

QBE at a glance



QBE is one of the world's leading insurers and reinsurers, operating out of 52 countries around the world, with a presence in all of the key insurance markets.

QBE in Europe

QBE is a business insurance specialist, operating in all the major insurance centres throughout Europe and has over 100 years' experience in the UK. We have a strong presence across the UK and Ireland, enabling us to provide an outstanding service locally to brokers and clients.

In Europe, we have an in-depth understanding of each of our chosen markets. Our ability to combine local expertise with the broad knowledge of our product specialists enables us to provide innovative solutions in each territory.

Our financial strength provides a level of security and confidence with the added flexibility of our dual-pen capability. This means you have the choice of whichever is best for your business, either Lloyd's, where we are one of the largest managing agents, or company paper.

Financial strength

QBE Insurance

Group performance

		2011
Gross written premium*	£m	11,400
Net earned premium*	£m	9,572
Combined operating ratio	%	96.8
Insurance profit*	£m	676
Shareholders' funds**	£m	6,685

* based on average exchange rates January – December 2011 US\$ to GBP

** based on the exchange rate US\$ to GBP as at 31 December 2011

*** correct as at February 2012, for further information please visit www.QBEurope.com/about

Highly rated

You can judge the size and strength of a company by the ratings it keeps.

Insurer financial strength ratings***

Company	Standard & Poor's	Fitch Ratings	A.M. Best
QBE Insurance (Europe) Limited	A+	A+	A (Excellent)
QBE Reinsurance (Europe) Limited	A+	A+	A (Excellent)

Issuer credit ratings***

Company	Standard & Poor's	Fitch Ratings	A.M. Best
QBE Insurance Group Limited	A	A	BBB+
QBE Insurance (Europe) Limited	A+	A+	A+
QBE Reinsurance (Europe) Limited	A+	A+	A+

Key facts

- QBE Insurance Group Limited gross written premium £11.4 billion to year end December 2011
- One of the largest managing agents at Lloyd's
- First London office established in 1904
- Regional offices throughout the UK, Ireland, mainland Europe and offices in Canada, Dubai and Singapore
- Choice of writing business with Lloyd's security or company security
- Comprehensive product range.

Award winning service

Our award winning service has won us numerous awards, including Rehabilitation First Awards – 2011, Rehabilitation Initiative of the Year – Insurer, 2010 Post Magazine Underwriting Service Awards – Underwriting Team of the Year for both Casualty and Construction and Engineering; 2010 Reactions London Market Awards – Best Insurance Company and Best Underwriting Team – Casualty.

Leading product range

As a business insurance specialist, the breadth of the industry sectors we cover is almost as diverse as our range of products. With an appetite and capacity to provide cover across any size of business we are market leaders in the majority of products we offer.

With literally hundreds of product lines we are confident we can provide you with a competitive and effective solution. To give you a flavour of our extensive range, we have listed some of our product lines below:

- Accident and health (inc commercial PA and business travel)
- After the event insurance
- Aviation
- Bloodstock
- Commercial crime
- Commercial combined
- Contractor all risks/EAR
- Energy, offshore and onshore
- Entertainment and leisure industry
- Environmental impairment liability
- Financial and professional liability (D&O, PI)
- General liability (EL, PL, Tradesman)
- Marine
- Motor Commercial – (inc fleet, haulage, bus and coach, motor trade)
- Pharmaceutical and medical
- Political risk and terrorism
- Product guarantee and recall
- Product protection
- Property
- Reinsurance
- Scheme underwriting facility
- Specie
- Surety
- Trade credit and bonds
- Warranty and GAP.

So whether it's cover for a dental practice or a leisure centre we are confident we can provide the cover. Please visit www.QBEEurope.com/business and review our product guide and even if you cannot find what you are looking for here, we'll do all we can to provide a competitive and effective solution.



Rugby

QBE is proud to be an Official Partner of England Rugby and Premiership Rugby. QBE is also the title sponsor of the QBE Internationals, where England take on the best of the Southern Hemisphere at Twickenham. These sponsorships continue our commitment to rugby and means we can expand our association with specialists on and off the rugby field, allowing QBE's brand to develop and business to grow.

To find out more about how QBE is supporting rugby at all levels of the game, please visit www.QBEEurope.com/rugby and register to receive advance news, information on forthcoming rugby events and competitions.

Our approach

All our people are encouraged and empowered to use their expertise to find a way around problems. We have a healthy appetite for risk, and a willingness to work flexibly in partnership with brokers and clients, enabling us to find innovative solutions. We don't believe that one size fits all or that we should follow what other insurers do, which means we are always willing to take a view on specialist risks.

We stand by our claims

At QBE we pride ourselves on our professional, efficient and sympathetic approach to claims. So not only do we take great satisfaction from our highly rated* claims service, we also place great emphasis on risk management, working with clients to improve their systems and processes.

Effective risk management is an essential feature of all successful organisations and is one of our key underwriting considerations. Our objective is to work hand in hand with all stakeholders to ensure we take every opportunity to contain and control risk. This helps us to reduce the frequency and severity of our clients' loss experience.

Local knowledge

UK and Ireland – Underwriting offices London, Birmingham, Bristol, Dublin, Glasgow, Leeds, Manchester and Stafford.

Mainland Europe – offices in Belgium, Bulgaria, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Italy, Macedonia, Norway, Romania, Slovakia, Spain, Sweden, Switzerland and the Ukraine.

Other offices:
Canada, Dubai and Singapore.

History of QBE

In 1886, the North Queensland Insurance Company was formed by two insurance agents in Sydney, Australia. The company was expanded by establishing agencies throughout Asia and Australasia. There was even an agency presence in London prior to the branch office opening on Fenchurch Street in 1904.

North Queensland Insurance Company continued to grow and acquired Equitable Probate and General Insurance in 1959, before merging with the Bankers and Traders Insurance Company in 1971 to finally arrive at the name – QBE – in 1973 when QBE Insurance Group Limited was listed on the Australian Securities Exchange.

To find out more

For more information about QBE and how we can help your business, please visit our website www.QBEEurope.com or e-mail us at enquiries@uk.qbe.com

**According to the leading independent survey of London Market broker opinion, QBE was ranked top for its 'high calibre claims teams' in 2011. (Gracechurch Claims Performance Monitor 2011)*



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