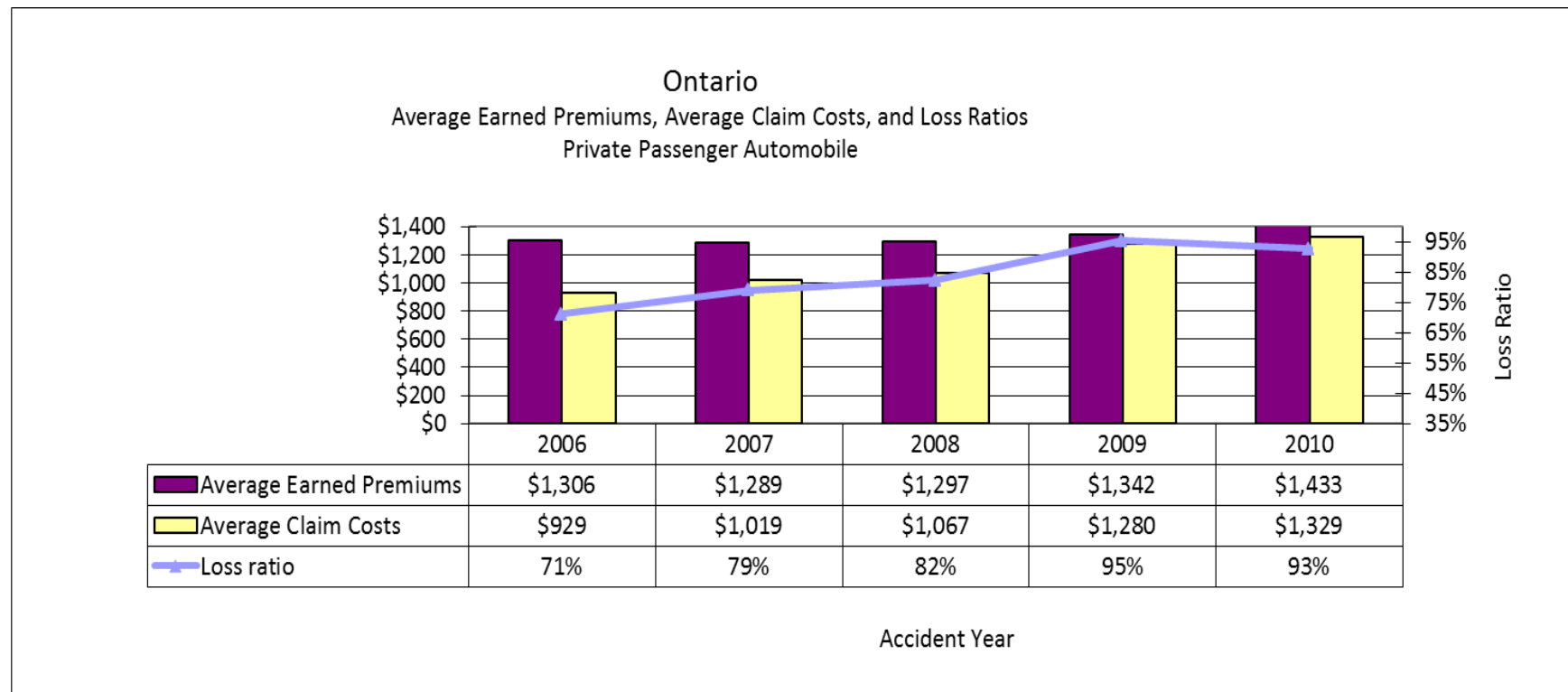


Key Measures

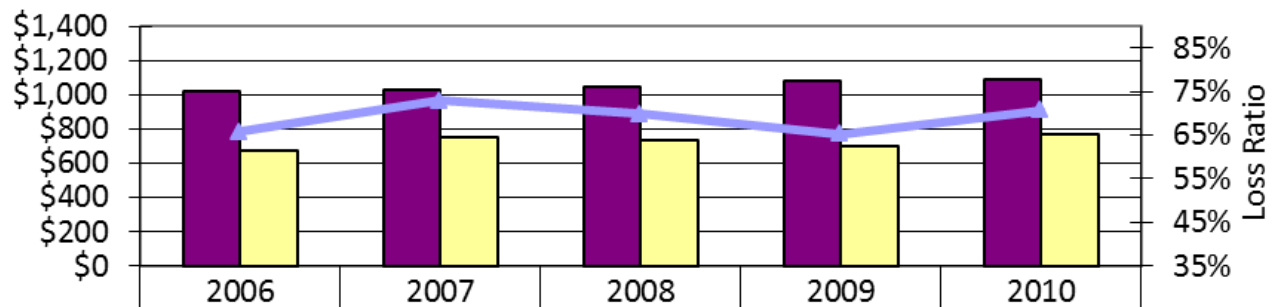
The largest single component in determining premium rates is claims costs. Claim costs include the payments to the insured, the cost of defending the insured against third party claims, payment of third party claims and the administrative costs of handling all claims.




There is variation in claim costs between jurisdictions for automobile insurance due to differing coverage and benefits available between jurisdictions and other items that can impact the number of accidents such as traffic density, weather, and physical road infrastructure.

The graphs below show three widely used insurance measures: average earned premiums per vehicle, average claim costs per earned vehicle and the earned incurred loss (claims) ratio for five accident years as at December 31, 2010 for Private Passenger Automobiles for Ontario, Alberta, the Atlantic Provinces and the Territories. The loss ratio is calculated as the incurred claim costs divided by earned premiums.



Alberta
Average Earned Premiums, Average Claim Costs, and Loss Ratios
Private Passenger Automobile

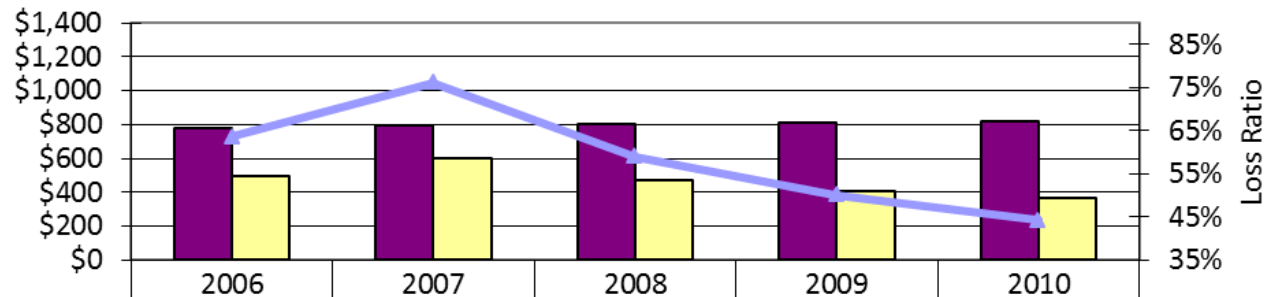





 Average Earned Premiums	\$1,020	\$1,028	\$1,045	\$1,076	\$1,087
 Average Claim Costs	\$670	\$749	\$730	\$702	\$768
 Loss ratio	66%	73%	70%	65%	71%

Accident Year

Territories

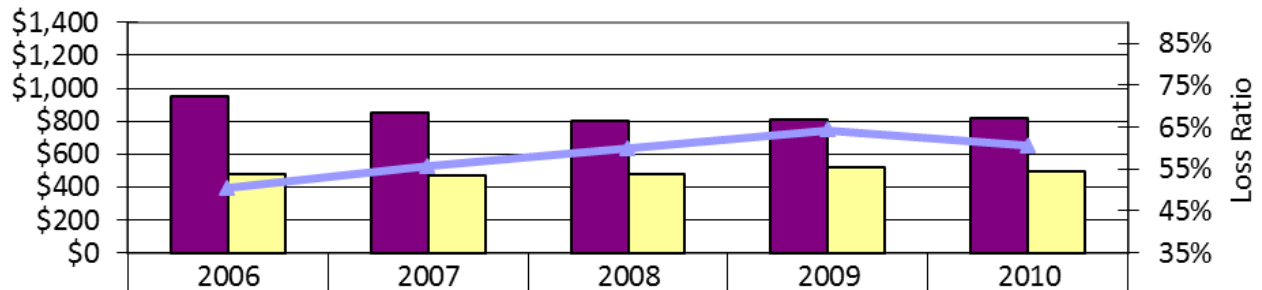
Average Earned Premiums, Average Claim Costs, and Loss Ratios
Private Passenger Automobile



 Average Earned Premiums	2006	2007	2008	2009	2010
 Average Claim Costs	\$496	\$602	\$475	\$405	\$363
 Loss ratio	64%	76%	59%	50%	44%

Accident Year

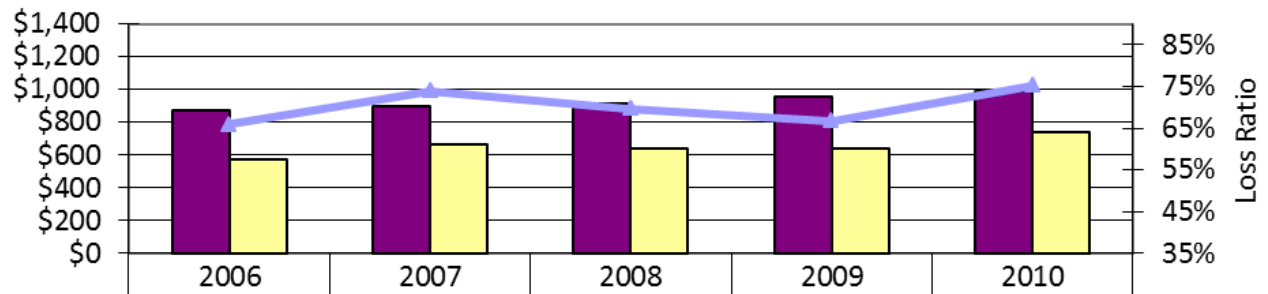
New Brunswick
Average Earned Premiums, Average Claim Costs and Loss Ratios
Private Passenger Automobile






	2006	2007	2008	2009	2010
■ Average Earned Premiums	\$949	\$851	\$803	\$808	\$814
■ Average Claim Costs	\$478	\$473	\$481	\$519	\$493
—▲ Loss ratio	50%	56%	60%	64%	61%

Accident Year

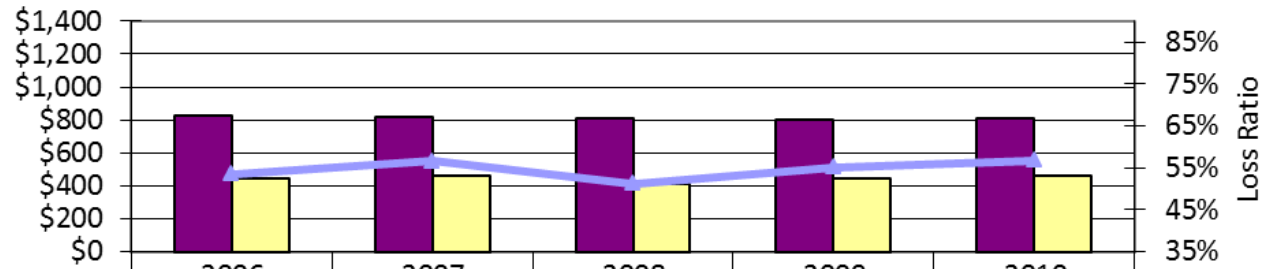
Newfoundland & Labrador
Average Earned Premiums, Average Claim Costs and Loss Ratios
Private Passenger Automobile



 Average Earned Premiums	\$874	\$895	\$913	\$953	\$986
 Average Claim Costs	\$577	\$661	\$636	\$636	\$741
 Loss ratio	66%	74%	70%	67%	75%

Accident Year

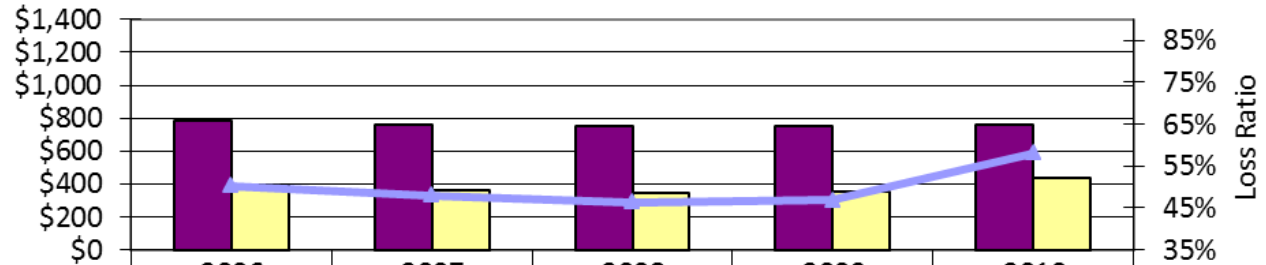
Nova Scotia
Average Earned Premiums, Average Claim Costs and Loss Ratios
Private Passenger Automobile



	2006	2007	2008	2009	2010
■ Average Earned Premiums	\$825	\$817	\$809	\$804	\$807
■ Average Claim Costs	\$442	\$462	\$414	\$443	\$458
—▲— Loss ratio	54%	57%	51%	55%	57%

Accident Year

PEI
Average Earned Premiums, Average Claim Costs and Loss Ratios
Private Passenger Automobile



	2006	2007	2008	2009	2010
■ Average Earned Premiums	\$787	\$758	\$749	\$753	\$758
■ Average Claim Costs	\$395	\$364	\$347	\$353	\$440
— Loss ratio	50%	48%	46%	47%	58%

Accident Year