

Appendix 1  
BASIC - Internal Operations Measures

Data	2019 2018/19	2020 2019/20	2021 2020/21	2022 2021/22	2023 2022/23	2024 2023/24	2025 2024/25	2026 2025/26	5 yr Historical 5 yr Historical	3 yr Outlook 3 yr Outlook
1 Net Premiums Earned (\$000)	\$ 1,026,935	\$ 1,089,285	\$ 1,120,468	\$ 1,106,408	\$ 1,081,631	\$ 1,135,344	\$ 1,177,114	\$ 1,215,130	1.3%	3.5%
2 (a) Operating Expenses (\$000)	\$ 80,439	\$ 74,506	\$ 74,462	\$ 80,475	\$ 91,295	\$ 102,994	\$ 97,643	\$ 99,158	3.2%	-1.9%
2 (b) Normal Operating Expenses-excluding all improvement initiatives expenses (\$000)	\$ 78,630	\$ 72,892	\$ 72,000	\$ 76,644	\$ <del>81,208</del> 86,714	\$ 92,907	\$ 88,191	\$ 89,058	0.8%	-2.1%
2 (c) Normal Operating Expenses-excluding all improvement initiatives expenses & amortization of prior improvement initiatives (\$000)	\$ 73,699	\$ 70,741	\$ 69,625	\$ 74,888	\$ <del>79,508</del> 85,014	\$ 91,207	\$ 86,485	\$ 87,279	1.9%	-2.2%
3 (a) Claims Expenses (\$000)	\$ 138,409	\$ 144,058	\$ 149,428	\$ 156,614	\$ 156,795	\$ 170,383	\$ 158,562	\$ 159,678	3.2%	-3.2%
3 (b) Normal Claims Expenses-excluding all improvement initiatives & Immobilizer expenses (\$000)	\$ 134,678	\$ 140,449	\$ 144,637	\$ 148,672	\$ <del>137,687</del> 148,244	\$ 151,275	\$ 141,873	\$ 143,169	0.6%	-2.7%
3 (c) Normal Claims Expenses-excluding all improvement initiatives, Immobilizer expenses & amortization of prior improvement initiatives (\$000)	\$ 119,536	\$ 127,462	\$ 132,237	\$ 139,801	\$ <del>133,543</del> 144,100	\$ 147,131	\$ 138,550	\$ 140,004	2.8%	-2.5%
4 Net Claims Incurred (\$000)	\$ 892,258	\$ 761,455	\$ 653,828	\$ 705,809	\$ 801,692	\$ 930,071	\$ 964,848	\$ 991,476	-2.6%	3.2%
5 Commissions & Premiums Taxes (\$000)	\$ 71,416	\$ 75,434	\$ 67,362	\$ 73,891	\$ 80,489	\$ 86,056	\$ 92,669	\$ 93,628	3.0%	4.3%
6 Investment Income (\$000)	\$ 208,511	\$ 59,614	\$ 89,528	\$ (47,184)	\$ (17,408)	\$ 125,598	\$ 127,158	\$ 131,933	N/A	N/A
7 Number of claims (Note 1)	252,627	259,814	196,331	223,921	223,921	272,540	279,134	285,887	-3.0%	2.4%
8 Number of policies	1,136,884	1,173,982	1,195,156	1,236,982	1,236,982	1,247,620	1,258,350	1,269,172	2.1%	0.9%
9 Number of Support employees	413	423	412	423	454	456	456	480	2.4%	2.6%
10 Number of Claims employees	872	892	870	894	959	963	963	1,012	2.4%	2.5%
11 Gross Premiums Written (\$000)	\$ 1,070,529	\$ 1,121,524	\$ 1,158,693	\$ 1,080,879	\$ 1,123,870	\$ 1,174,566	\$ 1,174,566	\$ 1,251,609	1.2%	3.2%
12 Net Premiums Written (\$000)	\$ 1,058,027	\$ 1,107,425	\$ 1,144,932	\$ 1,065,220	\$ 1,107,478	\$ 1,158,180	\$ 1,158,180	\$ 1,234,225	1.1%	3.2%
13 Provincial population (000)	1,352.2	1,369.5	1,379.3	1,383.8	1,429.3	1,446.3	1,464.2	1,480.0	1.4%	1.2%

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