

Account Handler : Paul Saunders

Client Name: XXXXXXXXXXXX

2011 **January** **February** **March** **April** **May** **June** **July** **August** **September** **October** **November** **December** **Total**

Number of Claims Received in Month 51 29 30 25 26 30 28 23 24 22 34 31 353

Number of Claims Settled in Month 38 26 53 26 42 39 22 29 21 28 26 28 378

Number of 'Zero' Claims Settled in Month 11 8 14 5 10 4 2 2 4 8 2 9 79

%age 'Zero' Claims Settled in Month 28.95% 30.77% 26.42% 19.23% 23.81% 10.26% 9.09% 6.90% 19.05% 28.57% 7.69% 32.14% 20.90%

Number of Claims Outstanding 187 190 167 166 150 141 151 145 148 142 148 146

Claimed Value of Claims Settled in Month £29,428.06 £34,842.51 £50,313.59 £21,136.40 £36,606.33 £50,473.44 £21,536.85 £39,220.26 £35,211.87 £44,981.97 £30,677.81 £37,459.68 £431,888.77

Recovered Value of Claims Settled in Month £25,738.23 £35,704.28 £50,290.54 £20,335.27 £34,029.61 £42,889.01 £21,247.93 £37,194.16 £35,980.66 £41,544.53 £28,718.86 £33,730.39 £407,403.47

Average Days to Settlement 110 148 110 136 148 146 149 193 173 164 163 126

Overall %age Rate 87.46% 102.47% 99.95% 96.21% 92.96% 84.97% 98.66% 94.83% 102.18% 92.36% 93.61% 90.04% 94.33%



