	Transport
----------	-----------

R28	99122	GL	31	12	2004	000	e	11	AA
-----	-------	----	----	----	------	-----	---	----	----

[illegible]

## General insurance business (underwriting year accounting) : Analysis of technical provisions by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Non-proportional treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R29	99122	GL	31	12	2004	000	d	9	AA
-----	-------	----	----	----	------	-----	---	---	----

Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns	
		29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99	99
Reported claims outstanding	Gross amount	11	3	(94)																				(91)	
	Reinsurers' share	12	3	(94)																				(91)	
Claims incurred but not reported	Gross amount	13																							
	Reinsurers' share	14																							
Claims management costs		15																							
Adjustment for discounting	Gross amount	16																							
	Reinsurers' share	17																							
	Claims management costs	18																							
Allocation to/(from) another category or accounting class of anticipated surplus		19																							
Balance of the fund		20																							
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																							
Provision for unearned premiums		22																							
Provision for unexpired risks		23																							
Deferred acquisition costs		24																							
Other technical provisions (particulars to be specified by way of supplementary note)		25																							
Total (21+22+23-24+25)		29																							

## General insurance business (underwriting year accounting) : Analysis of technical provisions by category for treaty reinsurance

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Non-proportional treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R29

99122

GL

31

12

2004

000

d

9

AA

Underwriting year ended		MM		YY		MM		YY		MM		YY		MM		YY		MM		YY		MM		YY		MM		YY	
																											12	94	
Reported claims outstanding	Gross amount	11																									3		
	Reinsurers' share	12																									3		
Claims incurred but not reported	Gross amount	13																											
	Reinsurers' share	14																											
Claims management costs		15																											
Adjustment for discounting	Gross amount	16																											
	Reinsurers' share	17																											
	Claims management costs	18																											
Allocation to/(from) another category or accounting class of anticipated surplus		19																											
Balance of the fund		20																											
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																											
Provision for unearned premiums		22																											
Provision for unexpired risks		23																											
Deferred acquisition costs		24																											
Other technical provisions (particulars to be specified by way of supplementary note)		25																											
Total (21+22+23-24+25)		29																											

## General insurance business (underwriting year accounting) : Analysis of technical provisions by category for treaty reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine, aviation and transport treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Marine**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R29	99122	GL	31	12	2004	000	d	11	AA
-----	-------	----	----	----	------	-----	---	----	----

Underwriting year ended			Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns			
				29	29	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	12	04	99
Reported claims outstanding	Gross amount	11	415																						415	
	Reinsurers' share	12	415																						415	
Claims incurred but not reported	Gross amount	13	100																						100	
	Reinsurers' share	14	100																						100	
Claims management costs		15																								
Adjustment for discounting	Gross amount	16																								
	Reinsurers' share	17																								
	Claims management costs	18																								
Allocation to/(from) another category or accounting class of anticipated surplus		19																								
Balance of the fund		20																								
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																								
Provision for unearned premiums		22																								
Provision for unexpired risks		23																								
Deferred acquisition costs		24																								
Other technical provisions (particulars to be specified by way of supplementary note)		25																								
Total (21+22+23-24+25)		29																								





Printed 11th MAY 05 at 12:11

**Currency**

[illegible]

## General insurance business (underwriting year accounting) : Analysis of technical provisions by category for treaty reinsurance

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine, aviation and transport treaty**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Category **Transport**Company  
registration  
number

GL/UK/CM

Period ended

day month year

Monetary  
unitsBusiness  
categoryAccounting  
class

Currency

R29	99122	GL	31	12	2004	000	e	11	AA
-----	-------	----	----	----	------	-----	---	----	----

Underwriting year ended		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
										12	87	12	88	12	89	12	90	12	91	12	92	12	93	12	94
Reported claims outstanding	Gross amount	11									4		2		4		4		9		14		6		7
	Reinsurers' share	12									4		2		4		4		9		14		6		7
Claims incurred but not reported	Gross amount	13									1		4		2		1		1		4		1		1
	Reinsurers' share	14									1		4		2		1		1		4		1		1
Claims management costs		15																							
Adjustment for discounting	Gross amount	16																							
	Reinsurers' share	17																							
	Claims management costs	18																							
Allocation to/(from) another category or accounting class of anticipated surplus		19																							
Balance of the fund		20																							
Claims outstanding (11-12+13-14+15-16+17-18+19+20)		21																							
Provision for unearned premiums		22																							
Provision for unexpired risks		23																							
Deferred acquisition costs		24																							
Other technical provisions (particulars to be specified by way of supplementary note)		25																							
Total (21+22+23-24+25)		29																							

**General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Accident and health**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Credit Insurance Related To Accident Or Sickness**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	13225	7758		20483	21435	13839			55757	298082	18.7
12	2003	12	33001	2548	22494	23899	6884	2160	19342	12247	1354	297052	18.7
12	2002	13	37334	897	45255	4684	2481	472	6724	1000	(87)	233638	22.6
12	2001	14	40091	142	48314	1324	361	139	2483	626	(1285)	235069	21.3
12	2000	15	45290	67	49679	753	147	30	601	80	249	193381	26.2
12	1999	16	37510	14	38465	73	30	7	437	25	(352)	141675	27.2
12	1998	17	43647	2	30880	53	5	2	338	10	(288)	111182	27.8
12	1997	18	52583		27725	26		1	219	3	(195)	89680	30.9
12	1996	19	35328		24474	12			200		(188)	73650	33.2
12	1995	20	29800	1	22918	6	1		150		(143)	61062	37.5
Prior accident years		21											
Total (11 to 21)		29		11429		51313	31344	16650	30494	13991	54822		
Line 29 expressed in sterling		30				51313	31344	16650	30494	13991	54822		

**General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Accident and health**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Healthcare**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	408792	11042		167796	4356	23569			195721	269883	72.5
12	2003	12	396722	169	151350	24849	168		6033	23772	(4788)	264899	66.6
12	2002	13	362388		163777	351			144		207	256580	64.0
12	2001	14	360519		156838	75					75	230960	67.9
12	2000	15	362038		145160							192465	75.4
12	1999	16	308191		125146							165748	75.5
12	1998	17	295888		113100							151472	74.7
12	1997	18	254289		117846							151804	77.6
12	1996	19	262966		106834							138780	77.0
12	1995	20	205804		92665							128056	72.4
Prior accident years		21											
Total (11 to 21)		29		11211		193071	4524	23569	6177	23772	191215		
Line 29 expressed in sterling		30				193071	4524	23569	6177	23772	191215		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Accident and health**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Personal Accident**

			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	11	14994	1997		16111	10202	2129			28442	72469	39.2
12	2003	12	16806	770	11010	6495	3452	134	5949	2023	2109	51617	40.9
12	2002	13	20037	293	24241	1010	783	26	4365	194	(2740)	54058	48.2
12	2001	14	42089	34	22909	233	513	11	3084	70	(2397)	59313	39.9
12	2000	15	39217	23	18436	201	375	6	2461	35	(1914)	44927	42.3
12	1999	16	33108	25	19158	228	80	2	2417	19	(2126)	39765	49.0
12	1998	17	29103	16	20153	285	28		1068	7	(762)	38867	52.7
12	1997	18	36134	13	15388	42	2		508		(464)	35078	44.0
12	1996	19	23595	27	17500	14	25		90		(51)	39750	44.1
12	1995	20	23390	62	16441	14	131		218	1	(74)	34918	47.5
Prior accident years		21		23		4	10		14				
Total (11 to 21)		29		3283		24637	15601	2308	20174	2349	20023		
Line 29 expressed in sterling		30				24637	15601	2308	20174	2349	20023		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Marine Hull**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11											
12	2003	12											
12	2002	13											
12	2001	14											
12	2000	15	706	121	13085	188	1470		1832		(174)	9728	151.6
12	1999	16	1194	189	29983	447	2578		3323		(298)	22571	146.2
12	1998	17	1156	210	23659	543	3321	1090	3683	1209	62	18214	157.1
12	1997	18	1195	191	9236	534	2617	753	2460	709	735	22968	57.2
12	1996	19	1119	77	9781	99	297		353		43	21464	47.4
		20											
Prior accident years		21											
Total (11 to 21)		29		788		1811	10283	1843	11651	1918	368		
Line 29 expressed in sterling		30				1811	10283	1843	11651	1918	368		

7

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Transport**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Transport (One Year)**

Risk group		Transport (One Year)				Company registration number		GL/UK/CM		Period ended			Monetary units	Country	Accounting class								
										day	month	year											
										R31	99122		GL		31	12	2004	000		AA		5	
Accident year ended				Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)		Gross earned premiums		Claims ratio %							
Month	Year			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported												
				1	2	3	4	5	6	7	8	9		10		11							
12	2004	11																					
12	2003	12																					
12	2002	13																					
12	2001	14	253			453								1020		44.4							
12	2000	15	472	50		2076	1	63	846	90	732	88		8586		34.8							
12	1999	16	940	123		6127	3	275	1025	362	921	20		10965		67.8							
12	1998	17	1318	159		12008		394	181	387	189	(1)		11594		108.5							
12	1997	18	1610	166		8979		290		276		14		11964		77.5							
12	1996	19	1516	62		2666		159		161		(2)		9128		30.9							
12	1995	20	184			300								994		30.2							
Prior accident years		21																					
Total (11 to 21)		29		560			4	1181	2052	1276	1842	119											
Line 29 expressed in sterling		30					4	1181	2052	1276	1842	119											

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Commercial Property**

Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class	
		day	month	year				
R31	99122	GL	31	12	2004	000	AA	6

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	11											
12	2003	12											
12	2002	13											
12	2001	14											
12	2000	15											
12	1999	16	16121	93	52432	250	829		1072	42	(35)	79630	67.2
12	1998	17	15332	50	40605	155	253		399	14	(5)	77009	53.3
12	1997	18	16029	27	31870	114	226		342	2	(4)	75361	42.7
12	1996	19	17572	36	83518	168	351		293		226	87372	96.2
12	1995	20	20348	3	33907	35	121		427		(271)	85870	39.7
Prior accident years		21		6		115	667		617		165		
Total (11 to 21)		29		215		837	2447		3150	58	76		
Line 29 expressed in sterling		30				837	2447		3150	58	76		



## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Householders**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	165365	91681		217513	208229	42956			468698	757165	61.9
12	2003	12	338683	27237	243072	55167	73018	7131	135332	44594	(44610)	740209	51.1
12	2002	13	357533	11997	394509	28093	15752	283	38014	1301	4813	674060	65.1
12	2001	14	333615	2821	337527	18611	10096	110	27638	343	836	651681	56.2
12	2000	15	467186	976	423754	3209	8259	54	10580	199	743	623557	69.8
12	1999	16	444105	609	362928	1866	2247	18	1779	75	2277	610926	60.1
12	1998	17	409849	522	350734	1749	3037	9	1835	48	2912	546855	65.0
12	1997	18	351679	587	289113	443	1619	4	517	6	1543	463929	62.8
12	1996	19	229856	536	203593	298	1136	2	753	3	680	333373	61.5
12	1995	20	180298	370	182328	172	1083		549	2	704	329823	55.7
Prior accident years		21		241		579	749		895		433		
Total (11 to 21)		29		137577		327700	325225	50567	217892	46571	439029		
Line 29 expressed in sterling		30				327700	325225	50567	217892	46571	439029		

**General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Others**

Risk group		Others				Company registration number		GL/UK/CM		Period ended			Monetary units	Country	Accounting class			
										day	month	year						
										R31	99122	GL	31	12	2004	000	AA	6
Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %					
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported								
			1	2	3	4	5	6	7	8	9	10	11					
12	2004	11	4078	2240		8904	3379	262			12545	19038	65.9					
12	2003	12	3338	620	525	4079	995	84	5683	440	(965)	20738	27.4					
12	2002	13	3814	99	4664	854	77	4	163	25	747	14962	37.4					
12	2001	14	5793	67	8763	408	399	3	708	16	86	19987	47.9					
12	2000	15	2348	81	2689	324	302	1	610	13	4	10789	30.7					
12	1999	16	2029	36	3365	174	65	1	237	8	(5)	8858	40.7					
12	1998	17	1470	16	3777	166	100		441	7	(182)	12093	33.4					
12	1997	18	1000	12	1540	353	174		563	3	(39)	14727	14.0					
12	1996	19	2100	5	4498	107	75		206	1	(25)	19224	24.3					
12	1995	20	2812	8	7681	118	79		178		19	19340	40.7					
Prior accident years		21		175		111	65		70		106							
Total (11 to 21)		29		3359		15598	5710	355	8859	513	12291							
Line 29 expressed in sterling		30				15598	5710	355	8859	513	12291							

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Burglary**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	1468	5170		4157	6439	1240			11836	17403	68.0
12	2003	12	4670	859	9790	1736	416	147	1022	1444	(167)	21138	57.2
12	2002	13	6904	260	20220	1130	330	30	502	102	886	31264	69.4
12	2001	14	10488	235	28901	311	142	6	285	32	142	62026	47.3
12	2000	15	12846	26	36924	138	121		124	20	115	68317	54.4
12	1999	16	1860	17	5626	51	26		87	4	(14)	13603	41.9
12	1998	17	1338	18	6014	8	20		23	1	4	11592	52.1
12	1997	18	2184	16	5569	13	2		34		(19)	14543	38.4
12	1996	19	2825	14	7094	4	21		7		18	13805	51.6
12	1995	20	2915	8	7550	10	17		26		1	14393	52.6
Prior accident years		21		9		22	123		178		(33)		
Total (11 to 21)		29		6632		7580	7657	1423	2288	1603	12769		
Line 29 expressed in sterling		30				7580	7657	1423	2288	1603	12769		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Fire**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	11	10018	4063		33140	47489	17172			97801	214765	45.5
12	2003	12	14077	2502	33992	19886	25031	1082	38699	14836	(7536)	169083	47.3
12	2002	13	16013	82	59542	6764	368	218	6739	728	(117)	122326	54.7
12	2001	14	9290	353	42668	1252	2631	32	3340	230	345	68609	67.9
12	2000	15	17356	247	77456	117	2693	3	3041	146	(374)	86991	92.3
12	1999	16	8929	123	42945	144	823		1137	21	(191)	49349	89.0
12	1998	17	7710	64	49474	508	926	1	1437	12	(14)	44555	114.3
12	1997	18	7698	52	22085	96	278		178	2	194	43125	52.1
12	1996	19	6270	8	25021	30	122		41	1	110	47733	52.7
12	1995	20	6289	10	32990	28	134		27		135	57832	57.3
Prior accident years		21		284		13	55		23		45		
Total (11 to 21)		29		7788		61978	80550	18508	54662	15976	90398		
Line 29 expressed in sterling		30				61978	80550	18508	54662	15976	90398		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Employers Liability**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	11	14	121		172	3123	1124			4419	3541	124.8
12	2003	12	317	166	32	4911	3149	700	5473	1820	1467	12032	73.1
12	2002	13	509	207	1814	1857	6866	528	5309	796	3146	7897	140.1
12	2001	14	1023	354	2853	5271	17423	426	20508	1866	746	16401	158.4
12	2000	15	2582	501	12132	4726	13480	598	16312	1075	1417	23531	131.5
12	1999	16	2471	366	19026	4810	8733	291	9486	663	3685	26891	122.2
12	1998	17	2313	192	26361	3033	3646	120	5895	508	396	28196	117.6
12	1997	18	3383	137	33273	1833	2772	25	2789	323	1518	31223	121.4
12	1996	19	2766	131	37655	1249	1188	3	1085	203	1152	33299	120.4
12	1995	20	3099	112	39579	1348	1423		1257	60	1454	41059	103.1
Prior accident years		21		5731		6856	55271		34516		27611		
Total (11 to 21)		29		8018		36066	117074	3815	102630	7314	47011		
Line 29 expressed in sterling		30				36066	117074	3815	102630	7314	47011		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Employers Liability**

Accident year ended		Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year	1	2	3	4	5	6	7	8	9	10	11
12	1994	3052	104	41301	133	3026		481		2678	39593	112.3
12	1993	3479	149	34396	286	2883		2395		774		
12	1992	4009	691	26499	2811	15139		9086		8864		
12	1991	3831	464	28506	520	3829		2784		1565		
12	1990	3814	766	27354	244	4695		3049		1890		
12	1989	3792	919	23624	270	6056		3772		2554		
12	1988	3292	540	18438	229	3036		1972		1293		
12	1987	2504	303	13711	132	2001		1414		719		
12	1986	2098	175	11430	103	1457		1056		504		
12	1985	1635	135	7766	131	1227		878		480		
12	1984	1042	72	4553	90	756		572		274		
12	1983	1099	80	4729	49	621		569		101		
12	1982	1093	98	4190	73	662		538		197		
12	1981	1025	122	4380	196	949		599		546		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Employers Liability**

Financial year ended		31st December 2004				Company registration number		GL/UK/CM		Period ended			Monetary units	Country	Accounting class		
Risk group		Employers Liability				R31		99122		GL		31	12	2004	000	AA	7
Accident year ended		Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %					
Month	Year	Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported								
		1	2	3	4	5	6	7	8	9	10	11					
12	1980	1288	171	3966	134	917		623		428							
12	1979	1408	220	4017	134	1441		745		830							
12	1978	1230	145	3487	273	1088		706		655							
12	1977	1038	98	3483	158	567		584		141							
12	1976	1125	91	2538	41	631		470		202							
12	1975	1377	98	2389	61	698		414		345							
12	1974	1299	65	1959	131	513		309		335							
12	1973	1374	67	2030	14	571		272		313							
12	1972	1270	66	1902	16	566		209		373							
12	1971	1156	59	1546	153	528		515		166							
12	1970	2041	33	6176	474	1414		504		1384							

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Public Liability**

Financial year ended

31st December 2004

Risk group	Public Liability						Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class
									day	month	year			
									R31	99122	GL			
Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported				
			1	2	3	4	5	6	7	8	9	10	11	
12	2004	11	1116	444		1739	2988	2057			6784	12745	53.2	
12	2003	12	2017	479	3839	643	4654	743	2903	1836	1301	22741	43.4	
12	2002	13	3492	496	4668	1168	5563	443	5936	972	266	15133	78.3	
12	2001	14	4898	317	14597	3306	10908	351	10795	530	3240	21784	133.9	
12	2000	15	7650	784	20710	3368	10836	273	14150	507	(180)	35890	98.0	
12	1999	16	11636	1203	57235	5867	47154	135	34655	278	18223	49539	222.8	
12	1998	17	6983	132	62903	5615	10987	48	17580	95	(1025)	72810	109.3	
12	1997	18	6660	82	53581	2303	5655	22	8116	55	(191)	76621	80.3	
12	1996	19	7154	61	55023	4115	2354	7	6474	24	(22)	82381	74.7	
12	1995	20	7506	49	62984	2824	1943		3739	7	1021	92314	73.4	
Prior accident years		21		255		3071	8918		10618		1371			
Total (11 to 21)		29		4302		34019	111960	4079	114966	4304	30788			
Line 29 expressed in sterling		30				34019	111960	4079	114966	4304	30788			



## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Public Liability**

Accident year ended		Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year	1	2	3	4	5	6	7	8	9	10	11
12	1994	11113	49	64485	2279	1637		4711		(795)	88580	77.2
12	1993	12041	59	58102	343	2380		2002		721		
12	1992	7533	35	38480	197	1071		1094		174		
12	1991	6995	27	24216	23	548		478		93		
12	1990	7981	25	33484	15	575		419		171		
12	1989	6120	24	29659	73	949		536		486		
12	1988	5191	5	14904	14	219		167		66		
12	1987	4732	4	14808		128		160		(32)		
12	1986	4516	2	9853		165		108		57		
12	1985	3682	2	7630		77		52		25		
12	1984	3502	1	5442		51		34		17		
12	1983	3255	1	3696		31		18		13		
12	1982	2948	2	3770		34		23		11		
12	1981	2797	1	3204		28		21		7		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Public Liability**

Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class	
		day	month	year				
R31	99122	GL	31	12	2004	000	AA	7

Accident year ended		Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year	Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
		1	2	3	4	5	6	7	8	9	10	11
12	1980	2853	1	3205		29		23		6		
12	1979	2695	1	2503	6	68		70		4		
12	1978	2403	1	3335		32		24		8		
12	1977	2365	1	1500		12		6		6		
12	1976	2343	1	1556	8	13		9		12		
12	1975	2738	2	1837		25		21		4		
12	1974	1608	2	1799		22		18		4		
12	1973	3629	2	2032		20		17		3		
12	1972	3729	2	1989		72		69		3		
12	1971	3662	2	1892		71		67		4		
12	1970	5074	3	1483	113	661		471		303		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Miscellaneous**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	5513	1994		2170	2836	1890			6896	38534	17.9
12	2003	12	19807	2072	2963	1325	3217	164	2923	1898	(115)	26732	28.7
12	2002	13	20060	1819	4746	391	1422	35	1979	341	(472)	25229	26.1
12	2001	14	20637	721	7330	232	559	36	564	241	22	20365	40.1
12	2000	15	30659	67	5923	142	354	20	946	13	(443)	15752	40.9
12	1999	16	67813	28	11133	317	196	12	262	6	257	25463	45.8
12	1998	17	86283	95	10271	282	333	5	879	7	(266)	24332	44.8
12	1997	18	106564	49	13643	351	586		616		321	27786	52.5
12	1996	19	111258	12	26261	26	29		41		14	32396	81.2
12	1995	20	106485	1	10186	22	1		7		16	25946	39.3
Prior accident years		21		16		855	104		930		29		
Total (11 to 21)		29		6874		6113	9637	2162	9147	2506	6259		
Line 29 expressed in sterling		30				6113	9637	2162	9147	2506	6259		

**General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Contract Guarantees and Bonds**

Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class	
		day	month	year				
R31	99122	GL	31	12	2004	000	AA	8

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	11											
12	2003	12											
12	2002	13											
12	2001	14											
12	2000	15											
12	1999	16											
12	1998	17											
12	1997	18	38	1	170	47	1		8		40	793	27.5
12	1996	19	50	1	1813	40	184				224	978	208.3
12	1995	20	50	1	449	28	111		115		24	1127	52.2
Prior accident years		21		1		149	192		164		177		
Total (11 to 21)		29		4		264	488		287		465		
Line 29 expressed in sterling		30				264	488		287		465		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Domestic Mortgage Indemnity**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	6	92		8	482	565			1055	214	493.0
12	2003	12	32	133	66		715	812	997	1170	(640)	165	965.5
12	2002	13	72	132	418	23	474	666	682	774	(293)	16160	9.8
12	2001	14	350	93	1825		792	725	794	1114	(391)	11231	29.8
12	2000	15	691	37	4204	5	1132	884	1143	1045	(167)	6140	101.4
12	1999	16	732	44	5665	6	496	316	509	398	(89)	3746	173.1
12	1998	17	817	23	7000		108	53	108	69	(16)	6383	112.2
12	1997	18	735	17	10485		300	257	300	148	109	6788	162.7
12	1996	19	981	29	12260		163	63	163	140	(77)	7069	176.6
12	1995	20	1161	34	16650	12	381	350	144	56	543	20403	85.2
Prior accident years		21		500			2295	28	3755	122	(1554)		
Total (11 to 21)		29		1134		54	7338	4719	8595	5036	(1520)		
Line 29 expressed in sterling		30				54	7338	4719	8595	5036	(1520)		

## General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Consequential Loss Following Fire**

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
Month	Year		1	2	3	4	5	6	7	8	9	10	11
12	2004	11	141	98		354	560	458			1372	4632	29.6
12	2003	12	324	62	494	487	60	14	429	168	(36)	5471	19.3
12	2002	13	246	46	2774	241	105	27	158	93	122	3576	88.0
12	2001	14	559	41	5569	116	285	5	783	34	(411)	8315	71.9
12	2000	15	701	11	13109	104	99		275	19	(91)	13630	97.7
12	1999	16	421	9	9491	262	39		227	7	67	10486	93.4
12	1998	17	290	16	31568	73	74		154	6	(13)	16325	194.3
12	1997	18	395	3	8195	34	132		110	1	55	15483	54.0
12	1996	19	498	6	10002	61	2		65	1	(3)	15824	63.6
12	1995	20	532	10	12483	24	15		37		2	18946	66.1
Prior accident years		21		3		15	13		13		15		
Total (11 to 21)		29		305		1771	1384	504	2251	329	1079		
Line 29 expressed in sterling		30				1771	1384	504	2251	329	1079		

**General insurance business (accident year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Credit Insurance Related To Unemployment & Redundancy**

Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class	
		day	month	year				
R31	99122	GL	31	12	2004	000	AA	8

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %
Month	Year		Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2004	<b>11</b>	7668	2458		12514	6002	6327			24843	224411	11.1
12	2003	<b>12</b>	12607	1352	12387	7863	3253	42	8545	8726	(6113)	224223	10.5
12	2002	<b>13</b>	13405	501	29236	292	1091	7	1358	368	(336)	211506	14.5
12	2001	<b>14</b>	18750	428	21618	158	913	3	1054	4	16	172049	13.2
12	2000	<b>15</b>	17473	44	21629	242	76	1	325	1	(7)	154703	14.2
12	1999	<b>16</b>	15853	20	18747	118	16		103		31	164855	11.5
12	1998	<b>17</b>	20286	1	16074	84	1		16		69	115028	14.0
12	1997	<b>18</b>	23682		12907							93517	13.8
12	1996	<b>19</b>	17443		12998							70645	18.4
12	1995	<b>20</b>	17600		13202							51741	25.5
Prior accident years		<b>21</b>											
Total (11 to 21)		<b>29</b>		4804		21271	11352	6380	11401	9099	18503		
Line 29 expressed in sterling		<b>30</b>				21271	11352	6380	11401	9099	18503		

**General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Private Car Non-Comprehensive**

Financial year ended		31st December 2004										Company registration number	GL/UK/CM	Period ended			Monetary units	Country		
Risk group		Private Car Non-Comprehensive										R32	99122		GL	31	12	2004	000	AA
Accident year ended		Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %						
Month	Year	Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported											
			1	2	3	4	5	6	7	8	9	10	11	12	13					
12	2004	11	18487	23900		47442	61573	14137			123152	131469	93.7	302	14.0					
12	2003	12	25644	10873	20215	34774	68476	537	79614	8950	15223	117445	105.6	274	13.3					
12	2002	13	20474	7326	42923	11706	29247	244	41080	1320	(1203)	98503	85.4	230	12.1					
12	2001	14	27531	4786	54604	10276	19724	77	32890	89	(2902)	97346	87.0	231	14.0					
12	2000	15	36132	3036	62520	8230	12698	24	21233	9	(290)	100250	83.3	334	11.7					
12	1999	16	42735	2862	93407	4523	8858	6	12042	1	1344	121162	88.1	439	10.4					
12	1998	17	41549	1091	76499	3101	2944		8005	1	(1961)	84430	97.8	353	12.1					
12	1997	18	38908	119	88747	626	2995		2741		880	103539	89.2	506	7.7					
12	1996	19	47348	20	115767	220	450		1938		(1268)	124389	93.6	595	8.0					
12	1995	20	44204	24	96123	1193	2663		5615		(1759)	134644	74.3	565	7.8					
Prior accident years		21		19		495	5559		2084		3970									
Total (11 to 21)		29		54056		122586	215187	15025	207242	10370	135186									
Line 29 expressed in sterling		30				122586	215187	15025	207242	10370	135186									



## General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance

Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Motor Cycle**

Financial year ended		31st December 2004										Company registration number		GL/UK/CM		Period ended			Monetary units	Country
Risk group		Motor Cycle														day	month	year		
		R32		99122		GL		31	12	2004	000		AA							
Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %					
Month	Year		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported										
			1	2	3	4	5	6	7	8	9	10	11	12	13					
12	2004	11	3183	4370		5015	11965	4636			21616	37555	57.6	163	4.6					
12	2003	12	5768	4027	10915	2268	11354	974	13107	1597	(108)	39670	64.3	178	5.5					
12	2002	13	8187	3315	18109	991	9722	616	10666	61	602	46324	63.5	212	5.4					
12	2001	14	11008	2144	24514	549	9264	192	7538	7	2460	49024	70.4	217	6.1					
12	2000	15	10955	964	27893	482	4671	47	4917	1	282	42473	77.9	213	5.6					
12	1999	16	14272	527	46098	685	2499		2473		711	56952	86.5	222	6.7					
12	1998	17	18860	169	47479	774	508		1193		89	45050	108.2	264	7.2					
12	1997	18	18095	21	52850	420	730		1180		(30)	49960	108.1	277	6.5					
12	1996	19	17883	16	39994	740	483		449		774	59836	68.9	288	6.2					
12	1995	20	17245	6	30902	3	89		174		(82)	54918	56.4	309	5.6					
Prior accident years		21		20		165	1235		921		479									
Total (11 to 21)		29		15579		12092	52520	6465	42618	1666	26793									
Line 29 expressed in sterling		30				12092	52520	6465	42618	1666	26793									

**General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Commercial Vehicles**

Financial year ended		31st December 2004										Company registration number		GL/UK/CM		Period ended			Monetary units	Country
Risk group		Commercial Vehicles														day	month	year		
		R32		99122		GL		31	12	2004	000		AA							
Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %					
Month	Year		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported										
			1	2	3	4	5	6	7	8	9	10	11	12	13					
12	2004	11	25617	17837		34664	55243	17301			107208	180695	59.3	260	16.7					
12	2003	12	42367	7329	31581	24960	44083	3198	63244	11971	(2974)	186466	55.7	265	18.8					
12	2002	13	44248	4734	82578	10478	34700	919	51047	917	(5867)	183179	70.2	263	18.6					
12	2001	14	30384	3605	63732	9055	18369	135	32739	167	(5347)	132321	69.0	159	21.4					
12	2000	15	31938	1757	68338	2597	11339	61	12664	29	1304	94618	87.0	135	25.0					
12	1999	16	31007	522	83064	4595	3086	8	9011	3	(1325)	91596	99.1	137	23.0					
12	1998	17	25455	176	68696	715	501		3126	1	(1911)	70543	99.1	116	22.1					
12	1997	18	24913	51	66352	1378	664		2249		(207)	83892	81.5	117	21.3					
12	1996	19	33063	45	84029	1067	588		1751		(96)	90806	94.4	138	24.0					
12	1995	20	35818	60	94279	31	311		419		(77)	118857	79.6	159	22.6					
Prior accident years		21		71		3528	1566		5803		(709)									
Total (11 to 21)		29		36187		93068	170450	21622	182053	13088	89999									
Line 29 expressed in sterling		30				93068	170450	21622	182053	13088	89999									

**General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Fleets**

Financial year ended		31st December 2004										Company registration number	GL/UK/CM	Period ended			Monetary units	Country	
Risk group		Fleets										R32	99122	GL	31	12	2004	000	AA
Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %				
Month	Year		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported									
			1	2	3	4	5	6	7	8	9	10	11	12	13				
12	2004	11	61572	27846		116628	217009	31517			365154	448314	81.5	530	16.9				
12	2003	12	64009	20277	103205	40247	165885	43	164233	37314	4628	441876	70.0	526	16.0				
12	2002	13	73063	11827	106430	4132	89050	307	89863	1458	2168	387060	51.7	466	18.2				
12	2001	14	81204	4416	150699	8008	44926	11	51943	279	723	296691	68.6	324	26.4				
12	2000	15	88715	1570	142337	14283	17879	1	32772	51	(660)	214394	81.4	278	32.5				
12	1999	16	89472	658	171993	4964	10691		14852	13	790	195417	96.0	293	30.8				
12	1998	17	87117	398	182178	454	9649		8078	4	2021	182445	105.4	289	30.3				
12	1997	18	78798	290	161624	477	4407		3578		1306	184580	90.2	268	29.5				
12	1996	19	72281	440	144602	23	2971		2606		388	157655	93.6	248	29.3				
12	1995	20	69380	179	143556	224	1501		987		738	173226	83.9	244	28.5				
Prior accident years		21		388		1232	3987		5638		(419)								
Total (11 to 21)		29		68289		190672	567955	31879	374550	39119	376837								
Line 29 expressed in sterling		30				190672	567955	31879	374550	39119	376837								

**General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Commercial Vehicles and Miscellaneous Motor Risks**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
units

Country

<b>R32</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %
Month	Year		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported					
			1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11													
12	2003	12													
12	2002	13													
12	2001	14													
12	2000	15													
12	1999	16	7676	123	21915	2286	948		2318		916	27620	91.1	78	10.0
12	1998	17	16120	90	37751	62	1692		2200		(446)	40203	98.3	154	10.5
12	1997	18	26862	107	46513	112	2488		2428		172	48859	100.5	178	15.2
12	1996	19	22427	25	44258	12	133		240		(95)	52199	85.1	180	12.5
12	1995	20	20846	2	33021	78	10		210		(122)	45377	73.0	153	13.6
Prior accident years		21		4		23	15		151		(113)				
Total (11 to 21)		29		351		2573	5286		7547		312				
Line 29 expressed in sterling		30				2573	5286		7547		312				

**General insurance business (accident year accounting) : Analysis of gross claims and premiums for motor vehicle direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**Currency **Sterling**

Global business

Financial year ended **31st December 2004**Risk group **Private Car Comprehensive**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
units

Country

<b>R32</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------

Accident year ended			Number of claims		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %
Month	Year		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported					
			1	2	3	4	5	6	7	8	9	10	11	12	13
12	2004	11	225142	140299		380443	383248	86221			849912	1140515	74.5	2376	15.4
12	2003	12	272205	84475	359012	198632	238282	13992	423913	39814	(12821)	1094623	74.0	2315	15.4
12	2002	13	310770	32542	504133	60061	156297	4542	226927	2927	(8954)	991734	73.1	2159	15.9
12	2001	14	293766	18472	495214	56960	96950	1488	155569	664	(835)	904654	71.9	2032	15.4
12	2000	15	311582	6631	457664	48706	59635	747	101905	127	7056	694585	81.6	1779	17.9
12	1999	16	255865	2246	440458	21509	27622	326	57591	22	(8156)	551253	88.9	1664	15.5
12	1998	17	209121	691	342999	9527	16446	62	27379	3	(1347)	414026	89.1	1306	16.1
12	1997	18	189314	230	272727	4284	3911	21	8573	1	(358)	342174	82.1	1118	17.0
12	1996	19	195997	186	279059	1445	2455	6	3216		690	370035	76.5	1136	17.3
12	1995	20	186940	143	248802	1100	2487		3362		225	390662	64.6	1176	15.9
Prior accident years		21		169		6566	7540		10556		3550				
Total (11 to 21)		29		286084		789233	994873	107405	1018991	43558	828962				
Line 29 expressed in sterling		30				789233	994873	107405	1018991	43558	828962				

**General insurance business (accident year accounting) : Reconciliation of gross claims and premiums for direct insurance and facultative reinsurance**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

		Company registration number		GL/UK/CM		Period ended			Units	
		R33	99122	GL		day	month	year		£000
Accounting Class		Claims paid in this financial year		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance for this financial year (1+2+3-4-5)		Gross earned premiums
		Reported	Incurred but not reported	Reported	Incurred but not reported					
		1	2	3	4	5	6	7		
Accident and health	11		641	1473	641	1473				
Motor	12	89	215	268	226	280	66			
Aviation	13									
Marine	14									
Transport	15									
Property	16									
Third party liability	17	1620	21641	8684	18111	9416	4418			
Miscellaneous and pecuniary loss	18									

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Aviation**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Aviation Hull**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>3</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21		565	6181	4614	5777	3206	2377		
Total (11 to 21)		29		565	6181	4614	5777	3206	2377		
Line 29 expressed in sterling		30		565	6181	4614	5777	3206	2377		

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Marine Liability**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>4</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21		108	190	49	185	49	113		
Total (11 to 21)		29		108	190	49	185	49	113		
Line 29 expressed in sterling		30		108	190	49	185	49	113		



## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Rig**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>4</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21		32			43	12	(23)		
Total (11 to 21)		29		32			43	12	(23)		
Line 29 expressed in sterling		30		32			43	12	(23)		

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Marine**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Marine Hull**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>4</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20	7783	5	392	28	461	36	(72)	33645	24.4
Prior underwriting years		21		471	2216	549	2183	674	379		
Total (11 to 21)		29		476	2608	577	2644	710	307		
Line 29 expressed in sterling		30		476	2608	577	2644	710	307		

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Transport**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Inland Transport**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>5</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21			5	4	5	4			
Total (11 to 21)		29			5	4	5	4			
Line 29 expressed in sterling		30			5	4	5	4			

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Transport**

Global business

Currency **Sterling**Financial year ended **31st December 2004**Risk group **Marine Cargo**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>AA</b>	<b>5</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19					39	1	(40)	6	
12	1995	20	8109	(31)	202	359	135	359	36	17572	49.2
Prior underwriting years		21		10	165	45	303	43	(126)		
Total (11 to 21)		29		(21)	367	404	477	403	(130)		
Line 29 expressed in sterling		30		(21)	367	404	477	403	(130)		

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Property**

Global business

Currency **US Dollars**Financial year ended **31st December 2004**Risk group **Weavers**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>FB</b>	<b>6</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21		10	139	122	119	104	48		
Total (11 to 21)		29		10	139	122	119	104	48		
Line 29 expressed in sterling		30		5	72	64	62	54	25		

## General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**Accounting class **Third party liability**

Global business

Currency **US Dollars**Financial year ended **31st December 2004**Risk group **Weavers**Company  
registration  
number

GL/UK/CM

Period ended  
day month yearMonetary  
Units

Country

Accounting  
class

<b>R34</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>000</b>	<b>FB</b>	<b>7</b>
------------	--------------	-----------	-----------	-----------	-------------	------------	-----------	----------

Underwriting year ended			Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year		In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
			1	2	3	4	5	6	7	8	9
12	2004	11									
12	2003	12									
12	2002	13									
12	2001	14									
12	2000	15									
12	1999	16									
12	1998	17									
12	1997	18									
12	1996	19									
12	1995	20									
Prior underwriting years		21		2260	23682	20821	23917	21027	1819		
Total (11 to 21)		29		2260	23682	20821	23917	21027	1819		
Line 29 expressed in sterling		30		1177	12335	10845	12457	10952	948		

General insurance business (underwriting year accounting) : Analysis of gross claims and premiums by risk group for direct insurance and facultative reinsurance

Name of insurer **NORWICH UNION INSURANCE LIMITED** Accounting class **Third party liability**  
Global business Currency **US Dollars**

Financial year ended **31st December 2004**

Risk group **Weavers**

Company registration number	GL/UK/CM	Period ended			Monetary units	Country	Accounting class	
		day	month	year				
R34	99122	GL	31	12	2004	000	FB	7

Underwriting year ended		Gross claims paid		Gross claims outstanding carried forward		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)	Gross premiums written	Claims ratio %
Month	Year	In previous financial years	In this financial year	Reported	Incurred but not reported	Reported	Incurred but not reported			
		1	2	3	4	5	6	7	8	9
12	1994									
12	1993									
12	1992									
12	1991									
12	1990									
12	1989									
12	1988									
12	1987									
12	1986									
12	1985									
12	1984									
12	1983									
12	1982									

12 1981

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Accounting class **Third party liability**

## Global business

Currency **US Dollars**

Financial year ended **31st December 2004**

Risk group                      **Weavers**

**Company  
registration  
number**

GL/UK/CM

Period ended  
day month year

Monetary  
units

Country

**Accounting  
class**

R34	99122	GL	31	12	2004	000	FB	7
-----	-------	----	----	----	------	-----	----	---

[illegible]



## Printed 11th MAY 05 at 12:11

**Equalisation provisions**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

		Company registration number		GL/UK/CM		Period ended			Units	
		R37	99122	GL	31	12	2004	£000		
		Business grouping A (property)	Business grouping B (business interruption)	Business grouping C (marine and aviation)	Business grouping D (nuclear)	Business grouping E (non-proportional treaty)	All business	Credit insurance business		
Calculation of the maximum provision		1	2	3	4	5	6	7		
Total net premiums written in the previous 4 years	11	2251706	22034	(19664)						
Net premiums written in the current year	12	493883	3905						66	
Maximum provision	13	109824	1038				110862	5684		

**Calculation of the transfer to/from the provision**

Equalisation provision brought forward	21						120717		
Transfers in	22	14816	117				14933	8	
Total abnormal loss	23								
Provisional transfers out	24								
Excess of provisional transfer out over fund available	25								
Provisional amount carried forward (21+22-24+25)	26						135650	8	
Excess, if any, of 26 over 13	27						24788		
Equalisation provision carried forward (26-27)	28						110862	8	
Transfer in/(out) for financial year (28-21)	29						(9855)	8	

**Equalisation provisions technical account : Accident year accounting**

Printed 11th MAY 05 at 12:11

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

				Company registration number	GL/UK/CM	Period ended			Units	
				R38	99122	GL	31	12	2004	£000
				Business grouping A (property)	Business grouping B (business interruption)	Business grouping C (marine and aviation)	Business grouping D (nuclear)		Business grouping E (non-proportional treaty)	
Other than credit business				1	2	3	4		5	
Net premiums earned		11	474347	3154						
Claims incurred net of reinsurance		12	281224	149						
Trigger claims value		13	343902	2287						
Abnormal loss		19								
Trigger claims ratio			72.5%	72.5%	95%	25%			100%	

**Credit business**

Net premiums earned	21	43
Claims incurred net of reinsurance	22	(1484)
Claims management costs	23	661
Net operating expenditure	24	24
Technical surplus/(deficit) (21-22-23-24)	29	842

Additional Information on general insurance business: Major Treaty Reinsurers required by rule 9.25 of Accounts and Statements Rules

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31<sup>st</sup> December 2004**

Reinsurer Details	Connection	Prop. RI Treaties £000	Non Prop. RI Treaties £000	Debts Outst'ding £000	Deposits Received £000	Anticipated Recoveries £000	Comments
Pool Reinsurance Co Ltd 51 Gresham Street London EC2V 7HQ	None	9,427	330				
Swiss Reinsurance Company Ltd Mythenquai 50/60 Boite Postale CH-8022 Zurich Switzerland	None	266	5,478	1,253		871	
Munich Reinsurance Company Ltd D-807 Munchen Postfach 40 13 20 Koniginstrasse 107 Germany	None	310	6,193	213		1,534	
New Reinsurance Company 6-8 rue de L'Athene Case postale 3504 CH-1211 Geneve 3	None		1,460	(5)			Owned by Munich Reinsurance Company
Lloyd's Underwriters 1 Lime Street London EC3M 7HA	None		8,123	210		334	
Ace Tempest Reinsurance Co. Ltd. 17 Par-La-Ville Road Hamilton HM08 Bermuda	None		1,751				
Maritime Insurance Co Ltd Surrey Street Norwich Union NR1 3NS	None					14,639	
Gordian Run-off 1 Martin Place Sydney NSW 2000 Australia	None						
National Indemnity Company 3024 Harney Street Omaha Nebraska 68131 USA	None						

Additional Information on general insurance business: Major Treaty Reinsurers required by rule 9.25 of Accounts and Statements Rules

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31<sup>st</sup> December 2004**

Reinsurer Details	Connection	Prop. RI Treaties £000	Non Prop. RI Treaties £000	Debts Outst'ding £000	Deposits Received £000	Anticipated Recoveries £000	Comments
Renaissance Reinsurance Ltd Renaissance House East Broadways PO Box HM 2527 Hamilton HMGX Bermuda	None		6,031				
DaVinci Reinsurance Ltd (as Renaissance)	None		3,015				Part owned by Renaissance Reinsurance
Top Layer Reinsurance Ltd (as Renaissance)	None		585				50% owned by Renaissance Reinsurance
GE Frankona Reinsurance Ltd 7/8 Philpot Lane London EC3M 8AA	None	17	1,487			254	
Colombia Insurance Company 3024 Harney Street Omaha Nebraska 68131 USA	None					77,500	
GeneralCologne Re UK Ltd Corn Exchange 55 Mark Lane London C3R 7NE	None		2,161	217		12,309	
Transatlantic Reinsurance Company Corn Exchange 55 Mark Lane London EC3R 7NE	None		1,823			3	
CGU International Insurance plc 1 Undershaft St Helens London EC3P 3DQ	Same ultimate parent undertaking	1,898,509				1,248,576	

Name of insurer           **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended    **31st December 2004**

**Additional information as required by rule 9.26 of the Accounts and Statements Rules**

There are no major facultative reinsurers.

Name of insurer                **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended        **31st December 2004**

**Additional information as required by rule 9.27 of the Accounts and Statements Rules**

There are no major cedants.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**Additional information as required by rule 9.29 of the Accounts and Statements Rules**

**Derivative Contracts**

- a. The following summarises investment policy for the use of derivatives:

Derivatives will only be used in accordance with guidelines issued by the Financial Services Authority for the purpose of efficient portfolio management or reduction in investment risk.

Derivatives must not be used for speculative purposes.

Derivatives must be fully covered by the assets of the fund and must not be used to "gear up" a fund.

Counterparty risk - for exchange traded contracts, the exchange must be classed as "regulated" by the Norwich Union Investment Committee. For over the counter contracts, transactions must only be transacted with approved counterparties. Counterparty limits are consistent, and monitored in line with the fund's aggregate exposure guidelines.

Controls and monitoring - delegated authorities exist for each member of staff using derivatives. Derivatives transactions are priced, settled and profit and losses reconciled in an area independent of the fund managers involved.

- b. There are no specific guidelines for the use of contracts that were not reasonably likely to be exercised at the start of the contract. The speculative use of derivative contracts is prohibited.
- c. The Company was party to stock underwriting over the financial year, which falls into description b. above. This is the only example of contracts that would be classed under b. that were transacted during the financial year. Over the financial year, these contracts created a potential obligation for the Company to acquire £17,248k of assets. At the end of the year the exposure was £nil.
- d. The amounts recorded in Form 13 would be unchanged if assets which the Company had agreed to acquire or dispose of under derivatives contracts outstanding at the end of the financial year had been so disposed of and acquired.
- e. The maximum effect on d. over the financial year based on the maximum amounts for each category outstanding at the year-end would have been as follows
- i. The holdings of equity shares (Form 13, Line 41) would have increased by nil.
  - ii. The holding of deposits and current accounts (Form 13, Line 54) and other assets producing income would have decreased by £nil.
- f. The maximum amount outstanding in the year was £15,739k.



Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**Additional information as required by rule 9.29 of the Accounts and Statements Rules**

Derivative Contracts (continued)

- g. The maximum loss which would be incurred by the Company in the event of failure by any counterparty to fulfil its obligations under derivative contracts outstanding at the end of the financial year, both under existing market conditions and in the event of other foreseeable market conditions, is £nil. This would not have been materially different during the financial year.
- h. No derivative contract was held during the financial year, which required a significant provision to be made for it under PRU 4.3.17R.
- i. During the financial year the Company's use of derivatives included the granting of rights under derivative contracts for a fixed consideration. This was in the activity of stock underwriting. The fee income over the financial year was £58,419.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**Additional information as required by rule 9.30 of the Accounts and Statements Rules**

100% of the issued ordinary share capital of each of Haven Insurance Policies Limited and London and Edinburgh Insurance Company Limited has been held throughout the year by the Company, which also controls 100% of the voting rights.

100% of the issued ordinary share capital of the Company has been held throughout the year by Norwich Union Holdings Limited, which also controls 100% of the voting rights.

100% of the issued ordinary share capital of Norwich Union Holdings Limited has been held throughout the year by Norwich Union plc, which also controls 100% of the voting rights.

100% of the issued ordinary share capital of Norwich Union plc has been held throughout the year by General Accident plc, which also controls 100% of the voting rights.

100% of the issued ordinary share capital of General Accident plc has been held throughout the year by the ultimate parent undertaking, Aviva plc, which also controls 100% of the voting rights.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

**Additional information as required by rule 9.32 of the Accounts and Statements Rules**

1. The gross acceptances written by the companies in the Group are subject to reinsurance covers and protections of both treaty and facultative nature.
2. Included within the treaty premiums are premiums generated by the following programmes:-
  - A. Per Risk
  - B. Per Event (Catastrophe)
  - C. Motor & Liability
3. Treaty reinsurance cover for Property classes is arranged via excess of loss covers. In total, these programmes provided protection against individual losses (per Risk Treaties) and also against catastrophic losses (Per Event Treaties).

The attached diagram shows how the programmes fit together.

4. The companies in the Group are parties to quota share reinsurance agreements with a fellow Aviva Group company, CGU International Insurance plc (CGUII). Under these agreements, 50% of the net 2004 underwriting result of the companies is reinsured to CGUII. All classes of business are covered. Similar agreements had been in place in 2002 and 2003. The premiums in 2004 were £1,899m (refer page 114).

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

**Additional information as required by rule 9.32 of the Accounts and Statements Rules**

A. Per Risk (Appendix A)

The attached diagram (Appendix A) shows how the programme fits together.

1. Period 1/1/2004 to 31/12/2004

Maximum Net Retention (MNPL)	:	£10m
Amount of cover (Inc retention):	:	£180m
Reinstatements	:	1 pre-paid and 3 at 100% premium in 1 <sup>st</sup> Layer, 3 at 100% premium in 2 <sup>nd</sup> Layer (£20m is entry point for 2 <sup>nd</sup> Layer), 2 at 100% premium in 3 <sup>rd</sup> Layer (£40m is entry point for 3 <sup>rd</sup> Layer), 1 at 100% premium in 4 <sup>th</sup> Layer (£90m is entry point for 4 <sup>th</sup> Layer)
Premium	:	£3.3m

There have been no claims under this programme.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

**Additional information as required by rule 9.32 of the Accounts and Statements Rules**

B. Per Event (Appendix A)

1. Period 1/1/2004 to 31/3/2004

Maximum Net Retention (MNPL)	:	£190m
Amount of cover (Inc retention)	:	£1,470m
Reinstatements	:	1 at 100% premium
Premium	:	£10.4m

2. Period 1/4/2004 to 31/12/2004

Maximum Net Retention (MNPL)	:	£240.0m
Amount of cover (Inc retention)	:	£1,470m
Reinstatements	:	1 at 100% premium
Premium	:	£25.1m

There has not been a catastrophic loss in 2004 large enough to trigger a recovery from the Per Event Programme. The level of cover purchased (£1,470m) results from detailed analysis of Norwich Union Insurance post-coded aggregate exposures across the UK.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

**Additional information as required by rule 9.32 of the Accounts and Statements Rules**

C. Motor & Liability Classes (Casualty)

The attached diagram (Appendix A) Shows how the programme fits together.

1. Period 1/1/2004 to 30/6/2004

*Motor*

Maximum Net Retention	:	£10m
Amount of cover	:	Unlimited
Reinstatements	:	Unlimited

*Employers Liability / Public Liability*

Maximum Net Retention (MNPL)	:	£2.5m
Amount of cover (Inc retention)	:	£50.0m

The EL Facility enables us to grant policy covers up to £25M.

Reinstatements	:	Vary per each layer of cover
Premium	:	£3.4m

There have been no claims to this programme.

2. Period 1/7/2004 to 31/12/2004

*Motor*

Maximum Net Retention	:	£10m
Amount of Cover	:	Unlimited
Reinstatements	:	Unlimited

*Employers Liability / Public Liability*

Maximum Net Retention (MNPL)	:	£5.0m
Amount of cover (Inc retention)	:	£50.0m

The EL Facility enables us to grant policy covers up to £25m

Reinstatements	:	Vary per each layer of cover
Premium	:	£3.5m

There have been no claims to this programme.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

Additional information as required by rule 9.32 of the Accounts and Statements Rules

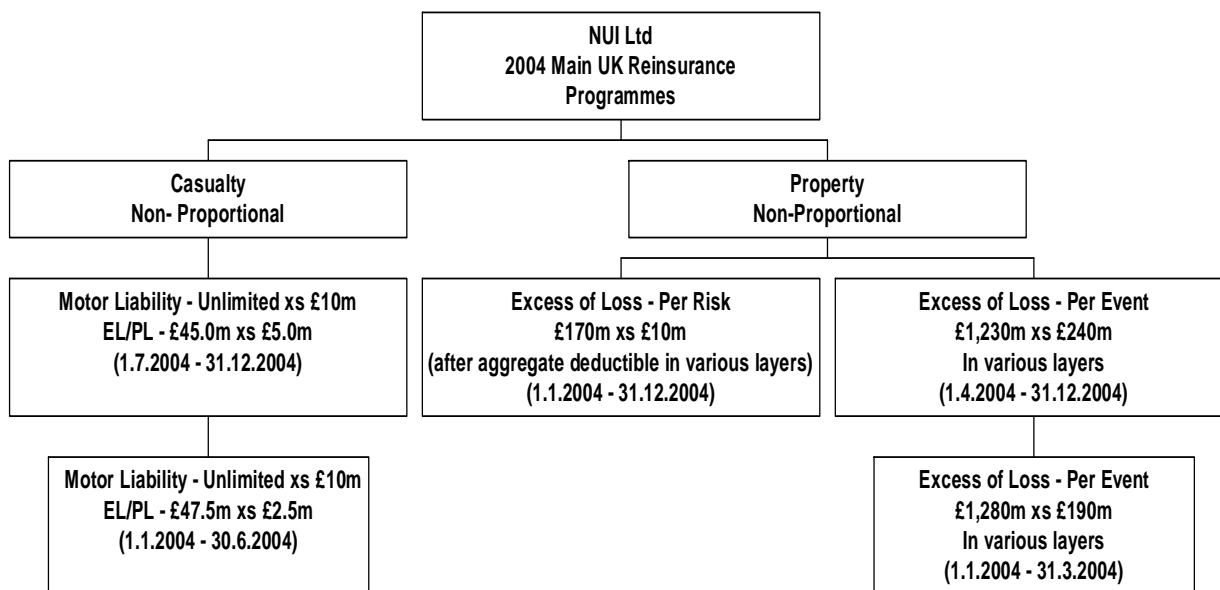
	FORM 21		FORM 24		TOTAL	
Accounting Class	Facultative	Treaty	Facultative	Treaty	Facultative	Treaty
	£000	£000	£000	£000	£000	£000
1. Accident & Health		381,656				381,656
2. Motor	411	1,000,522			411	1,000,522
3. Aviation						
4. Marine	164	897			164	897
5. Transport						
6. Property	1,339	536,569			1,339	536,569
7. Third party liability	220	8,899			220	8,899
8. Miscellaneous and pecuniary loss	157	162,762			157	162,762
9. Non-proportional treaty						
10. Proportional treaty						
11. Marine, aviation and transport treaty				1		1
Total	2,291	2,091,305		1	2,291	2,091,306

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2004**

**Additional information as required by rule 9.32 of the Accounts and Statements Rules**





**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**\*0101\* Modifications to the Return**

The return has been prepared in accordance with the Accounts and Statements Rules as modified by the following written concessions. These concessions were issued as Orders under Section 68 of the Insurance Companies Act 1982 and remain in force by virtue of the transitional provisions of the Supervision Manual:

- I. 907 Under an Order dated 16th January 1997 issued by the Secretary of State with the consent of the Company, business emanating from the "NU Plan" co-insurance arrangement and not retained by the Company shall be regarded as proportional treaty reinsurance for all accident and underwriting years ended before 23rd December 1996.
- II. 820 The Treasury, on the application of the group, issued on 12th January 1998 an Order under Section 68 of the Insurance Companies Act 1982. The Order allows the Company to submit abbreviated information with regard to complex reinsurance agreements, thereby avoiding the production of large volumes of data and facilitating the production of meaningful supervisory information.

This return has been prepared in accordance with the Accounts and Statements Rules, as modified by an FSA direction, made in March 2004, under section 148 of the Financial Services and Markets Act 2000 (the Act). The effect of the direction is to enable Norwich Union Insurance Limited to provide a group return on its own behalf and on behalf of London and Edinburgh Insurance Company Limited and Haven Insurance Policies Limited, those companies having entered into a mutual guarantee.

The FSA, on the application of the Company, made a direction in December 2004 under section 148 of the Act. Under the direction, paragraphs (2) and (3) of PRU 4.3.36R do not apply to the stock lending transactions entered into between the Company and Euroclear Bank SA/NV, which are made pursuant to the Euroclear Bank Securities Lending and Borrowing Program.

**\*0103\* Supplementary Forms 1, 3, 11 and 12**

The Forms 1, 3, 11 and 12 for each company in the group as required under a direction made in March 2004 (refer supplementary note 0101 above) are included below on pages 128 to 145.

As a result of reinsurance arrangements between the Company and Haven Insurance Policies Limited, the sum of certain lines in these supplementary notes will not equal the totals on pages 1 to 7 of this return, because of elimination on consolidation. In addition, because the brought forward amount is the amount shown in line 53 of form 11, this line does not equal the sum of the individual legal entities. Finally, the consolidated claims equalisation reserve is greater than the sum of the legal entities as a result of the mix and the impact relative to the trigger amount.

## Form 1

## Statement of solvency - general insurance business

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31st December 2004**Adjusted solo solvency  
calculationCompany  
registration  
number

GL/UK/CM

Period ended  
day month year

Units

R1	99122	GL	31	12	2004	£000
			As at end of this financial year			As at end of the previous year
			1			2

**Capital resources**

Capital resources arising outside the long-term insurance fund	11	970647	
Capital resources allocated toward long-term insurance business arising outside the long-term insurance fund	12		
Capital resources available to cover general business capital resources requirement (11-12)	13	970647	

**Guarantee Fund**

Guarantee Fund requirement	21	175370	
Excess (deficiency) of available capital resources to cover guarantee Fund requirement	22	795277	

**Minimum capital requirement (MCR)**

General insurance capital requirement	31		
Base capital resources requirement	33		
Minimum capital requirement	34	361225	
Excess (deficiency) of available capital resources to cover 50% of MCR	35	790034	
Excess (deficiency) of available capital resources to cover 75% of MCR	36	699728	

**Capital resources requirement (CRR)**

Capital resources requirement	41	361225	
Excess (deficiency) of available capital resources to cover general insurance business CRR (13-41)	42	609422	

**Contingent liabilities**

Quantifiable contingent liabilities in respect of other than long-term insurance business as shown in a supplementary note to Form 15	51		
---	----	--	--

Form 3  
(Sheet 1)

## Components of capital resources

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
<b>R3</b>	99122	<b>GL</b>	<b>31 12 2004</b>	<b>£000</b>
	General insurance business <b>1</b>	Long-term insurance business <b>2</b>	Total as at the end of this financial year <b>3</b>	As at the end of the previous year <b>4</b>

## Core tier one capital

Permanent share capital	<b>11</b>	911050		911050	
Profit and loss account and other reserves	<b>12</b>	166873		166873	
Share premium account	<b>13</b>	148100		148100	
Positive valuation differences	<b>14</b>				
Fund for future appropriations	<b>15</b>				
Core tier one in related undertakings	<b>16</b>				
Core tier one capital (sum of 11 to 16)	<b>19</b>	1226023		1226023	

## Tier one waivers

Unpaid share capital / unpaid initial funds and calls for supplementary contributions	<b>21</b>				
Implicit items	<b>22</b>				
Tier one waivers in related undertakings	<b>23</b>				
Total tier one waivers as restricted (21+ 22+ 23)	<b>24</b>				

## Other tier one

Perpetual non-cumulative preference shares as restricted	<b>25</b>				
Perpetual non-cumulative preference shares in related undertakings	<b>26</b>				
Innovative tier one capital as restricted	<b>27</b>				
Innovative tier one capital in related undertakings	<b>28</b>				

<b>Total tier one capital before deductions</b> (19+ 24+ 25+ 26+ 27+ 28)	<b>31</b>	1226023		1226023	
Investments in own shares	<b>32</b>				
Intangible assets	<b>33</b>	110110		110110	
Amounts deducted from technical provisions for discounting	<b>34</b>				
Other negative valuation differences	<b>35</b>				
Deductions in related undertakings	<b>36</b>				
Deductions from tier one (32 to 36)	<b>37</b>	110110		110110	
<b>Total tier one capital after deductions</b> (31-37)	<b>39</b>	1115913		1115913	

Form 3  
(Sheet 2)

## Components of capital resources

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
R3	99122	GL	31 12 2004	£000
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3	As at the end of the previous year 4

## Tier two capital

Implicit items, (tier two waivers and amounts excluded from line 22)	41				
Perpetual non-cumulative preference shares excluded from line 25	42				
Innovative tier one capital excluded from line 27	43				
Tier two waivers, innovative tier one capital and perpetual non-cumulative preference shares treated as tier two capital (41 to 43)	44				
Perpetual cumulative preference shares	45				
Perpetual subordinated debt and securities	46				
Upper tier two capital in related undertakings	47				
<b>Upper tier two capital</b> (44 to 47)	49				
Fixed term preference shares	51				
Other tier two instruments	52				
Lower tier two capital in related undertakings	53				
<b>Lower tier two capital</b> (51+ 52+ 53)	59				
<b>Total tier two capital before restrictions</b> (49+ 59)	61				
Excess tier two capital	62				
Further excess lower tier two capital	63				
<b>Total tier two capital after restrictions, before deductions</b> (61-62-63)	69				

Form 3  
(Sheet 3)

## Components of capital resources

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
R3	99122	GL	31 12 2004	£000
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3	As at the end of the previous year 4

## Total capital resources

Positive adjustments for regulated non-insurance related undertakings	71				
<b>Total capital resources before deductions (39+ 69+ 71)</b>	72	1115913		1115913	
Inadmissible assets other than intangibles and own shares	73	117154		117154	
Assets in excess of market risk and counterparty limits	74	28112		28112	
Deductions for related ancillary services undertakings	75				
Deductions for regulated non-insurance related undertakings	76				
Total deductions of ineligible surplus	77				
<b>Total capital resources after deductions (72-73-74-76-77)</b>	79	970647		970647	
<b>Available capital resources for PRU tests</b>					
Available capital resources for guarantee fund requirement	81	970647		970647	
Available capital resources for 50% MCR requirement	82	970647		970647	
Available capital resources for 75% MCR requirement	83	970647		970647	
<b>Financial engineering adjustments</b>					
Implicit items	91				
Financial reinsurance - ceded	92				
Financial reinsurance - accepted	93				
Outstanding contingent loans	94				
Any other charges on future profits	95				
<b>Sum of financial engineering adjustments (91+ 92+ 93+ 94+ 95)</b>	96				

## Form 11

## Calculation of general insurance capital requirement - premiums amount and brought forward amount

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31st December 2004**

General insurance business

		Company registration number	GL/UK/CM	Period ended day month year			Units
R11		99122	GL	31	12	2004	£000
				This financial year 1			Previous year 2
Gross premiums receivable			11	3248035			3037501
Premium taxes and levies (included in line 11)			12	67512			31520
Premiums receivable net of taxes and levies (11-12)			13	3180523			3005981
Premiums for classes 11, 12 or 13 (included in line 13)			14	8475			9528
Premiums for "actuarial health insurance" (included in line 13)			15				
<b>Sub-total A</b> (13 + 1/2 14 - 2/3 15)			16	3184761			3010745
Gross premiums earned			21	3062609			2915533
Premium taxes and levies (included in line 21)			22	67512			31520
Premiums earned net of taxes and levies (21-22)			23	2995097			2884013
Premiums for classes 11, 12 or 13 (included in line 23)			24	7838			9156
Premiums for "actuarial health insurance" (included in line 23)			25				
<b>Sub-total H</b> (23 + 1/2 24 - 2/3 25)			26	2999016			2888591
<b>Sub-total I</b> (higher of sub-total A and sub-total H)			30	3184761			3010745
<b>Adjusted Sub-total I</b> if financial year is not a 12 month period to produce an annual figure			31				
Division of gross adjusted premiums amount: sub-total I (or adjusted sub-total I if appropriate)	x 0.18		32	573257			541934
	Excess (if any) over 50mEURO x 0.02		33	63000			59529
<b>Sub-total J</b> (32-33)			34	510257			482406
Claims paid in period of 3 financial years			41	5252745			4473819
Claims outstanding carried forward at the end of the 3 year period	For insurance business accounted for on an underwriting year basis		42				
	For insurance business accounted for on an accident year basis		43	2675252			2215929
Claims outstanding brought forward at the beginning of the 3 year period	For insurance business accounted for on an underwriting year basis		44				19937
	For insurance business accounted for on an accident year basis		45	1717032			1444934
<b>Sub-total C</b> (41+ 42+ 43-44-45)			46	6210965			5224877
Amounts recoverable from reinsurers in respect of claims included in Sub-total C			47	3077572			2205631
<b>Sub-total D</b> (46-47)			48	3133393			3019246
<b>Reinsurance ratio</b> (sub-total D / sub-total C or, if more, 50% or, if less, 100%)			49	50.45			57.79
<b>Premiums Amount</b> Sub-total J x <b>reinsurance ratio</b>			50	257425			278782
Provisions for claims outstanding (before discounting and net of reinsurance)			51	1537006			1410528
<b>Brought forward amount</b> (12.43.2 x 51.1/51.2 or, if less, 12.43.2)			52	278782			219203
Greater of lines 50 and 52			53	278782			278782

## Form 12

General insurance business : Calculation of general insurance capital requirement - claims amount and result

Name of insurer **Norwich Union Insurance Limited**

Global business

Financial year ended **31 st December 2004**

General insurance business

General insurance business		Company registration number	GL/UK/CM	Period ended day month year			Units
R12	99122		GL	31	12	2004	£000
				This financial year 1			Previous year 2
Reference period (No. of months) See PRU 7.2.63R			11	36			36
Claims paid in reference period			21	5252745			4473819
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis		22				
	For insurance business accounted for on an accident year basis		23	2675252			2215929
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis		24				19937
	For insurance business accounted for on an accident year basis		25	1717032			1444934
Claims incurred in reference period (21+ 22+ 23-24-25)			26	6210965			5224877
Claims incurred for classes 11, 12 or 13 (included in 26)			27	121588			87826
Claims incurred for "actuarial health insurance" (included in 26)			28				
Sub-total E (26 + 1/2 27 - 2/3 28)			29	6271759			5268790
Sub-total F - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in reference period)			31	2090586			1756263
Division of sub-total F (gross adjusted claims amount)	x 0.26		32	543552			456628
	Excess (if any) over 35M EURO x 0.03		33	61987			51967
Sub-total G (32 - 33)			39	481565			404661
Claims amount Sub-total G x reinsurance ratio (11.49)			41	242950			233854
Higher of premiums amount and brought forward amount (11.53)			42	278782			278782
General insurance capital requirement (higher of lines 41 and 42)			43	278782			278782

## Form 1

**Statement of solvency - general insurance business**Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

Solo solvency calculation

R1	Company registration number	GL/UK/CM	Period ended			Units
			day	month	year	
	<b>2052028</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2004</b>	<b>£000</b>
			As at end of this financial year			As at end of the previous year
			<b>1</b>			<b>2</b>

**Capital resources**

Capital resources arising outside the long-term insurance fund	<b>11</b>	40728	
Capital resources allocated toward long-term insurance business arising outside the long-term insurance fund	<b>12</b>		
Capital resources available to cover general business capital resources requirement (11-12)	<b>13</b>	40728	

**Guarantee Fund**

Guarantee Fund requirement	<b>21</b>	3249	
Excess (deficiency) of available capital resources to cover guarantee Fund requirement	<b>22</b>	37479	

**Minimum capital requirement (MCR)**

General insurance capital requirement	<b>31</b>	9748	
Base capital resources requirement	<b>33</b>	2087	
Minimum capital requirement	<b>34</b>	9748	
Excess (deficiency) of available capital resources to cover 50% of MCR	<b>35</b>	35854	
Excess (deficiency) of available capital resources to cover 75% of MCR	<b>36</b>	33417	

**Capital resources requirement (CRR)**

Capital resources requirement	<b>41</b>	9748	
Excess (deficiency) of available capital resources to cover general insurance business CRR (13-41)	<b>42</b>	30980	

**Contingent liabilities**

Quantifiable contingent liabilities in respect of other than long-term insurance business as shown in a supplementary note to Form 15	<b>51</b>		
---	-----------	--	--



Form 3  
(Sheet 1)

## Components of capital resources

Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
R3	2052028	GL	31 12 2004	£000
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3	As at the end of the previous year 4

## Core tier one capital

Permanent share capital	11	20000		20000	
Profit and loss account and other reserves	12	20728		20728	
Share premium account	13				
Positive valuation differences	14				
Fund for future appropriations	15				
Core tier one in related undertakings	16				
Core tier one capital (sum of 11 to 16)	19	40728		40728	

## Tier one waivers

Unpaid share capital / unpaid initial funds and calls for supplementary contributions	21				
Implicit items	22				
Tier one waivers in related undertakings	23				
Total tier one waivers as restricted (21+ 22+ 23)	24				

## Other tier one

Perpetual non-cumulative preference shares as restricted	25				
Perpetual non-cumulative preference shares in related undertakings	26				
Innovative tier one capital as restricted	27				
Innovative tier one capital in related undertakings	28				

<b>Total tier one capital before deductions</b> (19+ 24+ 25+ 26+ 27+ 28)	31	40728		40728	
Investments in own shares	32				
Intangible assets	33				
Amounts deducted from technical provisions for discounting	34				
Other negative valuation differences	35				
Deductions in related undertakings	36				
Deductions from tier one (32 to 36)	37				
<b>Total tier one capital after deductions</b> (31-37)	39	40728		40728	

Form 3  
(Sheet 2)

## Components of capital resources

Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
<b>R3</b>	2052028	<b>GL</b>	<b>31 12 2004</b>	<b>£000</b>
	General insurance business <b>1</b>	Long-term insurance business <b>2</b>	Total as at the end of this financial year <b>3</b>	As at the end of the previous year <b>4</b>

## Tier two capital

Implicit items, (tier two waivers and amounts excluded from line 22)	<b>41</b>				
Perpetual non-cumulative preference shares excluded from line 25	<b>42</b>				
Innovative tier one capital excluded from line 27	<b>43</b>				
Tier two waivers, innovative tier one capital and perpetual non-cumulative preference shares treated as tier two capital (41 to 43)	<b>44</b>				
Perpetual cumulative preference shares	<b>45</b>				
Perpetual subordinated debt and securities	<b>46</b>				
Upper tier two capital in related undertakings	<b>47</b>				
<b>Upper tier two capital</b> (44 to 47)	<b>49</b>				
Fixed term preference shares	<b>51</b>				
Other tier two instruments	<b>52</b>				
Lower tier two capital in related undertakings	<b>53</b>				
<b>Lower tier two capital</b> (51+ 52+ 53)	<b>59</b>				
<b>Total tier two capital before restrictions</b> (49+ 59)	<b>61</b>				
Excess tier two capital	<b>62</b>				
Further excess lower tier two capital	<b>63</b>				
<b>Total tier two capital after restrictions, before deductions</b> (61-62-63)	<b>69</b>				

Form 3  
(Sheet 3)

## Components of capital resources

Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
<b>R3</b>	<b>2052028</b>	<b>GL</b>	<b>31 12 2004</b>	<b>£000</b>
	General insurance business <b>1</b>	Long-term insurance business <b>2</b>	Total as at the end of this financial year <b>3</b>	As at the end of the previous year <b>4</b>

**Total capital resources**

Positive adjustments for regulated non-insurance related undertakings	<b>71</b>				
<b>Total capital resources before deductions (39+ 69+ 71)</b>	<b>72</b>	40728		40728	
Inadmissible assets other than intangibles and own shares	<b>73</b>				
Assets in excess of market risk and counterparty limits	<b>74</b>				
Deductions for related ancillary services undertakings	<b>75</b>				
Deductions for regulated non-insurance related undertakings	<b>76</b>				
Total deductions of ineligible surplus	<b>77</b>				
<b>Total capital resources after deductions (72-73-74-76-77)</b>	<b>79</b>	40728		40728	
<b>Available capital resources for PRU tests</b>					
Available capital resources for guarantee fund requirement	<b>81</b>	40728		40728	
Available capital resources for 50% MCR requirement	<b>82</b>	40728		40728	
Available capital resources for 75% MCR requirement	<b>83</b>	40728		40728	
<b>Financial engineering adjustments</b>					
Implicit items	<b>91</b>				
Financial reinsurance - ceded	<b>92</b>				
Financial reinsurance - accepted	<b>93</b>				
Outstanding contingent loans	<b>94</b>				
Any other charges on future profits	<b>95</b>				
<b>Sum of financial engineering adjustments (91+ 92+ 93+ 94+ 95)</b>	<b>96</b>				

## Form 11

## Calculation of general insurance capital requirement - premiums amount and brought forward amount

Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

General insurance business

		Company registration number	GL/UK/CM	Period ended day month year			Units
R11		2052028	GL	31	12	2004	£000
				This financial year 1			Previous year 2
Gross premiums receivable			11	35882			92762
Premium taxes and levies (included in line 11)			12	1453			1458
Premiums receivable net of taxes and levies (11-12)			13	34429			91304
Premiums for classes 11, 12 or 13 (included in line 13)			14				
Premiums for "actuarial health insurance" (included in line 13)			15				
<b>Sub-total A</b> (13 + 1/2 14 - 2/3 15)			16	34429			91304
Gross premiums earned			21	75593			97470
Premium taxes and levies (included in line 21)			22	1453			1458
Premiums earned net of taxes and levies (21-22)			23	74140			96012
Premiums for classes 11, 12 or 13 (included in line 23)			24				
Premiums for "actuarial health insurance" (included in line 23)			25				
<b>Sub-total H</b> (23 + 1/2 24 - 2/3 25)			26	74140			96012
<b>Sub-total I</b> (higher of sub-total A and sub-total H)			30	74140			96012
<b>Adjusted Sub-total I</b> if financial year is not a 12 month period to produce an annual figure			31				
Division of gross adjusted premiums amount: sub-total I (or adjusted sub-total I if appropriate)	x 0.18		32	13345			17282
	Excess (if any) over 50mEURO x 0.02		33	787			1234
<b>Sub-total J</b> (32-33)			34	12558			16048
Claims paid in period of 3 financial years			41	194134			203858
Claims outstanding carried forward at the end of the 3 year period	For insurance business accounted for on an underwriting year basis		42				
	For insurance business accounted for on an accident year basis		43	113918			128557
Claims outstanding brought forward at the beginning of the 3 year period	For insurance business accounted for on an underwriting year basis		44				
	For insurance business accounted for on an accident year basis		45	99589			78624
<b>Sub-total C</b> (41+ 42+ 43-44-45)			46	208463			253791
Amounts recoverable from reinsurers in respect of claims included in Sub-total C			47	114326			91106
<b>Sub-total D</b> (46-47)			48	94137			162685
<b>Reinsurance ratio</b> (sub-total D / sub-total C or, if more, 50% or, if less, 100%)			49	50.00			64.10
<b>Premiums Amount</b> Sub-total J x <b>reinsurance ratio</b>			50	6279			10287
Provisions for claims outstanding (before discounting and net of reinsurance)			51	60635			80452
<b>Brought forward amount</b> (12.43.2 x 51.1/51.2 or, if less, 12.43.2)			52	9748			9412
Greater of lines 50 and 52			53	9748			10287

## Form 12

General insurance business : Calculation of general insurance capital requirement - claims amount and result

Name of insurer **Haven Insurance Policies Limited**

Global business

Financial year ended **31st December 2004**

General insurance business

General insurance business		Company registration number	GL/UK/CM	Period ended			Units
R12		2052028	GL	31	12	2004	£000
				This financial year 1			Previous year 2
Reference period (No. of months) See PRU 7.2.63R			11	36			36
Claims paid in reference period			21	194134			203858
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis		22				
	For insurance business accounted for on an accident year basis		23	113918			128557
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis		24				
	For insurance business accounted for on an accident year basis		25	99589			78624
Claims incurred in reference period (21+ 22+ 23-24-25)			26	208463			253791
Claims incurred for classes 11, 12 or 13 (included in 26)			27				
Claims incurred for "actuarial health insurance" (included in 26)			28				
Sub-total E (26 + 1/2 27 - 2/3 28)			29	208463			253791
Sub-total F - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in reference period)			31	69488			84597
Division of sub-total F (gross adjusted claims amount)	x 0.26		32	18067			21995
	Excess (if any) over 35M EURO x 0.03		33	1354			1817
Sub-total G (32 - 33)			39	16713			20178
Claims amount Sub-total G x reinsurance ratio (11.49)			41	8356			12934
Higher of premiums amount and brought forward amount (11.53)			42	9748			10287
General insurance capital requirement (higher of lines 41 and 42)			43	9748			12934

## Form 1

## Statement of solvency - general insurance business

Name of insurer **London and Edinburgh Insurance Company Limited**

Global business

Financial year ended **31st December 2004**

Solo solvency calculation

	Company registration number	GL/UK/CM	Period ended day month year			Units
R1	924430	GL	31	12	2004	£000
			As at end of this financial year			As at end of the previous year
			1			2

**Capital resources**

Capital resources arising outside the long-term insurance fund	11	327205	
Capital resources allocated toward long-term insurance business arising outside the long-term insurance fund	12		
Capital resources available to cover general business capital resources requirement (11-12)	13	327205	

**Guarantee Fund**

Guarantee Fund requirement	21	24232	
Excess (deficiency) of available capital resources to cover guarantee Fund requirement	22	302973	

**Minimum capital requirement (MCR)**

General insurance capital requirement	31	69510	
Base capital resources requirement	33	2087	
Minimum capital requirement	34	69510	
Excess (deficiency) of available capital resources to cover 50% of MCR	35	292450	
Excess (deficiency) of available capital resources to cover 75% of MCR	36	275020	

**Capital resources requirement (CRR)**

Capital resources requirement	41	69510	
Excess (deficiency) of available capital resources to cover general insurance business CRR (13-41)	42	257695	

**Contingent liabilities**

Quantifiable contingent liabilities in respect of other than long-term insurance business as shown in a supplementary note to Form 15	51		
---	----	--	--

Form 3  
(Sheet 1)

## Components of capital resources

Name of insurer **London and Edinburgh Insurance Company Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
R3	924430	GL	31 12 2004	£000
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3	As at the end of the previous year 4

## Core tier one capital

Permanent share capital	11	240000		240000	
Profit and loss account and other reserves	12	106332		106332	
Share premium account	13				
Positive valuation differences	14				
Fund for future appropriations	15				
Core tier one in related undertakings	16				
Core tier one capital (sum of 11 to 16)	19	346332		346332	

## Tier one waivers

Unpaid share capital / unpaid initial funds and calls for supplementary contributions	21				
Implicit items	22				
Tier one waivers in related undertakings	23				
Total tier one waivers as restricted (21+ 22+ 23)	24				

## Other tier one

Perpetual non-cumulative preference shares as restricted	25				
Perpetual non-cumulative preference shares in related undertakings	26				
Innovative tier one capital as restricted	27				
Innovative tier one capital in related undertakings	28				

<b>Total tier one capital before deductions (19+ 24+ 25+ 26+ 27+ 28)</b>	31	346332		346332	
Investments in own shares	32				
Intangible assets	33				
Amounts deducted from technical provisions for discounting	34				
Other negative valuation differences	35				
Deductions in related undertakings	36				
Deductions from tier one (32 to 36)	37				
<b>Total tier one capital after deductions (31-37)</b>	39	346332		346332	

Form 3  
(Sheet 2)

## Components of capital resources

Name of insurer **London and Edinburgh Insurance Company Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
<b>R3</b>	924430	<b>GL</b>	<b>31 12 2004</b>	<b>£000</b>
	General insurance business <b>1</b>	Long-term insurance business <b>2</b>	Total as at the end of this financial year <b>3</b>	As at the end of the previous year <b>4</b>

## Tier two capital

Implicit items, (tier two waivers and amounts excluded from line 22)	<b>41</b>				
Perpetual non-cumulative preference shares excluded from line 25	<b>42</b>				
Innovative tier one capital excluded from line 27	<b>43</b>				
Tier two waivers, innovative tier one capital and perpetual non-cumulative preference shares treated as tier two capital (41 to 43)	<b>44</b>				
Perpetual cumulative preference shares	<b>45</b>				
Perpetual subordinated debt and securities	<b>46</b>				
Upper tier two capital in related undertakings	<b>47</b>				
<b>Upper tier two capital</b> (44 to 47)	<b>49</b>				
Fixed term preference shares	<b>51</b>				
Other tier two instruments	<b>52</b>				
Lower tier two capital in related undertakings	<b>53</b>				
<b>Lower tier two capital</b> (51+ 52+ 53)	<b>59</b>				
<b>Total tier two capital before restrictions</b> (49+ 59)	<b>61</b>				
Excess tier two capital	<b>62</b>				
Further excess lower tier two capital	<b>63</b>				
<b>Total tier two capital after restrictions, before deductions</b> (61-62-63)	<b>69</b>				



Form 3  
(Sheet 3)

## Components of capital resources

Name of insurer **London and Edinburgh Insurance Company Limited**

Global business

Financial year ended **31st December 2004**

	Company registration number	GL/UK/CM	Period ended day month year	Units
R3	924430	GL	31 12 2004	£000
	General insurance business 1	Long-term insurance business 2	Total as at the end of this financial year 3	As at the end of the previous year 4

## Total capital resources

Positive adjustments for regulated non-insurance related undertakings	71				
<b>Total capital resources before deductions (39+ 69+ 71)</b>	72	346332		346332	
Inadmissible assets other than intangibles and own shares	73	2282		2282	
Assets in excess of market risk and counterparty limits	74	16845		16845	
Deductions for related ancillary services undertakings	75				
Deductions for regulated non-insurance related undertakings	76				
Total deductions of ineligible surplus	77				
<b>Total capital resources after deductions (72-73-74-76-77)</b>	79	327205		327205	

## Available capital resources for PRU tests

Available capital resources for guarantee fund requirement	81	327205		327205	
Available capital resources for 50% MCR requirement	82	327205		327205	
Available capital resources for 75% MCR requirement	83	327205		327205	

## Financial engineering adjustments

Implicit items	91				
Financial reinsurance - ceded	92				
Financial reinsurance - accepted	93				
Outstanding contingent loans	94				
Any other charges on future profits	95				
<b>Sum of financial engineering adjustments (91+ 92+ 93+ 94+ 95)</b>	96				

## Form 11

## Calculation of general insurance capital requirement - premiums amount and brought forward amount

Name of insurer

London and Edinburgh Insurance Company Limited

Global business

Financial year ended

31st December 2004

General insurance business

		Company registration number	GL/UK/CM	Period ended day month year			Units
R11		924430	GL	31	12	2004	£000
				This financial year 1			Previous year 2
Gross premiums receivable			11	708173			728168
Premium taxes and levies (included in line 11)			12	4868			30
Premiums receivable net of taxes and levies (11-12)			13	703305			728138
Premiums for classes 11, 12 or 13 (included in line 13)			14	8897			13564
Premiums for "actuarial health insurance" (included in line 13)			15				
<b>Sub-total A</b> (13 + 1/2 14 - 2/3 15)			16	707754			734920
Gross premiums earned			21	737648			718444
Premium taxes and levies (included in line 21)			22	4868			30
Premiums earned net of taxes and levies (21-22)			23	732780			718414
Premiums for classes 11, 12 or 13 (included in line 23)			24	8448			25617
Premiums for "actuarial health insurance" (included in line 23)			25				
<b>Sub-total H</b> (23 + 1/2 24 - 2/3 25)			26	737004			731223
<b>Sub-total I</b> (higher of sub-total A and sub-total H)			30	737004			734920
<b>Adjusted Sub-total I</b> if financial year is not a 12 month period to produce an annual figure			31				
Division of gross adjusted premiums amount: sub-total I (or adjusted sub-total I if appropriate)	x 0.18		32	132661			132286
	Excess (if any) over 50mEURO x 0.02		33	14044			14012
<b>Sub-total J</b> (32-33)			34	118616			118274
Claims paid in period of 3 financial years			41	936121			1047447
Claims outstanding carried forward at the end of the 3 year period	For insurance business accounted for on an underwriting year basis		42	24165			26519
	For insurance business accounted for on an accident year basis		43	379672			388394
Claims outstanding brought forward at the beginning of the 3 year period	For insurance business accounted for on an underwriting year basis		44	36202			34922
	For insurance business accounted for on an accident year basis		45	542968			678589
<b>Sub-total C</b> (41+ 42+ 43-44-45)			46	760788			748849
Amounts recoverable from reinsurers in respect of claims included in Sub-total C			47	373732			258106
<b>Sub-total D</b> (46-47)			48	387056			490743
<b>Reinsurance ratio</b> (sub-total D / sub-total C or, if more, 50% or, if less, 100%)			49	50.88			65.53
<b>Premiums Amount</b> Sub-total J x <b>reinsurance ratio</b>			50	60352			77505
Provisions for claims outstanding (before discounting and net of reinsurance)			51	152838			170416
<b>Brought forward amount</b> (12.43.2 x 51.1/51.2 or, if less, 12.43.2)			52	69510			40858
Greater of lines 50 and 52			53	69510			77505

## Form 12

General insurance business : Calculation of general insurance capital requirement - claims amount and result

Name of insurer **London and Edinburgh Insurance Company Limited**

Global business

Financial year ended **31st December 2004**

General insurance business

General insurance business		Company registration number	GL/UK/CM	Period ended day month year			Units
R12		924430	GL	31	12	2004	£000
				This financial year 1			Previous year 2
Reference period (No. of months) See PRU 7.2.63R			11	36			36
Claims paid in reference period			21	936121			1047447
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis		22	24165			26519
	For insurance business accounted for on an accident year basis		23	379672			388394
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis		24	36202			349222
	For insurance business accounted for on an accident year basis		25	542968			678589
Claims incurred in reference period (21+ 22+ 23-24-25)			26	760788			748849
Claims incurred for classes 11, 12 or 13 (included in 26)			27	56193			49060
Claims incurred for "actuarial health insurance" (included in 26)			28				
Sub-total E (26 + 1/2 27 - 2/3 28)			29	788885			773379
Sub-total F - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in reference period)			31	262962			257793
Division of sub-total F (gross adjusted claims amount)	x 0.26		32	68370			67026
	Excess (if any) over 35M EURO x 0.03		33	7158			7013
Sub-total G (32 - 33)			39	61212			60013
Claims amount Sub-total G x reinsurance ratio (11.49)			41	31144			39327
Higher of premiums amount and brought forward amount (11.53)			42	69510			77505
General insurance capital requirement (higher of lines 41 and 42)			43	69510			77505

**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**\*0104\* Accounting Policies**

These are as stated in the Company's Annual Report and Accounts except where modified by the requirements of the Accounts and Statements Rules.

**\*0301\* Reconciliation**

	2004 £000
Form 13, Line 89	8,311,664
Less	
Form 15, Line 69	7,345,124
Net admissible assets	<u>966,540</u>
Capital resources	
Form 3, Line 79	<u>966,540</u>

The Company's subsidiaries included in this return are valued in the Company's balance sheet in the Companies Act Accounts at net asset value.

**\*1107\* Premiums**

The gross premiums shown at line 11 of form 11 are in respect of premiums written in the current year, together with adjustments in respect of prior years.

**\*1301\* Unlisted Securities**

Lines 45 and 46 of Form 13 include unlisted non-guaranteed debentures amounting to £14,937k (2003 - £14,792k). These investments are readily realisable.

**\*1304\* Debtors and Creditors**

Certain amounts shown in Forms 13 and 15 have been calculated by netting amounts due to any one person or undertaking against amounts due from that person or undertaking, where there is a right of set-off as permitted by Financial Reporting Standard 5.

**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**\*1305\* Counterparty Limits**

The maximum extent to which, in accordance with any investment guidelines operated by the Company, it was permitted to be exposed to any one counterparty and connected companies during the financial year in question was 6% of the Business Amount. The maximum extent to which, in accordance with Company investment guidelines, it was permitted to be exposed to any one counterparty, other than by way of exposure to an approved counterparty during the financial year, was 5% of the Business Amount. Over the financial year there were no breaches of the above limits.

**\*1314\* Leased Assets**

There were no tangible leased assets included at line 80 of Form 13 (2003 - nil).

**\*1501\* Provision for Reasonably Foreseeable Adverse Variations**

No adjustment or provision is required in respect of a provision for reasonably foreseeable adverse variations pursuant to PRU 1.3.26R to 1.3.29R or PRU 4.3.17R to 4.3.18R. All derivative contracts are strictly covered and all other obligations to deliver assets or make a payment were felt to be prudently provided for in the accounts.

**\*1502\* Contingent Liabilities**

- a. There are no charges over the Company's assets.
- b. No provision has been included in Form 15 for any liabilities to tax on capital gains, which might arise if the Company disposed of its investments. The full potential liability for deferred tax not provided was £nil (2003 - £nil).
- c. The Company and Haven Insurance Policies Limited continue to guarantee the pre-1998 liabilities of Maritime Insurance Company Limited, a former member of the Norwich Union plc group of companies. There are no other contingent liabilities in the Company.
- d. The Company and its subsidiaries, Haven Insurance Policies Limited and London and Edinburgh Insurance Company Limited, have entered into a mutual guarantee and they also guarantee the general insurance liabilities of Aviva Insurance and Security Insurance Limited. There are no other guarantees, indemnities or other contractual commitments effected other than in the ordinary course of insurance business, in respect of related companies.
- e. There are no fundamental uncertainties.

**\*1601\* Rates of Exchange**

Assets, liabilities and revenue transactions in currencies other than sterling have been revalued at rates of exchange ruling at 31st December.

**Supplementary Notes to the Returns**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004****\*1602\* Brought Forward Amounts**

Some of the brought forward amounts shown in Forms 11, 12, 22 to 24, 33 and 34 have been restated from the corresponding carried forward amounts included in the previous year's return due to the conversion of foreign currency amounts at the closing rates of exchange at 31st December 2004.

**\*1603\* Other Charges**

Line 21 of Form 16 relates to the following:-

	2004 £000	2003 £000
Amortisation of intangible assets	9,414	8,170
Corporate costs	2,595	4,122
	<hr/>	<hr/>
	12,009	12,292
	<hr/>	<hr/>

**\*1605\* Form 16 Line 18**

In its Companies Act Accounts the Company includes the difference between the net asset value of its subsidiary undertakings at acquisition and the net asset value at the balance sheet date in a revaluation reserve. In this return the movement in this revaluation reserve has been taken to line 15 of Form 16. The impact in 2004 has been to increase the profit compared to the Companies Act Accounts by £45,919k (2003 - an increase of £57,266k).

**\*1700\* Form Omitted**

No Form 17 has been prepared on the basis that the Company had no derivative contracts in place at either the end of the current or previous financial years.

**\*2001\* Option to report Business in a Different Accounting Class**

The Company has taken the option to include all MAT treaty business within accounting class 11 because it does not otherwise have the necessary accounting records to split the business between proportional and non-proportional.

## Supplementary Notes to the Returns

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004****\*2002\* Analysis of Written Premiums**

The gross and net written premiums are analysed as follows. All premiums are attributable to the United Kingdom.

	Accident year Basis £000	Underwriting year basis £000	Total £000
<b>Gross</b>			
1 Accident and Health	679,468		679,468
2 Motor	1,996,131		1,996,131
3 Aviation		6	6
4 Marine	1,061	1	1,062
5 Transport			
6 Property	1,031,791		1,031,791
7 Third party liability	17,372		17,372
8 Miscellaneous and pecuniary loss	266,267		266,267
Total	3,992,090	7	3,992,097
<b>Reinsurance</b>			
1 Accident and Health	381,656		381,656
2 Motor	1,000,933		1,000,933
3 Aviation		6	6
4 Marine	1,061	1	1,062
5 Transport			
6 Property	537,908		537,908
7 Third party liability	9,120		9,120
8 Miscellaneous and pecuniary loss	162,919		162,919
Total	2,093,597	7	2,093,604
<b>Net</b>			
1 Accident and Health	297,812		297,812
2 Motor	995,198		995,198
3 Aviation			
4 Marine			
5 Transport			
6 Property	493,883		493,883
7 Third party liability	8,252		8,252
8 Miscellaneous and pecuniary loss	103,348		103,348
Total	1,898,493		1,898,493

**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**2003\* Authorisation Class**

In respect of authorisation classes 5 and 11, no new contracts of insurance have been effected by the Company since 1993. In respect of authorisation classes 6 and 12, no new contracts of insurance have been effected by the Company since 1998. In respect of authorisation class 7, no new contracts of insurance have been effected by the Company since 2001.

**\*2007\* Material Connected Party Transactions (Rule 9.39)**

The companies in the group have ceded 50% of their 2004 underwriting result to CGU International Insurance plc, a fellow Group undertaking. The premiums in 2004 amounted to £1,898,509k. Details of recoveries and outstanding debts are set out on page 115.

There have been no amounts written off in the year in respect of debts due to or from connected parties.

**\*2100\*, \*2300\*, \*2400\*, \*2600\*, \*2700\*, \*2800\*, \*3500\* and \*3900\* Forms Omitted**

The following forms have been omitted because all entries would be blank:

Form 21 (Accounting Classes 5, 9 and 10)  
 Form 23 (Accounting Classes 4, 9 and 10)  
 Form 24 (Accounting Class 10)  
 Form 26 (Accounting Classes 9 and 10)  
 Form 27 (Accounting Class 10, Business Categories a, b, and h)  
 Form 28 (Accounting Class 9, Business Category h and Accounting Classes 10 and 11, Business Category c)  
 Form 35  
 Form 39

**\*2102\* / \*2501\* Unearned Premiums**

Unearned premiums are computed principally on a daily pro-rata basis, which the Company believes most accurately determines the required provision.

**\*2202\* / \*2404\* Claims Management Costs**

Claims management costs represent indirect overhead costs incurred in respect of maintaining settlement functions. These costs include both charges by third parties and an attribution of the Company's own expenses, such as salaries and related costs of employees. Provision has been made at the year end for all claims management costs to cover the anticipated future costs of negotiating and settling claims which have been incurred, whether reported or not.

**\*2204\* / \*2406\* Acquisition Costs**

Acquisition costs represent the fixed and variable costs arising from the conclusion of insurance contracts including direct costs, such as the cost of drawing up the insurance document, and indirect costs, such as advertising costs or the administrative expenses connected with the processing of proposals and the issuing of policies. For business accounted for on an annual basis, a proportion of the related acquisition expenses has been deferred commensurate with the unearned premiums provisions. The acquisition costs deferred have been that proportion of the total acquisition costs, which the unearned premiums provision bears to gross written premiums, by class.



**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

**\*2205/2502\* Unexpired Risks**

Provision is made for unexpired risks when, after taking account of an element of attributable investment income, if necessary, it is anticipated that unearned premiums will be insufficient to cover future claims and expenses on existing contracts. No attributable investment income has needed to be taken into account in either 2004 or 2003.

**\*2206/2503\* Reinsurance Recoveries**

Under accounting classes 4, 7 and 9, included on forms 22 and 25, reinsurance recoveries amounting to £95,619k are expected to be recovered from reinsurers more than 12 months after the payment of the underlying gross claims. These amounts are not discounted.

**\*2402\* Adoption of Underwriting Year Accounting**

Underwriting year accounting has been adopted for accounting classes 3, 4, 9, 11 and elements of classes 5, 6 and 7 prior to 1996. This is due to the longer-term nature of the business written, and the fact that an underwriting result could not be established with sufficient accuracy using the accident year basis. Recognition of profit has been deferred until the end of the third year from the start of an underwriting year for marine, aviation and treaty business and until the end of the second year for transport business. Since 1996 these classes have been written on an accident year basis, where applicable.

**\*2407\* Underwriting Year Business**

The allocation of business to year is determined by the year in which the risk is inception, except for certain business in accounting classes 3, 4 and 5 where the basis is the year of signing the policy.

**\*3103\* Risk Group Changes**

Because of the immateriality of the risk group "Contract Guarantees and Bonds" and "Fidelity Guarantees" in 1998, these were combined in "Miscellaneous" of accounting class 8. Prior years' information, however, will continue to be shown separately until fully run-off.

**\*3402\* Risk Group Identity**

Accounting Class: Property and Third Party Liability  
Risk Group: Weavers

This risk group relates to business through H S Weavers (Underwriting) Agencies Limited between 1972 and 1979.

**Certificate required by rule 9.34 of the Accounts and Statements Rules**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

We certify

- a. that the return has been properly prepared in accordance with the requirements in *IPRU (INS)* and *PRU*; and
- b. that the directors are satisfied that:
  - (i) throughout the financial year in question, the companies in the group have complied in all material respects with the requirements in SYSC and PRIN as well as the provisions of *IPRU (INS)* and *PRU*; and
  - (ii) it is reasonable to believe that the companies in the group have continued so to comply subsequently, and will continue so to comply in future.

**Bridget McIntyre**  
Director

**Patrick Snowball**  
Chief Executive Officer

**Mark Hodges**  
Director

Norwich  
18th March 2005

**Footnote:**

All references to the "companies in the group" denote those companies on the contents page of this return.

**Independent Auditors' report to the Directors pursuant to rule 9.35 of the Accounts and Statements Rules**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

We have examined the following documents prepared by the insurer pursuant to the Accounts and Statements Rules set out in Chapter 9 to the Interim Prudential Sourcebook for Insurers and the Integrated Prudential Sourcebook ("the Rules") made by the Financial Services Authority under section 138 of the Financial Services and Markets Act 2000.

- Forms 1, 3, 11 to 13, 15, 16, 20 to 25, 27 to 29, 31 to 34 and 36 to 38 (including the supplementary notes) ("the Forms"); and
- the statements required by rules 9.25 to 9.27 and 9.29 on pages 114 to 119 ("the statements");

We are not required to examine and do not express an opinion on the unaudited items:

- the statements required by rules 9.30 and 9.32 on pages 120 to 126; and
- the certificate signed in accordance with rule 9.34 on page 152 ("the certificate").

This report is made solely to the insurer's directors, in accordance with rule 9.35 of the Accounts and Statements Rules. Our examination has been undertaken so that we might state to the insurer's directors those matters we are required by the Rules to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the insurer for our examination, for this report, or for the opinions we have formed.

**Respective responsibilities of the insurer and its auditors**

The insurer is responsible for the preparation of an annual return (including the unaudited items) under the provisions of the Rules. The requirements of the Rules have been modified by the written concessions referred to in supplementary note 0101. Under rule 9.11 the Forms and the statements are required to be prepared in the manner set out in the Rules and to state fairly the information provided on the basis required by the Rules.

It is our responsibility to form an independent opinion as to whether the Forms and the statements meet these requirements and to report our opinions to you. We also report to you if, in our opinion, the insurer has not kept proper accounting records or if we have not received all the information we require for our examination.

**Basis of opinion**

We conducted our work in accordance with Practice Note 20 "The audit of insurers in the United Kingdom" and Bulletin 2004/5 "Supplementary guidance for auditors of insurers in the United Kingdom" issued by the Auditing Practices Board. Our work included examination, on a test basis, of evidence relevant to the amounts and disclosures in the Forms and the statements. The evidence included that previously obtained by us relating to the audit of the financial statements of the insurer for the financial year on which we reported on 21st March 2005. It also included an assessment of the significant estimates and judgements made by the insurer in the preparation of the Forms and the statements.

**Report of the Auditors to the Directors pursuant to rule 9.35 of the  
Accounts and Statements Rules**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2004**

We planned and performed our work so as to obtain all the information and explanations, which we considered necessary, in order to provide us with sufficient evidence to give reasonable assurance that the Forms and the statements are free from material misstatement, whether caused by fraud or other irregularity or error, and comply with rule 9.11.

**Opinion**

In our opinion the Forms and the statements fairly state the information provided on the basis required by the Rules as modified and have been properly prepared in accordance with the provisions of those Rules.

ERNST & YOUNG LLP  
Registered Auditor  
London  
21st March 2005