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QBE Casualty Syndicate 386 Annual report 2020

QBE Casualty Syndicate 386

Annual Report

31 December 2020

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MANAGING AGENCY – CORPORATE INFORMATION

Directors

C A Brown*	
M J Gilbert*	Appointed 22 December 2020
J R Harris	Appointed 14 December 2020
S Harrison	Appointed 24 November 2020
T C W Ingram*	
C T Killourhy	Appointed 4 February 2021
M G McCaig*	
S J Postlewhite	Appointed 18 August 2020
N J D Terry	

Former Directors who served during part of the year

C R O'Farrell	Resigned 31 December 2020
J W Parry	Resigned 28 March 2020
R V Pryce	Resigned 14 December 2020
S W Sinclair*	Resigned 6 May 2020
D J Winkett	Resigned 4 February 2021

* non-executive Director

Company secretary

A J Smith

Registered office

30 Fenchurch Street
London
EC3M 3BD

Independent auditors

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
7 More London Riverside
London
SE1 2RT

STRATEGIC REPORT

The Directors of QBE Underwriting Limited, the Managing Agent for QBE Casualty Syndicate 386 (the Syndicate), present their Strategic report for the Syndicate for the year ended 31 December 2020.

Principal activities

The Syndicate is a specialist non-US domiciled liability syndicate (including some US business operations of non-US domiciled parents), operating within the Lloyd's insurance market. The Syndicate was headed by David Harries as Active Underwriter up to 24 January 2021, following which Lloyd's approval was received for the appointment of Cecile Fresneau, Executive Director QBE's UK Insurance business, as Active Underwriter going forward. Cecile will continue to be supported by an experienced team of underwriters, which remains materially unchanged.

The Syndicate forms an integral part of QBE European operations (QBE EO). Together with other underwriting entities within QBE EO, the Syndicate continued to provide an integrated casualty offering during 2020, leveraging QBE EO's extensive distribution capability and economies of scale in the cost of reinsurance protection.

Business written by the Syndicate comprises: employers' liability, professional indemnity and general liability (the latter encompassing, inter alia, products liability and third-party liability). The portfolio includes risks with worldwide exposures.

For Lloyd's planning and performance monitoring reporting, classes of business are defined as: International Casualty, Professional Indemnity and UK & Ireland Liability.

International Casualty

The Syndicate has a strong reputation as a leader in international liability business, with the account comprising approximately 41% of overall gross written premium. The team underwrites a broad-based public and products' liability account as well as umbrella and excess of loss for risks including large industrial, mineral extraction, utility and transport concerns.

Professional Indemnity

This account totals approximately 16% of overall gross written premium and encompasses risks in the construction business, technology business and miscellaneous and traditional professions, including a significant book of solicitors' business.

UK and Ireland Liability

This account totals approximately 43% of overall gross written premium. The team offers a comprehensive product capability to its clients, underwriting traditional lines including: employers' liability, public and products liability, and products guarantee and recall.

Claims

The Syndicate's claims team operate within a combined QBE EO claims service, leveraging operational and cost efficiencies.

STRATEGIC REPORT (continued)

Business review

The UK departed from the European Union on 31 January 2020 and was in a transition period until 31 December 2020. During this transition period existing rules on trade, travel and business continued to apply. As a Syndicate operating at Lloyd's, the Syndicate participated in the Lloyd's Brexit transfer ('Lloyd's Brexit') in order to mitigate the potential impact of this departure.

The Lloyd's Brexit completed on 30 December 2020 and involved the transfer of certain policies from the Syndicate to Lloyd's Insurance Company S.A. ('Lloyd's Brussels'). Lloyd's Brussels is an insurance company incorporated and regulated in Belgium and is a wholly owned subsidiary of Lloyd's. In addition, the Syndicate has entered into a proportional reinsurance agreement with Lloyd's Brussels, such that the Syndicate provides 100% reinsurance of the transferred policies. Policyholders will see no direct administrative change as a result of the proposed transfer, and the process for making claims and any payments that may be due in settlement of a valid claim are unaffected by the transfer.

The global spread of the SARS-COV-2 'COVID-19' virus was declared a pandemic by the World Health Organisation in March 2020. The virus itself, as well as measures to slow its spread, have had a significant impact on the global economy, resulting in financial market volatility during the year, and a material reduction in global interest rates. Financial market volatility materially impacted the investment result during the year and contributed to the decision to adopt an especially conservative asset allocation during the year.

The safety and wellbeing of our people, customers, partners and their communities has been our priority during this challenging time. The business continuity framework proved resilient to the operational challenges encountered during the COVID-19 pandemic. Existing agile working practices and proven remote working technology meant that working practices transitioned smoothly to a full remote working model in all offices/locations in March, whilst ensuring continuity of service to our customers and distribution partners.

Key performance indicators and future developments

The table below details the Syndicate's annually accounted result as at 31 December 2020 relative to the previous year:

	2020 £m	2019 £m
Gross written premium	373.1	346.4
Net earned premiums	326.5	336.0
Net claims	(187.4)	(243.8)
Acquisition costs	(83.3)	(75.7)
Other net operating expenses	(20.8)	(29.8)
Net underwriting profit / (loss)	35.0	(13.3)
Investment return	3.6	38.3
Non-technical account (expense) / income	(0.2)	0.3
Total profit for the year	38.4	25.3
Claims ratio	57.4%	72.6%
Combined operating ratio	89.3%	104.0%

Other net operating expenses include standard personal expenses.

The Active Underwriter comments

The 2020 financial year has produced a total profit for the year of £38.4m (2019 profit £25.3m) and a combined operating ratio of 89.3% (2019 104.0%).

2020 was an extraordinary year, with continued uncertainty over the UK departure from the European Union coupled with a global pandemic and consequential impact to both public health and economic wellbeing.

The global spread of the COVID-19 virus during 2020, and subsequent impact to economies as countries attempt to manage the impacts of the virus, has impacted most businesses and financial markets around the world. Whilst Syndicate 386 has not incurred any material claims to date arising from COVID-19, the syndicate has seen an impact to investment returns and to its operations and people, following the temporary closures of QBE's offices with the move to remote working.

STRATEGIC REPORT (continued)

The Active Underwriter comments (continued)

Overall gross written premium of £373m (2019 £346m) was up on the previous year reflecting improved market conditions across all major product lines, with actual rate experience for the syndicate's 2020 underwriting year concluding at +15.0% against +3.6% plan.

Claims experience for the year was materially better than that in 2019, driven by the positive rating environment in both 2019 and 2020, together with a better than anticipated prior year development, resulting in a net ultimate loss ratio of 57.4% (2019 72.6%).

Increased acquisition cost ratio due to reduced net earned premium, coupled with lower net administrative expenses, has resulted in a marginally higher operating cost ratio of 31.9% (2019 31.4%).

The investment return of £3.6m (2019 £38.3m) was adversely impacted by COVID-19 related financial market volatility during the first quarter of 2020, with the impact offset by investment gains recorded during the second quarter, and second half of 2020 as major financial markets rallied on central bank action, optimism for the development and rollout of COVID-19 vaccines, and potential for re-opening closed sectors of global economies.

The Syndicate's reserving philosophy remains unchanged from previous year and EY have again been engaged to provide independent projections to support the Statement of Actuarial Opinion (SAO).

Outlook

If the start of 2020 was characterised by global political uncertainty, then this was quickly overshadowed by the global pandemic. A great deal of good work was undertaken by our underwriting heads to properly consider both, and to create an underwriting approach to deliver acceptable outcomes, including the continued exceedance of planned rate increases in each of our major classes.

This combined with our previously revised risk appetite and line size means that Syndicate 386 is well positioned as we start 2021. The strong underwriting conditions that prevail have inevitably attracted new entrants to the market so the syndicate will have to continue to find ways to outperform its peers to retain its light touch status. There will certainly be challenges. These will include the unknown impact of the most recent lockdown on client's exposures, notably wage-roll & turnover/fees and what this means for gross written premium. Rate will continue to be a challenge but our track record on achieving this has been good, and whilst this has also been the case for new business in 2020 this is likely to be much more difficult to convert in 2021 as the opportunities to underwrite good quality new business lessen with the availability of new capacity.

Brexit will remain a priority for 2021 and will be monitored closely as regulators continue to challenge the Lloyd's market solution.

2021 will also see a continued focus on our customers. This is a key initiative designed to deliver a consistent and coherent customer proposition. This aligns well with the Future at Lloyd's as does our focus on the better use of data to improve our decisions including with regard to pricing. Our ever-increasing use of data and technology has never been more important.

It is a credit to our underwriting, claims, actuarial, finance, IT and operations teams who were able to seamlessly transition to remote working and to those who had the foresight some years ago to provide all of our people with laptops. This change in our way of working has accelerated our digital progress as a market and greatly improved the use of PPL and with it the modernisation of the market.

As I leave after 34 years of service to the syndicate, I am delighted that Cecile Fresneau has received Lloyd's approval as my successor and I have every confidence in her and the underwriting teams to deliver on our promises.

Investment policy

QBE European operations operates an Investment Committee which is responsible for developing and monitoring the Syndicate's investment policy and strategy, subject to QBE Underwriting Limited's Board approval. The Committee also monitors the Syndicate's investment manager's performance and their compliance with the internal guidelines set by the committee and external regulation. The investment policy is designed to ensure that liquidity, credit and market risk are appropriately managed.

STRATEGIC REPORT (continued)

Investment policy (continued)

Syndicate investments are primarily held in fixed income bonds and money market instruments; with modest exposure to growth assets through investment funds in emerging and developed market equities, emerging market and high yield debt, infrastructure assets and unlisted property. The majority of fixed income portfolios have an average credit rating equivalent to or better than Standard & Poor's "A". The minimum permitted credit quality per the guidelines is "BBB-" grade instruments. The performance of the investment manager is monitored against an absolute return mandate, using other reference benchmarks or peer group performance as key performance indicators.

Management of the investment portfolios for the Syndicate is delegated to QBE Group Services Pty Limited, (the investment manager), a wholly owned subsidiary of the QBE Insurance Group.

Responsibility for the oversight and monitoring of the asset and liability strategy falls within the remit of the QBE European operations Investment Committee. Risks monitored include the matching of investment assets and the assets and liabilities generated by insurance activities. The Syndicate's fixed income portfolios continued to be managed conservatively during the year, with average duration maintained around two years. Through the investment manager's cautious stance, the Syndicate has not incurred any credit defaults or write downs in any of its fixed interest portfolios.

The Syndicate operates a policy to minimise foreign exchange risk by holding monetary assets in foreign currencies in order to match monetary liabilities in such currencies where size is deemed material. Any remaining material monetary foreign currency exposure is hedged using foreign exchange derivatives in order to minimise residual foreign exchange risk.

Investment performance

The total investment returns achieved for each financial year are set out below. These include income earned on funds which are not managed by the investment manager, such as certain regulatory overseas deposits managed directly by Lloyd's. The investment return for the year was 0.8% (2019 4.3%).

Portfolio currency	2020 Average funds £m	2020 Average return %	2020 Target return %	2019 Average funds £m	2019 Average return %	2019 Target return %
Australian dollar	145.8	2.5	1.3	145.2	3.6	3.4
Canadian dollar	300.5	3.1	2.0	287.7	2.8	2.8
Euro	195.3	(2.9)	2.9	208.8	6.5	2.2
UK pound sterling	292.8	(0.4)	1.6	294.7	3.6	2.0
US dollar	34.0	1.3	6.1	35.5	12.6	4.6
South African rand	24.8	8.0	6.8	14.2	7.5	7.1

The benchmark target for investment portfolios is an absolute return yield, agreed for each currency on an annual basis by the Board of QBE Underwriting Limited. Combined asset class targets for each currency agreed for each financial year are shown above.

Investment portfolios were heavily impacted by COVID-19 related market volatility during the first half of 2020. Significantly wider credit spreads resulted in realised losses on high yield and emerging market debt and unrealised losses on investment grade corporate bonds. Overall, these losses were offset during the second half of the year, with gains generated by falling sovereign bond yields and materially lower global risk-free rates as stimulatory moves by central banks to cut cash rates globally and market expectations of sustained low interest rates took hold. Credit spreads, having initially widened significantly early in the year, narrowed as financial conditions eased and governments and central banks moved to purchase corporate credit.

The third quarter saw volatility start to ease and the syndicate portfolios benefitted as credit spreads continued to tighten. Volatility picked up again early in the fourth quarter as uncertainty over the US election, Brexit negotiations and fears of a second wave of COVID-19 emerged. Towards the end of the year market optimism rose amid positive vaccine news.

Growth assets were substantially impacted by market volatility during the first half of 2020, particularly in March 2020, as COVID-19 infections began to accelerate. Returns on unlisted property were impacted as lockdowns disrupted rental income and consequently valuations, while some property classes such as commercial and retail were also impacted by longer term valuation concerns focused around occupancy and demand in a post-COVID-19 world. Infrastructure assets experienced only modest weakness, benefiting from lower risk-free rates.

STRATEGIC REPORT (continued)

Investment performance (continued)

The impact of volatility in fixed income markets and growth asset valuations during the first half of the year, combined with positive returns in fixed income markets during the second half of the year, including strong performance of the Syndicate Canadian Dollar denominated assets, reduced by underperformance of the Syndicate Euro and Sterling denominated assets, resulting in an overall investment return for the Syndicate at 0.8%, below the weighted annual target return of 2.2% (2019 return 4.3%, ahead of target 2.6%).

Corporate governance

The Syndicate is managed by QBE Underwriting Limited (QUL or the Company), a subsidiary of QBE European Operations plc, which is the holding company for the European operations (QBE EO) of QBE Insurance Group Limited (QBE Group). The corporate governance framework is managed at QBE EO level.

During 2020, the Company's corporate governance structure and system of governance has continued to evolve reflecting the Board's ongoing commitment to ensuring that it remains efficient, relevant and supportive of the strategic aims of the Company. The structure continues to comply with all relevant regulatory and legal requirements.

The Board Charter of the Company states that the role of the Board is to provide leadership, to oversee the design and implementation of QBE EO's strategy and to set a framework of prudent and effective controls which enable risk to be assessed and managed within it. The Board Charter includes an agreed set of matters reserved for the Board's consideration. The Board ensures that the necessary financial and human resources are in place for QBE EO to meet its objectives and reviews the performance of management in delivering on QBE EO's strategic aims. The Board sets and instils QBE EO's values and culture in the light of those set by QBE Group and ensures that its obligations to its shareholder and other stakeholders of QBE EO are understood and met.

During the year the Board Charter was reviewed with enhancements made to reflect ongoing assessment of key responsibilities and the requirements of Group Governance Framework ('GGF').

Given the restrictions as a result of COVID-19, the Board has not been able to have its formal away day this year and instead undertook an interactive session with management in November focussing on various areas of strategy and key focus areas for 2021 and beyond on an informal basis. NED engagement was further supported through informal meetings with business leaders and management exclusively for EO NEDs, meetings with the QBE Group Board NEDs as well as global conference calls with the Chairs' of the each of the Board Committees for QBE Group.

The Board of the Company met 10 times during the year and there was strong attendance from all Directors.

The Board of QBE Underwriting Limited

The Board of the Company is chaired by Mr Timothy Ingram, who is an independent Non-Executive Director ('NED'). The role of the Chair of the Board is distinct from that of the Chief Executive Officer, and each role is clearly established. This separation of roles ensures that the balance of responsibilities, accountabilities and decision making are effectively maintained. Directors have equal voting rights when making decisions and the Chair has a casting vote when required. All Directors have access to the advice and services of the Company Secretary and are able to seek professional advice at the Company's expense.

The Board considers that the experience and areas of focus which each Board member brings to the Company results in a strong and balanced leadership team. The Independent NEDs have no material business or relationships with the Company that might influence their independence or judgement and bring a range of financial services and wider industry experience to the Board. As such, the size and composition of the Board is considered to be appropriate.

QBE Group have introduced a continuing professional development programme which requires each NED to undertake ten hours of continuous professional development each year covering areas such as regulation, insurance and customer. A NED skills matrix is maintained by Company Secretarial, together with NED training records and these are considered annually by the PARC.

Each year there is a formal Board Effectiveness Review ('BER'), which is facilitated by an independent external advisor. In June 2020, the QBE Group undertook a BER encompassing the Divisional Boards, including the Board of the Company. Comments supporting continuous improvement of effectiveness of the Board arising from the review were discussed by the Boards and a number of minor actions were agreed.

STRATEGIC REPORT (continued)

The Board of QBE Underwriting Limited (continued)

In conjunction with QBE Group and led by the Nomination Committee, succession planning is undertaken in accordance with the talent and culture objectives within the strategic priorities of both QBE EO and QBE Group whilst ensuring the Board has the right balance of skills, knowledge, experience and diversity to be effective.

The duties of the Board are executed to some degree through Board Committees that are each chaired by a NED. The Board and other regulated companies in QBE EO have jointly constituted these Board Committees which comprise appropriately skilled members and are supported by attendees as necessary. QBE EO’s key Committees comprise: Audit Committee; European Operations Investment Committee; People & Remuneration Committee; Nomination Committee; and Risk and Capital Committee.

In addition, the EMB has also been constituted to act as a Management Committee of the Company and other UK regulated companies in QBE EO. The EMB is Chaired by the CEO (and its management groups are each chaired by an EMB member). The Board delegates authority for day-to-day management of the Company to the CEO who is supported by the EMB. Membership of the EMB includes the CFO, CRO, leaders of the Insurance and Reinsurance business areas, Human Resources, Operations, and Claims functions. The EMB’s responsibilities include formulating and implementing approved strategies and plans, and management of the day-to-day effective running of the Company. During the year the EMB met at least ten times.

Principal risks and uncertainties of the Syndicates and the Company

The Syndicates and the Company face a number of principal risks and uncertainties specific to the Syndicates role as an insurance undertaking.

The Company’s established Enterprise Risk Management ‘ERM’ Framework describes QBE’s approach to managing risk effectively, which in turn supports our strategy and fundamental principles. QBE’s Risk Appetite Statements (RAS) set out the nature and level of risk that the Board willing to take in pursuit of the organisation’s objectives. The RAS is used to support risk-based decision making by clearly defining QBE’s appetite (what we should do) and tolerance (what we can do) and provides coverage over the risk categories defined below.

A summary of the main risk categories faced by the Syndicate managed by the Company, and risk mitigation techniques to identify, assess, evaluate and mitigate these risks are outlined as follows:

Strategic risk

The Company defines strategic risk as the current and prospective impact on earnings and/or capital arising from strategic business decisions and responsiveness to external change.

The Company manages strategic risk as follows:

- Through management and monitoring of strategic related risks including performance, capital, reputational, Environmental, Social and Governance (ESG), emerging risks and risk culture monitoring;
- Considering strategic options in light of the impact on return volatility and capital requirements of the Company; and
- Planning and monitoring capital levels of the Company on an ongoing basis, with reference to economic requirements.

During periods of uncertainty like COVID-19 the Company increases the frequency of monitoring its capital and liquidity positions. The Company also carries out stress and scenario testing to review the potential impacts of COVID-19 on its capital position and exposure to market, liquidity and operational risks.

Insurance risk

The Company defines insurance risk as the risk of fluctuations in the timing, frequency and severity of insured events and claims settlements, relative to expectations.

Our exposure to insurance risk arises from:

- Underwriting/pricing;
- Insurance concentrations; and
- Reserving.

STRATEGIC REPORT (continued)

Principal risks and uncertainties of the Syndicates and the Company (continued)

Insurance risk (continued)

The Company manages insurance risk as follows:

- Analysing historical pricing and claims experience;
- Setting a tolerance to concentration risk;
- Monitoring and reviewing underwriting performance and authority limits;
- Monitoring usage and availability of pricing models including independent reviews;
- Purchase of appropriate reinsurance programme to reduce EO Group's exposure to individual losses or an accumulation of losses
- Setting thresholds and monitoring of reserve probability of adequacy 'PoA'; and
- Conducting both an in-house and external actuarial review of our claims provisions, independent of our underwriting teams

Credit risk

The Company defines credit risk as the risk of financial loss where a customer, counterparty, issuer or insurance obligor fails to meet their financial obligations to the Company in accordance with agreed terms. Failure includes both inability or willingness to do so.

The Company manages credit risk as follows:

- Through management and monitoring of credit related risks including reinsurance credit risk and other recoveries, insurance credit risk and investment and treasury credit risk;
- Various forms of credit risk are captured and reported against using the Board-approved credit Risk Appetite Statement, that is monitored against on a regular basis;
- Regular counterparty monitoring through dedicated systems and procedures to manage and control exposure to counterparties;
- The monitoring on an on-going basis of external ratings and QBE Group ratings and updating as appropriate; and
- Regular review of receivables, the collectability of those debts, and the adequacy of associated impairments.

COVID-19 has resulted in material deterioration in credit conditions globally. Our efforts to identify, assess and manage heightened credit risks to our business have therefore increased commensurately.

Market risk

The Company defines market risk as the risk of adverse impacts on earnings resulting from changes in market factors. Market factors include but are not limited to: interest rates, credit spreads and foreign exchange rates.

The Company manages market risk as follows:

- Management and monitoring of market related risks including investment market movements (including equity prices, interest rate, credit spreads) and foreign exchange rate movement;
- Actively managing investment assets;
- Maintaining a diversified portfolio;
- Hedging residual non-functional currency net asset exposures;
- Use of derivatives for efficient portfolio management; and
- Monitoring compliance with legal and regulatory requirements, including the Prudent Person Principle;
- QBE's LIBOR transition plan has identified business areas with exposure to LIBOR retirement in December 2021. For each area, business impact and risk assessments have been carried out, pre-transition plans have been scoped and implemented and initial testing of alternative reference rates has occurred. Progress to complete the remaining transition steps is on track.

STRATEGIC REPORT (continued)

Principal risks and uncertainties of the Syndicates and the Company (continued)

Liquidity risk

The Company defines liquidity risk as the risk of holding insufficient liquid assets to meet liabilities as they fall due to policyholders and creditors, or only being able to do so at excessive cost.

The Company manages liquidity risk using the following:

- a Board-approved Risk Appetite Statement that ensures minimum coverage of cash outflows for liabilities;
- Setting minimum levels of liquid, short term money market securities;
- Matching assets and liabilities in our major currency positions;
- Regular monitoring of the ratio of liquid assets to liabilities is undertaken; and
- The production of cash-flow forecasts, supplemented by Early Warning Indicators to proactively identify any changes to the liquidity position or potential funding needs;
- Recourse to a Board-approved Liquidity Contingency Plan, permitting access to sources of further liquid assets in the event of extreme liquidity stress.

Operational risk

The Company defines operational risk as the risk of financial loss resulting from inadequate or failed internal processes, people and systems or from external events. Exposure to operational risk arises from - internal fraud, external fraud, employment practices and workplace safety, improper business practices, damage to physical assets, business disruption and system failures, execution, delivery and process management.

The Company manages operational risk using the following:

- Actively monitoring our key processes and systems;
- Conducting scenario reviews to identify and quantify potential exposures for mitigation;
- Maintaining effective segregation of duties, access controls, governance and reconciliation procedures;
- Performance of Risk and Control Self-Assessments (RCSA) providing periodic assessment of risks as well as assurance over control design and performance;
- Operational Risk Dashboard monitoring including Operational Key Risk Indicators 'KRIs'; and
- Identification and management of Issues and Incidents with defined remediation plans in place.

Compliance risk

The Company defines compliance risk as the risk of legal or regulatory penalties, financial loss or impacts and non-financial loss or impacts (including reputational damage) resulting from a breach of obligations. Obligations refers to those in legislation, regulation, industry codes and standards, internal policies and ethical and business standards.

The Company manages compliance risk using the following:

- Actively monitoring our key controls, processes and systems;
- Conducting scenario reviews to identify and quantify potential exposures for mitigation;
- Monitoring of internal / external fraud, improper business practices and non-compliance with internal and external requirements; and
- Maintaining effective segregation of duties, access controls, governance and reconciliation procedures.

Group and Lloyd's risk

The Company defines group risk as the risk arising specifically from being part of a wider group, including financial impact and loss of support from the QBE Group; coupled with operating in the Lloyd's Market.

The Company manages group risk as follows:

- Challenge and oversight from independent non-executive Directors on the Company Board;
- Contractual arrangements in place for material services provided by other QBE Group divisions and companies;
- Active monitoring and management against the QBE Group Services Governance Framework which governs the procurement, monitoring and review of services provided to the Company by the wider QBE Group;
- Board's group risk appetite monitoring including intra-group loans, intra-EO loans, Group Outsourced Services SLAs monitoring and Group issues and incidents impacting EO; and
- Involvement of QBE EO individuals within material QBE Group and Lloyd's initiatives that could impact the Company.

STRATEGIC REPORT (continued)

Climate change

On 1 July 2020, the PRA's 'Dear CEO' letter stated that firms should have embedded their approaches to managing climate-related financial risks by the end of 2021. In summary, the PRA's requirements, which are set out in Supervisory Statement 3/19 ('SS 3/19') on the Financial Risks from Climate Change ('FRCC'), are for firms to:

- embed the consideration of the FRCC in their governance arrangements;
- incorporate the FRCC into existing financial risk management practice;
- use (long-term) scenario analysis to inform strategy setting and risk assessment and identification; and
- develop an approach to disclosure on the FRCC.

EO's Chief Risk Officer (CRO) is accountable for the FRCC under the Senior Managers Regime, and EO has submitted its Board-approved SS 3/19 Roadmap to meet the requirements of the statement to the PRA.

Progress has been made in 2020 towards meeting the requirements of SS 3/19. The CRO reports quarterly to EO's Risk and Capital Committee on progress with implementing this Roadmap, with further reporting as necessary to the EO Boards.

QBE Group prepares a sustainability report which is available from the Group website. In addition QBE European Operations plc, the holding company for QBE's European operations, prepares a group climate change report.

QBE EO remains committed in this area over the medium- to long-term to strengthening our data and scenario analysis and adapting our modelling; pricing; capital management; financial reporting and disclosure, in partnership with QBE Group and external stakeholders.

Solvency II and capital adequacy

The Syndicates managed by the Company apply QBE EO's Prudential Regulation Authority (PRA) and Lloyd's approved internal capital model. The internal model is an integrated framework to support its objectives by managing risk and capital across the Syndicates' business. The internal model has broad scope including: capital modelling; risk identification, mitigation, assessment and monitoring, and is used in the day to day operation of the Company.

The internal model is used to help assess our risk and calculate the appropriate level of risk-based capital to allocate to risks to which we are exposed. The assessment of risk-based capital enables us to make decisions that involve quantitative risk reward trade-offs. The allocation of risk-based capital helps ensure that the level of risk we take is commensurate with the required returns and is within the approved risk appetite and tolerance.

The Syndicates managed by the Company comply with Lloyd's capital setting processes which are described in note 2 in the financial statements.

Business continuity management

An established business continuity management framework is in place to ensure the Company is able to respond effectively to incidents that threaten business continuity, including during the COVID-19 pandemic, and is designed to ensure that the impact of any major disruption is minimised.

The framework includes a set of crisis and specialist team plans, department-level business continuity plans and technology recovery plans. It is supported by a range of activities, including staff awareness and testing.

This Strategic report was approved by the Board of Directors on 3 March 2021 and signed on its behalf by:

C T Killourhy
Director

QBE Underwriting Limited
London

REPORT OF THE DIRECTORS OF THE MANAGING AGENT

The Directors of QBE Underwriting Limited, the Managing Agent for the Syndicate, present their report and the audited annual accounts of the Syndicate for the year ended 31 December 2020.

This annual report is prepared using the annual basis of accounting as required by regulation 5 of the Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 (the 2008 Regulations).

Strategic report

The Strategic report, which includes details of the Syndicate's principal activities, development, performance and KPI's, risk management framework and governance structure, is set out on pages 3 to 11.

Internal audit

An internal audit department provides assurance to the Audit Committee as to the effectiveness of internal systems and controls, makes recommendations for improvement and monitors progress towards completion via management action plans. Internal audit also provide feedback on the risk management process.

Relationship with Managing Agent

QUL has adopted a code of conduct which outlines a set of general business ethics that apply to all employees when conducting any activity on behalf of the Syndicate. The code of conduct requires employees to carry on business in an open and honest manner with customers, shareholders, employees, regulatory bodies, outside suppliers, intermediaries and the community at large. The code also deals with a number of other requirements including whistle-blowing, confidentiality, disclosure of information, conflicts of interest and treating customers fairly. Other policies are in place to cover areas such as health and safety, harassment, equal opportunities and financial crime.

Statement of Managing Agent's responsibilities

The Directors of the Managing Agent are responsible for preparing the Strategic report, report of the Directors of the Managing Agent and the annual accounts in accordance with applicable law and regulations.

The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 (IAD) requires the Managing Agent to prepare annual accounts for each financial year. Under that law the Directors are required to prepare the Syndicate annual accounts in accordance with UK generally accepted accounting practice (UK accounting standards and applicable law). The IAD requires that the Directors must not approve the annual accounts unless they are satisfied that they give a true and fair view of the state of affairs of the Syndicate and of the profit and loss of the Syndicate for that period.

In preparing these Syndicate annual accounts, the Managing Agent is required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the annual accounts; and
- Prepare the annual accounts on the basis that the Syndicate will continue to write business unless it is inappropriate to presume that the Syndicate will do so.

The Directors of the Managing Agent are responsible for keeping proper accounting records that are sufficient to show and explain the Syndicate's transactions and disclose with reasonable accuracy at any time the financial position of the Syndicate and enable them to ensure that the Syndicate annual accounts comply with the IAD. They are also responsible for safeguarding the assets of the Syndicate and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Directors of the Managing Agent are responsible for the maintenance and integrity of the Company's website. Legislation in the United Kingdom governing the preparation and dissemination of annual accounts may differ from legislation in other jurisdictions.

REPORT OF THE DIRECTORS OF THE MANAGING AGENT (continued)

Statement of disclosure of information to auditors

Each person who is a Director of the Managing Agent at the date of this report confirms that:

- So far as the Director is aware, there is no information relevant to the audit of the Syndicate’s annual accounts for the year ended 31 December 2020 of which the auditors are unaware; and
- The Director has taken all the steps that he or she ought to have taken as a Director in order to make himself or herself aware of, and to establish that the Syndicate’s auditors are aware of, any relevant audit information.

Independent auditors

The Directors of the Managing Agent intend to reappoint PricewaterhouseCoopers LLP as the Syndicate’s auditors.

On behalf of the Board of the Managing Agent,

C T Killourhy
Director

QBE Underwriting Limited
London
4 March 2021

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386

Report on the audit of the syndicate annual accounts

Opinion

In our opinion, Syndicate 386's syndicate annual accounts:

- give a true and fair view of the state of the syndicate's affairs as at 31 December 2020 and of its profit and cash flows for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law); and
- have been prepared in accordance with the requirements of The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008.

We have audited the syndicate annual accounts included within the Annual Report, which comprise: the balance sheet as at 31 December 2020; the profit and loss account – technical account – general business, and the profit and loss account – non-technical account for the year then ended, the statement of cash flows, and the statement of income and members' balances for the year then ended, and the notes to the syndicate annual accounts, which include a description of the significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)"), and The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and other applicable law. Our responsibilities under ISAs (UK) are further described in the *Auditors' responsibilities for the audit of the syndicate annual accounts* section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the syndicate in accordance with the ethical requirements that are relevant to our audit of the syndicate annual accounts in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the syndicate's ability to continue as a going concern for a period of at least twelve months from when the syndicate annual accounts are authorised for issue.

In auditing the syndicate annual accounts, we have concluded that the Managing Agent's use of the going concern basis of accounting in the preparation of the syndicate annual accounts is appropriate.

However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the syndicate's ability to continue as a going concern.

Our responsibilities and the responsibilities of the Managing Agent with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 (continued)

Reporting on other information

The other information comprises all of the information in the Annual Report other than the syndicate annual accounts and our auditors' report thereon. The Managing Agent is responsible for the other information. Our opinion on the syndicate annual accounts does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the syndicate annual accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the syndicate annual accounts or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the syndicate annual accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

With respect to the Report of the Directors of the Managing Agent, we also considered whether the disclosures required by The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 have been included.

Based on our work undertaken in the course of the audit, The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 requires us also to report certain opinions and matters as described below.

Report of the Directors of the Managing Agent
In our opinion, based on the work undertaken in the course of the audit, the information given in the Report of the Directors of the Managing Agent for the year ended 31 December 2020 is consistent with the syndicate annual accounts and has been prepared in accordance with applicable legal requirements.

In light of the knowledge and understanding of the syndicate and its environment obtained in the course of the audit, we did not identify any material misstatements in the Report of the Directors of the Managing Agent.

Responsibilities for the syndicate annual accounts and the audit

Responsibilities of the Managing Agent for the syndicate annual accounts
As explained more fully in the Statement of Managing Agent's responsibilities, the Managing Agent is responsible for the preparation of the syndicate annual accounts in accordance with the applicable framework and for being satisfied that they give a true and fair view. The Managing Agent is also responsible for such internal control as they determine is necessary to enable the preparation of syndicate annual accounts that are free from material misstatement, whether due to fraud or error.

In preparing the syndicate annual accounts, the Managing Agent is responsible for assessing the syndicate's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless it is intended for the syndicate to cease operations, or it has no realistic alternative but to do so.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 (continued)

Auditors' responsibilities for the audit of the syndicate annual accounts

Our objectives are to obtain reasonable assurance about whether the syndicate annual accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these syndicate annual accounts.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the syndicate and industry, we identified that the principal risks of non-compliance with laws and regulations related to breaches of UK and European regulatory principles, such as those governed by the Prudential Regulation Authority and the Financial Conduct Authority, and those regulations set by the Council of Lloyd's, and we considered the extent to which non-compliance might have a material effect on the syndicate annual accounts. We also considered those laws and regulations that have a direct impact on the syndicate annual accounts such as The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008. We evaluated management's incentives and opportunities for fraudulent manipulation of the syndicate annual accounts (including the risk of override of controls), and determined that the principal risks were related to the risk of fraud in revenue recognition and management override of controls, including the potential for management bias in significant accounting estimates, particularly in relation to claims outstanding and estimated premium income and the risk of unfair or inequitable treatment of closing years of account. Audit procedures performed included:

- inspecting relevant meeting minutes, including those of the Board, Risk & Capital Committee and Audit Committee of the Managing Agent, and correspondence with regulatory authorities, including Lloyd's of London, the Prudential Regulatory Authority and the Financial Conduct Authority;

- discussions with the Board, management, compliance function and internal audit function of the Managing Agent, including consideration of known or suspected instances of fraud and non-compliance with laws and regulations;

- evaluation and testing of the operating effectiveness of management's controls designed to prevent or detect misstatements in the Annual Report;

- testing and challenging where appropriate the assumptions and judgements made by management in their significant accounting estimates, particularly in relation to the estimation of claims outstanding and the estimation of estimated premium income;

- identifying and testing journal entries, particularly journal entries with unusual descriptions, posted at unusual times, or journals posted by unexpected users;

- designing audit procedures to incorporate unpredictability around the nature, timing or extent of our testing; and

- assessing the appropriateness of closing the 2018 year of account and testing and challenging, where appropriate, the equity of the estimate for the reinsurance to close premium charged.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 (continued)

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the syndicate annual accounts. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the syndicate annual accounts is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

This report, including the opinions, has been prepared for and only for the syndicate's members as a body in accordance with part 2 of The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

Other required reporting

Under The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 we are required to report to you if, in our opinion:

- we have not obtained all the information and explanations we require for our audit; or
- adequate accounting records have not been kept by the Managing Agent in respect of the syndicate; or
- certain disclosures of Managing Agent remuneration specified by law are not made; or
- the syndicate annual accounts are not in agreement with the accounting records.

We have no exceptions to report arising from this responsibility.

Deepti Vohra (Senior statutory auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
London
4 March 2021

PROFIT AND LOSS ACCOUNT - TECHNICAL ACCOUNT - GENERAL BUSINESS

for the year ended 31 December 2020

	Note	2020 £m	2020 £m	2019 £m	2019 £m
Earned premium, net of reinsurance					
Gross premiums written	3	373.1		346.4	
Outward reinsurance premiums		(35.0)		(22.4)	
Net premiums written			338.1		324.0
Change in the gross provision for unearned premiums	12	(16.0)		13.2	
Change in the provision for unearned premiums, reinsurers' share	12	4.4		(1.2)	
Change in the net provision for unearned premiums			(11.6)		12.0
Earned premium, net of reinsurance			326.5		336.0
Allocated investment return transferred from the non-technical account			3.6		38.3
Claims incurred, net of reinsurance					
Claims paid					
Gross amount		(259.2)		(260.7)	
Reinsurers' share		56.5		68.0	
Net claims paid		(202.7)		(192.7)	
Change in the provision for claims					
Gross amount	12	19.4		(79.8)	
Reinsurers' share	12	(4.1)		28.7	
Change in the net provision for claims		15.3		(51.1)	
Claims incurred, net of reinsurance			(187.4)		(243.8)
Net operating expenses	4		(94.0)		(99.8)
Standard personal expenses			(10.1)		(5.7)
Balance on the technical account for general business			38.6		25.0

The notes set out of pages 24 to 45 form an integral part of these annual accounts

PROFIT AND LOSS ACCOUNT -
NON-TECHNICAL ACCOUNT
for the year ended 31 December 2020

	Note	2020 £m	2019 £m
Balance on the general business technical account		38.6	25.0
Investment income	7(a)	25.1	32.2
Unrealised gains on investments		171.9	171.3
Investment expenses and charges	7(b)	(26.1)	(8.6)
Unrealised losses on investments		(167.3)	(156.6)
Investment return		3.6	38.3
Allocated investment return transferred to the general business technical account		(3.6)	(38.3)
Non-technical account foreign exchange (loss) / gain		(0.2)	0.3
Profit for the financial year		38.4	25.3

The results above are derived from continuing operations.

There are no recognised gains or losses for the current and preceding year other than those included in the profit and loss account above and therefore no statement of recognised gains and losses has been presented.

The notes set out of pages 24 to 45 form an integral part of these annual accounts

STATEMENT OF INCOME AND MEMBERS' BALANCES
for the year ended 31 December 2020

	2020 £m	2019 £m
Members' balances as at 1 January	17.0	23.2
Profit for the financial year	38.4	25.3
Members' agents' fees	(0.6)	(0.6)
Non-standard personal income / (expenses)	0.4	(0.5)
Distribution of profits	(28.1)	(30.4)
Members' balances as at 31 December	27.1	17.0

The notes set out of pages 24 to 45 form an integral part of these annual accounts

BALANCE SHEET
As at 31 December 2020

Assets	Note	2020 £m	2019 £m
Investments			
Other financial investments	8	796.3	817.0
Derivative financial instruments	9	6.7	5.6
		803.0	822.6
Reinsurers' share of technical provisions			
Provision for unearned premiums	12	12.5	8.3
Claims outstanding	12	324.1	324.6
		336.6	332.9
Debtors			
Debtors arising out of direct insurance operations	13(i)	113.0	91.1
Debtors arising out of reinsurance operations	13(ii)	21.1	20.3
Other debtors	13(iii)	9.1	8.2
		143.2	119.6
Other assets			
Cash at bank and in hand		4.0	8.8
Overseas deposits	14	224.7	208.1
		228.7	216.9
Prepayments and accrued income			
Accrued interest and rent		4.7	4.2
Deferred acquisition costs	15	42.8	38.4
		47.5	42.6
Total assets		1,559.0	1,534.6

The notes set out of pages 24 to 45 form an integral part of these annual accounts

BALANCE SHEET
As at 31 December 2020

Liabilities	**Note**	**2020 £m**	**2019 £m**
Members' balances		27.1	17.0
Technical provisions			
Provision for unearned premiums	12	189.9	171.6
Claims outstanding	12	1,248.3	1,250.1
		1,438.2	1,421.7
Creditors			
Creditors arising out of direct insurance operations	20(i)	39.6	44.6
Creditors arising out of reinsurance operations	20(ii)	24.2	18.2
Other creditors including taxation and social security	21	22.9	22.4
		86.7	85.2
Accruals and deferred income		7.0	10.7
Total liabilities		1,559.0	1,534.6

These annual accounts on pages 18 to 45 were approved by the Board of QBE Underwriting Limited on 3 March 2021 and signed on its behalf by:

C T Killourhy
Director

The notes set out on pages 24 to 45 form an integral part of these annual accounts

STATEMENT OF CASH FLOWS

for the year ended 31 December 2020

	2020 £m	Restated 2019 £m
Cash flow from operating activities		
Operating profit for the financial year	38.4	25.3
Increase in gross technical provisions	16.5	41.1
Increase in reinsurers' share of technical provisions	(3.7)	(20.0)
Increase in debtors	(23.8)	(17.1)
Increase in creditors	2.1	17.5
Investment returns	(3.6)	(38.3)
Other	(35.6)	26.7
	(9.7)	35.2
Cash flow from investing activities		
Purchase of equity and debt instruments	(941.6)	(876.6)
Sale of equity and debt instruments	968.0	890.5
Purchase of derivatives	-	(0.5)
Sale of derivatives	-	(1.2)
Investment income received	17.0	18.7
	43.4	30.9
Cash flow from financing activities		
Distribution of profits	(28.1)	(30.4)
Members' agents' fees	(0.6)	(0.6)
Non-standard personal income / (expenses)	0.4	(0.5)
	(28.3)	(31.5)
Movement in cash, portfolio investments and financing		
Cash and cash equivalents at the beginning of the year	216.9	188.3
Net increase in cash and cash equivalents	5.4	34.6
Foreign exchange movement on cash and cash equivalents	6.4	(6.0)
Cash and cash equivalents at the end of the year	228.7	216.9

The notes set out on pages 24 to 45 form an integral part of these annual accounts

NOTES TO THE ANNUAL ACCOUNTS
for the year ended 31 December 2020

1. Accounting policies

The principal accounting policies adopted in the preparation of these annual accounts are set out below. These policies have been consistently applied to all the years presented unless otherwise stated.

(a) Basis of preparation

These annual accounts have been prepared in accordance with regulation 5 of the Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008, and in compliance with United Kingdom Accounting Standards, including Financial Reporting Standard 102, ''The Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland'' (''FRS 102'') and Financial Reporting Standard 103 "Insurance Contracts" (''FRS 103'').

The accounts incorporate all transactions committed to by the 2020 year of account and prior years of account.

The Directors of the Managing Agent have prepared the annual accounts on the basis that the Syndicate will continue to write future business. The ability of the Syndicate to meet its obligations as they fall due is underpinned by the support provided by the Lloyd's solvency process and its chain of security for any members who are unable to meet their underwriting liabilities. Members Funds at Lloyd's are further explained in note 2.

(b) Basis of accounting for insurance

The result is determined on an annual basis whereby the incurred cost of claims, commission and related expenses are charged against the earned portion of premiums, net of reinsurance as described below:

(i) Premiums written

Premiums written comprise premiums on contracts incepted during the financial year, together with adjustments made in the year to premiums written in prior years. Premiums are shown gross of commissions payable to intermediaries, and exclude taxes and duties levied on them. Estimates are included for premiums due but not yet received or notified, less an allowance for expected cancellations.

(ii) Unearned premiums

Unearned premiums represent the proportion of premiums written in the year that relate to unexpired terms of policies in force at the balance sheet date, calculated on the basis of established earnings patterns which reflects underlying risk exposures, and may include straight line earnings patterns where appropriate.

(iii) Outwards reinsurance premiums written

Outwards reinsurance premiums written relate to business ceded during the year, including an estimate of any adjustment premiums payable, together with any differences between estimates in the prior years and that actually ceded. Outwards premiums are recognised as earned over the period of the policy having regard to the incidence of risk. Policies that respond with reference to the attachment point are earned in line with the related inwards written premiums.

(iv) Claims incurred

Claims incurred comprise claims and related expenses paid in the year and changes in provisions for outstanding claims, including provisions for claims incurred but not reported and related expenses, together with any other adjustments to claims from previous years.

(v) Claims outstanding

Provisions are made for the estimated cost of claims incurred but not settled at the balance sheet date, including the cost of claims incurred but not yet reported to the Syndicate.

Outstanding claims are estimated by reviewing individual claims and making allowance for claims incurred but not reported using past experience and trends adjusted for foreseeable events.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

1. Accounting policies (continued)

(b) Basis of accounting for insurance (continued)

(v) Claims outstanding (continued)

Case estimates are set by experienced claims technicians, applying their skill and specialist knowledge to the circumstances of individual claims. The ultimate cost of outstanding claims, including claims incurred but not reported, is estimated by the Syndicate actuaries who apply recognised actuarial techniques considered appropriate for each portfolio, such as the Chain Ladder and Bornhuetter-Ferguson methods. These methods take into account, amongst other things, statistical analysis of the development of the value and frequency of past claims and the results of analyses undertaken at the point of underwriting. Techniques considered appropriate for specific portfolios include contract by contract analysis, segmentation by subclass, and stochastic analysis. Classes of business are analysed at a level of detail appropriate to their materiality. Allowance is made for changes or uncertainties which may create distortions in the underlying statistics, or which might cause the cost of unsettled claims to increase or decrease when compared with the cost of previously settled claims, for example, one-off occurrences and changes in mix of business, policy conditions or the legal environment.

The Syndicate actuaries produce an estimate of reserves, which is reviewed by an independent actuarial firm, and is then assessed by QBE EO management with input from the Syndicate underwriting and claims experts.

As provisions for claims outstanding are based on information, which is currently available, the eventual outcome may vary from the original assessment depending on the nature of information received or developments in future periods. For certain classes of business including liability and other long-tail classes written by the Syndicate, claims may not be apparent for many years after the event giving rise to the claim has happened. These classes will typically display greater variation between initial estimates and final outcomes.

Differences between the estimated cost and subsequent re-estimation or settlement of claims are reflected in the technical account for the year in which these claims are re-estimated or settled.

Provisions are calculated gross of any reinsurance recoveries. In accordance with accounting regulations, discounting of outstanding claims is permitted in certain circumstances. For the Syndicate this includes discounting of outstanding reserves in respect of liabilities relating to periodical payment orders.

(vi) Reinsurance recoveries

An estimate is made of the amounts that will be recoverable from reinsurers based upon the gross claims provisions and having due regard to collectability. Reinsurance recoveries are estimated by reviewing individual claims including allowance for claims incurred but not reported, and assessing the reinsurance recovery which is expected based on the outwards reinsurance protections. Reinsurance recoveries estimates are set by experienced outwards reinsurance technicians, applying their skill and specialist knowledge to the circumstances of individual claims and the outwards reinsurance protections.

(vii) Unexpired risks provision

Provisions are made for any deficiencies arising when unearned premiums, net of associated acquisition costs, are insufficient to meet expected claims and expenses after taking into account future investment return on the investments supporting the unearned premiums provision and unexpired risks provision. The expected claims are calculated having regard to events that have occurred prior to the balance sheet date.

All business classes are managed together therefore unexpired risk surpluses and deficits can be offset.

(viii) Acquisition costs

Acquisition costs (which include commission costs) are the costs associated with obtaining and recording insurance contracts. Acquisition costs are capitalised when they relate to the acquisition of new business or renewal of existing business and are referred to as deferred acquisition costs. These costs are amortised on the same basis as the earning pattern of the premium, over the period of the insurance contract to which they relate. At the reporting date, deferred acquisition costs represent the capitalised costs that relate to the unearned premium. Acquisition costs are deferred in recognition of their future benefit and are measured at cost.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

1. Accounting policies (continued)

(c) Foreign currency

The functional currency of the Syndicate is UK pound sterling (£). The Syndicate presents its accounts in millions of pounds sterling.

Transactions denominated in foreign currencies are translated into sterling at the rates of exchange prevailing at the time of the transactions. Assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange prevailing at the balance sheet date with the exception of non-monetary assets and liabilities, which are maintained at historic rates. Open foreign exchange derivatives are marked to market at year end date. All assets and liabilities arising from insurance contracts are treated as monetary items.

Exchange gains or losses are recognised in the profit and loss non-technical account.

(d) Investments

(i) Other financial investments

Other financial investments comprise shares and other variable yield securities, units in unit trusts, debt securities, other fixed income securities, loans and deposits with credit institutions. These are managed on a fair value basis in accordance with the Syndicate's investment strategy. The Syndicate has elected to measure other financial investments at fair value through the profit and loss non-technical account.

Listed investments are stated at fair value using quoted prices in active markets for the same instruments where available. In the absence of an active market, current or recent prices for similar instruments may be used to estimate fair value, or other valuation techniques for which all significant inputs are based on observable market data.

Units in unit trusts, including unit trusts which invest in property, are stated at fair value using current unit prices as advised by the responsible entity, trustee or equivalent of the investment management scheme.

Other unlisted investments are carried at the Directors' estimate of the current fair value, where prices are sourced from the investment manager who may use a combination of observable and comparable market prices where available and carried book value where none exist.

Loans to the Central Fund at Lloyd's in respect of the 2019 and 2020 underwriting years are included within Shares and other variable yield securities and units in unit trusts. The loans are valued based on amounts collected by Lloyd's on a percentage of the Syndicate gross written premium forecast. There is no contractual obligation for Lloyd's to settle the loans and there is no market in which these loans are tradeable. The loans are valued at fair value.

Other financial investments are derecognised when the right to receive future cash flows from the assets has expired, or when the Syndicate has transferred substantially all the risks and rewards of ownership.

(ii) Derivative financial instruments

Derivatives are initially recognised at fair value on the date on which a derivative contract is entered into and are subsequently stated at fair value through the profit and loss non-technical account, using valuation techniques for which all significant inputs are based on observable market data.

(e) Cash at bank and in hand

Cash comprises cash at bank for use by the Syndicate in the management of its short-term commitments.

(f) Overseas deposits

Overseas deposits comprise funds held in overseas deposits which are subject to Lloyd's trust fund arrangements. These are managed on a fair value basis in accordance with Lloyd's investment strategy. The Syndicate has elected to measure overseas deposits at fair value through the profit and loss non-technical account.

Overseas deposits are stated at fair value using quoted prices in active markets for the same instruments where available. In the absence of an active market, current or recent prices for similar instruments may be used to estimate fair value, or other valuation techniques for which all significant inputs are based on observable market data.

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

1. Accounting policies (continued)

(f) Overseas deposits (continued)

Overseas deposits are derecognised when the right to receive future cash flows from the assets has expired, or when the Syndicate has transferred substantially all the risks and rewards of ownership.

(g) Debtors

Debtors comprise amounts receivable in the normal course of business. Debtors are initially recognised at transaction price, and where applicable are subsequently measured at amortised cost using the effective interest rate method. The recoverability of these assets is assessed at each balance date and appropriate provision made to ensure that the balances properly reflect the amounts that will ultimately be received, taking into account counterparty credit risk and the contractual terms of the contract.

(h) Creditors

Creditors comprise amounts due in the normal course of business. Creditors are initially recognised at transaction price, and where applicable are subsequently measured at amortised cost using the effective interest rate method. Amounts owed to group undertakings are unsecured, interest free and payable on demand, except where specific loan agreements exist prescribing the term and other features of the loan.

(i) Investment income

Investment income is taken into account in the profit and loss non-technical account on an accruals basis, except for dividends which are taken into account when quoted ex dividend. Investment income includes realised gains or losses on the disposal of financial assets.

A transfer is made from the non-technical account to the technical account for the entire return on investments which support the insurance technical provisions.

(j) Taxation

Under Schedule 19 of the Finance Act 1993, Managing Agents are not required to deduct basic rate income tax from trading income. In addition, all UK basic rate income tax deducted from syndicate investment income is recoverable by Managing Agents and consequently the distribution made to the member is gross of tax. Capital appreciation falls within trading income and is also distributed gross of tax.

No provision has been made for any United States Federal Income Tax payable on underwriting results or investment earnings. Any payments on account made by the Syndicate on behalf of the members' during the year are included in the balance sheet under the heading "members' balance".

No provision has been made for any overseas tax payable by members on underwriting results.

(k) Administrative expenses

Administrative expenses are taken into account on an accrual basis. These recharged expenses include the costs of staff, who are employed by QBE Management Services (UK) Limited. QBE Management Services (UK) Limited operates both defined benefit and defined contribution pension schemes, the expense of which is included in the recharges. The recharged expenses also include the costs of various service and claims handling companies.

(l) Profit commission

Profit commission is charged by the Managing Agent at a rate of 20% of profit subject to the operation of a deficit clause. Profit commission is recognised on the basis of the annual accounting result for each year of account. It is charged to the Syndicate as incurred.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

1. Accounting policies (continued)

(m) Critical accounting estimates and judgements

The Syndicate makes estimates and judgments in respect of the reported amounts of certain assets, liabilities and income. These estimates and judgments are determined by qualified and experienced employees with reference to historical data and reasoned expectations of future events, and are continually updated. Actual results may differ from these estimates.

The following are the critical estimates that the Syndicate have made in the process of applying the accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Outstanding claims provisions

The Syndicate's net outstanding claims provision comprises:

- The gross estimate of expected future claims payments; and
- Amounts recoverable from reinsurers based on the gross estimate.

Gross estimate

The provision for expected future payments includes claims reported but not yet paid; claims incurred but not reported (IBNR); claims incurred but not enough reported (IBNER); and estimated claims handling costs, being the direct and indirect expenses incurred in the settlement of claims.

The estimation of IBNR is generally subject to a greater degree of uncertainty than the estimation of the cost of settling claims already notified to the Syndicate, where more information about the claims is generally available. Liability and other long tail classes of business, where claims settlement may not happen for many years after the event giving rise to the claim, typically display greater variability between initial estimates and final settlement due to delays in reporting claims and uncertainty in respect of court awards and future claims inflation. Claims in respect of property and other short tail classes are typically reported and settled sooner after the claim event, giving rise to more certainty. The estimation techniques and assumptions used in determining the gross estimate are described below.

The Syndicate's process for establishing the gross estimate involves extensive consultation with internal and external actuaries, claim managers, underwriters and other senior management. This process includes quarterly in-house claims review meetings attended by senior divisional and management and detailed review by external actuaries at least annually. The determination of the amounts that the Syndicate will ultimately pay for claims arising under insurance and reinsurance contracts involves a number of critical assumptions. Some of the uncertainties impacting these assumptions are as follows:

- Changes in patterns of claims incidence, reporting and payment;
- Volatility in the estimation of future costs for long tail insurance classes due to the longer period of time that elapses before a definitive determination of the ultimate claims cost can be made;
- Incidence of catastrophic events close to the balance sheet date;
- Changes in the legal environment, including the interpretation of liability laws and the quantum of damages including but not limited to Ogden rate changes; and;
- Social and economic trends, for example price and wage inflation and interest rates.

Gross estimates for each class of business are determined by reference to a variety of estimation techniques, generally based on a statistical analysis of historical experience which assumes an underlying pattern of claims development and payment. The final selected estimates are based on a judgmental consideration of the results of each method and qualitative information, for example, the class of business, the maturity of the portfolio and the expected term to settlement of the class. Projections are based on both historical experience and external benchmarks where relevant.

Estimates are calculated gross of any reinsurance recoveries. A separate estimate is made of the amounts recoverable from reinsurers based on the gross estimate.

Assets arising from contracts with reinsurers

Assets arising from reinsurance recoveries under contracts with the Syndicate's reinsurers are determined using the same methods described above. The recoverability of these assets is assessed at each balance date and appropriate provisions made to ensure that the balances properly reflect the amounts that will ultimately be received, taking into account counterparty credit risk and the contractual terms of the reinsurance contract.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

1. Accounting policies (continued)

(m) Critical accounting estimates and judgements (continued)

Assets arising from contracts with reinsurers (continued)

The Syndicate benefits from an aggregate reinsurance programme that provides cover for certain large and catastrophe events on the 2015 to 2018 accident years. A key input into the calculation of recoveries on this contract is an estimate of the ultimate claims for the contributing large and catastrophe events by accident year. Actuarial reserving primarily produces ultimate claims by underwriting year, with some judgement required to assign IBNR to an accident year, particularly on more recent accident years which are still immature in their development for certain large losses on long tail classes of business.

Premiums written estimates

Premiums written includes estimates for premiums due but not yet received or notified, also defined as business which has an attachment date prior to the end of the reporting period but which has not yet been processed into the systems utilised by the Syndicate. This unclosed premium is initially based on the estimated premium income (EPI) of each contract, before being earned based on established earnings patterns which reflects underlying risk exposures. If premium cannot be reliably estimated at that date, then the premium written is recognised as soon as it can be reliably determined.

The underwriters adjust their EPI estimates as the year of account matures. As the year of account closes, premiums are adjusted to match the actual signed premium. Estimation techniques are necessary to quantify the future unclosed premium on all syndicate business written and are commonly used within the Lloyd's insurance market. The process of determining the EPI is based on a number of factors, which can include:

- Historical trends of business written versus expectation;
- Current and expected market conditions for the line of business; and
- Coverholder business plan documents provided prior to binding;

Due to the nature of the Lloyd's business and the settlement patterns of the underlying business it is also not uncommon for some contracts to take a number of years to finalise and settle, and as such remain as a receivable on the balance sheet.

2. Capital

Capital framework at Lloyd's

The Society of Lloyd's (Lloyd's) is a regulated undertaking and subject to supervision by the Prudential Regulatory Authority (PRA) under the Financial Services and Markets Act 2000, and in accordance with the Solvency II Framework.

Within this supervisory framework, Lloyd's applies capital requirements at member level and centrally to ensure that Lloyd's would comply with the Solvency II requirements, and beyond that to meet its own financial strength, licence and ratings objectives.

Although, as described below, Lloyd's capital setting processes use a capital requirement set at syndicate level as a starting point, the requirement to meet Solvency II and Lloyd's capital requirements apply overall and member level only respectively, not at syndicate level. Accordingly, the capital requirement in respect of Syndicate 386 is not disclosed in these financial statements.

Lloyd's capital setting process

In order to meet Lloyd's requirements, each syndicate is required to calculate its Solvency Capital Requirements (SCR) for the prospective underwriting year. This amount must be sufficient to cover a 1 in 200 year loss reflecting uncertainty in the ultimate run-off of underwriting liabilities (SCR 'to ultimate'). The Syndicate must also calculate its SCR at the same confidence level but reflecting uncertainty over a one year time horizon (one year SCR) for Lloyd's to use in meeting Solvency II requirements. The SCRs of each syndicate are subject to review by Lloyd's and approval by the Lloyd's Capital and Planning Group.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

2. Capital

Lloyd's capital setting process (continued)

A syndicate comprises one or more underwriting members of Lloyd's. Each member is liable for its own share of underwriting liabilities on the syndicates on which it is participating but not other member's shares. Accordingly, the capital requirements that Lloyd's set for each member operate on a similar basis. Each member's SCR shall thus be determined by the sum of the member's share of the syndicate's SCR 'to ultimate'. Where a member participates on more than one syndicate, a credit for diversification is provided to reflect the spread of risk, but consistent with determining an SCR which reflects the capital requirement to cover a 1 in 200 loss 'to ultimate' for that member. Over and above this, Lloyd's applies a capital uplift to the member's capital requirement, known as the Economic Capital Assessment (ECA). The purpose of this uplift, which is a Lloyd's and not a Solvency II requirement, is to meet Lloyd's financial strength, licence and rating objectives. The capital uplift applied for 2019 was maintained at 35% of the member's SCR 'to ultimate'.

Provision of capital by members

Each member may provide capital to meet its ECA either by assets held in trust by Lloyd's specifically for that member (funds at Lloyd's), assets held and managed within a syndicate (funds in syndicate), or as the member's share of the members' balances on each syndicate on which it participates. Accordingly, all of the assets less liabilities of the Syndicate, as represented in the members' balances reported on the balance sheet on page 21 and 22, represent resources available to meet members' and Lloyd's capital requirements.

Funds at Lloyd's

Funds at Lloyd's (FAL) are intended primarily to cover circumstances where syndicate assets prove insufficient to meet participating members' underwriting liabilities. The level of FAL that Lloyd's requires a member to maintain is determined by Lloyd's based on PRA requirements and resource criteria. FAL has regard to a number of factors including the nature and amount of risk to be underwritten by the member and the assessment of the reserving risk in respect of business that has been underwritten. Since FAL is not under the management of the Managing Agent, no amount has been shown in these financial statements by way of such capital resources. However, the Managing Agent is able to make a call on the member's FAL to meet liquidity requirements or to settle losses through a formal process controlled by Lloyd's.

3. Segmental information

2020

	Gross premium written £m	Gross premium earned £m	Gross claims incurred £m	Gross operating expenses £m	Reinsurance balance £m	Total £m
Third party liability	282.9	261.7	(182.0)	(76.6)	13.8	16.9
Reinsurance acceptances	90.2	95.4	(57.8)	(27.4)	7.9	18.1
Total	373.1	357.1	(239.8)	(104.0)	21.7	35.0

2019

	Gross premium written £m	Gross premium earned £m	Gross claims incurred £m	Gross operating expenses £m	Reinsurance balance £m	Total £m
Third party liability	243.1	251.0	(232.8)	(74.4)	62.4	6.2
Reinsurance acceptances	103.3	108.6	(107.7)	(31.1)	10.7	(19.5)
Total	346.4	359.6	(340.5)	(105.5)	73.1	(13.3)

Operating expenses includes standard personal expenses and reinsurance related expenses.

All premiums were concluded in the UK.

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

3. Segmental information (continued)

Gross premium written by destination

	2020 £m	Restated 2019 £m
Europe - United Kingdom	133.6	135.8
Other Europe	10.8	4.8
America - North America	5.1	7.4
Other America	3.2	4.2
Asia	0.1	0.1
Worldwide	206.9	184.3
Other (including Africa, Oceania and Middle East)	13.4	9.8
	373.1	346.4

4. Net operating expenses

		2020 £m	2019 £m
Acquisition costs:	direct commission	58.8	47.6
	other	28.4	26.8
Change in deferred acquisition costs		(3.8)	1.3
Administrative expenses		10.7	24.1
Reinsurance commission revenue		(0.1)	-
Net operating expenses		94.0	99.8

Administrative expenses include auditors' remuneration:

	2020 £m	2019 £m
Remuneration receivable by the Syndicate's auditors for the auditing of these financial statements	0.2	0.2
Other services pursuant to legislation	0.2	0.1

5. Employees

The Syndicate did not directly incur staff costs during the year (2019 nil). QBE Management Services (UK) Limited and QBE Europe SA/NV jointly employ staff providing services to the Syndicate during the year and up to the date of signing. QBE Management Services (UK) Limited recharges the Syndicate for the services provided by these staff, via Partner Services (Europe) LLP. QBE Management Services (UK) Limited, QBE Europe SA/NV and QBE Partner Services (Europe) LLP are fellow group undertakings.

6. Directors' emoluments

The Directors of QUL and the Active Underwriter received the following aggregate remuneration charged to the Syndicate and included within net operating expenses:

	2020 £m	2019 £m
Directors of the Managing Agent	0.3	0.3
Active Underwriter	0.1	0.1

Further information in respect of the Directors of QUL is provided in that company's annual report.

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

7. Investment income, expenses and charges

(a) Investment income

	2020 £m	2019 £m
Income from investments	18.3	18.5
Gains on the realisation of investments	6.8	13.7
	25.1	32.2

(b) Investment expenses and charges

	2020 £m	2019 £m
Losses on the realisation of investments	25.4	7.9
Investment management expenses	0.7	0.7
	26.1	8.6

8. Other financial investments

Designated at fair value through profit and loss

	2020		2019	
	Cost £m	Fair value £m	Cost £m	Fair value £m
Shares and other variable yield securities and units in unit trusts	49.1	48.7	92.2	93.1
Debt securities and other fixed income securities	742.0	747.6	727.3	723.9
	791.1	796.3	819.5	817.0

The debt securities and other fixed income securities are listed on recognised exchanges. £14.8m of the shares and other variable yield securities and units in unit trusts are listed on recognised exchanges (2019 £62.1m).

9. Derivative financial instruments

	2020 £m	2019 £m
Foreign currency derivatives		
Derivative financial instrument – assets	6.7	5.6

Foreign currency derivatives

The Syndicate uses forward foreign exchange derivatives in order to hedge its exposure to foreign currencies. These are valued using the underlying foreign exchange rates at the year end. Contractual amounts for foreign currency exchange derivatives outstanding at the balance sheet date include foreign exchange contracts to buy the net equivalent of £251.3m (2019 buy £241.0m).

The forward foreign exchange derivatives outstanding at year end all expire by 11 June 2021 (2019 24 May 2021).

During the year a gain of £2.6m (2019 gain £2.9m) relating to such contracts was recognised in the profit and loss non-technical account.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

9. Derivative financial instruments (continued)

Equity derivatives

The Syndicate enters into equity derivatives from time to time in order to facilitate efficient portfolio management and the management of market risk.

Neither a gain nor a loss was recognised in the profit and loss non-technical account relating to equity index futures during the year (2019 restated loss £1.5m). Contractual amounts for equity futures outstanding at the balance sheet date were £nil (2019 £nil).

Neither a gain nor a loss was recognised in the profit and loss non-technical account relating to exchange traded equity index options derivatives during the year (restated 2019 loss £0.3m). Exchange traded equity index options have no contractual obligation to be exercised. Contractual amounts for equity futures outstanding at the balance sheet date were £nil (2019 £nil).

10. Valuation hierarchy

The table below shows the financial instruments carried at fair value by valuation method.

2020	Level 1 £m	Level 2 £m	Level 3 £m	Total £m
Overseas deposits	4.5	220.2	-	224.7
Variable yield securities and units in unit trusts	14.7	-	34.0	48.7
Debt securities and other fixed income securities	145.7	601.9	-	747.6
Derivative financial instrument – assets	-	6.7	-	6.7
	164.9	828.8	34.0	1,027.7

2019	Level 1 £m	Level 2 £m	Level 3 £m	Total £m
Overseas deposits	3.7	204.4	-	208.1
Variable yield securities and units in unit trusts	62.1	2.9	28.1	93.1
Debt securities and other fixed income securities	205.2	518.7	-	723.9
Derivative financial instrument – assets	-	5.6	-	5.6
	271.0	731.6	28.1	1,030.7

Level 1 Valuation is based on quoted prices in active markets for the same instruments.

Level 2 Valuation is based on quoted market prices in active markets for similar assets or liabilities or other valuation techniques for which all significant inputs are based on observable market data, for example, consensus pricing using broker quotes and valuation models with observable input.

Level 3 Valuation techniques are applied in situations where any one or more significant valuation input is not based on observable market data. This includes infrastructure assets, unlisted property and loans to the Lloyd's central fund. Infrastructure asset prices are sourced from the investment manager who may use a combination of observable and comparable market prices where available, and other valuation techniques. For unlisted property, fair value is determined by using the current unit price as advised by the responsible entity, trustee or equivalent of the investment management scheme. Loan amounts to the Lloyd's Central Fund are valued at fair value.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

10. Valuation hierarchy

Movements in level 3 investments	2020 £m	2019 £m
At 1 January	28.1	25.8
Purchases	4.0	1.1
Unrealised (gains) / losses	(1.1)	1.2
Reclassification to level 3	3.0	-
At 31 December	34.0	28.1

11. Financial risk

The activities of the Syndicate expose it to financial risks such as market risk (including currency risk, interest rate risk and equity price risk), credit risk and liquidity risk. The Syndicate’s risk management framework recognises the unpredictability of financial markets and seeks to minimise potential adverse effects on the financial performance of the Syndicate.

The key objectives of the Syndicate’s asset and liability management strategy are to ensure sufficient liquidity is maintained at all times to meet the Syndicate’s obligations, including its settlement of insurance liabilities and, within these parameters, to optimise investment returns for the Syndicate.

(i) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market factors. Market risk comprises three types of risk: currency risk (due to fluctuations in foreign exchange rates), interest rate risk (due to fluctuations in market interest rates) and price risk (due to fluctuations in market prices).

Currency risk

The Syndicate is exposed to foreign currency risk in respect of its foreign currency exposures and forward foreign exchange derivatives are used to protect the currency positions.

The risk management process covering forward foreign exchange derivatives involves close senior management scrutiny, including regular board and other management reporting. All forward foreign exchange derivatives are subject to delegated authority levels provided to management, and levels of exposure are reviewed on an ongoing basis.

The table below shows the impact on profit and loss and members’ balance as a result of movements in foreign exchange rates. The basis for this sensitivity analysis is the residual foreign currency exposures at the balance sheet date.

	Movement in variable %	2020 Profit / (loss) and members’ balance £m	2019 Profit / (loss) and members’ balance £m
US dollar	+10	0.8	1.1
	-10	(0.8)	(1.1)
Canadian dollar	+10	1.1	2.4
	-10	(1.1)	(2.4)
Australian dollar	+10	1.5	1.4
	-10	(1.5)	(1.4)
Euro	+10	1.2	2.3
	-10	(1.2)	(2.3)

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

11. Financial risk (continued)

(i) Market risk (continued)

Currency risk (continued)

The Syndicate manages its exposure to foreign currencies based on the balance sheet by currency which also includes insurance assets and liabilities.

Interest rate risk

The Syndicate is exposed to interest rate risk arising on interest bearing assets. Assets with floating interest rates expose the Syndicate to cash flow interest rate risk. Fixed interest rate assets expose the Syndicate to fair value interest rate risk. The Syndicate's strategy is to invest in high quality, liquid fixed interest securities and cash and to actively manage duration. The investment portfolios are actively managed to achieve a balance between cash flow interest rate risk and fair value interest rate risk bearing in mind the need to meet the liquidity requirements of the business.

The Syndicate's exposure to interest rate risk for each significant class of interest bearing financial assets and liabilities is as follows:

2020	Floating interest rate £m	Fixed interest rate maturing in: 1 year or less £m	1 to 2 years £m	2 to 3 years £m	3 years over £m	Total £m
Interest bearing assets	90.8	270.5	179.5	147.6	302.6	991.0

2019	Floating interest rate £m	Fixed interest rate maturing in: 1 year or less £m	1 to 2 years £m	2 to 3 years £m	3 years over £m	Total £m
Interest bearing assets	138.9	217.2	195.9	155.3	274.2	981.5

The Syndicate's sensitivity to movements in interest rates in relation to the value of fixed interest securities is shown in the table below.

	Movement in variable %	2020 Profit / (loss) and members' balance £m	2019 Profit / (loss) and members' balance £m
Interest rate movement – fixed interest securities	+0.5	(11.0)	(12.1)
	-0.5	4.7	8.1

Price risk

Price risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded on the market.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

11. Financial risk (continued)

(i) Market risk (continued)

Equity price risk

Equity price risk is the risk that the fair value of an equity instrument will fluctuate because of changes in market prices (other than those arising from interest rate or currency risk), whether those changes are caused by factors specific to the individual equity instrument or its issuer, or factors affecting all similar equity instruments traded on the market.

The potential impact of movements in the market value of equities on the profit and loss account and balance sheet is shown in the sensitivity analysis below.

The impact has been shown on the basis that equity funds are fully exposed to market price fluctuations. Equity portfolios are from time to time hedged in order to manage this exposure. Exchange traded futures contracts used from time to time to provide the hedges are not perfectly correlated to the composition of the underlying equity fund. At 31 December 2020, the Syndicate does not hold, whether directly or indirectly via collective investment scheme, any equity investments (2019 £21.3m).

		Financial impact	
	Movement in variable %	2020 Profit / (loss) and members' balance £m	2019 Profit / (loss) and members' balance £m
EURO STOXX	+20	-	1.5
	-20	-	(1.5)
Emerging market equities	+20	-	1.7
	-20	-	(1.7)

(ii) Credit risk

Credit risk is the risk that one party to a financial instrument will cause financial loss to the other party by failing to discharge an obligation. The Syndicate's exposure to intermediaries and reinsurance counterparties is monitored as part of the credit control processes. COVID-19 has resulted in material deterioration in credit conditions globally. Our efforts to identify, assess and manage heightened credit risks to our business have therefore increased commensurately.

All intermediaries must meet minimum requirements established by the Syndicate. Credit risk exposures are calculated regularly and compared with authorised credit limits before further transactions are undertaken with counterparties. The credit ratings and payment histories of intermediaries are monitored on a regular basis.

The reinsurers' share of claims outstanding and debtors is also exposed to credit risk. 98.4% (2019 98.0%) of the balance is with reinsurers with an S&P rating of "A-"or greater. The Syndicate holds letters of credit as security to mitigate credit risk exposure to reinsurers. At the balance sheet date, the Syndicate held £7.1m (2019 £4.9m) as collateral against credit risk.

86.3% (2019 89.8%) of total fixed interest and cash investments are with counterparties having a Standard & Poor's rating of A or better. The Syndicate does not expect any investment counterparties to fail to meet their obligations given their strong credit ratings. The Syndicate only uses derivatives in highly liquid markets.

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

11. Financial risk (continued)

(ii) Credit risk (continued)

The following table provides information regarding the carrying value of the Syndicate's financial assets, excluding amounts in respect of insurance contracts.

2020	Neither past due nor impaired £m	Past due by: Up to 3 Months £m	3 to 6 Months £m	6 Months to 1 year £m	Greater than 1 year £m	Total £m
Other interest bearing investments	991.0	-	-	-	-	991.0
Other financial investments and other assets	34.0	-	-	-	-	34.0
Derivative financial instrument – assets	6.7	-	-	-	-	6.7
Other debtors	9.1	-	-	-	-	9.1
Debtors arising out of direct insurance operations	105.3	2.3	1.7	0.8	2.9	113.0
Debtors arising out of reinsurance operations	10.1	7.1	3.9	-	-	21.1
	1,156.2	9.4	5.6	0.8	2.9	1,174.9

2019	Neither past due nor impaired £m	Past due by: Up to 3 Months £m	3 to 6 Months £m	6 Months to 1 year £m	Greater than 1 year £m	Total £m
Other interest bearing investments	981.5	-	-	-	-	981.5
Other financial investments and other assets	93.1	-	-	-	-	93.1
Derivative financial instrument – assets	5.6	-	-	-	-	5.6
Other debtors	8.2	-	-	-	-	8.2
Debtors arising out of direct insurance operations	81.9	3.9	1.8	1.1	2.4	91.1
Debtors arising out of reinsurance operations	16.7	-	3.3	0.3	-	20.4
	1,187.0	3.9	5.1	1.4	2.4	1,199.9

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

11. Financial risk (continued)

(iii) Liquidity risk

In addition to the treasury cash held for working capital requirements, a minimum percentage of the Syndicate's total financial assets is held in liquid, short term money market securities to ensure there are sufficient liquid funds available to meet current obligations.

At 31 December 2020, the average duration of cash and fixed interest securities was 2.5 years (2019 2.5 years).

The table below summarises the maturity profile of all financial liabilities based on the remaining contractual obligations.

	Within 1 year £m	2020 Over 1 year £m	Within 1 year £m	2019 Over 1 year £m
Creditors	86.7	-	85.2	-
	86.7	-	85.2	-

The Syndicate has no significant concentration of liquidity risk.

12. Technical provisions

2020 Gross	Provision for unearned premium £m	Claims outstanding £m	Net £m
At 1 January	171.6	1,250.1	1,421.7
Movement per technical account	16.0	(19.4)	(3.4)
Foreign exchange	2.3	17.6	19.9
At 31 December	189.9	1,248.3	1,438.2
Reinsurance			
At 1 January	8.3	324.6	332.9
Movement per technical account	4.4	(4.1)	0.3
Foreign exchange	(0.2)	3.6	3.4
At 31 December	12.5	324.1	336.6

The Syndicate applies discounting of outstanding reserves in respect of liabilities relating to periodical payment orders on third party liability business. Included within claims outstanding are net discounted reserves of £4.0m (2019 £0.4m). Discount of £62.4k (2019 £40.5k) has been applied using a rate of -0.20% (2019 -0.25%) and based on mean term of liabilities of 8.2 years (2019 16.3 years).

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

12. Technical provisions (continued)

2019 Gross	Provision for unearned premium £m	Claims outstanding £m	Net £m
At 1 January	188.3	1,192.3	1,380.6
Movement per technical account	(13.2)	79.8	66.6
Foreign exchange	(3.5)	(22.0)	(25.5)
At 31 December	171.6	1,250.1	1,421.7
Reinsurance			
At 1 January	10.1	302.8	312.8
Movement per technical account	(1.2)	28.7	27.5
Foreign exchange	(0.6)	(6.9)	(7.4)
At 31 December	8.3	324.6	332.9

13. Debtors

(i) Debtors arising out of direct insurance operations

	2020 £m	2019 £m
Due within one year		
Due from intermediaries	113.0	91.1

(ii) Debtors arising out of reinsurance operations

	2020 £m	2019 £m
Due within one year	21.1	20.3

(iii) Other debtors

	2020 £m	2019 £m
Unsettled investment trade debtors	0.8	-
Other debtors	1.9	0.9
Amounts due from Group undertakings	6.4	7.3
	9.1	8.2

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

14. Overseas deposits

	2020 £m	2019 £m
Additional Securities Limited overseas deposits	4.4	4.2
Australian Trust Funds	144.4	131.3
Canadian Margin Funds	39.4	36.8
Joint Asset Trust Funds	8.8	8.5
South African Trust Funds	27.7	27.3
	224.7	208.1

Overseas deposits are classified as cash within the cash flow statement. Use of overseas deposit funds is restricted under the terms of the trust agreements where the deposits are lodged.

15. Deferred acquisition costs

	2020 £m	2019 £m
At 1 January	38.4	40.5
Movement during the year	3.8	(1.3)
Foreign exchange rate movement	0.6	(0.8)
At 31 December	42.8	38.4

16. Outstanding claims – claims development

The Syndicate has applied a consistent approach to prior years in establishing the technical provisions for claims outstanding and reinsurers share thereof. Included within net claims incurred is adverse prior year development relating to certain financial lines classes; reduced by positive developments across a number of other classes.

2020 Gross basis	2010 and prior £m	2011 £m	2012 £m	2013 £m	2014 £m	2015 £m	2016 £m	2017 £m	2018 £m	2019 £m	2020 £m	Total £m
At end of year		121.3	117.7	116.0	91.7	80.7	122.9	112.9	106.7	111.1	94.1	
One year later		257.2	249.3	209.0	195.4	187.2	207.2	216.0	223.5	198.9		
Two years later		267.4	265.3	221.6	226.1	187.4	216.6	258.7	234.9			
Three years later		263.8	255.6	231.9	238.0	187.4	235.9	257.5				
Four years later		278.7	268.2	233.8	260.6	206.8	240.9					
Five years later		298.2	273.7	228.2	267.0	199.7						
Six years later		307.0	276.2	231.3	281.8							
Seven years later		307.1	277.1	235.8								
Eight years later		309.2	280.6									
Nine years later		322.2										
Current estimate of gross cumulative claims cost		322.2	280.6	235.8	281.8	199.7	240.9	257.5	234.9	198.9	94.1	
Cumulative gross claims payments to date		(289.4)	(247.8)	(189.1)	(205.4)	(113.5)	(116.7)	(77.0)	(38.7)	(11.5)	(1.0)	
Gross outstanding claims	192.0	32.8	32.8	46.7	76.4	86.2	124.2	180.5	196.2	187.4	93.1	1,248.3

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

16. Outstanding claims – claims development (continued)

2020 Net basis	2010 and prior £m	2011 £m	2012 £m	2013 £m	2014 £m	2015 £m	2016 £m	2017 £m	2018 £m	2019 £m	2020 £m	Total £m
At end of year		94.7	97.7	84.2	89.6	79.2	106.4	96.4	96.7	106.1	87.4	
One year later		190.2	195.9	167.3	187.9	173.2	181.7	167.9	187.2	190.6		
Two years later		202.5	208.9	171.6	211.2	169.8	181.7	206.7	199.4			
Three years later		200.2	199.8	189.3	208.9	167.9	192.1	208.7				
Four years later		197.3	215.0	192.6	216.5	165.7	201.5					
Five years later		218.9	223.0	181.6	213.5	166.7						
Six years later		231.0	220.4	185.0	224.9							
Seven years later		221.9	214.4	187.2								
Eight years later		222.2	224.1									
Nine years later		230.9										
Current estimate of net cumulative claims cost		230.9	224.1	187.2	224.9	166.7	201.5	208.7	199.4	190.6	87.4	
Cumulative net claims payments to date		(201.8)	(192.5)	(144.7)	(176.7)	(106.1)	(109.0)	(73.5)	(38.5)	(11.4)	(1.0)	
Net outstanding claims	58.0	29.1	31.6	42.5	48.2	60.6	92.5	135.2	160.9	179.2	86.4	924.2

The claims development tables express the development on an underwriting year basis. At the end of the opening year, the underwriting year has not yet fully earned. One year after the opening year, the underwriting year has substantially earned, and the development of that underwriting year becomes evident. The development is only developments in actuarial assumptions.

The Syndicate writes business in currencies other than Pound Sterling. The translation of outstanding claims denominated in foreign currencies gives rise to foreign exchange movements which have no direct bearing on the development of the underlying claims. To eliminate this distortion, claims liabilities have been retranslated to the Pound Sterling at constant rate of exchange for each reporting year. All estimates of net cumulative claims cost and cumulative claims payments for the nine most recent reporting years reported in functional currencies other than Pound Sterling have been retranslated to Pound Sterling using the exchange rate at the end of the reporting year.

17. Concentration of insurance risk

The Syndicate’s exposure to concentrations of insurance risk is mitigated by a portfolio diversified across countries and classes of business. Product diversification is achieved through a strategy of developing strong underwriting skills in a wide variety of classes of business. A combination of core and speciality products under the control of employees skilled in underwriting such products allows the Syndicate to lead underwrite in many of the markets in which they operate.

The segmental and geographical analysis at note 3 demonstrates the diversity of the Syndicate’s operations.

The Syndicate has potential exposure to catastrophe losses. Each year, the Syndicate sets its tolerance to concentration risk. Realistic Disaster Scenarios (RDSs), using industry standard and the Syndicate determined probable maximum losses and various catastrophe models, are calculated for each portfolio as part of the business planning process. These RDSs are aggregated across all portfolios to determine the Syndicate’s maximum event retention (MER) which is the estimated maximum net claim from a one in 250 year natural catastrophe event. The MER must be less than the Syndicate’s concentration risk tolerance, otherwise steps such as the purchase of additional reinsurance are taken to limit the exposure.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

18. Impact of changes of key variables on the outstanding claims provision

Net claims outstanding could be lower or higher than the ultimate cost of settling the claims arising. This level of uncertainty would vary between the classes of business and the underlying nature of the risk being underwritten and can arise from developments in reserving for large losses, catastrophes or from changes in the level of attritional losses. A five percent increase or decrease in the ultimate cost of settling gross claims arising is considered to be reasonably possible at the reporting date. Net outstanding claims in respect of liabilities relating to long term personal injury lines of business could be lower or higher as a result of movements in the Ogden rate, a half a percent increase or decrease in the Ogden rate movement is considered to be reasonably possible. Net outstanding claims could be lower or higher as a result of movements in exchange rates, a ten percent increase or decrease in the exchange rate movement of currency reserves is considered to be reasonably possible.

The approximate impact on the result of the Syndicate of changes in these variables used in the calculation of the outstanding claims provision is summarised in the table below. Each change has been calculated in isolation from the other changes and each change shows the impact on profit assuming that there is no change to any of the other variables.

		2020		2019	
		Profit / (loss) and members' balance		Profit / (loss) and members' balance	
	Sensitivity %	Gross £m	Net £m	Gross £m	Net £m
Claims outstanding	+5	50.6	37.4	50.6	37.5
	-5	(50.6)	(37.4)	(50.6)	(37.5)
Change in Ogden rate on certain long term personal injury claims	+0.5	(2.8)	(1.5)	(3.0)	(1.6)
	-0.5	3.2	1.7	3.5	1.8
Sterling to US dollar exchange rate	+10	9.5	(3.4)	11.7	(3.8)
	-10	(9.5)	3.4	(11.7)	3.8
Sterling to Australian dollar exchange rate	+10	14.3	7.9	11.5	8.5
	-10	(14.3)	(7.9)	(11.5)	(8.5)
Sterling to Euro exchange rate	+10	17.6	17.5	18.4	18.3
	-10	(17.6)	(17.5)	(18.4)	(18.3)
Sterling to Canadian dollar exchange rate	+10	11.3	10.6	10.7	10.1
	-10	(11.3)	(10.6)	(10.7)	(10.1)

19. Expected maturity profile of net outstanding claims

	1 year or less £m	1 to 2 years £m	2 to 3 years £m	3 to 4 years £m	4 to 5 years £m	Over 5 years £m	Total £m
2020	189.7	168.8	146.3	115.6	86.1	217.7	924.2
2019	192.8	165.5	130.1	101.0	74.2	261.9	925.5

20. Creditors

(i) Creditors arising out of direct insurance operations

	2020 £m	2019 £m
Due within one year		
Due to intermediaries	39.6	44.6

(ii) Creditors arising out of reinsurance operations

	2020 £m	2019 £m
Due within one year	24.2	18.2

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

21. Other creditors including taxation and social security

	2020 £m	2019 £m
Due within one year		
Unsettled investment trade creditors	-	4.8
Amounts due to group undertakings	4.9	6.8
Taxation and social security	9.8	3.6
Other creditors	8.2	7.2
	22.9	22.4

22. Financial assets and liabilities

The assets and liabilities of the Syndicate, excluding deferred acquisition costs, unearned premiums, gross and net technical provisions and members' balances, are financial assets and liabilities. The Directors consider the carrying value of the financial assets and liabilities to be equal to their fair value.

23. Related parties

The Managing Agent QUL, and the corporate member QBE Corporate Limited (QCORP), are wholly owned subsidiaries of the ultimate parent company QBE Insurance Group Limited.

The Syndicate is managed at the QBE EO group level, which is headed by QBE European Operations plc. The immediate parent company of QUL and QCORP is QBE Holdings (EO) Limited (QHEO). QHEO is a wholly owned subsidiary of QBE European Operations plc. QBE European Operations plc, QUL, QCORP and QHEO are incorporated in the United Kingdom.

All transactions between the Syndicate and companies within the Group are conducted on normal market terms.

The consolidated annual report for QBE Insurance Group Limited is available from QUL's registered office.

Directors' interests

All of the executive Directors listed on page 2 hold, or held in the year, executive directorships of companies within QBE European operations. In addition, C A Brown, M J Gilbert, T C W Ingram, M G McCaig and S W Sinclair are, or were in the year, non-executive Directors of related companies within QBE EO.

T C W Ingram indirectly has a non-material, non-voting economic interest as an underwriting line of £3.4k (2019 £3.4k) in Syndicate 386 for the underwriting year 2020.

Inter syndicate transactions

In certain instances, the Syndicate has underwritten reinsurances of QBE's other managed syndicate. During the current and prior financial year, there were no instances of reinsurances underwritten between QBE's syndicates.

NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2020

23. Related parties (continued)

Inwards reinsurance contracts with related QBE companies

In certain instances, the Syndicate has underwritten inwards reinsurance business from Companies within the QBE Insurance Group. During the year, there were no inwards premiums (2019 £0.1m), excluding the quota share arrangement with QBE Europe SA/NV as detailed further below, were written with related QBE companies. All such contracts were written on normal market terms. At the year end, balances due to related QBE companies in respect of inwards reinsurance premium were £0.2m (2019 due from £0.7m). At the year end there was a £4.3m (2019 £10.3m) share of technical provisions.

	Inwards premiums		Balance outstanding		Share of technical provisions	
	2020	2019	2020	2019	2020	2019
	£m	£m	£m	£m	£m	£m
QBE Insurance Corporation	-	-	-	-	0.1	0.1
QBE Insurance (Australia) Limited	-	-	(0.2)	0.7	4.2	10.2
QBE Seguros SA	-	0.1	-	-	-	-
	-	0.1	(0.2)	0.7	4.3	10.3

During 2019, the Syndicate entered into a quota share reinsurance arrangement with QBE Europe SA/NV in order to gain EEA exposure. QBE Europe SA/NV writes in-scope risks and quota shares the appropriate protocol proportion back to the Syndicate by way of a reinsurance quota share. During the year, inwards premiums totalled £13.0m (2019 £15.7m). At the year end, balances due from QBE Europe SA/NV in respect of inwards reinsurance premium were £3.0m (2019 £0.4m). At the year end, there was a £7.1m (2019 £5.0m) share of technical provisions.

Outwards reinsurance contracts with related QBE companies

The Syndicate has purchased reinsurance with companies within the QBE Group during the year. Outward premiums totalling £17.4m (2019 £20.8m) were placed with Equator Reinsurances Limited (Equator Re). All such contracts are written on normal market terms.

At the year end, balances due from Equator Re in respect of the reinsurers' share of technical provisions were £198.2m (2019 £218.8m).

Profit commission

Profit commission is payable to the Managing Agent as per note 1(l). During the year £8.2m was charged (2019 £3.8m). At the year end £8.2m (2019 £7.2m) was outstanding. This is shown within other creditors.

Managing agent

Total fees payable to QUL in respect of services provided to the Syndicate in the year amounted to £1.9m (2019 £1.9m). Nil is outstanding at the year end (2019 nil).

Administrative expenses

Total expenses recharged from QBE Partner Services (Europe) LLP in respect of services provided to the Syndicate amounted to £40.3m (2019 £48.9m). The balance outstanding at year end with QBE Partner Services (Europe) LLP is £4.9m (2019 £6.6m). There are no other transactions or arrangements to be disclosed.

Service companies

Certain QBE EO owned service companies provided insurance business to the Syndicate and charged fees equal to the costs they incurred in placing the business with the Syndicate. These charges are centrally administered within QBE EO and are included within recharges made to the Syndicate by QBE Partner Services (Europe) LLP. The risks placed with the Syndicate are under normal market conditions and are in the interests of all the Names on the Syndicate.

NOTES TO THE ANNUAL ACCOUNTS (continued)
for the year ended 31 December 2020

24. Restatement of prior year comparatives

Statement of Cash Flows

The Syndicate has changed the presentation of certain lines of the cash flow from operating activities and cash flow from investing activities sections in the prior year comparatives; to correctly present the underlying nature of the cash flow movements. The impact of this change is shown below.

	2019 Adjustment £m
Cash flow from operating activities	
Increase in debtors	(10.3)
Increase in creditors	6.1
Other	21.7
	17.5
Cash flow from investing activities	
Purchase of equity and debt instruments	(3.4)
Sale of equity and debt instruments	5.5
Purchase of derivatives	3.7
Sale of derivatives	(3.7)
Investment income received	(4.9)
Other	(14.7)
	(17.5)

There has been no impact to the profit and loss account from this restatement.

Segmental information

The Syndicate has changed the presentation of the geographical analysis of gross premiums written by destination of risk in the prior year comparatives; to reflect the destination of risk. The impact of this change is shown below:

Gross premium written by destination

	2019 Adjustment £m
Other America	(9.8)
Other (including Africa, Oceania and Middle East)	9.8

There has been no impact to the profit and loss account from this restatement.

Derivative financial instruments

Equity derivatives

The Syndicate has changed the narrative disclosure of the loss relating to equity index futures during 2019 from £1.0m to £1.5m to reflect the loss recognised in the 2019 profit and loss non-technical account.

The Syndicate has changed the narrative disclosure of the loss relating to exchange traded equity index options derivatives during 2019 from £0.2m to £0.3m to reflect the loss recognised in the profit and loss non-technical account.

There has been no impact to the profit and loss account from this restatement.

2018 UNDERWRITING YEAR ACCOUNTS

UNDERWRITING YEAR - REPORT OF THE DIRECTORS OF THE MANAGING AGENT

The Managing Agent presents its report at 31 December 2020 for the 2018 closed year of account.

The report is prepared in accordance with the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005). It accompanies the underwriting year accounts prepared on an underwriting year basis of accounting as required by the Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008.

The reinsurance to close for the 2018 underwriting year was approved by the Board of Directors on 3 March 2021.

Principal activity

The Syndicate is a specialist non-US domiciled liability syndicate (including some US business operations of non-US domiciled parents), operating within the Lloyd's insurance market and headed by Active Underwriter, David Harries. David is supported by an experienced team of underwriters.

The Syndicate forms an integral part of QBE European operations (QBE EO). Together with other underwriting entities within QBE EO, the Syndicate continued to provide an integrated casualty offering, leveraging EO's extensive distribution capability and economies of scale in the cost of reinsurance protection.

Business written by the Syndicate comprises: employers' liability, professional indemnity and general liability (the latter encompassing, inter alia, products liability and third-party liability). The portfolio includes risks with worldwide exposures.

For Lloyd's planning and performance monitoring reporting, classes of business are defined as: International Casualty, Professional Indemnity and UK & Ireland Liability.

The Syndicate has a continued emphasis on its customer value proposition, with a focus on customer requirements to deliver their business ambitions.

UNDERWRITING YEAR – REPORT OF THE DIRECTORS OF THE MANAGING AGENT (continued)

2018 closed year of account

The 2018 & prior underwriting years have produced a total loss to Names of £3.3m or 1.0% of capacity including standard personal expenses and prior to members' agents' fees, or £3.9m, 1.2% after.

Gross written premium of £320.1m is down on plan of £352.0m, primarily due to the circa £20m negative impact of Lloyd's coverholder rules reported previously, for all EU/EEA located risks, requiring existing binding authorities to be terminated, or cancelled and replaced with effect from 31 December 2018. This equates to £276.0m (net of brokerage and commission), or 87.2% utilisation of the Syndicate's £316.6m final stamp capacity.

Adverse large loss experience in both the International Casualty and the Professional Indemnity classes for the 2018 pure year contributed towards a net loss ratio of 67.8% against a plan of 63.6% for the Syndicate, producing a 2018 pure year underwriting loss of £3.4m, split as follows:

	£m
International Casualty	(14.5)
UK and Ireland Liability	22.8
Professional Indemnity	(11.7)
	(3.4)

The 2017 and prior years also developed adversely to expectation, producing a net underwriting loss of £6.7m due to greater loss frequency across all liability classes along with more severity for Professional Indemnity losses.

These losses together with a reduced investment return of £7.1m and a negative £0.3m non-technical account contribution (principally comprising a foreign exchange profit arising from the revaluation of non-monetary balances), has resulted in the overall loss to Names of £3.3m including standard personal expenses and prior to members' agents' fees.

2019 and 2020 open years of account

Projected gross written premium of £345m for the 2019 pure year, representing 93.7% stamp utilisation, is up on plan of £333m. This reflects continued strong pricing discipline and improved market conditions, having achieved a risk adjusted rate of +7.6% for the year against a plan of +2.6%. Dispensation to overwrite the Syndicate's approved plan was received from Lloyd's. The improved rating environment, coupled with remedial action benefits being realised in the Professional Indemnity portfolio, has also helped drive an improved performance. An ultimate net loss ratio of 61.3%, versus 62.6% plan, produces a mid-range profit to Names of 11.4% of capacity after standard personal expenses and prior to members' agents' fees.

Whilst early days, the 2020 pure year is similarly witnessing the dual benefits of a continued positive rating environment and remedial action delivery, together with reduced exposures arising from the lockdowns. Actual rate experience for the year was 15.0% against 3.6% plan. As a consequence, the year is projected to write £369m GWP, representing 98.5% stamp utilisation, against £360m plan, with all key underwriting performance metrics tracking positive to plan.

Directors

Details of the Directors of the Managing Agent that served during the year and up to the date of signing of the Syndicate annual accounts are shown on page 2.

UNDERWRITING YEAR – REPORT OF THE DIRECTORS OF THE MANAGING AGENT (continued)

Statement of Managing Agent's responsibilities

The Directors of the Managing Agent are responsible for preparing the Managing Agent's report and the Syndicate underwriting year accounts in accordance with applicable law and regulations.

The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 require the Managing Agent to prepare syndicate underwriting year accounts at 31 December in respect of any underwriting year which is being closed by reinsurance to close which give a true and fair view of the result of the underwriting year at closure. Detailed requirements in respect of the underwriting year accounts are set out in the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005).

In preparing the Syndicate underwriting year accounts, the Managing Agent is required to:

- Select suitable accounting policies which are applied consistently and where there are items which affect more than one year of account, ensure a treatment which is equitable as between the members of the Syndicate affected. In particular, the amount charged by way of premium in respect of the reinsurance to close shall, where the reinsuring members' and reinsured members' are members of the same syndicate for different years of account, be equitable as between them, having regard to the nature and amount of the liabilities reinsured;
- Take into account all income and charges relating to a closed year of account without regard to the date of receipt or payment;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the underwriting year accounts.

The Managing Agent is responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Syndicate and enable it to ensure that the Syndicate's underwriting year accounts comply with the Regulations. It is also responsible for safeguarding the assets of the Syndicate and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure of information to auditors

Each person who is a Director of the Managing Agent at the date of this report confirms that:

- So far as the Director is aware, there is no information relevant to the audit of the Syndicate's underwriting year accounts for the 2018 closed year of account of which the auditors are unaware; and
- The Director has taken all the steps that he or she ought to have taken as a Director in order to make himself or herself aware of, and to establish that the Syndicate's auditors are aware of, any relevant audit information.

On behalf of the Board of the Managing Agent

C T Killourhy
Director

QBE Underwriting Limited
London
4 March 2021

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2018 CLOSED YEAR OF ACCOUNT

Report on the audit of the syndicate underwriting year financial statements

Opinion

In our opinion, Syndicate 386's syndicate underwriting year financial statements for the 2018 year of account for the 36 months ended 31 December 2020 (the "underwriting year financial statements"):

- give a true and fair view of the state of the syndicate's affairs as at 31 December 2020 and of its loss for the 2018 closed year of account;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law); and
- have been prepared in accordance with the requirements of The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005).

We have audited the underwriting year financial statements included within the 2018 Underwriting Year Accounts (the "Underwriting Year Accounts"), which comprise: the balance sheet – 2018 underwriting year as at 31 December 2020; the profit and loss account – 2018 underwriting year technical account – general business, and the profit and loss account – 2018 underwriting year non-technical account for the 36 months then ended, and the notes to the underwriting year financial statements, which include a description of the significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)"), including ISA (UK) 800, and The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and other applicable law. Our responsibilities under ISAs (UK) are further described in the *Auditors' responsibilities for the audit of the underwriting year financial statements* section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the syndicate in accordance with the ethical requirements that are relevant to our audit of the underwriting year financial statements in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Emphasis of matter – Basis of preparation

Without modifying our opinion, we draw attention to note 1(a) of the underwriting year financial statements, which describes the basis of preparation. In particular, as these underwriting year financial statements relate to a closed underwriting year of account, matters relating to going concern are not relevant to these underwriting year financial statements. The underwriting year financial statements are prepared in accordance with a special purpose framework for the specific purpose as described in the *Use of this report* paragraph below. As a result, the underwriting year financial statements may not be suitable for another purpose.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2018 CLOSED YEAR OF ACCOUNT (continued)

Reporting on other information

The other information comprises all of the information in the Underwriting Year Accounts other than the underwriting year financial statements and our auditors' report thereon. The Managing Agent is responsible for the other information. Our opinion on the underwriting year financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the underwriting year financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the underwriting year financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the underwriting year financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

With respect to the Report of the Directors of the Managing Agent, we also considered whether the disclosures required by The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005) have been included.

Based on our work undertaken in the course of the audit, The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 requires us also to report certain opinions and matters as described below.

Report of the Directors of the Managing Agent
In our opinion, based on the work undertaken in the course of the audit, the information given in the Report of the Directors of the Managing Agent for the year ended 31 December 2020 is consistent with the underwriting year financial statements and has been prepared in accordance with applicable legal requirements.

In light of the knowledge and understanding of the syndicate and its environment obtained in the course of the audit, we did not identify any material misstatements in the Report of the Directors of the Managing Agent.

Responsibilities for the underwriting year financial statements and the audit

Responsibilities of the Managing Agent for the underwriting year financial statements

As explained more fully in the Statement of Managing Agent's responsibilities, the Managing Agent is responsible for the preparation of the underwriting year financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view of the result for the 2018 closed year of account. The Managing Agent is also responsible for such internal control as they determine is necessary to enable the preparation of underwriting year financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibilities for the audit of the underwriting year financial statements

Our objectives are to obtain reasonable assurance about whether the underwriting year financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these underwriting year financial statements.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2018 CLOSED YEAR OF ACCOUNT (continued)

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the syndicate and industry, we identified that the principal risks of non-compliance with laws and regulations related to breaches of UK and European regulatory principles, such as those governed by the Prudential Regulation Authority and the Financial Conduct Authority, and those regulations set by the Council of Lloyd's, and we considered the extent to which non-compliance might have a material effect on the underwriting year financial statements. We also considered those laws and regulations that have a direct impact on the underwriting year financial statements such as The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008. We evaluated management's incentives and opportunities for fraudulent manipulation of the underwriting year financial statements (including the risk of override of controls), and determined that the principal risks were related to the risk of fraud in revenue recognition and management override of controls, including the potential for management bias in significant accounting estimates, particularly in relation to claims outstanding and estimated premium income and the risk of unfair or inequitable treatment of closing years of account. Audit procedures performed included:

- inspecting relevant meeting minutes, including those of the Board, Risk & Capital Committee and Audit Committee of the Managing Agent, and correspondence with regulatory authorities, including Lloyd's of London, the Prudential Regulatory Authority and the Financial Conduct Authority;
- discussions with the Board, management, compliance function and internal audit function of the Managing Agent, including consideration of known or suspected instances of fraud and non-compliance with laws and regulations;
- evaluation and testing of the operating effectiveness of management's controls designed to prevent or detect misstatements in the Underwriting Year Accounts;
- testing and challenging where appropriate the assumptions and judgements made by management in their significant accounting estimates, particularly in relation to the estimation of claims outstanding and the estimation of estimated premium income;
- identifying and testing journal entries, particularly journal entries with unusual descriptions, posted at unusual times, or journals posted by unexpected users;
- designing audit procedures to incorporate unpredictability around the nature, timing or extent of our testing, and
- assessing the appropriateness of closing the 2018 year of account and testing and challenging, where appropriate, the equity of the estimate for the reinsurance to close premium charged.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the underwriting year financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the underwriting year financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2018 CLOSED YEAR OF ACCOUNT (continued)

Use of this report

This report, including the opinions, has been prepared for and only for the syndicate's members as a body in accordance with part 2 of The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and Part C of the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005) and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

Other required reporting

Under The Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005), we are required to report to you if, in our opinion:

- we have not obtained all the information and explanations we require for our audit; or
- adequate accounting records have not been kept by the Managing Agent in respect of the syndicate; or
- the underwriting year financial statements are not in agreement with the accounting records.

We have no exceptions to report arising from this responsibility.

Deepti Vohra (Senior statutory auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
London
4 March 2021

PROFIT AND LOSS ACCOUNT -
2018 UNDERWRITING YEAR TECHNICAL ACCOUNT - GENERAL BUSINESS

for the 36 months ended 31 December 2020

	Note	£m	£m
Syndicate allotted capacity			316.6
Earned premium, net of reinsurance			
Gross premiums written	2	320.1	
Outward reinsurance premiums		(26.3)	
Earned premium, net of reinsurance			293.8
Reinsurance to close premium received, net	3		664.0
Allocated investment return transferred from the non-technical account			7.1
Claims incurred, net of reinsurance			
Claims paid			
Gross amount		(263.3)	
Reinsurers' share		56.4	
Net claims paid		(206.9)	
Reinsurance to close premium payable, net of reinsurance	4	(659.7)	
Claims incurred, net of reinsurance			(866.6)
Net operating expenses	5		(92.8)
Standard personal expenses			(4.3)
Balance on the technical account - general business			1.2

The underwriting year has closed: all items therefore relate to discontinued operations.

The notes set out of pages 56 to 62 form an integral part of these underwriting year accounts

PROFIT AND LOSS ACCOUNT -
2018 UNDERWRITING YEAR NON - TECHNICAL ACCOUNT

for the 36 months ended 31 December 2020

	Note	£m
Balance on the technical account - general business		1.2
Investment income	6(a)	24.5
Unrealised gains on investments		174.5
Investment expenses and charges	6(b)	(22.7)
Unrealised losses on investments		(169.2)
Investment return		7.1
Allocated investment return transferred to the technical account - general business		(7.1)
Non – technical account charges		(4.5)
Result before members' agents' fees		(3.3)
Members' agents' fees		(0.6)
Loss for the underwriting year	11	(3.9)

There are no recognised gains or losses in the accounting period other than those included within the technical and non-technical accounts.

The underwriting year has closed: all items therefore relate to discontinued operations.

The notes set out of pages 56 to 62 form an integral part of these underwriting year accounts

BALANCE SHEET -
2018 UNDERWRITING YEAR

for the closed year of account as at 31 December 2020

	Note	£m
Assets		
Investments	8	501.9
Debtors	9	24.1
Reinsurance recoveries anticipated on gross reinsurance to close premium payable	4	299.7
Other assets		
Cash at bank and in hand		1.3
Overseas deposits	10	182.6
Prepayments and other accrued income		2.7
Total assets		1,012.3

	Note	£m
Liabilities		
Members' balance	11	(4.0)
Reinsurance to close premium payable – gross amount	4	959.4
Creditors	12	52.0
Accruals and deferred income		4.9
Total liabilities		1,012.3

These underwriting year accounts on pages 53 to 63 were approved by the Board of QBE Underwriting Limited on 3 March 2021 and signed on its behalf by:

C T Killourhy
Director

The notes set out of pages 56 to 62 form an integral part of these underwriting year accounts

NOTES TO THE UNDERWRITING YEAR ACCOUNTS

Forming part of the underwriting year accounts

1. Accounting policies

(a) Basis of preparation

These accounts have been prepared in accordance with the Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008, the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005) and applicable Accounting Standards in the United Kingdom, comprising Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland" ("FRS102") as modified by the Insurance Accounts Directive (Lloyd's Syndicate and Aggregate Accounts) Regulations 2008 and the Lloyd's Syndicate Accounting Byelaw (No. 8 of 2005).

Members participate on a syndicate by reference to a year of account and each syndicate year of account is a separate annual venture. These accounts relate to the 2018 year of account which has been closed by reinsurance to close as at 31 December 2020. Consequently, the balance sheet represents the assets and liabilities of the 2018 year of account at the date of closure. The underwriting account reflects the transactions for that year of account during the three-year period until closure. These accounts cover the three years from the date of inception of the 2018 year of account to the date of closure. Accordingly, this is the only reporting period and so corresponding amounts are not shown.

(b) Insurance

The underwriting accounts for each year of account are normally kept open for three years before the result on that year is determined. At the end of the three year period, outstanding liabilities can normally be determined with sufficient accuracy to permit the year of account to be closed by payment of a reinsurance to close premium to the successor year of account.

(i) Premiums written

Gross premiums are allocated to years of account on the basis of the inception date of the policy. Premiums in respect of insurance contracts underwritten under a binding authority, line slip or consortium arrangement are allocated to the year of account corresponding to the calendar year of inception of the arrangement. Premiums are shown gross of brokerage payable and exclude taxes and duties levied on them.

(ii) Reinsurance premium ceded

Initial reinsurance premiums paid to purchase policies which give excess of loss protection are charged to the year of account in which the protection commences. Premiums for other reinsurances are charged to the same year of account as the risks being protected.

(iii) Claims paid and related recoveries

Gross claims paid include internal and external claims settlement expenses and, together with reinsurance recoveries less amounts provided for in respect of doubtful reinsurers, are attributed to the same year of account as the original premium for the underlying policy. Reinstatement premiums payable in the event of a claim being made are charged to the same year of account as that to which the recovery is credited.

(iv) Reinsurance to close premium payable, net of reinsurance

The net reinsurance to close premium payable represents the reinsurance premium payable by the closing year of account, in order to reinsure the net technical liabilities of the closing year of account. The reinsurance to close is treated as the extinguishment of the related net insurance liabilities for the closed underwriting year. The net reinsurance to close premium is determined on the basis of estimated outstanding liabilities and related claims settlement costs (including claims incurred but not reported), net of estimated collectible reinsurance recoveries, relating to the closed year of account and all previous years of account reinsured therein.

The estimate of claims outstanding is assessed on an individual case basis and is based on the estimated ultimate cost of all claims notified but not settled by the balance sheet date. It also includes the estimated cost of claims incurred but not reported (IBNR) at the balance sheet date based on statistical methods.

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

1. Accounting policies (continued)

(b) Insurance (continued)

(iv) Reinsurance to close premium payable, net of reinsurance (continued)

These methods generally involve projecting from past experience of the development of claims over time to form a view of the likely ultimate claims to be experienced for more recent underwriting, having regard to variations in the business accepted and the underlying terms and conditions. For the most recent years, where a high degree of volatility arises from projections, estimates may be based in part on output from rating and other models of the business accepted and assessments of underwriting conditions.

The reinsurers' share is based on the amounts of outstanding claims and projections for IBNR, net of estimated irrecoverable amounts, having regard to the reinsurance programme in place for the class of business, the claims experience for the year and the current security rating of the reinsurance companies involved. A number of statistical methods are used to assist in making these estimates.

A critical assumption as regards claims estimates is that the past is a reasonable predictor of the likely level of claims development.

(c) Foreign currency

Transactions in foreign currencies other than the reinsurance to close are translated into sterling at the rates of exchange prevailing at the time of the transaction. Reinsurance to close premiums receivable and payable, and underwriting transactions denominated in other foreign currencies, are included at the rate of exchange ruling at the closing date.

Assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange prevailing at the balance sheet date. Exchange differences are included in the underwriting year non-technical account.

Where currencies are sold or bought relating to the profit or loss of the closed underwriting account after 31 December, any exchange profit or loss arising is reflected in the underwriting account into which the liabilities of that year have been reinsured.

(d) Cash at bank and in hand

Cash comprises cash at bank for use by the Syndicate in the management of its short-term commitments.

(e) Investments

(i) Other financial investments

Other financial investments comprise shares and other variable yield securities, units in unit trusts, debt securities, other fixed income securities, loans and deposits with credit institutions. These are managed on a fair value basis in accordance with the Syndicate's investment strategy. The Syndicate has elected to measure other financial investments at fair value through the profit and loss non-technical account.

Listed investments are stated at fair value using quoted prices in active markets for the same instruments where available. In the absence of an active market, current or recent prices for similar instruments may be used to estimate fair value, or other valuation techniques for which all significant inputs are based on observable market data.

Units in unit trusts, including unit trusts which invest in property, are stated at fair value using current unit prices as advised by the responsible entity, trustee or equivalent of the investment management scheme.

Other unlisted investments are carried at the Directors' estimate of the current fair value, where prices are sourced from the investment manager who may use a combination of observable and comparable market prices where available and carried book value where none exist.

Other financial investments are derecognised when the right to receive future cash flows from the assets has expired, or when the Syndicate has transferred substantially all the risks and rewards of ownership.

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

1. Accounting policies (continued)

(e) Investments (continued)

(ii) Derivative financial instruments

Derivatives are initially recognised at fair value on the date on which a derivative contract is entered into and are subsequently stated at fair value using valuation techniques for which all significant inputs are based on observable market data.

(f) Overseas deposits

Overseas deposits comprise funds held in overseas deposits which are subject to Lloyd's trust fund arrangements. These are managed on a fair value basis in accordance with Lloyd's investment strategy. The Syndicate has elected to measure overseas deposits at fair value through the profit and loss non-technical account.

Overseas deposits are stated at fair value using quoted prices in active markets for the same instruments where available. In the absence of an active market, current or recent prices for similar instruments may be used to estimate fair value, or other valuation techniques for which all significant inputs are based on observable market data.

(g) Investment income

Investment income comprises all investment income, realised investment gains and losses and movements in unrealised gains and losses, net of investment expenses, charges and interest. The returns on the overseas deposit funds are allocated to the year of account as notified by Lloyd's. The returns on other assets arising in a calendar year are apportioned to years of account open during the calendar year in proportion to the average funds available for investment on each year of account.

Realised gains and losses on investments carried at fair value through profit and loss are calculated as the difference between sale proceeds and purchase price or where forming consideration for reinsurance to close (RITC) receivable the fair value at the date of transfer. Movements in unrealised gains and losses on investments represent the difference between the fair value at the balance sheet date and their purchase price or their fair value at transfer as consideration for RITC receivable, together with the reversal of unrealised gains and losses recognised in the accounting period in respect of investment disposals.

Investment income on general business is initially recorded in the non-technical account. A transfer is made from the non-technical account to the general business technical account. Investment income has been wholly allocated to the technical account as all investments relate to the technical account.

(h) Administrative expenses

Administrative expenses are taken into account on an accruals basis. These recharged expenses include the costs of staff, who are employed by QBE Management Services (UK) Limited. QBE Management Services (UK) Limited operates both defined benefit and defined contribution pension schemes, the expense of which is included in the recharges. The recharged expenses also include the costs of various service and claims handling companies.

Syndicate operating expenses are allocated to the year of account for which they are incurred. Commission and brokerage are charged to the year of account to which the relevant policy is allocated.

(i) Taxation

Under Schedule 19 of the Finance Act 1993 Managing Agents are not required to deduct basic rate income tax from trading income. In addition, all UK basic rate income tax deducted from syndicate investment income is recoverable by Managing Agents and consequently the distribution made to members or their members' agents is gross of tax. Capital appreciation falls within trading income and is also distributed gross of tax.

No provision has been made for any United States Federal Income Tax payable on underwriting results or investment earnings. Any payments on account made by the Syndicate on behalf of the members during the year are included in the balance sheet under the heading "other debtors".

No provision has been made for any overseas tax payable by members on underwriting results.

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

1. Accounting policies (continued)

(j) Profit commission

Profit commission is charged by the Managing Agent at a rate of 20% of profit for the closed year of account, subject to the operation of a deficit clause. Where profit commission is charged, it is included within standard personal expenses within the profit and loss - technical account.

2. Segmental Information

An analysis of the underwriting result for the 2018 underwriting year, before investment return, is set out below:

	Gross premium written £m	Gross claims incurred (note a) £m	Gross operating expenses £m	Reinsurance balance (note b) £m	Total £m
Third party liability	247.8	(178.7)	(72.3)	3.0	(0.2)
Reinsurance acceptances	78.9	(56.8)	(25.8)	1.8	(1.9)
	326.7	(235.5)	(98.1)	4.8	(2.1)
Reinsurance to close	657.3	(987.1)	5.3	324.9	0.4
Total	984.0	(1,222.6)	(92.8)	329.7	(1.7)

a) Gross claims incurred comprise gross claims paid and gross reinsurance to close premium payable.

b) The reinsurance balance comprises reinsurance premiums ceded less reinsurance recoveries on claims paid and reinsurance recoveries anticipated on reinsurance to close payable.

c) All premiums are concluded in the UK.

d) Operating expenses excludes standard personal expenses and includes reinsurance related expenses.

e) Gross premium written equals gross premium earned.

f) The underwriting year accounts include credits of £6.6m gross premium written, and £5.3m gross operating expenses relating to 2017 and prior underwriting years.

3. Reinsurance to close premium received, net

	£m
Gross reinsurance to close premium received	944.4
Reinsurance recoveries anticipated	(280.4)
Reinsurance to close premium receivable, net of reinsurance	664.0

4. Reinsurance to close premium payable, net of reinsurance

	Reported £m	IBNR £m	Future premiums £m	Total £m
Gross reinsurance to close premium payable	(704.1)	(263.2)	7.9	(959.4)
Reinsurance recoveries anticipated	236.2	72.9	(9.4)	299.7
Reinsurance to close premium payable, net of reinsurance	(467.9)	(190.3)	(1.5)	(659.7)

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

5. Net operating expenses

	£m
Acquisition costs – brokerage	44.2
Acquisition costs – other	23.2
Administrative expenses	25.4
Reinsurers commissions and profit participations	-
	92.8

Administrative expenses include:

	£m
Auditors' remuneration	
Fees payable to the Syndicate auditors for the audit of the 2018 accounts	0.2
Other services pursuant to legislation	0.2

6. Investment income, expenses and charges

(a) Investment income

	£m
Income from investments	15.9
Gains on the realisation of investments	8.6
	24.5

(b) Investment expenses and charges

	£m
Losses on the realisation of investments	21.9
Investment management expenses	0.8
	22.7

7. Analysis of result by year of account

	2017 and prior years of account £m	2018 pure year of account £m	Total £m
Balance excluding investment return and operating expenses	(4.8)	96.0	91.2
Brokerage and commission on gross premium	1.8	(46.0)	(44.2)
	(3.0)	50.0	47.0
Allocated investment return transferred from the non-technical account			7.1
Net operating expenses excluding brokerage and commission			(48.6)
Standard personal expenses			(4.3)
Non – technical account charges			(4.5)
Members' agents' fees			(0.6)
			(3.9)

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

8. Investments

	Cost £m	Market value £m
Shares and other variable yield securities and units in unit trusts	33.7	33.4
Debt securities and other fixed income securities	446.5	449.8
Other investments	-	18.7
	480.2	501.9

9. Debtors

	£m
Due within one year	
Arising out of direct insurance operations:	
Due from intermediaries	(2.3)
Inter-year loan	2.6
Arising out of reinsurance operations	21.0
Other	2.8
	24.1

10. Overseas deposits

These are lodged as a condition of conducting underwriting business in certain countries.

	£m
Additional Securities Limited overseas deposits	3.5
Australian Trust Funds	117.4
Canadian Margin Fund	32.0
Joint Asset Trust Funds	7.1
South African Trust Funds	22.6
	182.6

11. Members’ balance

	£m
Non-standard personal expenses	0.1
Loss for the closed year of account	3.9
Members’ balance	4.0

Amounts are stated after the deduction of members’ agents’ fees

NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)

Forming part of the underwriting year accounts

12. Creditors

	£m
Due within one year	
Arising out of direct insurance operations:	
Due to intermediaries	40.6
Arising out of reinsurance operations	10.7
Other	0.7
	52.0

13. Financial assets and liabilities

The assets and liabilities of the closing year of the Syndicate are financial assets and liabilities. The Directors consider the carrying value of the financial assets and liabilities to be equal to their fair value.

14. Related parties

The Managing Agent of the Syndicate, QUL, and a corporate Name that provides capital to the Syndicate, are wholly owned subsidiaries of QBE Insurance Group Limited (Group).

All transactions between the Syndicate and companies within the Group are conducted on normal market terms.

Directors' interests

All of the executive Directors listed on page 2 hold, or held in the year, executive directorships of companies within QBE European operations. In addition, C A Brown, M J Gilbert, T C W Ingram, M G McCaig and S W Sinclair are, or were during the underwriting year, non-executive Directors of related companies within QBE EO.

Inter-syndicate transactions

In certain instances, the Syndicate has underwritten reinsurances of QBE's other managed syndicate. In respect of the 2018 year of account, there were no instances of reinsurances underwritten between QBE's syndicates.

Outwards reinsurance contracts with related QBE companies

The Syndicate has placed outwards reinsurance business with companies within the Group during the period, premiums ceded in respect of the 2018 year of account were £12.7m.

Profit commission

Profit commission is payable to the Managing Agent as per note 1(j). During the period there was no charge in respect of the 2018 year of account. At the end of the period, there was no balance outstanding.

Managing Agent

Total fees payable to QBE Underwriting Limited in respect of services provided to the Syndicate in respect of the 2018 year of account amounted to £1.9m. No balance is outstanding at the year end.

Administrative expenses

Total expenses recharged from QBE Underwriting Limited, QBE Management Services (UK) Limited and QBE Partner Services (Europe) LLP in respect of services provided to the Syndicate in the 2018 year of account amounted to £45.4m. At the end of the period, there was no balance outstanding.

There are no other transactions or arrangements to be disclosed.

SEVEN YEAR SUMMARY

The results for the last seven years on an annual accounting basis are as follows:

	2014 £m	2015 £m	2016 £m	2017 £m	2018 £m	2019 £m	2020 £m
Gross premium written	332.6	335.2	328.1	357.4	350.6	346.4	373.1
Net earned premiums	359.4	323.6	271.0	316.5	314.3	336.0	326.5
Net claims	(205.3)	(173.8)	(167.4)	(179.1)	(173.1)	(243.8)	(187.4)
Acquisition costs	(93.0)	(89.2)	(73.5)	(79.9)	(79.7)	(75.7)	(83.3)
	61.1	60.6	30.1	57.5	61.5	16.5	55.8
(Loss)/profit on exchange	(2.8)	(4.2)	5.6	4.1	(2.1)	0.3	(0.2)
Other net operating expenses	(29.6)	(25.7)	(26.1)	(32.6)	(36.4)	(29.8)	(20.8)
Investment return	18.8	11.6	22.1	17.7	8.1	38.3	3.6
Profit for the financial year	47.5	42.3	31.7	46.7	31.1	25.3	38.4

The results for the last seven underwriting years to close are as follows:

	2012	2013	2014	2015	2016	2017	2018
Syndicate allocated capacity	£412.4m	£412.6m	£413.0m	£352.1m	£352.2m	£316.6m	£316.6m
Capacity utilised	113.1%	100.4%	85.5%	92.7%	96.9%	109.8%	101.1%
Number of underwriting members	1,193	1,215	1,220	1,210	1,254	1,230	1,234
Aggregate net premiums	£400.7m	£332.8m	£303.5m	£301.1m	£304.9m	£326.9m	£293.8m
Net capacity utilised	97.2%	80.7%	73.5%	85.5%	86.6%	103.2%	92.8%
Technical account ratio	7.7%	22.0%	14.7%	5.0%	12.0%	3.2%	(0.5)%

Result for an illustrative share of £10,000

	2012 £	2013 £	2014 £	2015 £	2016 £	2017 £	2018 £
Gross premiums	11,308	10,039	8,547	9,272	9,689	10,978	10,111
Net premiums	9,718	8,067	7,348	8,550	8,657	10,325	9,280
Reinsurance to close from earlier account	14,902	14,979	18,294	19,839	19,368	19,698	20,972
Net claims	(4,884)	(1,759)	(5,345)	(5,822)	(6,255)	(6,083)	(6,536)
Reinsurance to close	(15,443)	(16,482)	(16,955)	(19,379)	(18,056)	(20,482)	(20,836)
Loss on exchange	(513)	-	-	-	-	-	-
Syndicate operating expenses	(2,912)	(2,598)	(2,086)	(2,724)	(2,552)	(3,103)	(2,932)
Balance on technical account	868	2,207	1,256	464	1,162	355	(52)
Investment income and gains less losses, less expenses and charges	469	(90)	711	875	85	923	85
	1,337	2,117	1,967	1,339	1,247	1,278	33
Illustrative personal expenses for a traditional Name							
Managing agent's fee	(60)	(60)	(60)	(60)	(60)	(60)	(60)
Contribution to Lloyd's Central Fund	(24)	(42)	(37)	(38)	(33)	(39)	(37)
Profit commissions	(241)	(395)	(367)	(241)	(222)	(227)	-
Lloyd's subscription	(47)	(42)	(37)	(38)	(43)	(44)	(38)
	(372)	(539)	(501)	(377)	(358)	(370)	(135)
Profit/(loss) after illustrative profit commission and personal expenses	965	1,578	1,466	962	889	908	(102)

Note:

1 The seven year summary has been prepared from the audited accounts of the Syndicate.

2 These figures exclude members' agents' fees.

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