

# **NORWICH UNION INSURANCE LIMITED**

**Annual FSA Insurance Returns for the year ended  
31st December 2003**



(Appendices 9.1, 9.2, 9.5 and 9.6)

# NORWICH UNION INSURANCE LIMITED

Year ended 31st December 2003

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The companies included in this return are:

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

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**Statement of solvency**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

R9	Company registration number 99122	GL/UK/CM GL	Period ended			Units £000
			day	month	year	
			31	12	2003	
	As at the end of this financial year 1	As at the end of the previous year 2	Source			
			Form	Line	Column	

**GENERAL INSURANCE BUSINESS****Available assets**

Other than long term insurance business assets allocated towards general insurance business required minimum margin	11	940820	607664	See instructions 1 and 2
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**Required minimum margin**

Required minimum margin for general insurance business	12	314009	276806	12 . 49
Excess (deficiency) of available assets over the required minimum margin (11-12)	13	626811	330858	

**LONG TERM INSURANCE BUSINESS****Available assets**

Long term insurance business admissible assets	21			10 . 11
Other than long term insurance business assets allocated towards long term insurance business required minimum margin	22			See instructions 1 and 3
Total mathematical reserves (after distribution of surplus)	23			See instruction 4
Other insurance and non-insurance liabilities	24			See instruction 5
Available assets for long term insurance business required minimum margin (21+22-23-24)	25			

**Implicit Items admitted under Rule 2.10(5) as modified**

Future profits	31			
Zillmerising	32			
Hidden reserves	33			
Total of available assets and implicit items (25+31+32+33)	34			

**Required minimum margin**

Required minimum margin for long term insurance business	41			60 . 69
Explicit required minimum margin (1/6 x 41, or minimum guarantee fund if greater)	42			
Excess (deficiency) of available assets over explicit required minimum margin (25-42)	43			
Excess (deficiency) of available assets and implicit items over the required minimum margin (34-41)	44			

**CONTINGENT LIABILITIES**

Quantifiable contingent liabilities in respect of other than long term insurance business as shown in a supplementary note to Form 15	51			See instruction 6
Quantifiable contingent liabilities in respect of long term insurance business as shown in a supplementary note to Form 14	52			See instruction 6

**Covering sheet to Form 9**

Name of insurer      **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended      **31st December 2003**

.....      **Caroline Ramsay**      **Director (alternate)**

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

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

**Norwich 25th March 2004**

**Statement of net assets**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

	R10	Company registration number 99122	GL/UK/CM GL	Period ended			Units £000
				day	month	year	
				31	12	2003	
		As at the end of this financial year 1		As at the end of the previous year 2	Source		
					Form	Line	Column
Long term insurance business - admissible assets	11				13	. 89	. 1
Long term insurance business - liabilities and margins	12				14	. 59	. 1
Other than Long term insurance business - admissible assets	21	7825381		7039247	13	. 89	. 1
Other than Long term insurance business - liabilities	22	6884561		6431583	15	. 69	. 1
Net admissible assets (21-22)	23	940820		607664			
Other assets allowed to be taken into account in covering the required minimum margin	24	Unpaid amounts (including share premium) on partly paid shares					
		Supplementary contributions for a mutual carrying on general insurance business	25				
Liabilities allowed to be left out of account in covering the required minimum margin	26	Subordinated loan capital					
		Cumulative preference share capital	27				
Available assets (23 to 27)	29	940820		607664			

**Represented by:**

Paid up share capital (other than cumulative preference share capital)	51	1059150		859150			
Amounts included in lines 24 to 27 above	52						
Amounts representing the balance of net assets	56	(118330)		(251486)			
Total (51 to 56) and equal to line 29 above	59	940820		607664			

**Movement of balance of net assets for solvency purposes - as per line 56**

Balance brought forward at the beginning of the financial year	61	(251486)		58118	10	. 56	. 2
Retained profit/(loss) for the financial year	62	28277		(151401)	16	. 59	. 1
Movement in asset valuation differences	63	104879		(158203)	See instruction 2		
Decrease/(increase) in the provision for adverse changes	64				See instruction 3		
Other movements (particulars to be specified by way of supplementary note)	65						
Balance carried forward at the end of the financial year (61 to 65)	69	(118330)		(251486)			

## General insurance business : Calculation of required margin of solvency - first method

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

		Company registration number	GL/UK/CM	Period ended			Units
				day	month	year	
R11		99122	GL	31	12	2003	£000
		This financial year		Previous year			
		1		2			
Gross premiums receivable		11	3858431	3493649			
Premium taxes and levies (included in line 11)		12	33008	34372			
<b>Sub-total A (11-12)</b>		13	3825423	3459277			
Adjusted Sub-total A if financial year is not a 12 month period to produce an annual figure		14					
Division of Sub-total A (or adjusted Sub-total A if appropriate)	Other than health insurance	Up to and including sterling equivalent of 10M EURO x 18/100	15	1235	1139		
		Excess (if any) over 10M EURO x 16/100	16	610970	552472		
	Health insurance	Up to and including sterling equivalent of 10M EURO x 6/100	17				
		Excess (if any) over 10M EURO x 16/300	18				
<b>Sub-total B (15+16+17+18)</b>		19	612205	553611			
Claims paid		21	1989207	1880829			
Claims outstanding carried forward at the end of the financial year	For insurance business accounted for on an underwriting year basis	22	42367	49996			
	For insurance business accounted for on an accident year basis	23	2723674	2465603			
Claims outstanding brought forward at the beginning of the financial year	For insurance business accounted for on an underwriting year basis	24	47004	51444			
	For insurance business accounted for on an accident year basis	25	2465761	2299858			
<b>Sub-total C (21+22+23-(24+25))</b>		29	2242483	2045126			
Amounts recoverable from reinsurers in respect of claims included in Sub-total C		30	1092279	1056177			
<b>Sub-total D (29-30)</b>		39	1150204	988949			
<b>First result</b> Sub-total B x Sub-total D (or, if ½ is a greater fraction, x ½) Sub-total C		41	314009	276806			

**General insurance business : Calculation of required margin of solvency - second method, and statement of required minimum margin**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

R12	Company registration number	GL/UK/CM	Period ended			Units
			day	month	year	
99122	GL	31	12	2003	£000	
		This financial year	Previous year	Source		
		1	2	Form	Line	Column
Reference period (No. of financial years) Insert "0" if there is no reference period otherwise insert "3" or "7"	3	11		See Instruction 1		
Claims paid in reference period	21	5725124	5518351			
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis	22	42367	49996		
	For insurance business accounted for on an accident year basis	23	2723674	2465603		
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis	24	73022	61559		
	For insurance business accounted for on an accident year basis	25	2202147	2130068		
<b>Sub-total E</b> (21+22+23-(24+25))	29	6215996	5842323			
<b>Sub-total F</b> - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in reference period)	31	2071999	1947441			
Division of Sub-total F	Other than health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	32	1249	1151	
		Excess (if any) over 7M EURO x 23/100	33	475455	446893	
	Health insurance	Up to and including sterling equivalent of 7M EURO x 26/300	34			
		Excess (if any) over 7M EURO x 23/300	35			
<b>Sub-total G</b> (32 to 35)	39	476704	448044			
<b>Second result</b> Sub-total G x Sub-total D (or, if ½ is a greater fraction, x ½) Sub-total C	41	244509	224022			
First result	42	314009	276806	11	41	
Required margin of solvency (the higher of lines 41 and 42)	43	314009	276806			
Minimum guarantee fund	44	275	253			
Required minimum margin (the higher of lines 43 and 44)	49	314009	276806			

**Analysis of admissible assets**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

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	2003	£000	1
					day	month	year		
<b>Investments</b>					As at the end of this financial year 1		As at the end of the previous year 2		
Land and buildings					11	6765		7036	
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	739337		759372		
		Debt securities issued by, and loans to, dependants		26	643458		498334		
	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	1389560		1264742	



**Analysis of admissible assets**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

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	2003	£000	1	
					day	month	year			
<b>Investments (continued)</b>					As at the end of this financial year		As at the end of the previous year			
<b>Deposits with ceding undertakings</b>					1		2			
<b>Assets held to cover linked liabilities</b>										
Other financial investments	Equity shares			41	305831		259500			
	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	1241543		1039563			
			Other	46	822031		870349			
		Variable interest	Approved securities	47						
			Other	48						
	Participation in investment pools			49						
	Loans secured by mortgages			50	174912		198411			
	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	159055		122651		
		Withdrawal subject to a time restriction of more than one month			55					
	Other			56						
Deposits with ceding undertakings			57	10996		12388				
Assets held to match linked liabilities	Index linked			58						
	Property linked			59						
Reinsurers' share of technical provisions	Provision for unearned premiums			60	957365		893254			
	Claims outstanding			61	1153344		879428			
	Provision for unexpired risks			62						
	Other			63						
Total sheet 2 (41 to 63)			69	4825077		4275544				

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

Global business

Financial year ended **31st December 2003**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			
	<b>R13</b>	<b>99122</b>	<b>GL</b>	<b>31</b>	<b>12</b>	<b>2003</b>	<b>£000</b>	<b>1</b>
<b>Debtors</b>							As at the end of this financial year 1	As at the end of the previous year 2
<b>Other assets</b>								
Debtors arising out of direct insurance operations	Policyholders			<b>71</b>		391800		357100
	Intermediaries			<b>72</b>		797726		680103
Salvage and subrogation recoveries				<b>73</b>				
Debtors arising out of reinsurance operations	Due from ceding insurers and intermediaries under reinsurance business accepted			<b>74</b>				
	Due from reinsurers and intermediaries under reinsurance contracts ceded			<b>75</b>		27432		35504
Other debtors	Due from dependants	Due in 12 months or less after the end of the financial year		<b>76</b>				42331
		Due more than 12 months after the end of the financial year		<b>77</b>				
	Other	Due in 12 months or less after the end of the financial year		<b>78</b>		60804		53741
		Due more than 12 months after the end of the financial year		<b>79</b>				
Tangible assets				<b>80</b>				
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			<b>81</b>		79426		64602
	Cash in hand			<b>82</b>				
Other assets (particulars to be specified by way of supplementary note)				<b>83</b>				
Prepayments and accrued income	Accrued interest and rent			<b>84</b>		33275		34809
	Deferred acquisition costs			<b>85</b>		212325		203454
	Other prepayments and accrued income			<b>86</b>		7956		27317
Deductions (under rules 4.14(2)(b) and 4.14(3)) from the aggregate value of assets				<b>87</b>				
Total sheet 3 (71 to 86 less 87)				<b>88</b>		1610744		1498961
Grand total of admissible assets (39+69+88)				<b>89</b>		7825381		7039247
<b>Reconciliation to asset values determined in accordance with the insurance accounts rules</b>								
Total admissible assets (as per line 89 above)				<b>91</b>		7825381		7039247
Total assets in excess of the admissibility limits of Appendix 4.2 (as valued in accordance with those Rules before applying admissibility limits)				<b>92</b>				153194
Solvency margin deduction for subsidiary undertakings which are insurance undertakings				<b>93</b>				
Other differences in the valuation of assets (other than for assets not valued above)				<b>94</b>		41151		31116
Assets of a type not valued above, (as valued in accordance with the insurance accounts rules)				<b>95</b>		158655		120375
Total assets determined in accordance with the insurance accounts rules (91 to 95)				<b>99</b>		8025187		7343932
Amounts included in line 89 attributable to debts due from related insurers, other than those under contracts of insurance or reinsurance				<b>100</b>		29674		80087

**Liabilities (other than long term insurance business)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

		Company registration number	GL/UK/CM	Period ended			Units		
		R15	99122	GL	31	12	2003	£000	
				As at the end of this financial year			As at the end of the previous year		
				1			2		
Technical provisions (gross amount)	Provision for unearned premiums		11	1857042			1730058		
	Claims outstanding		12	2814738			2560153		
	Provision for unexpired risks		13						
	Equalisation provisions	Credit business		14					
		Other than credit business		15	120717			115261	
	Other		16						
Total (11 to 16)		19	4792497			4405472			
Provisions for other risks and charges	Taxation		21	3442			15185		
	Other		22						
Deposits received from reinsurers		31							
Creditors	Arising out of insurance operations	Direct insurance business	41	194817			224215		
		Reinsurance accepted	42						
		Reinsurance ceded	43	835290			989641		
	Debenture loans	Secured	44						
		Unsecured	45						
	Amounts owed to credit institutions		46						
	Other creditors	Taxation		47	71407			30614	
		Recommended dividend		48					
		Other		49	840806			659163	
Accruals and deferred income		51	146302			107293			
Total (19 to 51)		59	6884561			6431583			
Provision for adverse changes (calculated in accordance with rule 5.3) [Regulation 61 of the Insurance Companies Regulations 1994]		61							
Cumulative preference share capital		62							
Subordinated loan capital		63							
Total (59 to 63)		69	6884561			6431583			
Amounts included in line 69 attributable to liabilities to related insurers, other than those under contracts of insurance or reinsurance		71	29391			10074			

**Profit and loss account (non-technical account)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

		R16	Company registration number 99122	GL/UK/CM GL	Period ended			Units £000
					day	month	year	
			This financial year 1	Previous year 2	Source			
					Form	Line	Column	
Transfer (to)/from the general insurance business technical account	From Form 20	11	(58676)	27248	20 . 59			
	Equalisation provisions	12	(5456)	(11045)				
Transfer from the long term insurance business revenue account		13			40 . 26			
Investment income	Income	14	209068	200040				
	Value re-adjustments on investments	15	49306					
	Gains on the realisation of investments	16		15943				
Investment charges	Investment management charges, including interest	17	6395	7198				
	Value re-adjustments on investments	18		265160				
	Loss on the realisation of investments	19	14809					
Allocated investment return transferred to the general insurance business technical account		20			20 . 51			
Other income and charges (particulars to be specified by way of supplementary note)		21	(12292)	(29000)				
Profit or loss on ordinary activities before tax (11+12+13+14+15+16-17-18-19-20+21)		29	160746	(69172)				
Tax on profit or loss on ordinary activities		31	32469	22229				
Profit or loss on ordinary activities after tax (29-31)		39	128277	(91401)				
Extraordinary profit or loss (particulars to be specified by way of supplementary note)		41						
Tax on extraordinary profit or loss		42						
Other taxes not shown under the preceding items		43						
Profit or loss for the financial year (39+41-(42+43))		49	128277	(91401)				
Dividends (paid and proposed)		51	100000	60000				
Profit or loss retained for the financial year (49-51)		59	28277	(151401)				

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Summary**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31	12	2003	£000	99
					This financial year	Previous year	Source		
					1	2	Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
This year's underwriting (accident year accounting)	Earned premium	11	1775681	1626295	21	19	5		
	Claims incurred	12	1100051	1017693	22	17	4		
	Claims management costs	13	59025	52103	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	578675	518525	22	42	4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	37930	37974					
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21	788	510	21	11	5		
	Claims incurred	22	47156	(31233)	22	13	4		
	Claims management costs	23	50238	42469	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	(96606)	(10726)					
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	(58676)	27248					
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(58676)	27248					

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Accident and health**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/summary	
		R20	99122	GL	31	12	2003	£000	1
				This financial year	Previous year		Source		
				1	2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
This year's underwriting (accident year accounting)	Earned premium	11	273338	246433	21	19	5		
	Claims incurred	12	124081	120835	22	17	4		
	Claims management costs	13	12678	11087	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	157684	120977	22	42	4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	(21105)	(6466)					
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21	788		21	11	5		
	Claims incurred	22	(7286)	(27981)	22	13	4		
	Claims management costs	23	2177	4143	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	5897	23838					
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	(15208)	17372					
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(15208)	17372					

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Motor**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/summary		
		R20	99122	GL	31	12	2003	£000	2	
				This financial year		Previous year		Source		
				1		2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>										
This year's underwriting (accident year accounting)	Earned premium	11	937633	851750	21	19	5			
	Claims incurred	12	684313	609863	22	17	4			
	Claims management costs	13	31157	28233	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	190969	178168	22	42	4			
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	31194	35486						
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21			21	11	5			
	Claims incurred	22	8833	83027	22	13	4			
	Claims management costs	23	32007	26965	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	(40840)	(109992)						
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	(9646)	(74506)						
Allocated investment return		51								
Transfer to non-technical account (49+51)		59	(9646)	(74506)						

**General insurance business : Technical account (excluding equalisation provisions)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Aviation**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary		
		R20	99122	GL	31	12	2003	£000	3	
				This financial year		Previous year		Source		
				1		2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>										
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)

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Marine**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/summary	
		R20	99122	GL	31	12	2003	£000	4
				This financial year	Previous year		Source		
				1	2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
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				(368)	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					368		
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					368		
Allocated investment return		51							
Transfer to non-technical account (49+51)		59					368		

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Transport**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/summary	
		R20	99122	GL	31	12	2003	£000	5
				This financial year	Previous year		Source		
				1	2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
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				(10)	22	13	4
	Claims management costs	23				(115)	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					125		
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					125		
Allocated investment return		51							
Transfer to non-technical account (49+51)		59					125		

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Property**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31	12	2003	£000	6
					This financial year	Previous year	Source		
					1	2	Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
This year's underwriting (accident year accounting)	Earned premium	11	437395	396697	21	19	5		
	Claims incurred	12	264613	256453	22	17	4		
	Claims management costs	13	13266	10679	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	169131	139712	22	42	4		
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	(9615)	(10147)					
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21			21	11	5		
	Claims incurred	22	882	(53629)	22	13	4		
	Claims management costs	23	7842	7577	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	(8724)	46052					
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	(18339)	35905					
Allocated investment return		51							
Transfer to non-technical account (49+51)		59	(18339)	35905					

**General insurance business : Technical account (excluding equalisation provisions)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Third party liability**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary		
		R20	99122	GL	31	12	2003	£000	7	
				This financial year		Previous year		Source		
				1		2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>										
This year's underwriting (accident year accounting)	Earned premium	11	17188	10909	21	19	5			
	Claims incurred	12	7951	10669	22	17	4			
	Claims management costs	13	631	432	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	3757	3832	22	42	4			
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	4849	(4024)						
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21			21	11	5			
	Claims incurred	22	43875	(12509)	22	13	4			
	Claims management costs	23	6909	2391	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	(50784)	10118						
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	(45935)	6094						
Allocated investment return		51								
Transfer to non-technical account (49+51)		59	(45935)	6094						

**General insurance business : Technical account (excluding equalisation provisions)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Miscellaneous and pecuniary loss**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary		
		R20	99122	GL	31	12	2003	£000	8	
				This financial year		Previous year		Source		
				1		2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>										
This year's underwriting (accident year accounting)	Earned premium	11	110127	120506	21	19	5			
	Claims incurred	12	19093	19873	22	17	4			
	Claims management costs	13	1293	1672	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	57134	75836	22	42	4			
	Balance of year's underwriting (11-12-13+14-15+16-17)	19	32607	23125						
Adjustment for prior years' underwriting (accident year accounting)	Earned premium	21			21	11	5			
	Claims incurred	22	852	(20131)	22	13	4			
	Claims management costs	23	1303	2167	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	(2155)	17964						
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	30452	41089						
Allocated investment return		51								
Transfer to non-technical account (49+51)		59	30452	41089						

**General insurance business : Technical account (excluding equalisation provisions)**Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Non-proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/summary		
		R20	99122	GL	31	12	2003	£000	9	
				This financial year		Previous year		Source		
				1		2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>										
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					(291)	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					291			
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					291			
Allocated investment return		51								
Transfer to non-technical account (49+51)		59					291			

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31	12	2003	£000	10
				This financial year	Previous year		Source		
				1	2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
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				510	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					510		
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				510			
Allocated investment return		51							
Transfer to non-technical account (49+51)		59				510			

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Marine, aviation and transport treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class/ summary	
		R20	99122	GL	31	12	2003	£000	11
				This financial year	Previous year		Source		
				1	2		Form	Line	Column
<b>Items to be shown net of reinsurance</b>									
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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Accident and health**

	Company registration number	GL/UK/CM			Period ended			Units	Accounting class		
		R21	99122	GL	31	12	2003			£000	1
Gross premiums written		Reinsurers' share			Net of reinsurance						
Earned in this financial year		Earned in this financial year			Earned in this financial year			Unearned at end of this financial year			
1		3			5			6			
<b>Premiums receivable during the financial year</b>											
<b>In respect of risks incepted in previous financial years</b>											
<b>11</b>		1577	789	788							
<b>In respect of risks incepted in previous financial years</b>											
<b>12</b>		1374	687	687							
<b>13</b>	For periods of less than 12 months	177544	96326	7979	81218				5665		
<b>14</b>	For periods of 12 months	209394	116969	113249	92425				93302		
<b>15</b>	For periods of more than 12 months	7869	4055	11429	3814				11048		
<b>16</b>	Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year	214028	118834	15223	95194				15132		
<b>19</b>	Total (12 to 16)	610209	336871	147880	273338				125147		

**General insurance business (accident year accounting) : Analysis of premiums**
Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Motor**

		Company registration number		GL/UK/CM			Period ended			Units		Accounting class
		99122		GL			day month year			£000		
		R21		31	12	2003	2003		2			
<b>Premiums receivable during the financial year</b>		Gross premiums written		Reinsurers' share			Net of reinsurance					
		Earned in this financial year	Earned in previous financial years	Earned in previous financial years			Eamed in this financial year		Eamed in previous financial years			
		<b>1</b>	<b>1</b>	<b>3</b>			<b>4</b>		<b>5</b>			
<b>11</b>		Earned in this financial year	Unearned at end of this financial year	Earned in this financial year			Unearned at end of this financial year		Eamed in this financial year		Unearned at end of this financial year	
		<b>1</b>	<b>2</b>	<b>3</b>			<b>4</b>		<b>5</b>		<b>6</b>	
<b>12</b>		Earned in this financial year	Unearned at end of this financial year	Earned in this financial year			Unearned at end of this financial year		Eamed in this financial year		Unearned at end of this financial year	
<b>13</b>		80235	25462	40247			12755		39988		12707	
<b>14</b>		930009	912553	466518			457138		463491		455415	
<b>15</b>		3537	11961	1777			5991		1760		5970	
<b>16</b>		866299	2662	433905			1334		432394		1328	
<b>19</b>		1880080	952638	942447			477218		937633		475420	
<b>Total (12 to 16)</b>												

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Marine**

	Gross premiums written		Reinsurers' share		GL/UK/CM			Period ended			Units	Accounting class
	Earned in this financial year	Earned in previous financial years	Earned in this financial year	Earned in previous financial years	GL	UK	CM	day	month	year		
<b>Premiums receivable during the financial year</b>												
In respect of risks incepted in previous financial years		1		3								
	<b>11</b>	686		686								
In respect of risks incepted in previous financial years		1		2								
	<b>12</b>											
For periods of less than 12 months	<b>13</b>											
For periods of 12 months	<b>14</b>											
For periods of more than 12 months	<b>15</b>											
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year	<b>16</b>											
Total (12 to 16)	<b>19</b>											

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Property**

	Company registration number	GL/UK/CM			Period ended			Units	Accounting class		
		R21	99122	GL	31	12	2003			£000	6
Gross premiums written		Reinsurers' share			Net of reinsurance						
Earned in this financial year		Earned in this financial year			Earned in this financial year			Uneamed at end of this financial year			
1		3			5			6			
<b>Premiums receivable during the financial year</b>											
In respect of risks incepted in previous financial years	11										
		Earned in this financial year	Earned in this financial year	Earned in this financial year	Uneamed at end of this financial year	Earned in this financial year	Earned in this financial year	Uneamed at end of this financial year			
		1	2	3	4	5	6				
In respect of risks incepted in previous financial years	12										
		Earned in this financial year	Earned in this financial year	Earned in this financial year	Uneamed at end of this financial year	Earned in this financial year	Earned in this financial year	Uneamed at end of this financial year			
		1	2	3	4	5	6				
In respect of risks incepted in this financial year	13	71812	20505	39664	10761	32148	9744				
	14	451308	451939	251380	235517	199928	216422				
	15	48	758	29	395	19	363				
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year	16	428000		222700		205300					
	19	951168	473202	513773	246673	437395	226529				
Total (12 to 16)											

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Third party liability**

	Company registration number	GL/UK/CM			Period ended			Units	Accounting class
		R21	99122	GL	31	12	2003		
		Gross premiums written		Reinsurers' share			Net of reinsurance		
		Earned in previous financial years <b>1</b>	Earned in previous financial years <b>3</b>	Earned in previous financial years <b>5</b>	Unearned at end of this financial year	Unearned at end of this financial year	Unearned at end of this financial year		
<b>11</b>		Earned in this financial year <b>1</b>	Earned in this financial year <b>3</b>	Earned in this financial year <b>5</b>	Unearned at end of this financial year <b>2</b>	Unearned at end of this financial year <b>4</b>	Unearned at end of this financial year <b>6</b>		
<b>12</b>									
<b>13</b>		4394	2242	2152	142	142	133		
<b>14</b>		9223	4763	4460	4567	4567	4450		
<b>15</b>		11	6	5	87	87	85		
<b>16</b>		21145	10574	10571					
<b>19</b>		34773	17585	17188	9464	4796	4668		
Total (12 to 16)									

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Miscellaneous and pecuniary loss**

		Gross premiums written		Reinsurers' share		GL/UK/CM			Period ended			Units	Accounting class
		Earned in this financial year	Earned in previous financial years	Earned in this financial year	Earned in previous financial years	GL	UK	CM	day	month	year		
		1	1	3	3	99122	GL	31	12	2003	£000	8	
<b>Premiums receivable during the financial year</b>													
In respect of risks incepted in previous financial years													
		11											
In respect of risks incepted in previous financial years													
		12											
For periods of less than 12 months													
		13	98694	14093	54444						8099	44250	5994
For periods of 12 months													
		14	25411	25493	17551						15348	7860	10145
For periods of more than 12 months													
		15	15158	58884	9488						31647	5670	27237
Premiums receivable (less rebates and refunds) in previous financial years not earned in those years and brought forward to the financial year													
		16	117328	50241	64981						25704	52347	24537
Total (12 to 16)													
		19	256591	148711	146464						80798	110127	67913

## General insurance business (accident year accounting) : Analysis of claims, expenses and technical provisions

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**Accounting class **Accident and health**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£000	1
			1	2	3	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			
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	97833	69973	29702	1842			
	Reinsurers' share	12	35141	29747	14522	9128			
	Net (11-12)	13	62692	40226	15180	(7286)			
	Claims management costs	14	2139	4012	304	2177			
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		184854	69366	254220			
	Reinsurers' share	16		95323	34816	130139			
	Net (15-16)	17		89531	34550	124081			
	Claims management costs	18		10478	2200	12678			
Provision for unexpired risks		19							
Net operating expenses	Commissions	21	83654	283661	96279	271036			
	Other acquisition expenses	22	10793	21744	11291	21246			
	Administrative expenses	23		16596		16596			
	Reinsurance commissions and profit participations	24	53819	155950	58575	151194			
	Total (21+22+23-24)	29	40628	166051	48995	157684			
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	40628	166051	48995	157684			
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**

Global business

Financial year ended **31st December 2003**Accounting class **Motor**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	1652568	553106	1097545	(1917)			
	Reinsurers' share	12	462844	155557	296537	(10750)			
	Net (11-12)	13	1189724	397549	801008	8833			
	Claims management costs	14	18168	38949	11226	32007			
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		524928	843757	1368685			
	Reinsurers' share	16		262480	421892	684372			
	Net (15-16)	17		262448	421865	684313			
	Claims management costs	18		25642	5515	31157			
Provision for unexpired risks		19							
Net operating expenses	Commissions	21	74101	169237	74207	169131			
	Other acquisition expenses	22	34698	66548	32992	68254			
	Administrative expenses	23		38157		38157			
	Reinsurance commissions and profit participations	24	37051	84627	37105	84573			
	Total (21+22+23-24)	29	71748	189315	70094	190969			
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	71748	189315	70094	190969			
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**

Global business

Financial year ended **31st December 2003**Accounting class **Marine**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	14175	3732	13569	3126			
	Reinsurers' share	12	14175	3732	13569	3126			
	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**

Global business

Financial year ended **31st December 2003**Accounting class **Transport**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	4318	944	3118	(256)			
	Reinsurers' share	12	4298	924	3118	(256)			
	Net (11-12)	13	20	20					
	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**

Global business

Financial year ended **31st December 2003**Accounting class **Property**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	367141	244633	109522	(12986)			
	Reinsurers' share	12	154488	109018	31602	(13868)			
	Net (11-12)	13	212653	135615	77920	882			
	Claims management costs	14	3552	9920	1474	7842			
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		287379	242050	529429			
	Reinsurers' share	16		143767	121049	264816			
	Net (15-16)	17		143612	121001	264613			
	Claims management costs	18		11073	2193	13266			
Provision for unexpired risks		19							
Net operating expenses	Commissions	21	92703	245624	98008	240319			
	Other acquisition expenses	22	14173	31139	14624	30688			
	Administrative expenses	23		18681		18681			
	Reinsurance commissions and profit participations	24	46798	122939	49180	120557			
	Total (21+22+23-24)	29	60078	172505	63452	169131			
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	60078	172505	63452	169131			
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**

Global business

Financial year ended **31st December 2003**Accounting class **Third party liability**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	263912	65956	244709	46753			
	Reinsurers' share	12	117590	(867)	121335	2878			
	Net (11-12)	13	146322	66823	123374	43875			
	Claims management costs	14	6379	7905	5383	6909			
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		3871	12032	15903			
	Reinsurers' share	16		1936	6016	7952			
	Net (15-16)	17		1935	6016	7951			
	Claims management costs	18		223	408	631			
Provision for unexpired risks	19								
Net operating expenses	Commissions	21	1674	6202	2157	5719			
	Other acquisition expenses	22	266	1074	499	841			
	Administrative expenses	23		65		65			
	Reinsurance commissions and profit participations	24	844	3103	1079	2868			
	Total (21+22+23-24)	29	1096	4238	1577	3757			
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	1096	4238	1577	3757			
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**

Global business

Financial year ended **31st December 2003**Accounting class **Miscellaneous and pecuniary loss**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	49579	28626	23795	2842			
	Reinsurers' share	12	12560	7810	6740	1990			
	Net (11-12)	13	37019	20816	17055	852			
	Claims management costs	14	2193	1945	1551	1303			
Claims incurred in respect of incidents occurring in this financial year	Gross amount	15		15910	24856	40766			
	Reinsurers' share	16		9241	12432	21673			
	Net (15-16)	17		6669	12424	19093			
	Claims management costs	18		546	747	1293			
Provision for unexpired risks		19							
Net operating expenses	Commissions	21	65740	122299	62961	125078			
	Other acquisition expenses	22	2113	4183	2999	3297			
	Administrative expenses	23		2607		2607			
	Reinsurance commissions and profit participations	24	37949	73652	37753	73848			
	Total (21+22+23-24)	29	29904	55437	28207	57134			
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	29904	55437	28207	57134			
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**

Global business

Financial year ended **31st December 2003**Accounting class **Non-proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£000	9
			1	2	3	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			
Claims incurred in respect of incidents occurring prior to this financial year	Gross amount	11	9210	1995	7992	777			
	Reinsurers' share	12	9210	1995	7992	777			
	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**

Global business

Financial year ended **31st December 2003**Accounting class **Proportional treaty**

		Company registration number	GL/UK/CM	Period ended			Units	Accounting class	
		R22	99122	GL	31	12	2003	£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	7030			1661	(5369)		
	Reinsurers' share	12	7030			1661	(5369)		
	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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Accident and health**

Accident year ended		Company registration number		GL/UK/CM			Period ended			Units		Accounting class					
		R23	99122	GL	31	12	2003	£000	1								
Month	Year	1	2	3	4	Claims outstanding carried forward		5	6	7	8	9	10	11	12	13	
		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	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	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 %	
12	2003	11			89531	15530	19020					124081		273338		45.4	
12	2002	12	33007		24133	5373	596	15880	17127	17127	17127	(2905)		247221	(8.8)	47.7	
12	2001	13	89047	46826	7737	2950	184	15223	419	419	419	(4771)		422300	(35.2)	51.9	
12	2000	14	81174	71116	6576	1573	115	9273	99	99	99	(1108)		417866	(2.2)	50.8	
12	1999	15	68459	60699	671	1094	44	1382	31	31	31	396		331719	(8.7)	53.9	
12	1998	16	65691	51842	421	354	17	203	10	10	10	579		291353	(19.9)	54.2	
12	1997	17	49432	42594	266	320	3	310	3	3	3	276		264607	(12.6)	59.0	
12	1996	18	46565	41391	250	95		248				97		254437	(10.4)	57.0	
12	1995	19	47499	37726	83	336	1	239				181		228321	(19.7)	59.6	
12	1994	20	40186	33926	27	3		19				11		200786	(15.5)	62.6	
Prior accident years		21			62	11		115				(42)					
Reconciliation		22				640	1471	640	1471	1471	1471						
Total (11 to 22)		29			129757	28279	21451	43532	19160	19160	19160	116795					



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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Motor**

Accident year ended		Company registration number										Period ended			Units	Accounting class
		99122		GL		31		12		2003		£000		2		
Month	Year	1	2	3	4	5	6	7	8	9	10	11	12		13	
12	2003	11			262448	372042	49823			684313		937633		73.0		
12	2002	12	359239		125385	208292	3341	308898	50341	(22221)		851753	(6.2)	69.0		
12	2001	13	572084	155618	88794	214723	907	299164	2788	2472		1123906	(19.6)	81.4		
12	2000	14	432412	260063	52825	169000	217	208000	835	13207		1123775	9.9	81.4		
12	1999	15	442225	355407	50439	89376	39	131456	169	8229		1027426	9.7	91.2		
12	1998	16	358694	353165	31560	49237	9	83528	36	(2758)		834021	21.8	95.0		
12	1997	17	288646	310243	20387	20294	1	38870	11	1801		733530	3.0	87.2		
12	1996	18	286857	328223	12943	9900		21665		1178		779115	(6.8)	81.9		
12	1995	19	258371	362088	7472	10565		19399		(1362)		807246	(11.0)	71.9		
12	1994	20	258723	334670	1909	9292		9890		1311		814971	(5.3)	70.6		
Prior accident years		21			5648	15605		14423	25	6805						
Reconciliation		22			187	94	116	101	125	171						
Total (11 to 22)		29			659997	1168420	54453	1135394	54330	693146						

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Transport**

Accident year ended		Company registration number		GL/UK/CM			Period ended			Units	Accounting class						
		R23	99122	GL	31	12	2003	£000	5								
Month	Year	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		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 %					
		1	2	3	4	Reported (net)	Incurred but not reported (net)	5	6	7	8	9	10	11	12	13	
12	2003	11															
12	2002	12															
12	2001	13	32	7	4					1	3	1	765	(65.6)		57.9	
12	2000	14	261	29	5					1	4	1	3033	(87.0)		21.7	
12	1999	15	1744	1115	10					2	8	2	8081	(35.5)		38.9	
12	1998	16	1240	3271									8975	163.8		86.6	
12	1997	17	2029	3494	1						1		10753	72.3		54.4	
12	1996	18	2697	942									7558	(65.1)		20.7	
12	1995	19	81	92									812	13.6		31.3	
12	1994	20	94	93									774	(1.1)		33.5	
Prior accident years		21															
Reconciliation		22															
Total (11 to 22)		29			20						16	4					

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Property**

Accident year ended		Company registration number										Period ended		Units		Accounting class
		R23		99122		GL		31		12		2003		£000		6
Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
		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 (net)	Claims outstanding brought forward (net)	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 %				
12	2003	11			143612	90348	30653		264613	437395		60.5				
12	2002	12	128067		96305	22660	1078	103828	24239	396803	(6.3)	62.6				
12	2001	13	251729	138110	19489	26851	543	55734	2330	633394	(26.5)	64.0				
12	2000	14	290484	262289	12197	13762	379	14198	994	746138	(0.6)	74.5				
12	1999	15	218551	197094	2897	3866	150	3077	376	713031	(6.7)	64.3				
12	1998	16	189326	180640	1788	4026	82	2523	188	629828	(1.5)	68.2				
12	1997	17	134592	135591	780	1499	13	1567	27	503749	2.4	60.3				
12	1996	18	112774	109704	702	1015	5	843	28	398457	(1.2)	58.2				
12	1995	19	140265	117628	414	984	2	549	7	391075	(15.1)	55.1				
12	1994	20	113697	97194	133	407		397		410607	(14.0)	47.3				
Prior accident years		21			910	598		1748		(240)						
Reconciliation		22														
Total (11 to 22)		29			279227	166016	32905	184464	28189	265495						

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Third party liability**

Accident year ended	Month	Year	Company registration number											Units	Accounting class			
			GL/UK/CM			Period ended			GL									
			99122			GL			31			12		2003		£000	7	
			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)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)	Reported (net)	Incurred but not reported (net)
12	2003	11			4188	1828	1935	4188	1828	7951			17188					46.3
12	2002	12			5237	884	1697	5237	884	(333)			10909			(4.1)		94.7
12	2001	13			23789	1566	2650	23789	1566	1843			31479			17.2		123.6
12	2000	14			20980	1582	8968	20980	1582	9700			55649			11.1		98.0
12	1999	15			12421	941	15388	12421	941	7530			37371			42.4		256.3
12	1998	16			1595	603	12097	1595	603	(4069)			96134			10.6		94.0
12	1997	17			2449	378	4812	2449	378	1076			99965			1.7		84.0
12	1996	18			1428	227	4616	1428	227	(1145)			99791			(15.7)		83.5
12	1995	19			1155	67	6320	1155	67	1823			109370			3.5		85.7
12	1994	20			1653		2130	1653		162			113584			26.1		79.4
Prior accident years					38709		4738	38709		21793								
Reconciliation					6834	876	3407	6834	876	5495								
Total (11 to 22)					120438	8952	68758	120438	8952	51826								

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Miscellaneous and pecuniary loss**

Accident year ended		Company registration number		GL/UK/CM			Period ended			Units		Accounting class	
		R23	99122	GL	31	12	2003	£000	8				
Month	Year	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 %
		1	2	3	4	5	6	7	8	9	10	11	12
12	2003	11			6669	8452	3972		19093		110127		17.3
12	2002	12	8021		5344	2427	178	1996	(72)		120506	(0.9)	16.4
12	2001	13	36802	14345	4077	3066	207	343	1528		157715	(41.0)	23.4
12	2000	14	30922	21002	2649	2614	33	177	(977)		163243	(15.0)	27.8
12	1999	15	29744	18191	2718	1073	13	25	(937)		172819	(26.1)	23.3
12	1998	16	24822	20800	1586	1150	13	14	485		142715	(5.1)	33.4
12	1997	17	34037	17678	1333	1028	1	1	(265)		131109	(41.1)	25.3
12	1996	18	30756	22983	604	266	1		(1671)		99668	(22.4)	44.5
12	1995	19	23248	24212	254	302			(72)		88279	6.5	45.6
12	1994	20	49610	40568	244	223		256	211		89891	(17.3)	74.1
Prior accident years		21			2007	4460			2622				
Reconciliation		22											
Total (11 to 22)		29			27485	25061	4418	2556	19945				

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Aviation**

	Prior underwriting years	Company registration number												GL	Period ended			Units			Accounting class				
		R24		99122		GL		31		12		2003			£000										
		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY		MM	YY	MM	YY	YY	Total all previous columns					
<b>Underwriting year ended</b>		29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	99	99
	Gross amount	11	(11)																						(11)
Premiums written	Reinsurers' share	12	(11)																						(11)
	Net (11-12)	19																							
Claims paid	Gross amount	21	797																						797
	Reinsurers' share	22	797																						797
	Net (21-22)	29																							
Claims management costs		39																							
Net operating expenses	Commissions	41	(1)																						(1)
	Other acquisition expenses	42																							
	Administrative expenses	43																							
	Reinsurers' commissions and profit participations	44	(1)																						(1)
	Payable net (41+42+43-44)	49																							
Technical provisions	Brought forward	51																							
	Adjustment for discounting	52																							
Technical provisions	Carried forward	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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Non-proportional treaty**

		Company registration number												Period ended			Units		Accounting class							
		99122			GL			31			12			2003			£000									
Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns								
		29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	99	99	
Premiums written	Gross amount	11																								
	Reinsurers' share	12																								
	Net (11-12)	19																								
Claims paid	Gross amount	21			10																				10	
	Reinsurers' share	22			10																				10	
	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																								
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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

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

		Company registration number												Period ended			Units		Accounting class							
		GL/JUK/CM												year			£000									
		R24		99122		GL		31		12		2003		MM	YY	YY										
Underwriting year ended		Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns								
		29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	99	99	
		11																								
Premiums written	Gross amount	11																								
	Reinsurers' share	12																								
	Net (11-12)	19																								
Claims paid	Gross amount	21	(24)	4																					(20)	
	Reinsurers' share	22	(24)	4																					(20)	
	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																								
	Brought forward	Undiscounted	51																							
Technical provisions	Adjustment for discounting	52																								
	Carried forward	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 technical provisions**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Aviation**

	Prior underwriting years	Company registration number												Units	Accounting class								
		GL/UK/CM						Period ended															
		GL	31	12	2003	MM	YY	MM	YY	MM	YY	MM	YY			MM	YY						
		R25	99	12	2003	12	00	12	01	12	02	12	03	£000	3								
	29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	Total all previous columns
11	7301																						7301
12	7301																						7301
13	4647																						4647
14	4647																						4647
15																							
16																							
17																							
18																							
19																							
20																							
21																							
22																							
23																							
24																							
25																							
29																							

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Marine**

	Company registration number												Period ended			Units		Accounting class								
	GL/UK/CM												year			Units										
	R25		99122		GL		31		12		2003		£000		4											
		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM		YY	Total all previous columns									
<b>Underwriting year ended</b>	Prior underwriting years		29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	99	99
Reported claims outstanding	11	2175	304	463																						2942
Reinsurers' share	12	2175	304	463																						2942
Claims incurred but not reported	13	595	140	36																						771
Reinsurers' share	14	595	140	36																						771
Claims management costs	15																									
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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Property**

	Prior underwriting years	Company registration number												Period ended year			Units			Accounting class				
		99122			GL			31			12			2003			£000							
		MM	YY	YY	MM	YY	YY	MM	YY	YY	MM	YY	YY	MM	YY	YY	MM	YY	YY					
<b>Underwriting year ended</b>		29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	Total all previous columns
Reported claims outstanding	Gross amount	11																						66
	Reinsurers' share	12																						66
Claims incurred but not reported	Gross amount	13																						58
	Reinsurers' share	14																						58
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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

Accounting class **Third party liability**

	Company registration number		GL/UK/CM				Period ended				Units		Accounting class		
	99122		GL		2003		2003		£000		7				
	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY					
<b>Underwriting year ended</b>	Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns		
	29	29	12	94	12	95	12	96	12	97	12	98	12	99	99
Reported claims outstanding	11	13361													13361
Reinsurers' share	12	13361													13361
Claims incurred but not reported	13	11746													11746
Reinsurers' share	14	11746													11746
Claims management costs	15														
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**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

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

	Company registration number												Period ended			Units		Accounting class					
	99122						GL						2003			£000			11				
	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY							
<b>Underwriting year ended</b>	Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns				
	29	29	12	94	12	95	12	96	12	97	12	98	12	99	12	00	12	01	12	02	12	03	
Reported claims outstanding	11	438		27																			465
Reinsurers' share	12	438		27																			465
Claims incurred but not reported	13	113		2																			115
Reinsurers' share	14	113		2																			115
Claims management costs	15																						
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

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

Global business **Marine** Currency **Sterling**

Financial year ended **31st December 2003**

Accident year ended	Month	Year	Company registration number		GL/UK/CM		Period ended		Monetary units	Business category	Accounting class	Currency				
			R27	99122	GL	31	12	2003					000	9	AA	
			1	2	3	4	5	6	7	8	9	10	11	12	13	
			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	Reported (gross)	Included but not reported (gross)	Reported (gross)	Included but not reported (gross)	Balance for each 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 %	
12	2003	11														
12	2002	12														
12	2001	13														
12	2000	14	3271	3823	4410	864	1438		1630		672		3409	75.6	292.8	
12	1999	15	3699	7770	12030	990	3182		3077		1095		11772	108.5	169.1	
12	1998	16	1553	5252	9683	133	2331		2702		(238)		13833	131.3	99.0	
12	1997	17	1869	7267	9872	7	786		1501		(707)		19547	47.1	64.3	
12	1996	18	1043	3138	3691	1	199		246		(45)		17243	24.9	28.8	
		19														
		20														
		21														
		22														
		29				1995	7936	56	9156	54	777					
		Prior accident years														
		Reconciliation														
		Total (11 to 22)														



















**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 2003**

Category **Marine**

	Company registration number		GL/UK/CM		Period ended		Monetary units		Business category		Accounting class		Currency		
	R29	99122	GL	CM	day	month	year	000	d	MM	YY	MM	YY	AA	
	MM	YY	MM	YY	31	12	2003	MM	YY	MM	YY	MM	YY	MM	YY
<b>Underwriting year ended</b>															
Reported claims outstanding	11														
Reinsurers' share															
Claims incurred but not reported	13														
Reinsurers' share															
Claims management costs	15														
Adjustment for discounting	16														
	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 **Marine, aviation and transport treaty**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Category **Transport**

	Company registration number		GL/UK/CM		Period ended		Monetary units		Business category		Accounting class		Currency
	R29	99122		GL		2003		000		11		AA	
		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY		
<b>Underwriting year ended</b>													
Reported claims outstanding	Prior underwriting years		MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	Total all previous columns
	29	29	12	94	12	95	12	99	12	00	12	03	
Claims incurred but not reported	11	43	7										50
	12	43	7										50
Claims management costs	13	14	1										15
	14	14	1										15
Adjustment for discounting	15												
	16												
	17												
Allocation to/(from) another category or accounting class of anticipated surplus	18												
	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 **Marine, aviation and transport treaty**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Category **Transport**

	Company registration number		GL/UK/CM		Period ended		Monetary units		Business category		Accounting class		Currency	
	R29	99122	GL	CM	day	month	year	000	e	11	11	AA	AA	
<b>Underwriting year ended</b>														
Reported claims outstanding	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
11														
Claims incurred but not reported	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
12														
Claims management costs	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
13														
Adjustment for discounting	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
14														
Allocation to/(from) another category or accounting class of anticipated surplus	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
15														
Balance of the fund	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
16														
Claims outstanding (11-12+13-14+15-16+17-18+19+20)	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
17														
Provision for unearned premiums	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
18														
Provision for unexpired risks	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
19														
Deferred acquisition costs	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
20														
Other technical provisions (particulars to be specified by way of supplementary note)	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
21														
Total (21+22+23-24+25)	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY	MM	YY
Gross amount														
Reinsurers' share														
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**

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

Global business **Currency Sterling**

Financial year ended **31st December 2003**

Risk group **Credit Insurance Related To Accident Or Sickness**

Accounting year ended	Company registration number	GL/UK/CM			Period ended			Monetary units	Country	Accounting class			
		GL	31	12	2003	day	month				year		
Month	R31	99122	GL	31	12	2003	000	AA	1				
			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 %				
			Reported	Incurring but not reported	Reported	Incurring but not reported							
			Gross claims paid		Gross claims outstanding carried forward		In this financial year	In previous financial years	In this financial year				
			Number of claims		Gross claims paid								
			1	2	3	4	5	6	7	8	9	10	11
12	2003	11	17537	7553		22494	19342	12247			54083	297052	18.2
12	2002	12	34832	2491	28820	16435	6724	1000		7942	6557	233638	22.7
12	2001	13	39091	989	46705	1609	2483	626		250	(1039)	235069	21.9
12	2000	14	44995	302	45532	4147	601	80		51	(1378)	193381	26.0
12	1999	15	37286	227	38074	391	437	25		15	(533)	141675	27.5
12	1998	16	43470	177	30702	178	338	10		4	463	111182	28.1
12	1997	17	52504	79	27516	209	219	3			281	89680	31.2
12	1996	18	35233	95	24237	237	200				213	73650	33.5
12	1995	19	29731	69	22831	87	150				136	61062	37.8
12	1994	20	31139		25052	23					23	57964	43.3
Prior accident years		21				70				13	57		
Total (11 to 21)		29		11982		45880	30494	13991		8262	58863		
Line 29 expressed in sterling		30				45880	30494	13991		8262	58863		

**General insurance business (accident 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 **Accident and health**

Global business **Healthcare** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Healthcare**

Accident year ended	Month	Year	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)	Monetary units	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year				
			1	2	3	4	5	6	7	8	9	10	11	12
12	2003	11	376722	15836		151350	6033	23772			181155	261540	69.3	
12	2002	12	361630	101	142033	21744	144		5632	24308	(8052)	256580	63.9	
12	2001	13	360449		156323	515			214		301	230960	67.9	
12	2000	14	362038		145009	151					151	192465	75.4	
12	1999	15	308191		125146							165748	75.5	
12	1998	16	295888		113100							151472	74.7	
12	1997	17	254289		117846							151804	77.6	
12	1996	18	262966		106834							138780	77.0	
12	1995	19	205804		92665							128056	72.4	
12	1994	20	208733		79177							108211	73.2	
Prior accident years		21												
Total (11 to 21)		29		15937		173760	6177	23772	5846	24308	173555			
Line 29 expressed in sterling		30				173760	6177	23772	5846	24308	173555			

**General insurance business (accident 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 **Accident and health**

Global business **Personal Accident** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Personal Accident**

Accounting year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2003	11	8408	1243		11010	5949	2023			18982	51617	36.8
12	2002	12	19197	686	8849	15392	4365	194	16758	2006	1187	54058	53.3
12	2001	13	42066	450	17171	5738	3084	70	9948	200	(1256)	59313	43.9
12	2000	14	39209	343	16085	2351	2461	35	4202	48	597	44927	46.6
12	1999	15	33105	308	18855	303	2417	19	173	16	2550	39765	54.3
12	1998	16	29101	138	19862	291	1068	7	168	8	1190	38867	54.6
12	1997	17	36133	61	15319	69	508		196	3	378	35078	45.3
12	1996	18	23595	10	17482	18	90		53		55	39750	44.3
12	1995	19	23390	28	16439	2	218	1	166		55	34918	47.7
12	1994	20	27416	1	17643	6	3		21		(12)	31813	55.5
Prior accident years				4		7	11		100		(82)		
Total (11 to 21)				3272		35187	20174	2349	31785	2281	23644		
Line 29 expressed in sterling						35187	20174	2349	31785	2281	23644		



**General insurance business (accident 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 **Marine**

Global business **Marine Hull** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Marine Hull**

Accident year ended	Company registration number		Period ended				Monetary units	Country	Accounting class	
	GL/UK/CM	GL	day	month	year	GL				AA
Month	Year	R31	99122	GL	31	12	2003	000	AA	4
		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 %	
		Reported	Incurring but not reported	Reported	Incurring but not reported					
1	2	3	4	5	6	7	8	9	10	11
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)		Claims ratio %
Closed at some cost during this or previous financial years		In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported			
1	2	3	4	5	6	7	8	9	10	11
12	2003	11								
12	2002	12								
12	2001	13								
12	2000	14	675	1764	1832	2410		1186	9644	154.7
12	1999	15	1140	1440	3323	4269		494	22234	149.8
12	1998	16	1154	336	3683	4012	237	979	18048	158.2
12	1997	17	1191	118	2460	2539	237	511	22729	54.6
12	1996	18	1102	74	353	471		(44)	21229	47.7
	19									
	20									
Prior accident years		21								
Total (11 to 21)		29	896	3732	11651	13701	474	3126		
Line 29 expressed in sterling		30		3732	11651	13701	474	3126		

**General insurance business (accident 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 **Transport**

Global business **Transport (One Year)** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Transport (One Year)**

Accounting class	Country	Monetary units	Company registration number				Period ended				Gross earned premiums	Claims ratio %	
			GL	UK	CM	GL	day	month	year	GL			day
Accounting class	Country	Monetary units	R31	99122	GL	31	12	2003	000	AA	5		
Accident year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
12	2003	11	1	2	3	4	5	6	7	8	9	10	11
12	2002	12											
12	2001	13	253	3	448	5			4	1		1020	44.4
12	2000	14	469	50	2069	7	90	732	127	865	(163)	8586	33.8
12	1999	15	921	142	6069	58	362	921	545	1045	(249)	10965	67.6
12	1998	16	1299	178	11742	266	387	189	750	179	(87)	11594	108.5
12	1997	17	1596	180	8564	415	276		569		122	11964	77.4
12	1996	18	1508	70	2473	193	161		233		121	9128	31.0
12	1995	19	184		300							994	30.2
12	1994	20	184		276							895	30.8
Prior accident years													
Total (11 to 21)				623		944	1276	1842	2228	2090	(256)		
Line 29 expressed in sterling						944	1276	1842	2228	2090	(256)		

**General insurance business (accident 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 **Property**

Global business **Commercial Property** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Commercial Property**

Accident year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2003	11											
12	2002	12											
12	2001	13											
12	2000	14											
12	1999	15	16090	124	52311	121	1072	42	411	82	742	79630	67.2
12	1998	16	15297	85	40519	86	399	14	256	34	209	77009	53.3
12	1997	17	16014	42	31797	73	342	2	120	8	289	75361	42.7
12	1996	18	17571	37	83492	26	293		116	17	186	87372	95.9
12	1995	19	20344	7	33886	21	427		75	2	371	85870	40.0
12	1994	20	19022	4	46794	19	375		72		322	85324	55.3
Prior accident years				3		24	242		38	4	224		
Total (11 to 21)				302		370	3150	58	1088	147	2343		
Line 29 expressed in sterling						370	3150	58	1088	147	2343		

**General insurance business (accident 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 **Property**

Global business **Householders** Currency **Sterling**

Financial year ended **31st December 2003**

Accident year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
			1	2	3	4	5	6	7	8	9	10	11
			Company registration number	GL/UK/CM		Period ended		Monetary units		Country		Accounting class	
			R31	99122	GL	31	12	2003	000	AA	AA	6	6
12	2003	11	273575	81419		243072	135332	44594			422998	740209	57.1
12	2002	12	348368	18844	233258	161251	38014	1301	168173	36661	(4268)	674060	64.4
12	2001	13	328722	7714	314974	22553	27638	343	62871	1491	(13828)	651681	56.1
12	2000	14	466498	3037	414301	9453	10580	199	17203	552	2477	623557	69.7
12	1999	15	443814	580	360791	2137	1779	75	2868	220	903	610926	59.7
12	1998	16	409684	394	349912	822	1835	48	1930	111	664	546855	64.5
12	1997	17	351587	203	288757	356	517	6	1500	6	(627)	463929	62.4
12	1996	18	229804	225	203098	495	753	3	830	3	418	333373	61.3
12	1995	19	180281	217	182202	126	549	2	566	2	109	329823	55.4
12	1994	20	164595	61	146547	14	458		574		(102)	328921	44.7
Prior accident years				131		664	437		457		644		
Total (11 to 21)				112825		440943	217892	46571	256972	39046		409388	
Line 29 expressed in sterling						440943	217892	46571	256972	39046		409388	

**General insurance business (accident 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 **Property**

Global business **Others** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Others**

Accident year ended	Company registration number		Period ended				Monetary units	Country	Accounting class			
	GL/UK/CM	GL	31	12	2003	000				AA	6	
Month	Year	1	2	3	4	5	6	7	8	9	10	11
		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	Incurring but not reported	Reported	Incurring but not reported			
12	2003	11	556	3408	525	5683	440			6648	20738	32.1
12	2002	12	3722	159	334	163	25	488	784	(750)	14962	32.4
12	2001	13	5530	330	814	708	16	512	82	944	19987	47.5
12	2000	14	2323	106	472	610	13	336	46	713	10789	30.7
12	1999	15	1991	74	487	237	8	91	27	614	8858	40.8
12	1998	16	1462	24	258	441	7	76	8	622	12093	34.9
12	1997	17	999	13	231	563	3	55	3	739	14727	14.3
12	1996	18	2095	5	153	206	1	38	3	319	19224	24.5
12	1995	19	2808	7	176	178		37	1	316	19340	40.6
12	1994	20	2990	9	72	43		37		78	19561	39.2
Prior accident years		21		10	98	27		38		87		
Total (11 to 21)		29		4145	3620	8859	513	1708	954	10330		
Line 29 expressed in sterling		30			3620	8859	513	1708	954	10330		

**General insurance business (accident 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 **Property**

Global business **Burglary** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Burglary**

Accident year ended	Month	Year	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	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year	Reported				
			1	2	3	4	5	6	7	8	9	10	11		
12	2003	11	4446	1083		9790	1022	1444			12256	21138	AA	6	
12	2002	12	6680	484	10744	9476	502	102	4595	2504	2981	31264	AA	66.6	
12	2001	13	10477	246	25681	3220	285	32	2434	64	1039	62026	AA	47.1	
12	2000	14	12776	96	35262	1662	124	20	604	33	1169	68317	AA	54.3	
12	1999	15	1860	17	5578	48	87	4	115	10	14	13603	AA	42.0	
12	1998	16	1338	18	5929	85	23	1	82	4	23	11592	AA	52.1	
12	1997	17	2184	16	5565	4	34		63	2	(27)	14543	AA	38.5	
12	1996	18	2825	14	7090	4	7		1	1	9	13805	AA	51.4	
12	1995	19	2915	8	7534	16	26		6		36	14393	AA	52.6	
12	1994	20	3308	4	6802	22	33		12		43	15066	AA	45.5	
Prior accident years				8		115	145		94		166				
Total (11 to 21)				1994		24442	2288	1603	8006	2618	17709				
Line 29 expressed in sterling						24442	2288	1603	8006	2618	17709				

**General insurance business (accident 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 **Property**

Global business **Fire** Currency **Sterling**

Financial year ended **31st December 2003**

Accident year ended	Month	Year	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	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported				
			1	2	3	4	5	6	7	8	9	10	AA	6
12	2003	11	10325	6254		33992	38699	14836			87527	169083		
12	2002	12	14609	1486	33958	25584	6739	728	34262	16882	(18093)	122326		
12	2001	13	9106	537	41360	1308	3340	230	1966	458	2454	68609		
12	2000	14	17293	310	76679	777	3041	146	706	167	3091	86991		
12	1999	15	8901	151	42771	174	1137	21	558	56	718	49349		
12	1998	16	7627	145	48910	564	1437	12	971	37	1005	44555		
12	1997	17	7688	62	21967	118	178	2	321	9	(32)	43125		
12	1996	18	6261	17	24994	27	41	1	122	4	(57)	47733		
12	1995	19	6283	16	32912	78	27		37	2	66	57832		
12	1994	20	5676	5	29023	6	5		26		(15)	63566		
Prior accident years				5		9	18		18		9			
Total (11 to 21)				8988		62637	54662	15976	38987	17615	76673			
Line 29 expressed in sterling						62637	54662	15976	38987	17615	76673			

**General insurance business (accident 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 **Employers Liability** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Employers Liability**

Accident year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2003	11	26	220		32	5473	1820			7325	12032	60.9
12	2002	12	315	227	221	1593	5309	796	4198	2570	930	7897	100.3
12	2001	13	639	738	2431	422	20508	1866	16569	2415	3812	16401	153.8
12	2000	14	2018	1046	9810	2322	16312	1075	16960	4042	(1293)	23531	125.4
12	1999	15	2141	696	16269	2757	9486	663	11868	3112	(2074)	26891	108.5
12	1998	16	2074	431	23437	2924	5895	508	10565	253	(1491)	28196	116.2
12	1997	17	3205	315	32009	1264	2789	323	3981	50	345	31223	116.5
12	1996	18	2729	71	35691	1964	1085	203	6164	24	(2936)	33299	116.9
12	1995	19	3080	76	37014	2565	1257	60	4882	9	(1009)	41059	99.6
12	1994	20	3025	22	40084	1217	481		2008	4	(314)	39593	105.5
Prior accident years				4478		5036	34035		11532	4950	22589		
Total (11 to 21)				8320		22096	102630	7314	88727	17429	25884		
Line 29 expressed in sterling						22096	102630	7314	88727	17429	25884		



General insurance business (accident 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 **Sterling** Currency **Sterling**

Financial year ended **31st December 2003** Company registration number **R31** GL/JUK/CM **GL** Period ended **2003** Monetary units **000** Country **AA** Accounting class **7**  
 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	1993	3444	47	33331	1065	2395		2733	6	721		
12	1992	3906	371	26167	332	9086		1622	6	7790		
12	1991	3723	269	28346	160	2784		1219	355	1370		
12	1990	3651	689	26660	694	3049		1214	278	2251		
12	1989	3633	776	23430	194	3772		1533	512	1921		
12	1988	3177	469	18204	234	1972		763	146	1297		
12	1987	2454	214	13566	145	1414		218	460	881		
12	1986	2047	113	11323	107	1056		176	193	794		
12	1985	1599	93	7690	76	878		148	208	598		
12	1984	1023	39	4531	22	572		69	135	390		
12	1983	1076	71	4590	139	569		145	161	402		
12	1982	1069	70	4155	35	538		86	170	317		
12	1981	1003	71	4087	293	599		109	99	684		
12	1980	1245	152	3862	104	623		102	277	348		

General insurance business (accident 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 **Sterling** Currency **Sterling**

Financial year ended **31st December 2003** Company registration number **R31** GL/JUK/CM **GL** Period ended **2003** Monetary units **000** Country **AA** Accounting class **7**  
 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	1979	1373	159	3841	176	745		315	396	210		
12	1978	1200	106	3412	75	706		166	180	435		
12	1977	1018	77	3398	85	584		172	235	262		
12	1976	1107	59	2349	189	470		108	284	267		
12	1975	1351	64	2303	86	414		89	119	292		
12	1974	1282	37	1945	14	309		109	120	94		
12	1973	1366	37	2026	4	272		53	63	160		
12	1972	1253	41	1817	85	209		64	89	141		
12	1971	1147	44	1519	27	515		65	93	384		
12	1970	2024	410	5481	695	504		254	365	580		

**General insurance business (accident 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 **Public Liability** Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Public Liability**

Accident year ended	Month	Year	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	Incurring but not reported	Reported	Incurring but not reported			
			1	2	3	4	5	6	7	8	9	10	11
12	2003	11	1746	751		3839	2903	1836			8578	22741	37.7
12	2002	12	2328	1660	2748	1920	5936	972	3766	2803	2259	15133	76.5
12	2001	13	3815	1400	11102	3495	10795	530	12280	1614	926	21784	119.0
12	2000	14	6554	1880	13451	7259	14150	507	17855	883	3178	35890	98.5
12	1999	15	10503	2336	51051	6184	34655	278	24605	384	16128	49539	186.1
12	1998	16	6328	787	53395	9508	17580	95	26314	175	694	72810	110.7
12	1997	17	6435	307	50116	3465	8116	55	9224	91	2321	76621	80.6
12	1996	18	7050	165	51943	3080	6474	24	8929	52	597	82381	74.7
12	1995	19	7457	98	59630	3354	3739	7	6822	18	260	92314	72.3
12	1994	20	11110	54	63173	1312	4711		5420	4	599	88580	78.1
Prior accident years				312		1454	5907		9073		(1712)		
Total (11 to 21)				9750		44870	114966	4304	124288	6024	33828		
Line 29 expressed in sterling						44870	114966	4304	124288	6024	33828		

General insurance business (accident 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 **Sterling** Currency **Sterling**

Financial year ended **31st December 2003** Company registration number **R31** GL/JUK/CM **GL** Period ended day month year **31 12 2003** Monetary units **000** Country **AA** Accounting class **7**  
 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	1993	12040	70	57933	169	2002		4260		(2089)		
12	1992	7527	40	38476	4	1094		1226		(128)		
12	1991	6994	30	24068	148	478		1576		(950)		
12	1990	7977	28	32988	496	419		777		138		
12	1989	6118	33	29648	11	536		422		125		
12	1988	5190	18	14904		167		30		137		
12	1987	4732	18	14765	43	160		141		62		
12	1986	4516	16	9785	68	108		85		91		
12	1985	3682	12	7532	98	52		46		104		
12	1984	3502	4	5401	41	34				75		
12	1983	3255	2	3669	27	18				45		
12	1982	2948	3	3741	29	23		4		48		
12	1981	2796	3	3180	24	21				45		
12	1980	2853	3	3180	25	23				48		

General insurance business (accident 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 **Sterling**

Financial year ended **31st December 2003** Company registration number **R31** GL/JUK/CM **GL** Period ended day month year **31 12 2003** Monetary units **000** Country **AA** Accounting class **7**  
 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	1979	2694	7	2489	14	70				84		
12	1978	2403	3	3309	26	24				50		
12	1977	2365	1	1410	90	6				96		
12	1976	2342	1	1547	9	9				18		
12	1975	2738	3	1827	10	21				31		
12	1974	1608	3	1792	7	18				25		
12	1973	3629	3	2027	5	17				22		
12	1972	3729		1980	9	69				78		
12	1971	3662		1885	7	67				74		
12	1970	5074	11	1389	94	471		506		59		

**General insurance business (accident 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 **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Miscellaneous**

Accident year ended	Month	Year	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	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported				
			1	2	3	4	5	6	7	8	9	10	11	12
12	2003	11	17837	3643		2963	2923	1898			7784	26732	AA	8
12	2002	12	19512	2367	3630	1116	1979	341	3464	170	(198)	25229	AA	8
12	2001	13	20631	727	5108	2222	564	241	1581	93	1353	20365	AA	8
12	2000	14	30655	71	4825	1098	946	13	974	1054	29	15752	AA	8
12	1999	15	67812	29	9648	1485	262	6	1341	282	130	25463	AA	8
12	1998	16	86279	99	8978	1293	879	7	1445	2	732	24332	AA	8
12	1997	17	106563	50	12839	804	616		1190		230	27786	AA	8
12	1996	18	111258	12	26044	217	41		1543		(1285)	32396	AA	8
12	1995	19	106477	8	10181	5	7		11		1	25946	AA	8
12	1994	20	123769	16	11046	3	79		168		(86)	30156	AA	8
Prior accident years				13		6	851		609		248			
Total (11 to 21)				7035		11212	9147	2506	12326	1601	8938			
Line 29 expressed in sterling						11212	9147	2506	12326	1601	8938			

**General insurance business (accident 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 **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Contract Guarantees and Bonds**

Accident year ended	Month	Year	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	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported				
			1	2	3	4	5	6	7	8	9	10		8
12	2003	11												
12	2002	12												
12	2001	13												
12	2000	14												
12	1999	15												
12	1998	16												
12	1997	17	38	1	108	62	8		99		(29)	793	AA	22.4
12	1996	18	50		1618	195			191		4	978		185.4
12	1995	19	50	1	289	160	115		285		(10)	1127		50.0
12	1994	20	75	1	191	88	5		7		86	1201		23.6
Prior accident years				9		478	159		415		222			
Total (11 to 21)				12		983	287		997		273			
Line 29 expressed in sterling						983	287		997		273			

**General insurance business (accident 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 **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Domestic Mortgage Indemnity**

Accident year ended	Month	Year	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)	Monetary units	Country	Accounting class
			1	2	3	4	5	6	7	8				
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported				
			1	2	3	4	5	6	7	8	9	10	11	12
			1	2	3	4	5	6	7	8	9	10	11	12
			1	2	3	4	5	6	7	8	9	10	11	12
12	2003	11	16	147		66	997	1170			2233	165	AA	8
12	2002	12	71	133	304	114	682	774	972	1141	(543)	16160	AA	8
12	2001	13	309	134	1444	381	794	1114	943	1070	276	11231	AA	8
12	2000	14	650	78	3843	361	1143	1045	597	837	1115	6140	AA	8
12	1999	15	719	57	5358	307	509	398	481	377	356	3746	AA	8
12	1998	16	816	24	6892	108	108	69	102	25	158	6383	AA	8
12	1997	17	735	17	10415	70	300	148	86	50	382	6788	AA	8
12	1996	18	980	30	12108	152	163	140	176	102	177	7069	AA	8
12	1995	19	1160	35	16587	63	144	56	109	20	134	20403	AA	8
12	1994	20	2037	6	41533	201	84	77	25	2	335	18589	AA	8
Prior accident years				362		1586	3671	45	2651	117	2534			
Total (11 to 21)				1023		3409	8595	5036	6142	3741	7157			
Line 29 expressed in sterling						3409	8595	5036	6142	3741	7157			



General insurance business (accident 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 **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Consequential Loss Following Fire**

Accident year ended	Month	Year	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	Country	Accounting class	
			1	2	3	4	5	6	7	8	9					10
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Injured but not reported	Reported	Injured but not reported						
12	2003	11	173	142		494	429	168			1091	5471	AA	8		
12	2002	12	215	77	741	2033	158	93	1496	607	181	3576	AA			
12	2001	13	550	50	4188	1381	783	34	2828	1150	(1780)	8315	AA			
12	2000	14	690	22	12212	897	275	19	3062	2146	(4017)	13630	AA			
12	1999	15	417	13	8630	861	227	7	1740	194	(839)	10486	AA			
12	1998	16	286	20	31390	178	154	6	210	66	62	16325	AA			
12	1997	17	394	4	7834	361	110	1	667	88	(283)	15483	AA			
12	1996	18	496	8	9975	27	65	1	96		(3)	15824	AA			
12	1995	19	532	10	12460	23	37		91		(31)	18946	AA			
12	1994	20	423	8	11053	2	6		3		5	19855	AA			
Prior accident years				16		17	7		19		5					
Total (11 to 21)				370		6274	2251	329	10212	4251	(5609)					
Line 29 expressed in sterling						6274	2251	329	10212	4251	(5609)					

**General insurance business (accident 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 **Miscellaneous and pecuniary loss**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Credit Insurance Related To Unemployment & Redundancy**

Accident year ended	Month	Year	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	Country	Accounting class
			Closed at some cost during this or previous financial years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported				
			1	2	3	4	5	6	7	8	9	10		8
12	2003	11	9048	3601		12387	8545	8726			29658	224223	AA	
12	2002	12	12700	707	19985	9251	1358	368	5126	4124	1727	211506		
12	2001	13	18595	583	21065	553	1054	4	454	123	1034	172049		
12	2000	14	17320	197	21308	321	325	1	200	18	429	154703		
12	1999	15	15720	153	18671	76	103		177	7	(5)	164855		
12	1998	16	20285	20	16062	12	16		27	2	(1)	115028		
12	1997	17	23682		12868	39			40		(1)	93517		
12	1996	18	17443		12983	15			9		6	70645		
12	1995	19	17600		13198	4			2		2	51741		
12	1994	20	22221		17005							53310		
Prior accident years		21												
Total (11 to 21)		29		5261		22658	11401	9099	6035	4274	32849			
Line 29 expressed in sterling		30				22658	11401	9099	6035	4274	32849			

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 2003**

Risk group **Private Car Non-Comprehensive**

Accident year ended	Month	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	Period ended			Vehicle years (000's)	Claims frequency %
		Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Inurred but not reported	Reported	Inurred but not reported			day	month	year		
	Year	1	2	3	4	5	6	7	8	9	10	31	12	2003	000	AA
12	2003	11	9409	22065	20215	79614	8950			108779	117445					
12	2002	12	15304	12496	21766	41080	1320	63539	6968	(6950)	98503					
12	2001	13	21331	10986	40777	32890	89	43481	389	2936	97346					
12	2000	14	30075	9093	53716	21233	9	28050	53	1943	100250					
12	1999	15	39350	6247	81020	12042	1	27302	15	(2887)	121162					
12	1998	16	39049	3591	69613	8005	1	15981	1	(1090)	84430					
12	1997	17	38828	199	86572	2741		5840		(924)	103539					
12	1996	18	47334	125	113351	1938		5399		(1045)	124389					
12	1995	19	44200	208	94130	5615		8271		(663)	134644					
12	1994	20	35736	23	88536	610		1712		112	116175					
Prior accident years		21		46	388	1474		2937	28	(1103)						
Total (11 to 21)		29		65079	91462	207242	10370	202512	7454	99108						
Line 29 expressed in sterling		30			91462	207242	10370	202512	7454	99108						

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 2003**

Risk group **Motor Cycle**

Accident year ended	Company registration number		Period ended				Monetary units	Country				
	GL	UK/CM	day	month	year							
Month	Year	R32	99122	GL	31	12	2003	000	AA			
		Gross claims brought forward		Balance on each accident year (4+5+6-7-8)	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %				
		Reported	Incurred but not reported									
		Gross claims outstanding carried forward		Gross claims paid	Number of claims	In previous financial years	In this financial year					
		Reported	Incurred but not reported									
1	2	3	4	5	6	7	8	9	10	11	12	13
12	2003	11	5007	4788	10915	13107	1597	25619	39670	64.6	178	5.5
12	2002	12	7832	3670	7403	10666	61	4523	46324	62.2	212	5.4
12	2001	13	10536	2616	4994	7538	7	3469	49024	65.4	217	6.1
12	2000	14	10867	1052	2095	4917	1	4219	42473	77.3	213	5.6
12	1999	15	14117	702	1033	2473	6	1443	56952	85.3	222	6.7
12	1998	16	18633	396	634	1193	1	(1)	45050	108.0	264	7.2
12	1997	17	18087	34	1558	1180		1660	49960	108.1	277	6.5
12	1996	18	17883	16	212	449			59836	67.6	288	6.2
12	1995	19	17240	11	220	174		191	54918	56.6	309	5.6
12	1994	20	18421	8	127	459		475	53799	54.6	359	5.1
Prior accident years		21		12	516	462		685				
Total (11 to 21)		29		13305	29707	42618	1666	42283	2427			
Line 29 expressed in sterling		30			29707	42618	1666	42283	2427			

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 2003**

Risk group **Commercial Vehicles**

Accident year ended	Company registration number		Period ended				Monetary units	Country									
	GL	UK/CM	day	month	year												
Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	2003	000	AA	
12	2003	11	28767	17706		31581	63244	11971		106796	186466	57.3	265	17.5			
12	2002	12	41226	7286	56329	26249	51047	917	10003	15133	183179	73.4	263	18.4			
12	2001	13	29168	4279	49271	14461	32739	167	701	12635	132321	73.0	159	21.0			
12	2000	14	31479	1181	55051	13287	12664	29	214	(1812)	94618	85.6	135	24.2			
12	1999	15	30716	340	68977	14087	9011	3	65	1342	91596	100.5	137	22.7			
12	1998	16	25351	97	62318	6378	3126	1	18	1994	70543	101.8	116	21.9			
12	1997	17	24879	39	61005	5347	2249		6	1981	83892	81.8	117	21.3			
12	1996	18	33041	24	79871	4158	1751		4309	1600	90806	94.5	138	24.0			
12	1995	19	35811	9	94131	148	419		488	79	118857	79.7	159	22.5			
12	1994	20	37672	54	104005	197	3917		3894	220	128873	83.9	164	23.0			
Prior accident years		21		30		224	1886		2009	101							
Total (11 to 21)		29		31045		116117	182053	13088	11007	140069							
Line 29 expressed in sterling		30				116117	182053	13088	11007	140069							

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 2003**

Risk group **Fleets**

Accident year ended	Company registration number		Period ended			Monetary units	Country						
	GL	UK/CM	day	month	year								
Month	Year	R32	99122	GL	31	12	2003	000	AA				
		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 %					
		Reported	Incurred but not reported										
		Gross claims carried forward											
		Reported	Incurred but not reported										
		Gross claims paid											
		In previous financial years	In this financial year										
		Number of claims											
		Closed at some cost during this or previous years	Reported claims outstanding										
1	2	3	4	5	6	7	8	9	10	11	12	13	
12	2003	11	54537	29749	103205	164233	37314		304752	441876	69.0	526	16.0
12	2002	12	61500	17068	10841	89863	1458		(48063)	387060	51.1	466	16.9
12	2001	13	77452	8448	27216	51943	279		4914	296691	68.4	324	26.5
12	2000	14	87497	2707	10956	32772	51		(1836)	214394	81.7	278	32.4
12	1999	15	88753	1350	11218	14852	13		(728)	195417	95.6	293	30.8
12	1998	16	86729	780	7456	8078	4		(6413)	182445	104.3	289	30.3
12	1997	17	78673	377	4193	3578			(2418)	184580	89.5	268	29.5
12	1996	18	72280	190	451	2606			(710)	157655	93.4	248	29.2
12	1995	19	69379	41	77	987			(1153)	173226	83.4	244	28.5
12	1994	20	71022	52	199	1142			593	174309	74.4	247	28.8
Prior accident years		21		117	301	4496			(335)				
Total (11 to 21)		29		60879	176113	374550	39119		248603				
Line 29 expressed in sterling		30			176113	374550	39119		248603				

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 2003**

Risk group **Commercial Vehicles and Miscellaneous Motor Risks**

Company registration number **R32**      GL/UK/CM **GL**      Period ended day month year **31 12 2003**      Monetary units **000**      Country **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 %
	Closed at some cost during this or previous years	Reported claims outstanding	In previous financial years	In this financial year	Reported	Inurred but not reported	Reported	Inurred but not reported					
Month	1	2	3	4	5	6	7	8	9	10	11	12	13
12 2003	11												
12 2002	12												
12 2001	13												
12 2000	14												
12 1999	15	7493	20802	1113	2318		2042		1389	27620	87.7	78	10.0
12 1998	16	16094	36354	1397	2200		3609		(12)	40203	99.4	154	10.5
12 1997	17	26851	44638	1875	2428		4285		18	48859	100.2	178	15.2
12 1996	18	22400	44005	253	240		493			52199	85.2	180	12.5
12 1995	19	20821	32715	306	210		307		209	45377	73.2	153	13.6
12 1994	20	18321	25501	47	149		222		(26)	34547	74.4	114	16.1
Prior accident years	21			16	2		6		12				
Total (11 to 21)	29			5007	7547		10964		1590				
Line 29 expressed in sterling	30			5007	7547		10964		1590				

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 2003**

Risk group **Private Car Comprehensive**

Accident year ended	Company registration number		Period ended				Monetary units	Country				
	GL	UK/CM	day	month	year							
Month	Year	R32	99122	GL	31	12	2003	000	AA			
		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 %				
		Reported	Incurred but not reported									
		Gross claims outstanding carried forward		Gross claims paid	Number of claims	In previous financial years	In this financial year					
		Reported	Incurred but not reported									
1	2	3	4	5	6	7	8	9	10	11	12	13
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	Year	Gross earned premiums	Claims ratio %	Vehicle years (000's)	Claims frequency %
12	2003	11	160031	196649	359012	423913	39814	822739	1094623	75.2	2315	15.4
12	2002	12	257241	86071	185947	226927	2927	(7152)	991734	74.0	2159	15.9
12	2001	13	271238	41000	57108	155569	664	(18706)	904654	72.0	2032	15.4
12	2000	14	303953	14260	17890	101905	127	12399	694585	80.6	1779	17.9
12	1999	15	251887	6224	10664	57591	22	14791	551253	90.4	1664	15.5
12	1998	16	205857	3425	8858	27379	3	2387	414026	89.5	1306	16.0
12	1997	17	187210	2334	5268	8573	1	1424	342174	82.2	1118	17.0
12	1996	18	194434	1749	5477	3216		1355	370035	76.3	1136	17.3
12	1995	19	186211	872	4743	3362		(79)	390662	64.5	1176	15.9
12	1994	20	172597	267	133	3212		4	369946	68.3	1066	16.2
Prior accident years		21		249	4341	7344		5782				
Total (11 to 21)		29		353100	659441	1018991	43558	834944	46572			
Line 29 expressed in sterling		30			659441	1018991	43558	834944	46572			



**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 2003**

Accounting Class	Claims paid in this financial year	Gross claims outstanding				Gross claims outstanding brought forward	Balance for this financial year (1+2+3-4-5)	Gross earned premiums
		carried forward		brought forward				
		Reported	Incurred but not reported	Reported	Incurred but not reported			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	
11 Accident and health		640	1471	640	1471			
12 Motor	187	223	277	230	286	171		
13 Aviation								
14 Marine								
15 Transport								
16 Property								
17 Third party liability	2861	18111	9416	16704	10740	2944		
18 Miscellaneous and pecuniary loss								

Company registration number **R33 99122** GL/JUK/CM Period ended day month year **31 12 2003** Units **£000**

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 **Aviation**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Aviation Hull**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
12	2003	11									
12	2002	12									
12	2001	13									
12	2000	14									
12	1999	15									
12	1998	16									
12	1997	17									
12	1996	18									
12	1995	19									
12	1994	20									
Prior underwriting years				797	7301	4647	6742	4788	1215		
Total (11 to 21)				797	7301	4647	6742	4788	1215		
Line 29 expressed in sterling				797	7301	4647	6742	4788	1215		

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 **Marine**  
 Global business **Marine Liability** Currency **Sterling**

Financial year ended		31st December 2003		Company registration number		Period ended		Monetary Units		Country		Accounting class							
Risk group		Marine Liability		99122		2003		000		AA		4							
Underwriting year ended	Month	Gross claims paid		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)		Gross premiums written	Claims ratio %	1	2	3	4	5	6	7	8	9	
		In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year												Reported
2003	12																		
2002	12																		
2001	12																		
2000	12																		
1999	12																		
1998	12																		
1997	12																		
1996	12																		
1995	12																		
1994	12		93			16	1	32	7	(22)	30	366.7							
Prior underwriting years	21			13		174	48	1054	1210	(2029)									
Total (11 to 21)	29			13		190	49	1086	1217	(2051)									
Line 29 expressed in sterling	30			13		190	49	1086	1217	(2051)									

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 **Marine**  
 Global business **NORWICH UNION INSURANCE LIMITED** Currency **Sterling**

Financial year ended		31st December 2003		Company registration number		Period ended		Monetary Units		Country		Accounting class	
Risk group		Rig		R34		99122		GL		2003		AA	
Underwriting year ended	Month	Year	Gross claims paid		Gross claims outstanding brought forward		Balance on each underwriting year (2+3+4-5-6)		Gross premiums written	Claims ratio %			
			In previous financial years	In this financial year	Reported	Incurring but not reported	Reported	Incurring but not reported					
			1	2	3	4	5	6	7	8	9		
12	2003	11											
12	2002	12											
12	2001	13											
12	2000	14											
12	1999	15											
12	1998	16											
12	1997	17											
12	1996	18											
12	1995	19											
12	1994	20		12						92			13.0
Prior underwriting years		21			44	12	57	40	(19)				
Total (11 to 21)		29			44	12	57	40	(19)				
Line 29 expressed in sterling		30			44	12	57	40	(19)				

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 **Marine**

Global business

Currency **Sterling**

Financial year ended **31st December 2003**

Risk group **Marine Hull**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
12	2003	11									
12	2002	12									
12	2001	13									
12	2000	14									
12	1999	15									
12	1998	16									
12	1997	17									
12	1996	18									
12	1995	19	7784	(1)	463	36	492	51	(45)	33645	24.6
12	1994	20	7279	131	288	139	224	160	174	24374	32.2
Prior underwriting years				663	1957	535	877	637	1641		
Total (11 to 21)				793	2708	710	1593	848	1770		
Line 29 expressed in sterling				793	2708	710	1593	848	1770		

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 **Transport**

Global business **Inland Transport** Currency **Sterling**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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	Country	Accounting class
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year				
			1	2	3	4	5	6	7	8	9	10
12	2003	11										
12	2002	12										
12	2001	13										
12	2000	14										
12	1999	15										
12	1998	16										
12	1997	17										
12	1996	18										
12	1995	19										
12	1994	20	2		1		2	1	(3)			30.0
Prior underwriting years				5	4	4	25	18	(30)			
Total (11 to 21)				5	5	4	29	20	(35)			
Line 29 expressed in sterling				5	5	4	29	20	(35)			

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 **Transport**

Global business **Marine Cargo** Currency **Sterling**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
12	2003	11									
12	2002	12									
12	2001	13									
12	2000	14									
12	1999	15									
12	1998	16									
12	1997	17									
12	1996	18				40	1		41	6	683.3
12	1995	19	8107	2	136	359	359	429	(107)	17572	49.0
12	1994	20	10062	(5)	186	1	1	8	(66)	16930	60.5
Prior underwriting years						121	42	271	(263)		
Total (11 to 21)				(3)	483	403	403	708	(395)		
Line 29 expressed in sterling				(3)	483	403	403	708	(395)		

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 **Property**  
 Global business **Weavers** Currency **US Dollars**

Financial year ended **31st December 2003**  
 Risk group **Weavers**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
12	2003	11									
12	2002	12									
12	2001	13									
12	2000	14									
12	1999	15									
12	1998	16									
12	1997	17									
12	1996	18									
12	1995	19									
12	1994	20									
Prior underwriting years					119	104	217	190	(184)		
Total (11 to 21)					119	104	217	190	(184)		
Line 29 expressed in sterling					66	58	121	106	(103)		



**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 **Weavers** Currency **Sterling**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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	Country	Accounting class
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year				
			1	2	3	4	5	6	7	8		9
12	2003	11										
12	2002	12										
12	2001	13										
12	2000	14										
12	1999	15										
12	1998	16										
12	1997	17										
12	1996	18										
12	1995	19										
12	1994	20										
Prior underwriting years							27	24	(51)			
Total (11 to 21)							27	24	(51)			
Line 29 expressed in sterling							27	24	(51)			

**Form 34**  
(continuation sheet)

**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 **Weavers** Currency **Sterling**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
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									
12		1980									

**Form 34**  
(continuation sheet)

**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 **Weavers** Currency **Sterling**

Financial year ended **31st December 2003** Company registration number **99122** GL/UK/CM **GL** Period ended day **31** month **12** year **2003** Monetary units **000** Country **AA** Accounting class **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 %	
	In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year				
Month	Year	1	2	3	4	5	6	7	8	9
12	1979									
12	1978	2								
12	1977	27								
12	1976	123								
12	1975	51				8	7	(15)		
12	1974	50				7	6	(13)		
12	1973	8				12	11	(23)		
12	1972	6								

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 **Weavers** Currency **US Dollars**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
12	2003	11									
12	2002	12									
12	2001	13									
12	2000	14									
12	1999	15									
12	1998	16									
12	1997	17									
12	1996	18									
12	1995	19									
12	1994	20									
Prior underwriting years				3012	23917	21027	25235	22187	534		
Total (11 to 21)				3012	23917	21027	25235	22187	534		
Line 29 expressed in sterling				1683	13361	11746	14097	12394	298		

**Form 34**  
(continuation sheet)

**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 **Weavers** Currency **US Dollars**

Financial year ended **31st December 2003**

Underwriting year ended	Month	Year	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 %
			In previous financial years	In this financial year	Reported	In this financial year	Reported	In this financial year			
			1	2	3	4	5	6	7	8	9
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									
12		1980									





### Equalisation provisions

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

	Company registration number		GL/UK/CM				Period ended			Units
	R37	99122	GL	31	12	2003	£000			
	Business group A (property)	Business group B (business interruption)	Business group C (marine and aviation)	Business group D (nuclear)	Business group E (non-proportional treaty)	All business groups	Credit insurance business			
	1	2	3	4	5	6	7			
<b>Calculation of the maximum provision</b>										
Total net premiums written in the previous 4 years	11	2518371	1079							
Net premiums written in the current year	12	458616							18	
Maximum provision	13	119079	86			120717			5684	

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

Equalisation provision brought forward	21							115261		
Transfers in	22	13758						13925		
Total abnormal loss	23									
Provisional transfers out	24									6752
Excess of provisional transfer out over fund available	25									6752
Provisional amount carried forward (21+22-24+25)	26							129186		
Excess, if any, of 26 over 13	27							8469		
Equalisation provision carried forward (26-27)	28							120717		
Transfer in/(out) for financial year (28-21)	29							5456		



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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

	Company registration number					Period ended			Units
	R38	99122	GL	31	12	2003	2003	£000	
	Business group A (property)	Business group B (business interruption)	Business group C (marine and aviation)	Business group D (nuclear)	Business group E (non-proportional treaty)				
<b>Other than credit business</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>				
Net premiums earned	437395	3483							
Claims incurred net of reinsurance	260733	469							
Trigger claims value	317111	2525							
Abnormal loss									
	72.5%	72.5%	95%	25%	100%				
	Trigger claims ratio								

**Credit business**

Net premiums earned	42
Claims incurred net of reinsurance	6124
Claims management costs	646
Net operating expenditure	24
Technical surplus/(deficit) (21-22-23-24)	(6752)

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 2003**

Reinsurer Details	Connection	Prop. RI Treaties £000	Non Prop. RI Treaties £000	Debts O/S £000	Deposits Rec.d £000	Antic. Recov. £000	Comments
Pool Reinsurance Co Ltd 51 Gresham Street London EC2V 7HQ	None	7,515	2,228	745			
Swiss Reinsurance Company Ltd Mythenquai 50/60 Boite Postale CH-8022 Zurich Switzerland	None	322	3,625	954		2,666	
Munich Reinsurance Co. D-807 Munchen Postfach 40 13 20 Koniginstrasse 107 Germany	None	382	5,218	45		1,802	
New Reinsurance Company 6-8 rue de L'Athene Case postale 3504 CH-1211 Geneve 3	None		741	1			Owned by Munich Reinsurance Co.
Lloyd's Underwriters 1 Lime Street London EC3M 7HA	None		10,816	225		271	
Ace Tempest Reinsurance Co. Ltd. 17 Par-La-Ville Road Hamilton HM08 Bermuda	None		2,503			96	
Maritime Insurance Co Ltd St Crispins Road Norwich NR3 1YE	None					15,848	
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 2003**

Reinsurer Details	Connection	Prop. RI Treaties £000	Non Prop. RI Treaties £000	Debts O/S £000	Deposits Rec.d £000	Antic. Recov. £000	Comments
Foresight Insurance Ltd PO Box 34 Albert House St Peter Port Guernsey GY1 4AU	Same ultimate parent undertaking						
Renaissance Reinsurance Ltd Renaissance House East Broadways PO Box HM 2527 Hamilton HMGX Bermuda	None		5,931				
DaVinci Reinsurance Ltd (as Renaissance)	None		2,966				Part owned by Renaissance Reinsurance Ltd
Top Layer Reinsurance Ltd (as Renaissance)	None		1,033				50% owned by Renaissance Reinsurance Ltd
GE Frankona Reinsurance Ltd 7/8 Philpot Lane London EC3M 8AA	None	169	1,966			524	
Colombia Insurance Company 3024 Harney Street Omaha Nebraska 68131 USA	None					83,000	
GeneralCologne Re UK Ltd Corn Exchange 55 Mark Lane London C3R 7NE	None		2,713	506		12,686	
Transatlantic Reinsurance Company Corn Exchange 55 Mark Lane London EC3R 7NE	None		3,062			1	
CGU International Insurance plc 1 Undershaft St Helens London EC3P 3DQ	Same ultimate parent undertaking	1,839,341				939,388	Connected undertaking

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31st December 2003**

**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 2003**

**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 2003**

**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 £481,999 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 £306,991.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

**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 derivatives were used during the financial year that fell outside rule 4.12(2).
- 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 £25,453.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

**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 2003**

**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).
4. After the application of all reinsurances listed under 2 and 3, a whole account quota share agreement between the Company and a fellow Group company, CGU International Insurance plc (the reinsurer), applies.

Period 1/1/2003 to 31/12/2003

Amount of cover	:	50% whole account quota share
Reinstatements	:	nil
Premium	:	£1,839.3m

The attached diagrams show how the programmes fit together.

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2003**

**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 1/1/2003 to 30/09/2003

Maximum Net Retention (MNPL)	:	£10M Property (reducing to £5M after aggregate retention of £5M)
Amount of cover (Inc retention):	:	£160M
Reinstatements	:	4 in 1 <sup>st</sup> Layer, 4 in 2 <sup>nd</sup> Layer (£10M is entry point for 2 <sup>nd</sup> Layer), 3 in 3 <sup>rd</sup> Layer (£20M is entry point for 3 <sup>rd</sup> Layer), 2 in 4 <sup>th</sup> Layer (£40M is entry point for 4 <sup>th</sup> Layer), 1 in 5 <sup>th</sup> Layer (£100M is entry point for 5 <sup>th</sup> Layer).
Premium	:	£3.7m

2. Period 1/10/2003 to 31/12/2003

Maximum Net Retention (MNPL)	:	£10M Property
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	:	£0.7m

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2003**

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

B. Per Event (Appendix A)

1. Period 1/1/2003 to 31/3/2003

Maximum Net Retention (MNPL)	:	£205M
Amount of cover (Inc retention)	:	£1,560M
Reinstatements	:	1 at 100% premium
Premium	:	£13.9m

2. Period 1/4/2003 to 31/12/2003

Maximum Net Retention (MNPL)	:	£212.5M
Amount of cover (Inc retention)	:	£1,610.5M
Reinstatements	:	1 at 100% premium
Premium	:	£40.9m

There has not been a catastrophic loss in 2003 large enough to trigger a recovery from the Per Event Programme. The level of cover purchased (£1,610.5M) 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 2003**

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

C. Motor & Liability Classes

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

1. Period 1/1/2003 to 30/6/2003

*Motor*

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

There have been no claims to this programme.

*Employers Liability / Public Liability*

Maximum Net Retention	:	£2.5M
Amount of cover	:	£47.5M

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

Reinstatements	:	Vary per each layer of cover
Premium	:	£2.8m

2. Period 1/7/2003 to 31/12/2003

*Motor*

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

There have been no claims to this programme.

*Employers Liability / Public Liability*

Maximum Net Retention	:	£2.5M
Amount of cover	:	£47.5M

Reinstatements	:	Vary per each layer of cover
Premium	:	£3.2m

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

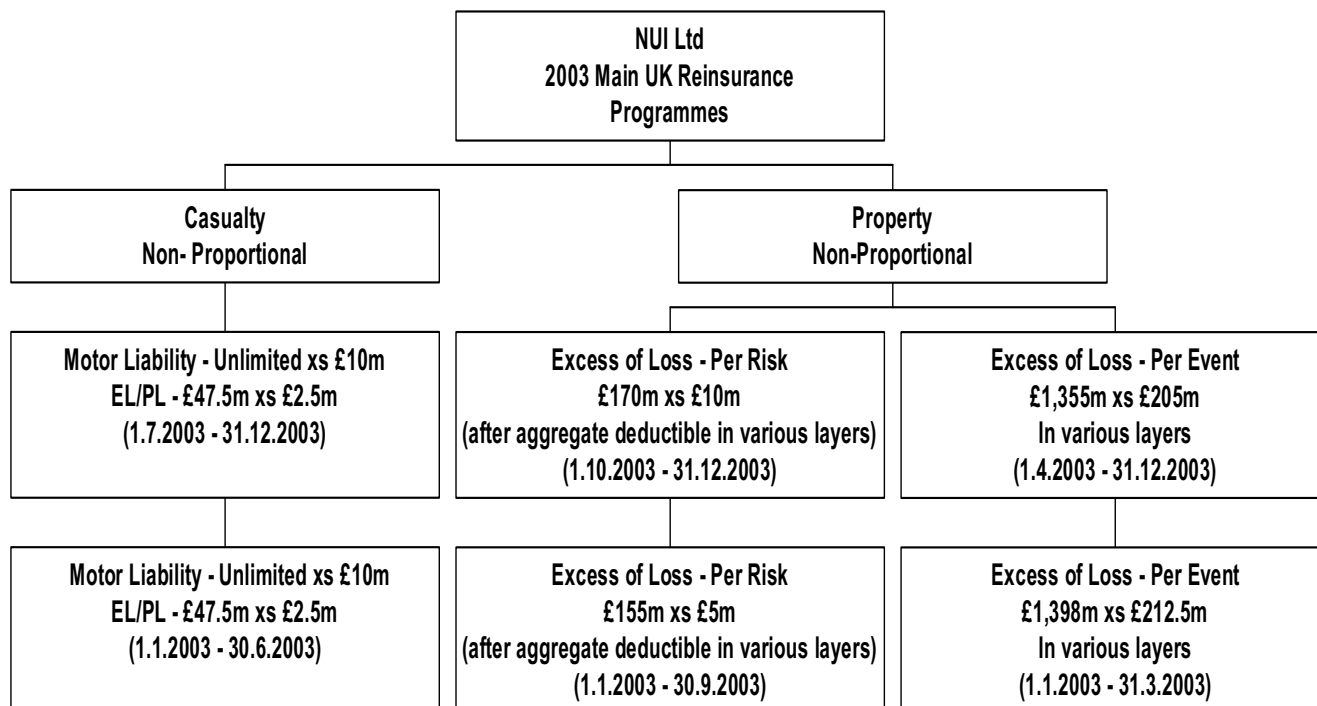
Financial year ended **31<sup>st</sup> December 2003**

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

Accounting Class	FORM 21		FORM 24		TOTAL	
	Facultative	Treaty	Facultative	Treaty	Facultative	Treaty
	£000	£000	£000	£000	£000	£000
<b>1. Accident &amp; Health</b>	-	351,483	-	-	-	351,483
<b>2. Motor</b>	346	984,086	-	-	346	984,086
<b>3. Aviation</b>	-	-	-	(11)	-	(11)
<b>4. Marine</b>	-	686	-	2	-	688
<b>5. Transport</b>	-	-	-	4	-	4
<b>6. Property</b>	9,626	528,122	-	-	9,626	528,122
<b>7. Third party liability</b>	41	11,766	-	-	41	11,766
<b>8. Miscellaneous and pecuniary loss</b>	145	136,432	-	-	145	136,432
<b>9. Non-proportional treaty</b>	-	-	-	-	-	-
<b>10. Proportional treaty</b>	-	-	-	-	-	-
<b>11. Marine, aviation and transport treaty</b>	-	-	-	-	-	-
<b>Total</b>	10,158	2,012,575	-	(5)	10,158	2,012,570

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global Business

Financial year ended **31<sup>st</sup> December 2003****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 2003**

### **\*0901\* 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.

### **\*0902\***

The FSA, on the application of the Company, made a direction in December 2002 under section 148 of the Act. The direction allows the Company to limit its provision for deferred tax, on any capital gains made on their shares, to the amount that would be due if those shares were immediately realised at their "Valuation of Assets Rules" value.

### **\*0903\* Supplementary Forms 9 to 12**

The Forms 9 to 12 for each company in the group as required under a direction made in March 2004 (refer supplementary note 0901 above) are included below on pages 125 to 136. 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 5 of this return, because of elimination on consolidation. In addition, the Company's Form 13 includes a provision representing the notional required minimum margin of its general business subsidiaries which is eliminated on consolidation on page 6. 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.

Supplementary Notes to the Returns

Statement of solvency

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

R9	Company registration number	GL/UK/CM	Period ended			Units
	99122	GL	day	month	year	£000
			31	12	2003	
	As at the end of this financial year	As at the end of the previous year	Source			
	1	2	Form	Line	Column	

**GENERAL INSURANCE BUSINESS**

**Available assets**

Other than long term insurance business assets allocated towards general insurance business required minimum margin	11	889359	590907	See instructions 1 and 2
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**Required minimum margin**

Required minimum margin for general insurance business	12	246410	219203	12 . 49
Excess (deficiency) of available assets over the required minimum margin (11-12)	13	642949	371704	

**LONG TERM INSURANCE BUSINESS**

**Available assets**

Long term insurance business admissible assets	21			10 . 11
Other than long term insurance business assets allocated towards long term insurance business required minimum margin	22			See instructions 1 and 3
Total mathematical reserves (after distribution of surplus)	23			See instruction 4
Other insurance and non-insurance liabilities	24			See instruction 5
Available assets for long term insurance business required minimum margin (21+22-23-24)	25			

**Implicit items admitted under Rule 2.10(5) as modified**

Future profits	31			
Zillmerising	32			
Hidden reserves	33			

Total of available assets and implicit items (25+31+32+33)	34			
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**Required minimum margin**

Required minimum margin for long term insurance business	41			60 . 69
Explicit required minimum margin (1/6 x 41, or minimum guarantee fund if greater)	42			
Excess (deficiency) of available assets over explicit required minimum margin (25-42)	43			
Excess (deficiency) of available assets and implicit items over explicit required minimum margin (34-41)	44			

**CONTINGENT LIABILITIES**

Quantifiable contingent liabilities in respect of other than long term insurance business as shown in a supplementary note to Form 15	51			See instruction 6
Quantifiable contingent liabilities in respect of long term insurance business as shown in a supplementary note to Form 14	52			See instruction 6



Supplementary Notes to the Returns

Statement of net assets

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

	R10	Company registration number 99122	GL/UK/CM GL	Period ended			Units £000
				day	month	year	
				31	12	2003	
		As at the end of this financial year 1	As at the end of the previous year 2	Source			
				Form	Line	Column	
Long term insurance business - admissible assets	11				13	89	1
Long term insurance business - liabilities and margins	12				14	59	1
Other than Long term insurance business - admissible assets	21	6379516	5609726		13	89	1
Other than Long term insurance business - liabilities	22	5490157	5018819		15	69	1
Net admissible assets (21-22)	23	889359	590907				
Other assets allowed to be taken into account in covering the required minimum margin	24	Unpaid amounts (including share premium) on partly paid shares					
	25	Supplementary contributions for a mutual carrying on general insurance business					
Liabilities allowed to be left out of account in covering the required minimum margin	26	Subordinated loan capital					
	27	Cumulative preference share capital					
Available assets (23 to 27)	29	889359	590907				
<b>Represented by:</b>							
Paid up share capital (other than cumulative preference share capital)	51	1059150	859150				
Amounts included in lines 24 to 27 above	52						
Amounts representing the balance of net assets	56	(169791)	(268243)				
Total (51 to 56) and equal to line 29 above	59	889359	590907				
<b>Movement of balance of net assets for solvency purposes - as per line 56</b>							
Balance brought forward at the beginning of the financial year	61				10	56	2
Retained profit/(loss) for the financial year	62				16	59	1
Movement in asset valuation differences	63				See instruction 2		
Decrease/(increase) in the provision for adverse changes	64				See instruction 3		
Other movements (particulars to be specified by way of supplementary note)	65						
Balance to be carried forward at the end of the financial year (61 to 65)	69						

Supplementary Notes to the Returns

General insurance business : Calculation of required margin of solvency - first method

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

		Company registration number	GL/UK/CM	Period ended			Units	
		R11	99122	GL	31	12	2003	£000
		This financial year			Previous year			
		1			2			
Gross premiums receivable		11	3037501			2772052		
Premium taxes and levies (included in line 11)		12	31520			32816		
<b>Sub-total A (11-12)</b>		13	3005981			2739236		
Adjusted Sub-total A if a financial year is not a 12 month period to produce an annual figure		14						
Division of Sub-total A (or adjusted Subtotal A if appropriate)	Other than health insurance	15	1235			1139		
		16	479859			437266		
	Health insurance	17						
		18						
<b>Sub-total B (15+16+17+18)</b>		19	481094			438405		
Claims paid		21	1636135			1477116		
Claims outstanding carried forward at the end of the financial year	For insurance business accounted for on an underwriting year basis	22	-			18163		
	For insurance business accounted for on an accident year basis	23	2215929			1966778		
Claims outstanding brought forward at the beginning of the financial year	For insurance business accounted for on an underwriting year basis	24	-			18263		
	For insurance business accounted for on an accident year basis	25	1966935			1666922		
<b>Sub-total C (21+22+23-(24+25))</b>		29	1885129			1776872		
Amounts recoverable from reinsurers in respect of claims included in Sub-total C		30	919592			908744		
<b>Sub-total D (29-30)</b>		39	965537			868128		
<b>First result</b>		41	246410			219203		
Sub-total B x $\frac{\text{Sub-total D}}{\text{Sub-total C}}$ (or, if 1/2 is a greater fraction, x1/2)								

Supplementary Notes to the Returns

General insurance business: Calculation of required margin of solvency - second method, and statement of required minimum margin

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

	Company registration number	GL/UK/CM	Period ended			Units	
			day	month	year		
	R12	99122	GL	31	12	2003	£000
			This financial year 1	Previous year 2	Source		
					Form	Line	Column
Reference period (No. of financial years) Insert "0" if there is no reference period otherwise insert "3" or "7"	3	11			See instruction 1		
Claims paid in reference period	21	4473819	4073863				
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis	22	-	18163			
	For insurance business accounted for on an accident year basis	23	2215929	1966778			
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis	24	19937	27104			
	For insurance business accounted for on an accident year basis	25	1444934	1301112			
<b>Sub-total E</b> (21+22+23-(24+25))	29	5224877	4730588				
<b>Sub-total F</b> - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in the reference period)	31	1741626	1576863				
Division of Sub-total F	Other than health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	32	1249	1151		
		Excess (if any) over 7M EURO x 23/100	33	399469	361660		
	Health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	34				
		Excess (if any) over 7M EURO x 23/100	35				
<b>Sub-total G</b> (32 to 35)	39	400718	362811				
<b>Second result</b> Sub-total G x Sub-total D (or, if 1/2 is a greater fraction, x 1/2)	41	205242	181406				
First result	42	246410	219203	11	41		
Required margin of solvency (the higher of lines 41 and 42)	43	246410	219203				
Minimum guarantee fund	44	275	253				
Required minimum margin (the higher of lines 43 and 44)	49	246410	219203				

Supplementary Notes to the Returns

Statement of solvency

Name of insurer **HAVEN INSURANCE POLICIES LIMITED**

Global business

Financial year ended **31st December 2003**

R9	Company registration number 2052028	GL/UK/CM GL	Period ended			Units £000
			day	month	year	
			31	12	2003	
	As at the end of this financial year		As at the end of the previous year		Source	
	1		2		Form	Line
						Column

**GENERAL INSURANCE BUSINESS**

**Available assets**

Other than long term insurance business assets allocated towards general insurance business required minimum margin	<b>11</b>	58022	46782	See instructions 1 and 2
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**Required minimum margin**

Required minimum margin for general insurance business	<b>12</b>	9801	10415	12 . 49
Excess (deficiency) of available assets over the required minimum margin (11-12)	<b>13</b>	48221	36367	

**LONG TERM INSURANCE BUSINESS**

**Available assets**

Long term insurance business admissible assets	<b>21</b>			10 . 11
Other than long term insurance business assets allocated towards long term insurance business required minimum margin	<b>22</b>			See instructions 1 and 3
Total mathematical reserves (after distribution of surplus)	<b>23</b>			See instruction 4
Other insurance and non-insurance liabilities	<b>24</b>			See instruction 5
Available assets for long term insurance business required minimum margin (21+22-23-24)	<b>25</b>			

**Implicit items admitted under Rule 2.10(5) as modified**

Future profits	<b>31</b>			
Zillmerising	<b>32</b>			
Hidden reserves	<b>33</b>			

Total of available assets and implicit items (25+31+32+33)	<b>34</b>			
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**Required minimum margin**

Required minimum margin for long term insurance business	<b>41</b>			60 . 69
Explicit required minimum margin (1/6 x 41, or minimum guarantee fund if greater)	<b>42</b>			
Excess (deficiency) of available assets over explicit required minimum margin (25-42)	<b>43</b>			
Excess (deficiency) of available assets and implicit items over explicit required minimum margin (34-41)	<b>44</b>			

**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>			See instruction 6
Quantifiable contingent liabilities in respect of long term insurance business as shown in a supplementary note to Form 14	<b>52</b>			See instruction 6

Supplementary Notes to the Returns

Statement of net assets

Name of insurer **HAVEN INSURANCE POLICIES LIMITED**

Global business

Financial year ended **31st December 2003**

	R10	Company registration number 2052028	GL/UK/CM GL	Period ended			Units £000
				day	month	year	
				31	12	2003	
		As at the end of this financial year 1	As at the end of the previous year 2	Source			
				Form	Line	Column	
Long term insurance business - admissible assets	11			13	89	1	
Long term insurance business - liabilities and margins	12			14	59	1	
Other than Long term insurance business - admissible assets	21	306720	264201	13	89	1	
Other than Long term insurance business - liabilities	22	248698	217419	15	69	1	
Net admissible assets (21-22)	23	58022	46782				
Other assets allowed to be taken into account in covering the required minimum margin	24	Unpaid amounts (including share premium) on partly paid shares					
	25	Supplementary contributions for a mutual carrying on general insurance business					
Liabilities allowed to be left out of account in covering the required minimum margin	26	Subordinated loan capital					
	27	Cumulative preference share capital					
Available assets (23 to 27)	29	58022	46782				
<b>Represented by:</b>							
Paid up share capital (other than cumulative preference share capital)	51	20000	20000				
Amounts included in lines 24 to 27 above	52						
Amounts representing the balance of net assets	56	38022	26782				
Total (51 to 56) and equal to line 29 above	59	58022	46782				
<b>Movement of balance of net assets for solvency purposes - as per line 56</b>							
Balance brought forward at the beginning of the financial year	61			10	56	2	
Retained profit/(loss) for the financial year	62			16	59	1	
Movement in asset valuation differences	63			See instruction 2			
Decrease/(increase) in the provision for adverse changes	64			See instruction 3			
Other movements (particulars to be specified by way of supplementary note)	65						
Balance to be carried forward at the end of the financial year (61 to 65)	69						

Supplementary Notes to the Returns

General insurance business : Calculation of required margin of solvency - first method

Name of insurer **HAVEN INSURANCE POLICIES LIMITED**

Global business

Financial year ended **31st December 2003**

			Company registration number	GL/UK/CM	Period ended			Units	
			R11	2052028	GL	31	12	2003	£000
			This financial year			Previous year			
			1			2			
Gross premiums receivable			11	92762			98442		
Premium taxes and levies (included in line 11)			12	1458			1922		
<b>Sub-total A (11-12)</b>			<b>13</b>	<b>91304</b>			<b>96520</b>		
Adjusted Sub-total A if a financial year is not a 12 month period to produce an annual figure			14						
Division of Sub-total A (or adjusted Subtotal A if appropriate)	Other than health insurance	Up to and including sterling equivalent of 10M EURO x 18/100	15	1235			1139		
		Excess (if any) over 10M EURO x 16/100	16	13511			14431		
	Health insurance	Up to and including sterling equivalent of 10M EURO x 6/100	17						
		Excess (if any) over 10M EURO x 16/300	18						
<b>Sub-total B (15+16+17+18)</b>			<b>19</b>	<b>14746</b>			<b>15570</b>		
Claims paid			21	65230			65007		
Claims outstanding carried forward at the end of the financial year	For insurance business accounted for on an underwriting year basis		22						
	For insurance business accounted for on an accident year basis		23	128557			108352		
Claims outstanding brought forward at the beginning of the financial year	For insurance business accounted for on an underwriting year basis		24						
	For insurance business accounted for on an accident year basis		25	108352			97718		
<b>Sub-total C (21+22+23-(24+25))</b>			<b>29</b>	<b>85435</b>			<b>75641</b>		
Amounts recoverable from reinsurers in respect of claims included in Sub-total C			30	51634			36200		
<b>Sub-total D (29-30)</b>			<b>39</b>	<b>33801</b>			<b>39441</b>		
<b>First result</b>			<b>41</b>	<b>7373</b>			<b>8119</b>		
Sub-total B x Sub-total D (or, if 1/2 is a greater fraction, x1/2) Sub-totalC									

Supplementary Notes to the Returns

General insurance business: Calculation of required margin of solvency - second method, and statement of required minimum margin

Name of insurer **HAVEN INSURANCE POLICIES LIMITED**

Global business

Financial year ended **31st December 2003**

	Company registration number	GL/UK/CM	Period ended			Units	
			day	month	year		
	R12	2052028	GL	31	12	2003	£000
		This financial year 1	Previous year 2	Source			
				Form	Line	Column	
Reference period (No. of financial years) Insert "0" if there is no reference period otherwise insert "3" or "7"	3	11					See instruction 1
Claims paid in reference period	21	203858	204178				
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	128557	108352			
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	78624	53718			
<b>Sub-total E</b> (21+22+23-(24+25))	29	253791	258812				
<b>Sub-total F</b> - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in the reference period)	31	84597	86271				
Division of Sub-total F	Other than health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	32	1249	1151		
		Excess (if any) over 7M EURO x 23/100	33	18352	18824		
	Health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	34				
		Excess (if any) over 7M EURO x 23/100	35				
<b>Sub-total G</b> (32 to 35)	39	19601	19975				
<b>Second result</b> Sub-total G x Sub-total D (or, if 1/2 is a greater fraction, x 1/2)	41	9801	10415				
First result	42	7373	8119	11	41		
Required margin of solvency (the higher of lines 41 and 42)	43	9801	10415				
Minimum guarantee fund	44	275	253				
Required minimum margin (the higher of lines 43 and 44)	49	9801	10415				

Supplementary Notes to the Returns

Statement of solvency

Name of insurer **LONDON AND EDINBURGH INSURANCE COMPANY LIMITED**

Global business

Financial year ended **31st December 2003**

R9	Company registration number	GL/UK/CM	Period ended			Units
	924430	GL	day	month	year	£000
	As at the end of this financial year	As at the end of the previous year	Source			
	1	2	Form	Line	Column	

**GENERAL INSURANCE BUSINESS**

**Available assets**

Other than long term insurance business assets allocated towards general insurance business required minimum margin	11	311862	304294	See instructions 1 and 2	
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**Required minimum margin**

Required minimum margin for general insurance business	12	62409	50065	12	49
Excess (deficiency) of available assets over the required minimum margin (11-12)	13	249453	254229		

**LONG TERM INSURANCE BUSINESS**

**Available assets**

Long term insurance business admissible assets	21			10	11
Other than long term insurance business assets allocated towards long term insurance business required minimum margin	22			See instructions 1 and 3	
Total mathematical reserves (after distribution of surplus)	23			See instruction 4	
Other insurance and non-insurance liabilities	24			See instruction 5	
Available assets for long term insurance business required minimum margin (21+22-23-24)	25				

**Implicit items admitted under Rule 2.10(5) as modified**

Future profits	31				
Zillmerising	32				
Hidden reserves	33				

Total of available assets and implicit items (25+31+32+33)	34				
--	----	--	--	--	--

**Required minimum margin**

Required minimum margin for long term insurance business	41			60	69
Explicit required minimum margin (1/6 x 41, or minimum guarantee fund if greater)	42				
Excess (deficiency) of available assets over explicit required minimum margin (25-42)	43				
Excess (deficiency) of available assets and implicit items over explicit required minimum margin (34-41)	44				

**CONTINGENT LIABILITIES**

Quantifiable contingent liabilities in respect of other than long term insurance business as shown in a supplementary note to Form 15	51			See instruction 6	
Quantifiable contingent liabilities in respect of long term insurance business as shown in a supplementary note to Form 14	52			See instruction 6	



Supplementary Notes to the Returns

Statement of net assets

Name of insurer **LONDON AND EDINBURGH INSURANCE COMPANY LIMITED**

Global business

Financial year ended **31st December 2003**

	Company registration number	GL/UK/CM	Period ended			Units
	R10	924430	GL	31	12	2003
	As at the end of this financial year	As at the end of the previous year	Source			
	1	2	Form	Line	Column	
Long term insurance business - admissible assets	11		13	89	1	
Long term insurance business - liabilities and margins	12		14	59	1	
Other than Long term insurance business - admissible assets	21	1771957	13	89	1	
Other than Long term insurance business - liabilities	22	1460095	15	69	1	
Net admissible assets (21-22)	23	311862				
Other assets allowed to be taken into account in covering the required minimum margin	Unpaid amounts (including share premium) on partly paid shares	24				
	Supplementary contributions for a mutual carrying on general insurance business	25				
Liabilities allowed to be left out of account in covering the required minimum margin	Subordinated loan capital	26				
	Cumulative preference share capital	27				
Available assets (23 to 27)	29	311862				
<b>Represented by:</b>						
Paid up share capital (other than cumulative preference share capital)	51	240000	240000			
Amounts included in lines 24 to 27 above	52					
Amounts representing the balance of net assets	56	71862	64294			
Total (51 to 56) and equal to line 29 above	59	311862	304294			
<b>Movement of balance of net assets for solvency purposes - as per line 56</b>						
Balance brought forward at the beginning of the financial year	61		10	56	2	
Retained profit/(loss) for the financial year	62		16	59	1	
Movement in asset valuation differences	63		See instruction 2			
Decrease/(increase) in the provision for adverse changes	64		See instruction 3			
Other movements (particulars to be specified by way of supplementary note)	65					
Balance to be carried forward at the end of the financial year (61 to 65)	69					

Supplementary Notes to the Returns

General insurance business : Calculation of required margin of solvency - first method

Name of insurer **LONDON AND EDINBURGH INSURANCE COMPANY LIMITED**

Global business

Financial year ended **31st December 2003**

			Company registration number	GL/UK/CM	Period ended			Units	
			R11	924430	GL	31	12	2003	£000
			This financial year			Previous year			
			1			2			
Gross premiums receivable			11	728168			624655		
Premium taxes and levies (included in line 11)			12	30			(366)		
<b>Sub-total A (11-12)</b>			13	728138			625021		
Adjusted Sub-total A if a financial year is not a 12 month period to produce an annual figure			14						
Division of Sub-total A (or adjusted Subtotal A if appropriate)	Other than health insurance	Up to and including sterling equivalent of 10M EURO x 18/100	15	1235			1139		
		Excess (if any) over 10M EURO x 16/100	16	115404			98991		
	Health insurance	Up to and including sterling equivalent of 10M EURO x 6/100	17						
		Excess (if any) over 10M EURO x 16/300	18						
<b>Sub-total B (15+16+17+18)</b>			19	116639			100130		
Claims paid			21	286361			338706		
Claims outstanding carried forward at the end of the financial year	For insurance business accounted for on an underwriting year basis		22	26519			31833		
	For insurance business accounted for on an accident year basis		23	388394			390473		
Claims outstanding brought forward at the beginning of the financial year	For insurance business accounted for on an underwriting year basis		24	28841			33181		
	For insurance business accounted for on an accident year basis		25	390474			535218		
<b>Sub-total C (21+22+23-(24+25))</b>			29	281959			192613		
Amounts recoverable from reinsurers in respect of claims included in Sub-total C			30	131093			111233		
<b>Sub-total D (29-30)</b>			39	150866			81380		
<b>First result</b>			41	62409			50065		
Sub-total B x Sub-total D (or, if 1/2 is a greater fraction, x1/2) / Sub-total C									

Supplementary Notes to the Returns

General insurance business: Calculation of required margin of solvency - second method, and statement of required minimum margin

Name of insurer **LONDON AND EDINBURGH INSURANCE COMPANY LIMITED**

Global business

Financial year ended **31st December 2003**

		Company registration number	GL/UK/CM	Period ended			Units	
		R12	924430	GL	31	12	2003	£000
		This financial year 1	Previous year 2	Source				
				Form	Line	Column		
Reference period (No. of financial years) Insert "0" if there is no reference period otherwise insert "3" or "7"	3	11					See instruction 1	
Claims paid in reference period		21	1047447	1249881				
Claims outstanding carried forward at the end of the reference period	For insurance business accounted for on an underwriting year basis	22	26519	31833				
	For insurance business accounted for on an accident year basis	23	388394	390473				
Claims outstanding brought forward at the beginning of the reference period	For insurance business accounted for on an underwriting year basis	24	34922	34455				
	For insurance business accounted for on an accident year basis	25	678589	775238				
<b>Sub-total E</b> (21+22+23-(24+25))		29	748849	862494				
<b>Sub-total F</b> - Conversion of Sub-total E to annual figure (Multiply by 12 and divide by number of months in the reference period)		31	249616	287498				
Division of Sub-total F	Other than health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	32	1249	1151			
		Excess (if any) over 7M EURO x 23/100	33	56307	65106			
	Health insurance	Up to and including sterling equivalent of 7M EURO x 26/100	34					
		Excess (if any) over 7M EURO x 23/100	35					
<b>Sub-total G</b> (32 to 35)		39	57556	66257				
<b>Second result</b> Sub-total G x Sub-total D (or, if 1/2 is a greater fraction, x 1/2)		41	30796	33129				
First result		42	62409	50065	11	41		
Required margin of solvency (the higher of lines 41 and 42)		43	62409	50065				
Minimum guarantee fund		44	275	253				
Required minimum margin (the higher of lines 43 and 44)		49	62409	50065				

## Supplementary Notes to the Returns

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

### **\*0904\* 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.

### **\*1001\* Net Asset Value Reconciliation**

	2003 £000	2002 £000
Form 13, Line 99	8,025,187	7,343,932
Less		
Form 15, Line 59	6,884,561	6,431,583
	<hr/>	<hr/>
	1,140,626	912,349
Adjustment to liabilities		
Adjustments to claims equalisation provision	22,485	20,662
	<hr/>	<hr/>
Capital and reserves per Companies Act Accounts	1,163,111	933,011
	<hr/>	<hr/>

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.

### **\*1301\* Unlisted Securities**

Lines 45 and 46 of Form 13 include unlisted non-guaranteed debentures amounting to £14,792k (2002 - £73,494k). 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 2003**

### **\*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 General Insurance 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 General Insurance Business Amount. Over the financial year there were no breaches of the above limits.

### **\*1306\* Counterparty Exposure**

No counterparty exposure exceeded 5% of the General Insurance Business Amount at the financial year end.

### **\*1314\* Leased Assets**

There were no tangible leased assets included at line 80 of Form 13 (2002 - nil).

### **\*1501\* Provision for Adverse Changes**

No provision is required in respect of a provision for adverse changes. 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 (2002 - £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 2003**

### **\*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 2003.

### **\*1603\* Other Charges**

Line 21 of Form 16 relates to the following:-

	2003	2002
	£000	£000
Amortisation of intangible assets	8,170	8,073
Corporate costs	4,122	20,927
	<hr/>	<hr/>
	12,292	29,000
	<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 2003 has been to increase the profit compared to the Companies Act Accounts by £57,266k (2002 - an increase in loss of £89,205k).

### **\*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 have the necessary accounting records to otherwise split the business between proportional and non-proportional.

### **\*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.

## Supplementary Notes to the Returns

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003****\*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	640,430	-	640,430
2 Motor	1,963,757	-	1,963,757
3 Aviation	-	(11)	(11)
4 Marine	686	2	688
5 Transport	-	4	4
6 Property	996,370	-	996,370
7 Third party liability	23,092	-	23,092
8 Miscellaneous and pecuniary loss	237,733	-	237,733
	<hr/>		<hr/>
Total	3,862,068	(5)	3,862,063
	<hr/>		<hr/>
<b>Reinsurance</b>			
1 Accident and Health	351,483	-	351,483
2 Motor	984,426	-	984,426
3 Aviation	-	(11)	(11)
4 Marine	686	2	688
5 Transport	-	4	4
6 Property	537,754	-	537,754
7 Third party liability	11,807	-	11,807
8 Miscellaneous and pecuniary loss	136,577	-	136,577
	<hr/>		<hr/>
Total	2,022,733	(5)	2,022,728
	<hr/>		<hr/>
<b>Net</b>			
1 Accident and Health	288,947	-	288,947
2 Motor	979,331	-	979,331
3 Aviation	-	-	-
4 Marine	-	-	-
5 Transport	-	-	-
6 Property	458,616	-	458,616
7 Third party liability	11,285	-	11,285
8 Miscellaneous and pecuniary loss	101,156	-	101,156
	<hr/>		<hr/>
Total	1,839,335	-	1,839,335
	<hr/>		<hr/>

**Supplementary Notes to the Returns**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

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

The companies in the group have ceded 50% of their 2003 underwriting result to CGU International Insurance plc, a fellow Group undertaking. The premiums in 2003 amounted to £1,839,341k. Details of recoveries and outstanding debts are set out on page 112.

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 have 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 2003**

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

Provision is made for unexpired risks when, after taking account of an element of attributable investment income, it is anticipated that unearned premiums will be insufficient to cover future claims and expenses on existing contracts. The amount of attributable investment income taken into account in both 2003 and 2002 has been £nil.

**\*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, 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 incepted, 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(a) of the Accounts and Statements Rules**

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

We certify

1. a. in relation to the part of the return comprising Forms 9 to 13, 15, 16, 20 to 25, 27 to 29, 31 to 34, 36 to 38 (including the supplementary notes) and the statements required by rules 9.25 to 9.27, 9.29, 9.30 and 9.32 that:
    - I. the return has been prepared in accordance with the Accounts and Statements Rules, as modified by the written concessions and directions referred to in supplementary note 0901;
    - II. proper accounting records have been maintained and adequate information has been obtained by each of the companies in the group; and
    - III. the appropriate systems and controls have been established and maintained by each of the companies in the group over its transactions and records;
  - b. that reasonable enquiries have been made by each of the companies in the group, for the purpose of determining whether any person and any body corporate are connected for the purposes of rules 9.25, 9.26 and 9.27;
  - c. that reasonable enquiries have been made by each of the companies in the group for the purpose of identifying material connected-party transactions;
  - d. that in respect of the business of each of the companies in the group which is not excluded by rule 7.6, the assets held throughout the financial year in question enabled the particular company to comply with rules 7.1 to 7.5 (matching and localisation); and
2. that the companies in the group have maintained the margin of solvency required by rule 2.1 throughout the financial year;

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

Name of insurer **NORWICH UNION INSURANCE LIMITED**

Global business

Financial year ended **31st December 2003**

3. a. that the systems and controls, established and maintained by the companies in the group in respect of their business complied at the end of the financial year in question with the following published guidance:-
- P.1 Systems and controls over the investments (and counterparty exposure) of insurers with particular reference to the use of derivatives;
  - P.2 Systems and controls over general business claims provisions;
- and it is reasonable to believe that those systems and controls continued to so comply subsequently and will continue to so comply in future; and
- b. that the return has been prepared in accordance with the following published guidance:-
- 4.1 Guidance for insurers and auditors on the Valuation of Assets Rules;
  - 4.2 Use of derivatives in insurance funds;
  - 9.1 Preparation of returns.

**Caroline Ramsay**  
Director (alternate)

**Patrick Snowball**  
Chief Executive Officer

**Mark Hodges**  
Director

Norwich  
25th March 2004

**Footnote:**

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

## **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 2003**

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

- Forms 9 to 13, 15, 16, 20 to 25, 27 to 29, 31 to 34 and 36 to 38 (including the supplementary notes) ("the Forms");
- the statements required by rules 9.25 to 9.27 and 9.29 on pages 111 to 116 ("the statements"); and
- the certificate signed in accordance with rule 9.34(a) on pages 143 and 144 ("the certificate").

In the case of the certificate, our examination did not extend to paragraph 1 in relation to the statements required by rules 9.30 and 9.32, concerning controllers and general insurance business ceded.

This report is made solely to the company'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 company'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 company for our examination, for this report, or for the opinions we have formed.

### **Respective responsibilities of the Company and its auditors**

The Company is responsible for the preparation of an annual return (including the Forms, statements and certificate) under the provisions of the Rules. The requirements of the Rules have been modified by the written concessions referred to in supplementary note 0901. Under rule 9.11 the Forms and statements are required to be prepared in the manner specified by 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 statements meet these requirements, and in the case of the certificate whether it was or was not unreasonable for the persons giving the certificate to have made the statements therein, and to report our opinions to you. Our responsibilities as independent auditors, are established in the United Kingdom by statute, the Auditing Practices Board and by our profession's ethical guidance.

### **Bases of opinions**

We conducted our work in accordance with Practice Note 20 "The audit 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 statements. The evidence included that previously obtained by us relating to the audit of the financial statements of the Company for the financial year on which we reported on 25th March 2004. It also included an assessment of the significant estimates and judgements made by the Company in the preparation of the Forms and 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 2003**

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 statements are free from material misstatement, whether caused by fraud or other irregularity or error and comply with rule 9.11.

In the case of the certificate, the work performed involved a review of the procedures undertaken by the signatories to enable them to make the statements therein and does not extend to an evaluation of the effectiveness of the Company's internal control systems.

**Opinions**

In our opinion:

- a. the Forms and 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; and
- b. according to the information and explanations received by us:
  - I. the certificate has been properly prepared in accordance with the provisions of the Rules as modified; and
  - II. it was not unreasonable for the persons giving the certificate to have made the statements therein.

ERNST & YOUNG LLP  
Registered Auditor  
London  
25th March 2004