MMA Insurance plc

Registration Number. 613259

Annual Report and Financial Statements

31 December 2011

Contents

Page

DIRECTORS	Bernard Barrere	(Appointed 13 December 2011, resigned 8 February 2012)
	Colin Batabyal	
	Graham Doswell	Chairman
	Garry Fearn	
	Jean Fleury	
	Barry Hulbert	
	Bertrand Guerinon	(Resigned 5 October 2011)
	Henry Kenyon	
	Bertrand Lefebvre	
	Gilles Mongis	(Resigned 12 December 2011)
	George Nixon	(Resigned 22 March 2011)
	Derek Plummer	
	Michel Roux	
	Dominique Salvy	
	Steven Whittaker	
SECRETARY	Steven Whittaker	

The directors of MMA Insurance plc submit the annual report and audited financial statements of the Company for the year ended 31 December 2011

Principal Activity

The principal activity of the Company continues to be the underwriting of non-life insurance business in the United Kingdom The business conducted is principally motor, fire and other damage to property and liability

Review of the Business

The Company has followed the recommendations of the ABI Statement of Recommended Practice on Accounting for Insurance Business issued in December 2005

The Company's key performance indicators during the year were as follows

	2011 **£ 000**	**2010** **£ 000**
Gross written premium	230,478	220,453
Operating profit on technical account	11,942	454
Total profit after tax	6,359	1,139
Invested funds	320,755	319,869
Shareholders' funds	95,346	89,286

Gross written premium is £10m (5%) higher than 2010 at just over £230m largely reflecting growth in motor related products

The operating profit balance on the general business technical account is £11 9m (2010 £0 5m) This represents current year profits, with the run-off of prior years being broadly neutral The Motor accounts contribute the majority of 2011 profits, being c £9 1m of this balance

The company intends to grow profitably in 2012 across all accounts Private Car is expected to grow after a recent period of rationalisation which has returned the account to profit Home will remain the single largest account and the objective will be to build on a profitable 2011 The objective in the commercial classes will be to generate some more critical mass in particular to capitalise on the relatively recently established regional office network

Investment performance has been satisfactory during the year A reduction in bond yields has enhanced capital values but limited opportunities to reinvest The equity market has been relatively volatile, the FTSE 100 ended the year c 5 5% down on the 31 December 2010 position We continue to insist on high quality security for our bond portfolio and as previously our claims reserves remain entirely covered by bonds and money market deposits We will continue to be prudent in our approach during 2012

A dividend of £1 7m is proposed in respect of the financial year ended 31 December 2011 (2010 nil)

Subsequent event

It is intended that Provident Insurance plc and Gateway Insurance Company Limited will transfer into MMA Insurance plc later in 2012 The intention is to change the name of the Company to Covea Insurance plc, following the transfer

Principal Risks and Uncertainties

The Board is responsible for approving the Company's strategy and the Company's risk appetite in the implementation of that strategy The Company has established a risk management framework whose primary objectives are to protect the Company from events that hinder the achievement of the Company's performance objectives The principal risks and uncertainties facing the Company are classified under strategic, insurance, financial and compliance

Strategic

The Company operates in a highly competitive market which has changed in structure substantially over recent years particularly so far as distribution and technology are concerned The Company has sought to address these challenges in its strategic approach

Insurance

Pricing and reserving risks are inherent in general insurance

So far as pricing is concerned there is a risk that premiums may not reflect the technical exposure with a consequent impact on results Pricing is reviewed on a regular basis to ensure this risk is minimised

For reserving there is a risk that claims reserves are insufficient to match the future claims payments There is always uncertainty in the estimation of general insurance claim reserves as this process involves the projection of future events that are uncertain Actual results will therefore vary from our estimates Settlements can be affected by recent and future changes to court awards and changes to legal and court procedures Case estimates are reviewed on a regular basis and overall account reserves are subject to internal actuarial review quarterly This is supplemented by external independent review twice a year

Financial Risks

The Company manages liquidity risk through regular cash flow forecasts and monitoring It also holds a substantial investment fund This represents the funds covering liabilities to policyholders, and the shareholders' assets The Company is exposed to the risk of adverse fluctuations in the market value of these investments and/or variations in the income from them To address this, a prudent investment approach is adopted with the majority of the funds invested in bonds or the money market

The Company provides credit to intermediaries in connection with the arrangement of insurance contracts The Company actively monitors overdue debt and has procedures in place to minimise exposure in the event of default

Compliance

The Company falls under the regulatory regime of the Financial Services Authority (FSA) and must meet the operational, financial and reporting requirements of that Authority These include capital adequacy and other financial requirements together with a range of customer facing obligations under the general requirement of "treating customers fairly" The Company has a Legal and Compliance function which has established and oversees a Compliance Framework and liaises with the FSA on regulatory matters

Future Trading

The Company's business activities, risk management objectives, details of its exposures to insurance, financial and other risks, together with the factors likely to affect its future development, performance and position are set out in the Directors' report above

The Company and its directors believe that the Company is well placed to manage its business risks successfully despite the current uncertain economic outlook After making enquiries, the directors have a reasonable expectation that the company has adequate resources for the foreseeable future Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements

Directors

The Directors who served during the period and up to the date of signing the financial statements are disclosed on page 1 of this annual report

Garry Fearn, Michel Roux, Dominique Salvy and Steven Whittaker retire by rotation and, being eligible, offer themselves for re-election

None of the directors had an interest in the share capital of the Company or its parent Companies during the year

Directors' qualifying third party indemnity provisions

The ultimate parent company has purchased insurance to indemnify one or more of the company's directors against liability in respect of proceedings brought by third parties, against them in their capacity as a director, subject to the conditions set out in the Companies Act 2006 Such qualifying third party indemnity provision remained in force as at the date of approving the directors' report

Charitable Contributions

Contributions totalling £11k were made during the year (2010 £8k), comprising various small donations made for charity purposes

Employees

Disabled Persons

Applications for employment by disabled persons are always fully considered, bearing in mind the respective aptitudes and abilities of the applicant concerned In the event of members of staff becoming disabled, every effort is made to ensure that their employment with the Company continues and the appropriate training is arranged It is the policy of the Company that the training, career development and promotion of a disabled person should, as far as possible, be identical to that of a person who does not suffer from a disability

Employee Involvement

Consultation with employees or their representatives has continued at all levels, with the aim of ensuring that views are taken into account when decisions are made that are likely to affect their interests and that all employees are aware of the financial and economic performance of their business units and of the Company as a whole Communication with all employees continues through the Company intranet, briefing groups and the distribution of the annual report

Creditor Payment Policy

It is the Company's policy that payments to suppliers are made in accordance with those terms and conditions agreed between the Company and its suppliers, provided that all trading terms and conditions have been complied with At 31 December 2011 the amount outstanding in other creditors did not exceed agreed payment terms, which are most commonly thirty days from date of invoice (2010 Thirty days)

Disclosure of Information to the Auditors

Each of the persons who is a director at the date of this report confirms that

1 so far as each of them is aware, there is no information relevant to the audit of the Company's financial statements for the year ended 31 December 2011 of which the auditors are unaware, and
2 the director has taken all steps that he ought to have taken in his duty as a director in order to make himself aware of any relevant audit information and to establish that the Company's auditors are aware of that information

Auditors

The auditors, PricewaterhouseCoopers LLP, were re-appointed during the year and have indicated their willingness to continue in office and a resolution that they be re-appointed will be proposed at the annual general meeting

Statement of directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations

Company law requires the directors to prepare financial statements for each financial year Under that law the directors have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period In preparing these financial statements, the directors are required to

- select suitable accounting policies and then apply them consistently,
- make judgements and accounting 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 financial statements,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006 They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

The directors are responsible for the maintenance and integrity of the company's website Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

By order of the board

S WHITTAKER
Company Secretary
23 March 2012

We have audited the financial statements of MMA Insurance plc for the year ended 31 December 2011, which comprise the Technical Account – General Business, Non-Technical Account, Balance Sheet, Statement of Total Recognised Gains and Losses, the Accounting policies and the related notes The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), having regard to the statutory requirement for insurance companies to maintain equalisation provisions The nature of equalisation provisions, the amounts set aside at 31 December 2011, and the effect of the movement in those provisions during the year on shareholders' funds, the balance on the general business technical account and profit before tax, are disclosed in note 17

Respective responsibilities of directors and auditors

As explained more fully in the Directors' Responsibilities Statement set out on page 5, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland) Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors

This report, including the opinions, has been prepared for and only for the company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 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

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error This includes an assessment of whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the directors, and the overall presentation of the financial statements In addition, we read all the financial and non-financial information in the MMA Insurance plc annual report to identify material inconsistencies with the audited financial statements If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report

Opinion on financial statements
In our opinion the financial statements

- give a true and fair view of the state of the company's affairs as at 31 December 2011 and of its profit for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006

Opinion on other matter prescribed by the Companies Act 2006
In our opinion the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements

Matters on which we are required to report by exception
We have nothing to report in respect of the following

Under the Companies Act 2006 we are required to report to you if, in our opinion

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of directors' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit

Craig Gentle (Senior Statutory Auditor)
For and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Bristol
23 March 2012

MMA Insurance plc

Profit & Loss Account
For the Year Ended 31 December 2011

Technical Account - General Business

		2011		2010	
Earned premiums, net of reinsurance	Notes	£ 000	£ 000	£ 000	£ 000
Gross premiums written			230,478		220,453
Outward reinsurance premiums			(14,396)		(16,351)
Net premiums written			216,082		204,102
Change in the gross provisions for unearned premiums	16	2,992		5,666	
Change in the provision for unearned premiums, reinsurers' share		-		(3,503)	
Change in the net provision for unearned premiums			2,992		2,163
Earned premiums, net of reinsurance			219,074		206,265
Allocated investment return transferred from the non-technical account			11,199		13,703
			230,273		219,968
Claims incurred, net of reinsurance					
Gross amount	16	(153,689)		(162,048)	
Reinsurers' share	16	11,619		8,965	
Net of reinsurance		(142,070)		(153,083)	
Change in the provision for claims					
Gross amount		17,255		10,591	
Reinsurers' share		6,542		(1,307)	
Net of reinsurance		23,797		9,284	
Claims incurred, net of reinsurance			(118,273)		(143,799)
Change in the equalisation provision	16,17		(3,078)		3,055
Other technical income			1,723		2,272
Net operating expenses	2		(98,703)		(81,042)
Balance on the general business technical account			11,942		454

Profit & Loss Account continued
For the Year Ended 31 December 2011

Non – Technical Account

	Notes	2011 £ 000	2011 £ 000	2010 £ 000	2010 £ 000
Balance on the general business technical account			11,942		454
Total investment return	3	6,644		14,364	
Allocated investment return transferred to the technical account - general business		(11,199)		(13,703)	
			(4,555)		661
Expected return on pension fund assets	21	1,804		1,782	
Interest on pension scheme liabilities		(1,804)		(1,782)	
		-		-	
Gain on curtailment		-		-	
			-		-
Exchange adjustments			(2)		121
Profit on ordinary activities before tax			7,385		1,236
Tax on profit on ordinary activities	7		(1,026)		(97)
Profit for the financial year			6,359		1,139

There are no discontinued operations

MMA Insurance plc

Statement of Total Recognised Gains and Losses
For the Year Ended 31 December 2011

	2011		2010	
	£ 000	£ 000	£ 000	£ 000
Profit after tax for the financial year		6,359		1,139
Pension fund payment	(406)		-	
Pension fund actuarial loss	-		(16)	
Tax @ 26 5% on pension fund actuarial loss (2010 28%)	108		4	
		(298)		(12)
Total recognised profits for the year		6,061		1,127

Statement of Historical Cost Profit
For the Year Ended 31 December 2011

There are no differences between the result on ordinary activities before taxation and the result for the financial period as shown above and the historical cost equivalent

MMA Insurance plc

Balance Sheet
As at 31 December 2011

	Notes	2011		2010	
		£ 000	£ 000	£ 000	£ 000
Assets					
Investments					
Investments in group undertakings and participating interests		1		1	
Other financial investments		280,048		303,762	
	9		280,049		303,763
Reinsurers' share of technical provisions					
Provision for unearned premiums		-		-	
Claims outstanding	15	42,648		36,107	
			42,648		36,107
Debtors					
Debtors arising out of direct insurance operations	10	38,161		50,294	
Debtors arising out of reinsurance operations		1,587		1,058	
Other debtors	11	7,017		5,898	
			46,765		57,250
Other assets					
Tangible fixed assets	12	823		830	
Cash at bank and in hand		40,707		16,107	
			41,530		16,937
Prepayments and accrued income					
Accrued interest		2,868		3,756	
Deferred acquisition costs		32,047		39,257	
Other prepayments and accrued income		1,761		1,450	
			36,676		44,463
Pension fund asset	21		-		-
Total Assets			447,668		458,520

MMA Insurance plc

Balance Sheet continued
As at 31 December 2011

	Notes	2011 £ 000	2011 £ 000	2010 £ 000	2010 £ 000
Liabilities & Shareholders funds					
Capital and reserves					
Called up share capital	13	25,000		25,000	
Profit and loss account	14	70,346		64,286	
Total equity shareholders' funds			95,346		89,286
Technical provisions					
Provisions for unearned premiums	16	116,269		119,261	
Claims outstanding	15,16	216,862		235,846	
Equalisation provision	15,16	5,622		2,544	
			338,753		357,651
Creditors					
Creditors arising out of direct insurance operations		-		149	
Creditors arising out of reinsurance operations		1,519		2,053	
Other creditors including taxation and social security	19	7,386		4,883	
			8,905		7,085
Accruals and deferred income	20		4,664		4,498
Total Liabilities			447,668		458,520

These financial statements and related notes on pages 8 to 38, were approved by the Board of Directors on 23 March 2012 and were signed on its behalf by

Garry Fearn
Chief Executive

Basis of Preparation

The financial statements have been prepared in accordance with the requirements of Schedule 3 and Schedule 6 to The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 relating to insurance groups made under the Companies Act 2006, and with the recommendations of the Statement of Recommended Practice on Accounting for Insurance Business issued by the Association of British Insurers (the ABI SORP)

The financial statements have also been prepared on the going concern basis, under the historical cost convention, as modified by the revaluation of investments and in accordance with the Companies Act 2006 and applicable accounting standards

Consolidation

The Company is a subsidiary company owned by an EU parent and is exempt from the requirement to prepare group accounts by virtue of Section 400 of the Companies Act 2006 (see note 23)

Basis of Accounting

The principal accounting policies followed by the Company are set out below

The results are determined on an annual basis whereby the incurred cost of claims, commissions and related expenses are charged against the proportion of premiums, net of reinsurance as follows

Premiums

Written premiums comprise the total premiums receivable for the whole period of cover under contracts incepting during the financial year, together with adjustments arising in the financial year to premiums receivable in respect of business written in previous financial years

All premiums are shown gross of commission payable to intermediaries and are exclusive of taxes and duties levied thereon

Outwards reinsurance premiums are accounted for in the same accounting period as the premiums for the related direct or inwards reinsurance business being reinsured

Unearned Premiums

Written premiums are recognised as earned income over the period of the policy on a time apportionment basis, having regard, where appropriate, to the incidence of risk The provision for unearned premium is calculated on a daily pro rata basis

Claims Incurred and outstanding

Claims incurred comprise the estimated cost of all claims occurring during the year, whether reported or not, including related direct and indirect claims handling costs and adjustments to claims outstanding from previous years

The provision for claims outstanding is made 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, together with the provision for related claims handling costs The provision also includes the estimated cost of claims incurred, but not reported at the balance sheet date The number of claims expected and their anticipated final cost are projected from the Company's statistical history Projections are made separately for each class of business, based on information available up to one month after the balance sheet date It is assumed that the Company's statistical history will provide a suitable base for projection, and that trends included in the data will be maintained The impacts of case law and legislation are also taken into account Their impact on the statistical base and current reserves is assessed The amount of salvage and subrogation recoveries is separately identified and, where material, reported as an asset

Subsequent information and events may result in the ultimate liability being less than, or greater than, the amount provided Any differences between provisions and subsequent settlements are dealt with in the technical account - general business of later years

Acquisition Costs

Acquisition costs, comprising commission and other costs related to the acquisition of insurance contracts, are deferred to the extent that they are attributable to premiums unearned at the balance sheet date

Unexpired Risks Provision

Provision is made where the cost of claims and expenses arising after the end of the financial year from contracts concluded before that date is expected to exceed the provision for unearned premiums, net of deferred acquisition costs The assessment of whether a provision is necessary is made by considering separately each category of business on the basis of information available up to one month after the balance sheet date Investment income is taken into account in calculating the need for, and amount of, any provision

Equalisation Provision

Amounts are set aside as equalisation provisions in accordance with the FSA's Handbook for the purpose of mitigating exceptionally high loss ratios in future years The amounts provided are not liabilities because they are in addition to the provisions required to meet the anticipated ultimate cost of settlement of outstanding claims at the balance sheet date Notwithstanding this, they are required by Schedule 3 and Schedule 6 to The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 relating to insurance groups (made under the Companies Act 2006) to be included within technical provisions in the balance sheet

Reinsurance

Contracts entered into by the Company with reinsurers, under which the Company is compensated for losses on one or more contracts issued by the Company and that meet the classification requirements for insurance contracts are classified as reinsurance contracts Contracts that do not meet these classification requirements are classified as financial instruments Insurance contracts entered into by the Company under which the contract holder is another insurer (inwards reinsurance) are included with insurance contracts, provided there is significant transfer of insurance risk

The amounts that will be recoverable from reinsurers are estimated based upon the gross provisions, having due regard to collectability Reinsurance recoveries in respect of estimated claims incurred but not reported are assumed to be consistent with the historical pattern of such recoveries, adjusted to reflect changes in the nature and extent of the Company's reinsurance programme over time The recoverability of reinsurance recoveries is assessed having regard to market data on the financial strength of each of the reinsurance companies The reinsurers' share of claims incurred, in the profit and loss account, reflects the amounts received or receivable from reinsurers in respect of those claims incurred during the period Reinsurance liabilities are primarily premiums payable for reinsurance contracts and are recognised in the profit and loss account as 'Outward reinsurance premiums' when due

Investment Return

Dividends are included as investment income when the investments to which they relate are declared 'ex-dividend' Rents and interest income are recognised on an accruals basis, as are investment expenses

Investment return, comprising investment income and realised and unrealised investment gains and losses, and investment expenses are included initially within the non-technical account

Realised investment gains and losses are calculated as the difference between net proceeds on disposal and their purchase price, or latest carrying value if investments are carried at amortised cost

Investment return is allocated from the non-technical account to the technical account - general business so as to reflect the longer term investment return on investments attributable to the general insurance business in the technical account - general business The allocation is based on the longer-term rate of investment return on investments supporting the technical provisions and shareholders' funds

Investments

Investments, consisting of listed investments, units in authorised unit trusts and deposits with credit institutions, are stated at their current values at the end of the year

Unrealised investment gains and losses are calculated as the difference between the valuation at the balance sheet date and their valuation at the last balance sheet date or purchase price, if acquired during the year Unrealised investment gains and losses include adjustments in respect of unrealised gains and losses recorded in prior years which have been realised during the year and are reported as realised gains and losses in the current profit and loss account

Associated and subsidiary companies are included at cost

Cash Flow Statement

In accordance with Financial Reporting Standard 1, the Company has not presented a cash flow statement as the Company's cash flows have been consolidated with those of its ultimate parent company La Mutuelle du Mans Assurances IARD (see Note 23)

Taxation

The taxation charge in the non-technical account is based on the taxable profit for the year

Deferred Tax

Provision is made for deferred tax liabilities, using the liability method, on all material timing differences, including revaluation gains and losses on investments recognised in the profit and loss account Deferred tax is calculated at the rates at which it is expected that the tax will arise Deferred tax is recognised in the profit and loss account for the period, except to the extent that it is attributable to a gain or loss that is recognised directly in the statement of total recognised gains and losses Deferred tax balances are not discounted

Resultant deferred tax assets are recognised only to the extent that it is considered more likely than not that there will be suitable taxable profits from which the underlying timing differences can be deducted

Tangible Assets

Expenditure on computer equipment, motor vehicles and fixtures, fittings and office equipment is capitalised and depreciated over the estimated useful economic lives of the assets on a straight-line basis The periods used are as follows

Computer Equipment	-	3 to 5 years
Motor Vehicles	-	3 to 5 years
Fixtures, Fittings and Office Equipment	-	5 years

Depreciation is charged to the technical account - general business and is included in net operating expenses

Foreign Currencies

The UK pound is the functional currency of all activities with the exception of the French branch whose functional currency is the Euro

Transactions in foreign currencies are recorded at the rate ruling at 31 December each year or at the contracted rate if the transaction is covered by a forward exchange contract Monetary assets and liabilities denominated in foreign currencies are retranslated at the rate of exchange ruling at the balance sheet date or if appropriate at the forward contract rate Exchange differences arising from transactions are taken to the profit and loss account Exchange differences arising from the retranslation of the opening net investment in foreign business operations are taken to the statement of realised gains and losses

Operating Leases

Rentals payable under operating lease are charged to the profit and loss account over the lease terms

Pension Costs

The Company operates a defined contribution scheme

The defined benefit pension scheme which the Company operated was closed to further benefit accrual on 31 December 2009 The Company continues to operate a defined contribution scheme for its members as at year end Pension costs are assessed in accordance with the advice of independent qualified actuaries based on the last full actuarial assessment as at 1 January 2009 This has been updated as at 31 December 2011 as required by FRS 17 using the projected unit method The Company has borne all expenses relating to the scheme

The actuarial gains and losses which arise from a valuation and from updating the latest actuarial valuation to reflect conditions at the balance sheet date are taken to the statement of total recognised gains and losses for the period to the extent they are attributable to shareholders The attributable deferred taxation is shown separately in the statement of total recognised gains and losses

Dividends

Interim dividends are recognised when paid and final dividends are booked as a liability when they are approved by the members passing a written resolution

Industry levies

The amount charged in respect of the Financial Services Compensation Scheme levy is based on the premium written in the year, at the rate expected to be charged by the Scheme in respect of that period, if any The amount charged in respect of the Motor Insurers' Bureau, which is based on the company's share of the motor insurance market, reflects an estimate of the levy applicable to premiums written during the period

1 Segmental Reporting

(a) All contracts of insurance were concluded in the United Kingdom (2010 - same)

(b) Analysis of gross written premiums, gross earned premiums, gross incurred claims, gross operating expenses and the reinsurance result

2011	Motor	Fire and other damage to property	Liability	Others	TOTAL
	£ 000	£ 000	£ 000	£ 000	£ 000
Gross written premiums	72,016	112,046	18,350	28,066	230,478
Gross earned premiums	64,176	110,355	19,066	39,873	233,470
Gross incurred claims	(60,448)	(59,609)	(10,902)	(5,475)	(136,434)
Gross operating expenses	(13,911)	(44,392)	(7,462)	(33,499)	(99,264)
Gross technical result	(10,183)	6,354	702	899	(2,228)
Reinsurance result	13,550	(8,708)	(554)	38	4,326
Net technical result	3,366	(2,354)	148	937	2,098
Change in equalisation provision	-	(3,078)	-	-	(3,078)
Allocated investment return	4,864	3,884	1,724	727	11,199
Other technical income	915	495	80	233	1,723
Balance on technical account	9,145	(1,053)	1,952	1,898	11,942
Net technical provisions excluding equalisation reserves	124,761	102,875	44,115	18,732	290,483

1 (Cont.) Segmental Reporting

2010	Motor	Fire and other damage to property	Liability	Others	TOTAL
	£ 000	£ 000	£ 000	£ 000	£ 000
Gross written premiums	66,735	115,548	19,689	18,481	220,453
Gross earned premiums	69,272	113,748	20,199	22,900	226,119
Gross incurred claims	(63,198)	(80,857)	(1,816)	(5,586)	(151,457)
Gross operating expenses	(15,863)	(42,982)	(7,884)	(15,729)	(82,458)
Gross technical result	(9,788)	(10,091)	10,498	1,585	(7,796)
Reinsurance result	(64)	(7,152)	(2,082)	(1,483)	(10,781)
Net technical result	(9,853)	(17,243)	8,416	102	(18,577)
Equalisation provision	-	3,055	-	-	3,055
Allocated investment return	6,463	4,311	2,182	748	13,703
Other technical income	1,469	498	104	202	2,273
Balance on technical account	(1,921)	(9,379)	10,702	1,052	454
Net technical provisions excluding equalisation reserves	134,160	114,003	44,657	26,180	319,000

2 Net Operating Expenses

	2011 £ 000	2010 £ 000
Acquisition costs		
Commission in respect of direct insurance	70,459	61,284
Others	3,666	3,108
	74,125	64,392
Change in gross deferred acquisition costs	7,210	1,867
	81,335	66,259
Administration expenses	16,747	15,175
Motor Insurers Bureau levy	928	935
Financial Services Compensation Scheme	254	89
Gross operating expenses	99,264	82,458
Reinsurance commissions	(561)	(611)
Change in deferred reinsurance commission	-	(805)
	98,703	**81,042**

Included in administration expenses is auditor's remuneration in respect of audit services amounting to £109,300, (2010 - £105,250) and in respect of non-audit services amounted to £6,800 (2010 - £19,315)

Administrative expenses also include

	2011 £ 000	2010 £ 000
Depreciation of tangible assets	460	395
Operating lease rentals	1,580	1,491
Gain on disposals	18	38

3 Investment Return

	2011 £ 000	2010 £ 000
Income from other financial investments	10,640	10,025
Gains / (Loss) on the realisation of equity investments	3,278	(78)
Movement in net unrealised gains/(losses) on investments	(7,274)	4,417
	6,644	14,364

4 Allocated Investment Return

The allocation of investment return is based on the longer term return on investments

(a) Assumptions for the longer term rate of return

The return on equities is estimated with regard to historical real rates of return for the market and current inflation expectation adjusted for consensus economic and investment market forecasts of investment return

The investment return on fixed interest securities is calculated using the amortised cost basis with realised gains and losses subject to continuing amortisation over the remaining period to the maturity date

The investment return on index linked securities is calculated using the projected yield to redemption at the date of purchase

The allocated returns for other categories of investments are the actual interest income receivable for the year

4 (Cont) Allocated Investment Return

The principal assumptions underlying the calculation of the investment return are as follows

	2011	2010
	%	%
Equities	7 0	7 0
UK Fixed interest gilts	3 7	4 0
UK Index linked gilts	n/a	n/a
Corporate bonds	3 4	4 6

The directors are of the opinion that these rates of return are appropriate and have been selected with a view to ensuring that returns credited to operating results are not inconsistent with the actual returns which will be earned over the longer term In respect of 2011 a change of one percent in the longer-term investment return used for equities would produce a change of £505,358 in the investment income transferred to the general business technical account (2010 £508,583)

(b) Comparison of longer term investment return with actual return
The actual return on investments attributable to general business and shareholders in the period from 1 January 2007 to 31 December 2011 is compared below with the aggregate longer term return which would have been recognised in the balance on the technical account - general business over the same period using the rate of return described above

	2007 - 2011	2006 - 2010
	£ 000	£ 000
Actual investment return attributable to shareholders dealt with in profit on ordinary activities in the non-technical account	72,288	83,905
Longer term investment return attributable to shareholders credited to operating profit and to the technical account - general business	(78,033)	(84,708)
(Deficit)/Surplus	(5,745)	(803)
If the longer term rate of return used for equities was changed by one percent, for all of the five years, the change to the above result would be	2,795	2,934

5 Directors' Emoluments

The aggregate amount of emoluments, including benefits in kind, paid to or receivable by directors during the year was as follows

	2011 £ 000	2010 £ 000
Aggregate emoluments and benefits	1,475	1,134
Contributions to pension fund in respect of directors	36	24
	1,511	1,158
Highest paid director :		
Aggregate emoluments and benefits	565	494
	565	494

Two directors are accruing retirement benefits under the Company's defined benefits pension scheme The highest paid director's accrued pension at 31 December 2011 was £271,063 (2010 - £261,472)

6 Staff Numbers And Costs

The average number of persons employed by the Company (including directors) during the year was as follows

	2011	2010
Non-executive Directors	9	10
Executive Directors / Senior Management	6	6
Actuarial	3	5
Commercial	97	90
Customer Services	143	145
Finance	64	62
Business Services	46	42
	368	360

The aggregate payroll costs in respect of these persons were as follows	2011 £ 000	2010 £ 000
Wages and salaries	12,371	11,653
Social security costs	1,268	1,212
Other pension costs	800	819
	14,439	13,684

7 Taxation

			2011 £ 000	2010 £ 000
(a)	Current tax	UK Corporation Tax (recoverable)	1,217	(230)
		Tax (over) provided in prior years	(147)	(18)
		Total current tax	1,070	(248)
	Deferred tax	Origination and reversal of timing differences	(12)	(474)
		Adjustment in respect of previous periods	(46)	-
		Effect of changes in tax rates	14	7
		Deferred tax (note 17)	(44)	(467)
		Pension contributions	-	812
		Tax charge for year	1,026	97
	Deferred tax - Statement of recognised gains and losses			
		Actuarial (loss)	(108)	(4)

(b) Factors affecting current tax charge

The tax charge in the year is at a lower rate than standard rate of corporation tax in the UK of 26 5% (2010 28%) Differences as below

	2011 £ 000	2010 £ 000
Profit on ordinary activities before tax	7,385	1,236
Tax on profit on ordinary activities at 26 5% (2010 28%)	1,957	346
Expenses not deductible for tax purposes	13	59
Income on which no further tax is payable	(392)	(287)
Unrealised gains	83	(15)
Pension contributions	(146)	(322)
Other timing differences	79	1
Group relief not paid for	(378)	(12)
Tax (over) provided in prior years	(147)	(18)
Total current tax (Note 7a)	1,070	(248)

(c) Utilisation of tax losses

The company claimed £2 1m of tax losses from fellow companies within the MMA group, which equates to £562k calculated at 26 5% A consideration of £184k will be paid to Provident Insurance for the losses claimed from that company and the remainder of the balance is claimed for no consideration

In the prior year, £0 8m of tax losses were surrendered for a consideration of £0 23m calculated at 28%

7 (Cont) Taxation

Furthermore, the Company has a commitment to a fellow subsidiary of the group to claim tax losses of £1,953k for a value of £518k

The main rate of corporation tax will reduce from 26% to 24% from 1 April 2012 This reduction is in addition to the decrease to 25% enacted in the Finance Act 2011 The Budget proposes to reduce the main rate of corporation tax from 24% to 23% from 1 April 2013 It also proposes to make a further reduction to the main rate of 1% to 22% in 1 April 2014

The additional 1% reduction (to 24%) from 1 April 2012 is being enacted under the Provisional Collection of Taxes Act 1968 (PCTA) and is included in the budget resolutions These resolutions are voted on at the end of the parliamentary debates on the Budget and are expected to be concluded on 26 March 2012

The proposed further reduction to 23% is expected to be included in the Finance Bill 2012, with a future finance bill introducing the additional reduction to 22% The proposed reductions of the main rate of corporation tax by 1% per year to 22% by 1 April 2014 are expected to be enacted separately each year

The overall effect of the further changes from 24% to 22%, if these applied to the deferred tax balance at the balance sheet date, would be to further reduce the deferred tax asset by an additional £20,000 (being £10,000 recognised in 2013 and £10,000 recognised in 2014)

8 Dividend

	2011 £ 000	2010 £ 000
Amount paid to equity shareholders	-	-

No dividend was paid in 2011 in respect of 2010 (2009, paid in 2010 - nil) The directors are proposing a final dividend of £1 7m in respect of the financial year ended 31 December 2011

9 Other Financial Investments

	Market value		Cost	
	2011 £ 000	2010 £ 000	2011 £ 000	2010 £ 000
Equities	49,598	52,607	43,640	40,538
Bonds	182,345	193,643	178,448	188,446
Deposits with credit institutions	48,105	57,512	48,105	57,512
Subsidiary company	1	1	1	1
	280,049	303,763	270,194	286,497
Listed investments included in the above	231,943	246,250	222,088	228,984

The subsidiary company is Gateway Insurance Agency Ltd, registered in England, with a holding of 100% ordinary shares This company is dormant

10 Debtors Arising Out Of Direct Insurance Operations

	2011 £ 000	2010 £ 000
Amounts owed by intermediaries	31,537	43,408
Amounts owed by policyholders	6,624	6,886
	38,161	50,294

11 Other Debtors

	2011 £ 000	2010 £ 000
Salvage and subrogation recoveries	1,183	2,912
Amounts owed by group companies	4,713	1,139
Deferred tax asset	245	201
Other debtors	876	1,646
	7,017	5,898

12 Tangible Assets

	Information Technology systems	Fixtures, fittings and equipment	Motor vehicles	Total
	£ 000	£ 000	£ 000	£ 000
Cost				
At 1 January 2011	3,500	2,649	133	6,282
Additions	178	193	95	466
Disposals	(337)	(2)	(93)	(432)
At 31 December 2011	3,341	2,840	135	6,316
Depreciation				
At 1 January 2011	3,024	2,323	105	5,452
Charge for the year	292	148	20	460
Elimination in respect of disposals	(337)	(2)	(80)	(419)
At 31 December 2011	2,979	2,469	45	5,493
Net Book Value				
At 31 December 2011	362	371	90	823
At 31 December 2010	476	326	28	830

13 Share Capital

	2011 £ 000	2010 £ 000
Authorised ordinary shares 40,000,000 (2010 40,000,000) Ordinary shares of £1 each	40,000	40,000
Allotted, called up and fully paid 25,000,000 (2010 25,000,000) Ordinary shares of £1 each	25,000	25,000

14 Profit And Loss Account

	2011 £ 000	2010 £ 000
As at 1 January	64,286	63,159
Retained profit for the year	6,358	1,139
Dividend paid	-	-
Actuarial loss on pension fund	(298)	(12)
As at 31 December	70,346	64,286

15 Claims Outstanding

2011	Gross £ 000	Reinsurance £ 000	Net £ 000
Notified outstanding claims	166,043	30,288	135,755
Provision for claims incurred but not reported	48,390	12,360	36,030
	214,433	42,648	171,785
Claims handling expenses	2,429	-	2,429
	216,862	42,648	174,214

2010	Gross £ 000	Reinsurance £ 000	Net £ 000
Notified outstanding claims	178,075	27,243	150,832
Provision for claims incurred but not reported	55,483	8,864	46,619
	233,558	36,107	197,451
Claims handling expenses	2,288	-	2,288
	235,846	36,107	199,739

16 Technical provisions (including prior year run-off of claims provision)

	Unearned Premium (Gross)	Unearned Premium (Net of Reinsurance)	Outstanding claims (Gross)	Outstanding claims (Net of Reinsurance)	Claims Equalisation Reserve
	£ 000	£ 000	£ 000	£ 000	£ 000
At 1 January 2010	124,927	121,424	247,266	209,852	5,599
Movement in Provision	(5,666)	(2,163)	(10,591)	(9,284)	(3,055)
Movement in Salvage & subrogation	-	-	(829)	(829)	-
At 1 January 2011	119,261	119,261	235,846	199,739	2,544
Movement in Provision	(2,992)	(2,992)	(17,255)	(23,797)	3,078
Movement in Salvage & subrogation	-	-	(1,729)	(1,729)	-
At 31 December 2011	116,269	116,269	216,862	174,213	5,622

Prior year claims provision

Claims incurred, net of reinsurance, are shown after taking account of movements in the estimates of costs of claims provisions outstanding at the start of the period These movements are the differences between the net technical provision for outstanding claims at the beginning of the period, and the sum of net claims payments and the net technical provision for outstanding claims at the end of the period for those claims

	2011	2010
	£ 000	£ 000
Decrease in cost estimate of prior years claims (net of reinsurance)	316	11,270

17 Equalisation Provision

These provisions, which are in addition to the provisions required to meet the anticipated ultimate cost of settlement of outstanding claims at the balance sheet date, are required by Schedule 3 and Schedule 6 to The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 relating to insurance groups (made under the Companies Act 2006) to be included within technical provisions in the balance sheet, notwithstanding that they do not represent liabilities at the balance sheet date The movement in equalisation provisions during the year resulted in a decrease in the general business - technical account result and the profit before taxation of £3,078,000 (2010 – increase of £3,055,000)

The creation of the equalisation provision has the cumulative effect of decreasing shareholders' funds by £4,132,000 (2010 – decrease of £1,832,000) after taking into account taxation

18 Deferred Taxation

Full provision has been made for deferred taxation, at 25% (2010 - 27%) as follows

	2011		2010	
	£ 000	£ 000	£ 000	£ 000
Revaluation of investments		313		422
Delayed relief for pension contributions		(289)		(461)
Other timing differences		(269)		(162)
		(245)		(201)
Deferred tax liability / (asset) at beginning of year		(201)		266
Movements in year on				
Revaluation of investments	(82)		15	
Delayed relief for pension contributions	146		(478)	
Other timing differences	(76)		(11)	
	(12)		(474)	
Prior year adjustment	(46)		-	
Effect of rate change	14		7	
Current taxation (Note 7)		(44)		(467)
Deferred tax (asset)/ liability at end of year		(245)		(201)

19 Other Creditors Including Taxation And Social Security

	2011 £ 000	2010 £ 000
Corporation taxation payable	517	102
Other taxes including insurance premium tax and social security costs	4,865	3,344
Due to group companies	485	452
Other creditors	1,519	985
	7,386	4,883

20 Accruals And Deferred Income

	2011 £ 000	2010 £ 000
Motor Insurers Bureau levy	1,258	1,454
Financial Services Compensation Scheme	415	444
Other accruals and deferred income	2,991	2,600
	4,664	4,498

21 Pension Benefit

The Company operates two pension schemes The assets of both schemes are held independently and separately from those of the Company in trust administered accounts

Defined contribution scheme
This scheme is open to employees who became eligible to join on or after 1 January 2001 Former members of the defined benefits scheme, who are current employees, became eligible to join this scheme from 1 January 2010 Benefits are based on contributions made to the scheme by the Company during the employee's membership

Defined benefit scheme
The Company operates a defined benefit scheme in the UK which closed to further accrual with effect from 31 December 2009 A full actuarial valuation was carried out at 1 January 2009 and updated to 31 December 2011 by a qualified actuary, independent of the scheme's sponsoring employer The major assumptions used by the actuary are shown below

The Group makes annual payments of £406,000 payable by 31 March each year, the first of which was due by 31 March 2011, in accordance with the Schedule of Contributions and Recovery Plan dated 29 March 2010

As the defined benefit pension scheme was closed to further benefit accrual as at end of 2009, there will be no further accrual of current service cost and accordingly there is no charge recognised within the profit and loss account The expected return on assets has been restricted to the interest cost on scheme liabilities as required under FRS 17 Also the net surplus assets arising at the year end have not been recognised on the balance sheet, given there will be no future economic benefits arising in the form of reduced contribution The net surplus assets cannot be recognised by the company until all benefits have been paid to its members or the scheme is bought out, in agreement with the trustees

21 Cont) Pension Benefit

FRS 17 disclosures

Present values of scheme liabilities, fair value of assets and surplus (deficit)

	31/12/2011 £'000s	31/12/2010 £'000s	30/12/2009 £'000s	31/12/2008 £'000s
Fair value of scheme assets	36,406	35,097	29,240	24,969
Present value of scheme liabilities	32,996	(33,780)	(32,124)	(24,411)
Surplus (Deficit) in scheme	3,410	1,317	(2,884)	558
Unrecognised surplus	3,410	1,317	-	-
(Liability) / Asset to be recognised	-	-	(2,884)	558
Deferred tax	-	-	808	(156)
Net (liability) / asset to be recognised	-	-	(2,076)	402

Reconciliation of opening and closing balances of the present value of the scheme liabilities

	Period ending 31/12/2011 £'000s	**Period ending 31/12/2010 £'000s**
Scheme liabilities at start of period	33,780	32,124
Interest cost	1,804	1,782
Actuarial losses (gains)	(1,822)	498
Benefits paid and death in service insurance premiums	(766)	(624)
Scheme liabilities at end of period	32,996	33,780

Reconciliation of opening and closing balances of the fair value of scheme assets

	Period ending 31/12/2011 £'000s	**Period ending 31/12/2010 £'000s**
Fair value of scheme assets at start of period	35,097	29,240
Expected return on scheme assets	1,804	1,782
Actuarial gains (losses)	(135)	1,799
Contributions by the Group	406	2,900
Benefits paid	(766)	(624)
Fair value of scheme assets at end of year	36,406	35,097

The actual return on the scheme assets over the period ending 31 December 2011 was £1,669,000

21 (Cont) Pension Benefit

Total expense recognised in profit and loss account

	Period ending 31/12/2011 £'000s	**Period ending 31/12/2010 £'000s**
Interest cost	1,804	1,782
Expected return on scheme assets	(1,804)	(1,782)
Total (expense) / income recognised in profit and loss	-	-

Statement of total recognised gains and losses

	Period ending 31/12/2011 £'000s	**Period ending 31/12/2010 £'000s**
Difference between expected and actual return on scheme assets		
Amount gain (loss)	(135)	1,799
Experience gains and losses arising on the scheme liabilities		
Amount gain (loss)	(313)	(185)
Effects of changes in the demographic and financial assumptions underlying the present value of the scheme liabilities		
Amount gain (loss)	2,135	(313)
Total actuarial gains and losses (before restriction due to some of the surplus not being recognisable)		
Amount gain (loss)	1,687	1,301
Effect of limit on amount of surplus recognised due to some of the surplus not being recognisable		
Amount gain (loss)	(2,093)	(1,317)
Total amount recognised in statement of total recognised gains and losses		
Amount. gain (loss)	(406)	(16)

The cumulative amount of actuarial gains and losses recognised in the statement of total recognised gains and losses since adoption of FRS17 is a loss of £566,000

21 (Cont) Pension Benefit

Assets

	31/12/2011 £'000s	31/12/2010 £'000s	31/12/2009 £'000s
Equity	14,765	18,781	16,698
Bonds	6,104	4,499	4,110
Other (cash etc)	4,364	3,979	1,214
Gilts	10,450	7,140	6,552
Property	723	698	666
Total Assets	**36,406**	**35,097**	**29,240**

None of the fair values of the assets shown above include any of the Group's own financial instruments or any property occupied by, or other assets used by, the Group

Assumptions

	31/12/2011 % per annum	31/12/2010 % per annum	31/12/2009 % per annum
Rate of discount	4 70%	5 40%	5 60%
Inflation (RPI)	3 10%	3 50%	3 70%
Inflation (CPI)	2 40%	Not applicable	Not applicable
Salary increases	Not applicable	Not applicable	3 70%
Allowance for pension in payment increases of RPI or 5% p a if less	3 05%	3 40%	3 70%
Allowance for revaluation of deferred pensions of CPI or 5% p a if less	2 40%	Not applicable	Not applicable
Allowance for revaluation of deferred pensions of RPI or 5% p a if less	Not applicable	3 50%	3 70%
Allowance for commutation of pension for cash at retirement	65% of Post A day	None	None

The mortality assumptions adopted at 31 December 2011 imply the following life expectancies

Male retiring at age 63 in 2011	23 9 years (2010 25 9)
Female retiring at age 63 in 2011	26 1 years (2010 28 4)
Male retiring at age 63 in 2030	25 8 years (2010 28 0)
Female retiring at age 63 in 2030	28 1 years (2010 30 4)

21 (Cont) Pension Benefıt

Expected long term rates of return

The long-term expected rate of return on cash ıs determıned by reference to bank base rates at the balance sheet dates The long-term expected return on bonds ıs determıned by reference to UK long dated government and corporate bond yıelds at the balance sheet date The long-term expected rate of return on equıtıes ıs based on the rate of return on bonds wıth an allowance for out-performance

The expected long term rates of return applıcable at the start of each perıod are as follows

	Perıod commencıng 01/01/2011 % per annum	Perıod commencıng 01/01/2010 % per annum
Equıty	7 20%	7 50%
Bonds	5 40%	5 60%
Other (cash etc)	2 50%	2 50%
Gılts	4 20%	4 50%
Property	6 70%	7 00%
Overall for scheme	5 82%	6 34%

Amounts for the current and prevıous four years

	2011 £'000s	2010 £'000s	2009 £'000s	2008 £'000s	2007 £'000s
Faır value of scheme assets	36,406	35,097	29,240	24,969	29,806
Present value of scheme lıabılıtıes	32,996	33,780	32,124	24,411	26,342
Surplus(defıcıt) ın scheme	3,410	1,317	(2,884)	558	3,464
Experıence adjustment on scheme assets	(135)	1,655	2,686	(6,911)	(393)
Experıence adjustment on scheme lıabılıtıes	(313)	(185)	(561)	(112)	(217)

22 Commitments

Annual commitments in respect of non-cancellable operating leases are as follows

	Land and buildings		Vehicles	
	2011	2010	2011	2010
	£ 000	£ 000	£ 000	£ 000
Operating leases which expire within one year	100	98	-	-
Operating leases which expire between one and five years	1,188	1,200	98	113

The Company has an annual commitment of £343k in respect of software licence fees (2010 £340k)

23 Ultimate Parent Company

(a) MMA Insurance plc is a member of COVEA Group It is a wholly owned subsidiary of MMA Holdings UK plc, a company registered in England and Wales

MMA Holdings is a wholly owned subsidiary of Le Mans Conseil, a company registered in France, following the merger on 04 October 2011 between Le Mans Conseil and Le Mans International Holding BV, a company registered in the Netherlands which was the former shareholder of MMA Holdings UK plc

Le Mans Conseil is controlled by both MMA IARD Assurances Mutuelles and MMA VIE Assurances Mutuelles, companies registered in France, which control all the share capital and 100% of the voting rights MMA IARD Assurances Mutuelles and MMA VIE Assurances Mutuelles are affiliated to Covéa Sgam which prepares the consolidated financial statements of COVEA Group

(b) Group company balances

Included in debtors arising out of direct insurance operations for the prior year was amounts due from fellow subsidiary of £3,076k During the current year, the amounts due from fellow subsidiary of £4,074k is included within 'Amounts owed by group companies' in Note 11 'Other debtors'

Included in balances arising out of reinsurance operations are the following

	2011	2010
Due to/(from) parent company	(1,008)	340
Due to/(from) fellow subsidiary companies	(171)	68

Other Group company balances are reflected in notes 11 and 19

24 Related Party Transactions

Advantage has been taken of the exemption within FRS 8 from disclosure of those transactions between the company and fellow members of the MMA group of companies whose voting rights are wholly owned by the ultimate parent

There were no other material related party transactions

REGISTERED AND HEAD OFFICE	Norman Place Reading RG1 8DA Registered in England 613259
WEB ADDRESS	www mma-insurance com
BANKERS	Royal Bank of Scotland Plc 62/63 Threadneedle Street London EC2R 8LA
INDEPENDENT AUDITORS	PricewaterhouseCoopers LLP Chartered Accountants and Statutory Auditors 31 Great George Street Bristol BS1 5QD