

2009

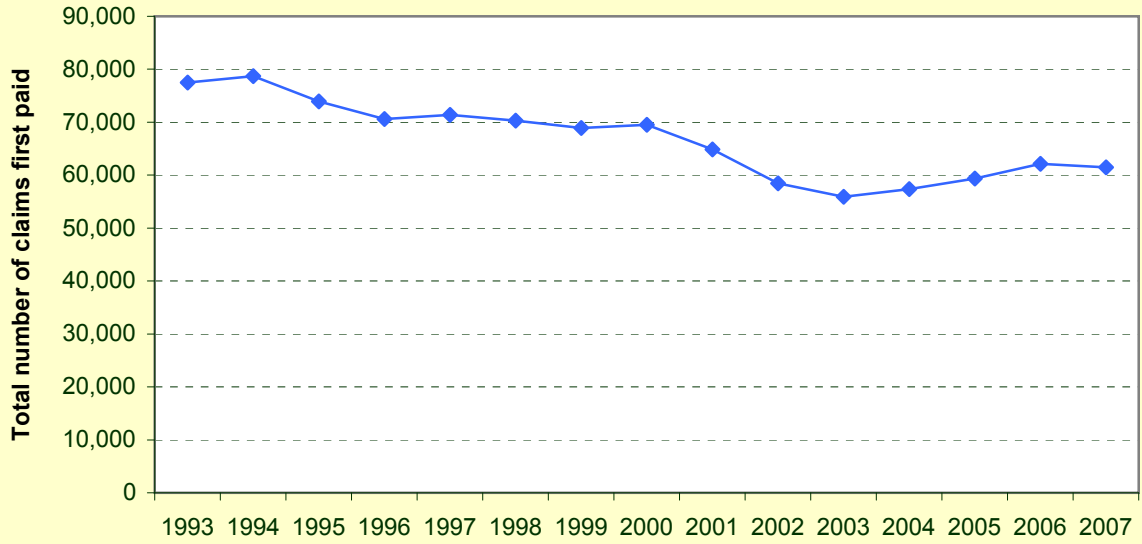
Key trends for all rate groups



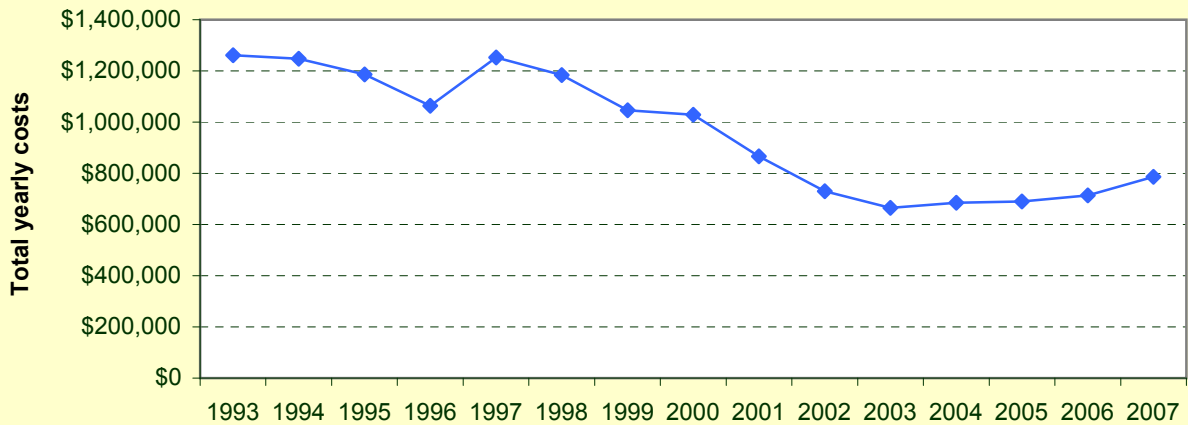
WORKING TO MAKE A DIFFERENCE

All rate groups

Number of claims



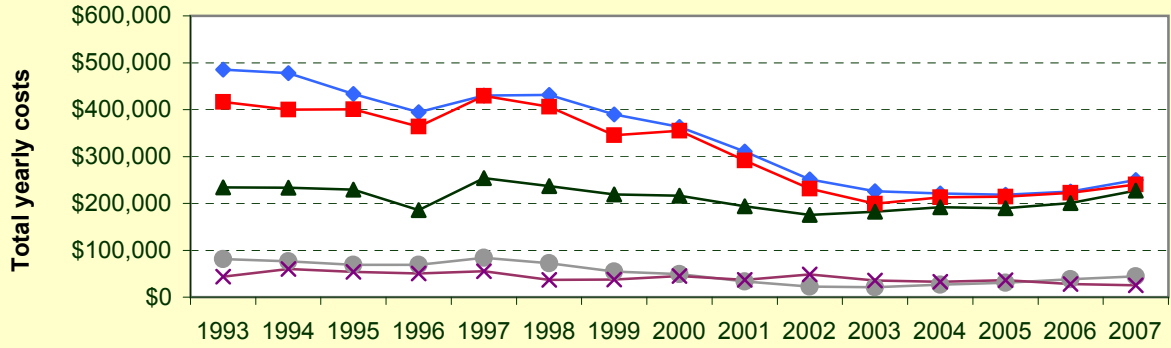
Total claim costs



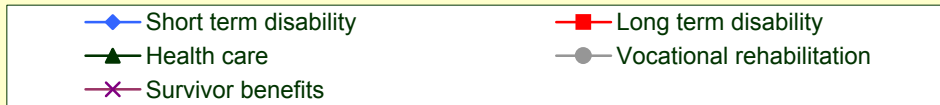
Total costs include unfinall claim liabilities and are shown in 000s.

All rate groups

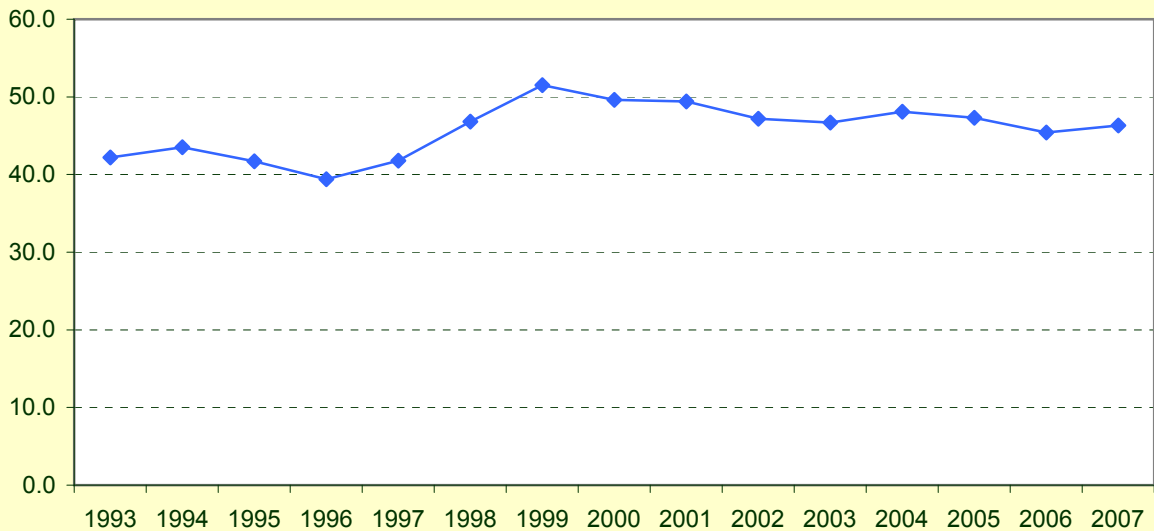
Claim costs by type of benefit



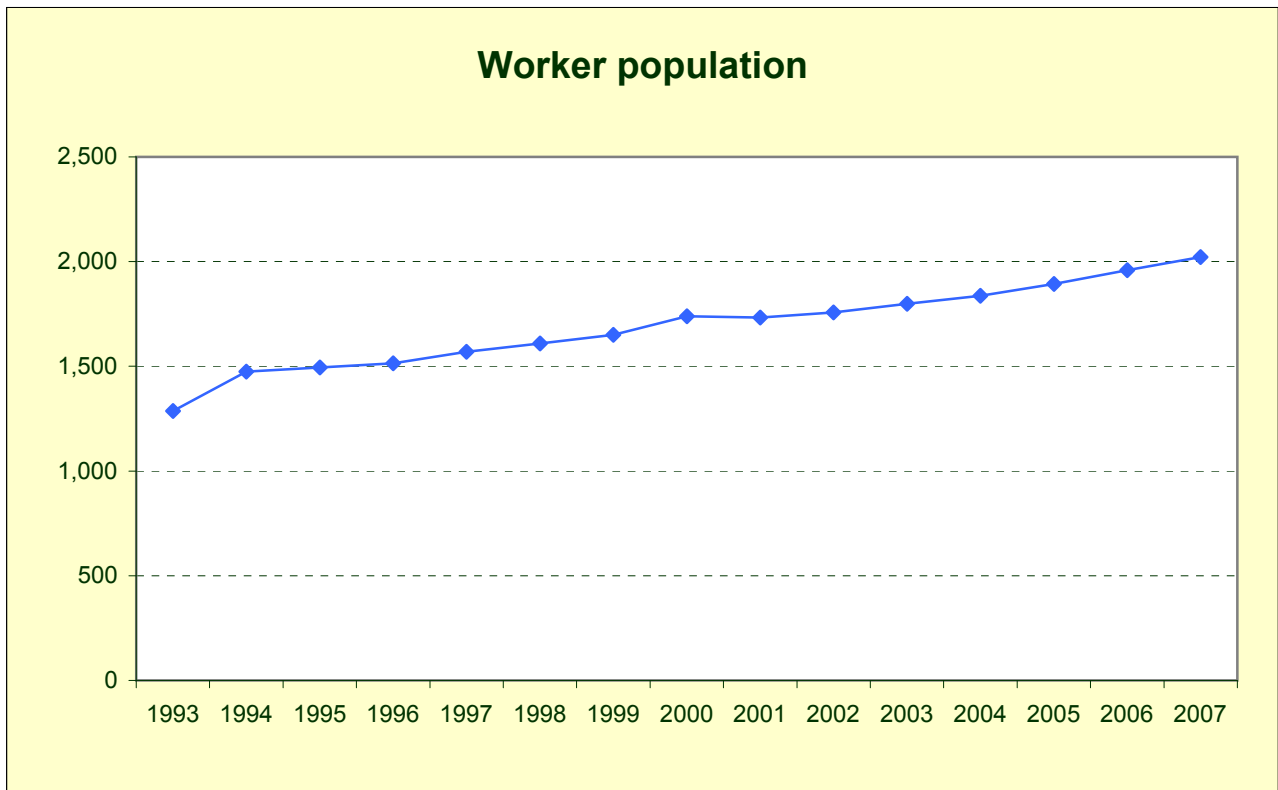
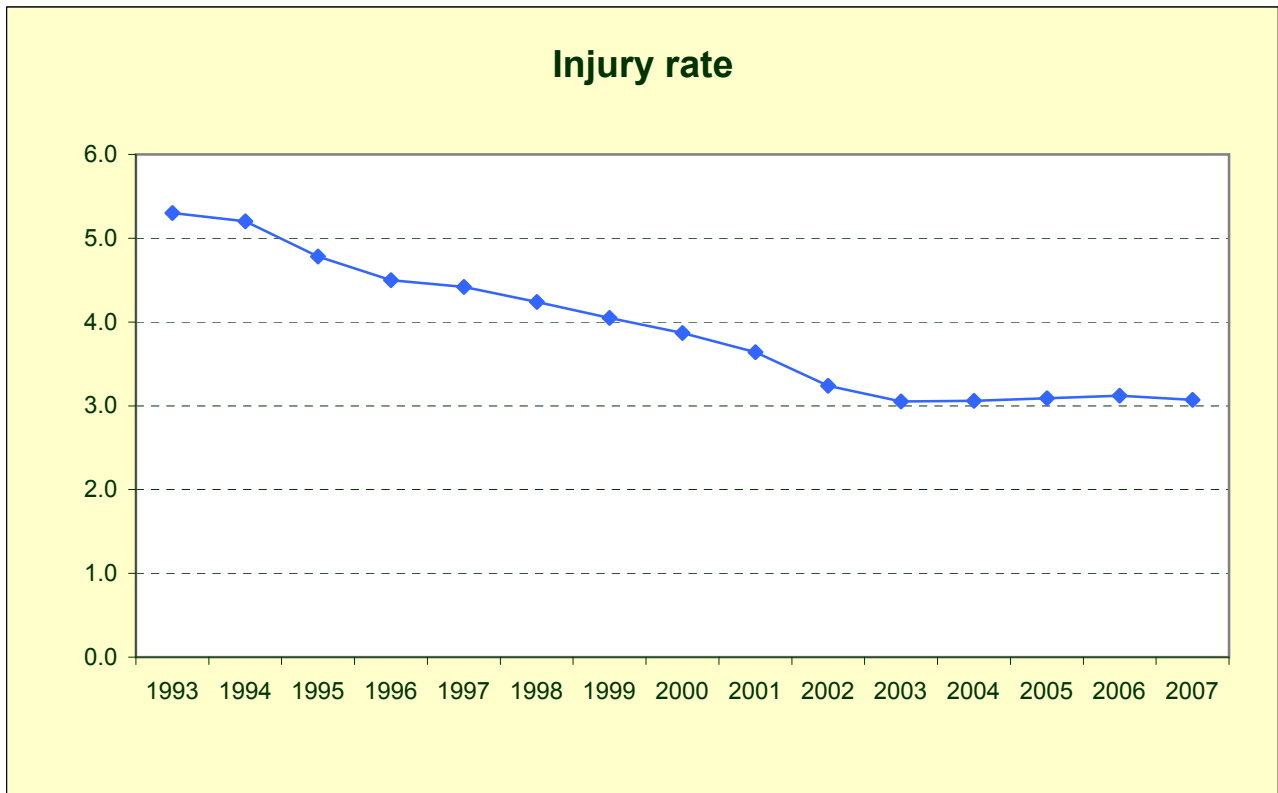
Total costs include unfinall claim liabilities and are shown in 000s.



Total claim duration



All rate groups



All rate groups

