

Injury Schemes Seminar

Balancing Outcomes

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Sheraton Mirage Gold Coast



Making Better Use of Scheme Data

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This presentation has been prepared for the Actuaries Institute 2013 Injury Schemes Seminar.

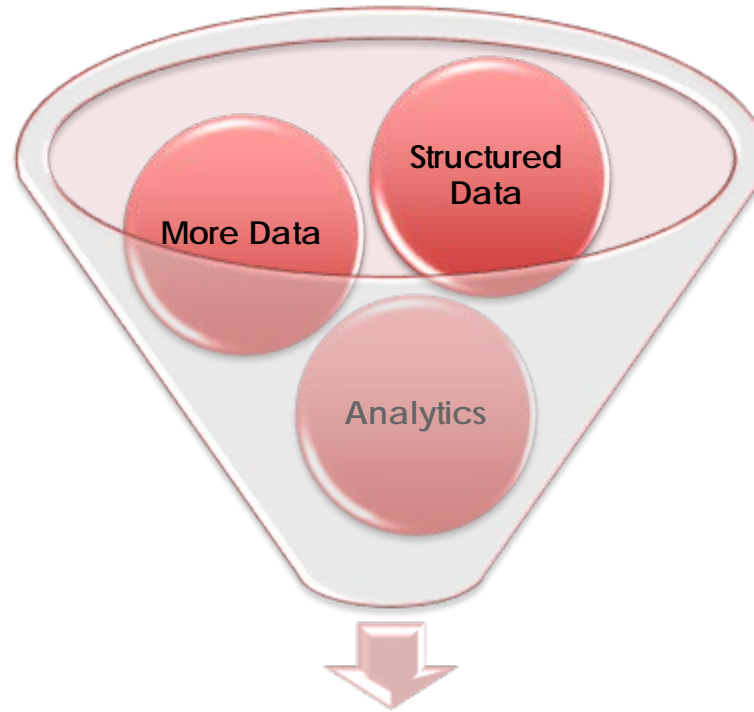
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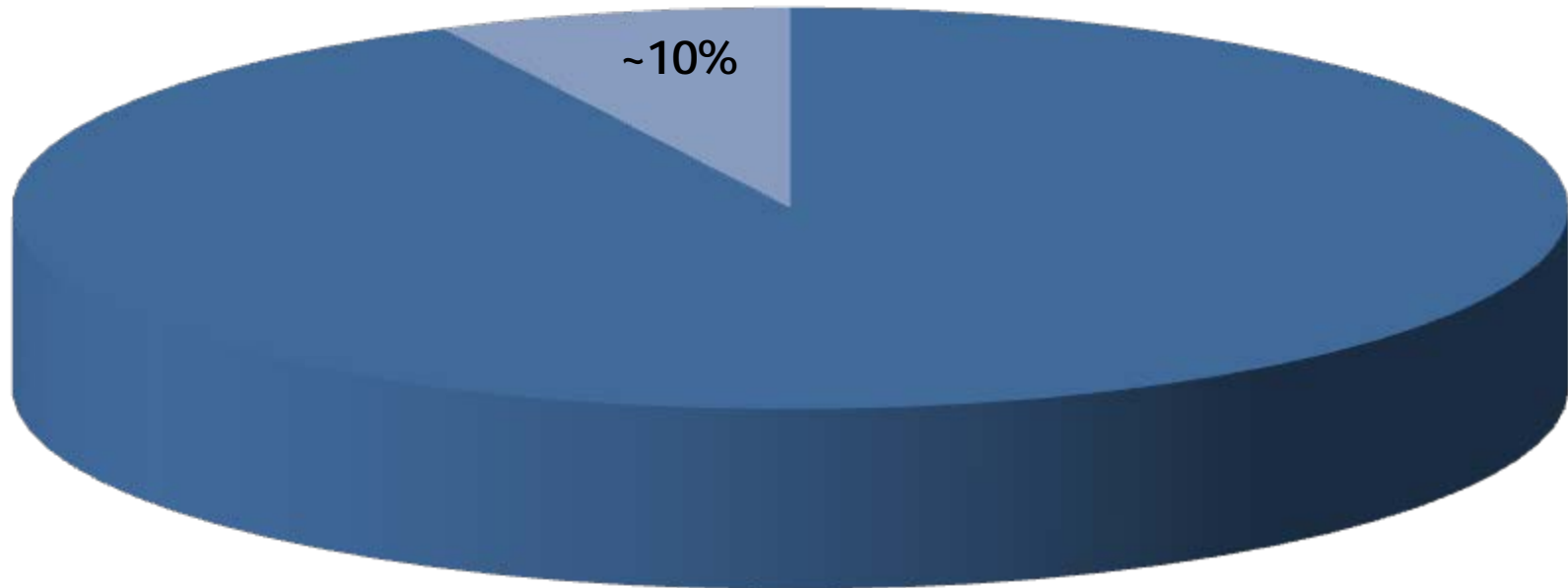




Better Predictions



Only some claims take the common law path





Common Law Potential using “macro” data

4 Did the police come to the accident scene? No Yes Go to Q6

5 Was the accident reported at a police station?
No Report the accident immediately Yes Date reported / /

6 Police officer's details (If you have a copy of the police report, please attach it to this form)

Police officer's name: _____ Police station: _____ Police "want" number: _____

7 Is police action going to be taken? No Go to Q8 Don't know Go to Q8 Yes Complete Q7

Name of person charged (if known): _____ Registration plate number: _____ Charge (if known): _____

Court (if known): _____

8 What was your part in the accident?
 Driver Passenger Cyclist Motorbike rider Pillion passenger Pedestrian
Go to Q9 Go to Q11 Go to Q12

9 If you were a driver or passenger in a motor vehicle, were you wearing a seat belt? No Yes

10 If you were a driver or passenger in a motor vehicle, was a seat belt fitted to the vehicle? No Yes

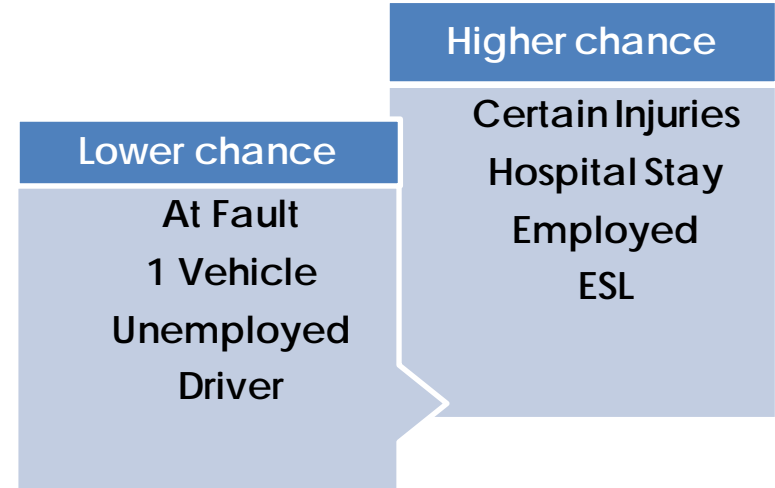
11 If you were on a motorbike or a bicycle, were you wearing a safety helmet? No Yes

12 Had you taken any drugs, including medication or alcohol in the 12 hours before the accident?
No Yes Type and amount: _____

13 If you were a passenger in a motor vehicle or a passenger on a bicycle or motorbike, had the driver or rider taken any drugs, including medication or alcohol in the 12 hours before the accident?
No Don't know Yes Type and amount: _____

14 Was the accident a "blameless accident" (as described on page 1 of this form)? No Yes

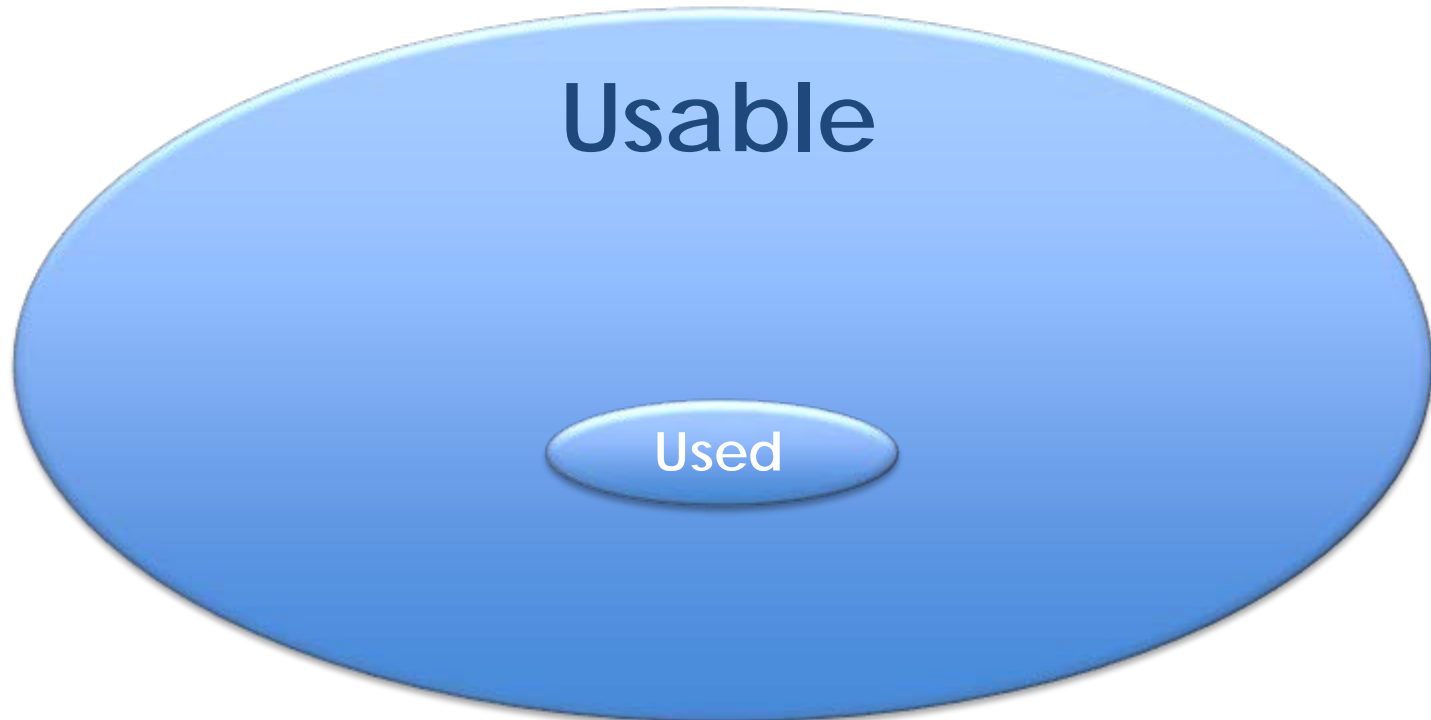
If you answered "yes" to Q14 you will need to include details of why you think the accident was "blameless" in your description of the accident at Q16. You may also be required to provide more information after you lodge this claim form.



5% of claims predicted to have a 'high' propensity to lodge a common law claim

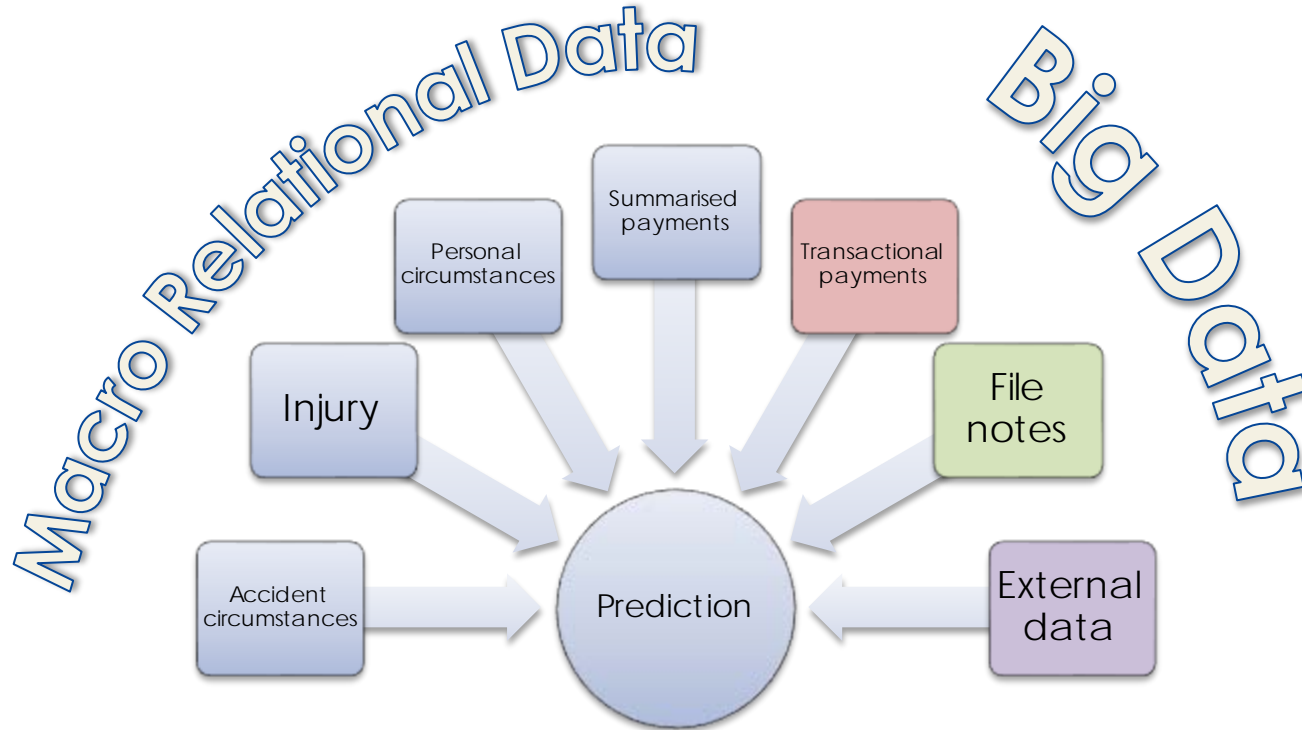


Delving Deeper and Casting the Data Net Wider





Greater use of relational data and incorporating unstructured and external data improves predictions



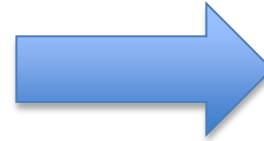
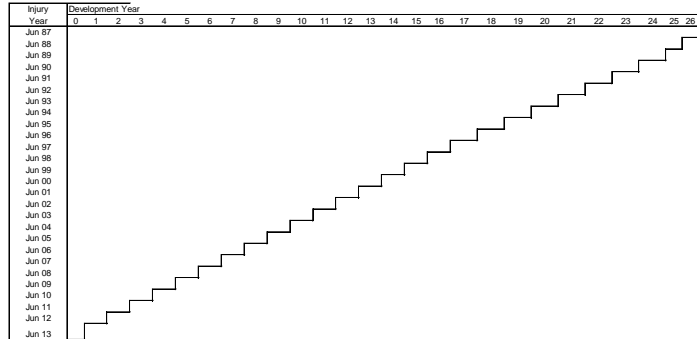
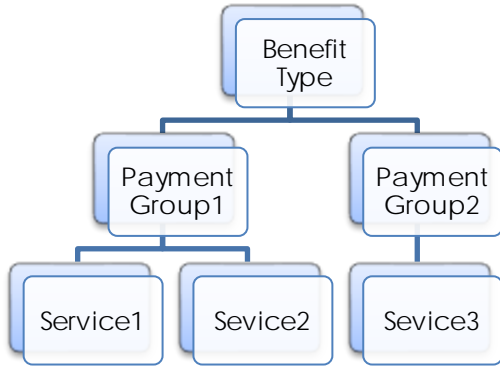


The available data

Source	Availability	Volume
Claims data	1987-2013	531,000 claims
Transaction level payments	1992-2013	35 million payments
Claims files notes (text data)	June 2009-2013	800,000 file notes

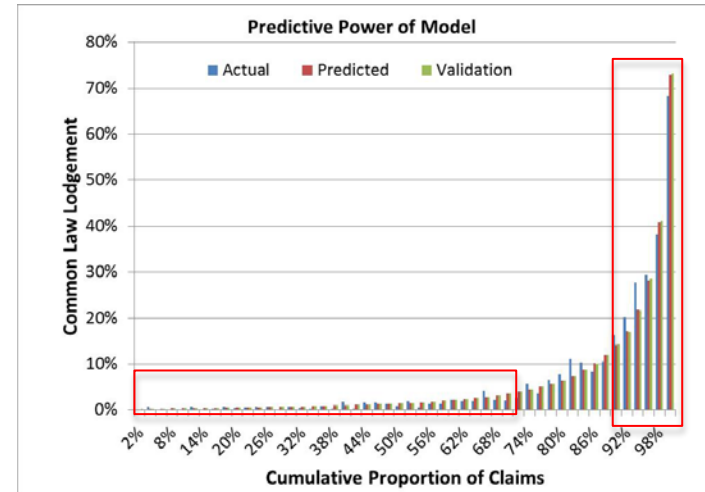
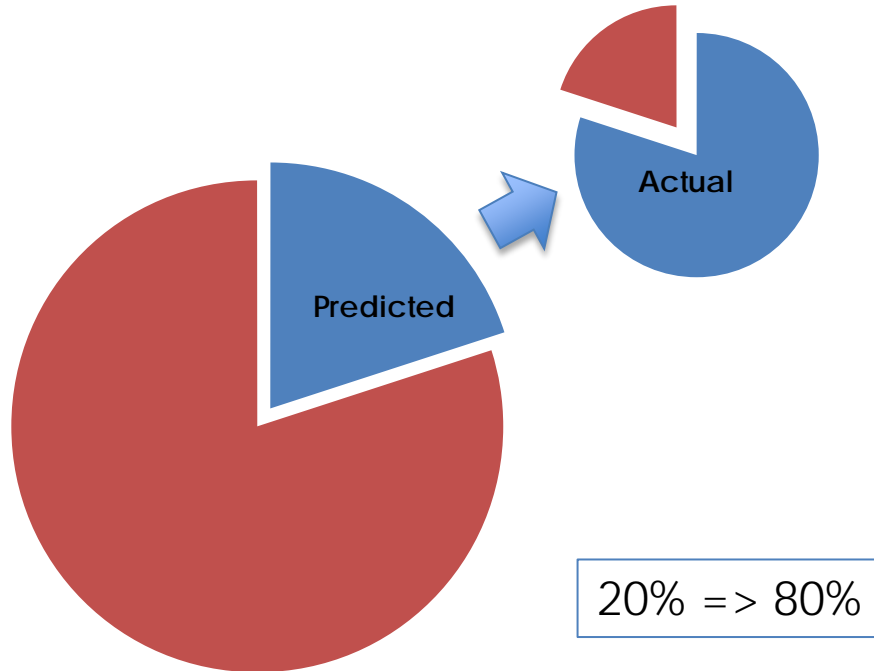


Can individual services tell us something?





What using all the data did tell us





Conclusion

- Big data techniques have the potential to improve knowledge
- Able to move from
 - high, low, very low ranking to
 - 85%+ all the way down to 0% chance of lodging
- Replicated “Pareto’s principle”
 - We found *the* 20% of no fault claims that generate 80% of common law lodgements
- Hopefully able to assist claims management



The Future

Opportunity for Big Data





Questions?

