

24 April 2019

**To**

Insurance Supervision  
Reserve Bank of New Zealand  
2 The Terrace  
Wellington 6011

**From**

Benjamin Sutton  
William Wallace-Blakely

**By Electronic Upload**

**Hallmark General Insurance Company Limited – Financial Statements for the year ended 31 December 2018**

1. We act for Hallmark General Insurance Company Limited (company number 3346111) ("**Hallmark General**").
2. In accordance with section 81 of the Insurance (Prudential Supervision) Act 2010, we **enclose** copies of the following documents in respect of Hallmark General for the year ended 31 December 2018:
  - (a) audited financial statements for Hallmark General, a copy of the independent auditor's report and a copy of the appointed actuary's report (as required by section 78 of the Insurance (Prudential Supervision) Act 2010) in relation to the same; and
  - (b) audited financial statements for Hallmark General's New Zealand branch, a copy of the independent auditor's report and a copy of the appointed actuary's report (as required by section 78 of the Insurance (Prudential Supervision) Act 2010) in relation to the same.
3. The financial statements listed above have been prepared in reliance on the Financial Markets Conduct (Overseas Registered Banks and Licensed Insurers) Exemption Notice 2016.
4. We have also submitted a copy of the above documents to the Registrar of Financial Service Providers.
5. Please contact the writer if you have any queries in relation to the above.
6. Please confirm receipt by email to the writer.

Yours sincerely



**William Wallace-Blakely**  
Solicitor

Direct: 64 9 363 0687

Email: [william.wallace-blakely@buddlefindlay.com](mailto:william.wallace-blakely@buddlefindlay.com)

# **Hallmark General Insurance Company Ltd**

ABN 82 008 477 647

## **Annual financial statements for the year ended 31 December 2018**

# Hallmark General Insurance Company Ltd ABN 82 008 477 647

## Financial report - 31 December 2018

### Contents

	Page
Directors' report	1
Auditor's Independence Declaration	4
Financial statements	
Statement of Profit or Loss and Other Comprehensive Income	6
Statement of Financial Position	7
Statement of Changes in Equity	8
Statement of Cash Flows	9
Notes to the financial statements	10
Directors' declaration	49
Independent auditor's report to the members	50

**Hallmark General Insurance Company Ltd**  
**Directors' report**  
**31 December 2018**

The directors present their report together with the financial statements of Hallmark General Insurance Company Ltd (the Company) for the year ended 31 December 2018 and the auditor's report thereon.

**Directors**

The following persons were directors of the Company at any time during the financial year and up to the date of this report:

Jennifer Anne Boddington (Chairperson)  
Rachel Emma Cobb  
Shaun Patrick Feely  
Christopher Paul Knoblanche  
Duncan Gerald West (resigned 12 September 2018)  
Alison Ledger (appointed 13 September 2018)

**Principal activities**

The principal activity of the Company during the year was that of a general insurer, operating both in Australia and New Zealand. There has been no significant change in the nature of this activity during the year.

**Review of operations**

Total comprehensive income of the Company was \$14,007,000 (2017: \$14,002,000).

This result was driven by an decrease in premium revenue of \$1,676,000 across all channels in Australia and New Zealand (excluding the personal loans portfolio in New Zealand) and a decrease in underwriting expenses of \$196,000. Claims expenses have increased by \$192,000.

**Significant changes in the state of affairs**

There have been no significant changes in the state of affairs of the Company during the year.

**Dividends**

Dividends amounting to \$11,900,000 were paid by the Company in respect of the financial year 31 December 2018 (2017: \$29,200,000).

**Matters subsequent to the end of the financial year**

On the 21st of February 2019, the Board approved a dividend payment amounting to \$1,300,000. This will not significantly impact the Company's results, operations or capital.

No matter or circumstance has arisen since 31 December 2018 that has significantly affected, or may significantly affect:

- (a) the Company's operations;
- (b) the results of those operations; or
- (c) the Company's state of affairs.

**Likely developments and expected results of operations**

The company continues to operate in its existing business, being General Insurance in the Consumer Credit Insurance market. During 2018, there were numerous inquiries and examinations into the Australian financial system, including the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry. The Company's management team and board will continue working together to respond to any regulatory reforms arising from these inquiries.

## **Indemnification and insurance of officers and auditors**

### **Indemnification**

#### *Mandatory indemnification and legal costs*

To the extent permitted by law, the Company:

- (a) must indemnify each person who is, or has been, a director, principal executive officer or secretary of the Company against any liability which results (directly or indirectly) from facts or circumstances relating to the person serving or having served in that capacity:
  - i) to any person (other than the Company or a related body corporate), (whether or not arising from a prior contingent liability), which does not arise out of conduct involving a lack of good faith (or conduct known to the person to be wrongful); and
  - ii) for costs and expenses incurred by the person in defending proceedings whether civil or criminal in which judgment is given in favour of the person or in which the person is acquitted, or in connection with any application in relation to such proceedings in which the court grants relief to the person under the Law.

The Company need not provide such indemnity to the extent that the person is entitled to an indemnity in respect of that liability under a contract of insurance.

#### *Permissive indemnification and legal costs*

To the extent permitted by law, the board of directors may authorise the Company, and the Company may enter into any:

- (a) Documentary indemnity in favour of, or
- (b) Insurance policy for the benefit of,

A person who is, or has been, a director, principal executive officer, secretary, auditor, employee or other officer of the Company or a subsidiary of the Company, which indemnity or insurance policy may be in such terms as the board of directors approves and, in particular, may apply to acts or omissions prior to or after the time of entering into the indemnity or policy.

### **Insurance**

During the financial year and subsequent to the period end, Latitude Financial Services Australia Holdings Pty Ltd, a subsidiary of the Group, has paid Directors and Officers insurance and liability premiums on behalf of KVD Singapore Pte. Ltd. and its subsidiaries. The insurance has a limit of liability unless specified within the policy. The insurance policies prohibit the disclosure of limits of liability, the nature of liability indemnified and the premium payable.

### **Proceedings on behalf of the company**

No person has applied to the Court under section 237 of the *Corporations Act 2001* for leave to bring proceedings on behalf of the Company, or to intervene in any proceedings to which the Company is a party, for the purpose of taking responsibility on behalf of the Company for all or part of those proceedings.

No proceedings have been brought or intervened in on behalf of the Company with leave of the Court under section 237 of the *Corporations Act 2001*.

### **Lead Auditor's independence declaration**

The lead auditor's independence declaration is required under section 307C of the *Corporations Act 2001*, forms part of the directors' report for the year ended 31 December 2018 and is set out on page 4.

**Rounding of amounts**

The Company is of a kind referred to in ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191 dated 24 March 2016 issued by Australian Securities and Investments Commission, relating to the 'rounding off' of amounts in the Directors' report and the accompanying financial statements have been rounded to the nearest thousand dollars unless otherwise indicated.

Signed in accordance with a resolution of directors.

A handwritten signature in blue ink, appearing to read 'JAB', is positioned above the printed name of Jennifer Anne Boddington.

Jennifer Anne Boddington (Chairperson)  
Director  
Sydney  
27 February 2019

A handwritten signature in blue ink, appearing to read 'Shaun', is positioned above the printed name of Shaun Patrick Feely.

Shaun Patrick Feely (Chief Executive Officer)  
Director  
Sydney  
27 February 2019



# Lead Auditor's Independence Declaration under Section 307C of the Corporations Act 2001

To the Directors of Hallmark General Insurance Company Ltd

I declare that, to the best of my knowledge and belief, in relation to the audit of Hallmark General Insurance Company Ltd for the financial year ended 31 December 2018 there have been:

- i. no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

KPMG

KPMG

Ian Moyser

Partner

Sydney

27 February 2019

**Hallmark General Insurance Company Ltd** ABN 82 008 477 647  
**Financial report - 31 December 2018**

**Contents**

	Page
Financial statements	
Statement of Profit or Loss and Other Comprehensive Income	6
Statement of Financial Position	7
Statement of Changes in Equity	8
Statement of Cash Flows	9
Notes to the financial statements	10
Directors' declaration	49
Independent auditor's report to the members	50



Hallmark General Insurance Company Ltd  
Statement of Profit or Loss and Other Comprehensive Income  
For the year ended 31 December 2018

	Notes	2018 \$'000	2017 \$'000
Insurance premium revenue		55,202	56,879
Outwards reinsurance premium expense		(1)	(2)
Net insurance premium revenue	1(a)	<u>55,201</u>	<u>56,877</u>
Claims expenses		14,587	14,395
Net claims incurred	1(b)	<u>14,587</u>	<u>14,395</u>
Acquisition costs		10,910	11,189
Administration expenses		16,471	16,388
Underwriting expenses		<u>27,381</u>	<u>27,577</u>
<b>Underwriting result</b>		<b>13,233</b>	<b>14,905</b>
Investment income	1(c)	3,885	3,875
Investment expenses		-	(30)
Other income		<u>60</u>	<u>74</u>
<b>Profit before income tax</b>	1(d)	<b>17,178</b>	<b>18,824</b>
Income tax expense	1(e)	<u>3,766</u>	<u>3,918</u>
<b>Profit for the year</b>		<b><u>13,412</u></b>	<b><u>14,906</u></b>
<b>Other comprehensive income</b>			
<i>Items that may be reclassified subsequently to profit or loss</i>			
Exchange differences on translation of foreign operations		<u>595</u>	<u>(904)</u>
<b>Total items that may be reclassified subsequently to profit or loss</b>		<b><u>595</u></b>	<b><u>(904)</u></b>
<b>Other comprehensive income for the year, net of tax</b>		<b><u>595</u></b>	<b><u>(904)</u></b>
<b>Total comprehensive income for the year</b>		<b><u>14,007</u></b>	<b><u>14,002</u></b>
<b>Profit is attributable to:</b>			
Owners of Hallmark General Insurance Company Ltd		<u>13,412</u>	<u>14,906</u>
		<b><u>13,412</u></b>	<b><u>14,906</u></b>
<b>Total comprehensive income for the year is attributable to:</b>			
Owners of Hallmark General Insurance Company Ltd		<u>14,007</u>	<u>14,002</u>
		<b><u>14,007</u></b>	<b><u>14,002</u></b>

The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes.

**Hallmark General Insurance Company Ltd**  
**Statement of Financial Position**  
**As at 31 December 2018**

	Notes	2018 \$'000	2017 \$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	2(a)	158,101	149,597
Trade and other receivables	2(b)	1,748	1,231
Deferred acquisition costs	2(c)	6,977	6,755
<b>Total current assets</b>		<u>166,826</u>	<u>157,583</u>
<b>Non-current assets</b>			
Deferred acquisition costs	2(c)	5,875	6,028
Deferred tax assets	3(a)	831	1,024
<b>Total non-current assets</b>		<u>6,706</u>	<u>7,052</u>
<b>Total assets</b>		<u>173,532</u>	<u>164,635</u>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	2(d)	7,708	4,135
Current tax liabilities		777	676
Provisions	3(b)	857	1,009
Outstanding claims liability	2(e)	9,036	8,747
Unearned premium liability	2(f)	34,312	33,010
<b>Total current liabilities</b>		<u>52,690</u>	<u>47,577</u>
<b>Non-current liabilities</b>			
Trade and other payables	2(d)	-	299
Outstanding claims liability	2(e)	5,998	5,175
Unearned premium liability	2(f)	28,893	29,448
<b>Total non-current liabilities</b>		<u>34,891</u>	<u>34,922</u>
<b>Total liabilities</b>		<u>87,581</u>	<u>82,499</u>
<b>Net assets</b>		<u>85,951</u>	<u>82,136</u>
<b>EQUITY</b>			
Contributed equity	4(a)	2,000	2,000
Reserves	4(b)	63,386	61,083
Retained earnings		20,565	19,053
<b>Total equity</b>		<u>85,951</u>	<u>82,136</u>

*The above Statement of Financial Position should be read in conjunction with the accompanying notes.*

Hallmark General Insurance Company Ltd  
Statement of Changes in Equity  
For the year ended 31 December 2018

	Attributable to owners of Hallmark General Insurance Company Ltd			
	Contributed equity \$'000	Reserves \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 1 January 2017	2,000	60,675	33,347	96,022
Profit for the year	-	-	14,906	14,906
Other comprehensive income	-	(904)	-	(904)
<b>Total comprehensive income for the year</b>	<b>-</b>	<b>(904)</b>	<b>14,906</b>	<b>14,002</b>
Dividends paid or declared	-	-	(29,200)	(29,200)
Tax consolidation reserve	-	1,312	-	1,312
<b>Balance at 31 December 2017</b>	<b>2,000</b>	<b>61,083</b>	<b>19,053</b>	<b>82,136</b>
Balance at 1 January 2018	2,000	61,083	19,053	82,136
Profit for the year	-	-	13,412	13,412
Other comprehensive income	-	595	-	595
<b>Total comprehensive income for the year</b>	<b>-</b>	<b>595</b>	<b>13,412</b>	<b>14,007</b>
Dividends paid or declared	-	-	(11,900)	(11,900)
Tax consolidation reserve	-	1,708	-	1,708
<b>Balance at 31 December 2018</b>	<b>2,000</b>	<b>63,386</b>	<b>20,565</b>	<b>85,951</b>

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

**Hallmark General Insurance Company Ltd**  
**Statement of Cash Flows**  
**For the year ended 31 December 2018**

	Notes	2018 \$'000	2017 \$'000
<b>Cash flows from operating activities</b>			
Net premium received		54,670	54,013
Outward reinsurance expense		(1)	(2)
Claims paid		(13,502)	(13,620)
Payments to suppliers and employees		(29,485)	(27,518)
Interest received		3,706	3,335
<b>Net cash inflow from operating activities</b>	5(a)	<u>15,388</u>	<u>16,208</u>
<b>Net cash inflow from investing activities</b>		<u>-</u>	<u>-</u>
<b>Cash flows from financing activities</b>			
Dividends paid to company's shareholders		(8,300)	(29,200)
<b>Net cash (outflows) from financing activities</b>		<u>(8,300)</u>	<u>(29,200)</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>		7,088	(12,992)
Cash and cash equivalents at 1 January		149,597	164,436
Effects of exchange rate changes on cash and cash equivalents		1,416	(1,847)
<b>Cash and cash equivalents at 31 December</b>	2(a)	<u>158,101</u>	<u>149,597</u>

*The above Statement of Cash Flows should be read in conjunction with the accompanying notes.*

## Contents of the notes to the financial statements

	Page
<b>Financial performance</b>	11
1 Profit or loss information	11
<b>Balance sheet management</b>	13
2 Financial assets and financial liabilities	13
3 Non-financial assets and liabilities	19
4 Equity	20
5 Cash flow information	22
<b>Risk</b>	23
6 Actuarial assumptions and methods	23
7 Financial risk management	28
8 Capital management	33
<b>Unrecognised items</b>	36
9 Contingent assets and contingent liabilities	36
10 Matters subsequent to the end of the financial year	36
<b>Other information</b>	37
11 Remuneration of auditors	37
12 Key management personnel disclosures	37
13 Related party transactions	38
14 Summary of significant accounting policies	40

## Financial performance

This section provides additional information about those individual line items relating to financial performance that management considers most relevant in the context of the operations of the Company.

### 1 Profit or loss information

#### (a) Net insurance premium revenue

	2018 \$'000	2017 \$'000
Gross written premium	54,998	53,984
Movement in unearned premiums	204	2,895
Outwards reinsurance premium expense	(1)	(2)
<b>Net premium revenue</b>	<b>55,201</b>	<b>56,877</b>

#### (b) Net claims incurred

	2018			2017		
	Current Year \$'000	Prior Years \$'000	Total \$'000	Current Year \$'000	Prior Years \$'000	Total \$'000
Gross claims incurred and related expenses - undiscounted	15,119	(457)	14,662	14,611	(253)	14,358
Discount and discount movement - gross claims incurred	(181)	106	(75)	(106)	143	37
	<u>14,938</u>	<u>(351)</u>	<u>14,587</u>	<u>14,505</u>	<u>(110)</u>	<u>14,395</u>
<b>Net claims incurred</b>	<b>14,938</b>	<b>(351)</b>	<b>14,587</b>	<b>14,505</b>	<b>(110)</b>	<b>14,395</b>

Current period claims relate to risk borne in the current financial year. Prior period claims relate to a reassessment of the risks borne in all previous financial years.

#### (c) Investment income

	2018 \$'000	2017 \$'000
Interest income	3,885	3,875
<b>Total investment income</b>	<b>3,885</b>	<b>3,875</b>

## 1 Profit or loss information (continued)

### (d) Profit before income tax

	2018 \$'000	2017 \$'000
<i>Profit before income tax includes the following specific expenses:</i>		
<i>Employee costs</i>		
Personnel cost	7,764	6,227
Contribution to superannuation fund	649	519
Change in annual and long service leave provision	(164)	159
<i>Other administrative expenses</i>		
Marketing fees	576	733
Management fees	6,057	6,265

### (e) Income tax expense

#### (i) Income tax expense

	2018 \$'000	2017 \$'000
Current tax expense	3,652	3,879
Deferred tax expense (note 3(a))	111	265
Adjustments for current tax of prior years	3	(235)
Foreign exchange difference on translation	-	9
<b>Income tax expense</b>	<b>3,766</b>	<b>3,918</b>

#### (ii) Reconciliation of income tax expense to prima facie tax payable

Profit from continuing operations before income tax expense	17,178	18,824
Tax at the Australian tax rate of 30% (2017: 30%) and tax at the New Zealand tax rate of 28% (2017: 28%)	5,033	5,520
Tax effect of amounts which are not deductible/(taxable) in calculating taxable income:		
Non taxable income	(1,266)	(1,376)
	3,767	4,144
Foreign exchange difference on translation	(4)	9
Adjustments for current tax of prior periods	3	(235)
<b>Income tax expense</b>	<b>3,766</b>	<b>3,918</b>

## Balance sheet management

This section provides additional information about those individual line items in the statement of financial position that management considers most relevant in the context of the operations of the entity.

### 2 Financial assets and financial liabilities

#### (a) Cash and cash equivalents

	2018 \$'000	2017 \$'000
<b>Current assets</b>		
Cash at bank	3,836	3,944
Short term deposits	<u>154,265</u>	<u>145,653</u>
<b>Total cash and cash equivalents</b>	<u>158,101</u>	<u>149,597</u>

#### (b) Trade and other receivables

	2018 \$'000	2017 \$'000
<b>Current assets</b>		
Other receivables	<u>1,748</u>	<u>1,231</u>
<b>Total trade and other receivables</b>	<u>1,748</u>	<u>1,231</u>

The carrying value disclosed above approximates fair value at end of the reporting period.

#### (c) Deferred acquisition costs

	2018 \$'000	2017 \$'000
Current	6,977	6,755
Non-current	<u>5,875</u>	<u>6,028</u>
	<u>12,852</u>	<u>12,783</u>

#### *Reconciliation of changes in deferred acquisition costs:*

Opening balance at 1 January	12,783	13,671
Acquisition costs incurred during the year	4,844	4,384
Amortisation charged to income	<u>(4,775)</u>	<u>(5,272)</u>
Closing balance at 31 December	<u>12,852</u>	<u>12,783</u>

Acquisition costs incurred during the year and amortisation charged to income relate to the Personal loans portfolios as there were no deferred acquisition costs as at 31 December 2018 and 31 December 2017 for Cards portfolios.



## 2 Financial assets and financial liabilities (continued)

### (d) Trade and other payables

	2018 \$'000	2017 \$'000
<b>Current liabilities</b>		
Trade payables	-	12
Other payables	7,708	4,123
	<u>7,708</u>	<u>4,135</u>
 <b>Non-current liabilities</b>		
Other payables	<u>-</u>	<u>299</u>

The carrying value disclosed above approximates fair value at end of the reporting period.  
These balances include amounts payable to related parties (note 13(b)).

### (e) Outstanding claims liability

	2018 \$'000	2017 \$'000
Central estimate	10,867	10,356
Risk margin	2,842	2,465
Claims handling expense	1,623	1,317
	<u>15,332</u>	<u>14,138</u>
 Discount to present value	<u>(298)</u>	<u>(216)</u>
Gross outstanding claims liability	<u>15,034</u>	<u>13,922</u>
 Current	9,036	8,747
Non-current	5,998	5,175
<b>Total outstanding claims liability</b>	<u>15,034</u>	<u>13,922</u>

(i) The following ranges of discount rates were used in the measurement of outstanding claims and reinsurance recoveries.

#### Australia

The current year discount rate is 1.9% (2017: 1.8%).

The subsequent years discount rate is 1.8% - 3.2% (2017: 1.8% - 3.9%).

The weighted average expected term to settlement of the outstanding claims from the end of the reporting period is estimated to be 1.10 years (2017: 0.91 years).

#### New Zealand Branch

The current year discount rate is 1.71% (2017: 1.89%)

The subsequent years discount rate is 1.71% (2017: 1.89%)

The weighted average expected term to settlement of the outstanding claims from the end of the reporting period is estimated to be 0.88 years (2017: 0.58 years)

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (ii) Risk margin

##### Process for determining risk margin

The risk margin is an additional allowance for uncertainty in the ultimate cost of claims. The overall margin adopted is determined by the board after considering the uncertainty in the portfolio, industry trends and the Company's risk appetite.

To determine the margin adopted the appointed actuary has reviewed the factors impacting the portfolio to establish a recommended margin at the level required by the board. Factors considered include:

- variability of claims experience of the portfolio;
- quality of historical data;
- diversification between different classes within the portfolio; and
- increase in uncertainty due to future economic environment and legislative changes.

The level of uncertainty varies between classes of business, as such the adopted risk margin varies between business classes. The risk margin is applied to the gross central estimate.

The aggregate risk margin, after diversification allowance, is intended to achieve a 90% (2017: 90%) probability of sufficiency.

The risk margins applied to the major segments of the portfolio for 90% (2017: 90%) level of adequacy are:

	2018 %	2017 %
<b>Australia</b>		
Consumer credit insurance - disability	21.8	19.7
Consumer credit insurance - unemployment	45.7	45.5
<b>New Zealand</b>		
Consumer credit insurance - disability	30.3	26.7
Consumer credit insurance - unemployment	35.7	60.7

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (iii) Reconciliation of movement in discounted outstanding claims liability

	2018			2017		
	Gross \$'000	Reinsurance \$'000	Net \$'000	Gross \$'000	Reinsurance \$'000	Net \$'000
Balance at 1 January	14,021	-	14,021	13,280	-	13,280
Current year claims incurred	15,034	-	15,034	14,405	-	14,405
Change in previous years claims	(361)	-	(361)	(110)	-	(110)
Current year claims paid / reinsurance recovered	(5,628)	-	(5,628)	(5,463)	-	(5,463)
Previous year claims paid / reinsurance recovered	(8,032)	-	(8,032)	(8,190)	-	(8,190)
Closing balance at 31 December	15,034	-	15,034	13,922	-	13,922

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (iv) Claims development tables

Claims development tables are disclosed in order to put the claims estimates included in the financial statements into context, allowing comparison of those claims estimates with the claims results seen in previous years. In effect, the table highlights the Company's ability to provide a reliable estimate of the total value of claims. The top part of the table provides a review of current estimates of cumulative claims and demonstrates how the estimated claims have changed at subsequent reporting or accidents year-ends. The lower part of the table provides a reconciliation of the total reserve included in the statement of financial position and the estimates of cumulative claims.

#### Gross

Reporting Year	Prior*	2011*	2012	2013	2014	2015	2016	2017	2018	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Estimate of gross ultimate claims cost</b>										
At end of reporting year					12,781	12,249	12,259	13,918	13,961	
One year later				10,601	11,567	11,036	12,194	13,268		
Two years later			10,272	10,910	12,333	11,607	12,290			
Three years later		9,056	10,580	11,338	12,470	11,765				
Four years later		9,291	10,641	11,418	12,520					
Five years later		9,267	10,658	11,587						
Six years later		9,300	10,698							
Seven years later		9,308								
Current estimate of cumulative claims	133,365	9,308	10,698	11,587	12,520	11,765	12,290	13,268	13,961	228,762
Cumulative payments to date	(133,365)	(9,308)	(10,688)	(11,459)	(12,318)	(11,287)	(11,056)	(10,194)	(5,378)	(215,053)
Undiscounted claims handling expenses	-	-	-	15	24	58	150	372	1,004	1,623
<b>Gross outstanding claims - undiscounted</b>	-	-	10	143	226	536	1,384	3,446	9,587	15,332
Discount impact	-	-	-	-	(8)	(11)	(27)	(71)	(181)	(298)
<b>Gross outstanding claims - discounted</b>	-	-	10	143	218	525	1,357	3,375	9,406	15,034

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### Net

Reporting Year	Prior*	2011*	2012	2013	Accident Year	2015	2016	2017	2018	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Estimate of gross ultimate claims cost</b>										
At end of reporting year					12,781	12,249	12,259	13,918	13,961	
One year later				10,601	11,567	11,036	12,194	13,268		
Two years later			10,272	10,910	12,333	11,607	12,290			
Three years later		9,056	10,580	11,338	12,470	11,765				
Four years later		9,291	10,641	11,418	12,520					
Five years later		9,267	10,658	11,587						
Six years later		9,300	10,698							
Seven years later		9,308								
Current estimate of cumulative claims	133,365	9,308	10,698	11,587	12,520	11,765	12,290	13,268	13,961	228,762
Cumulative payments to date	(133,365)	(9,308)	(10,688)	(11,459)	(12,318)	(11,287)	(11,056)	(10,194)	(5,378)	(215,053)
Undiscounted claims handling expenses	-	-	-	15	24	58	150	372	1,004	1,623
<b>Gross outstanding claims - undiscounted</b>	-	-	10	143	226	536	1,384	3,446	9,587	15,332
Discount impact	-	-	-	-	(8)	(11)	(27)	(71)	(181)	(298)
<b>Gross outstanding claims - discounted</b>	-	-	10	143	218	525	1,357	3,375	9,406	15,034

\* All actuarial data relating to the New Zealand Branch of the Company, prior to the 5th March 2012, relates to the insurance portfolio of Simply Insurance New Zealand Limited, and is disclosed to reflect the historical actuarial profile of the insurance portfolio, which was transferred to the Branch on the 5th March 2012.

#### (v) *Liability adequacy test*

The liability adequacy test (LAT) is an assessment of the carrying amount of unearned premium liabilities and is conducted at the end of each reporting period. The test is calculated separately for each portfolio of contracts that are subject to broadly similar risks and are managed together as a single portfolio.

The probability of sufficiency adopted for LAT differs from the 90% (2017: 90%) probability of sufficiency adopted in determining the outstanding claims liabilities (refer to 14(p)). The reason for this difference is that the former is in effect an impairment test used only to test the sufficiency of net premium liabilities whereas the latter is a measurement accounting policy used in determining the carrying value of the outstanding claims liabilities.

For the purposes of the liability adequacy test, the net premium liabilities at a 75% probability of sufficiency as at 31 December 2018 is \$45,916,090 (2017: \$43,203,736), therefore the liability adequacy test at reporting date resulted in a surplus for the company.

## 2 Financial assets and financial liabilities (continued)

### (f) Unearned premium liability

	2018 \$'000	2017 \$'000
Balance as at 1 January	62,458	66,382
Premiums written during the year	24,228	21,957
Premiums earned during the year	<u>(23,481)</u>	<u>(25,881)</u>
Closing balance as at 31 December	<u>63,205</u>	<u>62,458</u>
Current	34,312	33,010
Non-current	<u>28,893</u>	<u>29,448</u>
<b>Total unearned premium liability</b>	<u><b>63,205</b></u>	<u><b>62,458</b></u>

\* Premiums written and earned during the year relate to the Personal loans portfolios as there were no unearned premium liabilities as at 31 December 2018 and 31 December 2017 for Cards portfolios.

## 3 Non-financial assets and liabilities

### (a) Deferred tax assets

	2018 \$'000	2017 \$'000
<i>The balance comprises temporary differences attributable to:</i>		
Employee entitlements	496	529
Operating accruals	5	64
Indirect claims handling expense	330	90
Provisions	-	341
<b>Total deferred tax assets</b>	<u><b>831</b></u>	<u><b>1,024</b></u>

#### (i) Movements in deferred tax assets

Movements in deferred tax assets were as follows:

	2018 \$'000	2017 \$'000
Opening balance at 1 January	1,024	1,290
Charged to profit or loss (note 1(e))	(111)	(265)
Over provision in prior years	<u>(82)</u>	<u>(1)</u>
Closing balance at 31 December	<u><b>831</b></u>	<u><b>1,024</b></u>

### 3 Non-financial assets and liabilities (continued)

#### (b) Provisions

	2018 \$'000	2017 \$'000
<b>Provisions - current</b>		
Annual leave	295	419
Long service leave	550	590
Other provisions	12	-
<b>Total provisions - current</b>	<u>857</u>	<u>1,009</u>

Total number of employees as at 31 December 2018: 58 (2017: 67)

### 4 Equity

#### (a) Contributed equity

##### *Share capital*

	2018 No. of Shares	2017 No. of Shares	2018 \$'000	2017 \$'000
Paid up ordinary shares	<u>10,001</u>	<u>10,001</u>	<u>2,000</u>	<u>2,000</u>

##### *(i) Ordinary shares*

The Company does not have authorised capital or par value in respect of its issued shares. All issued shares are fully paid.

Ordinary shares entitle the holder to participate in dividends and the proceeds on winding up of the Company in proportion to the number of and amounts paid on the shares held.

On a show of hands every holder of ordinary shares present at a meeting in person or by proxy, is entitled to one vote, and upon a poll each share is entitled to one vote.

##### *(ii) Parent entities*

Hallmark General Insurance Company Ltd is owned by Latitude Insurance Holdings Pty Ltd with 100% majority interest, which is incorporated in Australia. The Company's ultimate parent entity is KVD Australia Holdco Pty Ltd, which is incorporated in Australia.

## 4 Equity (continued)

### (b) Reserves

	2018 \$'000	2017 \$'000
Foreign currency translation reserve	937	342
Tax consolidation reserve	<u>62,449</u>	<u>60,741</u>
<b>Total reserves</b>	<u><b>63,386</b></u>	<u><b>61,083</b></u>

#### (i) Movements in reserves

Movements in each class of reserves were as follows:

#### Reserves

##### *Foreign currency translation reserve*

Opening balance at 1 January	342	1,246
Exchange differences on translation of foreign operations	<u>595</u>	<u>(904)</u>
Closing balance 31 December	<u><b>937</b></u>	<u><b>342</b></u>

##### *Tax consolidation reserve*

Opening balance at 1 January	60,741	59,429
Current tax provision transferred to head entity	<u>1,708</u>	<u>1,312</u>
Closing balance 31 December	<u><b>62,449</b></u>	<u><b>60,741</b></u>



## 5 Cash flow information

### (a) Reconciliation of profit after income tax to net cash flows from operating activities

	2018 \$'000	2017 \$'000
Profit for the year	13,412	14,906
Adjustments		
Effect of foreign exchange on cash and cash equivalents	(1,416)	1,847
Change in operating assets and liabilities:		
(Increase)/decrease in trade debtors	(517)	29
Increase/(decrease) in trade and other payables	(326)	3,264
(Increase)/decrease in other receivables	-	(426)
Decrease/(increase) in deferred acquisition costs	(69)	888
(Decrease)/increase in provisions	(152)	(1,701)
(Decrease)/increase in outstanding claim liability	1,112	642
(Decrease)/increase in unearned premium liability	747	(3,924)
(Decrease)/increase in tax consolidation reserve	1,708	1,312
(Decrease)/increase in foreign currency translation reserve	595	(904)
(Increase)/decrease in net deferred tax assets	193	266
(Decrease)/increase in current tax liability	101	9
<b>Net cash inflow from operating activities</b>	<b>15,388</b>	<b>16,208</b>

## Risk

This section of the notes discusses the Company's exposure to various risks and shows how these could affect the Company's financial position and performance.

### 6 Actuarial assumptions and methods

#### Consumer credit insurance

The Company writes consumer credit insurances. The risks covered in this group include:

- Involuntary unemployment
- Disability
- Merchandise and price protection
- Stolen card cover

#### Process used to determine outstanding claims liabilities (actuarial methods)

The general approach to the estimation of Outstanding Claims Liabilities is to analyse all available past experience, including the number of reported and finalised claims and claim payments. This analysis allows patterns to be identified in the past experience. Based on this, development patterns associated with the run-off of outstanding claims liabilities can be estimated.

The determination of outstanding claims liabilities involves two steps:

- (i) The determination of the central estimate of outstanding claims at the balance date. The central estimate of outstanding claims includes an allowance for claims incurred but not reported ("IBNR") and the further development of reported claims, also known as incurred but not enough reported ("IBNER").

The central estimate has no deliberate bias towards either over or under estimation. Generally speaking, this means that the central estimate is assessed to have an approximately 50% probability of adequacy.

- (ii) The determination of a risk margin and claims handling expense provision to be added to the central estimates of outstanding claims. The risk margin is intended to achieve a 90% probability of adequacy at an aggregate level.

The estimation of the Outstanding Claims Liabilities involves the use of the following standard aggregate projection methods :

- Payment Chain Ladder ("PCL")
- Payment Per Claim Incurred ("PPCI")
- Payment Per Claim Finalised ("PPCF")
- Payment Per Claim Handled ("PPCH")
- Bornheutter Ferguson ("BF")

A blend of the projection methods is adopted based on the nature of the claims within each portfolio to estimate the appropriate Outstanding Claims.

#### Actuarial assumptions

The key actuarial assumptions for the determination of the outstanding claims are as follows:

## 6 Actuarial assumptions and methods (continued)

### Actuarial assumptions (continued)

	2018	2018	2017	2017
	Disability (excl Credit Cards)	Unemployment (excl Credit Cards)	Disability (excl Credit Cards)	Unemployment (excl Credit Cards)
Number of future finalisations	688	238	705	245
Discounted Loss Ratio	36%	18%	35%	18%
Expense rate	13.5%	13.5%	11.5%	11.5%
Discount rate	1.8%pa-3.2%pa	1.8%pa-3.2%pa	1.8%pa-3.9%pa	1.8%pa-3.9%pa

	2018	2018	2018	2017	2017	2017
	Disability (Credit Cards)	Unemployment (Credit Cards)	Merchandise Protection, Price Protection and Stolen Cards (Credit Cards)	Disability (Credit Cards)	Unemployment (Credit Cards)	Merchandise Protection, Price Protection and Stolen Cards (Credit Cards)
Number of future finalisations	388	363	733	392	354	681
Discounted Loss Ratio	12%	17%	13%	14%	17%	13%

### Other Assumptions

The outstanding claims provision for Disability (Personal Loans) includes an additional 1.3% for the medical expenses, with a prudential margin calculated at a 90% probability of adequacy.

#### Process used to determine actuarial assumptions

A description of the processes used to determine the above key actuarial assumptions is provided below:

- Number of future finalisations**  
The number of future finalisations has been based on an analysis of historical claim reports and finalisation rates. This then enables the future numbers of reports, handled claims and finalisations to be projected.
- Average claim size**  
The adopted average claim size has been based on historic ratios of claim payments to factors such number of claims reported, handled or finalised.
- Expense rate**  
The adopted claims handling expense rate of 13.5% (2017:11.5%) of the projected gross claim payments has been determined based on the results of an expense allocation carried out during the 2018 valuation.
- Discount rate**  
The central estimate of the Outstanding Claims Liabilities have been discounted to allow for future investment income attributable to the liabilities during the run off period. The future investment earnings assumptions are estimates of the future annual risk free rates of return. They have been derived from the yield curve on Australian Government Bonds as at 31 December 2018 as published by the Reserve Bank of Australia.

## 6 Actuarial assumptions and methods (continued)

### Sensitivity analysis

The outstanding claims liabilities included in the reported results are calculated based on the key actuarial assumptions as disclosed above. Movements in the above key actuarial assumptions will impact the performance and equity of the Company. The table below describes how a change in each of the assumptions will affect the outstanding claims liabilities.

Key actuarial assumptions	Changes	Impact on net outstanding claims liabilities (\$000's)	Impact on net outstanding claims liabilities (%)
<b>2018</b>			
Reported claims chain ladder factor	Increase the chain ladder factor by 10%	+249	+2.0
Discount rate	Decrease discount rate by 1%	+136	+1.1
Claims handling expense rate	Increase claims handling expense rate by 4%	+477	+3.8
<b>2017</b>			
Reported claims chain ladder factor	Increase the chain ladder factor by 10%	+249	+2.1
Discount rate	Decrease discount rate by 1%	+119	+1.0
Claims handling expense rate	Increase claims handling expense rate by 4%	+457	+3.9

### New Zealand Branch

The Company writes consumer credit insurances in New Zealand. The risks covered in this group include:

- Involuntary unemployment
- Disability
- Merchandise and price protection
- Stolen cards

### Process used to determine outstanding claims liabilities (actuarial methods)

The general approach to actuarial estimation of insurance liabilities is to analyse all available past experience, including numbers of reported and finalised claims, amounts of claim payments, changes in case estimates and incurred loss ratios. This analysis allows patterns to be identified in the past experience. Based on this, development patterns associated with the run-off of outstanding claims and premium liabilities at the balance date can be estimated.

The determination of outstanding claims liabilities involves two steps:

- (i) The determination of the central estimate of Outstanding Claims at the balance date. The central estimate of Outstanding Claims includes an allowance for claims incurred but not reported ("IBNR") and the further development of reported claims, also known as incurred but not enough reported ("IBNER").

The central estimate has no deliberate bias towards either over or under estimation. Generally speaking, this means that the central estimate is assessed to have an approximately 50% probability of adequacy.

## 6 Actuarial assumptions and methods (continued)

- (ii) The determination of a risk margin and claims handling expense provision to be added to the central estimates of outstanding claims. The risk margin is intended to achieve a 90% probability of adequacy at an aggregate level.

The estimation of outstanding claims liabilities involves the use of the following standard aggregate projection methods :

- Payment Chain Ladder ("PCL")
- Payment Per Claim Incurred ("PPCI")
- Payment Per Claim Finalised ("PPCF")
- Payment Per Claim Handled ("PPCH")
- Bornheutter Ferguson ("BF")

A blend of the projection methods is adopted based on the nature of the claims within each portfolio to estimate the appropriate Outstanding Claims.

### Actuarial assumptions

The key actuarial assumptions for the determination of the outstanding claims are as follows:

	2018 Disability (excl credit cards)	2018 Unemployment (excl credit cards)	2017 Disability (excl credit cards)	2017 Unemployment (excl credit cards)
Number of future finalisations	211	89	233	94
Discounted Loss Ratio	27%	7%	30%	9%
Expense rate	13.5%	13.5%	11.5%	11.5%
Discount rate	1.71%	1.71%	1.89%	1.89%

	2018	2018	2018 Merchandise protection, price protection and stolen cards (credit cards)	2017	2017	2017 Merchandise protection, price protection and stolen cards (credit cards)
	Disability (credit cards)	Unemployment (credit cards)		Disability (credit cards)	Unemployment (credit cards)	
Number of future finalisations	79	47	58	130	91	73
Discounted Loss Ratio	18%	10%	6%	22%	14%	8%

### Other assumptions

The outstanding claims provision for Disability (Personal Loans) includes an additional 1.3% for medical expenses, with a prudential margin calculated at a 90% probability of adequacy.

### Process used to determine actuarial assumptions

A description of the processes used to determine the above key actuarial assumptions is provided below:

## 6 Actuarial assumptions and methods (continued)

### Process used to determine actuarial assumptions (continued)

- *Number of future finalisations*  
The number of future finalisations has been based on an analysis of historical claim reports and finalisation rates. This then enables the future numbers of reports, handled claims and finalisations to be projected.
- *Average claim size*  
The adopted average claim size has been based on historic ratios of claim payments to factors such number of claim reported, claim finalised or handled.
- *Expense rate*  
The adopted claims handling expense rate of 13.5% of the projected gross claim payments, has been determined based on the results of an expense allocation carried out in 2018.
- *Discount rate*  
The central estimate of the Outstanding Claims Liabilities has been discounted to allow for future investment income attributable to the liabilities during the run off period. The future investment earnings assumptions are estimates of the future annual risk-free rates of return. The discount factor has been based on the annual risk-free rates of return from the yield curve on New Zealand Government Bonds.

### Sensitivity analysis

The outstanding claims liabilities included in the reported results are calculated based on the key actuarial assumptions as disclosed above. The movement in any of the above key actuarial assumptions will impact the performance and equity of the Company. The table below describes how a change in each of the assumptions will affect the outstanding claims liabilities. The outstanding claims liabilities are on a discounted basis and include claim handling expenses and a risk margin at the 90% probability of adequacy.

Impact of changes in assumptions for credit cards on total outstanding claims provision:

<i>Key actuarial assumptions</i>	<i>Changes</i>	<i>Impact on net claims provision (\$000's)</i>	<i>Impact on total net claims provision (%)</i>
<b>2018</b>			
Reported claims chain ladder factor	Increase the chain ladder factors by 10%	+30	+1.12
Discount rate	Decrease discount rate by 1%	+23	+0.87
Claims handling expense rate	Increase from claims handling expense rate by 4%	+107	+3.98
<b>2017</b>			
Reported claims chain ladder factor	Increase the chain ladder factors by 10%	+40	+1.65
Discount rate	Decrease discount rate by 1%	+19	+0.79
Claims handling expense rate	Increase from claims handling expense rate by 4%	+99	+4.06

## 7 Financial risk management

This note explains the Company's exposure to financial risks and how these risks could affect the Company's future financial performance. Current year profit or loss information has been included where relevant to add further context.

### (a) Credit risk

Credit risk is the risk of financial loss due to a counterparty failing to perform their contractual obligations and principally arises through the Company's investment in financial instruments, receivables from related or other parties, and claims on reinsurance contracts.

The following policies and procedures are in place to mitigate the Company's exposure to credit risk:

#### (i) Financial assets

The Company's investment mandate sets out the investment management guidelines approved by the board. The guidelines establish credit approval authorities, concentrations limits, and approved investment portfolio parameters, these guidelines comply with the Investment Policy. Management conducts a regular review of the investment holdings, compliance is monitored and exposures or breaches are reported to the board. The mandate is reviewed regularly for pertinence and for changes in the risk environment.

The Company only invests with counterparties that have a credit rating of at least A3/BBB- from Standard & Poor's (S&P). The Company further limits its exposure to credit risk by setting individual exposure limits. There is no significant concentration of credit risk and management does not expect any counterparty to fail to meet its obligations.

#### (ii) Reinsurance assets

Reinsurance is placed with counterparties within the guidelines of the reinsurance management strategy (ReMS). Counterparties must have an S&P credit rating of at least A. The Company further sets its exposure to credit risk by setting individual exposure limits. At the end of each reporting period, management performs an assessment of creditworthiness of reinsurers and updates the reinsurance management strategy (ReMS).

#### (iii) Trade and other receivables

The Company's maximum credit risk exposure at balance date is limited to the carrying amount of the financial assets as stated in the statement of financial position. The Company does not have a significant concentration of credit risk with any counterparty, other than related parties (See note 13).

## 7 Financial risk management (continued)

### (a) Credit risk (continued)

The table below shows the Company's maximum exposure to credit risk at balance date.

	Investment grade \$'000	Non- investment grade satisfactory * \$'000	Non- investment grade unsatisfactory \$'000	Total neither past due nor impaired \$'000	Past due or impaired \$'000	Total \$'000
<b>2018</b>						
<b>Financial assets</b>						
Cash and cash equivalents	158,101	-	-	158,101	-	158,101
Trade and other receivables	-	1,748	-	1,748	-	1,748
<b>Total credit risk exposure</b>	<b>158,101</b>	<b>1,748</b>	<b>-</b>	<b>159,849</b>	<b>-</b>	<b>159,849</b>

	Investment grade \$'000	Non- investment grade satisfactory * \$'000	Non- investment grade unsatisfactory \$'000	Total neither past due nor impaired \$'000	Past due or impaired \$'000	Total \$'000
<b>2017</b>						
<b>Financial assets</b>						
Cash and cash equivalents	149,597	-	-	149,597	-	149,597
Trade and other receivables	-	1,231	-	1,231	-	1,231
<b>Total credit risk exposure</b>	<b>149,597</b>	<b>1,231</b>	<b>-</b>	<b>150,828</b>	<b>-</b>	<b>150,828</b>

\* A receivable is deemed satisfactory when management is satisfied the obligor has the capacity to meet its financial obligations.

The table below classifies the financial assets of the Company by counterparty credit rating:

	AAA \$'000	AA \$'000	A \$'000	BBB \$'000	Not rated \$'000	Total \$'000
<b>2018</b>						
<b>Financial Assets</b>						
Cash and cash equivalents	-	-	158,101	-	-	158,101
Trade and other receivables*	-	-	-	-	1,748	1,748
<b>Total credit risk exposure</b>	<b>-</b>	<b>-</b>	<b>158,101</b>	<b>-</b>	<b>1,748</b>	<b>159,849</b>



## 7 Financial risk management (continued)

### (a) Credit risk (continued)

	AAA \$'000	AA \$'000	A \$'000	BBB \$'000	Not rated \$'000	Total \$'000
<b>2017</b>						
<b>Financial Assets</b>						
Cash and cash equivalents	-	-	149,597	-	-	149,597
Trade and other receivables*	-	-	-	-	1,231	1,231
<b>Total credit risk exposure</b>	<u>-</u>	<u>-</u>	<u>149,597</u>	<u>-</u>	<u>1,231</u>	<u>150,828</u>

\* The receivables are largely with related parties (see note 13(b)).

No receivables are past due or impaired at balance date (2017: Nil).

### (b) Liquidity risk

Liquidity risk is the risk that the Company will not be able to meet its financial obligations as they fall due. The Company's objective and funding strategy seeks to ensure liquidity and diversity of funding sources to meet actual and contingent liabilities in both stable and adverse market conditions.

The Company's liquidity is primarily monitored through the production of statement of cash flows for board review. Periodic review of the maturity profile of the Company's financial assets and liabilities is performed to ensure sufficient liquidity is maintained.

The following is an analysis of the maturity profile of both cash and cash equivalents and undiscounted contractual cash flows associated with the Company's financial liabilities at balance date:

	Up to a year \$'000	1-2 years \$'000	2-5 years \$'000	Over 5 years \$'000	No term \$'000	Total \$'000
<b>2018</b>						
Cash and cash equivalents	158,101	-	-	-	-	158,101
Trade and other payables	(7,708)	-	-	-	-	(7,708)
Outstanding claims liabilities	(9,036)	(3,502)	(2,424)	(72)	-	(15,034)
<b>Net liquid assets</b>	<u>141,357</u>	<u>(3,502)</u>	<u>(2,424)</u>	<u>(72)</u>	<u>-</u>	<u>135,359</u>

	Up to a year \$'000	1-2 years \$'000	2-5 years \$'000	Over 5 years \$'000	No term \$'000	Total \$'000
<b>2017</b>						
Cash and cash equivalents	149,597	-	-	-	-	149,597
Trade and other payables	(4,135)	(299)	-	-	-	(4,434)
Outstanding claims liabilities	(8,749)	(3,205)	(1,959)	(9)	-	(13,922)
<b>Net liquid assets</b>	<u>136,713</u>	<u>(3,504)</u>	<u>(1,959)</u>	<u>(9)</u>	<u>-</u>	<u>131,241</u>

The Company's financial assets and liabilities are carried in the statement of financial position at amounts that approximate fair value.

## 7 Financial risk management (continued)

### (c) Market risk

Market risk is the risk that the fair value of its financial instruments or future cash flows will decrease due to changes in external economic variables such as interest rates, currency rates and equity prices.

The board is responsible for developing and monitoring the risk management policies of the Company in relation to market risk. The Company's investment activities follow the Investment policy. The Investment policy document outlines the level of acceptable market risk, including counterparty ratings that apply to the investment activities of the Company's financial instruments.

#### (i) Currency risk

Currency risk is the risk that the value of recognised assets and liabilities or the cash flows from possible future transactions, that are denominated in a currency, other than that of the functional currency, will decrease due to changes in market exchange rates.

The Company has a New Zealand branch whose assets and liabilities are denominated in New Zealand dollars. On translation of the New Zealand branch into the reporting currency (Australian dollars) of the Company, exchange rate variations on Statement of Financial Position items are recognised in the foreign currency translation reserve within the Company. The Company is exposed to currency risk on the translation of Statement of Profit or Loss and Other Comprehensive income items and the settlement of monetary balances between the Australian and New Zealand businesses.

At the balance date, the Company's exposure to foreign currency risk was as follows:

	2018 \$'000 NZD	2017 \$'000 NZD
Total assets denominated in New Zealand dollars:	43,487	40,130
Total liabilities denominated in New Zealand dollars:	29,540	25,601

A 10% strengthening in the value of the Australian dollar (AUD) against the New Zealand dollar (NZD) at the balance date would increase/(decrease) equity and increase/(decrease) profit by the amounts shown below:

	2018 \$'000 AUD	2017 \$'000 AUD
Strengthening of the AUD against the NZD will (decrease) equity by:	(1,326)	(1,322)
Strengthening of the AUD against the NZD will (decrease) profit by:	(562)	(619)

A 10% weakening in the value of the AUD against the NZD at the balance date would have had the equal but opposite effect to the amounts shown above. The following exchange rates applied during the year :

	Average rate		Reporting date rate	
	2018	2017	2018	2017
NZD1 = AUD	0.923	0.926	0.951	0.910

## 7 Financial risk management (continued)

### (c) Market risk (continued)

#### (i) Currency risk (continued)

#### (ii) Interest rate risk

Interest rate risk is the risk that the value of financial instruments will fluctuate as a result of changes in market interest rates.

The following table analyses the impact of a reasonable possible movement in market interest rates on the Company's operating results.

	Carrying Amount	Change in variables	Impact on profit before tax	Impact on Equity				Total
				Up to a year	1-2 years	2-5 years	Over 5 years	
2018	\$'000	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Financial assets</b>								
Short term deposits	154,265	(1)%	(1,543)	(1,087)	-	-	-	(1,087)
	<u>154,265</u>		<u>(1,543)</u>	<u>(1,087)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(1,087)</u>

	Carrying Amount	Change in variables	Impact on profit before tax	Impact on Equity				Total
				Up to a year	1-2 years	2-5 years	Over 5 years	
2017	\$'000	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Financial assets</b>								
Short term deposits	145,653	(1)%	(1,457)	(1,020)	-	-	-	(1,020)
	<u>145,653</u>		<u>(1,457)</u>	<u>(1,020)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(1,020)</u>

The analysis is performed on the same basis for 2017 and assumes that all other variables remain the same.

## 8 Capital management

Capital consists of ordinary shares and retained earnings.

The Company's capital management strategy plays a central role in managing capital risk arising from the business activities of the Company, providing an appropriate level of capital to protect policyholders' interests and satisfy regulators. The strategy seeks to ensure sufficient capital levels are maintained in both stable and adverse market conditions.

The Company has adopted a target surplus policy to assist the board and management to manage its capital position. The target surplus level has been set with reference to a range of risks and possible adverse scenarios faced by the Company.

The Company has net assets in excess of the adopted target surplus requirement, reflecting its current strong capital position.

In addition to the Company's target surplus policy, external capital requirements are set and regulated by the Australian Prudential Regulation Authority (APRA). The Company calculates its capital position according to the relevant Prudential standards which ensures sufficient capital is maintained to meet policyholder obligations. An insurer's capital base is expected to be adequate for the size, business mix, complexity and risk profile of its business.

It is the Company's policy to hold capital levels in excess of those required by APRA according to its target surplus policy, the capital level is regularly monitored to minimise the risk of a regulatory breach.

For detailed information on the Company's capital position and the capital requirements of APRA, refer to note 8(b).

### (a) Risk management

#### Insurance contracts

An insurance contract is a contract under which the insurer accepts significant insurance risk from the policyholder by agreeing to compensate the policy holder for a specified uncertain future event that will adversely affect them. Insurance risk is other than financial risk.

The significance of insurance risk under any one contract is determined by the uncertainty surrounding the probability and timing of the insured event occurring, and the magnitude of its effect. Insurance risk is assessed by the Company at a contract level on its inception and is periodically reassessed as the risk may vary during the period of insurance cover.

The majority of direct insurance contracts written are entered into on a standard form basis. There are no special term and conditions in any non-standard contracts that have a material impact on the financial statements.

The business written consists mainly of consumer credit insurance.

## 8 Capital management (continued)

### (a) Risk management (continued)

#### Insurance risk management

Insurance risk management is the assessment and quantification of the likelihood and financial impact of events that may require settlement by the insurer; and the ability of the Company to mitigate the financial impact of these events on its operating results.

In accordance with Prudential Standards CPS 220 Risk Management and GPS 230 Reinsurance Management for General Insurers issued by APRA, the board and senior management of the Company have developed, implemented and maintained a sound and prudent risk management strategy (RMS) and a reinsurance management strategy (ReMS).

The RMS and ReMS identify the Company's policies, procedures, processes and controls that address all known material risks, financial and non-financial, arising from the business. Annually, the board certifies to APRA that adequate strategies have been put in place to monitor those risks, that the Company has systems in place to ensure compliance with legislative and prudential requirements, and that the board has satisfied itself as to the compliance with the RMS and ReMS.

Specific key components of the RMS and ReMs are detailed further below.

#### *(i) Underwriting strategy*

The board has developed an underwriting strategy to ensure that the Company has the ability to meet the insurance needs of the policy holders and to ensure the ability to pay benefits and claims when due. The strategy involves the identification of risks by type, impact and likelihood and involves the application of mathematical modeling to determine that products are appropriately priced.

#### *(ii) Reinsurance strategy*

A conservative approach is taken in determining the level of risk appetite appropriate for the Company and where deemed appropriate will spread the risk associated with the insured events according to its ReMS. All reinsurance treaties are subject to analytical and statistical modeling to ensure that they offer a sufficient level of cover for the identified exposures whilst in alignment with the ReMs of the Company.

There are three immaterial reinsurance policies relating to accidental death and warranty products. Given the capital position of the Company and estimated insurance concentration risk charge of \$16.65 million (NZ Branch \$5.66 million) at 31 December 2018 (2017: \$16.47 million, NZ Branch \$4.84 million), the Company has adopted the position that catastrophe cover is not required.

#### *(iii) Claims management*

Strict claims management procedures ensure the timely and accurate payment of claims in accordance with policy conditions. Claim outcomes are monitored to track the actual versus expected experience of the portfolio, with feedback delivered to underwriting and product development.

#### *(iv) Concentration of insurance risk*

The Company's portfolio of products and policy holders is sufficiently diversified such that there is no material concentration of insurance risk.

## 8 Capital management (continued)

### (b) Capital adequacy

The Company is required to hold prudential reserves, over and above the general insurance contract liabilities, as a buffer against adverse future experience and poor investment returns. New risk-based prudential capital standards, Life and General Insurance Capital (LAGIC) standards, for Australian life and general insurance companies were introduced effective 1 January 2013. The required level of capital for regulatory purposes (the Prescribed Capital Amount, or PCA) is intended to take account of the full range of risks to which a general insurer is exposed and must ensure that the general company has, at all times, a capital base in excess of its PCA (plus any additional amount as required by APRA).

The excess of the Company's capital base over the PCA as at 31 December 2018 was \$60.2 million (2017: \$58.2 million).

In addition to the regulatory capital requirements, the Company maintains a target surplus providing an additional capital buffer against adverse events.

	2018 \$'000	2017 \$'000
(a) Capital base	89,205	86,570
(b) Prescribed capital amount	29,027	28,373
Capital in excess of prescribed capital amount = (a) - (b)	<u>60,178</u>	<u>58,197</u>
Capital adequacy multiple = (a)/(b)	<u>3.1</u>	<u>3.1</u>
	2018 \$'000	2017 \$'000
<b>Capital base:</b>		
Net assets	85,951	82,136
Regulatory adjustment applied in the calculation of tier 1 capital	<u>3,254</u>	<u>4,434</u>
Common equity Tier 1 Capital	<u>89,205</u>	<u>86,570</u>
<b>Prescribed capital amount:</b>		
Insurance risk charge	9,082	8,514
Insurance concentration risk charge	16,645	16,468
Asset risk charge	3,288	3,702
Operational risk charge	2,446	2,397
Aggregation benefit	<u>(2,434)</u>	<u>(2,708)</u>
Prescribed capital amount	<u>29,027</u>	<u>28,373</u>

## Unrecognised items

This section of the notes provides information about items that are not recognised in the financial statements as they do not (yet) satisfy the recognition criteria.

### 9 Contingent assets and contingent liabilities

No contingent assets or contingent liabilities existed as at 31 December 2018 (2017: \$nil).

### 10 Matters subsequent to the end of the financial year

On the 21st of February 2019, the Board approved a dividend payment amounting to \$1,300,000. This will not significantly impact the Company's results, operations or capital.

No matter or circumstance has arisen since 31 December 2018 that has significantly affected or may significantly affect:

- the Company's operations; or
- the results of those operations; or
- the Company's state of affairs.

## Other information

This section of the notes includes other information that must be disclosed to comply with the accounting standards and other pronouncements, but that is not immediately related to individual line items in the financial statements.

### 11 Remuneration of auditors

During the year the following fees were paid or payable for services provided by the auditor of the Company:

#### (a) Audit and other assurance services

	2018 \$	2017 \$
Amounts received or due and receivable by auditors of the Company (KPMG Australia) for:		
Audit and review of financial statements	80,000	87,832
Other assurance services:		
APRA Return	20,000	21,927
AFSL Audit	5,000	3,926
Total remuneration for audit and other assurance services	<u>105,000</u>	<u>113,685</u>

Audit fees in 2018 were paid by Latitude Financial Services Australia Holdings Pty Ltd.

### 12 Key management personnel disclosures

The following persons were key management personnel of the Company at any time during the reporting period.

#### (i) Directors

Jennifer Anne Boddington  
Rachel Emma Cobb  
Shaun Patrick Feely  
Christopher Paul Knoblanche  
Duncan Gerald West (resigned 12 September 2018)  
Alison Ledger (appointed 13 September 2018)

#### (ii) Other executives

Cath Mortlock  
James Murphy  
Karen Parkin  
Aliessa Pritchard (maternity leave from 30 March 2018)  
Natalie Mary Lewis (appointed 28 March 2018)  
Anna Chung (appointed 16 May 2018)  
Paul Hammonds (resigned 16 May 2018)

#### Key management personnel compensation

In addition to their salaries, the Company and related parties also provided non-cash benefits which included long service leave and an employee share option plan.



## 12 Key management personnel disclosures (continued)

### Key management personnel compensation (continued)

	2018 \$	2017 \$
Short-term employee benefits*	2,177,155	2,459,766
Long-term employee benefits	194,726	213,134
	<u>2,371,881</u>	<u>2,672,900</u>

There are no other transactions with key management personnel (2017: \$nil).

\* There were no termination benefits paid in 2018 (2017: \$85,735)

## 13 Related party transactions

### (a) Transactions with related parties

The following transactions occurred with related parties:

	2018 \$	2017 \$
<i>Management fees paid to/(received from):</i>		
Latitude Financial Services Australia Holdings Pty Ltd	7,896,952	8,254,762
Hallmark Life Insurance Company Ltd	(1,839,885)	(1,989,855)
<i>Cross charges paid to:</i>		
Latitude Financial Services Australia Holdings Pty Ltd	9,965,104	9,728,272
<i>Transactional sales costs paid to:</i>		
Latitude Financial Services Australia Holdings Pty Ltd	914,388	760,553
<i>Administration Recharge paid to:</i>		
Latitude Financial Services Ltd - NZ	-	153,050
<i>Commission paid to:</i>		
Latitude Personal Finance Pty Ltd	2,753,130	2,530,930
Latitude Finance Australia	4,619,257	4,721,948
Latitude Financial Services Ltd - NZ	3,420,217	3,257,580
<i>Dividend paid/(received):</i>		
Hallmark Life Insurance Company Ltd - shareholder	-	12,600,003
Latitude Insurance Holdings Pty Ltd	11,899,991	16,599,992

### 13 Related party transactions (continued)

#### (b) Outstanding balances with related parties

	2018 \$	2017 \$
<i>Receivables/(payables)</i>		
Latitude Financial Services Australia Holdings Pty Ltd	(4,425,118)	(4,747,916)
Latitude Personal Finance Pty Ltd	188,355	446,060
Hallmark Life Insurance Company Ltd	434,333	538,664
Latitude Finance Australia	1,300,834	1,406,608
Latitude Financial Services Ltd - NZ	843,868	1,189,171
Latitude Insurance Holdings Pty Ltd	(3,600,000)	-

No provisions for doubtful debts have been raised in relation to any outstanding balances, and no expense has been recognised in respect of bad or doubtful debts due from related parties.

At 31 December 2018, there are no amounts outstanding owed by Hallmark General Insurance Company Ltd to Latitude Financial Services Australia Holdings Pty Ltd or to other related parties which are not reflected in the accounts, and there are no further amounts to be charged by Latitude Financial Services Australia Holdings Pty Ltd or by other related parties in relation to services provided to Hallmark General Insurance Company Ltd during 2018 or prior years.

## 14 Summary of significant accounting policies

Hallmark General Insurance Company Ltd is a company limited by shares, incorporated and domiciled in Australia.

The Company is registered under the Insurance Act 1973.

Its registered office is:

800 Collins Street  
Melbourne VIC 3008  
Australia

and principal place of business is:

Level 8  
32 Phillip Street  
Parramatta NSW 2150  
Australia

The principal accounting policies adopted in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

These financial statements are presented in Australian dollars, which is the Company's functional currency.

The financial statements were authorised for issue by directors on 27 February 2019.

### (a) Basis of preparation

#### Statement of compliance

These general purpose financial statements of the Company have been prepared in accordance with Australian Accounting Standards (AASBs) issued by the Australian Accounting Standards Board (AASB), and the *Corporations Act 2001*. The financial statements also comply with International Financial Reporting Standards (IFRSs) adopted by the International Accounting Standards Board (IASB).

For the purposes of the financial statements, the Company is a for-profit entity.

#### Changes in accounting policies and disclosures

There has been no change in accounting policies for the current financial period that would have a material impact on these financial statements.

#### Basis of measurement

These financial statements have been prepared on a fair value basis with certain exceptions as described in the accounting policies below.

#### Critical estimates, judgements and errors

The Company makes estimates and assumptions that affect the reported amounts of assets and liabilities at year end. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The areas in which accounting estimates are applied are described below.

## 14 Summary of significant accounting policies (continued)

### (a) Basis of preparation (continued)

#### Key sources of estimation uncertainty

The key area of estimation uncertainty for the Company is in its estimation of outstanding claims and reinsurance recoveries. These are discussed in detail in note 2(e).

#### The ultimate liability arising from claims made under insurance contracts

Provision is made at the year-end for the estimated cost of claims incurred but not settled at the end of the reporting period, including the cost of claims incurred but not reported (IBNR) to the Company.

The Company takes all reasonable steps to ensure that it has appropriate information regarding its claims exposure. However, given the uncertainty in establishing claims provisions, it is likely that the final outcome will prove to be different from the original liability established.

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 Company, where more information about the claim event is generally available. In calculating the estimated cost of unpaid claims the Company uses a variety of estimation techniques, generally based upon statistical analyses of historical experience, which assumes that the development pattern of the current claims will be consistent with past experience. Allowance is made, however, for changes or uncertainties which may create distortions in the underlying statistics or which might cause the cost of unsettled claims to increase or reduce when compared with the cost of previously settled claims including:

- changes in the economic environment
- changes in the mix of business
- medical and technological developments
- changes in benefit structures
- changes in claims management practice

Provisions are calculated gross of all recoveries. A separate estimate is made of the amounts that will be recoverable from decreasing adjustments and from reinsurers based upon the gross provisions. The decreasing adjustments are estimated as 1/11th of gross outstanding claims liability.

The methods used to analyse past claims experience and to project future claims experience are largely determined by the available data and the nature and maturity of the portfolio.

The determination of an appropriate outstanding claims liability and the specific assumptions used are detailed in note 6.

### (b) Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. The Company recognises revenue from non-insurance activities when it is probable that the economic benefits will flow to the Company and the revenue amount can be reliably measured. The Company bases its estimates on historical results, taking into consideration the type of customer, the type of transaction and the specifics of each arrangement. In addition, the following specific recognition criteria apply to revenue streams:

## 14 Summary of significant accounting policies (continued)

### (b) Revenue recognition (continued)

#### (i) Premium revenue

Premium revenue comprises amounts charged to policyholders (direct premium) for insurance contracts, excluding stamp duties and taxes collected on behalf of third parties, including the goods and services tax in Australia.

Premium revenue is recognised in the profit or loss when it has been earned. It is recognised as earned from the date of attachment of risk (generally the date a contract is agreed to but may be earlier if persuasive evidence of an arrangement exists) over the period of the related insurance contracts in accordance with the pattern of the incidence of risk expected under the contracts. The pattern of the risks underwritten is generally matched by the passing of time but where time does not approximate the pattern of risk, previous claims experience is used to derive the incidence of risk.

Premium for unclosed business (business written close to reporting date where attachment of risk is prior to reporting date and there is insufficient information to accurately identify the business) is brought to account based on previous experience with due allowance for any changes in the pattern of new business and renewals.

The unearned portion of premium is recognised within unearned premium liability in the Statement of Financial Position.

#### (ii) Investment income

All investment income is recognised as revenue on an accruals basis. Interest income is recognised on a time proportion basis using the simple interest method. Dividends are brought to account as declared and are recognised net of franking credits. Assets are designated at fair value through profit or loss and the related net realised and unrealised gains and losses are included in the profit or loss as investment revenue.

### (c) Claims expenses

The Company's claims liability is measured as the present value of expected future payments relating to claims incurred at the reporting date. The expected future payments include those estimates in relation to claims incurred but not enough reported (IBNER's) and claims incurred but not reported (IBNR's) based on past experience.

Claims incurred all relate to providing services, including the bearing of risk, and are accordingly treated as expenses in the profit or loss. Claims expenses represent total claim payments made during the year adjusted for the movement in the outstanding claims liability.

The claims liability is measured based on the advice of valuations performed by the appointed actuary whose key assumptions are outlined in note 6.

### (d) Other expenses

Other expenses are recognised in the profit or loss on an accrual basis.

### (e) Outwards reinsurance premium

Premium ceded to reinsurers is recognised as an expense in accordance with the pattern of reinsurance service received. Accordingly, a portion of outwards reinsurance premium is treated at the reporting date as deferred reinsurance expense. Reinsurance recoveries on claims incurred are recognised as revenue.

## 14 Summary of significant accounting policies (continued)

### (f) Deferred acquisition costs

Costs, which vary with and are primarily related to the production of new business, have been deferred to the extent such costs are deemed recoverable from future profits. Such costs primarily include commissions. These costs are amortised in proportion to premiums over the estimated lives of the policies. A write down to recoverable amount is recognised where the present value of expected future claims (including settlement costs) in relation to business written to the end of the reporting period exceeds related unearned premiums less the deferred acquisition costs.

### (g) Income tax

#### Australian company

Income tax in the profit or loss for the periods presented comprises current and deferred tax. Income tax is recognised in the profit or loss except to the extent that it relates to items recognised directly in equity.

Current tax is the expected tax payable on the taxable income for the year, using tax rates enacted or substantially enacted at the balance date, and any adjustment to tax payable in respect of previous years.

Deferred tax is provided using the balance sheet method, providing for temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Company expects, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities.

A deferred tax asset is recognised only to the extent that it is probable that future taxable profits will be available against which the asset can be utilised. Deferred tax assets are reduced to the extent that it is no longer probable that the related tax benefit will be realised.

Deferred tax assets and liabilities are recognised on a gross basis, and presented net if the Company has a legally enforceable right to set off current tax assets and liabilities. Current tax assets and tax liabilities are offset where the entity has a legally enforceable right to offset and intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

## 14 Summary of significant accounting policies (continued)

### (g) Income tax (continued)

#### Tax consolidation

The Company is a member of the KVD Australia Holdco Pty Ltd income tax consolidated group. The KVD Australia Holdco Pty Ltd income tax consolidated group incorporates the Company, Latitude Insurance Holdings Pty Limited, Hallmark Life Insurance Company Ltd and several other related entities. The implementation date of the income tax consolidated group was 15 June 2015.

The current and deferred tax amounts for the consolidated group are allocated amongst the entities in the group using a modified separate taxpayer within the group approach whereby each entity in the income tax consolidated group measures its current and deferred taxes as if it continued to be a separate taxable entity in its own right.

For the financial year ended 31 December 2018, the members of the tax consolidated group continue to be subject to a tax funding agreement which sets out the funding obligations of the members of the income tax consolidated group in respect of tax amounts. The tax funding agreement requires payments to the head entity in respect of the group tax liability equal to the relative proportion of taxable income of the member of the income tax consolidated group. Where a member of the income tax consolidated group recognises a taxable loss, the funding amount is nil with no compensation for the tax losses unless the member is subject to prudential regulation by APRA, in which case the regulated entity will be compensated for its tax losses.

Any difference between the net tax liability amount recognised on a modified separate taxpayer within the group approach and the actual tax funding agreement amount payable is recognised by the Company equity contribution or distribution.

The members of the tax consolidated group are subject to a tax sharing agreement as prescribed by the tax consolidation legislation. This agreement sets out the allocation of income tax liabilities between the entities should the head entity default on its tax payment obligations and removes the exposure of the Company to joint and several liability in the event of such default.

#### New Zealand branch

The income tax expense for the period is the tax payable on the current period's taxable income based on the notional income tax rate.

#### Taxation basis

As the Branch is a non-resident, for tax purposes, general insurer in New Zealand it is taxed on 10% of its New Zealand sourced gross premium income. Deductions for expenditure are not allowed. A non-resident withholding tax of 10% or approved issuer levy of 2% applies to any New Zealand sourced interest income on investments.

### (h) Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents include cash on hand, deposits held at call with financial institutions and other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash.

### (i) Trade and other receivables

All premium and other receivables are recognised at the amounts receivable as these amounts are generally due for settlement within 30 days and less, where applicable, any provision for doubtful debts. Collectability of premium and other receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off in the period in which they are identified.

## 14 Summary of significant accounting policies (continued)

### (j) Reinsurance and other recoveries receivable

Reinsurance and other recoveries receivable on paid claims, reported claims not yet paid and IBNR's are recognised as revenue. Recoveries receivable are assessed in a manner similar to the assessment of the liability for outstanding claims and policy liabilities.

### (k) Classification of insurance contracts

Contracts under which the Company accepts significant insurance risk from the policyholder or another party by agreeing to compensate the policyholder or other beneficiary if a specified uncertain future event adversely affects the policyholder or other beneficiary, are classified as insurance contracts. The risks associated with Insurance contracts are detailed further in note 8(a).

### (l) Assets backing general insurance liabilities

The Company currently maintains a significant capital surplus. The Company has established a target capital to ensure assets are available to meet insurance liabilities.

### (m) Financial assets

The Company has elected to designate all its financial assets backing insurance policies at fair value through profit or loss consistent with the provisions of AASB 139 Financial Instruments: Recognition and Measurement.

Financial assets designated at fair value through profit or loss and are initially recognised at fair value, excluding transaction costs, which are expensed in the profit or loss in the period in which they arise. Financial assets are subsequently measured at fair value at each reporting date with realised and unrealised gains and losses arising from changes in the fair value recognised in the profit or loss in the period in which they arise.

#### *Classification*

#### *(i) Short term deposits*

Short term deposits are carried at the face value of the amounts deposited as their carrying amounts approximate to their fair value.

### (n) Impairment of assets

The carrying amount of the Company's non-financial assets, other than deferred tax assets, are assessed annually for indicators of impairment, if any such indicator exists, then the asset's recoverable amount is estimated.

An impairment loss is recognised when the carrying amount of an asset exceeds its recoverable amount. Recoverable amount is the higher of an asset's fair value less cost of disposal and value in use. Impairment losses are recognised in the profit or loss, unless an asset has previously been re-valued, in which case the impairment loss is recognised as a reversal to the extent of that previous revaluation with any excess recognised through the profit or loss.

Where an impairment loss subsequently reverses, the carrying amount is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment been recognised for the asset in prior years. A reversal of an impairment is recognised immediately in the profit or loss.

### (o) Trade and other payables

Trade and other payables represent liabilities for goods and services provided to the Company prior to the end of the financial year, which are unpaid. The amounts are unsecured and are usually paid within 90 days of recognition.



## 14 Summary of significant accounting policies (continued)

### (p) Outstanding claims liability

The liability for outstanding claims covers the expected future payments for claims including IBNR and IBNER claims and the anticipated direct and indirect costs of settling these claims.

The liability for outstanding claims is subject to yearly actuarial review. The general approach to the actuarial estimation of outstanding claims is to analyse all available past experience. Based on this, the expected future payments are determined and discounted to present value using a risk free rate.

The provision for the outstanding claims liability also contains a risk margin to reflect the inherent uncertainty in the central estimate. The risk margin increases the probability that the net liability is adequately provided for to a 90% (2017: 90%) confidence level.

### (q) Liability adequacy test

The adequacy of the insurance contract liabilities are evaluated each year. The insurance contract test considers current estimates of all contractual and related cash flows. If it is determined using best estimate assumptions that a shortfall exists, it is immediately recognised in the profit or loss. Refer to note 2(e)(v).

### (r) Unexpired risk liability

Provision is made for unexpired risks arising from general insurance business where the expected value of claims and expenses attributed to the unexpired periods of policies in force at the end of the reporting period exceeds the unearned premiums provision in relation to such policies after the deduction of any deferred acquisition costs. The provision for unexpired risk is calculated separately by reference to separate classes of business, which are managed together, after taking into account the relevant investment return.

Unexpired risk liability, if any, remaining after writing off deferred acquisition costs is recognised immediately in the profit or loss. Refer to note 2(e)(v).

### (s) Employee benefits

#### (i) Short term employee benefits

The provisions for employee entitlements to wages, salaries and annual leave expected to be settled wholly within 12 months of year end represents the amount which the Company has a present obligation to pay resulting from employees' services provided up to the balance date. The provisions have been calculated at undiscounted amounts based on wage and salary rates that the Company expects to pay including related on-costs.

#### (ii) Other long-term employee benefit obligations

The liability for employees entitled to long service leave represents the present value of the estimated future cash outflows to be made by the Company resulting from employees' services provided up to the balance date.

Liabilities for employee entitlements, which are not expected to be wholly settled within 12 months, are discounted using the rates attaching to Australian Commonwealth Government securities at balance date, which most closely match the terms of maturity of the related liabilities.

In determining the liability for employee entitlements, consideration has been given to future increases in wage and salary rates, and the Company's experience with staff tenure. Related on-costs have also been included in the liability.

#### (iii) Defined contribution plans

For defined contribution plans, the Company has no further payment obligations once the contributions have been paid. The contributions are recognised as other staff expenses when they are due.

## 14 Summary of significant accounting policies (continued)

### (t) Foreign currency translation and functional currency

#### *Functional and presentation currency*

Items included in the financial statements of the Company are measured using the currency of the primary economic environment in which the Company operates (the functional currency).

The financial statements are presented in Australian dollars, which is the functional and presentation currency for the Company.

#### *Transactions and balances*

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the profit or loss.

Non-monetary items that are measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined.

Translation differences on financial instruments carried at fair value are reported as part of the fair value gain or loss.

The results and financial position of the branch of the Company that has a functional currency different from the presentation currency are translated into the presentation currency as follows:

The results and financial position of the branch of the Company that has a functional currency different from the presentation currency are translated into the presentation currency as follows:

- assets and liabilities are translated at the closing rate at the reporting date
- income and expenses are translated at average exchange rates (unless this is not a reasonable approximation of the cumulative effect of the rates prevailing on the transaction dates, in which case income and expenses are translated at the dates of the transactions); and
- all resulting exchange differences are recognised in other comprehensive income, and accumulated in a separate component of equity.

### (u) Goods and services tax (GST)

GST legislation was passed in New Zealand introducing GST on off-shore supplier of services from 1 October 2016.

All revenues and expenses are recognised net of the amount of goods and service tax (GST), except where the amount of GST incurred is not recoverable from Inland Revenue Department (IRD) and the Australian Taxation Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the tax authorities (i.e. ATO and IRD) is included as a current asset or liability in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the tax authorities, are classified as operating cash flows.

## 14 Summary of significant accounting policies (continued)

### (v) Rounding of amounts

The Company is of a kind referred to in ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191 dated 24 March 2016 issued by Australian Securities and Investments Commission, relating to the 'rounding off' of amounts in the Directors' report and the accompanying financial statements have been rounded to the nearest thousand dollars unless otherwise indicated.

### (w) New accounting standards and interpretations

A number of new standards, amendments to standards and interpretations are effective for annual periods beginning after 1 January 2018, and have not been applied in preparing these financial statements. None of these is expected to have a significant effect on the financial statements of the Company, except for:

- AASB 9 Financial Instruments, which addresses recognition and measurement requirements for financial assets and financial liabilities, impairment requirements that introduce an expected credit loss impairment model and general hedge accounting requirements. The Company is predominantly connected with insurance and meets the requirements in AASB 2016-6 Amendments to Australian Accounting Standards - Applying AASB 9 Financial Instruments with AASB 4 Insurance Contracts. It is applying the temporary exemption to continue AASB 139 Financial Instruments: Recognition and Measurement (AASB 139) rather than AASB 9 until initial application of AASB 17 Insurance Contracts. The Company has yet to determine the extent of the impact.

- AASB 15 Revenue from Contracts with Customers, which becomes effective at 1 January 2018, requires that companies should identify performance obligations and allocate price over the performance obligations as and when these obligations are fulfilled. AASB 15 does not apply to insurance contracts and financial instruments. Hence the majority of the Company's revenue is not impacted by this change.

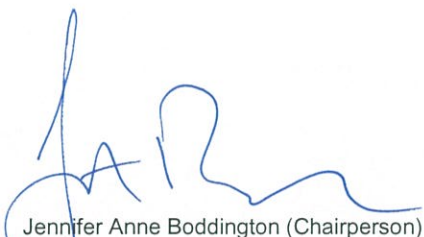
- AASB 17 Insurance Contracts, which becomes mandatory for the Company's 2021 financial statements will significantly change the principles for the recognition, measurement, presentation and disclosure of insurance contracts from the current accounting standards (AASB 4 Insurance Contracts and AASB 1023 General Insurance Contracts). The Company does not plan to adopt this standard early and the extent of the impact has not been determined.

**Directors' Declaration**

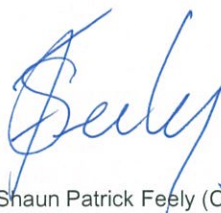
In the opinion of the Directors of Hallmark General Insurance Company Ltd (the Company):

- (a) the financial statements and notes set out on pages 5 to 48 are in accordance with the *Corporations Act 2001*, including:
  - (i) giving a true and fair view of the Company's financial position as at 31 December 2018 and of its performance for the financial year ended on that date; and
  - (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*;
- (b) the financial statements also comply with International Financial Reporting Standards as disclosed in note 14; and
- (c) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors:



Jennifer Anne Boddington (Chairperson)  
Director  
Sydney  
27 February 2019



Shaun Patrick Feely (Chief Executive Officer)  
Director  
Sydney  
27 February 2019



# Independent Auditor's Report

To the shareholders of Hallmark General Insurance Company Ltd

## Opinion

We have audited the **Financial Report** of Hallmark General Insurance Company Ltd (the Company).

In our opinion, the accompanying Financial Report of the Company is in accordance with the *Corporations Act 2001*, including:

- giving a true and fair view of the Company's financial position as at 31 December 2018 and of its financial performance for the year ended on that date; and
- complying with *Australian Accounting Standards* and the *Corporations Regulations 2001*.

The **Financial Report** comprises:

- Statement of Financial Position as at 31 December 2018;
- Statement of Profit or Loss and other comprehensive income, Statement of Changes in equity, and Statement of Cash Flows for the year then ended;
- Notes including a summary of significant accounting policies; and
- Directors' Declaration.

## Basis for opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report.

We are independent of the Company in accordance with the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with the Code.

## Other Information

Other Information is financial and non-financial information in Hallmark General Insurance Company Ltd's annual reporting which is provided in addition to the Financial Report and the Auditor's Report. This includes the Director's Report. The Directors are responsible for the Other Information.

The Other Information we obtained prior to the date of this Auditor's Report was the *Director's report*. Our opinion on the Financial Report does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.



## Responsibilities of the Directors for the Financial Report

The Directors are responsible for:

- preparing the Financial Report that gives a true and fair view in accordance with *Australian Accounting Standards* and the *Corporations Act 2001*;
- implementing necessary internal control to enable the preparation of a Financial Report that gives a true and fair view and is free from material misstatement, whether due to fraud or error; and
- assessing the Company's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the Financial Report

Our objective is:

- to obtain reasonable assurance about whether the Financial Report as a whole is free from material misstatement, whether due to fraud or error; and
- to issue an Auditor's 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 *Australian Auditing Standards* will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They 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 the Financial Report.

A further description of our responsibilities for the audit of the Financial Report is located at the *Auditing and Assurance Standards Board* website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)  
This description forms part of our Auditor's Report.

  
KPMG

Ian Moyser

*Partner*

Sydney

27 February 2019

**Hallmark General Insurance Company Ltd  
New Zealand Branch**

**Annual financial statements  
for the year ended 31 December 2018**

**Hallmark General Insurance Company Ltd New Zealand  
Branch  
Financial report - 31 December 2018**

**Contents**

	Page
Directors' report	1
Financial statements	
Statement of Profit or Loss and Other Comprehensive Income	2
Statement of Financial Position	3
Statement of Changes in Equity	4
Statement of Cash Flows	5
Notes to the financial statements	6
Directors' declaration	33
Independent auditor's report to the members	34



**Hallmark General Insurance Company Ltd New Zealand Branch**  
**Directors' report**  
**31 December 2018**

The directors present their report together with the financial statements of Hallmark General Insurance Company Ltd New Zealand Branch for the year ended 31 December 2018 and the auditor's report thereon.

Signed in accordance with a resolution of the board of directors.

A handwritten signature in blue ink, appearing to read 'JAB', is written over the printed name.

Jennifer Anne Boddington (Chairperson)  
Director  
Sydney  
27 February 2019

A handwritten signature in blue ink, appearing to read 'Shaun', is written over the printed name.

Shaun Patrick Feely (Chief Executive Officer)  
Director  
Sydney  
27 February 2019

**Hallmark General Insurance Company Ltd New Zealand Branch**  
**Statement of Profit or Loss and Other Comprehensive Income**  
**For the year ended 31 December 2018**

	Notes	2018 \$'000	2017 \$'000
Insurance premium revenue		<u>16,079</u>	<u>15,448</u>
Net insurance premium revenue	1(a)	<u>16,079</u>	<u>15,448</u>
Claims expenses		<u>3,284</u>	<u>2,743</u>
Net claims incurred	1(b)	<u>3,284</u>	<u>2,743</u>
Acquisition costs		<u>3,182</u>	<u>3,090</u>
Administration expenses		<u>4,237</u>	<u>3,884</u>
Underwriting expenses		<u>7,419</u>	<u>6,974</u>
<b>Underwriting result</b>		<b>5,376</b>	<b>5,731</b>
Investment income	1(c)	<u>1,094</u>	<u>1,044</u>
Investment expenses		<u>-</u>	<u>(1)</u>
Other income		<u>65</u>	<u>83</u>
<b>Profit before income tax</b>		<b>6,535</b>	<b>6,857</b>
Income tax expense	1(d)	<u>450</u>	<u>169</u>
<b>Profit for the year</b>		<b>6,085</b>	<b>6,688</b>
<b>Total comprehensive income for the year</b>		<b>6,085</b>	<b>6,688</b>
<b>Profit is attributable to:</b>			
Owners of Hallmark General Insurance Company Ltd New Zealand Branch		<u>6,085</u>	<u>6,688</u>
		<b>6,085</b>	<b>6,688</b>
<b>Total comprehensive income for the year is attributable to:</b>			
Owners of Hallmark General Insurance Company Ltd New Zealand Branch		<u>6,085</u>	<u>6,688</u>
		<b>6,085</b>	<b>6,688</b>

*The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes.*

**Hallmark General Insurance Company Ltd New Zealand Branch**  
**Statement of Financial Position**  
**As at 31 December 2018**

	Notes	2018 \$'000	2017 \$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	2(a)	38,195	34,444
Trade and other receivables	2(b)	458	1,185
Deferred acquisition costs	2(c)	2,823	2,449
<b>Total current assets</b>		<u>41,476</u>	<u>38,078</u>
<b>Non-current assets</b>			
Deferred acquisition costs	2(c)	2,011	2,052
<b>Total non-current assets</b>		<u>2,011</u>	<u>2,052</u>
<b>Total assets</b>		<u>43,487</u>	<u>40,130</u>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	2(d)	1,973	863
Current tax liabilities		867	742
Outstanding claims liability	2(e)	1,833	1,741
Unearned premium liability	2(f)	14,016	12,244
<b>Total current liabilities</b>		<u>18,689</u>	<u>15,590</u>
<b>Non-current liabilities</b>			
Outstanding claims liability	2(e)	865	703
Unearned premium liability	2(f)	9,986	9,308
<b>Total non-current liabilities</b>		<u>10,851</u>	<u>10,011</u>
<b>Total liabilities</b>		<u>29,540</u>	<u>25,601</u>
<b>Net assets</b>		<u>13,947</u>	<u>14,529</u>
<b>EQUITY</b>			
Retained earnings		13,947	14,529
<b>Total equity</b>		<u>13,947</u>	<u>14,529</u>

*The above Statement of Financial Position should be read in conjunction with the accompanying notes.*

Hallmark General Insurance Company Ltd New Zealand Branch  
Statement of Changes in Equity  
For the year ended 31 December 2018

	Attributable to owners of Hallmark General Insurance Company Ltd New Zealand Branch	
	Retained earnings \$'000	Total equity \$'000
Balance at 1 January 2017	16,613	16,613
Profit for the year	6,688	6,688
Total comprehensive income for the year	6,688	6,688
Transactions with owners in their capacity as owners:		
Dividends paid or declared	(8,772)	(8,772)
Balance at 31 December 2017	14,529	14,529
Balance at 1 January 2018	14,529	14,529
Profit for the year	6,085	6,085
Total comprehensive income for the year	6,085	6,085
Transactions with owners in their capacity as owners:		
Dividends paid or declared	(6,477)	(6,477)
Prior Year Adjustment	(190)	(190)
	(6,667)	(6,667)
Balance at 31 December 2018	13,947	13,947

*The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.*

**Hallmark General Insurance Company Ltd New Zealand Branch**  
**Statement of Cash Flows**  
**For the year ended 31 December 2018**

	Notes	2018 \$'000	2017 \$'000
<b>Cash flows from operating activities</b>			
Net premiums received		19,359	18,046
Claims paid		(3,030)	(2,852)
Payments to suppliers and employees		(8,677)	(7,210)
Interest received		871	666
<b>Net cash inflow from operating activities</b>	3(a)	<u>8,523</u>	<u>8,650</u>
<b>Net cash inflow/ from investing activities</b>		<u>-</u>	<u>-</u>
<b>Cash flows from financing activities</b>			
Dividends paid to branch's shareholders		(4,772)	(8,772)
<b>Net cash (outflow) from financing activities</b>		<u>(4,772)</u>	<u>(8,772)</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>		3,751	(122)
Cash and cash equivalents at 1 January		34,444	34,566
<b>Cash and cash equivalents at 31 December</b>	2(a)	<u>38,195</u>	<u>34,444</u>

*The above statement of Cash Flows should be read in conjunction with the accompanying notes.*

Hallmark General Insurance Company Ltd New Zealand Branch  
Notes to the financial statements  
For the year ended 31 December 2018

**Contents of the notes to the financial statements**

	Page
<b>Financial performance</b>	7
1 Profit or loss information	7
<b>Balance sheet management</b>	8
2 Financial assets and financial liabilities	8
3 Cash flow information	14
<b>Risk</b>	15
4 Critical estimates, judgements and errors	15
5 Actuarial assumptions and methods	16
6 Financial risk management	18
7 Capital management	23
<b>Unrecognised items</b>	26
8 Commitments and contingencies	26
9 Matters subsequent to the end of the financial year	26
<b>Other information</b>	26
10 Remuneration of auditors	26
11 Key management personnel disclosures	26
12 Related party transactions	26
13 Summary of significant accounting policies	27

## Financial performance

This section provides additional information about those individual line items in the financial statements relating to financial performance that management considers most relevant in the context of the operations of the entity.

### 1 Profit or loss information

#### (a) Net insurance premium revenue

	2018 \$'000	2017 \$'000
Gross written premium	18,529	17,549
Movement in unearned premiums	<u>(2,450)</u>	<u>(2,101)</u>
<b>Net premium revenue</b>	<u><b>16,079</b></u>	<u><b>15,448</b></u>

#### (b) Net claims incurred

	2018			2017		
	Current Year \$'000	Prior Years \$'000	Total \$'000	Current Year \$'000	Prior Years \$'000	Total \$'000
Gross claims incurred and related expenses - undiscounted	3,479	(182)	3,297	3,175	(454)	2,721
Discount and discount movement - gross claims incurred	(29)	16	(13)	(19)	41	22
	<u>3,450</u>	<u>(166)</u>	<u>3,284</u>	<u>3,156</u>	<u>(413)</u>	<u>2,743</u>
<b>Net claims incurred</b>	<u><b>3,450</b></u>	<u><b>(166)</b></u>	<u><b>3,284</b></u>	<u><b>3,156</b></u>	<u><b>(413)</b></u>	<u><b>2,743</b></u>

Current period claims relate to risk borne in the current financial year. Prior period claims relate to a reassessment of the risks borne in all previous financial years.

#### (c) Investment income

	2018 \$'000	2017 \$'000
Interest income	1,094	1,044
<b>Total investment income</b>	<u><b>1,094</b></u>	<u><b>1,044</b></u>

Hallmark General Insurance Company Ltd New Zealand Branch  
Notes to the financial statements  
For the year ended 31 December 2018  
(continued)

## 1 Profit or loss information (continued)

### (d) Income tax expense

#### (i) Income tax expense

	2018 \$'000	2017 \$'000
Current tax expense	450	169

#### (ii) Numerical reconciliation of income tax expense to prima facie tax payable

Profit from continuing operations before income tax expense	<u>6,535</u>	<u>6,857</u>
Tax at the New Zealand tax rate of 28% (2017 - 28%)	<u>1,830</u>	<u>1,920</u>
Tax effect of amounts which are not deductible (taxable) in calculating taxable income:		
Tax effect of non-assessable income	<u>(1,380)</u>	<u>(1,487)</u>
	450	433
Adjustments for current tax of prior periods	<u>-</u>	<u>(264)</u>
Income tax expense	<u>450</u>	<u>169</u>

## Balance sheet management

This section provides additional information about those individual line items in the statement of financial position that management considers most relevant in the context of the operations of the entity.

## 2 Financial assets and financial liabilities

### (a) Cash and cash equivalents

	2018 \$'000	2017 \$'000
Current assets		
Cash at bank	995	1,580
Short term deposits	<u>37,200</u>	<u>32,864</u>
Total cash and cash equivalents	<u>38,195</u>	<u>34,444</u>



Hallmark General Insurance Company Ltd New Zealand Branch  
Notes to the financial statements  
For the year ended 31 December 2018  
(continued)

## 2 Financial assets and financial liabilities (continued)

### (b) Trade and other receivables

	2018 \$'000	2017 \$'000
<b>Current assets</b>		
Other receivables	458	1,185
<b>Total trade and other receivables</b>	<u>458</u>	<u>1,185</u>

These balances include amounts receivable from related parties (note 12).  
The carrying value disclosed above approximates fair value at end of the reporting period.

### (c) Deferred acquisition costs

	2018 \$'000	2017 \$'000
<b>Current assets</b>		
Deferred acquisition costs	2,823	2,449
<b>Non-current assets</b>		
Deferred acquisition costs	2,011	2,052
<b>Total deferred acquisition costs</b>	<u>4,834</u>	<u>4,501</u>

#### (i) Movements in deferred acquisition costs

Movements in deferred acquisition costs were as follows:

	2018 \$'000	2017 \$'000
<b>Deferred acquisition costs</b>		
Balance at 1 January	4,501	4,081
Acquisition costs incurred during the year	2,266	2,000
Amortisation charged to income	(1,933)	(1,580)
Closing balance at 31 December	<u>4,834</u>	<u>4,501</u>

Acquisition costs incurred during the year and Amortisation charged to income relate to the Personal loans portfolios as there were no deferred amortisation costs as at 31 December 2018 and 31 December 2017 for Cards portfolios.

### (d) Trade and other payables

	2018 \$'000	2017 \$'000
Other payables	<u>1,973</u>	<u>863</u>

The carrying value disclosed above approximates fair value at end of the reporting period.  
These balances include amounts payable to related parties (note 12).

### (e) Outstanding claims liability

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

	2018 \$'000	2017 \$'000
Central estimate	1,809	1,656
Risk margin	648	596
Claims handling expense	280	219
	<u>2,737</u>	<u>2,471</u>
Discount to present value	(39)	(27)
Gross outstanding claims liability	<u>2,698</u>	<u>2,444</u>
Current	1,833	1,741
Non-current	865	703
<b>Total outstanding claims liability</b>	<u>2,698</u>	<u>2,444</u>

(i) *The following ranges of discount rates were used in the measurement of outstanding claims and reinsurance recoveries.*

The current year discount rate is 1.71% (2017: 1.89%).

The subsequent years discount rate is 1.89% (2017: 1.89%).

The weighted average expected term to settlement of the outstanding claims from the end of the reporting period is estimated to be 0.88 years (2017: 0.58 years).

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (ii) Risk margin

##### *Process for determining risk margin*

The risk margin is an additional allowance for uncertainty in the ultimate cost of claims. The overall margin adopted is determined by the board after considering the uncertainty in the portfolio, industry trends and the branch's risk appetite.

To determine the margin adopted, the appointed actuary has reviewed the factors impacting the portfolio to establish a recommended margin at the level required by the board. Factors considered include:

- variability of claims experience of the portfolio;
- quality of historical data;
- diversification between different classes within the portfolio; and
- increase in uncertainty due to future economic environment and legislative changes.

The level of uncertainty varies between classes of business, as such the adopted risk margin varies between business classes. The risk margin is applied to the gross central estimate.

The aggregate risk margin, after diversification allowance, is intended to achieve a 90% (2017: 90%) probability of sufficiency.

The risk margins applied to the major segments of the portfolio for 90% (2017: 90%) level of adequacy are:

	2018 \$'000	2017 \$'000
Consumer credit insurance - disability	30.3%	26.7%
Consumer credit insurance - unemployment	35.7%	60.7%

#### (iii) Reconciliation of movement in discounted outstanding claims liability

	2018			2017		
	Gross \$'000	Reinsurance \$'000	Net \$'000	Gross \$'000	Reinsurance \$'000	Net \$'000
Balance at 1 January	2,444	-	2,444	2,562	-	2,562
Current year claims incurred	3,450	-	3,450	3,156	-	3,156
Change in previous years claims	(166)	-	(166)	(413)	-	(413)
Current year claims paid / reinsurance recovered	(1,482)	-	(1,482)	(1,419)	-	(1,419)
Previous year claims paid / reinsurance recovered	(1,548)	-	(1,548)	(1,442)	-	(1,442)
Closing balance at 31 December	2,698	-	2,698	2,444	-	2,444

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (iv) Claims development tables

Claims development tables are disclosed in order to put the claims estimate included in the financial statements into context, allowing comparison of those claim estimates with the results seen in previous years. In effect, the table highlights the branch's ability to provide a reliable estimate of the total value of claims. The top part of the table provides a review of current estimates of cumulative claims and demonstrates how the estimated claims have changed at subsequent reporting or accident year-ends. The lower part of the table provides a reconciliation of the total reserve included in the Statement of Financial Position and the estimates of cumulative claims.

#### Gross

Reporting Year	Accident Year									
	Prior	2011	2012	2013	2014	2015	2016	2017	2018	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Estimate of gross ultimate claims cost</b>										
At end of accident year					3,328	3,132	2,881	3,046	3,255	
One year later				2,218	2,946	2,295	2,629	2,963		
Two years later			2,147	2,217	2,907	2,351	2,651			
Three years later		1,093	2,182	2,253	2,906	2,353				
Four years later		1,102	2,212	2,244	2,910					
Five years later		1,105	2,209	2,239						
Six years later		1,102	2,215							
Seven years later		1,103								
Current estimate of cumulative claims	438	1,103	2,215	2,239	2,910	2,353	2,651	2,963	3,255	20,127
Cumulative payments to date	(438)	(1,103)	(2,215)	(2,237)	(2,903)	(2,305)	(2,518)	(2,488)	(1,461)	(17,668)
Undiscounted claims handling expenses	-	-	-	-	-	5	15	54	204	278
<b>Gross outstanding claims - undiscounted</b>	-	-	-	2	7	53	148	529	1,998	2,737
Discount impact	-	-	-	-	-	(1)	(2)	(8)	(28)	(39)
<b>Gross outstanding claims - discounted</b>	-	-	-	2	7	52	146	521	1,970	2,698

## 2 Financial assets and financial liabilities (continued)

### (e) Outstanding claims liability (continued)

#### (iv) Claims development tables (continued)

##### Net

Reporting Year	Accident Year									
	Prior	2011	2012	2013	2014	2015	2016	2017	2018	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Estimate of gross ultimate claims cost</b>										
At end of accident year					3,328	3,132	2,881	3,046	3,255	
One year later				2,218	2,946	2,295	2,629	2,963		
Two years later			2,147	2,217	2,907	2,351	2,651			
Three years later		1,093	2,182	2,253	2,906	2,353				
Four years later		1,102	2,212	2,244	2,910					
Five years later		1,105	2,209	2,239						
Six years later		1,102	2,215							
Seven years later		1,103								
Current estimate of cumulative claims	438	1,103	2,215	2,239	2,910	2,353	2,651	2,963	3,255	20,127
Cumulative payments to date	(438)	(1,103)	(2,215)	(2,237)	(2,903)	(2,305)	(2,518)	(2,488)	(1,461)	(17,668)
Undiscounted claims handling expenses	-	-	-	-	-	5	15	54	204	278
<b>Gross outstanding claims - undiscounted</b>	-	-	-	2	7	53	148	529	1,998	2,737
Discount impact	-	-	-	-	-	(1)	(2)	(8)	(28)	(39)
<b>Gross outstanding claims - discounted</b>	-	-	-	2	7	52	146	521	1,970	2,698

#### (v) Liability adequacy test

The liability adequacy test (LAT) is an assessment of the carrying amount of unearned premium liabilities and is conducted at the end of each reporting period. The test is calculated separately for each portfolio of contracts that are subject to broadly similar risks and are managed together as a single portfolio.

For the purposes of the liability adequacy test, the net premium liabilities at a 75% probability of sufficiency as at 31 December 2018 is \$17,558,597 (31 December 2017: \$14,969,053), therefore the liability adequacy test at reporting date resulted in a surplus for the branch.

The probability of sufficiency adopted for LAT differs from the 90% (2017: 90%) probability of sufficiency adopted in determining the outstanding claims liabilities (refer note 13(p)). The reason for this difference is that the former is in effect an impairment test used only to test the sufficiency of net premium liabilities whereas the latter is a measurement accounting policy used in determining the carrying value of the outstanding claims liabilities.

All actuarial data relating to the New Zealand Branch of the Company, prior to the 5th of March 2012, relates to the insurance portfolio of Simply Insurance New Zealand Limited, and is disclosed to reflect the historical actuarial profile of the insurance portfolio, which was transferred to the Branch on the 5th of March 2012.

## 2 Financial assets and financial liabilities (continued)

### (f) Unearned premium liability

	2018 \$'000	2017 \$'000
Balance as at 1 January	21,552	19,451
Premiums written during the year	11,331	9,999
Premiums earned during the year	<u>(8,881)</u>	<u>(7,898)</u>
Closing balance as at 31 December	<u>24,002</u>	<u>21,552</u>
Current	14,016	12,244
Non-current	<u>9,986</u>	<u>9,308</u>
<b>Total unearned premium liability</b>	<b><u>24,002</u></b>	<b><u>21,552</u></b>

Premiums written and earned during the year relate to the Personal loans portfolios as there were no unearned premium liabilities as at 31 December 2018 and 31 December 2017 for Cards portfolios.

### (g) Fair value measurement

There are no financial assets measured at fair value as at 31 December 2018. (2017: nil)

## 3 Cash flow information

### (a) Reconciliation of profit after income tax to net cash flows from operating activities

	2018 \$'000	2017 \$'000
Profit for the year	6,085	6,688
Adjustments		
Prior year adjustment to deferred acquisition costs	(190)	-
Change in operating assets and liabilities:		
(Decrease)/increase in trade and other payables	(595)	110
(Increase)/decrease in other receivables	727	240
Decrease/(increase) in deferred acquisition costs	(333)	(420)
Increase/(decrease) in outstanding claim liability	254	(118)
(Decrease)/increase in unearned premium liability	2,450	2,100
(Decrease)/increase in current tax liability	<u>125</u>	<u>50</u>
<b>Net cash (outflow)/ inflow from operating activities</b>	<b><u>8,523</u></b>	<b><u>8,650</u></b>

## Risk

This section of the notes discusses the branch's exposure to various risks and shows how these could affect the branch's financial position and performance.

### 4 Critical estimates, judgements and errors

The branch makes estimates and assumptions that affect the reported amounts of assets and liabilities at year end. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The areas in which accounting estimates are applied are described below.

#### *Key sources of estimation uncertainty*

The key area of estimation uncertainty for the branch is in its estimation of outstanding claims and reinsurance recoveries. These are discussed in detail in note 5.

#### *The ultimate liability arising from claims made under insurance contracts*

Provision is made at the year-end for the estimated cost of claims incurred but not settled at the end of the reporting period, including the cost of IBNR's to the branch.

The branch takes all reasonable steps to ensure that it has appropriate information regarding its claims exposure. However, given the uncertainty in establishing claims provisions, it is likely that the final outcome will prove to be different from the original liability established.

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 branch, where more information about the claim event is generally available. In calculating the estimated cost of unpaid claims the branch uses a variety of estimation techniques, generally based upon statistical analyses of historical experience, which assumes that the development pattern of the current claims will be consistent with past experience. Allowance is made, however, for changes or uncertainties which may create distortions in the underlying statistics or which might cause the cost of unsettled claims to increase or reduce when compared with the cost of previously settled claims including:

- changes in the economic environment
- changes in the mix of business
- medical and technological developments
- changes in benefit structures
- changes in claims management practice

Provisions are calculated gross of all recoveries. A separate estimate is made of the amounts that will be recoverable from decreasing adjustments and from reinsurers based upon the gross provisions. The decreasing adjustments are estimated as 1/11th of gross outstanding claims liability.

The methods used to analyse past claims experience and to project future claims experience are largely determined by the available data and the nature and maturity of the portfolio.

The determination of an appropriate outstanding claims liability and the specific assumptions used are detailed in note 5.

## 5 Actuarial assumptions and methods

### Impact of changes to valuation approach and key assumptions

The branch writes the following lines of business:

#### Consumer credit insurances

The risks covered in this group include:

- Involuntary unemployment
- Disability
- Merchandise and price protection
- Stolen cards

### Process used to determine outstanding claims liabilities (actuarial methods)

The general approach to actuarial estimation of insurance liabilities is to analyse all available past experience, including numbers of reported and finalised claims, amount of claim payments, changes in case estimates and incurred loss ratios. This analysis allows patterns to be identified in the past experience. Based on this, development patterns associated with the run-off of outstanding claims and premium liabilities at the balance date can be estimated.

The determination of outstanding claims liabilities involves two steps:

- (i) The determination of the central estimate of Outstanding Claims at the balance date. The central estimate of Outstanding Claims includes an allowance for claims incurred but not reported ("IBNR") and the further development of reported claims, also known as incurred but not enough reported ("IBNER").

The central estimate has no deliberate bias towards either over or under estimation. Generally speaking, this means that the central estimate is assessed to have an approximately 50% probability of adequacy.

- (ii) The determination of a risk margin and claims handling expense provision to be added to the central estimates of outstanding claims. The risk margin is intended to achieve a 90% probability of adequacy at an aggregate level.

The estimation of outstanding claims liabilities involves the use of the following standard aggregate projection methods :

- Payment Chain Ladder ("PCL")
- Payment Per Chain Incurred ("PPCI")
- Payment Per Claim Finalised ("PPCH")
- Payment Per Claim Handled ("PPCH")
- Bornheutter Ferguson ("BF")

A blend of the projection methods is adopted based on the nature of the claims within each portfolio to estimate the appropriate Outstanding Claims.

### Actuarial assumptions

The key actuarial assumptions for the determination of the outstanding claims are as follows:



Hallmark General Insurance Company Ltd New Zealand Branch  
Notes to the financial statements  
For the year ended 31 December 2018  
(continued)

## 5 Actuarial assumptions and methods (continued)

### Actuarial assumptions (continued)

	2018 Disability (Personal Loans)ans)	2018 Unemployment (Personal Loans)	2017 Disability (Personal Loans)	2017 Unemployment (Personal Loans)
Number of future finalisations	211	89	233	94
Discounted Loss Ratio	27%	7%	30%	9%
Expense rate	13.5%	13.5%	11.5%	11.5%
Discount rate	1.71%pa		1.89%pa	

	2018 Disability (credit cards)	2018 Unemployment (credit cards)	2018 Merchandise protection, price protection and stolen cards (credit cards)	2017 Disability (credit cards)	2017 Unemployment (credit cards)	2017 Merchandise protection, Price protection and stolen cards (credit cards)
Number of future finalisations	79	47	58	130	91	73
Discounted Loss Ratio	18%	10%	6%	22%	14%	8%

### Other assumptions

The outstanding claims provision for Disability (Personal Loans) includes an additional 1.3% for medical expenses, with a prudential margin calculated at a 90% probability of adequacy.

### Process used to determine actuarial assumptions

A description of the processes used to determine the above key actuarial assumptions is provided below:

- *Number of future finalisations*  
The number of future finalisations has been based on an analysis of historical claim reports and finalisation rates. This then enables the future numbers of reports, handled claims and finalisations to be projected.
- *Average claim size*  
The adopted average claim size has been based on historic ratios of claims payments to factors such as number of claim reported, claim finalised or handled.
- *Expense rate*  
The adopted claims handling expense rate of 13.5% of the projected gross claim payments, has been determined based on the results of an expense allocation carried out in 2018.
- *Discount rate*  
The central estimate of the Outstanding Claims Liabilities has been discounted to allow for future investment income attributable to the liabilities during the run off period. The future investment earnings assumptions are estimates of the future annual risk-free rates of return. The discount factor has been based on the annual risk-free rates of return from the yield curve on New Zealand Government Bonds.

## 5 Actuarial assumptions and methods (continued)

### Sensitivity analysis

The Outstanding Claims Liabilities included in the reported results have been calculated based on the key actuarial assumptions as disclosed above. The movement in the above key actuarial assumptions will impact the performance and equity of the Company. The tables below describe how a change in each of the assumptions will affect the Outstanding Claims Liabilities. The outstanding claims liabilities are on a discounted basis and include claim handling expenses and a risk margin at the 90% probability of adequacy.

Impact of changes in assumptions on total outstanding claims provision:

Key actuarial assumptions	Changes	Impact on net claims provision (\$000's)	Impact on net claims provision (%)
<b>2018</b>			
Reported claims chain ladder factor	Increase chain ladder factors by 10%	+30	+1.12%
Discount rate	Decrease discount rate by 1%	+23	+0.87%
Claims handling expense rate	Increase claims handling expense rate by 4%	+107	+3.98%
<b>2017</b>			
Reported claims chain ladder factor	Increase chain ladder factors by 10%	+40	+1.65%
Discount rate	Decrease discount rate by 1%	+19	+0.79%
Claims handling expense rate	Increase claims handling expense rate by 4%	+99	+4.06%

## 6 Financial risk management

This note explains the branch's exposure to financial risks and how these risks could affect the branch's future financial performance. Current year profit or loss information has been included where relevant to add further context.

### (a) Credit risk

Credit risk is the risk of financial loss to the branch's if a customer fails to meet their contractual obligations and principally arises through the branch's investment in financial instruments, receivables from related or other parties, and claims on reinsurance contracts.

#### *Risk management*

The branch's has strategies in place to minimise future losses including the assessment of acceptable concentration of risk. New strategies are implemented to take appropriate action if adverse trends occur.

#### *Impairment model*

NZ IFRS 9 introduced a new forward looking expected loss impairment model, replacing the NZ IAS 39 incurred loss model that recognised impairment where there was objective evidence of default.

The following policies and procedures are in place to mitigate the branch's exposure to credit risk:

## 6 Financial risk management (continued)

### (a) Credit risk (continued)

#### (i) Financial assets

The branch's investment mandate sets out the investment management guidelines approved by the board. The guidelines establish credit approval authorities, concentrations limits, and approved investment portfolio parameters, these guidelines comply with the Investment Policy. Management conducts a regular review of the investment holdings, compliance is monitored and exposures or breaches are reported to the board. The mandate is reviewed regularly for pertinence and for changes in the risk environment.

The branch only invests with counterparties that have a credit rating of at least A3/BBB- from Standard & Poor's (S&P). The branch further limits its exposure to credit risk by setting individual exposure limits. There is no significant concentration of credit risk and management does not expect any counterparty to fail to meet its obligations.

#### (ii) Reinsurance assets

Reinsurance is placed with counterparties within the guidelines of the reinsurance management strategy (ReMS). Counterparties must have an S&P credit rating of at least A. The branch further sets its exposure to credit risk by setting individual exposure limits. At the end of each reporting period, management performs an assessment of creditworthiness of reinsurers and updates the ReMS.

#### (iii) Trade and other receivables

The branch's maximum credit risk exposure at balance date is limited to the carrying amount of the financial assets as stated in the statement of financial position. The branch does not have a significant concentration of credit risk with any counterparty, other than related parties (see note 12).

The table below shows the branch's maximum exposure to credit risk at balance date.

	Investment grade \$'000	Non- investment grade satisfactory \$'000	Non- investment grade unsatisfactory \$'000	Total neither past due nor impaired \$'000	Past due or impaired \$'000	Total \$'000
<b>2018</b>						
<b>Financial assets</b>						
Cash and cash equivalents	38,195	-	-	38,195	-	38,195
Trade and other receivables	-	458	-	458	-	458
<b>Total credit risk exposure</b>	<b>38,195</b>	<b>458</b>	<b>-</b>	<b>38,653</b>	<b>-</b>	<b>38,653</b>
	Investment grade \$'000	Non- investment grade satisfactory \$'000	Non- investment grade unsatisfactory \$'000	Total neither past due nor impaired \$'000	Past due or impaired \$'000	Total \$'000
<b>2017</b>						
<b>Financial assets</b>						
Cash and cash equivalents	34,444	-	-	34,444	-	34,444
Trade and other receivables	-	1,185	-	1,185	-	1,185
<b>Total credit risk exposure</b>	<b>34,444</b>	<b>1,185</b>	<b>-</b>	<b>35,629</b>	<b>-</b>	<b>35,629</b>

## 6 Financial risk management (continued)

### (a) Credit risk (continued)

\* A receivable is deemed satisfactory when management is satisfied the obligor has the capacity to meet its financial obligations.

The table below classifies the financial assets of the branch by counterparty credit rating.

	AAA \$'000	AA \$'000	A \$'000	BBB \$'000	Not rated \$'000	Total \$'000
<b>2018</b>						
<b>Financial Assets</b>						
Cash	-	-	38,195	-	-	38,195
Trade and other receivables*	-	-	-	-	458	458
<b>Total credit risk exposure</b>	<u>-</u>	<u>-</u>	<u>38,195</u>	<u>-</u>	<u>458</u>	<u>38,653</u>
<b>2017</b>						
<b>Financial Assets</b>						
Cash	-	-	34,444	-	-	34,444
Trade and other receivables*	-	-	-	-	1,185	1,185
<b>Total credit risk exposure</b>	<u>-</u>	<u>-</u>	<u>34,444</u>	<u>-</u>	<u>1,185</u>	<u>35,629</u>

\* No receivables are past due or impaired at balance date (2017: Nil).

### (b) Liquidity risk

Liquidity risk is the risk that the branch will not be able to meet its financial obligations as they fall due. The branch's objective and funding strategy seeks to ensure liquidity and diversity of funding sources to meet actual and contingent liabilities in both stable and adverse market conditions.

The branch's liquidity is primarily monitored through the production of the statement of cash flows for board review. Periodic review of the maturity profile of the branch's financial assets and liabilities is performed to ensure sufficient liquidity is maintained.

## 6 Financial risk management (continued)

### (b) Liquidity risk (continued)

The following is an analysis of the maturity profile of both cash and cash equivalents and undiscounted contractual cash flows associated with the branch's financial liabilities at balance date.

	Up to a year \$'000	1-2 years \$'000	2-5 years \$'000	Over 5 years \$'000	No term \$'000	Total \$'000
<b>2018</b>						
Cash and cash equivalents	38,195	-	-	-	-	38,195
Trade and other payables	(1,973)	-	-	-	-	(1,973)
Outstanding claims liabilities	(1,833)	(545)	(319)	(1)	-	(2,698)
<b>Net liquid assets</b>	<b>34,389</b>	<b>(545)</b>	<b>(319)</b>	<b>(1)</b>	<b>-</b>	<b>33,524</b>
<b>2017</b>						
Cash and cash equivalents	34,444	-	-	-	-	34,444
Trade and other payables	(863)	-	-	-	-	(863)
Outstanding claims liabilities	(1,741)	(473)	(229)	(1)	-	(2,444)
<b>Net liquid assets</b>	<b>31,840</b>	<b>(473)</b>	<b>(229)</b>	<b>(1)</b>	<b>-</b>	<b>31,137</b>

The branch's financial assets and liabilities are carried in the statement of financial position at amounts that approximate fair value.

### (c) Market risk

Market risk is the risk that the fair value of its financial instruments or future cash flows will decrease due to changes in external economic variables such as interest rates, currency rates and equity prices.

The board is responsible for developing and monitoring the risk management policies of the branch in relation to market risk. The branch's investment activities follow the Investment policy. The Investment policy document outlines the level of acceptable market risk, including counterparty ratings that apply to the investment activities of the branch's financial instruments.

#### (i) Currency risk

Currency risk is the risk that the value of recognised assets and liabilities or the cash flows from possible future transactions, that are denominated in a currency, other than that of the functional currency, will decrease due to changes in market exchange rates.

The branch has no foreign currency exposure at balance date that is considered material.

#### (ii) Interest rate risk

Interest rate risk is the risk that the value of financial instruments will fluctuate as a result of changes in market interest rates.

The following table analyses the impact of a reasonable possible movement in market interest rates on the branch's operating results.

## 6 Financial risk management (continued)

### (c) Market risk (continued)

#### (ii) Interest rate risk (continued)

	Carrying amount	Change in variables	Impact on profit or loss	Up to a year	Impact on equity		Over 5 years	Total
	\$'000	%	\$'000	\$'000	1-2 years \$'000	2-5 years \$'000	\$'000	\$'000
<b>Financial assets</b>								
Short term deposits	37,200	(1)%	(372)	(268)	-	-	-	(268)
	<u>37,200</u>		<u>(372)</u>	<u>(268)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(268)</u>

	Carrying amount	Change in variables	Impact on profit or loss	Up to a year	Impact on equity		Over 5 years	Total
	\$'000	%	\$'000	\$'000	1-2 years \$'000	2-5 years \$'000	\$'000	\$'000
<b>Financial assets</b>								
Short term deposits	32,864	(1)%	(329)	(237)	-	-	-	(237)
	<u>32,864</u>		<u>(329)</u>	<u>(237)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(237)</u>

This analysis is performed on the same basis for 2016 and assumes that all other variables remain the same.

## 7 Capital management

Capital consists of retained earnings.

The branch's capital management strategy plays a central role in managing capital risk arising from the business activities of the branch, providing an appropriate level of capital to protect policyholders' interests and satisfy regulators. The strategy seeks to ensure sufficient capital levels are maintained in both stable and adverse market conditions.

The branch has adopted a target surplus policy to assist the board and management to manage its capital position. The target surplus level has been set with reference to a range of risks and possible adverse scenarios faced by the branch.

The branch has net assets in excess of the adopted target surplus requirement, reflecting its current strong capital position.

In addition to the branch's target surplus policy, external capital requirements are set and regulated by the Australian Prudential Regulation Authority (APRA). The branch calculates its capital position according to the relevant Prudential Standards which ensures sufficient capital is maintained to meet policyholder obligations. An insurer's capital base is expected to be adequate for the size, business mix, complexity and risk profile of its business.

It is the branch's policy to hold capital levels in excess of those required by APRA according to its target surplus policy, the capital level is regularly monitored to minimise the risk of a regulatory breach.

As the branch is regulated by Australian Prudential Regulation Authority (APRA) for solvency purposes, the Reserve Bank of New Zealand (RBNZ) exempts the branch from complying with the solvency standard for non-life insurance business in New Zealand.

For detailed information on the branch's capital position and the capital requirements of APRA, refer note 7(b).

### (a) Risk management

#### Insurance contracts

An insurance contract is a contract under which the insurer accepts significant insurance risk from the policyholder by agreeing to compensate the policy holder for a specified uncertain future event non-specific to the policy holder that will adversely affect them. Insurance risk is other than financial risk.

The significance of insurance risk under any one contract is determined by the uncertainty surrounding the probability and timing of the insured event occurring, and the magnitude of its effect. Insurance risk is assessed by the branch at a contract level on its inception and is periodically reassessed as the risk may vary during the period of insurance cover.

The majority of direct insurance contracts written are entered into on a standard form basis. There are no special terms and conditions in any non-standard contracts that have a material impact on the financial statements.

The policies written consists mainly of consumer credit insurance.

## 7 Capital management (continued)

### Insurance risk management

Insurance risk management is the assessment and quantification of the likelihood and financial impact of events that may require settlement by the insurer; and the ability of the branch to mitigate the financial impact of these events on its operating results.

In accordance with Prudential Standards CPS 220 Risk Management and GPS 230 Reinsurance Management for General Insurers issued by APRA, the board and senior management of the branch have developed, implemented and maintained a sound and prudent risk management strategy (RMS) and a reinsurance management strategy (ReMS).

The RMS and ReMS identify the branch's policies, procedures, processes and controls that address all known material risks, financial and non-financial, arising from the business. Annually, the board certifies to APRA that adequate strategies have been put in place to monitor those risks, that the branch has systems in place to ensure compliance with legislative and prudential requirements, and that the board has satisfied itself as to the compliance with the RMS and ReMS.

Specific key components of the RMS and ReMS are detailed further below.

#### *(i) Underwriting strategy*

The board has developed an underwriting strategy to ensure that the branch has the ability to meet the insurance needs of the policy holders and to ensure the ability to pay benefits and claims when due. The strategy involves the identification of risks by type, impact and likelihood and involves the application of mathematical modelling to determine that products are appropriately priced.

#### *(ii) Reinsurance strategy*

A conservative approach is taken in determining the level of risk appetite appropriate for the branch and where deemed appropriate will spread the risk associated with the insured events according to its ReMS. All reinsurance treaties are subject to analytical and statistical modelling to ensure that they offer a sufficient level of cover for the identified exposures whilst in alignment with the ReMS of the branch.

#### *(iii) Claims management*

Strict claims management procedures ensure the timely and accurate payment of claims in accordance with policy conditions. Claim outcomes are monitored to track the actual versus expected experience of the portfolio, with feedback delivered to underwriting and product development.

#### *(iv) Concentration of insurance risk*

The branch's portfolio of products and policy holders is sufficiently diversified such that there is no material concentration of insurance risk.

### **(b) Capital adequacy**

The branch is required to hold prudential reserves, over and above the general insurance contract liabilities, as a buffer against adverse future experience and poor investment returns. Life and General Insurers are required to follow the relevant Prudential Standards as prescribed by APRA. The required level of capital for regulatory purposes (the prudential capital amount, or PCA) is intended to take account of the full range of risks to which a general insurer is exposed and a general company must ensure that the general company has, at all times, a capital base in excess of its PCA (plus any additional amount as required by APRA).

The excess of the branch's capital base over the PCA as at 31 December 2018 was \$63.3 million (2017:\$64.0 million).

In addition to the regulatory capital requirements, the branch maintains a target surplus providing an additional capital buffer against adverse events.



Hallmark General Insurance Company Ltd New Zealand Branch  
Notes to the financial statements  
For the year ended 31 December 2018  
(continued)

**7 Capital management (continued)**

**(b) Capital adequacy (continued)**

	2018 \$'000	2017 \$'000
(a) Capital base	93,835	95,149
(b) Prescribed capital amount	30,534	31,185
Capital in excess of prescribed capital amount = (a) - (b)	<u>63,301</u>	<u>63,964</u>
Capital adequacy multiple = (a)/(b)	<u>3.07</u>	<u>3.05</u>

**Capital Base:**

Net Assets	90,412	90,275
Regulatory adjustment applied in the calculation of Tier 1 capital	<u>3,423</u>	<u>4,874</u>
Common Equity Tier 1 Capital	<u>93,835</u>	<u>95,149</u>

**Prescribed capital amount:**

Insurance Risk Charge	9,554	9,358
Insurance Concentration Risk Charge	17,509	18,100
Asset Risk Charge	3,459	4,069
Operational Risk Charge	2,573	2,634
Aggregation benefit	<u>(2,561)</u>	<u>(2,976)</u>
Prescribed capital amount	<u>30,534</u>	<u>31,185</u>

**Excess technical provisions**

The liability required by GPS 110 for prudential reporting purposes differs from accounting purposes. As described in note 13(p) the branch applies risk margins to the central estimate of net outstanding claims to achieve a 90% confidence level. GPS 110 requires a prudential margin with a sufficiency of 75%.

## Unrecognised items

This section of the notes provides information about items that are not recognised in the financial statements as they do not (yet) satisfy the recognition criteria.

### 8 Commitments and contingencies

As at 31 December 2018, the branch had no contingent liabilities (2017: nil).

### 9 Matters subsequent to the end of the financial year

No matter or circumstance has arisen since 31 December 2018 that has significantly affected or may significantly affect:

- the branch's operations; or
- the results of those operations; or
- the branch's state of affairs.

## Other information

This section of the notes includes other information that must be disclosed to comply with the accounting standards and other pronouncements, but that is not immediately related to individual line items in the financial statements.

### 10 Remuneration of auditors

No remuneration to auditors has been recognised; this expense was incurred by the head office of the branch.

### 11 Key management personnel disclosures

Any remuneration received by directors was received in their capacity as directors of Hallmark General Insurance Company Ltd.

### 12 Related party transactions

#### (a) Transactions with related parties

The following transactions occurred with related parties:

	2018 \$	2017 \$
<i>Management fees paid to/(received from):</i>		
Hallmark General Insurance Company Ltd	4,140,860	3,623,725
<i>Commission paid to:</i>		
Latitude Financial Services Ltd - NZ	3,705,704	3,509,883
<i>Administration recharge paid to:</i>		
Latitude Financial Services Ltd - NZ	-	160,500
<i>Cross charges paid to:</i>		
Latitude Financial Services Australia Holdings Pty Ltd	96,834	14,697
<i>Dividends paid/(received):</i>		
Hallmark Life Insurance Company Ltd - Shareholder	-	2,676,531
Latitude Insurance Holdings Pty Ltd	6,477,490	6,096,200

## 12 Related party transactions (continued)

### (a) Transactions with related parties (continued)

### (b) Outstanding balances with related parties

	2018 \$	2017 \$
<i>Receivables/(payables)</i>		
Hallmark General Insurance Company Ltd	(436,254)	(475,515)
Latitude Financial Services Ltd - NZ	887,665	1,307,011
Latitude Insurance Holdings Pty Ltd	(1,683,040)	-
Hallmark Life Insurance Company Ltd - NZ Branch	692	-

No provisions for doubtful debts have been raised in relation to any outstanding balances, and no expense has been recognised in respect of bad or doubtful debts due from related parties.

## 13 Summary of significant accounting policies

### General information

Hallmark General Insurance Company Ltd New Zealand Branch (the branch) was registered in New Zealand on the 5th April 2011, under the Companies Act 1993. These are the financial statements of the New Zealand branch of Hallmark General Insurance Company Ltd (the Company).

The parent entity of Hallmark General Insurance Company Ltd is Latitude Insurance Holdings Pty Ltd. The ultimate parent entity of Hallmark General Insurance Company Ltd is KVD Australia Holdco Pty Ltd.

The branch is a for-profit entity and is primarily involved in the underwriting of general insurance risks.

The financial statements were authorised for issue by the directors on 27 February 2019.

### (a) Basis of preparation

#### *Statement of compliance*

This general purpose financial report covers the branch as a single entity and has been prepared in accordance with New Zealand equivalents to International Financial Reporting Standards (NZ IFRS).

This financial report complies with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) and New Zealand equivalents to International Financial Reporting Standards (NZ IFRS). The branch is a reporting entity for the purpose of the Financial Markets Conduct 2013 and its financial statements comply with that Act.

#### *Basis of measurement*

The financial statements have been prepared on a fair value basis with certain exceptions as described in the accounting policies below.

#### *Changes in accounting policies and disclosures*

There has been no change in accounting policies for the current financial year.

### 13 Summary of significant accounting policies (continued)

#### (b) Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. The branch recognises revenue from non-insurance activities when it is probable that the economic benefits will flow to the branch and the revenue amount can be reliably measured. The branch bases its estimates on historical results, taking into consideration the type of customer, the type of transaction and the specifics of each arrangement. In addition, the following specific recognition criteria apply to revenue streams:

##### (i) Premium revenue

Premium revenue comprises amounts charged to policyholders (direct premium) for insurance contracts, excluding stamp duties and taxes collected on behalf of third parties.

Premium revenue is recognised in the profit or loss when it has been earned. It is recognised as earned from the date of attachment of risk (generally the date a contract is agreed to but may be earlier if persuasive evidence of an arrangement exists) over the period of the related insurance contracts in accordance with the pattern of the incidence of risk expected under the contracts. The pattern of the risks underwritten is generally matched by the passing of time but where time does not approximate the pattern of risk, previous claims experience is used to derive the incidence of risk.

Premium for unclosed business (business written close to reporting date where attachment of risk is prior to reporting date and there is insufficient information to accurately identify the business) is brought to account based on previous experience with due allowance for any changes in the pattern of new business and renewals.

The unearned portion of premium is recognised within unearned premium liabilities in the statement of financial position.

##### (ii) Investment income

All investment income is recognised as revenue on an accruals basis. Interest income is recognised on a time proportion basis using the simple interest method. Assets are designated at fair value through profit and loss and the related net realised and unrealised gains and losses are included in the profit or loss as investment revenue.

#### (c) Claims expenses

The branch's claims liability is measured as the present value of expected future payments relating to claims incurred at the reporting date. The expected future payments include those estimates in relation to claims incurred but not enough reported (IBNER's) and claims incurred but not reported (IBNR's) based on past experience.

Claims incurred all relate to providing services, including the bearing of risk, and are accordingly treated as expenses in the profit or loss. Claims expenses represent total claim payments made during the year adjusted for the movement in the outstanding claims liability.

The claims liability is measured based on the advice of valuations performed by the appointed actuary whose key assumptions are outlined in note 5.

#### (d) Other expenses

Other expenses are recognised in the profit or loss on an accruals basis.

#### (e) Outwards reinsurance premium

Premium ceded to reinsurers is recognised as an expense in accordance with the pattern of reinsurance service received. Accordingly, a portion of outwards reinsurance premium is treated at the reporting date as deferred reinsurance expense. Reinsurance recoveries on claims incurred are recognised as revenue.

### 13 Summary of significant accounting policies (continued)

#### (f) Deferred acquisition costs

Costs, which vary with and are primarily related to the production of new business, have been deferred to the extent that such costs are deemed recoverable from future profits. Such costs primarily include commissions. These costs are amortised in proportion to premiums over the estimated lives of the policies. A write down to recoverable amount is recognised where the present value of expected future claims (including settlement costs) in relation to business written to the end of the reporting period exceeds related unearned premiums less the deferred acquisition costs.

#### (g) Income tax

The income tax expense for the period is the tax payable on the current period's taxable income based on the notional income tax rate.

##### *Taxation basis*

As the branch is a non-resident, for tax purposes, general insurer in New Zealand it is taxed at 10% of its New Zealand sourced gross premium income. Deductions for expenditure are not allowed. A non-resident withholding tax of 10% or approved issuer levy of 2% applies to any New Zealand sourced interest income on investments.

#### (h) Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents include cash on hand, deposits held at call with financial institutions and other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash.

#### (i) Trade and other receivables

All premium and other receivables are recognised at the amounts receivable as these amounts are generally due for settlement within 30 days and less, where applicable, any provision for doubtful debts. Collectability of premium and other receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off in the period in which they are identified.

#### (j) Reinsurance and other recoveries receivable

Reinsurance and other recoveries receivable on paid claims, reported claims not yet paid and IBNR's are recognised as revenue. Recoveries receivable are assessed in a manner similar to the assessment of the liability for outstanding claims and policy liabilities.

#### (k) Classification of insurance contracts

Contracts under which the branch accepts significant insurance risk from the policyholder or another party by agreeing to compensate the policyholder or other beneficiary if a specified uncertain future event adversely affects the policyholder or other beneficiary, are classified as insurance contracts. The risks associated with Insurance contracts are detailed further in note 5.

#### (l) Assets backing general insurance liabilities

Hallmark General Insurance Company Ltd has established a target capital surplus policy to ensure assets are available to meet insurance liabilities.

### 13 Summary of significant accounting policies (continued)

#### (m) Financial assets

The branch has elected to designate all its financial assets backing insurance policies at fair value through profit and loss consistent with the provisions of NZ IFRS 9 Financial Instruments; Recognition and Measurement.

Financial assets designated at fair value through profit or loss and are initially recognised at fair value, excluding transaction costs, which are expensed in the profit or loss in the period in which they arise. Financial assets are subsequently measured at fair value at each reporting date with realised and unrealised gains and losses arising from changes in the fair value recognised in the profit or loss in the period in which they arise.

##### *Classification*

##### *(i) Short term deposits*

Short term deposits are carried at the face value of the amounts deposited as their carrying amounts approximate to their fair value.

#### (n) Impairment of assets

The carrying amount of the branch's assets which are in the scope of NZ IAS 36 Impairment of Assets are assessed annually for indicators of impairment. If any such indicator exists, then the asset's recoverable amount is estimated.

An impairment loss is recognised when the carrying amount of an asset exceeds its recoverable amount. Recoverable amount is the higher of an asset's fair value less costs of disposal. Impairment losses are recognised in the profit or loss, unless an asset has previously been re-valued, in which case the impairment loss is recognised as a reversal to the extent of that previous revaluation with any excess recognised through the profit or loss.

Where an impairment loss subsequently reverses, the carrying amount is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment been recognised for the asset in prior years. A reversal of an impairment is recognised immediately in the profit or loss.

#### (o) Trade and other payables

Trade and other payables represent liabilities for goods and services provided to the branch prior to the end of the financial year, which are unpaid. The amounts are unsecured and are usually paid within 90 days of recognition.

#### (p) Outstanding claims liability

The liability for outstanding claims covers the expected future payments in relation to claims reported but not yet paid, IBNR's, IBNER's and the anticipated direct and indirect costs of settling these claims.

The liability for outstanding claims is subject to yearly actuarial review. The general approach to the actuarial estimation of outstanding claims is to analyse all available past experience. Based on this, the expected future payments are determined and discounted to present value using a risk free rate.

The provision for the outstanding claims liability also contains a risk margin to reflect the inherent uncertainty in the central estimate. The risk margin increases the probability that the net liability is adequately provided for to a 90% (2017: 90%) confidence level.

#### (q) Liability adequacy test

The adequacy of the insurance contract liabilities are evaluated each year. The insurance contract test considers current estimates of all contractual and related cash flows. If it is determined using best estimate assumptions that a shortfall exists, it is immediately recognised in the profit or loss. Refer to note 2(e)(v).

### 13 Summary of significant accounting policies (continued)

#### (r) Unexpired risk liability

Provision is made for unexpired risks arising from general insurance business where the expected value of claims and expenses attributed to the unexpired periods of policies in force at the end of the reporting period exceeds the unearned premiums provision in relation to such policies after the deduction of any deferred acquisition costs. The provision for unexpired risk is calculated separately by reference to separate classes of business, which are managed together, after taking into account the relevant investment return.

Unexpired risk liability, if any, remaining after writing off deferred acquisition costs is recognised immediately in the profit or loss. Refer to note 2(e)(v).

#### (s) Foreign currency translation and functional currency

##### *Functional and presentation currency*

Items included in the financial statements of the branch are measured using the currency of the primary economic environment in which the branch operates (the functional currency).

The financial statements are presented in New Zealand dollars, which is the functional and presentation currency for the branch.

##### *Transactions and balances*

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the profit or loss.

Non-monetary items that are measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined.

Translation differences on financial instruments carried at fair value are reported as part of the fair value gain or loss.

#### (t) Goods and services tax (GST)

All revenues and expenses from 1 October are recognised net of the amount of goods and service tax (GST), except where the amount of GST incurred is not recoverable from Inland Revenue Department (IRD). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the tax authorities (i.e. the IRD) is included as a current asset or liability in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the tax authorities, are classified as operating cash flows.

### 13 Summary of significant accounting policies (continued)

#### (u) New accounting standards and interpretations

A number of new standards, amendments to standards and interpretations are effective for annual periods beginning after 1 January 2018, and have not been applied in preparing these financial statements. None of these is expected to have a significant effect on the financial statements of the Company, except for:

- NZ IFRS 9 Financial Instruments, became effective at 1 January 2018, which replaced existing accounting requirements for financial instruments NZ IAS 39. Previously, the Branch's investments were designated as at fair value through profit or loss on initial recognition and were subsequently remeasured to fair value at each reporting date, reflecting the business model applied by the Branch to manage and evaluate its investment portfolio. As a result, the adoption of NZ IFRS 9 has not resulted in significant changes to accounting for investments. Other changes to the accounting for the Branch's financial instruments arising from the application of NZ IFRS 9 were minimal.

- NZ IFRS 15 Revenue from contracts with customers, which became effective at 1 January 2018, requires that companies should identify performance obligations and allocate price over the performance obligations as and when these obligations are fulfilled. NZ IFRS 15 does not apply to insurance contracts and financial instruments.

- NZ IFRS 17 Insurance Contracts, which becomes mandatory for the branch's 2021 financial statements will significantly change the principles for the recognition, measurement, presentation and disclosure of insurance contracts from the current accounting standards (NZ IFRS 4 Insurance Contracts). The Company does not plan to adopt this standard early and the extent of the impact has not been determined.

#### (v) Rounding of amounts

Amounts in the financial statements have been rounded off to the nearest thousand dollars, or in certain cases, the nearest dollar.

#### (w) Comparative financial information

Certain comparative amounts in the Statement of profit or loss and other comprehensive income, Statement of financial position and Statement of changes in equity have been restated as a result of a correction of the overstatement of the Insurance premium revenue and acquisitions costs and the understatement of unearned premium liability and deferred acquisition costs (see note 8).



**Hallmark General Insurance Company Ltd New Zealand Branch**  
**Directors' declaration**  
**31 December 2018**

**Directors' Declaration**

In the opinion of the directors of Hallmark General Insurance Company Ltd New Zealand Branch ("the branch"):

- (a) the financial statements and notes set out on pages 2 to 32 are in accordance with the *Financial Reporting Act 2013*, including:
  - (i) giving a true and fair view of the branch's financial position as at 31 December 2018 and of its performance for the financial year ended on that date; and
- (b) the financial statements also comply with International Financial Reporting Standards as disclosed in note 13; and
- (c) there are reasonable grounds to believe that the branch will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors:



Jennifer Anne Boddington (Chairperson)  
Director  
Sydney  
27 February 2019



Shaun Patrick Feely (Chief Executive Officer)  
Director  
Sydney  
27 February 2019



# Independent Auditor's Report

To the shareholders of Hallmark General Insurance Company Limited New Zealand Branch

## Report on the financial statements

### Opinion

In our opinion, the accompanying financial statements of Hallmark General Insurance Company Limited New Zealand Branch (the Branch) on pages 2 to 31:

- i. present fairly in all material respects the Branch's financial position as at 31 December 2018 and its financial performance and cash flows for the year ended on that date; and
- ii. comply with New Zealand Equivalents to International Financial Reporting Standards and International Financial Reporting Standards.

We have audited the accompanying financial statements which comprise:

- the statement of financial position as at 31 December 2018;
- the statements of comprehensive income and changes in equity for the month period then ended; and
- notes, including a summary of significant accounting policies and other explanatory information.



### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) ('ISAs (NZ)'). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We are independent of the company in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code.

Our responsibilities under ISAs (NZ) are further described in the auditor's responsibilities for the audit of the financial statements section of our report.



### Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial statements in the current period. We summarise below those matters and our key audit procedures to address those matters in order that the shareholders as a body may better understand the process by which we arrived at our audit opinion. Our procedures were undertaken in the context of and solely for the purpose of our statutory audit opinion on the financial statements as a whole and we do not express discrete opinions on separate elements of the financial statements



## The key audit matter

## How the matter was addressed in our audit

### Valuation of Outstanding Claim Liabilities ( NZD\$2,698,000)

Refer to Note 2(e) to the Financial Report.

The valuation of Outstanding Claim Liabilities is a key audit matter due to the following:

- Judgment is required by us to consider estimates and judgements that are used in developing assumptions that affect the reported amounts at year end.
- Specific audit and actuarial expertise using senior resources is required to evaluate complex actuarial methodologies and assumptions that take into account the risks and uncertainties.
- The assumptions include number of future finalisations based on an analysis of historical claim reports and finalisation rates; discounted loss ratio; expense rates; discount rates based on related yield curves; claim handling expense; and medical expenses.

Our audit procedures included the following:

- Evaluating the key controls in the general insurance contract liabilities measurement process, including controls over the integrity of the base data used in the estimation process.
- Using KPMG Actuarial specialists to challenge the appropriateness of the actuarial methods and assumptions used by the Branch.
- Assessing the overall level of reserving is appropriate given the consideration of historical and current claims expense, the entity overall methodology, and historical evidence of the adequacy or otherwise of the previous period's reserve level
- Identify whether there are indicators of possible management bias



### Use of this independent auditor's report

This independent auditor's report is made solely to the shareholders as a body. Our audit work has been undertaken so that we might state to the shareholders those matters we are required to state to them in the independent auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the shareholders as a body for our audit work, this independent auditor's report, or any of the opinions we have formed.



### Responsibilities of the Directors for the financial statements

The Directors, on behalf of the company, are responsible for:

- the preparation and fair presentation of the financial statements in accordance with generally accepted accounting practice in New Zealand (being New Zealand Equivalents to International Financial Reporting Standards) and International Financial Reporting Standards;
- implementing necessary internal control to enable the preparation of a set of financial statements that is fairly presented and free from material misstatement, whether due to fraud or error; and
- assessing the ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations, or have no realistic alternative but to do so.

---

## Auditor's responsibilities for the audit of the financial statements

Our objective is:

- to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error; and
- to issue an independent auditor's 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 NZ will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They 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 financial statements.

A further description of our responsibilities for the audit of these financial statements is located at the External Reporting Board (XRB) website at:

<http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-2/>

This description forms part of our independent auditor's report.

  
KPMG



Ian Moyser

Partner

Sydney

27 February 2019

The Board of Directors  
Hallmark General Insurance Company Ltd  
800 Collins Street  
Melbourne VIC 3008

22 February 2019

**Hallmark General Insurance Company Ltd:  
Appointed Actuary signoff of financial statements and financial condition as at  
31 December 2018 for New Zealand reporting purposes**

Dear Directors

Hallmark General Insurance Company Ltd ("HGIC") is an Australian authorised insurer regulated by the Australian Prudential Regulatory Authority ("APRA") and has a licence issued by the Reserve Bank New Zealand ("RBNZ").

On 23 May 2018, HGIC appointed me, Melissa Yan of Ernst & Young to be HGIC's Appointed Actuary. The Appointed Actuary role is as described by the Insurance Act 1973, related Prudential Standards and Prudential Practice Guides current at 31 December 2018, and by the New Zealand Insurance (Prudential Supervision) Act 2010 (the Act). I have no relationship with HGIC other than being its Appointed Actuary.

It is the responsibility of the Appointed Actuary to provide advice to the Board of a general insurer on the value of its insurance liabilities and the preparation of the actuarial information contained in its financial statements. The Appointed Actuary must provide written advice to the Board of the insurer on the value of insurance liabilities in accordance with APRA's Prudential Standard GPS320, Actuarial and Related Matters.

As part of my responsibilities, I have produced a report on HGIC's insurance liabilities and financial condition, the Financial Condition Report ("FCR"), as at 31 December 2018, dated 22 February 2019. The scope of the FCR is to provide the Board and management with an objective assessment of the financial condition of the Australian and New Zealand business within HGIC as at 31 December 2018. The FCR identifies and assesses the material risks facing HGIC and includes discussion of relevant risk mitigants.

I have relied upon the general completeness and accuracy of this data and information supplied by HGIC without independent verification. However, I have reviewed the information for reasonableness and consistency with my knowledge of the financial services industry.

The RBNZ has exempted HGIC from compliance with their Solvency Standard for Non-life Insurance Business. This exemption has been granted subject to various conditions, including obligations of the Appointed Actuary. These obligations are addressed below. Where relevant and appropriate, I have commented on total HGIC Company level results and also separately in relation to the results of the New Zealand Branch of HGIC.

## Financial Statements – HGIC Company

Section 77 of the Act requires a review by the Appointed Actuary of the actuarial information in the financial statements of the company and in particular:

- a. Unearned premium liability and liability adequacy test
- b. Net outstanding claims liability
- c. Reinsurance and any other recovery assets

- d. Deferred acquisition cost or deferred fee revenue
- e. Any other information deemed by the Appointed Actuary to warrant actuarial review for the purpose of profit or solvency reporting

Section 78 of the Act requires that the Appointed Actuary prepare a report in respect of the review required under Section 77. I confirm that this FCR and my Insurance Liability Valuation Report ("ILVR") meets the requirements of section 78 of The Act, and contains my advice regarding the net premium liabilities, liability adequacy test, net outstanding claims liabilities, reinsurance and any other recovery assets, and deferred acquisition costs. The FCR also includes advice on capital requirements, which form part of the financial statements.

I have previously reviewed the earning patterns adopted by HGIC and consider them to be appropriate. For the current ILVR I have also checked the unearned premium calculation performed by HGIC for certain product types and the calculations appear to be reasonable.

In my opinion and from an actuarial perspective:

- a. The actuarial information contained in the HGIC financial statements, submitted to the Board for approval on 27 February 2019, has been appropriately included in those statements; and
- b. The actuarial information has been used appropriately in the preparation of the HGIC financial statements.

I have obtained all information and explanations that I have required. I am not aware of any other information that warrants actuarial review for the purpose of profit or solvency reporting.

## Financial Statements – HGIC New Zealand Branch

Section 77 of the Act requires a review by the Appointed Actuary of the actuarial information in the New Zealand Branch financial statements and in particular:

- a. Unearned premium liability and liability adequacy test
- b. Net outstanding claims liability
- c. Reinsurance and any other recovery assets
- d. Deferred acquisition cost or deferred fee revenue
- e. Any other information deemed by the Appointed Actuary to warrant actuarial review for the purpose of profit or solvency reporting

Section 78 of the Act requires that the Appointed Actuary prepare a report in respect of the review required under Section 77. I confirm that this FCR and my ILVR meets the requirements of section 78 of The Act, and contains my advice regarding the net premium liabilities, liability adequacy test, net outstanding claims liabilities, reinsurance and any other recovery assets, and deferred acquisition costs. The FCR also includes advice on capital requirements, which form part of the financial statements.

I have previously reviewed the earning patterns adopted by HGIC and consider them to be appropriate. For the current ILVR I have also checked the unearned premium calculation performed by HGIC for certain product types and the calculations appear to be reasonable.

In my opinion and from an actuarial perspective:

- a. The actuarial information contained in the HGIC New Zealand Branch financial statements, submitted to the Board for approval on 27 February 2019, has been appropriately included in those statements; and

- b. The actuarial information has been used appropriately in the preparation of the HGIC New Zealand Branch financial statements.

I have obtained all information and explanations that I have required. I am not aware of any other information that warrants actuarial review for the purpose of profit or solvency reporting.

## Financial Condition Report

The Appointed Actuary must prepare a Financial Condition Report which must:

- a. Identify and describe the material risks (of which it is reasonable to expect the Appointed Actuary to be aware) facing a licensed insurer that, in the Appointed Actuary's opinion, pose a threat to the licensed insurer's ability to meet its solvency requirements now and in the future, and where practicable quantify such risks
- b. Comment on the steps taken or proposed by the licensed insurer to address the risks identified in (a)
- c. Comment separately on the New Zealand business, these comments can be in line with Australian requirements for financial condition reports
- d. Advise the licensed insurer on whether in the Appointed Actuary's opinion, the licensed insurer needs to consider reporting to the RBNZ under Section 24 of The Act, taking into account the licensed insurer's forward-looking assessment of the solvency standard and the Appointed Actuary's assessment of the licensed insurer's business plans, its enterprise risk management practices and the external environment.

The Appointed Actuary in the financial condition report must comment on:

- a. The solvency position of the insurer if a catastrophe or extreme event, such as outlined in the Catastrophe Risk Capital Charge section of the Non-Life Standard, were to occur in New Zealand.
- b. Any difference in the financial condition of the New Zealand Branch in comparison with the insurer as a whole, which might have implications if the two were separated as a result of regulatory action or litigation.

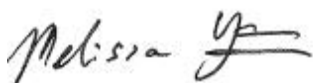
The FCR identifies and assesses the material risks facing HGIC and includes mitigating factors addressing those risks and therefore meets the requirements of Section 56(d) of the Act. The capital within HGIC is equally accessible by both the Australian and New Zealand operations.

HGIC is in a very strong financial position as at 31 December 2018, with available capital exceeding the target surplus. Capital requirements are expected to be met over the year and also in subsequent years, and hence no reporting under Section 24 of the Act is required. In my opinion HGIC is maintaining a solvency margin consistent with the requirements under section 21(2) (b) of the Act. HGIC does not underwrite any life insurance products. As such no opinion under Section 78(h) of the Act is required.

This strong position means that HGIC would be able to withstand a catastrophe or extreme event similar to the Catastrophe Risk Capital Charge.

The Australian and New Zealand operations of HGIC are managed in conjunction and I am not aware of any differences in the financial condition of the New Zealand Branch in comparison with the insurer as a whole which might have implications if the two were separated.

Yours sincerely,



Melissa Yan, FIAA, FNZSA

Appointed Actuary, Hallmark General Insurance Company Ltd