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**QBE Casualty Syndicate 386** Annual report 2023



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**QBE Casualty Syndicate 386**

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**Annual Report**

**31 December 2023**

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# QBE CASUALTY SYNDICATE 386

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**MANAGING AGENCY – CORPORATE INFORMATION**

**Directors**

C A Brown\*

C G L M Fresneau

J R Harris

C T Killourhy

S Maddock\*

M G McCaig\*

R C Stone

N J D Terry

Sir N K Skeoch\*

Appointed 29 March 2023

**Former Directors who served during the year and prior to date of signing**

T C W Ingram\*

Resigned on 31 March 2023

\* 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

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SE1 2RT

## STRATEGIC REPORT

The Directors of QBE Underwriting Limited ('the Company' or 'QUL'), the Managing Agent for QBE Casualty Syndicate 386 ('the Syndicate'), present their Strategic Report and audited accounts for the Syndicate for the year ended 31 December 2023.

### Principal activities

The Syndicate is a specialist non-US liability syndicate (other than for incidental exposures to non-US domiciled parents), operating within the Society of Lloyd's ('Lloyd's') insurance market. The Syndicate is led by Cecile Fresneau, Managing Director of QBE's European Operations Insurance business.

The Syndicate forms an integral part of the QBE European Operations division ('QBE EO'). QBE EO is part of the broader International Division of QBE Insurance Group Limited ('QBE Group'). Together with other underwriting entities within QBE EO, the Syndicate continued to provide an integrated casualty offering during 2023, 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).

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

### UK and Ireland Liability

This account totals approximately 45% 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.

### International Casualty

The Syndicate has a strong reputation as a leader in international liability business, with the account comprising approximately 40% 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.

### Professional Indemnity

This account totals approximately 15% of overall gross written premium and encompasses risks in the construction business, technology business, and other professions, including a significant book of solicitors' business.

### Claims

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

### Business review and future developments

Despite challenging operating conditions that have characterised 2023, with significant inflationary pressures and geopolitical tension being the main drivers, the Syndicate generated a profit for the year. Premiums have decreased due to the non-renewal of some lines of business in 2023. The economic environment remains highly uncertain, with higher inflation being seen across most markets in which the Syndicate operates.

The Syndicate continues to monitor the war in Ukraine, the conflict in Gaza as well as disruption to global supply chains arising from escalating tensions in the Middle East and any resulting developments that may impact its assessment of potential exposures.

As announced by QBE Group on 17 February 2023, the Syndicate entered into a 100% retrospective reinsurance arrangement. This covers certain prior year claims reserves within the Syndicate. The effective date of the arrangement is 1 January 2023.

## **STRATEGIC REPORT (continued)**

### **Business review and future developments (continued)**

The Syndicate, which is managed by the Company, invests the majority of its investment funds in investment-grade fixed income portfolios with a moderate proportion in growth assets. In order to control rising inflation, central banks tightened their monetary policies in 2023 by raising interest rates. Credit and equity markets' expectations changed from "how much higher" at the start of the year to "higher for longer". This created volatility in the markets and government bond yields remained volatile but predominately high until the last quarter of the year. Investment grades' spreads tightened towards end of the year, to levels well inside long-term averages.

In an increasingly competitive marketplace for talent, QBE EO have been focussed on establishing QBE as the employer of choice and embedding the new global employee value proposition, 'Why QBE'. This year QBE EO was voted a five-star employer and placed third best in the large insurer category of a major industry publication and awarded the Working Dad's Employer Award in the Policies category for the new UK Paternity leave policy.

Through 2024, we will also continue our investment in our colleagues and teams by:

- Evolving policies, practices and benefits to support a diverse and inclusive workforce
- Embedding our wellbeing strategy
- Focusing on training, development and career progression

With regards to Environmental, Social and Governance ('ESG'), QBE Group has adopted the approach of an orderly and inclusive transition to a net-zero economy. Our current focus is to continue building our capability to measure, attribute and report insurance-associated greenhouse gas emissions. This continual measurement and ongoing client conversations will inform our underwriting considerations over time.

### **Key performance indicators and future developments**

As an insurance entity, key performance indicators include Gross Written Premium, Net Earned Premium and Investment income. Key ratios monitored by the Board include the Combined Operating Ratio, comprising the Claims Ratio and Commission and Expense Ratio. The ratios are net claims, expenses and commissions incurred for the year, expressed as a percentage of the Net Earned Premium.

The table below details the Syndicate's annually accounted result for the year ended 31 December 2023 relative to the previous year:

		<b>2023</b>	<b>2022</b>
Gross written premium	£m	415.2	456.8
Net earned premium	£m	261.7	426.0
Claims incurred, net of reinsurance	£m	(133.2)	(260.7)
Acquisition costs and expenses	£m	(128.1)	(122.7)
Investment income / (loss)	£m	65.1	(53.3)
Profit / (loss) for the year	£m	75.1	(10.6)
Claims ratio	%	50.9%	61.2%
Commission and expense ratio	%	49.0%	28.8%
Combined operating ratio	%	99.9%	90.0%

Other net operating expenses include standard personal expenses.

### **The Active Underwriter comments**

The 2023 financial year has produced a total profit for the year of £75.1m (2022 £10.6m loss) and a combined operating ratio of 99.9% (2022 90.0%). During the current period, the Syndicate entered into a transaction to reinsure certain prior year claims liabilities. The transaction had a positive impact on the reported profit for the financial year.

Overall gross written premium of £415.2m (2022 £456.8m) represents a circa 9.2% decrease on the previous year (at a constant rate of exchange) reflecting the exit from Ireland Liability and non-renewal of poor performing business in the Australia & New Zealand Liability book. There have been softer market conditions, particularly through the second half of the year. Teams remain focussed on price adequacy to ensure profitability.

The cost of the retrospective reinsurance arrangement entered in the year has reduced the reported net earned premium. The associated additional reinsurance recoveries have reduced the reported net claims incurred. This accounting treatment has reduced the reported net claims ratio of 50.9% for the year (2022 61.2%). Absent the retrospective reinsurance arrangement, reserve strengthening was required on the older years (2021 and prior) within the International Liability portfolio. The more recent underwriting years (2022 and 2023), whilst less developed, are performing better supported by improved market conditions.

## STRATEGIC REPORT (continued)

### The Active Underwriter comments (continued)

Whilst acquisition costs and expenses have been broadly static, reduced net earned premium driven by the reinsurance cost of the reserve transfer has resulted in an increased overall commission and expense ratio of 49.0% (2022 29.0%).

The investment profit of £65.1m or 5.9% return (2022 £53.3m loss or negative 5.3% return), was supported by increases in market yields on fixed income holdings. Fixed income represents circa 92% of the Syndicate's overall portfolio. Further details regarding the investment performance can be found on page 6.

The Syndicate's reserving philosophy remains unchanged from the previous year. In response to the most recent Lloyd's oversight feedback, for 2024 reserving we are performing additional analysis for specific long tail lines of business which have a material large loss component, in line with the plan shared with Lloyd's in August 2023. EY has again been engaged to provide independent projections to support the Statement of Actuarial Opinion ('SAO').

### Outlook

2024 has seen mixed early trading conditions with strong competition across a number of product lines. There is downward pressure of rate, continuing trends observed through the second half of 2023. We have maintained focus on underwriting discipline and rate adequacy. We will continue to target growth by geography and product, where we can demonstrate a sustainable business case over expected market cycles. We will also continue to apply our focus to working with our customers to provide a continuity of relationship and service by evolving with our clients and supporting them with their challenges.

Our outwards reinsurance treaty renewals were successful, with structure as per expiring and outwards rate being in line with plan expectations.

As outlined in the Climate related financial disclosures, QBE Group has three key focus areas: Foster an orderly and inclusive transition to a net-zero economy; Enable a sustainable and resilient workforce; and Partner for growth through innovative, sustainable, and impactful solutions. QBE Group remains committed to our efforts to transitioning our (re)insurance underwriting portfolios to net-zero greenhouse gas emissions by 2050 and to formal engagement with priority commercial customers. We will continue to review and update our focus on a regular basis taking into account regulations and improvements in data.

### Investment policy

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 Group. 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.

QBE EO management, along with input from the investment manager, is responsible for developing and monitoring the Syndicate's investment policy and strategy, subject to QUL's Board approval. The Board also monitors the Syndicate's investment manager's performance and their compliance with the internal guidelines. The investment policy is designed to ensure that liquidity, credit and market risk are appropriately managed.

Syndicate investments are primarily held in core fixed income bonds with modest exposure to growth assets through investment funds in developed market equities, emerging market and high yield debt, and infrastructure assets. The majority of the core 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 Syndicate has not incurred any credit defaults or write downs in any of its fixed interest portfolios.

Responsibility for the oversight and monitoring of the asset and liability strategy falls within the remit of the Board. Duration of the Syndicate's core fixed income portfolios are managed broadly in line with that of net outstanding claim liabilities.

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



## STRATEGIC REPORT (continued)

### 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 is calculated as an absolute return on the underlying portfolio of asset held during the year, which was 5.9 % (2022 negative 5.3%).

Portfolio currency	2023	2023	2022	2022
	Average funds £m	Average return %	Average funds £m	Average return %
Australian dollar	141.9	4.1	162.7	(1.8)
Canadian dollar	359.4	5.2	364.7	(0.6)
Euro	164.5	7.6	179.0	(9.2)
UK pound sterling	363.3	5.7	337.1	(8.8)
US dollar	77.7	7.4	61.8	1.6
South African rand	12.5	8.5	17.6	5.0

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

### Principal risks and uncertainties of the Syndicates and the Company

The Syndicate and the Company faces a number of principal risks and uncertainties specific to the Syndicate's role as an insurance undertaking. A summary of the key risks identified and managed in 2023 is included at the end of this section.

The Syndicate's activities expose the business to a number of key risks which have the potential to affect the Company's ability to achieve its business objectives. The Board is responsible for ensuring that an appropriate structure for managing these risks is maintained. The Board acknowledges that it is not realistic or desirable to eliminate risk entirely, and therefore seeks to ensure that the appropriate controls are in place to effectively manage risks in line with the agreed tolerance.

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

A summary of the main risk categories faced by the Syndicate which is 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 risks including performance, capital, reputational, Environmental, Social and Governance ('ESG') and emerging risks;
- 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 the war in Ukraine and tensions in the Middle East, the Company continues to monitor its potential exposure in these regions. The Company has a programme of stress and scenario testing in order to review the potential impacts of a range of different strategic threats on its capital position and exposure to market, liquidity and operational risks.

## STRATEGIC REPORT (continued)

### 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 impacting the Syndicate's performance.

Our exposure to insurance risk arises from:

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

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 from obligors' failure to meet their financial obligations, including both inability or willingness to pay, as well as loss due to credit quality deterioration. Credit risks are monitored and managed in relation to obligations to the Company in respect of reinsurance counterparties; insurance activities; issuers and counterparties and transactional counterparties.

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. This includes stress and scenario analyses and the application of credit models that are able to estimate remote losses due to economic events. This may include assessing risks associated with holding collateral in respect of specific exposures;
- Various forms of credit risk are captured and reported against using the Board-approved credit RAS, 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 issuer default and financial strength 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.

### Market risk

The Company defines market risk as the risk of adverse impacts on earnings resulting from changes in market factors impacting the Syndicates' performance. 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 rates, credit spreads) and foreign exchange rate movements;
- Through stress and scenario analyses and the application of credit models that are able to estimate remote losses due to economic events;
- 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.

## STRATEGIC REPORT (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 impacting the Syndicates' performance using the following:

- Board-approved RAS and key risk indicators that ensure minimum coverage of stressed financial outflows for liabilities;
- Through stress and scenario analyses and the application of models that are able to estimate remote losses due to various events;
- Setting minimum levels of liquid, short-term money market securities;
- Matching assets and liabilities in our major currency positions;
- The production of cash-flow forecasts, supplemented by Early Warning Indicators to proactively identify any changes to the liquidity position or potential funding needs; and
- 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 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, and 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 functional 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 Risk Appetites, key management focus areas and other risk Management Information; Operational Key Risk Indicators ('KRIs') are also being monitored; and
- Identification and management of Issues and Incidents with defined remediation plans in place, as appropriate.

### Compliance risk

The Company defines compliance risk as the risk of legal or regulatory penalties, financial loss or non-financial loss or customer detriment resulting from non-compliance with laws, regulations or conduct standards.

The Company manages compliance risk using the following:

- Identifying and monitoring of compliance obligations/risks;
- Embedding of compliance requirements into processes, systems and procedures including through RCSAs;
- Identification and management of Issues and Incidents with defined remediation plans in place, as appropriate;
- Conducting scenario reviews to identify and quantify potential exposures for mitigation;
- Monitoring of internal / external fraud, improper business practices and non-compliance with external requirements;
- Compliance Risk Dashboard monitoring including Compliance Risk Appetite, key management focus areas and other risk Management Information; Compliance KRI's are also being monitored;
- Closely monitoring rapid changes in the international sanctions regulatory environment, undertaking appropriate screening and due diligence and communicating requirements to the business as required; 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 to a division or legal entity arising specifically from being part of a wider group, including financial impact and loss of support from the parent company, 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 and actively monitored against for material services provided by other QBE Group divisions and companies;
- Conducting scenario reviews to identify and quantify potential exposures for mitigation;

## STRATEGIC REPORT (continued)

### Group and Lloyd's risk (continued)

- Functional RCSAs include Group risks;
- Identification and management of Issues and Incidents with defined remediation plans in place, as appropriate;
- Board's group risk appetite monitoring including intra-Group loans, intra-QBE EO loans, intra-Group collateral monitoring, Group Outsourced Services Service Level Agreement ('SLA') monitoring and Group issues and incidents impacting EO; and
- Involvement of QBE EO individuals within material QBE Group initiatives that could impact the Company.

### Climate related financial statements ('CFD')

The Company, as part of the QBE Group, recognises the material risk that climate change poses to its business including the Syndicate, and is committed to embedding climate change considerations within its decision making. Our approach to managing the climate related financial risks has been guided by our Board-approved Roadmap to meet the requirements of the Prudential Regulation Authority's ('PRA') Supervisory Statement on the Financial Risks from Climate Change ('SS3/19').

Climate change is a material financial risk in and of itself and it can also act as a risk multiplier. For example, coastal windstorms, together with increasing sea levels, may multiply the scale and severity of damage to property within a coastal region. There are also risks associated with climate transition, as part of the adjustment to a low-carbon economy, including where litigation actions may be taken against QBE's customers. In addition, the past may no longer be a good guide to the future; risk models based on historic experience need to be adjusted to allow for potential future changes in climate over time.

This represents a challenge where the Company, including the Syndicates, and the QBE Group provide cover for physical loss or damage to assets. It also increases the potential for third party injury and/or damage. Given this, QBE Group has invested in scenario analysis to assess the potential impacts of climate change from physical, liability and transition risk perspectives. For physical risks, changes in expected and remote losses to the Syndicate's over longer time horizons (for example, in 2030 and 2050), are estimated based on the different reference climate scenarios (i.e. Representative Concentration Pathways). For transition risks, we are able to measure the extent that the Syndicate's premium within major product areas is exposed to industries considered to be particularly sensitive to climate transition risks, and how this may change over longer time horizons in multiple adverse scenarios. Similarly, we are able to apply scenario analysis to assess the implications of climate risks for the Syndicates' investments.

The QBE Group, including the Company, continues to support the objectives of the Paris Agreement and the Task Force on Climate-related Financial Disclosures ('TCFD') recommendations. In response to the CFD Regulation 2022 requirements, the following subsections reference our Group TCFD disclosures, and provide a summary of exposure to and consideration of climate change in our operations. We address our governance of climate change; followed by the processes by which we manage climate change risks. These subsections provide the context for our strategy subsection, which looks in turn at how we embed climate considerations into our strategic business decisions, followed by our metrics and targets subsection which covers emissions and target data which will continue to evolve in line with climate risk.

The Company has continued to build upon the requirements of SS3/19. Further developments to our approach to managing the Financial Risks from Climate Change ('FRCC'), and broader ESG risks, have included:

- Further training on climate risk for the Board / Executive Management Board ('EMB');
- Updated scenario assessments of physical and transition climate risks to estimate changes in exposure materiality and to inform underwriting strategy updates for EO insurance products;
- The completion of more detailed, bespoke estimation of climate litigation impacts using scenario analysis;
- Continuous updates to the Risk & Capital Group ('RCG'), Risk and Capital Committee ('RCC') and Board via reporting on climate change financial risks within the Own Risk and Solvency Assessment ('ORSA');
- Estimation of Insurance-Associated Emissions for EO insurance lines, in support of our commitment to be net zero for underwriting by 2050<sup>1</sup>;
- Preparing for engagements with priority commercial customers to further understand their transition risks;

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<sup>1</sup> In 2022, QBE committed to transitioning our (re)insurance underwriting portfolios to net-zero GHG emissions by 2050. In May 2023, QBE Group withdrew its membership of the Net Zero Insurance Alliance ('NZIA'). This departure did not diminish our focus on our Sustainability Strategy to, inter alia, foster an orderly and inclusive transition to a net zero economy. Our ability to achieve this is supported by the internal Net Zero in Underwriting Program.

## STRATEGIC REPORT (continued)

### Climate related financial statements ('CFD') (continued)

- Updating the Environmental & Social Risk Framework ('E&S Risk Framework'). This framework was developed to further support the integration of Climate and other ESG considerations into our underwriting and investment and increase transparency with customers. It became effective 1 January 2022 and was updated and re-issued on 1 January 2023;
- Continuing to utilise guidance, tools and support of the Net-Zero Asset Owner Alliance ('NZAOA'), as well as collaborating with other members in the relevant NZAOA working groups with which QBE is involved (In 2020, the QBE Group became the first Australian-based insurer to become a member of the UN-convened NZAOA, committing to achieving net-zero greenhouse gas ('GHG') emissions by 2050 in our investment portfolio.);
- Continuing focusing on identifying (emerging) risks and opportunities and developing further strategic responses across both underwriting and investment management.

In 2024, QBE Group published the 2023 Sustainability Report, which included details of the Sustainability Strategy to better support the ambition and purpose of enabling a more resilient future. Climate change is a key consideration and is relevant to the three areas of focus identified:

- Focus area 1: Foster an orderly and inclusive transition to a net-zero economy: supporting an orderly and inclusive transition to a net-zero emissions economy, aligned with limiting warming to 1.5 degrees Celsius by the end of 2100.
- Focus area 2: Enable a sustainable and resilient workforce. The culture and capability of our people are drivers of value for QBE. Investing in our people's career development, and supporting flexibility and wellbeing, can allow us to continue to attract and retain the best talent.
- Focus area 3: Partner for growth through innovative, sustainable, and impactful solutions through our investments, supplier and broker relationships, the QBE Foundation and QBE Ventures. We can explore ways to co-create solutions to meet the changing needs of our customers, and support communities affected by climate impacts and the net-zero transition.

Progress against each of these focus areas is reported to the QBE Group at the level of the EO division on a regular basis.

The Company does not enter into any direct energy consumption contracts. All disclosure relating to the Company's Streamlined Energy and Carbon Reporting ('SECR') requirements can be found in the accounts of its parent, QBE European Operations plc.

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 Syndicate managed by the Company applies QBE EO's internal capital model, as approved by the PRA and Lloyd's. The internal model is an integrated framework to support the Company's 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 operations 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.

### Corporate Governance

The Syndicate is managed by the Company, a subsidiary of QBE European Operations plc, which is the holding company for QBE EO of QBE Group. The corporate governance framework is managed at QBE EO level.



## STRATEGIC REPORT (continued)

### Corporate Governance (continued)

During 2023, the Company's corporate governance structure and system of governance continued to evolve with the establishment of the ESG MG and the Reserving Management Group ('RMG'), 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.

During the year the Committee Terms of Reference were reviewed by the relevant Committees and Boards, with minor enhancements made to reflect ongoing assessment of key responsibilities and the requirements of the Group Governance Framework ('GGF') and general housekeeping updates.

The Board and Board Committees met regularly during the year and there was strong attendance from all members. The Board of the Company met 13 times during 2023.

The Board of the Company comprises 5 Executive Directors and 4 Non-Executive Directors ('NED'). The Company has a Board charter, under which the role of the Board is to provide strategic guidance and oversight of the Company. This includes setting the strategic direction of the Company in line with QBE EO values and strategic ambitions, monitoring the performance of management in the delivery of the strategy, and instilling the values of QBE EO. The corporate governance framework for the Company is managed at the QBE EO division level.

### The Board of QBE Underwriting Limited

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 the Company 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 line with those set by QBE Group and ensure that its obligations to its shareholder and other stakeholders of QBE EO are understood and met.

With effect from 29 March 2023, Sir Norman Keith Skeoch was appointed the Chair of the Board and an independent NED following receipt of regulatory approval. The Board was previously chaired by Mr Tim Ingram, who resigned as Chair and independent NED on 29 March 2023.

The role of the Chair of the Board is distinct from that of the Chief Executive Officer ('CEO'), and each role is clearly established. The Chair is responsible for chairing and overseeing the performance of the Board, leading the development of the Company's culture by the Board of Directors as well as leading the development of and monitoring the effective implementation of policies and procedures for the induction, training and professional development of all members of the Board. The Chair promotes open debate and facilitates constructive discussion within the board by ensuring that Directors receive meeting papers at least four working days prior to the scheduled Board meetings.

The CEO has responsibility for the day-to-day management and operations of the Company, supported by EMB, which the CEO chairs. The CEO is responsible for leading, directing and being accountable for the performance of the Company and reporting to the Board of Directors in respect of these matters.

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.

With Mr Malcolm McCaig's tenure as an independent NED on the Board of the Company exceeding nine years, a formal succession plan was put in place to find a replacement on the Board and as Chair of the Audit Committee. Following this process, Mr Tim Wade will be appointed as an independent NED from 1 March 2024, subject to regulatory approval and will become chair of the Audit Committee from 1 July 2024 to replace Mr McCaig. His appointment is pending regulatory approval. Mr McCaig will be leaving QBE at the beginning of July 2024 and he will be replaced by Ms Catherine Brown as the Senior Independent NED at this time.

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.

## STRATEGIC REPORT (continued)

### The Board of QBE Underwriting Limited (continued)

QBE Group have 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.

In conjunction with QBE Group and supported by the Nomination Committee, succession planning is undertaken in accordance with the talent and culture objective within the strategic priorities of both QBE EO and QBE Group whilst ensuring the Board has the right balance of skills, background, 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; People & Remuneration Committee ('PARC'); Nomination Committee; and Risk and Capital Committee ('RCC').

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 Chief Financial Officer ('CFO'), Chief Risk Officer ('CRO'), leaders of the Insurance and Reinsurance business areas, Chief Underwriting Officer, Chief People Officer, Chief Operations Officer, Chief Information Officer, Head of Executive Governance & Strategy and Claims Director. 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 formally ten times and additional regular informal discussion forums took place during the year.

### Section 172 Companies Act 2006 statement

The Directors are fully aware of their duty under section 172 of the Companies Act 2006 to act in the way which they consider, in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole and, in doing so, to have regard amongst other matters to the duties contained therein.

The Directors have acted in accordance with such responsibilities during the year. The Board has identified that its key stakeholders are its employees, shareholders, customers, suppliers, regulators, brokers and other intermediaries, together with communities and the environment.

Being a part of QBE Group, the Company adheres to QBE's purpose and DNA values. QBE's purpose is to enable a more resilient future. QBE is committed to the highest standards of corporate governance as reflected in its DNA. The QBE DNA interlinks seven cultural elements (listed below) that are fundamental to QBE and how QBE needs to operate in the future to succeed, recognising its customers, employees, shareholders and the community. QBE believes that a culture, which rewards transparency, integrity and performance will promote its long-term substantiality and the ongoing success of its business.

### The QBE DNA is as follows:

- **customer-focused** – we proactively listen with empathy to guide how we meet customer needs and have an impact (#Outside In)
- **technical experts** – we build and share our expertise, striving for excellence and knowing when to ask for guidance (#Know your stuff)
- **fast-paced** – we move with pace, adapting with our purpose and future in mind (#Ramp It Up)
- **inclusive** – we treat each other with respect and fairness, and value diverse perspectives (#Value All Views)
- **courageous** – we act with integrity and challenge the status quo, feeling safe to speak up and experiment with new ideas (#Do the Right Thing)
- **accountable** – we take ownership and follow through to deliver, managing risks and learning from mistakes (#Own It Now)
- **a team** – we support each other and collaborate widely to achieve common goals, knowing we are stronger together (#Together)

## STRATEGIC REPORT (continued)

### Section 172 Companies Act 2006 statement (continued)

#### How the Board engages

##### QBE employees

- A comprehensive communications and engagement plan ensures regular employee and leader updates on strategic priorities and business performance by the QBE Group and Divisional CEO's;
- Each EMB member (of which three are QBE EO board members) host Town Halls on a quarterly basis. Further engagement opportunities are available through coffee mornings and email communications;
- The CEO and Non-Executive Directors regularly visit and engage with regional and overseas offices, and have deep dives and other update sessions with management and staff across the business;
- The Chief People Officer Report includes an overview on progress against the People and Culture strategic priorities.
- The EMB proactively encourage and act on employee feedback through regular pulse surveys, Together@QBE forums and employee networks to help identify opportunities to improve our ways of working, benefits, policies and overall culture;
- The CEO chairs a bi-annual Inclusion Forum with the Chief People Officer, Inclusion & Wellbeing team, employee network chairs (MIX, Circle, Pride, Workability, Open Mind and Sustainability), and executive sponsors to track progress against our Inclusion and Diversity strategy and plans;
- Twice yearly EMB discussion forums bring together executive network sponsors to spotlight each network and to build awareness and accountability;
- There is a keen focus on culture and whistleblowing reports, and updates from internal and external auditors around controls.

##### Our shareholders

- There is regular interaction with the shareholder, QBE Group, on a frequent basis. The QBE Group Board receives on an annual basis a presentation on the business plan for the forthcoming year;
- There is regular interaction with Members' Agents including quarterly forecast letters and at least twice-yearly meetings to review year end results, latest market conditions and draft Syndicate Business Forecast.

##### Our customers

- The Board reviews strategy and monitors performance during the year with the aim of meeting customers' needs more effectively/efficiently;
- The Board receives competitor updates to understand QBE's competitive performance and its strengths and weaknesses as regards to meeting customer needs;
- Benchmarks performance in relation to customers using research and survey results;
- Supporting the 'Customer@QBE' which delivers QBE Group's promise of placing customers at the heart of everything we do and comprises three elements: mindset, insight and deliver;
- QBE EO has applied the Consumer duty in line with the Financial Conduct Authority ('FCA') policy statement PS22/9 "A new consumer duty" to all in scope new and existing products and services open to sale or renewal, effective 31 July 2023. QBE EO will also apply the consumer duty to in scope products and services held in closed books from 31 July 2024.

##### Our brokers and other intermediaries

- The Board receives updates regarding partner relationships, development and engagement;
- Consideration of key strategic partnerships and technology; and
- Understand our approach with partners.

##### Our regulators (of subsidiary companies) including the PRA, National Bank of Belgium, FCA, Financial Services and Markets Authority (Belgium) and Lloyd's of London

- There is transparent and regular communication with our regulators and Lloyd's which is facilitated through our Compliance Department; and
- Various teams in the business and Board members including Non-Executive Directors have ongoing engagement with our regulators on a frequent basis, including discussion on specific matters requested. All material regulator engagements are reported to the Board.



## STRATEGIC REPORT (continued)

### Section 172 Companies Act 2006 statement (continued)

#### How the Board engages (continued)

##### Our suppliers

- The Board receives updates as necessary from management on suppliers (e.g. claim service providers and IT and operational suppliers), and reviews and approves applicable policies and procedures. Key areas of focus for regulators include the fair treatment of customers, fair pricing and product value, controls for the management of outsourcing and third-party risk, and employee conduct standards and awareness of the regulatory environment they operate in as well as financial risks arising from climate change;
- The Board receives updates as necessary from management on suppliers (e.g. IT and operational suppliers) and reviews and approves applicable policies and procedures.

##### Our communities and the environment

- The Board receives updates on the QBE Group wide approach to sustainability and was jointly led by the Chief Risk Officer and Chief Underwriting Officer who were responsible for identifying and managing the financial risks arising from climate change up to 1 January 2024. From 1 January 2024, the Head of Executive Governance and Strategy was appointed as the chair of the ESG management group;
- The Board receives regular updates on the work underway across QBE EO to better identify, measure, monitor, manage, and report on our exposure to the risks arising from climate change;
- The Board supports the following initiatives:
  - As part of the sustainability initiatives across the QBE Group, the 2023 Sustainability Report is published on the QBE Group website and provides detailed explanation of this (Group-wide) framework and includes case studies and examples, highlighting the active steps that QBE Group is taking to embed sustainability into its business practices;
  - Tax transparency through the annual publication of the QBE Group Tax Transparency Report and the production of a Tax strategy document outlining its UK tax strategy; and
  - Efforts to integrate human rights considerations across the business, as outlined in the QBE Group Human Rights Policy and in our Modern Slavery and Human Trafficking Statements.
- Premiums4Good is the QBE Group's unique and innovative collaboration between QBE, our customers, partners and shareholders through which we invest a portion of everyday premiums into investments that have additional social or environmental benefits at no extra cost to the customer. Premiums4Good now has US\$1.4 billion invested in 83 securities across our key impact areas, and the Board supports the QBE Group ambition to grow impact investments to US\$2 billion by 2025;
- The Board endorses a culture of "giving back to the community" time and skills (e.g. through employee volunteer days and pro bono support);
- The QBE Foundation EO, which supports involvement in the community by promoting employee volunteering, employee matching, and through grant donations to registered charities aligned to the Foundation's focus areas.

For all of the above interactions, the Board seeks to ensure that all stakeholder interests are considered.

#### 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 and is designed to ensure that the impact of any major disruption is minimised. The business continuity management framework is complimented by an operational resilience framework.

The business continuity management 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.

For all of the above interactions, the Board seeks to ensure that all stakeholder interests are considered.

This Strategic report was approved by the Board of Directors on 26 February 2024 and signed on its behalf by:

**R C Stone**  
Director

QBE Underwriting Limited  
London

## REPORT OF THE DIRECTORS OF THE MANAGING AGENT

The Directors of QUL, the Managing Agent for the Syndicate, present their report and the audited annual accounts of the Syndicate for the year ended 31 December 2023.

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').

### Directors and officers

Details of the Directors and officers of the Managing Agent for the Syndicate are set out on page 2.

### Strategic report

The Strategic report, which includes details of the Syndicate's principal activities, business review, position and future developments, performance and KPI's, governance structure, risk management framework and climate change, is set out on pages 3 to 14.

### 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 provides feedback on the risk management process.

### Going concern

The Directors of the Managing Agent have reasonable expectations, having made appropriate enquiries, that the Syndicate has adequate resources to continue in operational existence for the foreseeable future. The Directors of the Managing Agent 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 12 months from the date on which the accounts are authorised for issue. For this reason, they continue to adopt the going concern basis in preparing the accounts.

### 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.

**REPORT OF THE DIRECTORS OF THE MANAGING AGENT (continued)**

**Statement of Managing Agent's responsibilities (continued)**

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.

**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 2023 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,

**R C Stone**

Director

QBE Underwriting Limited

London

26 February 2024

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

## Report on the audit of the syndicate annual accounts

### Opinion

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

- give a true and fair view of the state of the syndicate's affairs as at 31 December 2023 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, including 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 2023; the profit and loss account - technical account - general business, the profit and loss - non technical account, 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, as applicable to other entities of public interest, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

To the best of our knowledge and belief, we declare that non-audit services prohibited by the FRC's Ethical Standard were not provided.

Other than those disclosed in note 4, we have provided no non-audit services to the syndicate in the period under audit.

### 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.

### 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.

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

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, 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 2023 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.

#### 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 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 the claims incurred but not reported portion of outstanding claims reserves (gross and reinsurers' share), the estimated portion of gross premiums written and the risk of unfair or inequitable treatment of closing years of account. Audit procedures performed by the engagement team included:

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

- inspecting relevant meeting minutes, including those of the Board 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, the compliance function and internal audit function of the Managing Agent, including consideration of known or suspected instances of fraud and noncompliance with laws and regulations;
- testing and challenging where appropriate the assumptions and judgements made by management in their significant accounting estimates, particularly in relation to the claims incurred but not reported portion of outstanding claims reserves (gross and reinsurer's share), and the estimated portion of Gross premiums written;
- testing journal entries identified in accordance with our risk assessment;
- designing audit procedures to incorporate unpredictability around the nature, timing or extent of our testing; and
- assessing the appropriateness of closing the 2021 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 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](http://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.

Matthew Nichols (Senior statutory auditor)  
for and on behalf of PricewaterhouseCoopers LLP  
Chartered Accountants and Statutory Auditors  
London  
27 February 2024

**QBE CASUALTY SYNDICATE 386**

**PROFIT AND LOSS ACCOUNT -  
TECHNICAL ACCOUNT-- GENERAL BUSINESS**

*for the year ended 31 December 2023*

	Note	2023 £m	£m	2022 £m	£m
<b>Earned premium, net of reinsurance</b>					
Gross premiums written	3	415.2		456.8	
Outward reinsurance premiums		(181.7)		(18.1)	
<hr/>				<hr/>	
Net premiums written			233.5		438.7
<hr/>					
Change in the gross provision for unearned premiums	12	21.9		(14.9)	
Change in the provision for unearned premiums, reinsurers' share	12	6.2		2.2	
<hr/>				<hr/>	
Change in the net provision for unearned premiums			28.1		(12.7)
<hr/>				<hr/>	
<b>Earned premium, net of reinsurance</b>			261.6		426.0
<hr/>					
<b>Allocated investment profit / loss transferred from the non-technical account</b>			65.1		(53.3)
<hr/>					
<b>Claims incurred, net of reinsurance</b>					
Claims paid					
Gross amount		(239.5)		(237.8)	
Reinsurers' share		83.7		36.4	
<hr/>				<hr/>	
<b>Net claims paid</b>		(155.8)		(201.4)	
<hr/>					
Change in the provision for claims					
Gross amount	12	(39.6)		(35.2)	
Reinsurers' share	12	62.2		(24.1)	
<hr/>				<hr/>	
<b>Change in the net provision for claims</b>		22.6		(59.3)	
<hr/>					
<b>Claims incurred, net of reinsurance</b>			(133.2)		(260.7)
<hr/>					
<b>Net operating expenses</b>	4		(107.1)		(115.8)
<b>Standard personal expenses</b>			(21.0)		(6.9)
<hr/>				<hr/>	
<b>Balance on the technical account for general business</b>			65.4		(10.7)

The notes set out of pages 26 to 46 form an integral part of these annual accounts



## QBE CASUALTY SYNDICATE 386

### PROFIT AND LOSS ACCOUNT - NON-TECHNICAL ACCOUNT

for the year ended 31 December 2023

	Note	2023 £m	2022 £m
<b>Balance on the general business technical account</b>		65.4	(10.7)
Investment income	7(a)	45.9	26.8
Investment expenses and charges	7(b)	(23.6)	(41.5)
Unrealised gains / (losses) on investments		42.8	(38.6)
<b>Investment gain / (loss)</b>		65.1	(53.3)
Allocated investment (gain) / loss transferred to the general business technical account		(65.1)	53.3
Non-technical account foreign exchange gain		9.7	0.1
<b>Profit / (loss) for the financial year</b>		75.1	(10.6)

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 26 to 46 form an integral part of these annual accounts



## QBE CASUALTY SYNDICATE 386

### STATEMENT OF INCOME AND MEMBERS' BALANCES

for the year ended 31 December 2023

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Members' balances as at 1 January	24.9	63.9
Profit / (Loss) for the financial year	75.1	(10.6)
Members' agents' fees	0.6	(0.7)
Non-standard personal income	3.8	0.2
Cash call / (members' profits distribution)	28.9	(27.9)
Members' balances as at 31 December	133.3	24.9

The notes set out of pages 26 to 46 form an integral part of these annual accounts

## QBE CASUALTY SYNDICATE 386

### BALANCE SHEET

As at 31 December 2023

Assets	Note	2023 £m	2022 £m
<b>Investments</b>			
Shares and other variable yield securities and units in unit trusts	8	53.2	94.5
Debt securities and other fixed income securities	8	965.1	799.4
Derivative financial instruments <sup>3</sup>	9	5.6	14.8
Deposits from ceded undertakings		4.1	4.0
		1,028.0	912.7
<b>Reinsurers' share of technical provisions</b>			
Provision for unearned premiums	12	22.1	16.4
Claims outstanding	12	323.5	272.7
		345.6	289.1
<b>Debtors</b>			
Debtors arising out of direct insurance operations	13(i)	123.8	124.7
Debtors arising out of reinsurance operations	13(ii)	18.5	23.5
Other debtors	13(iii)	16.9	13.8
		159.2	162.0
<b>Other assets</b>			
Cash at bank and in hand		33.4	38.4
Overseas deposits	14	190.1	214.8
		223.5	253.2
<b>Prepayments and accrued income</b>			
Accrued interest and rent		11.1	6.8
Deferred acquisition costs	15	42.7	48.2
Other prepayments and accrued income		0.5	0.1
		54.3	55.1
<b>Total assets</b>		<b>1,810.6</b>	<b>1,672.1</b>

The notes set out of pages 26 to 46 form an integral part of these annual accounts

## QBE CASUALTY SYNDICATE 386

### BALANCE SHEET (continued)

As at 31 December 2023

Liabilities	Note	2023 £m	2022 £m
<b>Members' balances</b>		133.3	24.9
<b>Technical provisions</b>			
Provision for unearned premiums	12	201.3	229.2
Claims outstanding	12	1,360.0	1,355.6
		1,561.3	1,584.8
<b>Creditors</b>			
Creditors arising out of direct insurance operations	20(i)	6.4	6.3
Creditors arising out of reinsurance operations	20(ii)	28.6	10.7
Other creditors including taxation and social security	21	79.3	40.8
		114.3	57.8
<b>Accruals and deferred income</b>		1.7	4.6
<b>Total liabilities</b>		1,810.6	1,672.1

These annual accounts on pages 20 to 46 were approved by the Board of QBE Underwriting Limited on 26 February 2024 and signed on its behalf by:

**R C Stone**  
Director

The notes set out on pages 26 to 46 form an integral part of these annual accounts

## QBE CASUALTY SYNDICATE 386

### STATEMENT OF CASH FLOWS

for the year ended 31 December 2023

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<b>Cash flow from operating activities</b>		
Operating profit / (loss) for the financial year	75.1	(10.6)
Increase in gross technical provisions	16.8	53.9
(Increase) / decrease in reinsurers' share of technical provisions	(68.4)	20.2
Decrease in debtors	5.6	4.1
Increase / (decrease) in creditors	48.1	(18.3)
Investment returns	(65.1)	53.3
Foreign exchange	0.8	(29.8)
	12.9	72.8
<b>Cash flow from investing activities</b>		
Purchase of equity and debt instruments	(1,506.7)	(1,010.9)
Sale of equity and debt instruments	1,410.6	970.0
Purchase of derivatives	(0.2)	(0.6)
Sale of derivatives	(0.4)	0.4
Investment income received	21.8	17.9
Other (incl. foreign exchange)	24.4	(5.1)
	(50.5)	(28.3)
<b>Cash flow from financing activities</b>		
Cash call / (members' profit distribution)	28.9	(27.9)
Members' agents' fees	(0.6)	(0.7)
Non-standard personal income	5.0	0.2
	33.3	(28.4)
<b>Movement in cash, portfolio investments and financing</b>		
Cash and cash equivalents at the beginning of the year	38.4	21.3
Net increase in cash and cash equivalents	(4.3)	16.1
Foreign exchange movement on cash and cash equivalents	(0.7)	1.0
	33.4	38.4

The notes set out on pages 26 to 46 form an integral part of these annual accounts

## NOTES TO THE ANNUAL ACCOUNTS

for the year ended 31 December 2023

### 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 2023 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

Premium comprises amounts charged to policyholders, excluding taxes collected on behalf of third parties. The earned portion of premium received and receivable, including unclosed business, is recognised as revenue. Premium on unclosed business is brought to account based upon the pattern of booking of renewals and new business. Unclosed business is insurance written close to the year end for which the date of attachment of risk is prior to the year end, and where an estimate is made due to insufficient information being available.

##### (ii) Unearned premiums

Unearned premiums represent the proportion of premiums written in the year that relates to the unexpired terms of policies in force at the balance sheet date, calculated on the basis of established earnings patterns using either the daily pro-rata method or the 24ths method, adjusted where appropriate to reflect different risk patterns, 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 2023***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 consider, 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 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 at the class of business level 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 2023***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. All fair value gains and losses on other financial investments are reallocated to the technical account as all investments held by the Syndicate support its insurance operations.

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 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 and money market deposits (which are readily convertible to cash in hand) which are used by the Syndicate in the management of its short-term commitments and operational cash requirements.

**(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.

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

*for the year ended 31 December 2023*

**1. Accounting policies (continued)**

**(f) Overseas deposits (continued)**

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.

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, considering 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 considered 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 2023*

**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. Estimates which are sensitive to changes in future economic conditions could be impacted by significant changes in the economic and regulatory environment, such as geopolitical unrest, supply chain disruptions, climate change and inflation. The key uncertainty is the risk that inflation remains higher than expected over the coming years, and elevated for longer than expected, or the impact on claims inflation is significantly higher which would lead to increased claims reserves. Our estimates include an explicit allowance for the impact of increased levels of inflation. Management continues to monitor the geopolitical environment in which the Syndicate operates, the war in Gaza and any developments that may impact its assessment of potential exposures.

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

**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.

**NOTES TO THE ANNUAL ACCOUNTS (continued)***for the year ended 31 December 2023***1. Accounting policies (continued)****(m) Critical accounting estimates and judgements (continued)****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, considering counterparty credit risk and the contractual terms of the reinsurance contract.

The Syndicate benefits from an aggregate reinsurance programme that provides cover for certain large and catastrophe events. 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 estimates**

Premiums written and earned include signed premiums as well as unclosed premiums, being 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 written and earned based on established patterns which reflect expected timings and 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. At the end of the calendar year, premiums are adjusted to match the actual signed premium for the closing year of account and all closed years of account, as appropriate. Estimation techniques are necessary to quantify the EPI 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.

There are no critical judgments made in the preparation of these annual accounts.

**2. Capital management****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 at an overall and member level only respectively, not at syndicate level. Accordingly, the capital requirement in respect of Syndicate 386 is not disclosed in these accounts.

**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 2023

**2. Capital management (continued)**

**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 members' 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 2023 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 23 and 24, 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 accounts 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**

**2023**

	<b>Gross premium written £m</b>	<b>Gross premium earned £m</b>	<b>Gross claims incurred £m</b>	<b>Gross operating expenses £m</b>	<b>Reinsurance balance £m</b>	<b>Total £m</b>
Third party liability	327.4	338.5	(200.4)	(103.5)	(22.5)	12.1
Reinsurance acceptances	87.8	98.6	(78.7)	(24.6)	(7.1)	(11.8)
<b>Total</b>	<b>415.2</b>	<b>437.1</b>	<b>(279.1)</b>	<b>(128.1)</b>	<b>(29.6)</b>	<b>0.3</b>

**2022**

	<b>Gross premium written £m</b>	<b>Gross premium earned £m</b>	<b>Gross claims incurred £m</b>	<b>Gross operating expenses £m</b>	<b>Reinsurance balance £m</b>	<b>Total £m</b>
Third party liability	353.6	334.2	(200.3)	(93.3)	(12.7)	27.9
Reinsurance acceptances	103.2	107.7	(72.7)	(29.4)	9.1	14.7
<b>Total</b>	<b>456.8</b>	<b>441.9</b>	<b>(273.0)</b>	<b>(122.7)</b>	<b>(3.6)</b>	<b>42.6</b>

The reinsurance balance represents the credit / (charge) to the technical account from the aggregate from all items relating to reinsurance outwards.

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 2023

**3. Segmental information (continued)**

**Gross premium written by destination**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Europe - United Kingdom	152.4	149.2
Other Europe	2.8	5.1
America - North America	8.0	7.7
Other America	2.8	3.8
Asia	0.3	0.1
Worldwide	243.6	282.4
Other*	5.3	8.5
	415.2	456.8

\*Other territories include Africa, Oceania and Middle East

All premiums were concluded in the UK.

**4. Net operating expenses**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Acquisition costs - brokerage	57.6	70.5
Acquisition costs - other	31.9	34.4
Change in deferred acquisition costs	4.2	(3.1)
Administrative expenses	13.8	15.0
Reinsurance commission revenue	(0.4)	(1.0)
Net operating expenses	107.1	115.8

**Administrative expenses include auditors' remuneration:**

Remuneration receivable by the Syndicate's auditors for the auditing of these accounts	0.3	0.5
Other services pursuant to regulatory requirements	0.2	0.3

**5. Employees**

The Syndicate did not directly incur staff costs during the year (2022 nil). QBE Management Services (UK) Limited ('MSUK') 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 recharged the Syndicate for the services, provided by these staff, via QBE Partner Services (Europe) LLP up to August 2023 and then directly for the remainder of the year. QBE Management Services (UK) Limited, QBE Europe SA/NV and QBE Partner Services (Europe) LLP are fellow group undertakings.

**6. Directors' emoluments and Key management compensation**

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

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Directors of the Managing Agent	0.2	0.2
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 2023

**7. Investment income, expenses and charges**

**(a) Investment income**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Income from investments	27.4	22.6
Gains on the realisation of investments	18.5	4.2
	45.9	26.8

**(b) Investment expenses and charges**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
Losses on the realisation of investments	22.5	40.6
Investment management expenses	1.1	0.9
	23.6	41.5

**8. Other financial investments**

**Designated at fair value through profit and loss**

	<b>2023</b>		<b>2022</b>	
	<b>Cost</b>	<b>Fair value</b>	<b>Cost</b>	<b>Fair value</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Shares and other variable yield securities and units in unit trusts	44.2	53.2	89.7	94.5
Debt securities and other fixed income securities	975.2	965.1	841.8	799.4
	1,019.4	1,018.3	931.5	893.9

The debt securities and other fixed income securities are listed on recognised exchanges. £33.7m of the shares and other variable yield securities and units in unit trusts are not listed on recognised exchanges (2022 unlisted £36.4m).

**9. Derivative financial instruments**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<b>Foreign currency derivatives</b>		
Derivative financial instrument – assets	5.6	14.8

**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 contract equivalent of £252.4m (2022 buy £247.8m).

The forward foreign exchange derivatives outstanding at year end all expire by 2 October 2024 (2022: 7 November 2023).

During the year a gain of £12.1m (2022 loss £15.6m) 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 2023

**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. The Syndicate did not hold any equity derivatives during the year (2022: nil).

**10. Valuation hierarchy**

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

<b>2023</b>	<b>Level 1 £m</b>	<b>Level 2 £m</b>	<b>Level 3 £m</b>	<b>Total £m</b>
Overseas deposits	107.2	82.9	-	190.1
Variable yield securities and units in unit trusts	14.7	-	38.5	53.2
Debt securities and other fixed income securities	172.8	792.3	-	965.1
Derivative financial instrument – assets	-	5.6	-	5.6
	<b>294.7</b>	<b>880.8</b>	<b>38.5</b>	<b>1,214.0</b>
<b>2022</b>	<b>Level 1 £m</b>	<b>Level 2 £m</b>	<b>Level 3 £m</b>	<b>Total £m</b>
Overseas deposits	105.5	109.3	-	214.8
Variable yield securities and units in unit trusts	29.4	24.1	41.0	94.5
Debt securities and other fixed income securities	116.2	683.2	-	799.4
Derivative financial instrument – assets	-	14.8	-	14.8
	<b>251.1</b>	<b>831.4</b>	<b>41.0</b>	<b>1,123.5</b>

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. For valuation of the Syndicate holdings in collective investment schemes, including those which invest into 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.

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.

<b>Movements in level 3 investments</b>	<b>2023 £m</b>	<b>2022 £m</b>
At 1 January	41.0	36.0
Purchases	0.3	-
Redemptions	(2.2)	-
Unrealised (losses)/gains	(0.6)	5.0
At 31 December	<b>38.5</b>	<b>41.0</b>

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**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.

	<b>Movement in variable %</b>	<b>2023 (Loss) / profit and members' balance £m</b>	<b>2022 (Loss) / profit and members' balance £m</b>
US dollar	+10	2.1	0.2
	-10	(2.1)	(0.2)
Canadian dollar	+10	(0.1)	-
	-10	0.1	-
Australian dollar	+10	(0.5)	(1.1)
	-10	0.5	1.1
Euro	+10	(0.6)	(0.3)
	-10	0.6	0.3

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.



**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**11. Financial risk (continued)**

**(i) Market risk (continued)**

**Currency risk (continued)**

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

<b>2023</b>	<b>Floating interest rate £m</b>	<b>Fixed interest rate maturing in</b>				<b>Total £m</b>
		<b>1 year or less £m</b>	<b>1 to 2 years £m</b>	<b>2 to 3 years £m</b>	<b>3 years over £m</b>	
Interest bearing assets	130.2	471.6	130.7	152.4	303.7	1,188.6

  

<b>2022 (Restated)</b>	<b>Floating interest rate £m</b>	<b>Fixed interest rate maturing in</b>				<b>Total £m</b>
		<b>1 year or less £m</b>	<b>1 to 2 years £m</b>	<b>2 to 3 years £m</b>	<b>3 years over £m</b>	
Interest bearing assets	108.1	372.7	152.3	138.7	304.9	1,076.7

The comparative figures have been restated to correct the maturity classification of fixed interest rate assets. The restatement does not impact the total exposure of the interest-bearing assets or any of the primary statements.

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

	<b>2023 Movement in variable £m</b>	<b>2023 (Loss) / profit and members' balance £m</b>	<b>2022 Movement in variable £m</b>	<b>2022 (Loss) / profit and members' balance £m</b>
Interest rate movement – fixed interest securities	+1.0	(26.6)	+1.0	(25.7)
Interest rate movement – fixed interest securities	-1.0	26.6	-1.0	21.8
Interest rate movement – fixed interest securities	+2.0	(53.2)	+2.0	(51.4)
Interest rate movement – fixed interest securities	-2.0	53.2	-2.0	43.6

**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.



**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**11. Financial risk (continued)**

**(i) Market risk (continued)**

	Movement in variable	2023	Financial Impact	
		Profit / (loss) and members' balance £m	Movement in variable	Profit / (loss) and members' balance £m
Euro STOXX	+20	2.9	+20	1.2
	-20	(2.9)	-20	(1.2)
Emerging market equities	+20	-	+20	4.6
	-20	-	-20	(4.6)

**(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.

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, where 97.4% (2022 97.9%) 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 £5.7m (2022 £6.7m) in the form of letters of credit and £122.1m (2022 £0.01m) as investment assets pledged.

86.6% (2022 84.9%) 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.

The following table provides information regarding the carrying value of the Syndicate's financial assets, excluding amounts in respect of insurance contracts. The total value per the table below represents the total value of the Syndicates exposure to credit risk.

2023	Neither past due nor impaired £m	Past due but not impaired by				Total £m
		Up to 3 Months £m	3 to 6 Months £m	6 Months to 1 year £m	Greater than 1 year £m	
Other interest-bearing investments	1,188.6	-	-	-	-	1,188.6
Other financial investments and other assets	53.2	-	-	-	-	53.2
Derivative financial instrument – assets	5.6	-	-	-	-	5.6
Other debtors	16.9	-	-	-	-	16.9
Debtors arising out of direct insurance operations	120.8	0.8	0.8	0.7	0.7	123.8
Debtors arising out of reinsurance operations	1.5	15.0	-	0.2	1.8	18.5
	1,386.6	15.8	0.8	0.9	2.5	1,406.6

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**11. Financial risk (continued)**

**(ii) Credit Risk (continued)**

2022	Neither past due nor impaired £m	Past due but not impaired by				Total £m
		Up to 3 Months £m	3 to 6 Months £m	6 Months to 1 year £m	Greater than 1 year £m	
Other interest-bearing investments	1,076.7	-	-	-	-	1,076.7
Other financial investments and other assets	70.4	-	-	-	-	70.4
Derivative financial instrument – assets	14.8	-	-	-	-	14.8
Other debtors	13.8	-	-	-	-	13.8
Debtors arising out of direct insurance operations	118.1	2.6	2.4	0.8	0.8	124.7
Debtors arising out of reinsurance operations	2.8	17.6	0.2	2.1	0.8	23.5
	1,296.6	20.2	2.6	2.9	1.6	1,323.9

**(iii) Liquidity risk**

Liquidity risk is the risk of holding insufficient liquid assets to meet liabilities as they fall due to creditors, or only being able to do so at excessive cost.

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 2023, the average duration of cash and fixed interest securities was 2.30 years (2022 2.62 years).

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

	2023		2022	
	Within 1 year £m	Over 1 year £m	Within 1 year £m	Over 1 year £m
Creditors	114.3	-	57.8	-
	114.3	-	57.8	-

The Syndicate has no significant concentration of liquidity risk.

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**12. Technical provisions**

<b>2023</b>	<b>Gross</b>	<b>Reinsurance</b>	<b>Net</b>
<b>Provision for Unearned Premiums</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
At 1 January	229.2	(16.4)	212.8
Movement per the technical account	(21.9)	(6.2)	(28.1)
Foreign exchange	(6.0)	0.5	(5.5)
<b>At 31 December</b>	<b>201.3</b>	<b>(22.1)</b>	<b>179.2</b>
<b>Claims Outstanding</b>			
At 1 January	1,355.6	(272.7)	1,082.9
Claims payments	(239.5)	83.7	(155.8)
Claims expense – current year	263.7	(69.0)	194.7
Claims expense – previous year	15.5	(76.9)	(61.4)
Foreign exchange	(35.3)	11.4	(23.9)
<b>At 31 December</b>	<b>1,360.0</b>	<b>(323.5)</b>	<b>1,036.5</b>
<b>Total</b>	<b>1,561.3</b>	<b>(345.6)</b>	<b>1,215.7</b>

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 £4.8m (2022 £4.0m). Discount of £1.3m (2022 £1.2m) has been applied using a rate of 3.7% (2022 3.8%) and based on mean term of liabilities of 9.5 years (2022 10.7 years).

During the current period, the Syndicate entered into a transaction to reinsure certain prior year claims liabilities. The transaction had a positive impact on the reported profit for the financial year.

<b>2022</b>	<b>Gross</b>	<b>Reinsurance</b>	<b>Net</b>
<b>Provision for Unearned Premiums</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
At 1 January	214.1	(14.1)	200.0
Movement per the technical account	14.9	(2.2)	12.7
Foreign exchange	0.2	(0.1)	0.1
<b>At 31 December</b>	<b>229.2</b>	<b>(16.4)</b>	<b>212.8</b>
<b>Claims Outstanding</b>			
At 1 January	1,269.6	(276.7)	992.9
Claims payments	(237.8)	36.4	(201.4)
Claims expense – current year	233.2	(21.7)	211.5
Claims expense – previous year	39.8	9.4	49.2
Foreign exchange	50.8	(20.1)	30.7
<b>At 31 December</b>	<b>1,355.6</b>	<b>(272.7)</b>	<b>1,082.9</b>
<b>Total</b>	<b>1,584.8</b>	<b>(289.1)</b>	<b>1,295.7</b>

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**13. Debtors**

**(i) Debtors arising out of direct insurance operations**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<hr/>		
<b>Due from intermediaries</b>		
Due within one year	123.8	124.7

**(ii) Debtors arising out of reinsurance operations**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<hr/>		
Due within one year	18.5	23.5

**(iii) Other debtors**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<hr/>		
Unsettled investment trade debtors	1.7	2.5
Other debtors	0.3	-
Amounts due from Group undertakings	14.9	11.3
	<hr/>	<hr/>
	16.9	13.8

**14. Overseas deposits**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<hr/>		
Additional Securities Limited overseas deposits	5.3	4.9
Australian Trust Funds	125.8	144.2
Canadian Margin Funds	38.6	41.4
Joint Asset Trust Funds	8.8	9.7
South African Trust Funds	11.6	14.6
	<hr/>	<hr/>
	190.1	214.8

Use of overseas deposit funds is restricted under the terms of the trust agreements where the deposits are lodged.

**15. Deferred acquisition costs**

	<b>2023</b>	<b>2022</b>
	<b>£m</b>	<b>£m</b>
<hr/>		
At 1 January	48.2	44.9
Movement during the year	(4.2)	3.0
Foreign exchange rate movement	(1.3)	0.3
	<hr/>	<hr/>
At 31 December	42.7	48.2

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### NOTES TO THE ANNUAL ACCOUNTS (continued)

for the year ended 31 December 2023

#### 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.

Gross basis	2013 and prior	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
		£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	
At end of year		91.7	80.7	123.2	112.9	106.7	111.1	94.1	116.2	121.1	116.4	
One year later		195.2	187.2	207.5	216.0	223.7	198.8	208.9	226.2	221.8		
Two years later		225.5	187.4	217.0	258.6	235.1	182.0	224.3	236.1			
Three years later		237.0	187.4	235.7	257.1	228.6	187.8	225.0				
Four years later		259.4	206.5	240.7	266.9	249.8	206.9					
Five years later		267.2	199.3	238.6	297.8	268.5						
Six years later		282.8	189.1	251.1	292.3							
Seven years later		291.7	194.2	257.7								
Eight years later		299.2	194.6									
Nine years later		309.7										
Current estimate of gross cumulative claims cost		309.7	194.6	257.7	292.3	268.5	206.9	225.0	236.1	221.8	116.4	
Cumulative gross claims payments to date		(258.0)	(159.0)	(196.0)	(186.6)	(137.9)	(81.8)	(51.3)	(26.4)	(8.2)	(1.5)	
Gross outstanding claims	137.7	51.7	35.6	61.7	105.7	130.6	125.1	173.7	209.7	213.6	114.9	1,360.0

  

Net basis	2013 and prior	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
		£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	
At end of year		89.6	79.1	106.6	96.4	96.8	106.1	87.4	108.7	111.9	106.4	
One year later		187.7	173.2	182.0	168.0	187.4	190.5	185.7	210.0	202.3		
Two years later		210.6	169.8	182.0	206.6	199.7	174.4	195.8	209.6			
Three years later		208.0	167.8	191.9	208.3	199.3	180.9	201.1				
Four years later		215.2	165.2	201.0	215.4	212.6	200.2					
Five years later		212.9	165.9	194.1	243.1	207.1						
Six years later		224.1	155.7	210.0	221.4							
Seven years later		222.5	160.5	196.7								
Eight years later		235.6	155.2									
Nine years later		232.5										
Current estimate of net cumulative claims cost		232.5	155.2	196.7	221.4	207.1	200.2	201.1	209.6	202.3	106.4	
Cumulative net claims payments to date		(204.4)	(138.5)	(164.9)	(161.8)	(125.6)	(80.7)	(50.6)	(14.9)	(7.8)	(1.5)	
Net outstanding claims	54.7	28.1	16.7	31.8	59.6	81.5	119.5	150.5	194.7	194.5	104.9	1,036.5

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.

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**16. Outstanding claims – claims development (continued)**

All estimates of 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.

**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.

	Sensitivity %	2023		2022	
		Profit / (loss) and members’ balance		Profit / (loss) and members’ balance	
		Gross £m	Net £m	Gross £m	Net £m
Claims outstanding	+5	68.0	51.8	54.9	40.2
	-5	(68.0)	(51.8)	(54.9)	(40.2)
Change in Ogden rate on certain long term personal injury claims	+0.5	(3.7)	(2.8)	(3.2)	(2.3)
	-0.5	4.2	3.2	3.7	2.7
Sterling to US Dollar exchange rate	+10	13.6	(0.4)	12.9	(0.7)
	-10	(13.6)	0.4	(12.9)	0.7
Sterling to Australian Dollar exchange rate	+10	20.1	18.5	17.4	14.0
	-10	(20.1)	(18.5)	(17.4)	(14.0)
Sterling to Euro exchange rate	+10	22.2	21.5	17.1	16.5
	-10	(22.2)	(21.5)	(17.1)	(16.5)
Sterling to Canadian Dollar exchange rate	+10	16.2	15.8	13.1	12.8
	-10	(16.2)	(15.8)	(13.1)	(12.8)

The Syndicate’s current year exposure to the sensitivity on foreign exchange movements compared to the prior year has increased as a result of increases business written in foreign currencies .

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**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
2023	221.1	192.7	157.8	130.3	97.9	236.7	1,036.5
2022	173.7	198.5	178.2	159.3	125.1	248.1	1,082.9

**20. Creditors**

(i) Creditors arising out of direct insurance operations	2023 £m	2022 £m
<b>Due to intermediaries</b>		
Due within one year	6.4	6.3
<b>(ii) Creditors arising out of reinsurance operations</b>		
Due within one year	28.6	10.7

**21. Other creditors including taxation and social security**

	2023 £m	2022 £m
<b>Due within one year</b>		
Unsettled investment trade creditors	15.5	0.5
Amounts due to group undertakings	4.6	3.7
Taxation and social security	26.3	22.4
Other creditors	32.9	14.2
	79.3	40.8

**22. Financial assets and liabilities**

The assets and liabilities of the Syndicate, excluding deferred acquisition costs, unearned premiums, deferred acquisition costs, unearned premiums, prepayments, accruals and deferred income, 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 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 QBE Group are conducted on normal market terms. The consolidated annual report for QBE Insurance Group Limited is available from its registered office at 388 George Street, Sydney, New South Wales 200, Australia.

**Directors' interests**

All of the Executive Directors listed on page 2 hold, or held in the year, Executive Directorships of companies within QBE EO. In addition, Sir N K Skeoch, C A Brown, T C W Ingram, S Maddock and M G McCaig are, or were in the year, Non-Executive Directors of related companies within QBE EO.

**NOTES TO THE ANNUAL ACCOUNTS (continued)**

for the year ended 31 December 2023

**24. Related parties (continued)**

**Directors' interests (continued)**

During his time as a director, T C W Ingram indirectly had a non-material, non-voting economic interest as an underwriting line of £264.5k (2022 £14.5k) in Syndicate 386 for the underwriting year 2023.

**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.

**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 (2022 £nil), excluding the quota share arrangement with QBE Europe SA/NV as detailed further below, 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 £nil (2022 £nil). At the year end there was a £2.8m (2022 £4.7m) share of technical provisions.

	Inwards premiums		Balance outstanding		Share of technical provisions	
	2023	2022	2023	2022	2023	2022
	£m	£m	£m	£m	£m	£m
QBE Insurance Corporation	-	-	-	-	0.2	0.1
QBE Insurance (Australia) Limited	-	-	-	-	2.6	4.7
	-	-	-	-	2.8	4.7

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 £nil (2022 £nil). At the year end, balances due from QBE Europe SA/NV in respect of inwards reinsurance premium were £nil (2022 £nil). At the year end, there was a £39.6m share of technical provisions (2022 £16.1m).

**Outwards reinsurance contracts with related QBE companies**

The Syndicate has purchased reinsurance with companies within the QBE Group during the year. Outward premiums totalling £52.1m (2022 £27.3m) were booked with Equator Reinsurances Limited ('Equator Re'). The comparative figure has been restated to account for balances incorrectly omitted from the related party disclosures. The comparative figure has increased by £9.9m. 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 £129.6m (2022 £157.6m).

**Profit commission**

Profit commission is payable to the Managing Agent as per note 1(l). During the year £18.8m was charged (2022 £4.7m). At the year end £32.9m was outstanding (2022 £14.1m). 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 £1.6m (2022 £2.2m). £nil is outstanding at the year end (2022 £nil).

**Administrative expenses**

Total expenses recharged from QBE Partner Services (Europe) LLP in respect of services provided to the Syndicate amounted to £29.2m (2022 £41.5m). The balance outstanding at year end to QBE Partner Services (Europe) LLP is £nil (2022 £3.7m). Total expenses recharged from MSUK in respect of services provided to the Syndicate amounted to £15.8m (2022 £nil). The balance outstanding at year end to MSUK is £4.5m (2022 £nil). There are no other transactions or arrangements to be disclosed.



**NOTES TO THE ANNUAL ACCOUNTS (continued)**

*for the year ended 31 December 2023*

**24. Related parties (continued)**

**Inwards reinsurance contracts with related QBE companies (continued)**

**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 and MSUK. The risks placed with the Syndicate are under normal market conditions and are in the interests of all the Names on the Syndicate.

**25. Subsequent events**

There were no material post balance sheet events.

## 2021 UNDERWRITING YEAR ACCOUNTS

### UNDERWRITING YEAR - REPORT OF THE DIRECTORS OF THE MANAGING AGENT

The Managing Agent presents its report as at 31 December 2023 for the 2021 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 2008 Regulations).

The reinsurance to close for the 2021 underwriting year was approved by the Board of Directors on 26 February 2024.

#### **Principal activities**

The Syndicate is a specialist non-US liability syndicate (other than incidental exposures of non-US domiciled parents), operating within the Lloyd's insurance market and headed by Active Underwriter, Cecile Fresneau, Managing Director of QBE's UK insurance business.

The Syndicate forms an integral part of the QBE European Operations division ('QBE EO') in QBE Insurance Group Limited ('QBE Group'). Together with other underwriting entities within QBE EO, the Syndicate continued to provide an integrated casualty offering, 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).

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)**

**2021 closed year of account**

The 2021 & prior underwriting years have produced a total profit of £56.2m or 16.9% of capacity including standard personal expenses and prior to members’ agents’ fees, or £55.5m, 16.7% after.

2021 pure year gross written premium of £443.9m is up on plan (at constant FX), representing 112.4% stamp utilisation (net of acquisition costs). This reflects the positive rating environment experienced for the year. The resultant 2021 pure year underwriting profit of £66.4m is split as follows:

	<b>£m</b>
International Casualty	16.6
UK and Ireland Liability	39.2
Professional Indemnity	12.1
	67.9

The 2021 and prior years have experienced higher loss experience on Professional Indemnity and have required reserve strengthening on the Irish and Australian & NZ Liability accounts. This has been mitigated by investment return generated in the period.

**2022 and 2023 open years of account**

Projected gross written premium of £434m for the 2022 pure year, representing 101.4% of stamp utilisation, is 5% up on plan. The 2022 pure year has benefitted from positive rating conditions. Currently the 2022 pure year is forecast to produce an ultimate net loss ratio of 53.4% versus 61.1% plan and a mid-point forecast profit of 18.4% of capacity.

Whilst early in development, the 2023 pure year is projected to write £408m GWP, representing 94.6% stamp utilisation. The rating environment has seen softening through 2023 . A mid-point profit of 16.8% of capacity is currently forecast.

**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 2021 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

**R C Stone**  
Director

QBE Underwriting Limited  
London  
26 February 2024

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2021 CLOSED YEAR OF ACCOUNT**

# Report on the audit of the syndicate underwriting year financial statements

## Opinion

In our opinion, QBE Casualty Syndicate 386's syndicate underwriting year financial statements for the 2021 year of account for the 36 months ended 31 December 2023 (the "underwriting year financial statements"):

- give a true and fair view of the state of the syndicate's affairs as at 31 December 2023 and of its profit for the 2021 closed year of account;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, including 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 2021 underwriting year accounts (the "Underwriting Year Accounts"), which comprise: the balance sheet as at 31 December 2023; the profit and loss account - 2021 underwriting year technical account - general business, and the profit and loss account - 2021 underwriting year non-technical accounts for the 36 months ended; and the notes to the underwriting year financial statements, which includes 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, as applicable to other entities of public interest, 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 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.

## 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.

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2021 CLOSED YEAR OF ACCOUNT (continued)

### 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 2021 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.

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 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 the claims incurred but not reported portion of outstanding claims reserves (gross and reinsurers' share), the estimated portion of Gross premiums written and the risk of unfair or inequitable treatment of closing years of account. Audit procedures performed by the engagement team included:

- inspecting relevant meeting minutes, including those of the Board 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, the compliance function and internal audit function of the Managing Agent, including consideration of known or suspected instances of fraud and noncompliance with laws and regulations
- testing and challenging where appropriate the assumptions and judgements made by management in their significant accounting estimates, particularly in relation to the claims incurred but not reported portion of outstanding claims reserves (gross and reinsurer's share), and the estimated portion of Gross premiums written;
- testing journal entries identified in accordance with our risk assessment;
- designing audit procedures to incorporate unpredictability around the nature, timing or extent of our testing; and
- assessing the appropriateness of closing the 2021 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.

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF QBE CASUALTY SYNDICATE 386 – 2021 CLOSED YEAR OF ACCOUNT (continued)

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](http://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 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.

Matthew Nichols (Senior statutory auditor)  
for and on behalf of PricewaterhouseCoopers LLP  
Chartered Accountants and Statutory Auditors  
London  
27 February 2024

## QBE CASUALTY SYNDICATE 386

### PROFIT AND LOSS ACCOUNT - 2021 UNDERWRITING YEAR TECHNICAL ACCOUNT - GENERAL BUSINESS

*for the 36 months ended 31 December 2023*

	Note	£m	£m
<b>Syndicate allotted capacity</b>			332.9
<b>Earned premium, net of reinsurance</b>			
Gross premiums written	2	443.9	
Outward reinsurance premiums		(162.6)	
<b>Earned premium, net of reinsurance</b>			281.3
<b>Reinsurance to close premium received, net</b>	3		729.0
<b>Allocated investment profit transferred from the non-technical account</b>			33.0
<b>Claims incurred, net of reinsurance</b>			
Claims paid			
Gross amount		(239.8)	
Reinsurers' share		83.4	
<b>Net claims paid</b>			(156.4)
<b>Reinsurance to close premium payable, net of reinsurance</b>	4		(738.6)
<b>Claims incurred, net of reinsurance</b>			(895.0)
<b>Net operating expenses</b>	5		(115.4)
<b>Standard personal expenses</b>			(18.2)
<b>Balance on the technical account - general business</b>			14.7

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

The notes set out on pages 56 to 63 form an integral part of these underwriting year accounts



## QBE CASUALTY SYNDICATE 386

### PROFIT AND LOSS ACCOUNT - 2021 UNDERWRITING YEAR NON - TECHNICAL ACCOUNT

*for the 36 months ended 31 December 2023*

	Note	£m
<b>Balance on the technical account - general business</b>		14.7
Investment income	6(a)	44.2
Investment expenses and charges	6(b)	(28.8)
Unrealised gains on investments		17.6
<b>Investment gain</b>		33.0
<b>Allocated investment gain transferred to the technical account - general business</b>		(33.0)
<b>Non – technical account charges</b>		41.5
<b>Result before members’ agents’ fees</b>		56.2
Members’ agents’ fees		(0.6)
<b>Profit for the underwriting year</b>	11	55.6

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 on pages 56 to 63 form an integral part of these underwriting year accounts

## QBE CASUALTY SYNDICATE 386

### BALANCE SHEET - 2021 UNDERWRITING YEAR

*for the closed year of account as at 31 December 2023*

	Note	£m
<b>Assets</b>		
Investments	8	606.3
Deposits with ceding undertakings		4.2
Debtors	9	75.8
Reinsurance recoveries anticipated on gross reinsurance to close premium payable	4	295.7
<b>Other assets</b>		
Cash at bank and in hand		22.0
Overseas deposits	10	143.9
Prepayments and other accrued income		6.6
<b>Total assets</b>		<b>1,154.5</b>
<b>Liabilities</b>		
Members' balance	11	58.9
Reinsurance to close premium payable – gross amount	4	1,034.3
Creditors	12	61.1
Accruals and deferred income		0.2
<b>Total liabilities</b>		<b>1,154.5</b>

These underwriting year accounts on 53 to 63 were approved by the Board of QBE Underwriting Limited on 26 February 2024 and signed on its behalf by:

**R C Stone**  
Director

The notes set out on pages 56 to 63 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 2021 year of account which has been closed by reinsurance to close as at 31 December 2023. Consequently, the balance sheet represents the assets and liabilities of the 2021 year of account at the date of closure. The underwriting accounts reflect 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 2021 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**

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) Cash at bank and in hand**

Cash comprises cash at bank and money market accounts 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.

**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**1. Accounting policies (continued)**

**(e) Investments (continued)**

**(i) Other financial investments (continued)**

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 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.

**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**1. Accounting policies (continued)**

**(i) Taxation (continued)**

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.

**(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 2021 underwriting year, before investment return, is set out below:

	Gross premium written and earned £m	Gross claims incurred (note a) £m	Gross operating expenses £m	Reinsurance balance (note b) £m	Total £m
Third party liability	350.0	(170.0)	(87.2)	(7.9)	84.9
Reinsurance acceptances	93.9	(66.8)	(20.7)	(2.5)	3.9
	443.9	(236.8)	(107.9)	(10.4)	88.8
Reinsurance to close	729.0	(1,037.4)	(7.5)	226.8	(89.1)
<b>Total</b>	<b>1,172.9</b>	<b>(1,274.2)</b>	<b>(115.4)</b>	<b>216.4</b>	<b>(0.3)</b>

- a) Gross claims incurred comprises gross claims paid and reinsurance to close the 2021 premium payable.
- b) The reinsurance balance comprises reinsurance premiums ceded less reinsurance recoveries on claims paid and reinsurance recoveries anticipated on reinsurance to close the 2021 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 (£1.6m) gross premium written, and (£7.3m) gross operating expenses relating to 2020 and prior underwriting years.

**3. Reinsurance to close premium received, net**

	£m
Gross reinsurance to close premium received	972.7
Reinsurance recoveries anticipated	(243.7)
<b>Reinsurance to close premium receivable, net of reinsurance</b>	<b>729.0</b>

**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**4. Reinsurance to close premium payable, net of reinsurance**

	Reported £m	IBNR £m	Future premiums £m	Total £m
Gross reinsurance to close premium payable	(746.0)	(285.3)	(3.0)	(1,034.3)
Reinsurance recoveries anticipated	249.0	45.2	1.5	295.7
<b>Reinsurance to close premium payable, net of reinsurance</b>	<b>(497.0)</b>	<b>(240.1)</b>	<b>(1.5)</b>	<b>(738.6)</b>

**5. Net operating expenses**

	£m
Acquisition costs – brokerage	(73.4)
Acquisition costs – other	(27.5)
Administrative expenses	(14.6)
Reinsurers commissions and profit participations	0.1
	<b>(115.4)</b>

**Administrative expenses include:**

	£m
Auditors' remuneration	
Fees payable to the Syndicate auditors for the audit of the 2021 accounts	0.3
Other services pursuant to regulatory requirements	0.2

**6. Investment income, expenses and charges**

**(a) Investment income**

	£m
Income from investments	29.3
Gains on the realisation of investments	14.9
	<b>44.2</b>

**(b) Investment expenses and charges**

	£m
Losses on the realisation of investments	(27.7)
Investment management expenses	(1.1)
	<b>(28.8)</b>

**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**7. Analysis of result by year of account**

	2020 and prior years of account £m	2021 pure year of account £m	Total £m
Balance excluding investment return and operating expenses	(80.0)	195.3	115.3
Brokerage and commission on gross premium	(4.0)	(69.4)	(73.4)
	(84.0)	125.9	41.9
Allocated investment return transferred from the non-technical account			33.0
Net operating expenses excluding brokerage and commission			(42.0)
Standard personal expenses			(18.2)
Members' agents' fees			(0.6)
Non – technical account charges			41.5
			55.6

**8. Investments**

	Cost £m	Market value £m
Shares and other variable yield securities and units in unit trusts	40.6	27.6
Debt securities and other fixed income securities	558.0	574.9
Other investments	-	3.8
	598.6	606.3

**9. Debtors**

	£m
<b>Due within one year</b>	
Arising out of direct insurance operations:	
Due from intermediaries	13.7
Inter-year loan	11.1
Arising out of reinsurance operations	41.0
Other	10.0
	75.8

**10. Overseas deposits**

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

	£m
Additional Securities Limited overseas deposits	4.0
Australian Trust Funds	95.3
Canadian Margin Fund	29.2
Joint Asset Trust Funds	6.6
South African Trust Funds	8.8
	143.9



**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**11. Members' balance**

	<b>£m</b>
Non-standard personal expenses	3.3
Profit for the closed year of account	55.6
<b>Members' balance</b>	<b>58.9</b>

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

**12. Creditors**

	<b>£m</b>
<b>Due within one year</b>	
Arising out of direct insurance operations:	
Due to intermediaries	19.2
Arising out of reinsurance operations	1.1
Other	40.8
	<b>61.1</b>

**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, T C W Ingram, S Maddock, M G McCaig and Sir N K Skeoch are, or were during the underwriting year, Non-Executive Directors of related companies within QBE EO.

T C W Ingram indirectly had a non-material, non-voting economic interest as an underwriting line of £8.5k in Syndicate 386 for the year 2021.

**Inter-syndicate transactions**

In certain instances, the Syndicate has underwritten reinsurances of QBE's other managed syndicate. In respect of the 2021 year of account, there were no instances of reinsurances underwritten between QBE's syndicates.

**Outwards reinsurance contracts with related QBE companies**

The Syndicate has booked outwards reinsurance business with companies within the Group during the period, premiums ceded in respect of the 2021 year of account were £13.4m.

**Profit commission**

Profit commission is payable to the Managing Agent as per note 1(j). During the period there was a charge amounting to £2.9m in respect of the 2021 year of account. At the end of the period, the outstanding balance was £14.0m.

**Managing Agent**

Total fees payable to QBE Underwriting Limited in respect of services provided to the Syndicate in respect of the 2021 year of account amounted to £2.0m. No balance is outstanding at the year end.

**NOTES TO THE UNDERWRITING YEAR ACCOUNTS (continued)**

*Forming part of the underwriting year accounts*

**14. Related parties (continued)**

**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 2021 year of account amounted to £34.6m. 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:**

	2017	2018	2019	2020	2021	2022	2023
	£m	£m	£m	£m	£m	£m	£m
Gross premium written	357.4	350.6	346.4	373.1	412.3	456.8	415.2
Net earned premiums	316.5	314.3	336.0	326.5	356.8	426.0	261.7
Net claims	-179.1	-173.1	-243.8	-187.4	-213.4	-260.7	-133.2
Acquisition costs	-79.9	-79.6	-75.7	-83.3	-86.0	-100.8	-93.2
	57.5	61.6	16.5	55.8	57.4	64.5	35.3
Profit/(loss) on exchange	4.0	-2.1	0.3	-0.2	1.4	0.1	9.7
Other net operating expenses	-32.6	-36.5	-29.8	-20.9	-22.8	-21.9	-34.9
Investment return	17.7	8.1	38.3	3.6	-3.1	-53.3	65.1
<b>Profit / (loss) for the financial year</b>	<b>46.6</b>	<b>31.1</b>	<b>25.3</b>	<b>38.4</b>	<b>32.8</b>	<b>-10.6</b>	<b>75.1</b>

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

	2015	2016	2017	2018	2019	2020	2021
Syndicate allocated capacity	£352.1m	£352.2m	£316.6m	£316.6m	£316.6m	£316.5m	£332.9m
Capacity utilised	92.72%	96.89%	109.8%	101.1%	117.2%	117.6%	133.3%
Number of underwriting members	1,210	1,254	1,230	1,234	1,210	1,186	1,159
Aggregate net premiums	£301.1m	£304.9m	£326.9m	£293.8m	£347.1m	£347.3m	£281.3m
Net capacity utilised	85.50%	86.57%	103.2%	92.8%	109.6%	109.7%	84.5%

Result for an illustrative share of £10,000

	2015	2016	2017	2018	2019	2020	2021
	£	£	£	£	£	£	£
Gross premiums	9,272	9,689	10,978	10,111	11,722	11,764	13,335
Net premiums	8,550	8,657	10,324	9,280	10,964	10,972	8,449
Reinsurance to close from earlier account	19,839	19,368	19,698	20,972	20,418	23,541	21,899
Net claims	(5,822)	(6,255)	(6,083)	(6,536)	(4,110)	(6,417)	(4,699)
Reinsurance to close	(19,379)	(18,056)	(20,482)	(20,836)	(22,827)	(24,708)	(22,189)
Result on exchange	0	0	0	0	0	0	0
Syndicate operating expenses	(2,724)	(2,552)	(3,103)	(2,932)	(3,000)	(3,201)	(3,467)
Balance on technical account	464	1,162	354	(52)	1,445	187	(6)
Investment income and gains less losses, less expenses and charges	875	85	923	85	(177)	(1,011)	2,236
	1,339	1,247	1,277	33	1,268	(824)	2,230
Illustrative personal expenses for a traditional Name							
Managing agent's fee	(60)	(60)	(60)	(60)	(60)	(60)	(60)
Contribution to Lloyd's Central Fund	(38)	(33)	(39)	(37)	(39)	(40)	(39)
Profit commissions	(241)	(222)	(227)	-	(225)	-	(421)
Lloyd's subscription	(38)	(43)	(44)	(38)	(40)	(8)	(27)
Other	-	-	-	-	(4)	-	-
	(377)	(358)	(370)	(135)	(368)	(108)	(546)
<b>Profit/(loss) after illustrative profit commission and personal expenses</b>	<b>962</b>	<b>889</b>	<b>907</b>	<b>(102)</b>	<b>900</b>	<b>(932)</b>	<b>1,684</b>

Note:

- The seven year summary has been prepared from the audited accounts of the Syndicate.
- These figures exclude members' agents' fees.

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QBE Casualty Syndicate 386 is managed by QBE Underwriting Limited (No. 01035198), registered in England and Wales, registered office at 30 Fenchurch Street, London EC3M 3BD, a Lloyd's Managing Agent authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

