

## Attendee Feedback

### TIMEBAR WORKSHOP (24 May 2010)

Average Question Rating What did you think of the choice of subject for the course? 1.35 How well do you think the course met its objectives? 1.54 How useful did you find the summary and review of the cases? 1.50 Did you feel that the overall level of the presentations took into account today's delegates knowledge? (Please Circle) y=26

#### Typical comments received

What did you think of the choice of subject for the course? Excellent Useful and interesting subject How well do you think the course met its objectives? Very well Course met objectives, updated and clarified position on timebar How would you rate the interaction opening session; Timebar Case Studies? Very good, caused some good debate Useful practical to assist understanding Working in groups allowed for good debate, was useful to have the facilitators on our table Were the team mediators useful? Please add comments. Yes, answered my questions, provided good feedback Very good. Right level of interaction, not just telling us the answers Helped to direct our discussions

### ACTUARIAL ESTIMATIONS OF LIABILITIES IN COMMUTATIONS (2 December 2009)

This is harder than it looks

#### Summary of feedback forms

Average Question Rating What did you think of the choice of subject for the course? 1.77 How well do you think the course met its objectives? 1.87 Was there enough time for questions? 1.93 Would you have liked more of a particular subject? 2.30 What do you think of the quality/structure of the course content and would you make any changes? 2.14 Did you feel that the overall level of presentations took into account today's delegates knowledge? Y=31 What did you think of the quality/content of the materials used? 1.71 Overall, what did you think of the venue, directions, facilities, catering, training room? 2.04 How would you rate the overall organisation of the event? 1.52

Ratings: 1 = Excellent ; 5 = Poor

#### Typical comments received

How would you rate the interactive negotiation "Pollution Commutation"? Very good Interesting but need to take in a large amount of detail in a short space of time, obviously there are varying levels of ability in any team More lively than I was expecting How would you rate the session "Other Latent Claims"? Excellent, frustrating, worrying!!! Helpful Superb Would you have liked more of a particular subject? Perhaps more time on claims issues as that is my field rather than the financial bits No, highly interesting, more of such interesting events would be good The "Number" development - how figures are arrived at What did you think of the quality/structure of the course content and would you make any changes? Enjoyed the lectures - interactive sessions were mixed Great but maybe allow more time for each topic - poss 2 days? Excellent Would have preferred more emphasis on APH insurance & its application to re/insurance policies - Treat Part VII as separate seminar? Very good information content - enjoyed all aspects Good variety of topics Nice variety between lectures and interaction Very good, coherent, interactive sessions very informative More time for questions

### APH CLAIMS: THE NEVER ENDING STORY (7 May 2009)

#### Summary of feedback forms

Average Question Rating What did you think of the choice of subject for the course? 1.24 How well do you think the course met its objectives? 1.52 Was there enough time for questions? 1.61 What do you think of the quality/structure of the

course content and would 1.54you make any changes? Did you feel that the overall level of presentations took into account today's Y=39delegates knowledge? N=2, What did you think of the quality/content of the materials used? 1.63Overall, what did you think of the venue? 1.15How would you rate the overall organisation of the event? 1.33

Ratings: 1 = Excellent ; 2 = Very Good

#### Typical comments received

Subject Good, does what it says on the tin Objectives One of the best courses I have attended in recent times. Generally excellent, but run out of time. Content More time needed for exercises. Excellent exercises but more time needed. PresentationsGood idea to get a snapshot of delegates experience & requirements Informative, succinct with some interesting points for the future.

TOMORROW'S LEGACY:2009 AND BEYOND (24 March 2009)

#### Summary of Feedback Forms

Average Question Rating What did you think of the choice of subject for the course? 1.73How well do you think the course met its objectives? 1.76Was there enough time for questions? 2.06What do you think of the quality/structure of the course content and would 1.79you make any changes? Did you feel that the overall level of presentations took into account today's Y=32delegates knowledge? N=1, What did you think of the quality/content of the materials used? 1.70Overall, what did you think of the venue? 1.42How would you rate the overall organisation of the event? 1.42

Ratings: 1 = Excellent ; 2 = Very Good

#### Typical comments received

Subject Course focused well on current issues. Objectives Very well, don't change a winning formula. Very good, gave an overview of current market conditions. Content More time, some topics were rushed. Very good, no change needed. PresentationsPitched at just the right level. Subject covered bottom to top and something for everyone. The mock arbitration was excellent and well put together.

ACTUARIAL ESTIMATIONS OF LIABILITIES IN COMMUTATIONS (2 December 2009)

#### Summary of feedback forms

Average Question Rating What did you think of the choice of subject for the course? 1.77How well do you think the course met its objectives? 1.87Was there enough time for questions? 1.93Would you have liked more of a particular subject? 2.30What do you think of the quality/structure of the course content and would 2.14you make any changes? Did you feel that the overall level of presentations took into account today's Y=31delegates knowledge? What did you think of the quality/content of the materials used? 1.71Overall, what did you think of the venue, directions, facilities, catering, training room? 2.04How would you rate the overall organisation of the event? 1.52

Ratings: 1 = Excellent ; 5 = Poor

#### Typical comments received

How would you rate the interactive negotiation "Pollution Commutation"?Very goodInteresting but need to take in a large amount of detail in a short space of time, obviously there are varying levels of ability in any teamMore lively than I was expecting How would you rate the session "Other Latent Claims"?Excellent, frustrating, worrying!!!HelpfulSuperb Would

you have liked more of a particular subject? Perhaps more time on claims issues as that is my field rather than the financial bits. No, highly interesting, more of such interesting events would be good. The "Number" development - how figures are arrived at. What did you think of the quality/structure of the course content and would you make any changes? Enjoyed the lectures - interactive sessions were mixed. Great but maybe allow more time for each topic - possibly 2 days? Excellent. Would have preferred more emphasis on APH insurance & its application to re/insurance policies - Treat Part VII as separate seminar? Very good information content - enjoyed all aspects. Good variety of topics. Nice variety between lectures and interaction. Very good, coherent, interactive sessions very informative. More time for questions.

#### APH CLAIMS: THE NEVER ENDING STORY (7 May 2009)

##### Summary of feedback forms

Average Question Rating What did you think of the choice of subject for the course? 1.24 How well do you think the course met its objectives? 1.52 Was there enough time for questions? 1.61 What do you think of the quality/structure of the course content and would you make any changes? 1.54 Did you feel that the overall level of presentations took into account today's delegates knowledge? N=2, What did you think of the quality/content of the materials used? 1.63 Overall, what did you think of the venue? 1.15 How would you rate the overall organisation of the event? 1.33

Ratings: 1 = Excellent ; 2 = Very Good

##### Typical comments received

Subject Good, does what it says on the tin. Objectives One of the best courses I have attended in recent times. Generally excellent, but run out of time. Content More time needed for exercises. Excellent exercises but more time needed. Presentations Good idea to get a snapshot of delegates experience & requirements. Informative, succinct with some interesting points for the future.

#### TOMORROW'S LEGACY: 2009 AND BEYOND (24 March 2009)

##### Summary of Feedback Forms

Average Question Rating What did you think of the choice of subject for the course? 1.73 How well do you think the course met its objectives? 1.76 Was there enough time for questions? 2.06 What do you think of the quality/structure of the course content and would you make any changes? 1.79 Did you feel that the overall level of presentations took into account today's delegates knowledge? N=1, What did you think of the quality/content of the materials used? 1.70 Overall, what did you think of the venue? 1.42 How would you rate the overall organisation of the event? 1.42

Ratings: 1 = Excellent ; 2 = Very Good

##### Typical comments received

Subject Course focused well on current issues. Objectives Very well, don't change a winning formula. Very good, gave an overview of current market conditions. Content More time, some topics were rushed. Very good, no change needed. Presentations Pitched at just the right level. Subject covered bottom to top and something for everyone. The mock arbitration was excellent and well put together.