



Statistics of Insurance Market in Bosnia and Herzegovina

Annual
Report

20 **10**

Sarajevo, August 2011

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ACRONYMS

BiH	Bosnia and Herzegovina
FBiH	Federation of Bosnia and Herzegovina
RS	Republic of Srpska
GDP	Gross Domestic Product
NOE	Non-observed economy
EU	European Union
HANFA	Croatian Agency for supervision of financial services
HHI	Herfindahl-Hirschman Index



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Preface

Sarajevo, August 2011

Dear readers,

While everywhere in the world, this year as well as in previous years, analysts and economists are summarizing the results and analyzing the reasons for failure in the financial sector, it is my truly pleasure to dedicate this preface to the analysis of the insurance market in BiH, which recorded a growth of premiums in last year. Only a few countries in the world managed to achieve similar results.

A total of 26 of insurance and re-insurance companies registered in BiH, made in 2010 a total premium in the amount of KM 472.008.481, out of which 84% relates to non-life insurance, while premiums in life insurance amounted to 16%. Total premiums generated by companies registered in BiH increased by 3% in comparison to the premium in 2009, which the continuing trend of growth of premium from the previous years.

One of the reasons for the growth of premiums, of course lies in the structure of the above-mentioned portfolio of insurance companies in BiH, which is still dominated by a mandatory type of insurance – Motor Third Party Liability Insurance with a share of 50%. The other reason is the underdevelopment of the volume of trading in capital market of Bosnia and Herzegovina, which is testified by the fact that insurance companies generally took a conservative investment policy, which ultimately contributed that the insurance market has not realized significant losses.

However, it is very important to emphasise the fact that the life insurance, which represents a dominant type of insurance in developed markets, has been still in development in BiH resulting from the available data from 2006 to 2010. Although, the share of life insurance in the total portfolio significantly increased from 11% in 2006 to 16% in 2010.

Very important is the fact that since 2008 companies from one entity have been equally working in the other entity. In Bosnia and Herzegovina, currently, there are nine registered companies from the FBiH that work in the Republic of Srpska, and five companies from the Republic of Srpska which opened branches in the Federation of Bosnia and Herzegovina.

Companies from the Federation, which have their branches in the RS, in 2010 earned a total premium value of KM 18.595.080. This is an increase of 88.87%, as compared to 2009, when the premium was KM 9.845.685. More significant fact is that companies that are headquartered in the RS, which have their branch offices in FBiH, in 2010 achieved a total premium in the amount of KM 6.265.473, what is six times higher amount than total premium earned in 2009, which amounted to KM 936.713. We think that these activities contribute to the development of a unified economic space and strengthening of competitiveness, which ultimately leads to an increase of service quality and development of insurance.

However, despite the notable results, it can be said that the insurance market in Bosnia and Herzegovina is underdeveloped. This fact represents both a weakness and a chance. Premiums per capita, or “density”, is the lowest in comparison to other countries in the region and it amounts to \$83. The fact that the participation of premiums in GDP is 1,91% and that insurance in the assets of BH financial sector participates only with 4%, should be added. These data tell us that it can be expected further development of this sector in the future.

Also, insurance sector in BiH is burdened with numerous problems that greatly hamper the growth of this financial activity. We shall only mention the most important: unfair competition, disrespect of the system of bonus and malus, insurance fraud and uninsured vehicles.

At the very end, we would like to mention only the most important activities run by Insurance Agency of Bosnia and Herzegovina, as the representing the other activities would need much more space. In mid-May, the International Regional Conference on Motor Third Party Liability Insurance, regarding the implementation of Twinning Project, took place in the Parliamentary Assembly in Sarajevo. All three regulatory agencies in the BiH insurance sector are beneficiaries of the aforementioned Twinning Project which is being implementing thanks to funds of European Commission (IPA Programmes) and with the help of the Bulgarian Regulatory Agency.

The Conference, which brought together over 60 participants from the insurance sector, from nine countries in Southeast Europe and the Western Balkans, was aimed to the consideration of regional and EU aspects of Compulsory Motor Third Party Liability Insurance and previous experiences of international best practices related to consumer protection.

Finally, I would like to thank all institutions and collaborators who have contributed in making this publication and especially to the entity agencies for insurance supervision.

Sincerely,

Sarajevo, August 2011

The Director of Insurance Agency of BiH

Samir Omerhodžić





Review of Macroeconomic Indicators in BiH

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Sarajevo, August 2011

1. Review of Macroeconomic Indicators in BiH

Macroeconomic Indicators in BiH (2007-2010)

Indicators	Year			
	2007	2008	2009	2010
Nominal GDP (in KM mln)	21.641	24.716	23.994	24.750
GDP per capita (in KM)	24.716	23.994	24.750	6.440
Real GDP (growth rate in %)	5.633	6.435	6.244	6.440
Retail prices growth rate (%)	6,84	5,42	-3,20	0,90
Population (estimation in thousands)	3.843	3.842	3.843	3.843
Number of unemployed	515.739	493.405	510.534	522.080
Number of employed	679.323	694.416	686.044	683.399
Average gross salary (in KM)	935	1.113	1.204	1.217
Average net salary (in KM)	630	752	790	798
Import-Export Ratio (%)	42,70	41,20	44,71	52,10
Government Sector's Foreign Debt (in KM mln)	3.904	4.193	5.200	6.285
Foreign debt (as percentage of the GDP)	18,60	16,70	21,71	25,40

Data sources: BiH Statistics Agency and the Central Bank of BiH

The economy of Bosnia and Herzegovina faced severe consequences of the world economic crisis which had impact to the financial and real sectors. After negative growth rate of GDP in 2009 of -3,20%, local economy in 2010 had a growth of 0,90%. Domestic personal expenditure is still under the negative effects of the growth of unemployment and slow growth of salaries which had negative impact to the GDP growth rate.

1.1. Macroeconomic Indicators in FBiH

Macroeconomic Indicators in FBiH (2007-2010)

Indicators	Year			
	2007	2008	2009	2010
Nominal GDP (in KM mln)	13.735	15.657	15.182	15.615
GDP per capita (in KM)	4.821	5.496	5.322	5.450
Real GDP (growth rate in %)	13,10	12,96	-2,97	0,65
Retail prices growth rate (%)	7,90	7,70	-0,30	1,80
Population (estimation in thousands)	2.849	2.849	2.327	2.865
Number of unemployed	370.459	430.745	347.146	360.512
Number of employed	413.676	345.381	426.556	438.949
Average gross salary (in KM)	974	1.105	1.204	1.223
Average net salary (in KM)	662	751	792	804
Import-Export Ratio (%)	41,89	40,92	44,94	53,20

Data sources: Federal Statistics Institute

1.2. Macroeconomic Indicators in RS

Macroeconomic Indicators in RS (2007-2010)

Indicators	Year			
	2007	2008	2009	2010
Nominal GDP (in KM mln)	7.351	8.468	8.243	8.306
GDP per capita (in KM)	5.106	5.891	5.744	5.797
Real GDP (growth rate in %)	6,20	5,70	-2,80	0,80
Retail prices growth rate (%)	7,60	7,20	4,80	2,50
Population (estimation in thousands)	1.440	1.437	1.435	1.433
Number of unemployed	139.825	135.102	139.536	145.620
Number of employed	258.236	259.205	253.665	244.453
Average gross salary (in KM)	875	1.132	1.204	1.199
Average net salary (in KM)	585	755	788	784
Import-Export Ratio (%)	49,90	46,40	46,90	53,70

Data sources: RS Statistics Institute



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BiH Financial Services Sector

Sarajevo, August 2011

2. BiH Financial Services Sector

2.1. Structure of the BiH Financial Services Sector

In 2010 total assets of the sector of financial services in BiH was KM 24,25 bln. Banking sector's share in the total assets of the financial sector was 84,34%, leasing companies' 4,57%, insurance and reinsurance companies' 3,86%, investments funds' 3,70% and micro-credit organizations' 3,53%.

Financial sector of BiH is still dominated by banking sector with its share of 84,34% in total assets of entire financial sector of BiH. The banking sector in BiH managed to preserve its stability, although the effects of world economic and financial crisis are considerably strong, having impact to activities of the banks in BiH.

Share of other financial institutions in the structure of financial services sector in BiH is almost minor. With aim to improve the financial market, strengthening of financial investors has a significant role, especially strengthening of insurance companies and investment funds, that has direct impacts to overall economic growth.

According to financial data for 2010, the banking sector in 2010 preserved its first position in BiH economy by asset volume which was KM 20,45 bln for that year, leaving behind leasing companies, micro-credit organisations, insurance companies and investment funds, with the total asset of KM 1,1 bln, KM 856 mln, KM 936 mln and KM 898 mln, respectively.

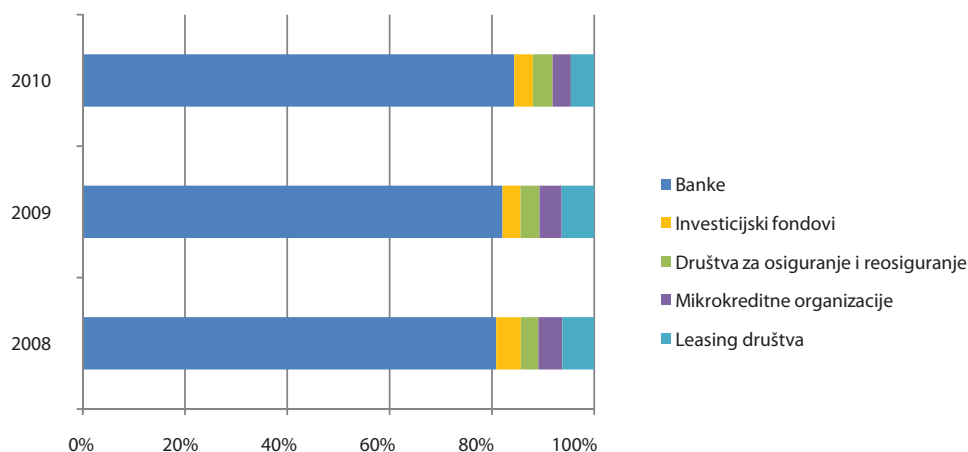
Growth of assets in the sector of financial services in 2010 in relation to 2009 was registered by insurance and reinsurance companies with the increase of 0,32%, as well as the investment funds with the increase of 1,47%. Banks registered slight decrease in assets of 0,74%, while micro-credit organisations and investment funds registered significant decrease in assets as a result of global crisis on capital market. Micro-credit organisations registered decrease in assets of 21,25% and leasing companies of 30,66%.

Structure of the BiH Financial Services Sector in 2008, 2009 and 2010

Segments of the Financial Services Sector (financial institutions)	2008		2009		2010		Assets growth index 09/08	Assets growth index 10/09
	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)		
Banks	20.821	80,82	20.605	82,07	20.452	84,34	98,96	99,26
Investment funds	1.242	4,82	885	3,52	898	3,70	71,26	101,47
Insurance and re-insurance companies	889	3,45	933	3,72	936	3,86	104,95	100,32
Micro-credit organisations	1.210	4,70	1.087	4,33	856	3,53	89,83	78,75
Leasing companies	1.600	6,21	1.598	6,36	1.108	4,57	99,88	69,34
Total for the sector	25.762	100	25.108	100	24.250	100	97,46	96,58

Data sources: FBiH Banking Agency, RS Banking Agency, FBiH Securities Commission, RS Securities Commission, FBiH Insurance Supervisory Agency, RS Insurance Agency, Association of Leasing Companies in BiH, Association of Micro-credit Organisations in BiH

Shares of the financial institutions in the BiH financial services sector in 2008, 2009 and 2010



2.1.1. Structure of the FBiH Financial Services Sector

Structure of the FBiH Financial Services Sector in 2008, 2009 and 2010

Segments of the Financial Services Sector (financial institutions)	2008		2009		2010		Assets growth index 09/08	Assets growth index 10/09
	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)		
Banks	15.072	78,24	15.233	80,60	15.076	83,90	101,07	98,97
Investment funds	1.015	5,27	593	3,14	521	2,90	58,42	87,86
Insurance and re-insurance companies	677	3,51	707	3,74	691	3,85	104,43	97,74
Micro-credit organisations	901	4,68	769	4,07	576	3,21	85,35	74,90
Leasing companies	1.600	8,31	1.598	8,46	1.105	6,15	99,88	69,37
Total for the sector	19.265	100	18.900	100	17.969	100	98,10	95,07

Data source: FBiH Banking Agency, FBiH Securities Commission, FBiH Insurance Supervisory Agency, Association of Leasing Companies in BiH

2.1.2. Structure of the RS Financial Services Sector

Structure of the RS Financial Services Sector in 2008, 2009 and 2010

Segments of the Financial Services Sector (financial institutions)	2008		2009		2010		Assets growth index 09/08	Assets growth index 10/09
	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)	Assets (in KM mln)	Share (%)		
Banks	5.749	88,49	5.372	86,53	5.376	85,59	93,44	100,07
Investment funds	227	3,49	292	4,70	377	6,00	128,63	129,11
Insurance and re-insurance companies	212	3,26	226	3,64	245	3,90	106,60	108,41
Micro-credit organisations	309	4,76	318	5,12	280	4,46	102,91	88,05
Leasing companies	6	0,00	5	0,00	3	0,05	0,00	60
Total for the sector	6.503	100	6.213	100	6.281	100	95,55	101,09

Data source: RS Banking Agency, RS Securities Commission, RS Insurance Agency, Association of Leasing Companies in BiH

2.2. Comparison of the Banking and Insurance Sectors in FBiH and RS

In order to highlight the role and significance of the insurance sector within the financial services sector – desiring to present its growth over the recent years – below we enclose a comparison of the banking and insurance sectors of BiH and some European countries, as well as a comparison of the mentioned sectors on both BiH and entity level. The analysis was based on two balance sheet values: assets and capital.

Comparison of the banking and insurance sectors of BiH and some European countries in 2009 (in EUR mln)

Country	Banking Sector		Insurance Sector	
	Assets	Capital	Assets	Capital
Croatia	51.793	7.196	3.943	746
BiH	10.535	1.128	477	158
Slovenia	51.610	4.320	5.661	1.029
Serbia	24.246	4.771	1.030	303
Bulgaria	36.140	4.810	1.979	675
Czech Republic	157.870	17.300	14.980	2.796
Slovakia	53.010	4.190	5.661	1.029
Romania	78.090	6.690	4.122	1.328

Data source: European Insurance and Occupational Pensions Authority (EIOPA), European Banking Federation (EBF), FBiH Insurance Supervisory Agency, RS Insurance Agency, FBiH Banking Agency, RS Banking Agency, HANFA, HUB, National Bank of Serbia

Assets and capital in the banking and insurance sectors in BiH in 2008, 2009 and 2010 (in KM tsd)

	2008		2009		2010	
	Banks	Insurance Companies	Banks	Insurance Companies	Banks	Insurance Companies
Assets	20.820.631	888.896	20.604.457	932.878	20.451.504	936.191
Capital	2.237.198	332.579	2.206.521	309.434	2.402.030	306.916

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency, FBiH Banking Agency, RS Banking Agency

Compared to 2009, the BiH banking sector's assets in 2010 decreased by KM 153 million (0,74%), while in the same period, the capital was also increased by KM 196 million (8,86%). On the other hand, the insurance sector's assets in 2010 increased by KM 3 mln (0,36%) when compared to 2009. The capital, in the observed period, decreased by 0,81%, which in absolute amount was KM 3 mln.

In 2009, the insurance sector's assets represented 4,33% of the banking and insurance sectors' combined assets; at the same time, the insurance sector's capital made up 12,30% of the two sectors' aggregate capital. In 2010, the insurance sector's assets accounted for 4,38% of the value of the two sectors' combined assets. Therefore, there was a slight increase of the insurance sector's share in the structure of the two sectors' aggregate assets. Completely different situation is with the insurance sector's share in the two sectors' combined capital since the insurance sector's share in combined capital decreased for 0,97%.

Assets and capital in the banking and insurance sectors in FBiH and RS in 2008, 2009 and 2010 (in KM tsd)

	Entity	2008		2009		2010	
		Banks	Insurance Companies	Banks	Insurance Companies	Banks	Insurance Companies
Assets	FBiH	15.072.041	676.967	15.232.740	706.659	15.075.697	691.031
	RS	5.748.590	211.929	5.371.717	226.219	5.375.807	245.160
Capital	FBiH	1.638.782	238.038	1.674.127	218.031	1.696.625	202.258
	RS	598.416	94.541	532.394	91.403	705.405	104.658

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency, FBiH Banking Agency, RS Banking Agency



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Overview of Statistic Indicators for the BiH Insurance Sector

Sarajevo, August 2011

3. Overview of Statistic Indicators for the BiH Insurance Sector

3.1. Ownership structure

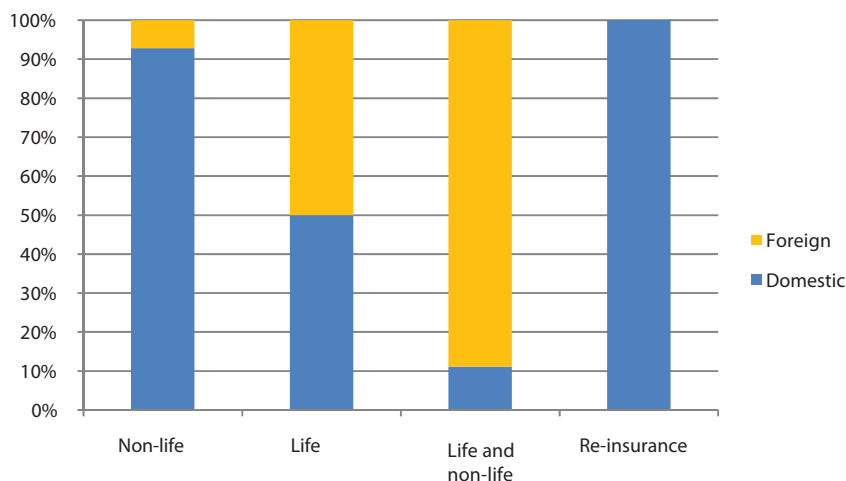
3.1.1. Ownership structure and Types of Insurance Operations of the BiH insurance companies

Ownership Structure and Types of Insurance Operations of the BiH Insurance Companies in 2010

Ownership	Non-life	Life	Life and non-life	Re-insurance	Total
Domestic	13	1	1	1	16
Foreign	1	1	8	0	10
TOTAL	14	2	9	1	26

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Ownership structure and types of insurance operations of the BiH insurance companies in 2010



By October on insurance market of Bosnia and Herzegovina there were 27 companies registered for performance of insurance and re-insurance operations. FBiH Insurance Supervisory Agency on 14 October 2010 revoked licence to Hercegovina osiguranje d.d. Mostar. Therefore, on 31 December 2010, on insurance market of Bosnia and Herzegovina there were 25 insurance companies and one re-insurance company.

From the total of 25 companies registered for performance of insurance operations, 15 have majority owners from BiH, while 10 have foreign majority owners. Out of 14 companies with the main business focus on non-life insurance, 13 are in majority domestic ownership, while in one company there is majority of foreign ownership. There are only two (2) companies whose main line of business is life insurance, one in domestic and one in local ownership. Out of 9 companies operating both in the area of life and non-life insurance (composite companies), one is in majority domestic ownership, while eight have foreign majority owners. There is one re-insurance company registered in BiH and it is in majority domestic ownership.

The insurance companies where majority of the capital is ownership of foreign entities increased their share to 52,75% of the total premium in 2010, comparing to 52,28% in 2009.

The insurance companies where majority of the capital is ownership of foreign entities increased their share on life insurance market to 104,59% in 2010, comparing to 94,24% in 2009.

3.1.2. Ownership Structure and Types of Insurance Operations of the FBiH Insurance Companies

Ownership Structure and Types of Insurance Operations of the FBiH Insurance Companies in 2010

Ownership	Non-life	Life	Life and non-life	Re-insurance	Total
Domestic	6	1	1	1	9
Foreign	0	0	6	0	6
TOTAL	6	1	7	1	15

Data source: FBiH Insurance Supervisory Agency

3.1.3. Ownership Structure and Types of Insurance Operations of the RS Insurance Companies

Ownership Structure and Types of Insurance Operations of the RS Insurance Companies in 2010

Ownership	Non-life	Life	Life and non-life	Re-insurance	Total
Domestic	7	0	0	0	7
Foreign	1	1	2	0	4
TOTAL	8	1	2	0	11

Data source: RS Insurance Agency

3.1.4. Branches of BiH insurance companies in other entity

With objective to create single economic space for the operation of insurance companies in Bosnia and Herzegovina and in accordance with EU directives, both insurance companies from FBiH and RS, since 2008, have opened new branches in the other entity through which are performing insurance operations.

- *The following insurance companies from FBiH opened branches in RS in 2008:*
CROATIA OSIGURANJE D.D.
MERKUR BH OSIGURANJE D.D.
CAMELIJA OSIGURANJE D.D.
BOSNA - SUNCE OSIGURANJE D.D.
EUROHERC OSIGURANJE D.D.
- *During 2009, three more insurance companies from FBiH opened branches in RS:*
VGT OSIGURANJE D.D.
UNIQA OSIGURANJE D.D.
SARAJEVO OSIGURANJE D.D.
- *During 2010, the following insurance company from FBiH opened branch in RS:*
ZOVKO OSIGURANJE D.D.
- *The following insurance companies from RS opened branches in FBiH in 2008:*
BOBAR OSIGURANJE A.D
DRINA OSIGURANJE A.D.
KOSIG DUNAV OSIGURANJE A.D.
- *During 2009, two more insurance companies from RS opened branches in FBiH:*
JAHORINA OSIGURANJE A.D.
BRČKO GAS OSIGURANJE A.D.

3.2. Total Premium in BiH and the Entities

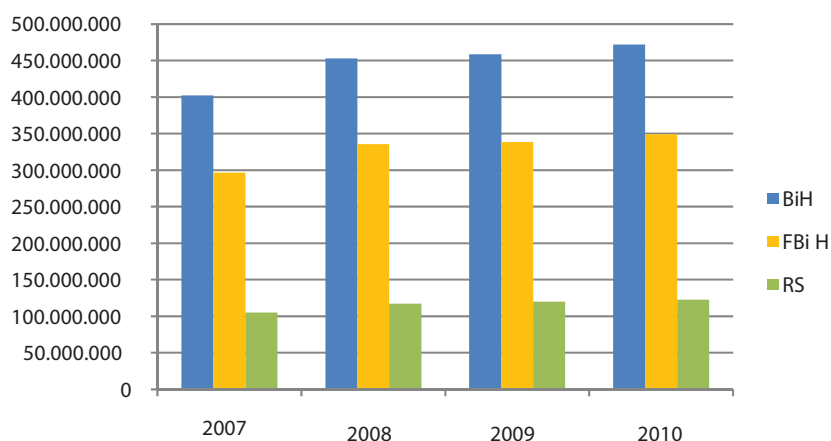
The total premium in 2010 in BiH amounted to KM 472.008.481, which is 2,92% more than in 2009. In the structure of the total premium, the share of the companies with registered office (seat) in FBiH amounted to 74,02%, while the RS-based companies accounted for 25,98%.

Total premium in Bosnia and Herzegovina in 2007, 2008, 2009 and 2010 (in KM)

	2007.	Share (%)	2008.	Share (%)	2009.	Share (%)	2010.	Share (%)	Premium growth Index		
									08/07	09/08	10/09
BiH	402.226.015	100	453.093.773	100	458.633.589	100	472.008.481	100	112,65	101,22	102,92
FBiH	296.914.582	73,82	335.732.260	74,10	338.653.234	73,84	349.400.409	74,02	113,07	100,87	103,17
RS	105.311.433	26,18	117.361.513	25,90	119.980.355	26,16	122.608.072	25,98	111,44	102,23	102,19

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Total premium in Bosnia and Herzegovina in 2007, 2008, 2009 and 2010 (in KM)



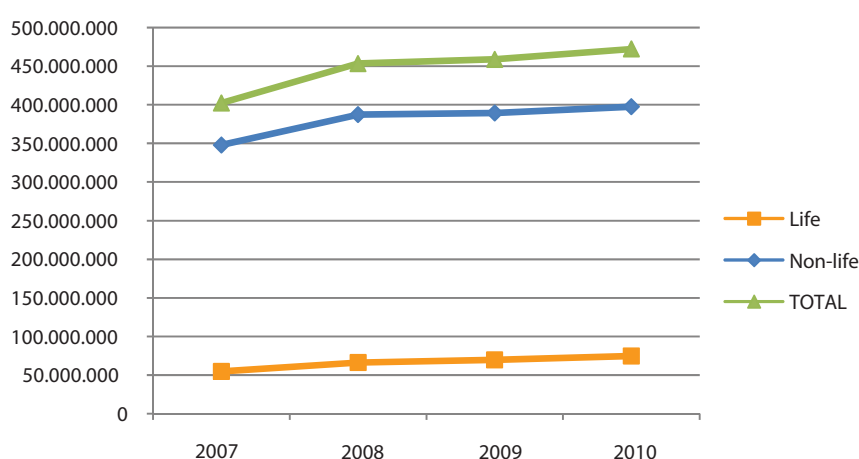
3.2.1. Total Premium in Life and Non-Life Insurance in BiH

Total Premium in Non-Life and Life Insurance in BiH for 2007, 2008, 2009 i 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)	Premium growth Index		
									08/07	09/08	10/09
Non-life	347.721.898	86,45	387.155.865	85,45	389.191.486	84,86	397.463.248	84,21	111,34	100,53	102,12
Life	54.504.117	13,55	65.937.908	14,55	69.442.103	15,14	74.545.233	15,79	120,98	105,31	107,35
TOTAL	402.226.015	100	453.093.773	100	458.633.589	100	472.008.481	100	112,65	101,22	102,92

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Trend of growth of premium in Life and Non-life insurance and total premium in BiH for 2007, 2008, 2009 and 2010



Insurance companies achieved total premium of KM 472.008.481 in 2010, out of which KM 397.463.248 (84,21%) is non-life insurance, while KM 74.545.233 (15,79%) accounts for life insurance. Total amount of premium in 2010 increased for 2,92% when compared to 2009 and therefore the trend of growth of premiums from previous years continued. In non-life insurance in 2010 there was the growth of 2,12% in comparison to 2009, while in life insurance the growth was 7,35% in comparison to 2009. The average annual growth rate of non-life insurance in last four years is 4,66%, while in case of life insurance average growth rate in four last years is 11,21%. Despite of impacts of world economic crises, insurance companies show indications of mild increase in premium even though such increase is more visible with some companies.

3.2.2. Total Premium in Life and Non-life Insurance in the FBiH

Total Premium in Non-life and Life Insurance in the FBiH for 2007, 2008, 2009 and 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)	Premium growth Index		
									08/07	09/08	10/09
Non-life	247.347.813	83,31	276.787.655	82,44	277.140.875	81,84	283.768.303	81,22	111,90	100,13	102,39
Life	49.566.769	16,69	58.944.605	17,56	61.512.359	18,16	65.632.106	18,78	118,92	104,36	106,70
TOTAL	296.914.582	100	335.732.260	100	338.653.234	100	349.400.409	100	113,07	100,87	103,17

Data source: FBiH Insurance Supervisory Agency

The total premium in 2010 in FBiH amounted to KM 349.400.409, which represents a growth of 3,17% in comparison to 2009. Non-life insurance grew by 2,39%, while life insurance sector grew by 6,70%. The average annual growth rate of non-life insurance in last four years in FBiH is 4,81%, while average annual growth rate of life insurance in last four years is 9,99%.

3.2.3. Total Premium in Life and Non-life Insurance in the RS

Total Premium in Non-life and Life Insurance in the RS for 2007, 2008, 2009 and 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)	Premium growth Index		
									08/07	09/08	10/09
Non-life	100.374.085	95,31	110.368.210	94,04	112.050.611	93,39	113.694.945	92,73	109,96	101,52	101,47
Life	4.937.348	4,69	6.993.303	5,96	7.929.744	6,61	8.913.127	7,27	141,64	113,39	112,40
TOTAL	105.311.433	100	117.361.513	100	119.980.355	100	122.608.072	100	111,44	102,23	102,19

Data source: RS Insurance Agency

The total premium in 2010 in RS amounted to KM 122.608.072, which is 2,19% increase from 2009. Non-life insurance increased by 1,47% and life insurance by 12,40%. The average annual growth rate of non-life insurance in last four years in RS amounts to 4,32%, while average annual growth rate of life insurance in last four years is 22,48%.

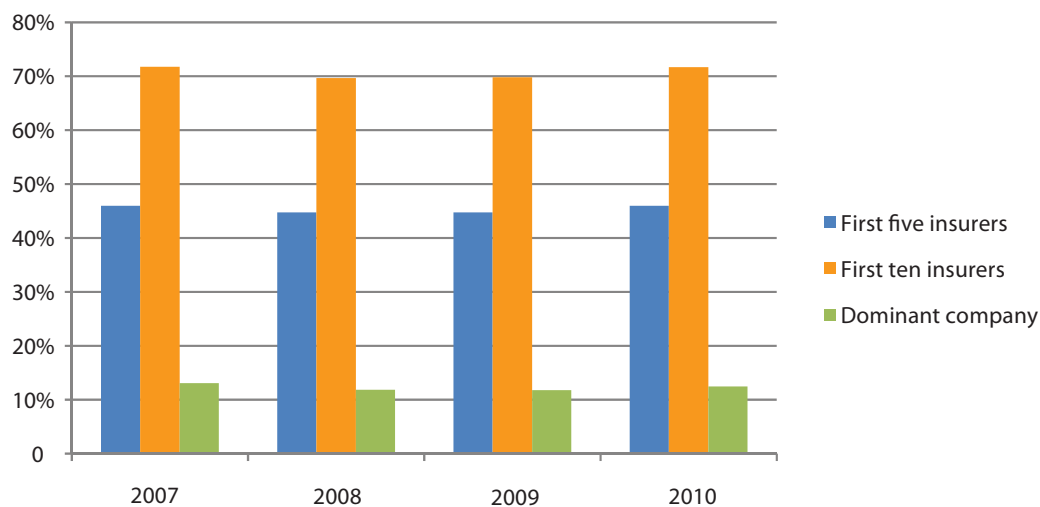
3.2.4. Concentration of Premium in BiH

Concentration of premium in BiH for 2007, 2008, 2009 and 2010

Share in total premium (%)	2007	2008	2009	2010
First five insurers	45,98	44,79	44,77	46,01
First ten insurers	71,74	69,69	69,78	71,71
Dominant company	13,08	11,85	11,78	12,43

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Concentration of premium in BiH for 2007, 2008, 2009 and 2010



3.2.5. Herfindahl-Hirschman index (HHI)

HHI (Herfindahl-Hirschman Index) is widely accepted measure of the concentration of market. The value of this index is calculated when the market shares of each company on the market are separately squared and then summed up. HHI index may have various values in intervals from 0 to 10.000. When index is getting closer to zero means that the market is comprised of large number of participants (companies) of similar size. HHI index is higher when the number of participants (companies) is reduced or there is considerable disproportion in their size. With increase of the market concentration, the competition and efficiency are decreased which may result in monopoly and secret arrangements.

Ranges of index:

0 – 1.000	non-concentrated market (high level of competition)
1.000 – 1.800	moderately concentrated market
1.800 – 10.000	concentrated market (monopoly)

HHI Index for the market of life insurance in BiH

Short name of insurance company	2007			2008			2009			2010		
	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI
Merkur BH	10.112	18,55	344	15.038	22,81	520	17.703	25,51	651	19.208	25,77	664
Grawe Sarajevo	15.163	27,82	774	16.850	25,55	653	17.148	24,71	611	16.870	22,63	512
Uniqa	8.645	15,86	252	11.784	17,87	319	12.658	18,24	333	14.126	18,95	359
Grawe Banja Luka	4.937	9,06	82	6.993	10,61	112	7.930	11,43	131	8.552	11,47	132
Croatia	7.082	12,99	169	6.054	9,18	84	6.333	9,13	83	6.504	8,72	76
Triglav BH	2.371	4,35	19	2.986	4,53	21	2.140	3,08	10	3.110	4,17	17
Sarajevo	2.393	4,39	19	2.578	3,91	15	2.491	3,59	13	2.818	3,78	14
BSO	1.684	3,09	10	1.877	2,85	8	1.533	2,21	5	2.545	3,41	12
Lok	770	1,41	2	640	0,97	1	340	0,49	0	312	0,42	0
Jahorina										297	0,40	0
Hercegovina	1.348	2,47	6	1.138	1,73	3	1.116	1,61	3	140	0,19	0
Dunav Banja Luka										65	0,09	0
TOTAL	54.505	100	1.676	65.938	100	1.737	69.392	100	1.838	74.547	100	1.787

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

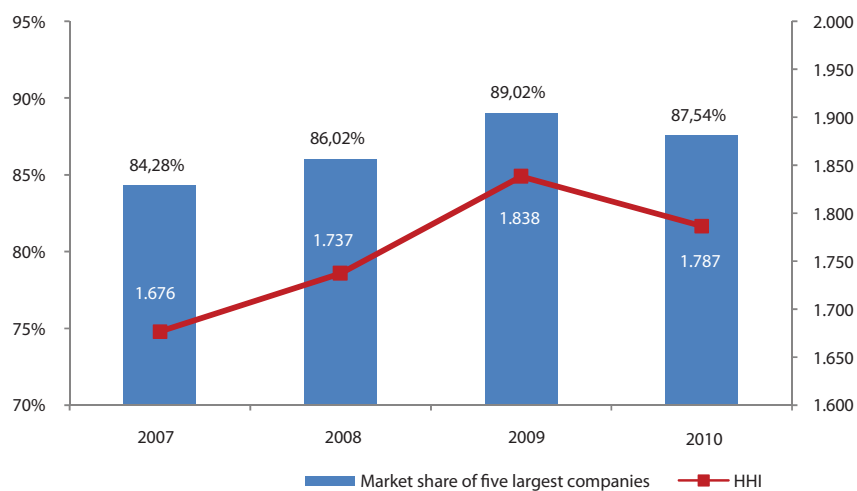
Market share of five largest companies in the life insurance market in BiH (in %) and HHI Index

	2007	2008	2009	2010
Market share of five largest companies (%)	84,28	86,02	89,02	87,54
HHI	1.676	1.737	1.838	1.787

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

In 2007 and 2008, the life insurance market was moderately concentrated since the mentioned values of HHI are within the interval of 1.000 – 1.800. The value of HHI in the year 2009 was 1.838 and it comes within the interval 1.800 – 10.000, which shows that life insurance market in 2009 is going from moderately concentrated market to the concentrated market (monopoly), while the value of HHI Index in 2010 is 1.787 and it comes within the interval of moderately concentrated market. In 2010 the market share of five biggest insurance companies decreased in relation to 2009.

HHI for the Life insurance market in BiH for 2007, 2008, 2009 and 2010



HHI Index for the market of non-life insurance in BiH

Short name of insurance company	2007			2008			2009			2010		
	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI
Sarajevo	50.228	14,44	209	51.111	13,20	174	51.528	13,24	175	55.835	14,05	197
BSO	37.901	10,90	119	44.578	11,51	133	45.981	11,81	140	44.011	11,07	123
Euroherc	28.191	8,11	66	31.782	8,21	67	36.809	9,46	89	38.874	9,78	96
Croatia	27.748	7,98	64	30.937	7,99	64	28.761	7,39	55	31.322	7,88	62
Triglav BH	27.331	7,86	62	29.573	7,64	58	29.334	7,54	57	28.698	7,22	52
VGT	20.611	5,93	35	24.040	6,21	39	23.213	5,96	36	26.176	6,59	43
Jahorina	16.355	4,70	22	17.789	4,59	21	22.161	5,69	32	24.165	6,08	37
Uniqa	17.997	5,18	27	21.458	5,54	31	19.245	4,94	24	21.154	5,32	28
Dunav*	19.282	5,55	31	20.994	5,42	29	19.187	4,93	24	15.974	4,02	16
Bobar	20.719	5,96	36	18.232	4,71	22	18.662	4,80	23	15.834	3,98	16
Drina	11.851	3,41	12	12.449	3,22	10	11.959	3,07	9	13.623	3,43	12
Brčko Gas	5.930	1,71	3	7.990	2,06	4	8.903	2,29	5	12.038	3,03	9
Nešković	11.964	3,44	12	12.917	3,34	11	12.270	3,15	10	11.718	2,95	9
Triglav Krajina Kopaonik	7.312	2,10	4	9.645	2,49	6	8.260	2,12	5	9.599	2,42	6
ASA	163	0,05	0	4.594	1,19	1	8.346	2,14	5	9.474	2,38	6
Camelija	9.489	2,73	7	10.300	2,66	7	9.603	2,47	6	8.360	2,10	4
Zovko	6.359	1,83	3	6.799	1,76	3	6.802	1,75	3	8.282	2,08	4
Lido	13.697	3,94	16	13.519	3,49	12	10.032	2,58	7	7.514	1,89	4
Krajina	6.893	1,98	4	7.898	2,04	4	7.362	1,89	4	6.707	1,69	3
Grawe Sarajevo	171	0,05	0	482	0,12	0	1.072	0,28	0	2.524	0,64	0
Mikrofin				817	0,21	0	1.529	0,39	0	2.220	0,56	0
Aura	67	0,02	0	1.632	0,42	0	1.739	0,45	0	1.803	0,45	0
Hercegovina	7.043	2,03	4	7.261	1,88	4	6.127	1,57	2	1.284	0,32	0
Merkur BH	275	0,08	0	295	0,08	0	288	0,07	0	259	0,07	0
Grawe Banja Luka	0	0,00	0	0	0,00	0	18	0,00	0	15	0,00	0
Lok	144	0,04	0	60	0,02	0	0	0,00	0	0	0,00	0
TOTAL	347.721	100	734	387.152	100	702	389.191	100	711	397.463	100	728

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

*Insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

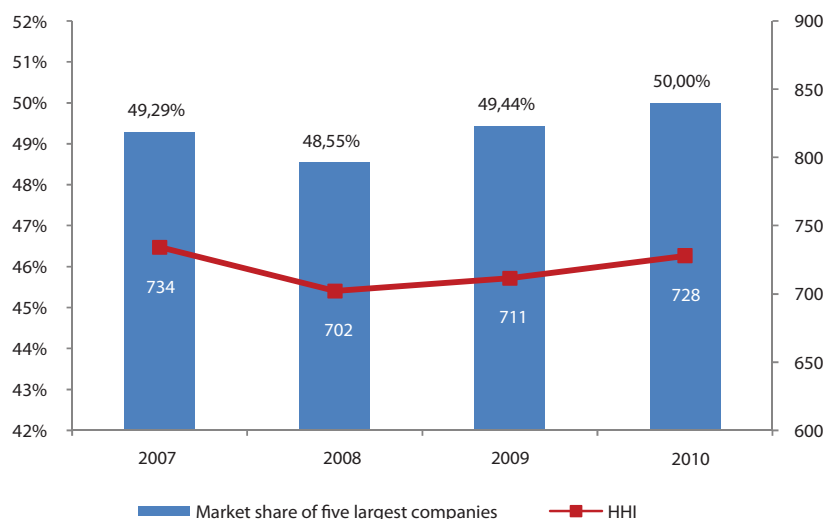
Market share of five largest companies in the non-life insurance market in BiH (in %) and HHI Index

	2007	2008	2009	2010
Market share of five largest companies (%)	49,29	48,55	49,44	50,00
HHI	734	702	711	728

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

In the non-life insurance market, for the entire observed period (2007 – 2010), the values of HHI Index are below 1.000. Therefore the non-life insurance market in BiH shows characteristics of the market with high level of competition (non-concentrated market).

HHI for the Non-life insurance market in BiH for 2007, 2008, 2009 and 2010



HHI Index for the market of Life and Non-life insurance in BiH

Short name of insurance company	2007			2008			2009			2010		
	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI	Premium (in 000)	Market share	HHI
Sarajevo	52.621	13,08	171	53.688	11,85	140	54.019	11,78	139	58.653	12,43	154
BSO	39.585	9,84	97	46.455	10,25	105	47.514	10,36	107	46.556	9,86	97
Euroherc	28.191	7,01	49	31.782	7,01	49	36.809	8,03	64	38.874	8,24	68
Croatia	34.830	8,66	75	36.991	8,16	67	35.094	7,65	59	37.826	8,01	64
Uniqa	26.641	6,62	44	33.242	7,34	54	31.903	6,96	48	35.280	7,47	56
Triglav BH	29.702	7,38	55	32.559	7,19	52	31.474	6,86	47	31.809	6,74	45
VGT	20.611	5,12	26	24.040	5,31	28	23.213	5,06	26	26.176	5,55	31
Jahorina	16.355	4,07	17	17.789	3,93	15	22.161	4,83	23	24.461	5,18	27
Merkur BH	10.387	2,58	7	15.332	3,38	11	17.991	3,92	15	19.467	4,12	17
Grawe Sarajevo	15.334	3,81	15	17.331	3,83	15	18.220	3,97	16	19.394	4,11	17
Dunav*	19.282	4,79	23	20.994	4,63	21	19.187	4,18	18	16.039	3,40	12
Bobar	20.719	5,15	27	18.232	4,02	16	18.662	4,07	17	15.834	3,35	11
Drina	11.851	2,95	9	12.449	2,75	8	11.959	2,61	7	13.623	2,89	8
Brčko Gas	5.930	1,47	2	7.990	1,76	3	8.903	1,94	4	12.038	2,55	7
Nešković	11.964	2,97	9	12.917	2,85	8	12.270	2,68	7	11.718	2,48	6
Triglav Krajina Kopaonik	7.312	1,82	3	9.645	2,13	5	8.260	1,80	3	9.599	2,03	4
ASA	163	0,04	0	4.594	1,01	1	8.346	1,82	3	9.474	2,01	4
Grawe Banja Luka	4.937	1,23	2	6.999	1,54	2	7.948	1,73	3	8.566	1,81	3
Camelija	9.489	2,36	6	10.300	2,27	5	9.603	2,09	4	8.360	1,77	3
Zovko	6.359	1,58	2	6.799	1,50	2	6.802	1,48	2	8.282	1,75	3
Lido	13.697	3,41	12	13.519	2,98	9	10.032	2,19	5	7.514	1,59	3
Krajina	6.893	1,71	3	7.898	1,74	3	7.362	1,61	3	6.707	1,42	2
Mikrofin				817	0,18	0	1.529	0,33	0	2.220	0,47	0
Aura	67	0,02	0	1.632	0,36	0	1.739	0,38	0	1.803	0,38	0
Hercegovina	8.390	2,09	4	8.399	1,85	3	7.243	1,58	2	1.424	0,30	0
Lok	913	0,23	0	700	0,15	0	390	0,09	0	312	0,07	0
TOTAL	402.223	100	656	453.093	100	624	458.633	100	623	472.009	100	643

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

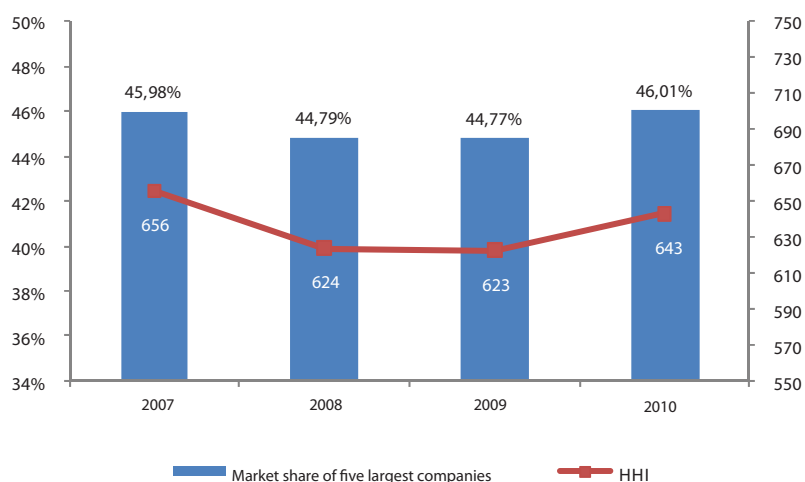
Market share of five largest companies in Life and Non-life insurance market in BiH (in %) and HHI Index

	2007	2008	2009	2010
Market share of five largest companies (%)	45,97	44,79	44,78	46,01
HHI	656	624	623	643

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

If premiums in total amount (life and non-life insurance premiums) are taken as variables, the HHI Index (for all four years the values are below 1.000) shows the characteristics of the market with high level of competition (non-concentrated market).

HHI for the Life and Non-life insurance market in BiH for 2007, 2008, 2009 and 2010



3.3. Premiums per Insurance Type

3.3.1. Premiums per Insurance Type in BiH

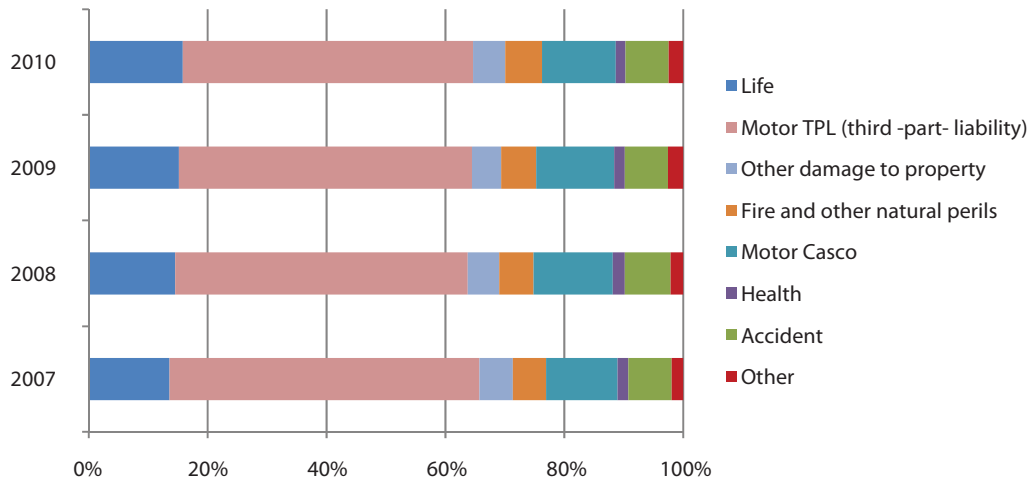
Premiums per Insurance Type in BiH for 2007, 2008, 2009 and 2010 (in KM)

No.	Insurance Type	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
1.	Accident	29.249.801	7,27	34.855.530	7,69	33.093.026	7,22	34.247.948	7,26
2.	Health	7.543.227	1,88	9.174.094	2,02	8.408.396	1,83	7.489.551	1,59
3.	Motor Casco	48.185.016	11,98	60.489.814	13,35	60.062.215	13,10	58.607.136	12,42
4.	Railway Rolling Stock Casco	0	0,00	0	0,00	353	0,00	222.158	0,05
5.	Aircraft Hull Damage	25.021	0,01	380.065	0,08	371.334	0,08	449.375	0,10
6.	Sea, Lake and River Vessels Hull Damage	20.799	0,01	55.766	0,01	26.445	0,01	30.458	0,01
7.	Goods in Transit	2.955.745	0,73	3.996.783	0,88	5.092.558	1,11	4.591.878	0,97
8.	Fire and other natural perils	22.494.378	5,59	26.171.664	5,78	26.958.591	5,88	29.169.992	6,18
9.	Other damage to property	22.837.279	5,68	24.041.300	5,31	22.465.990	4,90	25.723.466	5,45
10.	Motor TPL (third-party-liability)	209.653.241	52,12	222.824.888	49,18	226.291.255	49,34	230.504.355	48,83
11.	Aviation TPL	730.657	0,18	444.644	0,10	496.187	0,11	658.813	0,14
12.	Marine TPL	9.573	0,00	18.612	0,00	16.896	0,00	33.526	0,01
13.	General Liability	3.054.500	0,76	3.251.026	0,72	4.000.531	0,87	3.997.031	0,85
14.	Credit	464.731	0,12	597.438	0,13	278.091	0,06	239.645	0,05
15.	Surety	23.191	0,01	94.415	0,02	99.208	0,02	149.996	0,03

No.	Insurance Type	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
16.	Financial Loss	471.768	0,12	748.266	0,17	1.525.876	0,33	1.344.491	0,28
17.	Legal Protection	0	0,00	0	0,00	0	0,00	0	0,00
18.	Assistance – other insurance types	2.970	0,00	11.560	0,00	4.537	0,00	3.426	0,00
	Total non - life insurance types	347.721.897	86,45	387.155.865	85,45	389.191.486	84,86	397.463.248	84,21
19.	Life (life insurance and annuity insurance)	54.504.118	13,55	65.937.908	14,55	68.754.531	14,99	73.773.668	15,63
20.	Additional insurance with life insurance	0	0,00	0	0,00	687.571	0,15	771.564	0,16
	Total Life insurance types	54.504.118	13,55	65.937.908	14,55	69.442.103	15,14	74.545.233	15,79
	Grand total (insurance types 1-19)	402.226.015	100	453.093.773	100	458.633.589	100	472.008.481	100

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

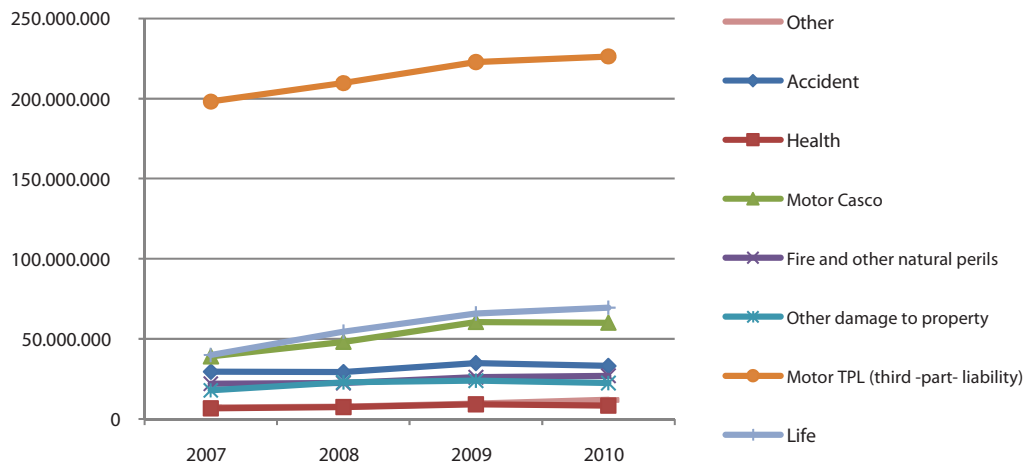
Percentage of the various types of the insurance in total premium in BiH for 2007, 2008, 2009 and 2010



Note: The item „Other“ refers to insurance types with annual share in the total premium of less than 2%.

In the structure of total insurance portfolio in BiH in 2010 which consists of 19 insurance types, 7 types of insurance (out of total of 19) represents 97,52% of the total insurance portfolio. In the structure of the premium of non-life insurance the biggest percentage has Motor TPL insurance with 48,83%, motor casco 12,42%, accident 7,26% and others.

Trends of growth of premiums in various types of the insurance in BiH for 2007, 2008, 2009 and 2010



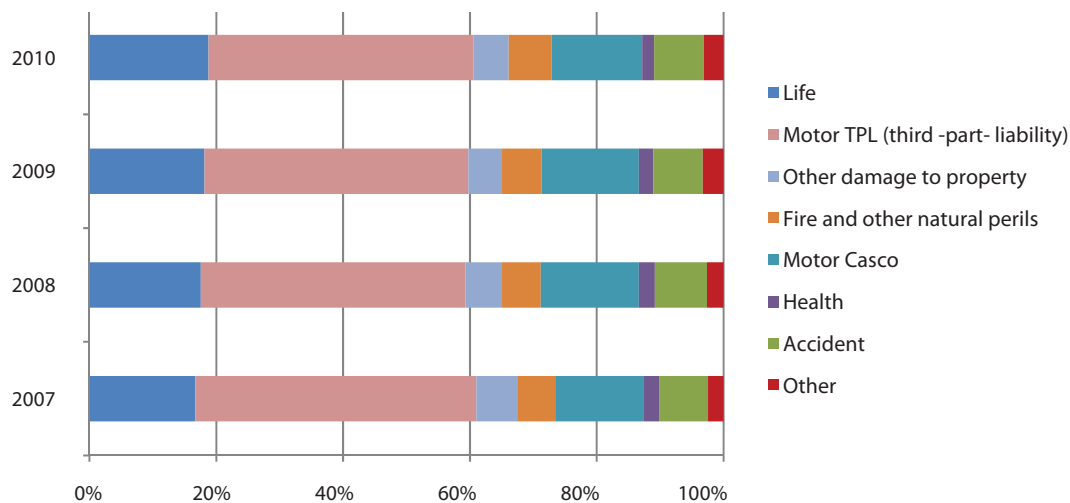
3.3.2. Premiums per Insurance Type in FBiH

Premiums per Insurance type for companies headquartered in FBiH for 2007, 2008, 2009 and 2010 (in KM)

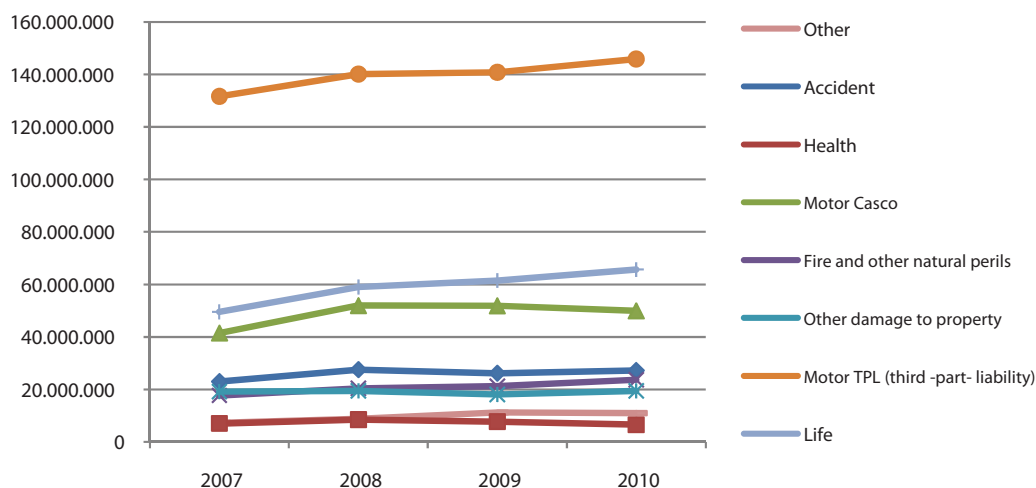
No.	Insurance Type	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
1.	Accident	23.016.959	7,75	27.568.043	8,21	26.203.191	7,74	27.255.931	7,80
2.	Health	7.060.778	2,38	8.500.136	2,53	7.745.711	2,29	6.532.615	1,87
3.	Motor Casco	41.496.125	13,98	51.960.135	15,48	51.903.016	15,33	49.958.872	14,30
4.	Railway Rolling Stock Casco	0	0,00	0	0,00	0	0,00	214.705	0,06
5.	Aircraft Hull Damage	21.686	0,01	380.065	0,11	371.334	0,11	449.375	0,13
6.	Sea, Lake and River Vessels Hull Damage	20.174	0,01	53.108	0,02	24.810	0,01	28.272	0,01
7.	Goods in Transit	2.598.384	0,88	3.642.871	1,09	4.654.403	1,37	4.242.196	1,21
8.	Fire and other natural perils	17.736.795	5,97	20.400.345	6,08	21.272.031	6,28	23.673.472	6,78
9.	Other damage to property	19.193.840	6,46	19.459.398	5,80	18.066.424	5,33	19.461.667	5,57
10.	Motor TPL (third-party-liability)	131.596.806	44,32	140.126.930	41,74	140.762.012	41,57	145.892.381	41,76
11.	Aviation TPL	726.720	0,24	441.296	0,13	491.193	0,15	633.972	0,18
12.	Marine TPL	9.573	0,00	18.612	0,01	16.896	0,00	27.947	0,01
13.	General Liability	2.933.737	0,99	3.055.038	0,91	3.784.399	1,12	3.704.755	1,06
14.	Credit	455.536	0,15	358.365	0,11	272.202	0,08	236.768	0,07
15.	Surety	23.191	0,01	94.415	0,03	99.208	0,03	149.996	0,04
16.	Financial Loss	457.508	0,15	728.498	0,22	1.472.868	0,43	1.302.793	0,37
17.	Legal Protection	0	0,00	0	0,00	0	0,00	0	0,00
18.	Assistance – other insurance types	0	0,00	400	0,00	1.177	0,00	2.586	0,00
	Total non - life insurance types	247.347.812	83,31	276.787.655	82,44	277.140.875	81,84	283.768.303	81,22
19.	Life (life insurance and annuity insurance)	49.566.770	16,69	58.944.605	17,56	61.512.359	18,16	65.632.106	18,78
	Grand total (insurance types 1-19)	296.914.582	100	335.732.260	100	338.653.234	100	349.400.409	100,00

Data source: FBiH Insurance Supervisory Agency

Percentage of the various types of the insurance in total premium in FBiH for 2007, 2008, 2009 and 2010



Trends of growth of premiums in various types of the insurance in FBiH for 2007, 2008, 2009 and 2010



3.3.3. Premiums per Insurance Type in RS

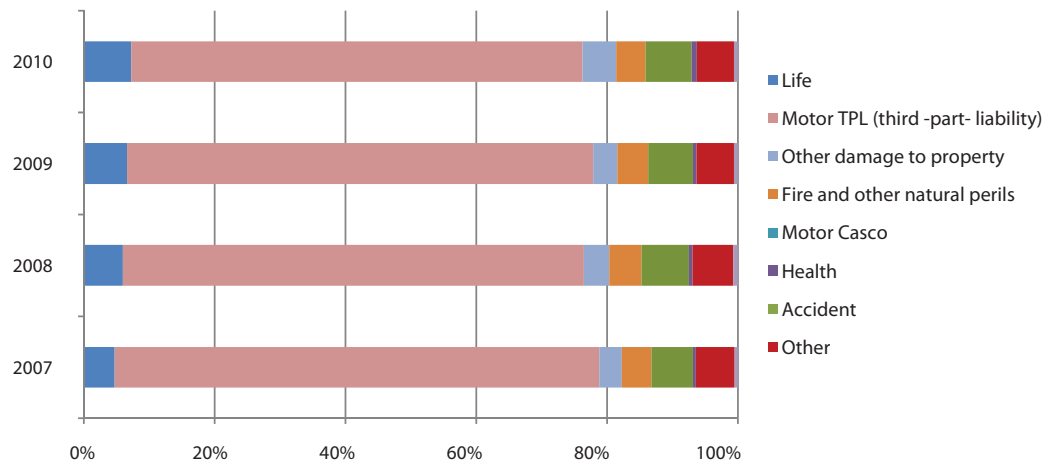
Premiums per Insurance type for companies headquartered in RS for 2007, 2008, 2009 and 2010 (in KM)

No.	Insurance Type	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
1.	Accident	6.232.842	5,92	7.287.487	6,21	6.889.835	5,74	6.992.017	5,70
2.	Health	482.449	0,46	673.958	0,57	662.685	0,55	956.936	0,78
3.	Motor Casco	6.688.891	6,35	8.529.679	7,27	8.159.199	6,80	8.648.264	7,05
4.	Railway Rolling Stock Casco	0	0,00	0	0,00	353	0,00	7.453	0,01
5.	Aircraft Hull Damage	3.335	0,00	0	0,00	0	0,00	0	0,00
6.	Sea, Lake and River Vessels Hull Damage	625	0,00	2.658	0,00	1.635	0,00	2.186	0,00
7.	Goods in Transit	357.361	0,34	353.912	0,30	438.155	0,37	349.682	0,29
8.	Fire and other natural perils	4.757.583	4,52	5.771.319	4,92	5.686.560	4,74	5.496.520	4,48
9.	Other damage to property	3.643.439	3,46	4.581.902	3,90	4.399.566	3,67	6.261.799	5,11
10.	Motor TPL (third-party-liability)	78.056.435	74,12	82.697.958	70,46	85.529.243	71,29	84.611.974	69,01
11.	Aviation TPL	3.937	0,00	3.348	0,00	4.994	0,00	24.841	0,02
12.	Marine TPL	0	0,00	0	0,00	0	0,00	5.579	0,00
13.	General Liability	120.763	0,11	195.988	0,17	216.132	0,18	292.276	0,24
14.	Credit	9.195	0,01	239.073	0,20	5.889	0,01	2.877	0,00
15.	Surety	0	0,00	0	0,00	0	0,00	0	0,00
16.	Financial Loss	14.260	0,01	19.768	0,02	53.008	0,04	41.698	0,03

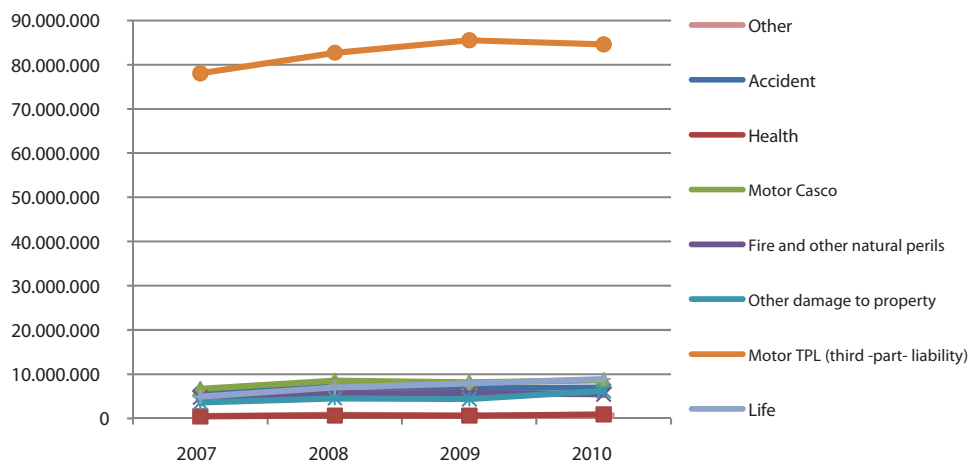
No.	Insurance Type	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
17.	Legal Protection	0	0,00	0	0,00	0	0,00	0	0,00
18.	Assistance – other insurance types	2.970	0,00	11.160	0,01	3.360	0,00	840	0,00
	Total non - life insurance types	100.374.085	95,31	110.368.210	94,04	112.050.611	93,39	113.694.945	92,73
19.	Life (life insurance and annuity insurance)	4.937.348	4,69	6.993.303	5,96	7.242.172	6,04	8.141.562	6,64
20.	Additional insurance with life insurance	0	0,00	0	0,00	687.571	0,57	771.564	0,63
	Total Life insurance types	4.937.348	4,69	6.993.303	5,96	7.929.744	6,61	8.913.127	7,27
	Grand total (insurance types 1-20)	105.311.433	100	117.361.513	100	119.980.355	100	122.608.072	100

Data source: RS Insurance Agency

Percentage of the various types of the insurance in total premium in RS for 2007, 2008, 2009 and 2010



Trends of growth of premiums in various types of the insurance in RS for 2007, 2008, 2009 and 2010



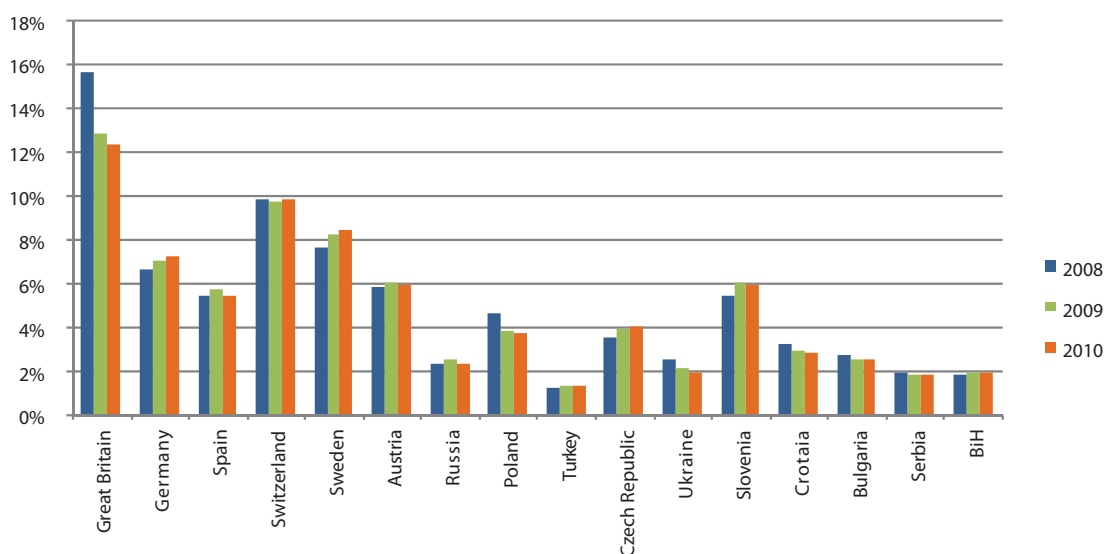
3.4. Comparison of Indicators of some European Countries and BiH

Comparison of indicators of some European countries and BiH for 2008, 2009 and 2010

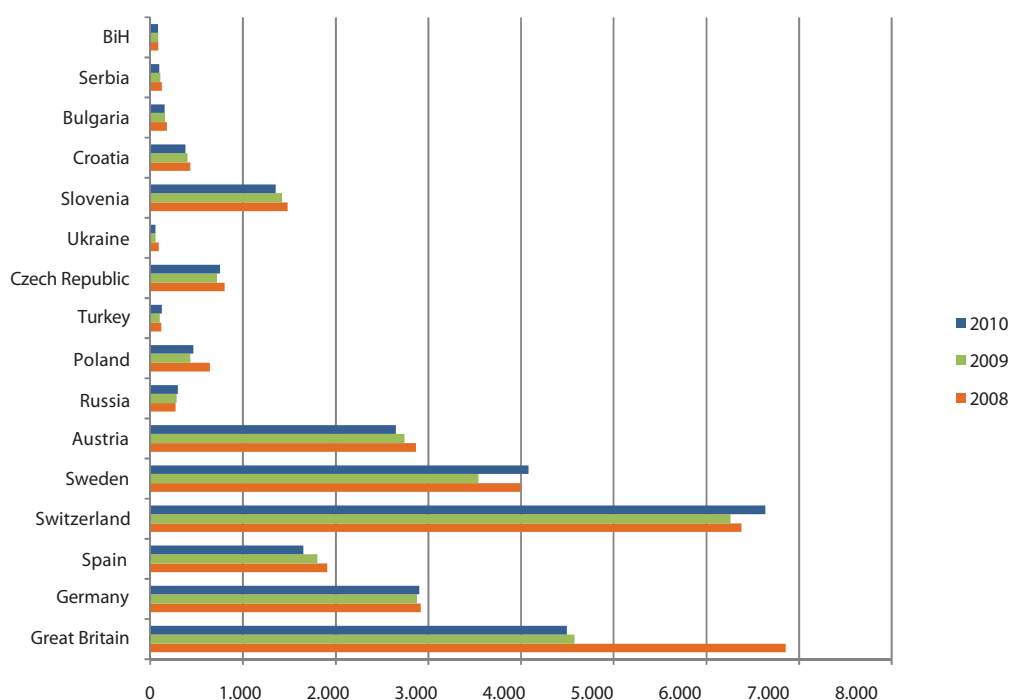
Country	2008			2009			2010		
	Premium (USD mln)	Premium as % of GDP	Premium per capita (in USD)	Premium (USD mln)	Premium as % of GDP	Premium per capita (in USD)	Premium (USD mln)	Premium as % of GDP	Premium per capita (in USD)
Great Britain	450.152	15,70%	6.858	309.241	12,90%	4.579	310.022	12,40%	4.497
Germany	243.085	6,60%	2.919	238.366	7,00%	2.878	239.817	7,20%	2.904
Spain	87.038	5,40%	1.909	82.775	5,70%	1.802	76.082	5,40%	1.650
Switzerland	48.718	9,90%	6.379	48.470	9,80%	6.258	52.118	9,90%	6.634
Sweden	36.432	7,60%	3.996	32.768	8,20%	3.540	38.218	8,40%	4.082
Austria	23.925	5,80%	2.866	22.660	6,00%	2.743	22.232	5,90%	2.651
Russia	38.778	2,30%	274	39.576	2,50%	281	41.644	2,30%	297
Poland	24.403	4,60%	643	16.286	3,80%	430	17.763	3,70%	466
Turkey	8.807	1,20%	116	7.853	1,30%	105	9.220	1,30%	122
Czech Republic	8.168	3,50%	804	7.328	3,90%	723	7.914	4,00%	753
Ukraine	4.299	2,50%	94	2.624	2,10%	57	2.463	1,90%	54
Slovenia	2.971	5,40%	1.484	2.895	6,00%	1.420	2.775	5,90%	1.353
Croatia	1.960	3,20%	431	1.781	2,90%	402	1.682	2,80%	379
Bulgaria	1.354	2,70%	179	1.195	2,50%	158	1.150	2,50%	153
Serbia	937	1,90%	126	792	1,80%	108	727	1,80%	100
BiH	334	1,83%	86,17	336	1,91%	87,50	320	1,91%	83

Data source: Swiss Re

Ratio of the amount of premium and GDP expressed in percents for some European countries and BiH for 2008, 2009 and 2010



Premiums per capita for some European countries and BiH for 2008, 2009 and 2010



Basic indicators for EU27, neighboring countries and BiH

Basic indicators in 2010	EU 27	Croatia	Serbia	Monte Negro	BiH
Number of Insurance companies	4.755	27	26	12	25
Total Premium (mln euro)	1.116.225	1.254	587	62	241
Life (mln euro)	688.307	333	97	8	38
Premium total per inhabitant (euro)	2.241	292	80	99	64
Life insurance per inhabitant (euro)	1.382	78	13	13	10
Non-life insurance per inhabitant (euro)	859	215	67	86	53
Share of premium in GDP (%)	8,43	2,80	1,80	2,06	1,91

Data source: FBiH Insurance Supervisory Agency, RS Insurance Agency, BiH Statistics Agency, National Birou of Insurers of Monte Negro, Institute for Statistics of Monte Negro, Association of Insurers of Croatia, Croatian State Insitute for Statistics, Slovenian Insurers Association, National Bank of Serbia, Republic Institute for statistics of Serbia, Swiss Re

From the table presented above it is evident that in the EU countries, the share of life insurance premium per inhabitant in proportion to the share of non-life insurance per inhabitant is considerably higher than in region.

3.5. Total revenue

Total revenue generated in the BiH insurance sector in 2007, 2008, 2009 and 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
BiH	427.068.073	100	464.803.778	100	502.642.506	100	516.280.039	100
FBiH	308.762.324	72,33	342.096.399	73,60	360.872.832	71,80	361.460.979	70,01
RS	118.305.749	27,67	122.707.379	26,40	141.769.674	28,20	154.819.060	29,99

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

The total revenue for the year 2010 in insurance and re-insurance sector in BiH is KM 516.280.039, which is for KM 13.637.533 (2,71%) more in comparison to 2009. Insurance and re-insurance companies in FBiH in 2010 achieved the total revenues of KM 361.460.979, which is increase for KM 588.147 (0,16%) when compared to 2009. Insurance and re-insurance companies in RS in 2010 achieved the total revenues of KM 154.819.060, which is increase for KM 13.049.386 (9,20%) when compared to 2009.

3.6. Claims Reported and Paid

Reported and paid claims in insurance companies in 2009 and 2010

	2009				2010			
	Reported claims	Paid claims		% Paid claims	Reported claims	Paid claims		% Paid claims
		Number	Number			Amount	Number	
BiH	107.378	87.689	186.835.889	81,66	116.723	90.982	193.675.625	77,95
FBiH	87.644	70.041	146.673.000	79,92	92.100	72.905	150.811.317	79,16
RS	19.734	17.648	40.162.889	89,43	24.623	18.077	42.864.308	73,42

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

The amount total of the damages paid in 2010 is KM 193.675.625, which is for 3,66% more than the amount of damages paid in 2009. The percentage of the total of the paid in relation to the reported damages (in numbers) in 2010 is 77,95%, which is for 3,71% less than the amount of damages paid in 2009.

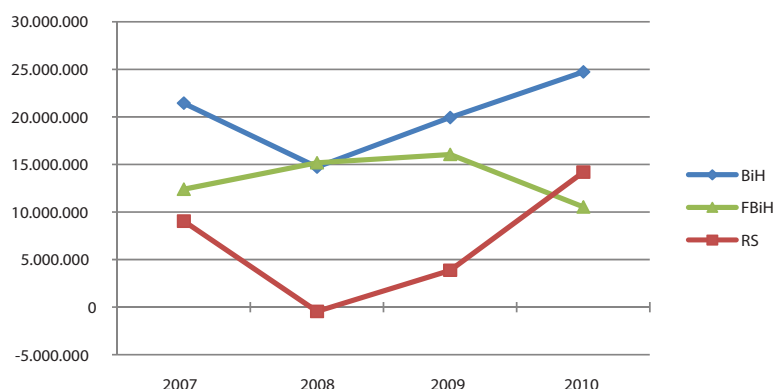
3.7. Profit¹

Sum of the total profit reported in BiH, FBiH and RS in insurance and re-insurance companies for 2007, 2008, 2009 and 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)	Profit Growth Index		
									08/07	09/08	10/09
BiH	21.436.348	100	14.725.587	100	19.924.458	100	24.723.791	100	68,69	135,31	124,09
FBiH	12.397.337	57,80	15.176.691	103,06	16.050.734	80,56	10.537.559	37,22	122,42	105,76	65,65
RS	9.039.011	42,20	-451.104	-3,06	3.873.724	19,44	14.186.232	62,78	-4,99	858,72	366,22

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Profit growth trends in BiH, FBiH and RS in 2007, 2008, 2009 and 2010



Total profit in 2010 of the insurance and re-insurance companies in BiH amounts to KM 24.723.791 which is for KM 4.799.333 or 24,09% more than in 2009. The profit of the insurance and re-insurance companies in FBiH in 2010 was KM 10.537.559 which is KM 5.513.175 or 34,35% less than in 2009. Insurance companies in RS in 2010 registered profit in amount of KM 14.186.232 which is increase for KM 10.312.508 or 366,22% when compared to 2009.

3.8. Capital

Sum of the total capital of insurance and re-insurance companies in 2007, 2008, 2009 and 2010 (in KM)

	2007	Share (%)	2008	Share (%)	2009	Share (%)	2010	Share (%)
BiH	306.292.406	100	332.579.146	100	309.433.774	100	306.916.159	100
FBiH	222.523.981	72,65	238.038.463	71,57	218.030.950	70,46	202.258.162	65,90
RS	83.768.425	27,35	94.540.683	28,43	91.402.824	29,54	104.657.997	34,10

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

¹ Data about the profit in this publication express profit before tax.

Total capital in 2010 of the insurance and re-insurance companies in BiH amounts to KM 306.916.159 which is decrease for KM 2.517.615 or (0,81%) in comparison to 2009. The capital of the insurance and re-insurance companies in FBiH in 2010 is KM 202.258.162 which is decrease for KM 15.772.788 or (7,23%) in comparison to 2009. The capital of the insurance and re-insurance companies in RS in 2010 is KM 104.657.997 which is increase for KM 13.255.173 or (14,50%) in comparison to 2009.

3.9. Business performance indicators of insurance companies in 2010

Business performance indicators of insurance companies in 2010 (in KM)

	Premium per employee in insurance company (in KM)	Total revenue per employee in insurance company (in KM)	Profit per employee in insurance company (in KM)	Profit/Capital (%)	Profit/total revenue (%)	Claims Paid/Premium (%)
BiH	124.493	128.359	5.978	7,90	4,66	40,96
FBiH	133.683	126.921	3.232	4,64	2,55	43,07
RS	104.170	131.537	12.053	13,55	9,16	34,96

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

*Business performance indicators of insurance companies in FBiH do not cover amounts related to Hercegovina osiguranje d.d. Mostar.

3.10. Eduactional Structure of employees

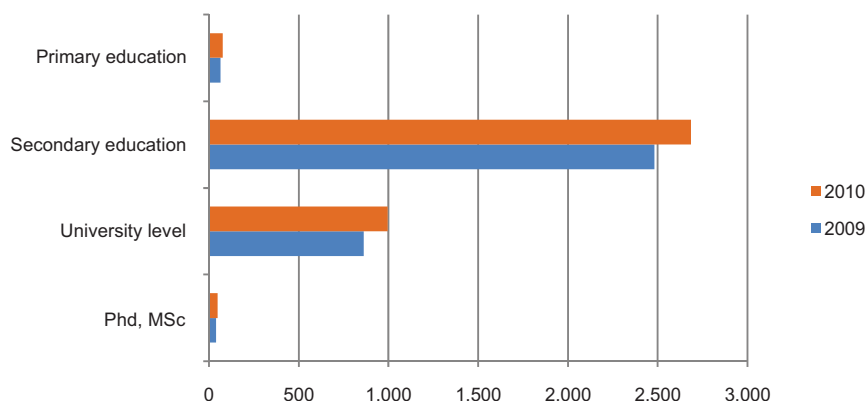
Educational structure of employees in insurance sector in BiH in 2009 and 2010

	Educational level									
	2009					2010				
	PhD, MSc	University level	Secondary education	Primary education	Total	PhD, MSc	University level	Secondary education	Primary education	Total
BiH	40	861	2.481	64	3.446	49	996	2.685	77	3.807
FBiH	22	619	1.824	54	2.519	26	689	1.851	64	2.630
RS	18	242	657	10	927	23	307	834	13	1.177

Data sources: FBiH Insurance Supervisory Agency, RS Insurance Agency

Number of employees in insurance and re-insurance sector in 2010 compared to 2009 is increased for 10,48%. Structure of employees in insurance and re-insurance sector is still predominated by employees with secondary education or two-year post secondary degree (70,53%). Unsatisfactory educational structure of the employees in insurance sector in BiH creates constant need for the education and training of the existing staff. Educational structure of the insurance sector in developed European countries shows the high level of highly educated professionals from social, natural and other fields who can meet all the standards and requirements of modern era including the application of latest information technologies in the field of insurance. Insurance and re-insurance sector in BiH should in future follow the path of european countries and improve accordingly the educational structure of the employees in order to face succesfully all the challenges on the European way of BiH.

Educational structure of employees in insurance sector in BiH in 2009 and 2010





Performance
Indicators of the
Insurance Companies
with registered office
in FBiH and RS

Annual
Report

20 **10**

Sarajevo, August 2011

4. Performance Indicators of Companies with registered office (seat) in FBiH and RS

4.1. Premium per Companies

4.1.1. Premium per Companies with the seat in FBiH

Premium per companies with the seat in FBiH in 2007, 2008, 2009 and 2010 (in KM)

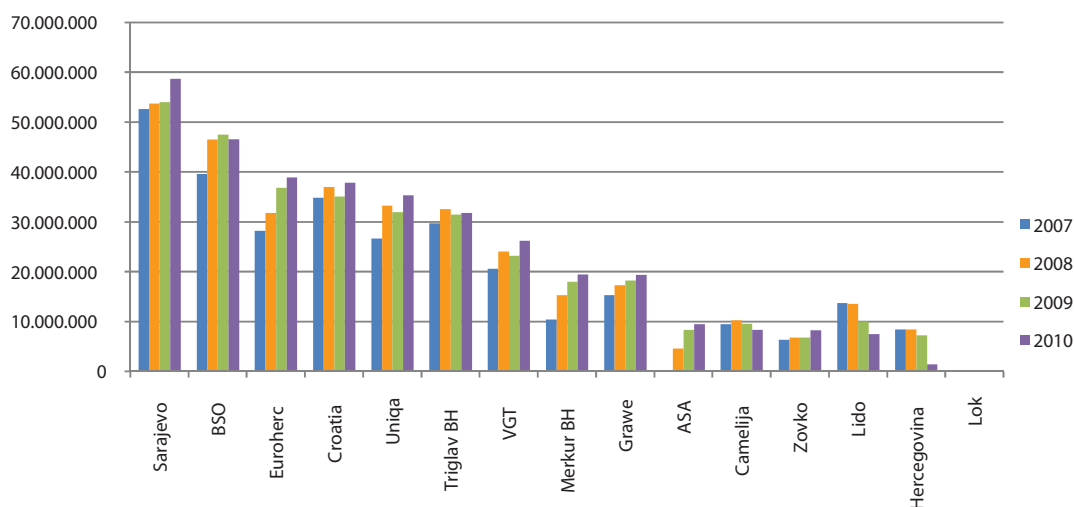
Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Sarajevo	52.621.041	17,72	53.688.182	15,99	54.018.566	15,95	58.653.009	16,79
BSO*	39.584.959	13,33	46.455.255	13,84	47.514.431	14,03	46.556.229	13,32
Euroherc	28.191.297	9,49	31.781.504	9,47	36.808.856	10,87	38.874.486	11,13
Croatia	34.830.065	11,73	36.991.035	11,02	35.094.199	10,36	37.826.025	10,83
Uniqa	26.641.389	8,97	33.241.974	9,90	31.902.808	9,42	35.279.956	10,10
Triglav BH	29.702.409	10,00	32.559.247	9,70	31.473.916	9,29	31.808.705	9,10
VGT	20.611.133	6,94	24.039.827	7,16	23.213.045	6,85	26.175.925	7,49
Grawe	15.333.768	5,16	17.331.455	5,16	18.219.884	5,38	19.393.989	5,55
Merkur BH	10.386.903	3,50	15.332.190	4,57	17.990.660	5,31	19.466.851	5,57
Lido	13.696.779	4,61	13.519.231	4,03	10.032.047	2,96	7.513.711	2,15
Camelija	9.489.066	3,20	10.300.238	3,07	9.603.315	2,84	8.359.513	2,39
ASA	163.172	0,05	4.593.609	1,37	8.346.419	2,46	9.474.324	2,71
Hercegovina	8.390.410	2,83	8.399.486	2,50	7.243.393	2,14	1.423.889	0,41
Zovko	6.358.857	2,14	6.798.895	2,03	6.801.765	2,01	8.281.546	2,37
Lok**	913.334	0,31	700.132	0,21	389.930	0,12	312.251	0,09
TOTAL	296.914.582	100	335.732.260	100	338.653.234	100	349.400.409	100

Data source: FBiH Insurance Supervisory Agency

* BSO osiguranje was formed in 2007 as a result of merger of Sunce osiguranje d.d. Sarajevo to the Bosna osiguranje d.d. Sarajevo. The company conducts its business pursuant to the Resolution of the FBiH Insurance Supervisory Agency number: 1.0.-021-802/07 and 1.0.-021-802-1/07 from August 9, 2007.

**Helios osiguranje d.d. Mostar changed its name into the Lok osiguranje d.d. Sarajevo.

Premium per companies with the seat in FBiH in 2007, 2008, 2009 and 2010



4.1.2. Premium per Companies with the seat in RS

Premium per companies with the seat in RS in 2007, 2008, 2009 and 2010 (in KM)

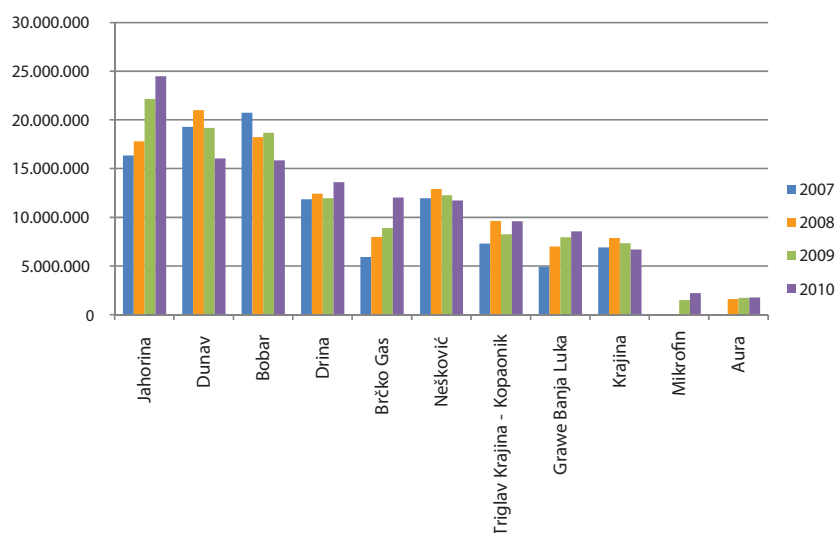
Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Jahorina	16.355.251	15,53	17.788.745	15,16	22.160.656	18,47	24.461.189	19,95
Dunav*	19.281.956	18,31	20.993.957	17,89	19.187.007	15,99	16.038.797	13,08
Bobar	20.719.041	19,67	18.232.459	15,54	18.662.036	15,55	15.833.834	12,91
Nešković	11.964.268	11,36	12.916.734	11,01	12.270.446	10,23	11.718.359	9,56
Drina	11.850.756	11,25	12.449.149	10,61	11.958.700	9,97	13.623.239	11,11
Brčko Gas	5.929.765	5,63	7.990.130	6,81	8.903.366	7,42	12.037.773	9,82
Triglav Krajina - Kopaonik	7.312.137	6,94	9.644.604	8,22	8.260.452	6,88	9.599.224	7,83
Grawe Banja Luka	4.937.348	4,69	6.998.819	5,96	7.947.851	6,62	8.566.272	6,99
Krajina	6.893.447	6,55	7.898.259	6,73	7.361.771	6,14	6.706.856	5,47
Aura	67.464	0,06	1.631.681	1,39	1.739.437	1,45	1.802.871	1,47
Mikrofin**			816.976	0,70	1.528.633	1,27	2.219.659	1,81
TOTAL	105.311.433	100	117.361.513	100	119.980.355	100	122.608.072	100

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

** Mikrofin osiguranje was established in 2007 and it started the operation in 2008. The company conducts business pursuant to Decision of the RS Insurance Agency number: 05-493-5/07 from December 3, 2007.

Premium per companies with seat in RS in 2007, 2008, 2009 and 2010



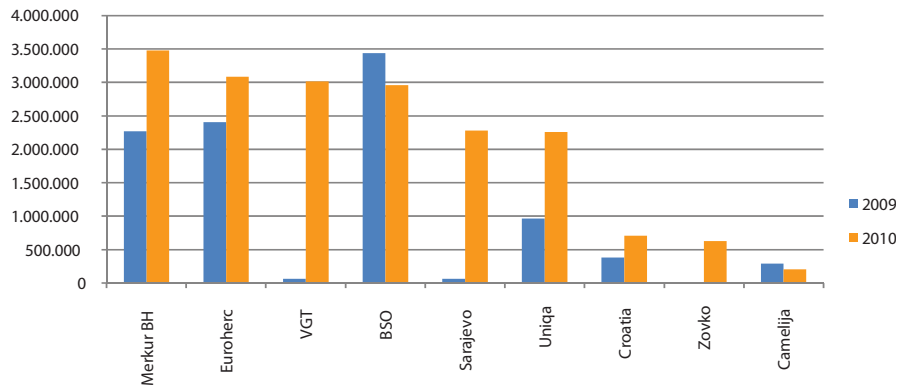
4.1.3. Premium of Insurance Companies in FBiH with Branches in RS

Premium of insurance companies in FBiH with branches in RS in 2009 and 2010 (in KM)

Short name of insurance company	2009			2010			Growth index 10/09
	Non-life	Life	Total	Non-life	Life	Total	
Merkur BH	111.735	2.153.001	2.264.736	124.052	3.353.387	3.477.439	153,55
Euroherc	2.401.807	0	2.401.807	3.084.552	0	3.084.552	128,43
VGT	58.986	0	58.986	3.010.510	0	3.010.510	5.103,77
BSO	3.434.847	0	3.434.847	2.959.424	0	2.959.424	86,16
Sarajevo	61.762	0	61.762	2.278.625	0	2.278.625	3.689,36
Uniqa	792.824	168.076	960.900	2.012.568	242.089	2.254.657	234,64
Croatia	353.257	23.455	376.712	675.362	29.200	704.562	187,03
Zovko	0	0	0	623.223	0	623.223	not available
Camelija	285.935	0	285.935	202.088	0	202.088	70,68
TOTAL	7.501.153	2.344.532	9.845.685	14.970.404	3.624.676	18.595.080	188,87

Data source: FBiH Insurance Supervisory Agency

Premium of insurance companies in FBiH with branches in RS in 2009 and 2010



4.1.4. Premium of Insurance Companies in RS with Branches in FBiH

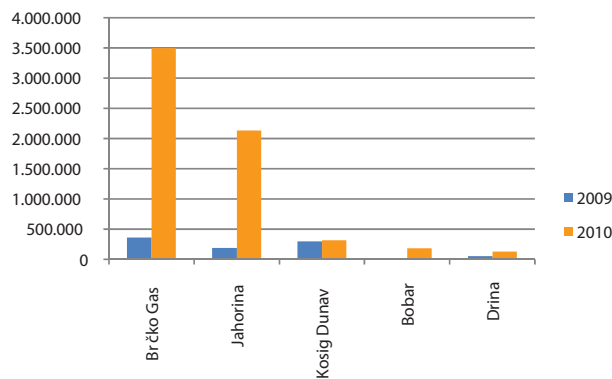
Premium of insurance companies in RS with branches in FBiH in 2009 and 2010 (in KM)

Short name of insurance company	2009			2010			Growth index 10/09
	Non-life	Life	Total	Non-life	Life	Total	
Brčko Gas	364.913	0	364.913	3.495.764	0	3.495.764	957,97
Jahorina	192.326	0	192.326	2.131.163	0	2.131.163	1.108,10
Kosig Dunav*	300.493	0	300.493	318.532	0	318.532	106,00
Bobar	23.830	0	23.830	188.488	0	188.488	790,97
Drina	55.151	0	55.151	131.526	0	131.526	238,48
TOTAL	936.713	0	936.713	6.265.473	0	6.265.473	668,88

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

Premium of insurance companies in RS with branches in FBiH in 2009 and 2010



4.2. Non-Life Insurance Premium

4.2.1. Non-Life Insurance Premium in FBiH

Non-life insurance premium in FBiH in 2007, 2008, 2009 and 2010

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Sarajevo	50.228.106	20,31	51.110.506	18,47	51.528.033	18,59	55.835.308	19,68
BSO	37.901.360	15,32	44.577.991	16,11	45.981.017	16,59	44.010.938	15,51
Euroherc	28.191.297	11,40	31.781.504	11,48	36.808.856	13,28	38.874.486	13,70
Croatia	27.747.938	11,22	30.937.010	11,18	28.761.332	10,38	31.322.373	11,04
Triglav BH	27.331.152	11,05	29.572.845	10,68	29.333.531	10,58	28.698.374	10,11
VGT	20.611.133	8,33	24.039.827	8,69	23.213.045	8,38	26.175.925	9,22
Uniqa	17.996.817	7,28	21.458.401	7,75	19.245.120	6,94	21.154.319	7,45
ASA	163.172	0,07	4.593.609	1,66	8.346.419	3,01	9.474.324	3,34
Camelija	9.489.066	3,84	10.300.238	3,72	9.603.315	3,47	8.359.513	2,95
Zovko	5.589.109	2,26	6.798.895	2,46	6.801.765	2,45	8.281.546	2,92
Lido	13.696.779	5,54	13.519.231	4,88	10.032.047	3,62	7.513.711	2,65
Grawe	170.975	0,07	481.837	0,17	1.071.806	0,39	2.524.403	0,89
Hercegovina	7.042.868	2,85	7.261.032	2,62	6.127.044	2,21	1.284.192	0,45
Merkur BH	274.706	0,11	294.601	0,11	287.545	0,10	258.891	0,09
Lok	913.334	0,37	60.128	0,02	0	0,00	0	0,00
TOTAL	247.347.812	100	276.787.655	100	277.140.875	100	283.768.303	100

Data source: FBiH Insurance Supervisory Agency

4.2.2. Non-Life Insurance Premium in RS

Non-life insurance premium in RS in 2007, 2008, 2009 and 2010

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Jahorina	16.355.251	16,29	17.788.745	16,12	22.160.656	19,78	24.164.683	21,25
Dunav	19.281.956	19,21	20.993.957	19,02	19.187.007	17,12	15.973.747	14,05
Bobar	20.719.041	20,64	18.232.459	16,52	18.662.036	16,66	15.833.834	13,93
Drina	11.850.756	11,81	12.449.149	11,28	11.958.700	10,67	13.623.239	11,98
Brčko Gas	5.929.765	5,91	7.990.130	7,24	8.903.366	7,95	12.037.773	10,59
Nešković	11.964.268	11,92	12.916.734	11,70	12.270.446	10,95	11.718.359	10,31
Triglav Krajina - Kopaonik	7.312.137	7,28	9.644.604	8,74	8.260.452	7,37	9.599.224	8,44
Krajina	6.893.447	6,87	7.898.259	7,16	7.361.771	6,57	6.706.856	5,90
Mikrofin	0,00	0,00	816.976	0,74	1.528.633	1,36	2.219.659	1,95
Aura	67.464	0,07	1.631.681	1,48	1.739.437	1,55	1.802.871	1,59
Grawe Banja Luka	0,00	0,00	5.516	0,00	18.107	0,02	14.701	0,01
TOTAL	100.374.085	100	110.368.210	100	112.050.611	100	113.694.945	100

Data source: RS Insurance Agency

4.3. Life Insurance Premium

4.3.1. Life Insurance Premium in FBiH

Life insurance premium for companies with the seat in FBiH in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Merkur BH	10.112.197	20,40	15.037.589	25,51	17.703.115	28,78	19.207.960	29,27
Grawe Sarajevo	15.162.793	30,59	16.849.618	28,59	17.148.078	27,88	16.869.586	25,70
Uniq	8.644.572	17,44	11.783.573	19,99	12.657.688	20,58	14.125.637	21,52
Croatia	7.082.127	14,29	6.054.025	10,27	6.332.867	10,30	6.503.652	9,91
Sarajevo	2.392.935	4,83	2.577.676	4,37	2.490.533	4,05	2.817.701	4,29
Triglav BH	2.371.257	4,78	2.986.402	5,07	2.140.385	3,48	3.110.331	4,74
BSO	1.683.599	3,40	1.877.264	3,18	1.533.414	2,49	2.545.291	3,88
Hercegovina	1.347.542	2,72	1.138.454	1,93	1.116.349	1,81	139.697	0,21
Lok	769.748	1,55	640.004	1,09	389.930	0,63	312.251	0,48
TOTAL	49.566.770	100	58.944.605	100	61.512.359	100	65.632.106	100

Data source: FBiH Insurance Supervisory Agency

4.3.2. Life Insurance Premium in RS

Life insurance premium for companies with the seat in RS in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Grawe Banja Luka	4.937.348	100,00	6.993.303	100,00	7.929.744	100,00	8.551.571	95,94
Dunav							65.050	0,73
Jahorina							296.506	3,33
TOTAL	4.937.348	100	6.993.303	100	7.929.744	100	8.913.127	100

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.4. Total Revenue

4.4.1. Total revenue for the companies with registered office (seat) in FBiH

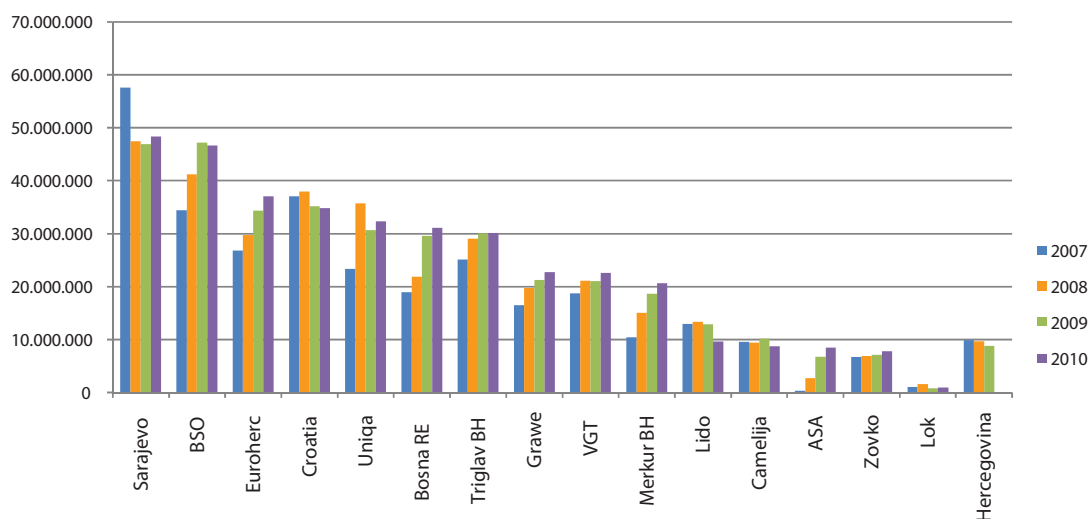
Total revenue for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Sarajevo	57.552.798	18,64	47.404.717	13,86	46.884.696	12,99	48.325.824	13,37
BSO	34.371.744	11,13	41.177.636	12,04	47.148.568	13,07	46.652.245	12,91
Euroherc	26.806.992	8,68	29.729.148	8,69	34.343.839	9,52	37.054.738	10,25
Croatia	37.022.426	11,99	37.895.348	11,08	35.132.172	9,74	34.775.106	9,62
Uniqa	23.289.438	7,54	35.673.247	10,43	30.668.225	8,50	32.265.298	8,93
Bosna RE	18.889.901	6,12	21.837.640	6,38	29.547.036	8,19	31.084.778	8,60
Triglav BH	25.102.190	8,13	29.036.987	8,49	30.038.195	8,32	30.073.287	8,32
Grawe	16.471.635	5,33	19.708.674	5,76	21.237.603	5,89	22.720.443	6,29
VGT	18.678.728	6,05	21.082.821	6,16	21.022.633	5,83	22.595.953	6,25
Merkur BH	10.408.059	3,37	15.051.417	4,40	18.627.347	5,16	20.599.687	5,70
Lido	12.912.139	4,18	13.327.453	3,90	12.846.083	3,56	9.549.085	2,64
Camelija	9.540.976	3,09	9.395.421	2,75	10.118.782	2,80	8.698.892	2,41
ASA	240.215	0,08	2.677.711	0,78	6.700.607	1,86	8.417.127	2,33
Zovko	6.636.196	2,15	6.875.289	2,01	7.041.238	1,95	7.733.723	2,14
Lok	1.006.427	0,33	1.593.526	0,47	757.785	0,21	914.793	0,25
Hercegovina*	9.832.460	3,18	9.629.364	2,81	8.758.023	2,43		
TOTAL	308.762.324	100	342.096.399	100	360.872.832	100	361.460.979	100

Data source: FBiH Insurance Supervisory Agency

*On October 14 2010, FBiH Insurance Supervisory Agency revoked licence from the Hercegovina osiguranje d.d. Mostar.

Total revenue for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010



4.4.2. Total revenue for the companies with registered office (seat) in RS

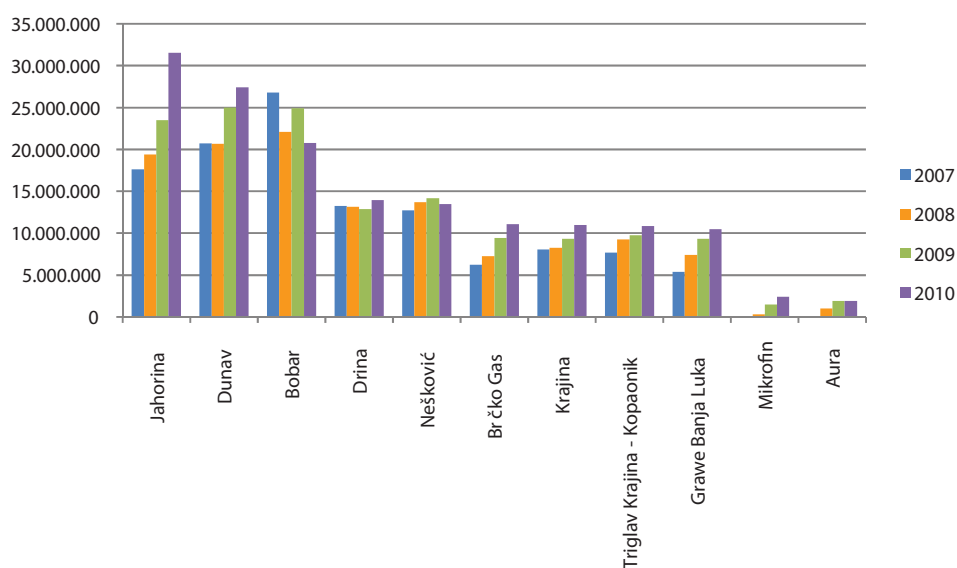
Total revenue for companies with the seat in the RS in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)	Premium	Share (%)
Jahorina	17.593.844	14,87	19.410.138	15,82	23.485.704	16,57	31.502.873	20,35
Dunav *	20.699.353	17,50	20.679.587	16,85	25.001.938	17,64	27.377.383	17,68
Bobar	26.786.952	22,64	22.102.971	18,01	24.897.340	17,56	20.788.401	13,43
Drina	13.234.686	11,19	13.176.211	10,74	12.891.604	9,09	13.972.923	9,03
Nešković	12.706.855	10,74	13.731.522	11,19	14.195.644	10,01	13.483.139	8,71
Brčko Gas	6.196.389	5,24	7.275.325	5,93	9.435.157	6,66	11.088.252	7,16
Krajina	8.031.987	6,79	8.254.998	6,73	9.356.566	6,60	10.976.648	7,09
Triglav Krajina - Kopaonik	7.678.612	6,49	9.273.823	7,56	9.763.430	6,89	10.830.507	7,00
Grawe Banja Luka	5.368.873	4,54	7.416.865	6,04	9.347.802	6,59	10.459.270	6,76
Mikrofin			341.861	0,28	1.486.705	1,05	2.425.192	1,57
Aura	8.198	0,01	1.044.078	0,85	1.907.784	1,35	1.914.472	1,24
TOTAL	118.305.749	100	122.707.379	100	141.769.674	100	154.819.060	100

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

Total revenue for companies with the seat in the RS in 2007, 2008, 2009 and 2010



4.5. Claims Reported and Paid

4.5.1. Claims reported and paid by companies with the seat in FBiH

Claims paid and reported by companies with the seat in FBiH in 2009 and 2010

Short name of insurance company	2009				2010			
	Reported claims	Claims paid		% Paid claims	Reported claims	Claims paid		% Paid claims
		Number	Number			Value	Number	
ASA	2.086	1.632	2.868.698	78,24	3.024	2.371	4.211.757	78,41
Bosna - Sunce	13.528	10.517	22.773.213	77,74	14.308	10.518	22.339.719	73,51
Camelija	2.633	2.028	4.693.720	77,02	2.433	1.719	3.862.256	70,65
Croatia	8.623	7.684	19.402.448	89,11	8.990	8.003	23.394.548	89,02
Euroherc	9.002	6.912	15.033.396	76,78	11.013	8.262	17.946.143	75,02
Grawe	1.481	1.250	4.776.387	84,40	2.238	1.877	6.509.237	83,87
Hercegovina	2.264	1.418	3.010.713	62,63	1.501	346	925.321	23,05
Lido	3.780	2.830	5.703.674	74,87	2.881	2.459	3.878.223	85,35
Lok	33	27	30.419	81,82	17	9	11.324	52,94
Merkur BH	890	687	1.297.175	77,19	967	746	1.301.194	77,15
Sarajevo	18.764	14.544	29.698.633	77,51	18.848	14.368	29.536.254	76,23
Triglav BH	9.214	8.132	13.571.809	88,26	9.445	8.437	12.975.280	89,33
Uniqa	5.701	5.015	9.409.844	87,97	6.424	5.717	8.968.811	88,99
VGT	7.578	5.802	11.133.440	76,56	7.710	6.293	11.776.737	81,62
Zovko	2.067	1.563	3.269.431	75,62	2.301	1.780	3.174.513	77,36
TOTAL	87.644	70.041	146.673.000	79,92	92.100	72.905	150.811.317	79,16

Data source: FBiH Insurance Supervisory Agency

4.5.2. Claims reported and paid by companies with the seat in RS

Claims paid and reported by companies with the seat in RS in 2009 and 2010

Short name of insurance company	2009				2010			
	Reported claims	Claims paid		% Paid claims	Reported claims	Claims paid		% Paid claims
		Number	Number			Value	Number	
Bobar	3.540	3.343	7.207.256	94,44	4.217	3.121	7.087.725	74,01
Brčko Gas	1.134	1.033	3.178.938	91,09	1.585	1.254	3.840.404	79,12
Drina	1.607	1.518	4.919.755	94,46	2.235	1.691	4.568.728	75,66
Grawe osiguranje	447	394	928.270	88,14	674	603	1.452.245	89,47
Jahorina	4.197	3.513	6.362.553	83,7	5.377	3.573	8.348.577	66,45
Dunav*	3.624	3.272	6.703.752	90,29	4.090	3.259	6.589.268	79,68
Krajina	1.477	1.282	2.814.169	86,8	1.799	1.208	3.426.265	67,15
Mikrofin	209	172	304.059	82,3	368	314	455.586	85,33
Nešković	1.716	1.550	4.015.273	90,33	2.080	1.470	3.529.560	70,67
Aura	219	195	375.687	89,04	218	156	282.055	71,56
Triglav Krajina -Kopaonik	1.564	1.376	3.353.176	87,98	1.980	1.428	3.283.895	72,12
TOTAL	19.734	17.648	40.162.888	89,43	24.623	18.077	42.864.308	73,42

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.6. Profit²

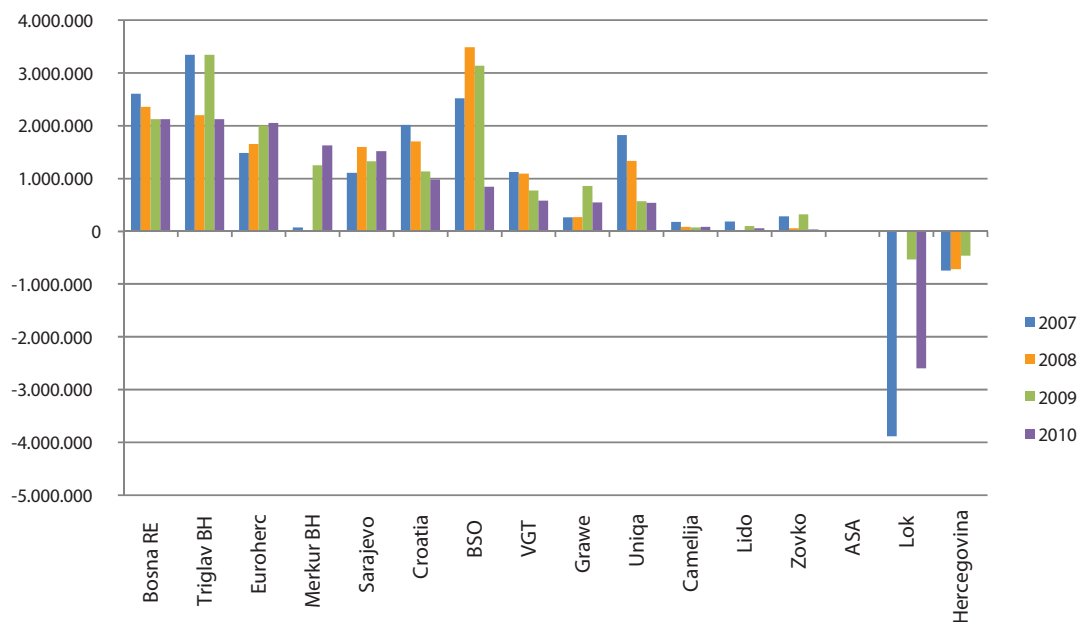
4.6.1. Profit for companies with the seat in FBiH

Profit for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	Companies' profit per year			
	2007	2008	2009	2010
Bosna RE	2.607.935	2.361.571	2.127.353	2.125.406
Triglav BH	3.348.470	2.205.865	3.343.410	2.122.117
Euroherc	1.482.730	1.653.177	2.001.802	2.055.045
Merkur BH	75.221	9.211	1.254.270	1.629.578
Sarajevo	1.108.815	1.601.039	1.329.860	1.522.230
Croatia	2.016.313	1.702.439	1.138.731	982.630
BSO	2.526.025	3.486.356	3.141.675	845.026
VGT	1.120.906	1.094.372	772.576	580.107
Grawe	264.928	271.532	858.065	547.967
Uniqa	1.826.429	1.332.720	568.917	538.197
Camelija	175.324	83.099	71.239	85.404
Lido	182.892	17.857	98.662	55.642
Zovko	284.113	60.053	321.923	37.569
ASA	5.354	10.491	16.854	6.983
Lok	-3.886.066	6.417	-533.516	-2.596.342
Hercegovina	-742.052	-719.508	-461.087	
TOTAL	12.397.337	15.176.691	16.050.734	10.537.559

Data source: FBiH Insurance Supervisory Agency

Profit for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010



² Data about the profit in this publication express profit before tax.

4.6.2. Profit for companies with the seat in RS³

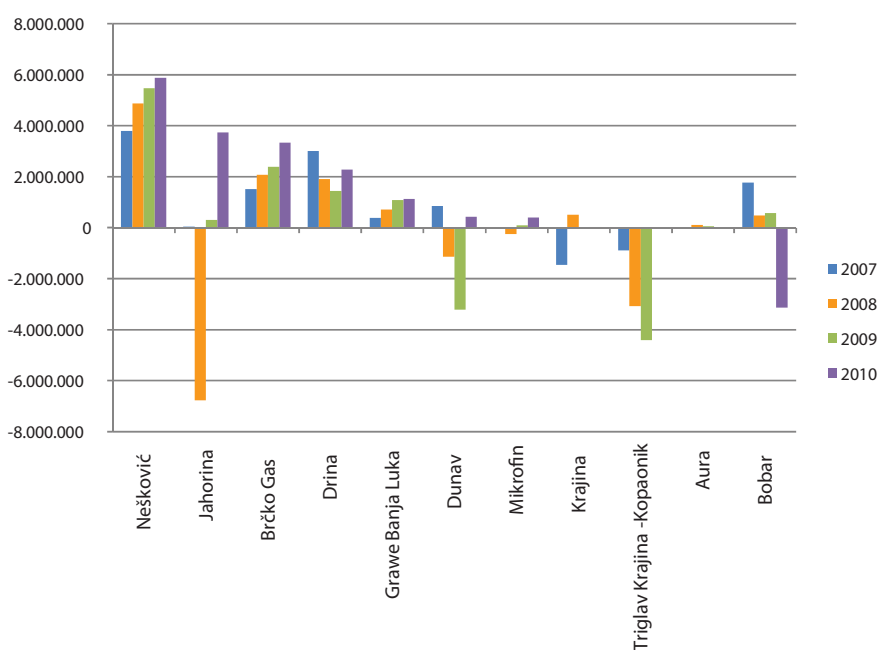
Profit for companies with the seat in the RS in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	Companies' profit per year			
	2007	2008	2009	2010
Nešković	3.802.551	4.884.374	5.468.462	5.890.168
Jahorina	47.750	-6.757.285	313.082	3.745.306
Brčko Gas	1.513.772	2.085.489	2.398.819	3.344.124
Drina	3.018.641	1.920.252	1.452.404	2.283.847
Grawe Banja Luka	394.659	726.399	1.095.649	1.131.578
Dunav*	860.561	-1.126.203	-3.207.974	436.934
Mikrofin		-235.952	96.612	411.380
Krajina	-1.447.874	515.013	10.524	32.128
Triglav Krajina -Kopaonik	-892.530	-3.069.859	-4.404.817	26.568
Aura	-39.286	123.181	61.153	11.773
Bobar	1.780.767	483.487	589.810	-3.127.574
TOTAL	9.039.011	-451.104	3.873.724	14.186.232

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

Profit for companies with the seat in the RS in 2007, 2008, 2009 and 2010



³ Data about the profit in this publication express profit before tax.

4.7. Capital

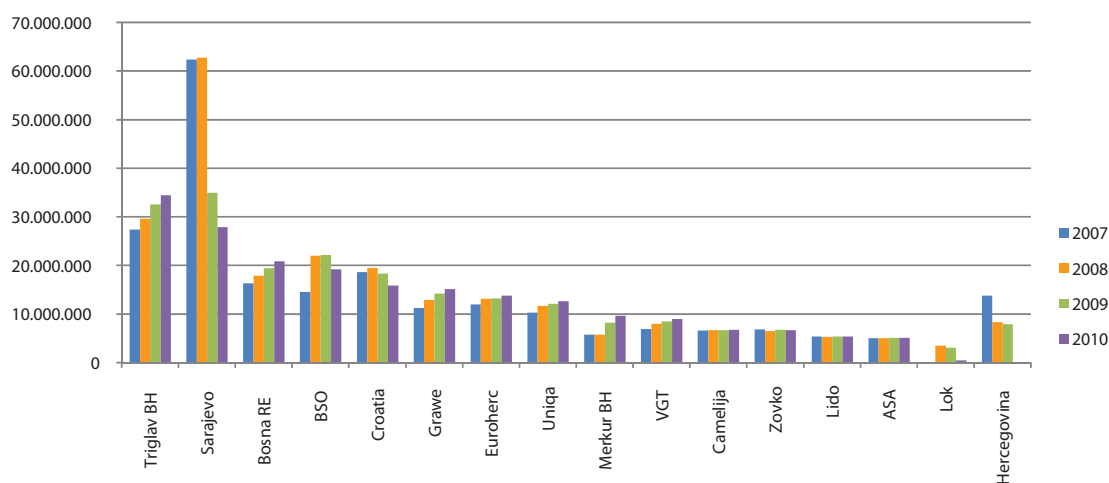
4.7.1. Capital for companies with the seat in FBiH

Capital for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Capital	Share (%)	Capital	Share (%)	Capital	Share (%)	Capital	Share (%)
Triglav BH	27.352.722	12,29	29.558.587	12,42	32.540.786	14,92	34.402.918	17,01
Sarajevo	62.327.971	28,01	62.704.546	26,34	34.960.904	16,03	27.805.233	13,75
Bosna RE	16.243.026	7,30	17.894.434	7,52	19.388.520	8,89	20.825.246	10,30
BSO	14.551.576	6,54	21.994.555	9,24	22.099.696	10,14	19.181.868	9,48
Croatia	18.548.450	8,34	19.459.458	8,17	18.302.800	8,39	15.835.363	7,83
Grawe	11.189.445	5,03	12.861.866	5,40	14.185.818	6,51	15.142.269	7,49
Euroherc	11.934.026	5,36	13.078.680	5,49	13.183.367	6,05	13.740.285	6,79
Uniqa	10.270.960	4,62	11.637.344	4,89	12.089.386	5,54	12.567.937	6,21
Merkur BH	5.719.424	2,57	5.728.630	2,41	8.198.774	3,76	9.637.408	4,76
VGT	6.884.002	3,09	7.978.374	3,35	8.449.299	3,88	8.944.799	4,42
Camelija	6.562.866	2,95	6.645.964	2,79	6.674.173	3,06	6.698.784	3,31
Zovko	6.821.680	3,07	6.416.959	2,70	6.704.965	3,08	6.651.938	3,29
Lido	5.339.466	2,40	5.260.943	2,21	5.339.267	2,45	5.383.102	2,66
ASA	5.005.354	2,25	5.015.845	2,11	5.029.321	2,31	5.033.873	2,49
Lok	68.750	0,03	3.460.798	1,45	3.003.481	1,38	407.139	0,20
Hercegovina	13.704.263	6,16	8.341.480	3,50	7.880.393	3,61		
TOTAL	222.523.981	100	238.038.463	100	218.030.950	100	202.258.162	100

Data sources: FBiH Insurance Supervisory Agency

Capital for companies with the seat in the FBiH in 2007, 2008, 2009 and 2010



4.7.2. Capital for companies with the seat in RS

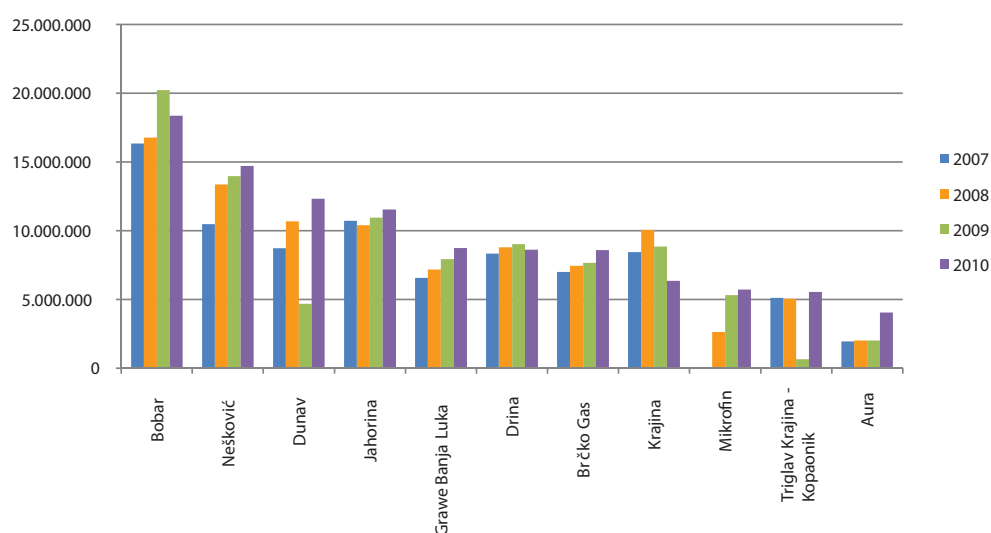
Capital for companies with the seat in the RS in 2007, 2008, 2009 and 2010 (in KM)

Short name of insurance company	2007		2008		2009		2010	
	Capital	Share (%)	Capital	Share (%)	Capital	Share (%)	Capital	Share (%)
Bobar	16.345.870	19,51	16.785.805	17,76	20.224.454	22,13	18.376.390	17,56
Nešković	10.488.195	12,52	13.379.849	14,15	13.985.963	15,30	14.714.808	14,06
Dunav*	8.719.794	10,41	10.687.757	11,30	4.690.978	5,13	12.333.223	11,78
Jahorina	10.727.465	12,81	10.404.572	11,01	10.959.128	11,99	11.537.261	11,02
Grawe Banja Luka	6.584.394	7,86	7.194.061	7,61	7.941.991	8,69	8.768.887	8,38
Drina	8.360.644	9,98	8.815.995	9,33	9.043.845	9,89	8.621.900	8,24
Brčko Gas	7.006.173	8,36	7.460.693	7,89	7.672.284	8,39	8.596.671	8,21
Krajina	8.445.099	10,08	10.076.646	10,66	8.852.563	9,69	6.369.971	6,09
Mikrofin			2.639.445	2,79	5.335.821	5,84	5.725.964	5,47
Triglav Krajina -Kopaonik	5.130.077	6,12	5.060.218	5,35	655.400	0,72	5.559.040	5,31
Aura	1.960.714	2,34	2.035.642	2,15	2.040.397	2,23	4.053.882	3,87
TOTAL	83.768.425	100	94.540.683	100	91.402.824	100	104.657.997	100

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

Capital for companies with the seat in the RS in 2007, 2008, 2009 and 2010



4.8. Business Performance Indicators

4.8.1. Business Performance Indicators for the companies with the seat in FBiH

Business performance indicators for companies with the seat in the FBiH in 2010 (in KM)

Short name of insurance company	Premium per employee (in KM)	Total revenue per employee (in KM)	Profit per employee (in KM)	Profit/Capital (%)	Profit/Total revenue (%)	Claims paid/Premium (%)
ASA	105.270	93.524	78	0,14	0,08	44,45
BSO	174.368	174.728	3.165	4,41	1,81	47,98
Camelija	75.996	79.081	776	1,27	0,98	46,20
Croatia	195.990	180.182	5.091	6,21	2,83	61,85
Euroherc	173.547	165.423	9.174	14,96	5,55	46,16
Grawe	96.488	113.037	2.726	3,62	2,41	33,56
Lido	51.114	64.960	379	1,03	0,58	51,62
Lok	78.063	228.698	-649.086	-637,70	-283,82	3,63
Merkur BH	1.081.492	1.144.427	90.532	16,91	7,91	6,68
Sarajevo	121.184	99.847	3.145	5,47	3,15	50,36
Triglav BH	128.261	121.263	8.557	6,17	7,06	40,79
Uniqa	161.835	148.006	2.469	4,28	1,67	25,42
VGT	95.883	82.769	2.125	6,49	2,57	44,99
Zovko	65.727	61.379	298	0,56	0,49	38,33

Data sources: FBiH Insurance Supervisory Agency

4.8.2. Business Performance Indicators for the companies with the seat in RS

Business performance indicators for companies with the seat in the RS in 2010 (in KM)

Short name of insurance company	Premium per employee (in KM)	Total revenue per employee (in KM)	Profit per employee (in KM)	Profit/Capital (%)	Profit/Total revenue (%)	Claims paid/Premium (%)
Bobar	107.713	141.418	-21.276	-17,02	-15,04	44,76
Brčko Gas	90.510	83.370	25.144	38,90	30,16	31,90
Drina	148.079	151.880	24.824	26,49	16,34	33,54
Grawe Banja Luka	1.427.712	1.743.212	188.596	12,90	10,82	16,95
Jahorina	104.984	135.205	16.074	32,46	11,89	34,13
Dunav*	64.673	110.393	1.762	3,54	1,60	41,08
Triglav Krajina - Kopaonik	109.082	123.074	302	0,48	0,25	34,21
Krajina	65.115	106.569	312	0,50	0,29	51,09
Mikrofin	85.371	93.277	15.822	7,18	16,96	20,53
Nešković	154.189	177.410	77.502	40,03	43,69	30,12
Aura	72.115	76.579	471	0,29	0,61	15,64

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.9. Ranking of the Insurance Companies

4.9.1. Ranking of Insurance Companies as per amount of total premium

Ranking of insurance companies as per amount of the total premium in 2010

Short name of insurance company	2010		2009		Index 10/09
	Rank	Premium	Rank	Premium	
Sarajevo	1	58.653.009	1	54.018.566	108,58
BSO	2	46.556.229	2	47.514.431	97,98
Euroherc	3	38.874.486	3	36.808.856	105,61
Croatia	4	37.826.025	4	35.094.199	107,78
Uniqa	5	35.279.956	5	31.902.808	110,59
Triglav BH	6	31.808.705	6	31.473.916	101,06
VGT	7	26.175.925	7	23.213.045	112,76
Jahorina	8	24.461.189	8	22.160.656	110,38
Merkur BH	9	19.466.851	12	17.990.660	108,21
Grawe	10	19.393.989	11	18.219.884	106,44
Dunav*	11	16.038.797	9	19.187.007	83,59
Bobar	12	15.833.834	10	18.662.036	84,85
Drina	13	13.623.239	14	11.958.700	113,92
Brčko Gas	14	12.037.773	17	8.903.366	135,20
Nešković	15	11.718.359	13	12.270.446	95,50
Triglav Krajina-Kopaonik	16	9.599.224	19	8.260.452	116,21
ASA	17	9.474.324	18	8.346.419	113,51
Grawe Banja Luka	18	8.566.272	20	7.947.851	107,78
Camelija	19	8.359.513	16	9.603.315	87,05
Zovko	20	8.281.546	23	6.801.765	121,76
Lido	21	7.513.711	15	10.032.047	74,90
Krajina	22	6.706.856	22	7.361.771	91,10
Mikrofin	23	2.219.659	25	1.528.633	145,21
Aura	24	1.802.871	24	1.739.437	103,65
Hercegovina	25	1.423.889	21	7.243.393	19,66
Lok	26	312.251	26	389.930	80,08
TOTAL		472.008.481		458.633.589	102,92

Data source: FBiH Insurance Supervisory Agency, RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.9.2. Ranking of Insurance Companies as per amount of claims paid

Ranking of insurance companies as per amount of claims paid in 2010

Short name of insurance company	2010		2009		Index 10/09
	Rank	Claims	Rank	Claims	
Sarajevo	1	29.536.254	1	29.698.633	99,45
Croatia	2	23.394.548	3	19.402.448	120,58
BSO	3	22.339.719	2	22.773.213	98,10
Euroherc	4	17.946.143	4	15.033.396	119,38
Triglav BH	5	12.975.280	5	13.571.809	95,60
VGT	6	11.776.737	6	11.133.440	105,78
Uniqa	7	8.968.811	7	9.409.844	95,31
Jahorina	8	8.348.577	10	6.362.553	131,21
Bobar	9	7.087.725	8	7.207.256	98,34
Dunav	10	6.589.268	9	6.703.752	98,29
Grawe Sarajevo	11	6.509.237	13	4.776.387	136,28
Drina	12	4.568.728	12	4.919.755	92,86
ASA	13	4.211.757	20	2.868.698	146,82
Lido	14	3.878.223	11	5.703.674	68,00
Camelija	15	3.862.256	14	4.693.720	82,29
Brčko Gas	16	3.840.404	18	3.178.938	120,81
Nešković	17	3.529.560	15	4.015.273	87,90
Krajina	18	3.426.265	21	2.814.169	121,75
Triglav Krajina-Kopaonik	19	3.283.895	16	3.353.176	97,93
Zovko	20	3.174.513	17	3.269.431	97,10
Grawe Banja Luka	21	1.452.245	23	928.270	156,45
Merkur BH	22	1.301.194	22	1.297.175	100,31
Hercegovina	23	925.321	19	3.010.713	30,73
Mikrofin	24	455.586	25	304.059	149,83
Aura	25	282.055	24	375.687	75,08
Lok	26	11.324	26	30.419	37,23
TOTAL		193.675.625		186.835.888	103,66

Data source: FBiH Insurance Supervisory Agency, RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.9.3. Ranking of Insurance Companies as per amount of Profit

Ranking of insurance companies as per amount of profit (before tax) in 2010

Short name of insurance company	2010		2009	
	Rank	Profit	Rank	Profit
Nešković	1	5.890.168	1	5.468.462
Jahorina	2	3.745.306	17	313.082
Brčko Gas	3	3.344.124	4	2.398.819
Drina	4	2.283.847	7	1.452.404
Bosna RE	5	2.125.406	5	2.127.353
Triglav BH	6	2.122.117	2	3.343.410
Euroherc	7	2.055.045	6	2.001.802
Merkur BH	8	1.629.578	9	1.254.270
Sarajevo	9	1.522.230	8	1.329.860
Grawe Banja Luka	10	1.131.578	12	858.065
Croatia	11	982.630	10	1.138.731
BSO	12	845.026	3	3.141.675
VGT	13	580.107	13	772.576
Grawe Sarajevo	14	547.967	11	1.095.649
Uniq	15	538.197	15	568.917
Dunav*	16	436.934	26	-3.207.974
Mikrofin	17	411.380	19	96.612
Camelija	18	85.404	20	71.239
Lido	19	55.642	18	98.662
Zovko	20	37.569	16	321.923
Krajina	21	32.128	23	10.524
Triglav Krajina - Kopaonik	22	26.568	27	-4.404.817
Aura	23	11.773	21	61.153
ASA	24	6.983	22	16.854
Lok	25	-2.596.342	25	-533.516
Bobar	26	-3.127.574	14	589.810
Hercegovina		-	24	-461.087
TOTAL		24.723.791		19.924.458

Data source: FBiH Insurance Supervisory Agency, RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.9.4. Relation between the amount of claims paid and total premium per insurance companies

Relation between the amount of claims paid and total premium per insurance companies in BiH in 2010

Short name of insurance company	2010	2009
	Claims paid/Total premium	Claims paid/Total premium
Hercegovina	64,99	41,56
Croatia	61,85	55,29
Lido	51,62	56,85
Krajina	51,09	38,23
Sarajevo	50,36	54,98
BSO	47,98	47,93
Camelija	46,20	48,88
Euroherc	46,16	40,84
VGT	44,99	47,96
Bobar	44,76	38,62
ASA	44,45	34,37
Dunav*	41,08	34,94
Triglav BH	40,79	43,12
Zovko	38,33	48,07
Triglav Krajina - Kopaonik	34,21	40,59
Jahorina	34,13	28,71
Grawe Sarajevo	33,56	26,22
Drina	33,54	41,14
Brčko Gas	31,90	35,70
Nešković	30,12	32,72
Uniqa	25,42	29,50
Mikrofin	20,53	19,89
Grawe Banja Luka	16,95	11,68
Aura	15,64	21,60
Merkur BH	6,68	7,21
Lok	3,63	7,80

Data source: FBiH Insurance Supervisory Agency, RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.

4.10. Educational Structure of employees

4.10.1. Educational Structure of employees in companies with the seat in FBiH

Educational Structure of employees in companies with the seat in FBiH at the end of 2010

Short name of insurance company	Educational level - title				Total
	PhD, MSc	University level	Secondary education	Primary education	
Sarajevo	6	114	348	16	484
VGT	3	60	207	3	273
BSO	2	67	176	22	267
Triglav BH	1	73	171	3	248
Euroherc	1	61	157	5	224
Uniqa	1	89	128	0	218
Grawe	2	35	164	0	201
Croatia	3	72	116	2	193
Lido	0	37	103	7	147
Zovko	0	17	107	2	126
Camelija	0	17	91	2	110
ASA	4	21	65	0	90
Bosna RE	1	13	11	2	27
Merkur BH	2	9	7	0	18
Lok	0	4	0	0	4
TOTAL	26	689	1.851	64	2.630

Data source: FBiH Insurance Supervisory Agency

4.10.2. Educational Structure of employees in companies with the seat in RS

Educational Structure of employees in companies with the seat in RS at the end of 2010

Short name of insurance company	Educational level - title				Total
	PhD, MSc	University level	Secondary education	Primary education	
Dunav*	5	74	164	5	248
Jahorina	11	66	156	0	233
Bobar	1	30	113	3	147
Brčko Gas	1	17	115	0	133
Krajina	0	18	83	2	103
Drina	2	26	64	0	92
Triglav Krajina - Kopaonik	1	26	61	0	88
Nešković	2	21	50	3	76
Mikrofin	0	16	10	0	26
Aura	0	9	16	0	25
Grawe Banja Luka	0	4	2	0	6
TOTAL	23	307	834	13	1.177

Data source: RS Insurance Agency

*The insurance company Kosig Dunav osiguranje a.d. in 2010 changed its name into the Dunav osiguranje a.d.



ADDENDUM I

Institutions and Organizations in Insurance Sector in BiH

Annual
Report

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Sarajevo, August 2011

5. Institutions and Organizations in Insurance Sector in BiH

5.1. Insurance Agency in Bosnia and Herzegovina

Address/Head Office: Obala Kulina bana street no. 4/II, 71000 Sarajevo

Telephone, fax, e-mail, web: +387 (0) 33 554 795; +387 (0) 33 554 796; azobih@azobih.gov.ba; www.azobih.gov.ba

BiH Insurance Agency was established by the Law on the BiH Insurance Agency ("BiH Official Gazette", No. 12/04).

The objectives and competences of the Agency are listed in the Addendum 4 herein (Law on the BiH Insurance Agency).

The members of the Management Board of the Insurance Agency in BiH are:

Vera Letica, Zakira Muratović, Radmila Pustahija, Ivan Brkić, Nusreta Čerkez, Snježana Rudić and Božana Šljivar.

5.2. Institutions Responsible for Regulation and Supervision on Entity Level

5.2.1. FBiH Insurance Supervisory Agency

Address/Head Office: Kolodvorska No. 12, 71000 Sarajevo

Telephone, fax, e-mail, web: +387 (0) 33 610 890; nados@nados.ba; www.nados.ba

FBiH Insurance Supervisory Agency has been operating under its current name since 2005, after passage of laws regulating the insurance sector in BiH. Until then, regulation and supervision of the FBiH market was conducted by the Insurance Companies Supervisory Bureau, which had been set up in 1997.

The Agency is run by the Council of Experts comprising the Chairman and four members, appointed and dismissed by the FBiH Government at the proposal of the Federal Minister of Finance. The Agency is managed by the President, who is also appointed and dismissed by the FBiH Government at the proposal of the Federal Minister of Finance.

Legal Framework:

1. Law on Insurance Companies in Private Insurance ("FBiH Official Gazette" No. 24/05)
2. Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("FBiH Official Gazette" No. 24/05)
3. Law on Intermediation in Private Insurance ("FBiH Official Gazette" No. 22/05)

Agency's Responsibilities:

The Supervisory Agency regulates and supervises operations of the insurance companies and insurance intermediaries, and acts in the capacity of a supervisory institution in the insurance industry.

The Agency's principal tasks, in line with the legal regulations, include:

- Issuance of licenses to insurance companies and insurance intermediaries (insurance agents and insurance brokers),
- Giving opinions on the insurance companies acts and decisions, which the latter are obliged to make pursuant to the Law (insurance conditions, tariff rates, rule books on the method of determining the unearned premiums and claims reserve, provisions for catastrophes, rule book on determining the mathematical reserve and its application in the area of life insurance, etc.),
- Collecting, processing, and recording data submitted by insurance companies and insurance intermediaries in accordance with the regulations,
- Supervising insurance undertakings, insurance intermediaries, and related entities in accordance with the regulations,
- Initiating and supervising the procedure of provisional administration, liquidation, bankruptcy, and rehabilitation

- of insurance companies,
- Revoking insurance and intermediation licenses in accordance with the Law,
- Bringing minor-offence and/or criminal charges in accordance with the insurance regulations,
- Issuing decisions regulating insurance companies' operations, as well as operations of intermediaries and authorized actuaries in accordance with the Law,
- Other issues in accordance with the regulations.

5.2.2. RS Insurance Agency

Address/Head Office: Bana Milosavljevića 8/II, 78000 Banja Luka

Telephone, fax, e-mail, web: +387 (0) 51 228 910, azors.kabinet@blic.net; www.azors.org

The RS Insurance Agency was founded in 2005 in accordance with the provisions of the Law on Insurance Companies ("RS Official Gazette" Nos. 17/05, 01/06, and 64/06).

The Agency is run by the Managing Board comprising the President and four members, appointed and dismissed by the RS National Assembly.

The Agency is managed by the Director, who is also appointed and dismissed by the RS National Assembly.

Legal Framework:

1. Law on Insurance Companies ("RS Official Gazette", No. 17/05 and 01/06)
2. Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("RS Official Gazette", No. 17/05 and 64/06)
3. Law on Insurance Intermediation ("RS Official Gazette", No. 17/05 and 64/06)

Agency's Responsibilities:

RS Insurance Agency regulates and supervises operations of the insurance companies and insurance intermediaries, and acts in the capacity of a supervisory institution in the insurance industry.

The Agency's principal tasks, in line with the legal regulations, include:

- Issuance of licenses to insurance companies and insurance intermediaries (insurance agents and insurance brokers),
- Giving opinions on the insurance companies acts and decisions, which the latter are obliged to make pursuant to the Law (insurance conditions, tariff rates, rule books on the method of determining the unearned premiums and claims reserve, provisions for catastrophes, rule book on determining the mathematical reserve and its application in the area of life insurance, etc.),
- Collecting, processing, and recording data submitted by insurance companies and insurance intermediaries in accordance with the regulations,
- Supervising insurance undertakings, insurance intermediaries, and related entities in accordance with the regulations,
- Initiating and supervising the procedure of provisional administration, liquidation, bankruptcy, and rehabilitation of insurance companies,
- Revoking insurance and intermediation licenses in accordance with the Law,
- Bringing minor-offence and/or criminal charges in accordance with the insurance regulations,
- Issuing decisions regulating insurance companies' operations, as well as operations of intermediaries and authorized actuaries in accordance with the Law,
- Other issues in accordance with the regulations.

5.3. Insurance Protection Funds

5.3.1. FBiH Protection Fund

Address/Head Office: Vilsonovo šetalište no. 10, 71000 Sarajevo

Telephone, fax, e-mail, web: +387 (0) 33 658 723, zffbih@bih.net.ba;

FBiH Protection Fund was set up on July 22, 2005, and it operates under supervision and control of the FBiH Insurance Supervisory Agency.

The executive bodies of the FBiH Protection Fund include: Assembly, Managing Board, and Director.

The Protection Fund is run by the Managing Board comprising five members appointed and dismissed by the Protection

Fund Assembly. Director is appointed and dismissed by the Managing Board.

Legal Framework:

1. Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("FBiH Official Gazette", No. 24/05)
2. Internal acts of the FBiH Protection Fund

Fund's Activities:

The FBiH Protection Fund pays claims in accordance with Article 15 of the Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("FBiH Official Gazette", No. 24/05).

The FBiH Protection Fund is obliged to pay claims to injured parties in case of death or physical injury, as well as in case of material damage caused by a road accident:

- When the person responsible for the accident remains unknown (in all cases when accidents occur on the territory of the FBiH; the Protection Fund is obliged to provide compensation only for damage due to death or physical injury);
- When an accident has been caused by a vehicle for which the obligation from Article 3 of the abovementioned Law has not been fulfilled, and the vehicle is in the ownership of a person residing in the FBiH;
- When special liquidation proceedings have been instituted against an insurance company registered in the FBiH due to bankruptcy or revocation of license, or because of the subject company's failure to settle financial obligations pursuant to the Law on Insurance Companies in Private Insurance or the Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability.

5.3.2. RS Protection Fund

Address/Head Office: Vidovdanska street bb, 78000 Banja Luka

Telephone, fax, e-mail, web: +387 (0) 51 226 091; zastitnifondrs@blic.net; www.zfrs.mapabih.com

The RS Protection Fund was established on April 28, 2006, and it operates under supervision and control of the RS Insurance Agency.

The executive bodies of the RS Protection Fund include: Assembly, Managing Board, and Director. The Protection Fund is run by the Managing Board which members are appointed by the Assembly.

The Protection Fund Assembly consists of persons authorized by members of the RS Protection Fund.

The Managing Board has five members, appointed and dismissed by the RS Protection Fund Assembly. The Managing Board appoints and dismisses the Director.

All insurance companies conducting motor insurance operations in the RS (regardless if their head office is in the RS or FBiH) are mandatory members of the RS Protection Fund. The same also applies to subsidiaries of foreign-based insurance companies that provide motor insurance services in the RS.

Legal Framework:

1. Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability
2. Internal acts of the RS Protection Fund

Fund's Activities:

The RS Protection Fund pays claims in accordance with Article 15 of the Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("RS Official Gazette" No. 17/05).

The RS Protection Fund is obliged to pay to the injured parties the compensation stipulated in Article 14 (3) of the Law on Insurance Companies in Private Insurance in case of damage to persons or property due to a road accident:

- When the person responsible for the accident remains unknown (in all cases when accidents take place on the territory of the RS; the Protection Fund is obliged to provide compensation only for damage suffered by persons);
- When an accident has been caused by a vehicle for which the obligation from Article 3 of the Law on Insurance Companies has not been fulfilled, and the vehicle is in the ownership of a person residing in the RS;
- When special liquidation proceedings have been instituted against an insurance company registered in the RS due to bankruptcy or revocation of license.

5.4. Associations Operating on the BiH Insurance Market

5.4.1. BiH Green Card Bureau

Address/Head Office: Derviša Numića street No. 7, 71000 Sarajevo

Telephone, fax, e-mail, web: +387 (0) 33 610 744; +387 (0) 33 724 560; bzkbi@bzkbi.ba; www.bzkbi.ba

The Bureau was registered on April 19, 2004, and it has been operating under the current name since April 23, 2003.

The BiH Green Card Bureau was founded as an association and it represents BiH insurance companies within the green card system. Members of the Bureau are insurance companies engaged in the motor insurance business.

The executive bodies of the BiH Green Card Bureau include: Assembly, Managing Board, and Director.

The Assembly includes members of all insurance companies that provide motor insurance services.

Bureau's Activities:

- Solving issues defined by the Crete Agreement and other international agreements on insurance of owners/users of motor vehicle against motor liability;
- Representing BiH insurance companies within the green card system;
- Collaborating with national bureaus and insurance companies with a view to discharging obligations assumed in accordance with international conventions and agreements;
- Collaborating with BiH authorities competent for international traffic regarding the motor insurance issues;
- Performing other activities of importance to the Bureau members with an aim of abiding by the Crete Agreement provisions.

5.4.2. Association of Insurance Companies in Federation of Bosnia and Herzegovina

Address/Head Office: Dolina street no. 8, 71000 Sarajevo

Telephone, fax, e-mail, web: +387 (0) 33 207 881, www.udofbih.ba, udofbih@bih.net.ba

Association of Insurance Companies in FBiH has been founded in November 28, 2006.

According to the Statute of Association, the bodies of Associations are: President of the Assembly and General Secretary.

Eleven (11) insurance companies with the registered office in FBiH are members of the Association.

Association's Activities:

- Strengthening the insurance market;
- Providing expert services;
- Advancing the insurance profession;
- Improving business performance and harmonizing the Association members' activities;
- Provision of other services arising out of the law, statute, Association's general acts, and members' requirements.

5.4.3. RS Insurers Association

Address/Head Office: Dušana Baranjina no. 1, 76300 Bijeljina

Telephone, fax, e-mail, web: 056/741-610;

The RS Insurers Association was founded on 26 April 2006, and it started operating on 29 September 2006. According to the Association's Statute, the managing bodies are the Assembly President and the Secretary. The Association consists of eight insurance companies headquartered in the RS.

Association's Activities:

- Strengthening the insurance market;
- Providing expert services to the Association members;
- Advancing the insurance profession;
- Improving business performance and harmonizing the Association members' activities;
- Provision of other services arising out of the law, statute, Association's general acts, and members' requirements.

5.4.4. BiH Actuarial Association

Address/Head Office: Dolina street no. 8, 71000 Sarajevo

Telephone, fax, e-mail, web: www.aktuari.ba

The BiH Actuarial Association was established in December 2005. It is run by the President, Managing Council, and the Supervisory Board.

The BiH Actuarial Association is an expert organization founded with a view to advancing, expanding, and promoting the actuary science and vocation, its practical application, and professional training and education of actuaries. Currently, there are twenty-five members.

Association's Activities:

- Providing opinion on matters from the actuary area;
- Organizing domestic and international scientific and expert gatherings;
- Organizing counseling, courses, and expert lectures;
- Publishing scientific and specialized books, magazines, and periodicals from the sphere of its operation;
- Collaborating in preparation and passage of legislation relevant for the Association and its activities;
- Collaborating with insurance companies, pension and health insurance institutions, banks, other financial organizations, business enterprises, and state bodies in the area of advancement and application of actuary achievements, all in accordance with the law;
- Collaborating with similar associations in the country and abroad (Association Actuarielle Internationale and other corresponding international associations);
- Taking care of the reputation and independence of the certified actuaries, and ensuring preconditions for proper performance of their tasks;

- Supervising its certified members' adherence to the code of conduct and professional standards;
- Providing support to its members in advancement of the actuary profession, in scientific research, as well as in presentation of the results on the local and cross-border level;
- Organizing continual training for its members (especially regular ones), in accordance with requirements of the law, profession, and international actuarial organizations;
- Working on preparation and introduction of standards and instructions for actuary profession which will be obligatory for all members;
- Performing other activities necessary for reaching the Association's objectives.



Annual
Report

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ADDENDUM II

Insurance and Reinsurance Companies in BiH¹

Sarajevo, August 2011

¹ In this addendum, the data source for companies with the seat in FBiH and RS are Insurance Supervisory Agency and RS Insurance Agency respectively.

ASA OSIGURANJE d.d. Sarajevo

Address/registered office:

Bulevar Meše Selimovića no. 16, Sarajevo

Telephone, fax, e-mail, web:

033/774-730; 033/774-733; info@asa-osiguranje.ba; www.asa-osiguranje.ba

Number of employees, number of branches:

Company had 90 employees as of December 31, 2010, and it performs business activities in seven branches.

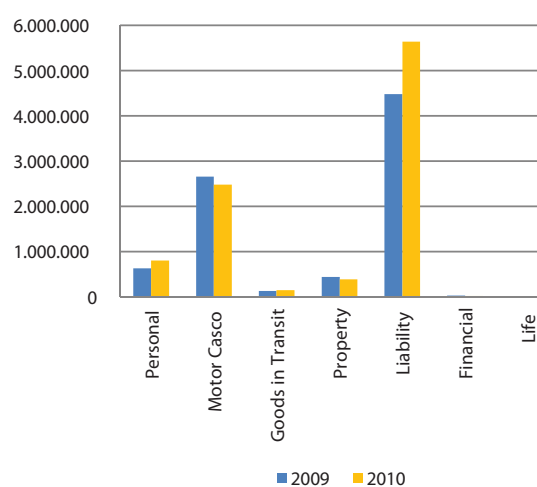
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	628.715	7,53	799.463	8,44
Motor Casco Insurance	2.655.830	31,82	2.481.641	26,19
Goods in Transit Insurance	126.312	1,51	144.738	1,53
Property Insurance	430.246	5,15	383.082	4,04
Liability Insurance	4.481.720	53,70	5.644.962	59,58
Financial Insurance	23.596	0,28	20.438	0,22
Life Insurance	0	0,00	0	0,00
Total premium	8.346.419	100	9.474.324	100

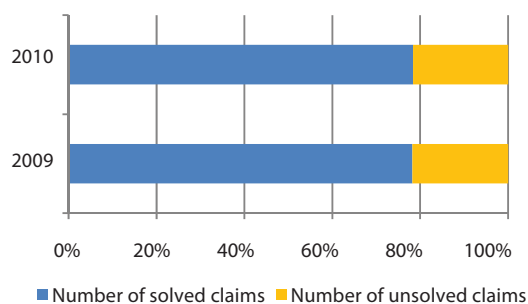
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	2.086	1.632	454	3.024	2.371	653
Share	100	78,24	21,76	100	78,41	21,59

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):

4.211.757

- Non-life insurance 4.211.757
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Emir Ahmetagić

Director of Company:

mr. Nedim Gavranović

BOBAR OSIGURANJE a.d. Bijeljina

Address/registered office:

Filipa Višnjića no. 211, Bijeljina

Telephone, fax, e-mail, web:

055/233-100; 055/247-916; office@bobar.com; www.bobarosiguranje.com

Number of employees, number of branches:

Company had 147 employees as of December 31, 2010, and it performs business activities in nine branches.

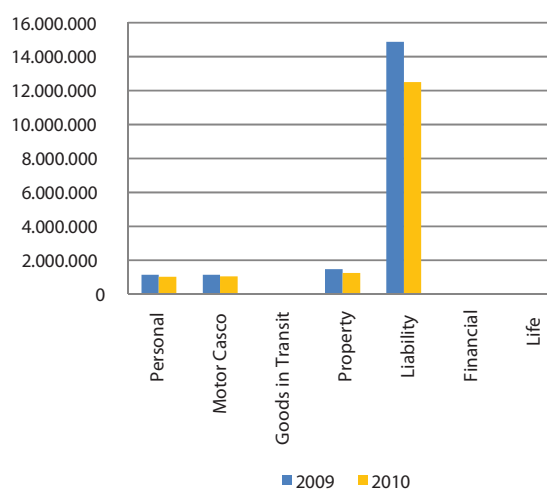
Shareholders' structure at the end of 2010:

- local entities 99,25%
- foreign entities 0,75%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	1.140.601	6,11	1.028.505	6,50
Motor Casco Insurance	1.138.289	6,10	1.041.493	6,58
Goods in Transit Insurance	26.423	0,14	24.569	0,16
Property Insurance	1.468.432	7,87	1.238.395	7,82
Liability Insurance	14.884.078	79,76	12.498.912	78,94
Financial Insurance	4.214	0,02	1.960	0,01
Life Insurance	0	0,00	0	0,00
Total premium	18.662.036	100	15.833.834	100

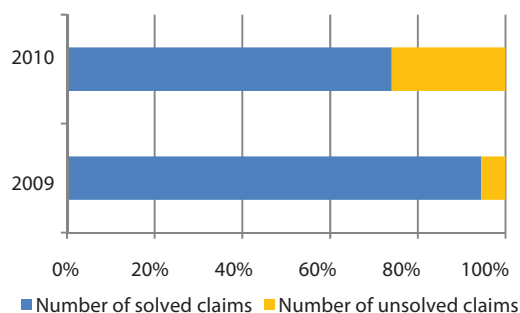
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	3.540	3.343	197	4.217	3.121	1.096
Share	100	94,44	5,56	100	74,01	25,99

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 7.087.725

- Non-life insurance 7.087.725
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Management Board:

Darko Jeremić

Chairman of Supervisory Board:

Drago Đukanović

Director of Company:

Veroljub Janjić

BOSNA - SUNCE OSIGURANJE d.d. Sarajevo

Address/registered office:

Trg međunarodnog prijateljstva no. 20, Sarajevo

Telephone, fax, e-mail, web:

033/755-450; 033/755-490; uprava@bosna-sunce.ba; www.bosna-sunce.ba

Number of employees, number of branches:

Company had 267 employees as of December 31, 2010, and it performs business activities in nine branches.

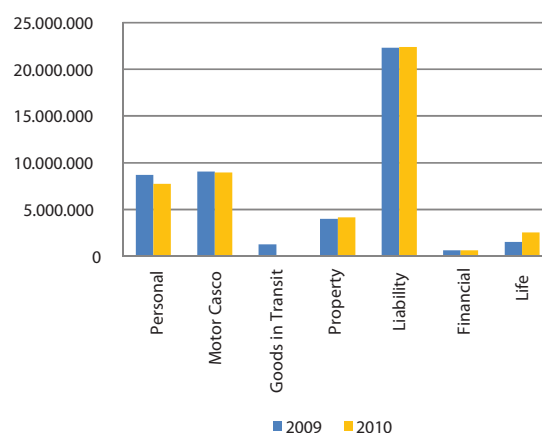
Shareholders' structure at the end of 2010:

- local entities 22,43%
- foreign entities 77,57%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	8.678.810	18,27	7.750.199	16,65
Motor Casco Insurance	9.067.818	19,08	8.957.416	19,24
Goods in Transit Insurance	1.285.485	2,71	118.280	0,25
Property Insurance	4.017.984	8,46	4.166.950	8,95
Liability Insurance	22.307.044	46,95	22.386.736	48,09
Financial Insurance	623.876	1,31	631.357	1,36
Life Insurance	1.533.414	3,23	2.545.291	5,47
Total premium	47.514.431	100	46.556.229	100

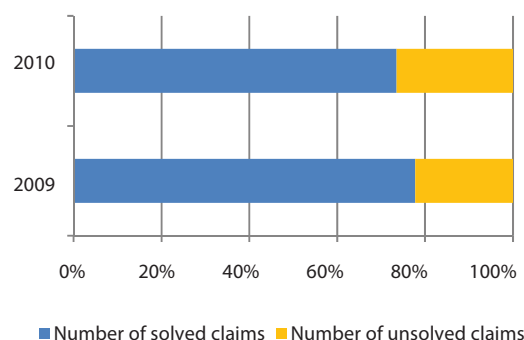
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	13.528	10.517	3.011	14.308	10.518	3.790
Share	100	77,74	22,26	100	73,51	26,49

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 22.339.719

- Non-life insurance 21.669.459
- Life insurance 670.260

Supervisory/Management Board, Director:

Chairman of Management Board:

Niko Krivić

Director of Company:

Željko Pervan

D.D. BRČKO GAS OSIGURANJE Brčko

Address/registered office:

Banjalučka bb, Brčko

Telephone, fax, e-mail, web:

049/222-000; 049/235-931; bgasosig@teol.net; www.brckogas.net

Number of employees, number of branches:

Company had 133 employees as of December 31, 2010, and it performs business activities in twelve branches.

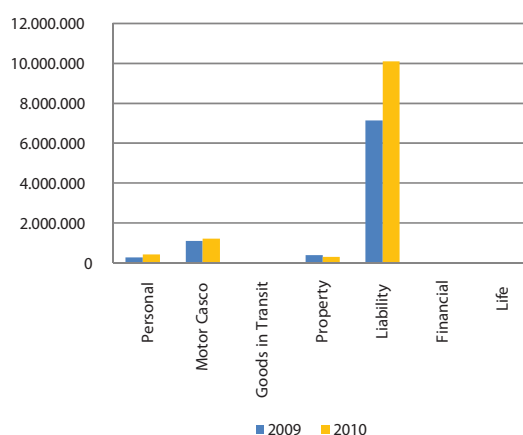
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	269.648	3,03	418.981	3,48
Motor Casco Insurance	1.093.717	12,28	1.215.082	10,09
Goods in Transit Insurance	5.792	0,07	4.097	0,03
Property Insurance	390.444	4,39	299.483	2,49
Liability Insurance	7.143.766	80,24	10.100.130	83,90
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	8.903.366	100	12.037.773	100

Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

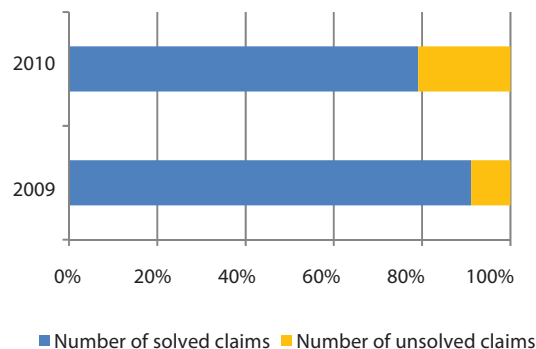
Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.134	1.033	101	1.585	1.254	331
Share	100	91,09	8,91	100	79,12	20,88

Solved claims in 2010 (total):

3.840.404

- Non-life insurance 3.840.404
- Life insurance -

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Management Board:

Bojan Đurđević

Chairman of Supervisory Board:

Duško Sofrenović

Director of Company:

Cvijetin Sofić

D.D. ZA OSIGURANJE CAMELIJA Bihać

Address/registered office:

5. korpusa no. 3, Bihać

Telephone, fax, e-mail, web:

037/224-110; 037/228-436; camelija@bih.net.ba; www.camelija-osiguranje.com

Number of employees, number of branches:

Company had 110 employees as of December 31, 2010, and it performs business activities in thirty one branches.

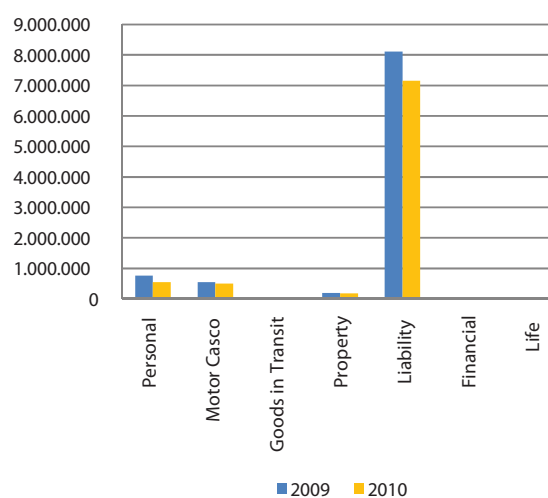
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	757.695	7,89	537.687	6,43
Motor Casco Insurance	547.540	5,70	487.242	5,83
Goods in Transit Insurance	382	0,00	200	0,00
Property Insurance	191.916	2,00	181.460	2,17
Liability Insurance	8.105.782	84,41	7.152.924	85,57
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	9.603.315	100	8.359.513	100

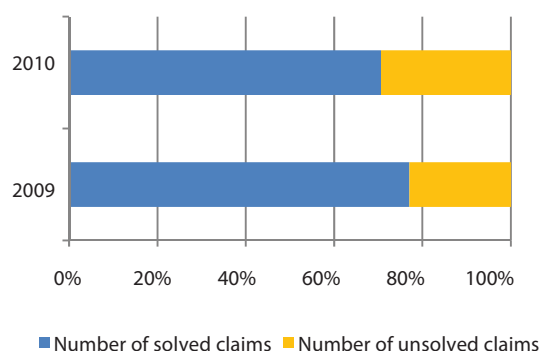
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	2.633	2.028	605	2.433	1.719	714
Share	100	77,02	22,98	100	70,65	29,35

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 3.862.256

- Non-life insurance 3.862.256
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Ekrema Čavkić

Director of Company:

Irfan Čavkić

CROATIA OSIGURANJE d.d. Ljubuški

Address/registered office:

Nikole Kordića bb, Ljubuški

Telephone, fax, e-mail, web:

039/839-100; 039/839-120; cros@croatiaosiguranje.com; www.croatiaosiguranje.com

Number of employees, number of branches:

Company had 193 employees as of December 31, 2010, and it performs business activities in seventeen branches.

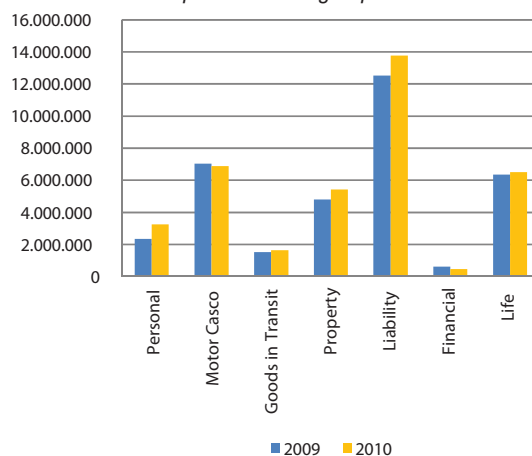
Shareholders' structure at the end of 2010:

- local entities 47,53%
- foreign entities 52,47%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	2.321.688	6,62	3.243.023	8,57
Motor Casco Insurance	7.032.344	20,04	6.862.191	18,14
Goods in Transit Insurance	1.502.227	4,28	1.616.981	4,27
Property Insurance	4.786.046	13,64	5.396.368	14,27
Liability Insurance	12.516.480	35,67	13.766.309	36,39
Financial Insurance	602.548	1,72	437.502	1,16
Life Insurance	6.332.867	18,05	6.503.652	17,19
Total premium	35.094.199	100	37.826.025	100

Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

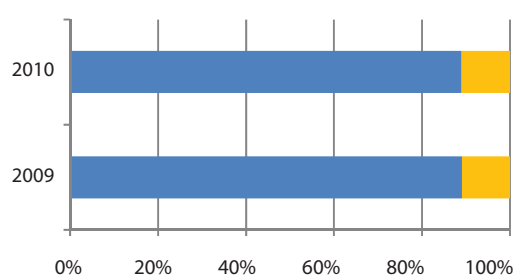
Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	8.623	7.684	939	8.990	8.003	987
Share	100	89,11	10,89	100	89,02	10,98

Solved claims in 2010 (total):

23.394.548

- Non-life insurance 15.535.066
- Life insurance 7.859.482

Share of the claims solved in 2009 and 2010



■ Number of solved claims ■ Number of unsolved claims

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Zdravko Zrinišić

Director of Company:

Mladen Markotić

DRINA OSIGURANJE a.d. Milići

Address/registered office:

Trg rudara br. 1, Milići

Telephone, fax, e-mail, web:

056/741-610; 056/741-610; office@drina-osiguranje.com; www.drina-osiguranje.com

Number of employees, number of branches:

Company had 92 employees as of December 31, 2010, and it performs business activities in fourteen branches.

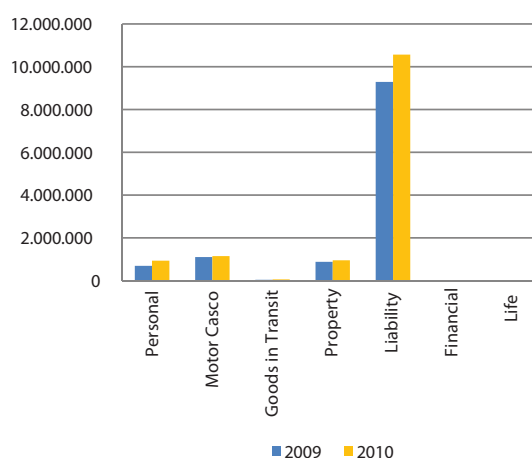
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	690.015	5,77	930.801	6,83
Motor Casco Insurance	1.095.168	9,16	1.147.090	8,42
Goods in Transit Insurance	28.557	0,24	53.473	0,39
Property Insurance	868.138	7,26	943.021	6,92
Liability Insurance	9.276.821	77,57	10.548.854	77,43
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	11.958.700	100	13.623.239	100

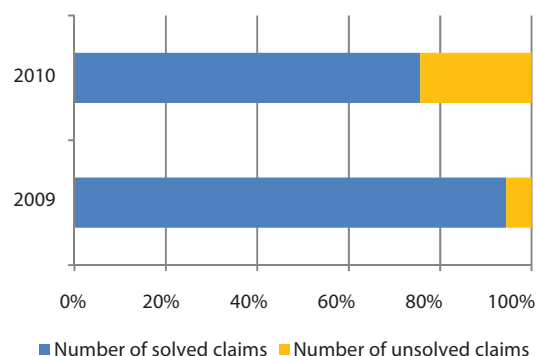
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.607	1.518	89	2.235	1.691	544
Share	100	94,46	5,54	100	75,66	24,34

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):

4.568.728

- Non-life insurance 4.568.728
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Management Board:

mr. Rajko Dukić

Director of Company:

Mile Matić

DUNAV OSIGURANJE a.d. Banja Luka

Address/registered office:

Veselina Masleše no. 28, Banja Luka

Telephone, fax, e-mail, web:

051/246-106; 051/211-686; kosigdunav@inecco.net; www.kosigdunav.com;

Number of employees, number of branches:

Company had 248 employees as of December 31, 2010, and it performs business activities in nine branches.

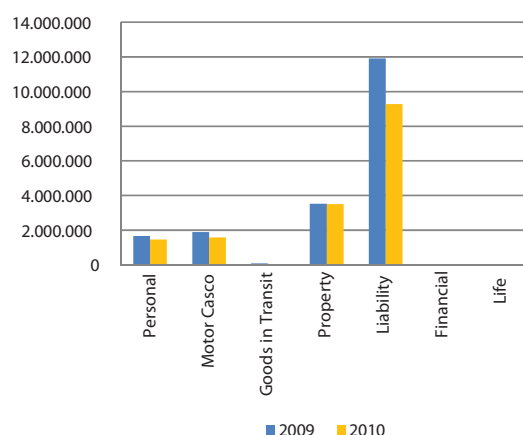
Shareholders' structure at the end of 2010:

- local entities 12,38%
- foreign entities 87,62%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	1.684.614	8,78	1.472.946	9,18
Motor Casco Insurance	1.910.756	9,96	1.602.066	9,99
Goods in Transit Insurance	102.063	0,53	46.262	0,29
Property Insurance	3.540.966	18,46	3.529.060	22,00
Liability Insurance	11.914.613	62,10	9.291.339	57,93
Financial Insurance	33.993	0,18	32.074	0,20
Life Insurance	0	0,00	65.050	0,41
Total premium	19.187.007	100	16.038.797	100

Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

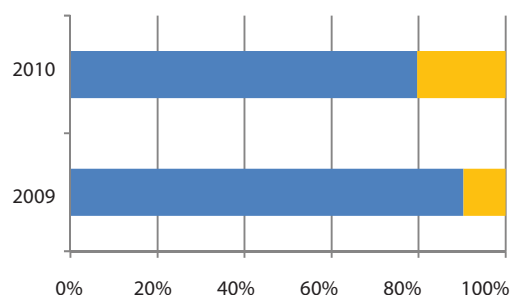
Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	3.624	3.272	352	4.090	3.259	831
Share	100	90,29	9,71	100	79,68	20,32

Solved claims in 2010 (total):

6.589.268

- Non-life insurance 6.587.977
- Life insurance 1.291

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Management Board:

Milenka Jezdimirović

Chairman of Supervisory Board:

Bojan Jelenković

Director of Company:

Saša Čudić

EUROHERC OSIGURANJE d.d. Sarajevo

Address/registered office:

Trg međunarodnog prijateljstva no. 20, Sarajevo

Telephone, fax, e-mail, web:

033/755-515; 033/755-522; euroherc@euroherc.ba; www.euroherc.ba

Number of employees, number of branches:

Company had 224 employees as of December 31, 2010, and it performs business activities in six branches.

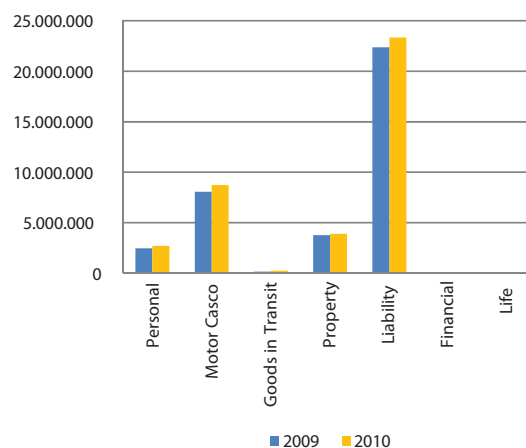
Shareholders' structure at the end of 2010:

- local entities 71,21%
- foreign entities 28,79%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	2.456.838	6,67	2.698.214	6,94
Motor Casco Insurance	8.061.396	21,90	8.716.116	22,42
Goods in Transit Insurance	158.102	0,43	264.216	0,68
Property Insurance	3.767.585	10,24	3.877.114	9,97
Liability Insurance	22.345.862	60,71	23.313.945	59,97
Financial Insurance	19.073	0,05	4.881	0,01
Life Insurance	0	0,00	0	0,00
Total premium	36.808.856	100	38.874.486	100

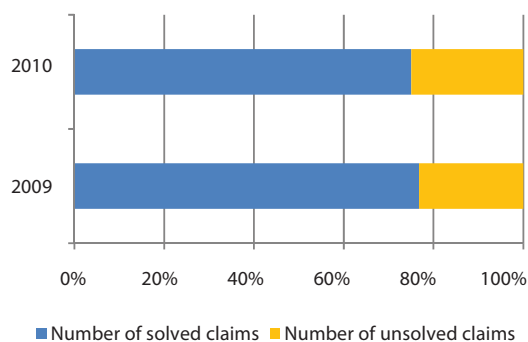
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	9.002	6.912	2.090	11.013	8.262	2.751
Share	100	76,78	23,22	100	75,02	24,98

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):

17.946.143

- Non-life insurance 17.946.143
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Davor Martinović

Director of Company:

Dinko Musulin

GRAWE OSIGURANJE a.d. Banja Luka

Address/registered office:

Kralja Petra I Karađorđevića no. 109/2, Banja Luka

Telephone, fax, e-mail, web:

051/222-960; 051/222-951; office.banjaluka@grawe.at; www.grawe.rs.ba

Number of employees, number of branches:

Company had 6 employees as of December 31, 2010, and it performs business activities in the seat.

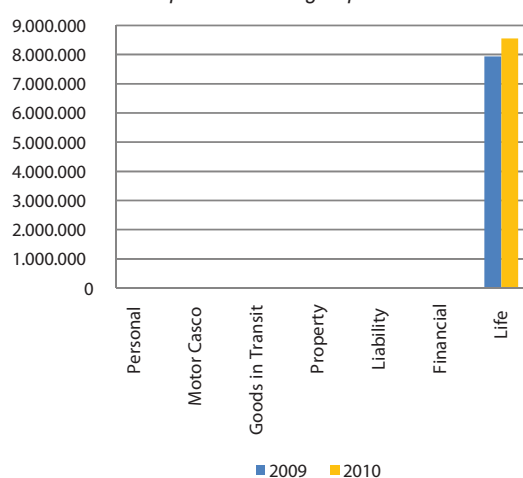
Shareholders' structure at the end of 2010:

- local entities 0%
- foreign entities 100%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	18.108	0,23	14.701	0,17
Motor Casco Insurance	0	0,00	0	0,00
Goods in Transit Insurance	0	0,00	0	0,00
Property Insurance	0	0,00	0	0,00
Liability Insurance	0	0,00	0	0,00
Financial Insurance	0	0,00	0	0,00
Life Insurance	7.929.744	99,77	8.551.571	99,83
Total premium	7.947.851	100	8.566.272	100

Premium per insurance group in 2009 and 2010



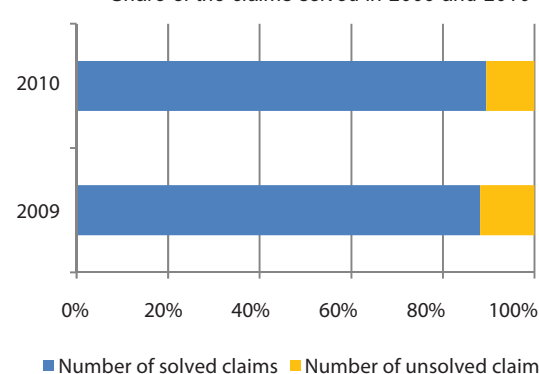
Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	447	394	53	674	603	71
Share	100	88,14	11,86	100	89,47	10,53

Solved claims in 2010 (total): 1.452.245

- Non-life insurance 5.590
- Life insurance 1.446.655

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Management Board:

Marko Mikić

Chairman of Supervisory Board:

mag. dr. Othmar Ederer

Director of Company:

Veselin Petković

GRAWE OSIGURANJE d.d. Sarajevo

Address/registered office:

Trg solidarnosti no. 2, Sarajevo

Telephone, fax, e-mail, web:

033/772-530; 033/772-501; office.sarajevo@grawe.ba; www.grawe.ba

Number of employees, number of branches:

Company had 201 employees as of December 31, 2010, and it performs business activities in five branches.

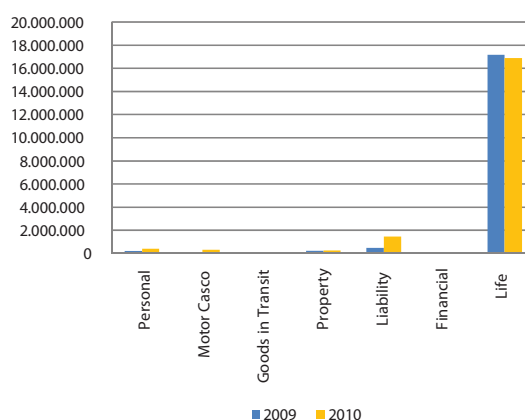
Shareholders' structure at the end of 2010:

- local entities 0%
- foreign entities 100%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	235.005	1,29	413.473	2,13
Motor Casco Insurance	99.691	0,55	346.913	1,79
Goods in Transit Insurance	0,00	0,00	0,00	0,00
Property Insurance	244.843	1,34	292.128	1,51
Liability Insurance	491.090	2,70	1.469.305	7,58
Financial Insurance	1.177	0,01	2.586	0,01
Life Insurance	17.148.078	94,12	16.869.586	86,98
Total premium	18.219.884	100	19.393.989	100

Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

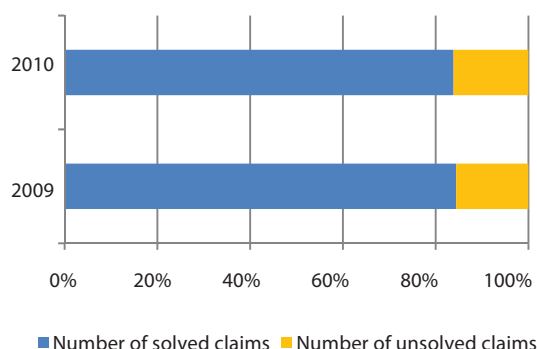
Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.481	1.250	231	2.238	1.877	361
Share	100	84,40	15,60	100	83,87	16,13

Solved claims in 2010 (total):

6.509.237

- Non-life insurance 787.484
- Life insurance 5.721.753

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Supervisory Board:

mag.dr. Othmar Ederer

Director of Company:

mr. iur., mr. oec. Georg Schneider

JAHORINA OSIGURANJE a.d. Pale

Address/registered office:

Svetosavska no. 24, Pale.

Telephone, fax, e-mail, web:

057/201-320; 057/201-321; direkcija@jahorinaosiguranje.com; www.jahorinaosiguranje.com

Number of employees, number of branches:

Company had 233 employees as of December 31, 2010, and it performs business activities in eleven branches.

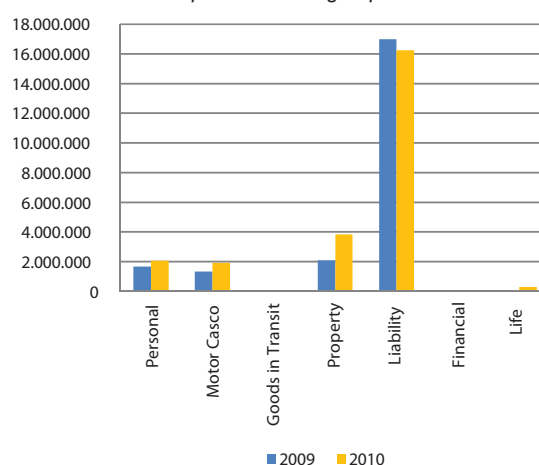
Shareholders' structure at the end of 2010:

- local entities 7,63%
- foreign entities 92,37%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	1.680.057	7,58	2.082.854	8,51
Motor Casco Insurance	1.351.147	6,10	1.944.264	7,95
Goods in Transit Insurance	44.228	0,20	76.217	0,31
Property Insurance	2.104.165	9,50	3.832.018	15,67
Liability Insurance	16.980.711	76,63	16.229.330	66,35
Financial Insurance	348	0,00	0	0,00
Life Insurance	0	0,00	296.506	1,21
Total premium	22.160.656	100	24.461.189	100

Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

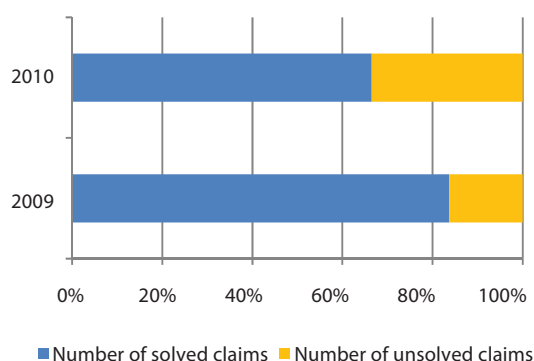
Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	4.197	3.513	684	5.377	3.573	1.804
Share	100	83,70	16,30	100	66,45	33,55

Solved claims in 2010 (total):

8.348.577

- Non-life insurance 8.344.323
- Life insurance 4.254

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Management Board:

Mladen Blažević

Director of Company:

Miroslav Miškić

KRAJINA OSIGURANJE a.d. Banja Luka

Address/registered office:

Braće Pantića no. 2, Banja Luka

Telephone, fax, e-mail, web:

051/228-820; 051/228-844; kros@inecco.net; www.krajinaosiguranje.ba

Number of employees, number of branches:

Company had 103 employees as of December 31, 2010, and it performs business activities in the seat.

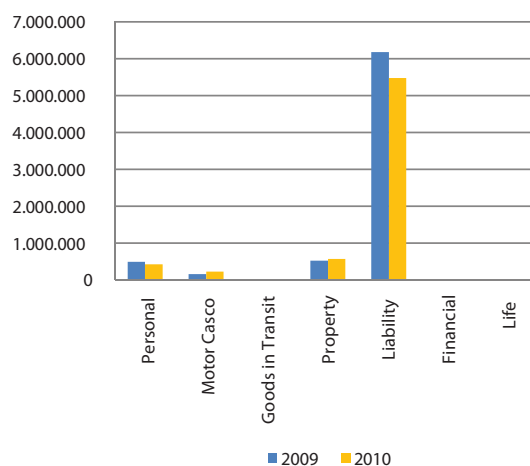
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	495.486	6,73	422.913	6,31
Motor Casco Insurance	160.018	2,17	230.477	3,44
Goods in Transit Insurance	10.247	0,14	15.386	0,23
Property Insurance	520.874	7,08	570.690	8,51
Liability Insurance	6.174.471	83,87	5.467.219	81,52
Financial Insurance	674	0,01	171	0,00
Life Insurance	0	0,00	0	0,00
Total premium	7.361.771	100	6.706.856	100

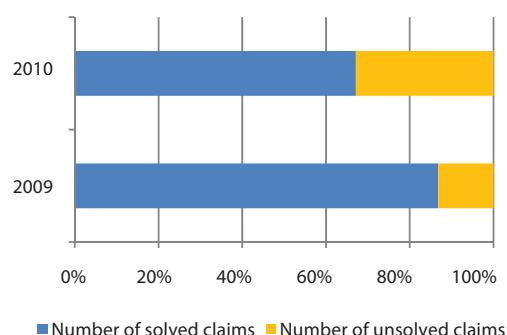
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.477	1.282	195	1.799	1.208	591
Share	100	86,80	13,20	100	67,15	32,85

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):: 3.426.265

- Non-life insurance 3.426.265
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Mile Kosorić

Director of Company:

Mila Gromilić

LIDO OSIGURANJE d.d. Sarajevo

Address/registered office:

Hifzi Bjelavca no. 82/I, Sarajevo

Telephone, fax, e-mail, web:

033/776-388; 033/776-399; info@lido-osiguranje.com; www.lido-osiguranje.com

Number of employees, number of branches:

Company had 147 employees as of December 31, 2010, and it performs business activities in thirteen branches.

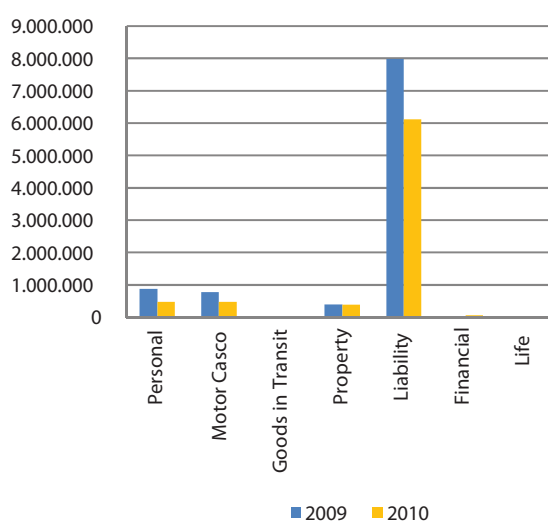
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	867.887	8,65	475.711	6,33
Motor Casco Insurance	776.709	7,74	478.531	6,37
Goods in Transit Insurance	8.568	0,09	8.646	0,12
Property Insurance	393.035	3,92	385.490	5,13
Liability Insurance	7.982.194	79,57	6.111.333	81,34
Financial Insurance	3.652	0,04	54.000	0,72
Life Insurance	0	0,00	0	0,00
Total premium	10.032.047	100	7.513.711	100

Premium per insurance group in 2009 and 2010



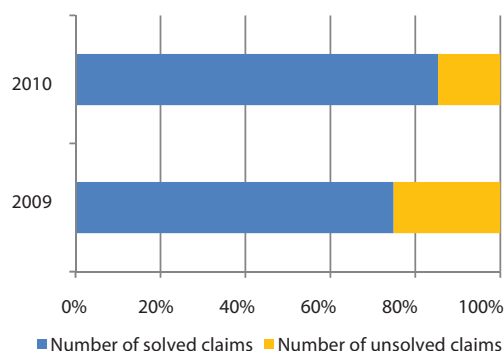
Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	3.780	2.830	950	2.881	2.459	422
Share	100	74,87	25,13	100	85,35	14,65

Solved claims in 2010 (total): 3.878.223

- Non-life insurance 3.878.223
- Life insurance -

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Almir Krdžalić

Director of Company:

Halid Đulić

LOK OSIGURANJE d.d. Sarajevo¹

Address/registered office:

Branilaca Sarajeva no. 17, Sarajevo

Telephone, fax, e-mail, web:

033/219-953; 033/219-953; info@lokosiguranje.ba; www.lokosiguranje.ba

Number of employees, number of branches:

Company had 4 employees as of December 31, 2010, and it performs business activities in one branch.

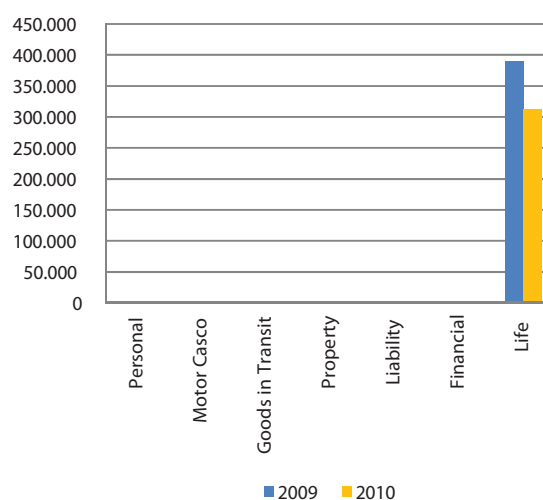
Shareholders' structure at the end of 2010:

- local entities 99,57%
- foreign entities 0,43%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	0	0,00	0	0,00
Motor Casco Insurance	0	0,00	0	0,00
Goods in Transit Insurance	0	0,00	0	0,00
Property Insurance	0	0,00	0	0,00
Liability Insurance	0	0,00	0	0,00
Financial Insurance	0	0,00	0	0,00
Life Insurance	389.930	100,00	312.251	100,00
Total premium	389.930	100	312.251	100

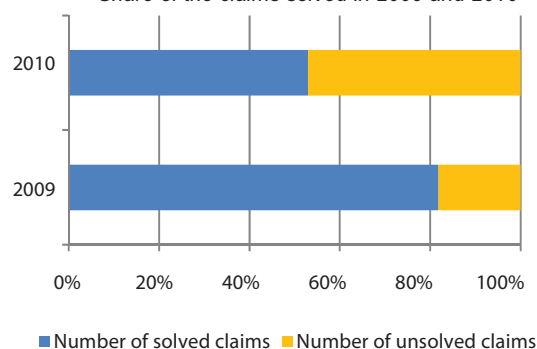
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	33	27	6	17	9	8
Share	100	81,82	18,18	100	52,94	47,06

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 11.324

- Non-life insurance -
- Life insurance 11.324

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Nusret Čaušević

Director of Company:

Amar Hadžić

¹ Helios osiguranje d.d. Mostar changed its name into the Lok osiguranje d.d. Sarajevo

MERKUR OSIGURANJE d.d. Sarajevo

Address/registered office:

Fra Anđela Zvizdovića no. 1/A9, Sarajevo

Telephone, fax, e-mail, web:

033/296-514; 033/296-520; info@merkur.ba; www.merkur.ba

Number of employees, number of branches:

Company had 18 employees as of December 31, 2010, and it performs business activities in two branches.

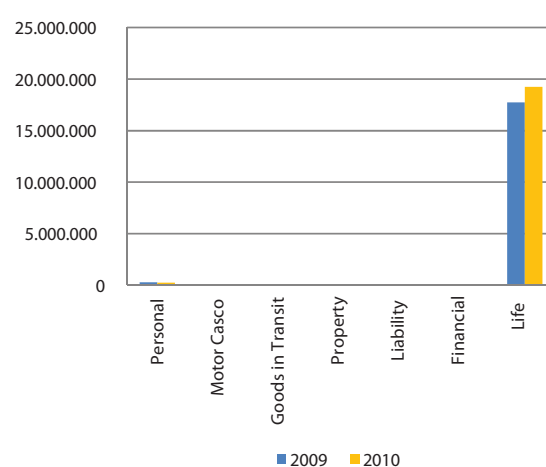
Shareholders' structure at the end of 2010:

- local entities 0%
- foreign entities 100%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	287.545	1,60	250.029	1,28
Motor Casco Insurance	0	0,00	0	0,00
Goods in Transit Insurance	0	0,00	0	0,00
Property Insurance	0	0,00	8.862	0,05
Liability Insurance	0	0,00	0	0,00
Financial Insurance	0	0,00	0	0,00
Life Insurance	17.703.115	98,40	19.207.960	98,67
Total premium	17.990.660	100	19.466.851	100

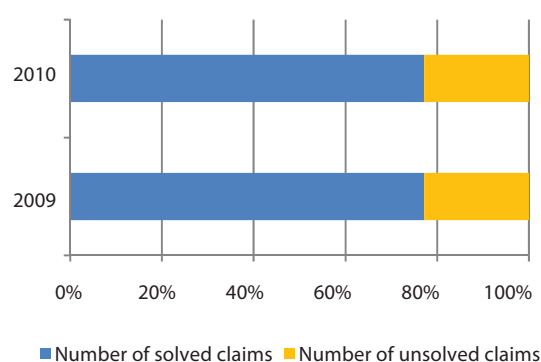
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	890	687	203	967	746	221
Share	100	77,19	22,81	100	77,15	22,85

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):

1.301.194

- Non-life insurance 74.361
- Life insurance 1.226.833

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Alois Sundl

Director of Company:

Ermin Nuhić

MIKROFIN OSIGURANJE a.d. Banja Luka

Address/registered office:

Aleja Svetog Save no. 59, Banja Luka

Telephone, fax, e-mail, web:

051/225-840; 051/225-841; mfo@mikrofinosiguranje.com; www.mikrofinosiguranje.com

Number of employees, number of branches:

Company had 26 employees as of December 31, 2010, and it performs business activities in the seat.

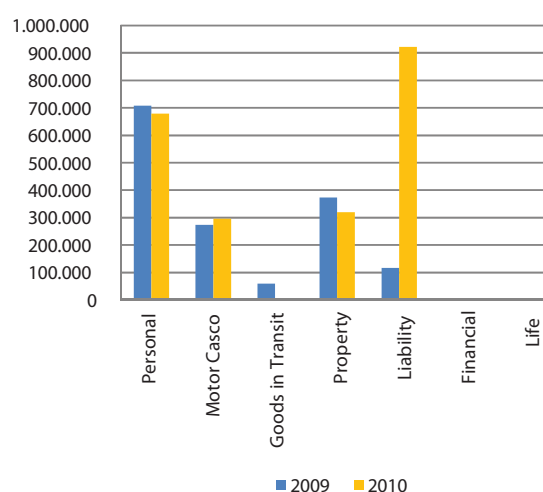
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	707.819	46,30	677.472	30,52
Motor Casco Insurance	272.788	17,85	295.891	13,33
Goods in Transit Insurance	58.600	3,83	4.928	0,22
Property Insurance	372.888	24,39	320.028	14,42
Liability Insurance	116.538	7,62	921.341	41,51
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	1.528.633	100	2.219.659	100

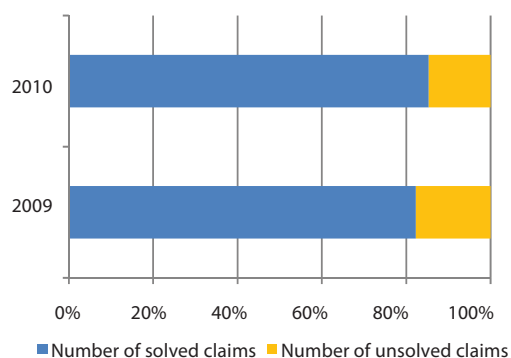
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	209	172	37	368	314	54
Share	100	82,30	17,70	100	85,33	14,67

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 455.586

- Non-life insurance 455.586
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Management Board:

Saša Popović

Chairman of Supervisory Board:

Dragan Đurić

Director of Company:

Brane Stupar

NEŠKOVIĆ OSIGURANJE a.d. Bijeljina

Address/registered office:

Sremska no. 3, Bijeljina

Telephone, fax, e-mail, web:

055/227-110; 055/227-111; osneskov@teol.net; www.neskovicosiguranje.com

Number of employees, number of branches:

Company had 76 employees as of December 31, 2010, and it performs business activities in four branches.

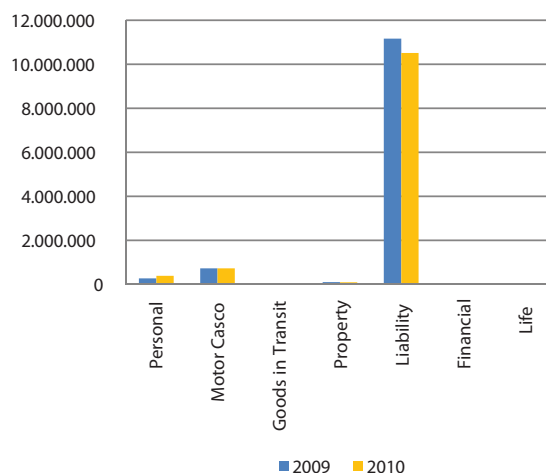
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	273.221	2,23	385.679	3,29
Motor Casco Insurance	720.473	5,87	717.067	6,12
Goods in Transit Insurance	20.583	0,17	16.750	0,14
Property Insurance	103.133	0,84	86.609	0,74
Liability Insurance	11.153.036	90,89	10.512.254	89,71
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	12.270.446	100	11.718.359	100

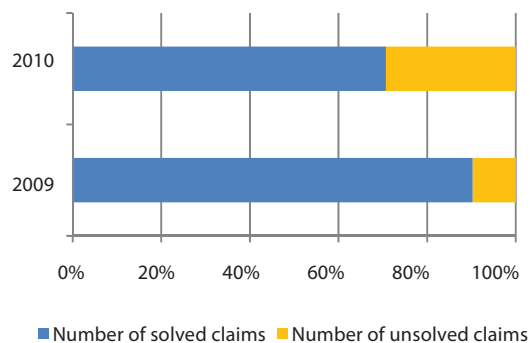
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.716	1.550	166	2.080	1.470	610
Share	100	90,33	9,67	100	70,67	29,33

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 3.529.560

- Non-life insurance 3.529.560
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Management Board:

Risto Vuković

Director of Company:

Milenko Mišanović

OSIGURANJE AURA a.d. Banja Luka

Address/registered office:

Bulevar Srpske vojske no. 7, Banja Luka

Telephone, fax, e-mail, web:

051/344-777; 051/344-770; auraos@teol.net; www.auraosiguranje.com

Number of employees, number of branches:

Company had 25 employees as of December 31, 2010, and it performs business activities in the seat.

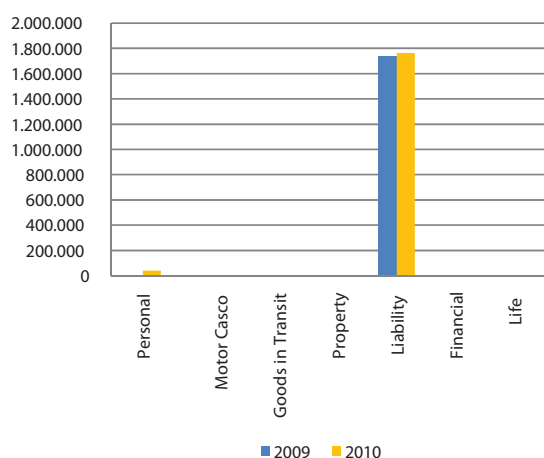
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	0	0,00	39.579	2,20
Motor Casco Insurance	0	0,00	0	0,00
Goods in Transit Insurance	0	0,00	0	0,00
Property Insurance	0	0,00	0	0,00
Liability Insurance	1.739.437	100,00	1.763.292	97,80
Financial Insurance	0	0,00	0	0,00
Life Insurance	0	0,00	0	0,00
Total premium	1.739.437	100	1.802.871	100

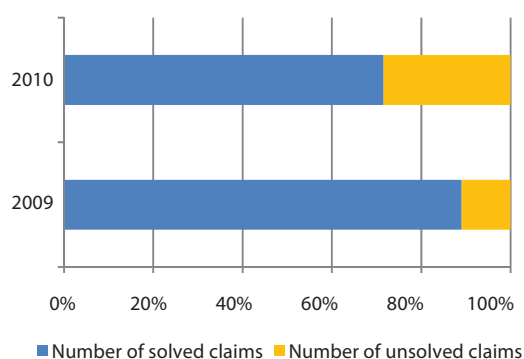
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	219	195	24	218	156	62
Share	100	89,04	10,96	100	71,56	28,44

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 282.055

- Non-life insurance 282.055
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Management Board:

Zoran Tunjić

Director of Company:

Dragiša Pušara

SARAJEVO OSIGURANJE d.d. Sarajevo

Address/registered office:

Čobanija no. 14, Sarajevo

Telephone, fax, e-mail, web:

033/664-141; 033/664-142; info@sarajevoosiguranje.ba; www.sarajevoosiguranje.ba

Number of employees, number of branches:

Company had 484 employees as of December 31, 2010, and it performs business activities in fourteen branches.

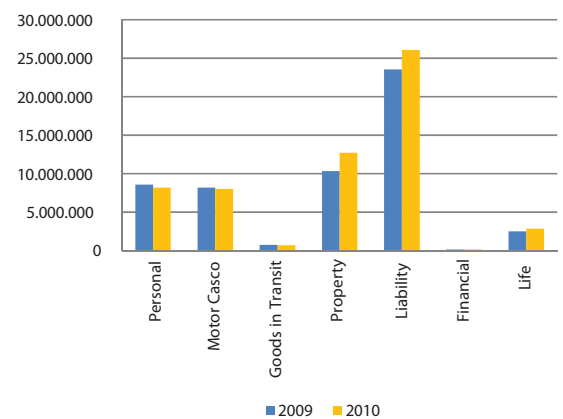
Shareholders' structure at the end of 2010:

- local entities 94,95%
- foreign entities 5,05%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	8.591.606	15,90	8.172.015	13,93
Motor Casco Insurance	8.175.037	15,13	8.005.304	13,65
Goods in Transit Insurance	756.793	1,40	712.725	1,22
Property Insurance	10.310.578	19,09	12.734.545	21,71
Liability Insurance	23.559.687	43,61	26.081.519	44,47
Financial Insurance	134.331	0,25	129.199	0,22
Life Insurance	2.490.533	4,61	2.817.701	4,80
Total premium	54.018.566	100	58.653.009	100

Premium per insurance group in 2009 and 2010



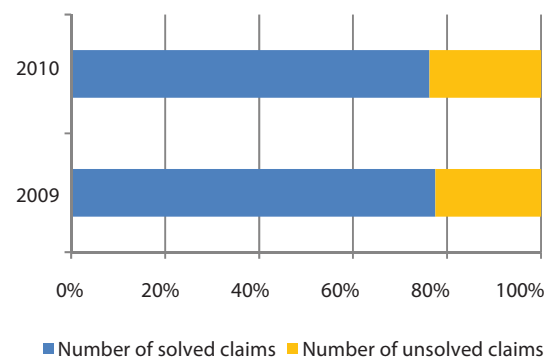
Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	18.764	14.544	4.220	18.848	14.368	4.480
Share	100	77,51	22,49	100	76,23	23,77

Solved claims in 2010 (total): 29.536.254

- Non-life insurance 27.139.677
- Life insurance 2.396.577

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director::

Chairman of Supervisory Board:

Mirsad Čolić

Director of Company:

Midhat Terzić

TRIGLAV BH OSIGURANJE d.d. Sarajevo

Address/registered office:

Dolina no. 8, Sarajevo

Telephone, fax, e-mail, web:

033/252-110; 033/252-179; info@triglavbh.ba; www.triglavbh.ba

Number of employees, number of branches:

Company had 248 employees as of December 31, 2010, and it performs business activities in seven branches.

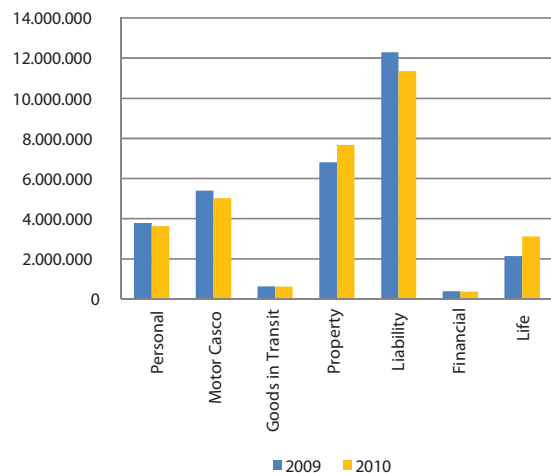
Shareholders' structure at the end of 2010:

- local entities 31,06%
- foreign entities 68,94%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	3.796.130	12,06	3.633.556	11,42
Motor Casco Insurance	5.405.031	17,17	5.019.509	15,78
Goods in Transit Insurance	645.553	2,05	626.995	1,97
Property Insurance	6.805.581	21,62	7.675.695	24,13
Liability Insurance	12.282.984	39,03	11.355.544	35,70
Financial Insurance	398.251	1,27	387.075	1,22
Life Insurance	2.140.385	6,80	3.110.331	9,78
Total premium	31.473.916	100	31.808.705	100

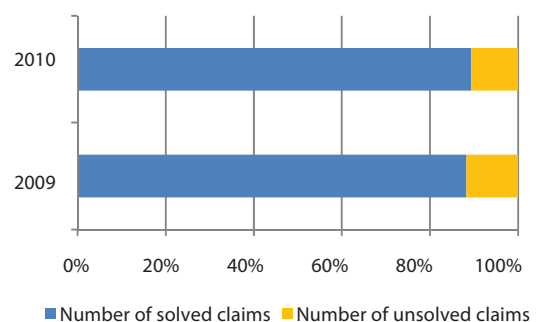
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	9.214	8.132	1.082	9.445	8.437	1.008
Share	100	88,26	11,74	100	89,33	10,67

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total):

12.975.280

- Non-life insurance 12.882.422
- Life insurance 92.858

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Matijaž Rakovec

Director of Company:

Fejsal Hrustanović

TRIGLAV KRAJINA - KOPAONIK a.d. za osiguranje Banja Luka

Address/registered office:

Trg srpskih junaka no. 4, Banja Luka

Telephone, fax, e-mail, web:

051/221-050; 051/215-262; info@krajinakopaonik.com; www.triglavkrajinakopaonik.com

Number of employees, number of branches:

Company had 88 employees as of December 31, 2010, and it performs business activities in the seat.

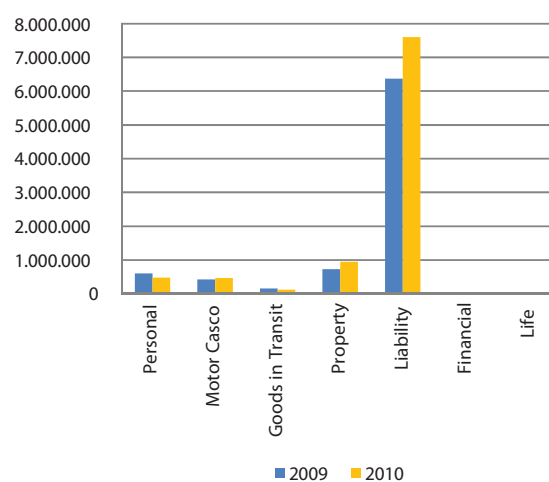
Shareholders' structure at the end of 2010:

- local entities 1,28%
- foreign entities 98,72%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	592.951	7,18	474.524	4,94
Motor Casco Insurance	418.830	5,07	464.474	4,84
Goods in Transit Insurance	141.662	1,71	108.000	1,13
Property Insurance	717.085	8,68	939.017	9,78
Liability Insurance	6.366.897	77,08	7.602.000	79,19
Financial Insurance	23.027	0,28	11.210	0,12
Life Insurance	0	0,00	0	0,00
Total premium	8.260.452	100	9.599.224	100

Premium per insurance group in 2009 and 2010



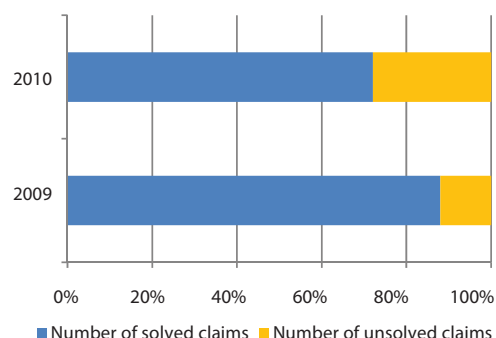
Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	1.564	1.376	188	1.980	1.428	552
Share	100	87,98	12,02	100	72,12	27,88

Solved claims in 2010 (total): 3.283.895

- Non-life insurance 3.283.895
- Life insurance -

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Management Board:

Andrej Knap

Director of Company:

Matej Žlajpah

UNIQA OSIGURANJE d.d. Sarajevo

Address/registered office:

Obala Kulina bana no. 19, Sarajevo

Telephone, fax, e-mail, web:

033/289-000; 033/289-010; info@uniqa.ba; www.uniqa.ba

Number of employees, number of branches:

Company had 218 employees as of December 31, 2010, and it performs business activities in seven branches.

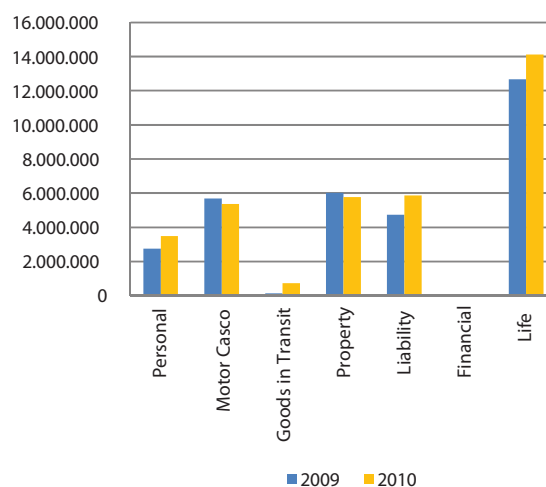
Shareholders' structure at the end of 2010:

- local entities 0,16%
- foreign entities 99,84%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	2.734.753	8,57	3.476.010	9,85
Motor Casco Insurance	5.666.833	17,76	5.355.412	15,18
Goods in Transit Insurance	107.979	0,34	717.811	2,03
Property Insurance	6.000.925	18,81	5.760.088	16,33
Liability Insurance	4.734.630	14,84	5.844.997	16,57
Financial Insurance	0	0,00	0	0,00
Life Insurance	12.657.688	39,68	14.125.637	40,04
Total premium	31.902.808	100	35.279.956	100

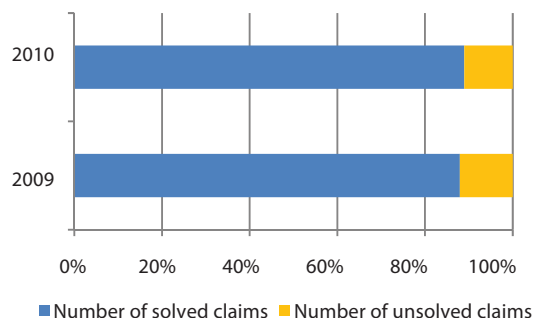
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	5.701	5.015	686	6.424	5.717	707
Share	100	87,97	12,03	100	88,99	11,01

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 8.968.811

- Non-life insurance 8.146.330
- Life insurance 822.481

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Gottfried Wantiscek

Director of Company:

Senada Olević

D.D. ZA OSIGURANJE VGT Visoko

Address/registered office:

Alaudin no. 1, Visoko

Telephone, fax, e-mail, web:

032/730-800; 032/730-830; info@vgt.ba; www.vgt.ba

Number of employees, number of branches:

Company had 273 employees as of December 31, 2010, and it performs business activities in eight branches.

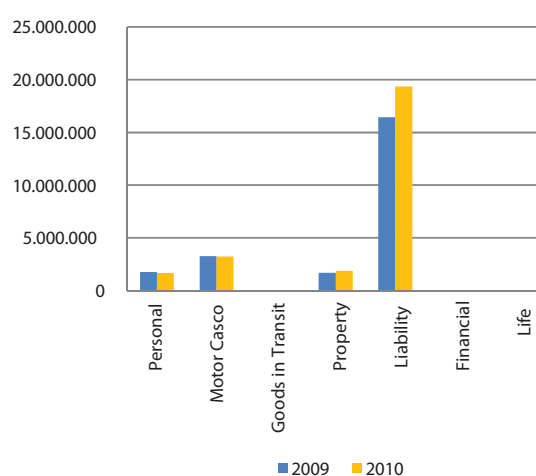
Shareholders' structure at the end of 2010:

- local entities 99,81%
- foreign entities 0,19%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	1.766.652	7,61	1.673.041	6,39
Motor Casco Insurance	3.280.713	14,13	3.239.144	12,37
Goods in Transit Insurance	15.683	0,07	22.016	0,08
Property Insurance	1.711.152	7,37	1.893.370	7,23
Liability Insurance	16.410.545	70,70	19.325.497	73,83
Financial Insurance	28.301	0,12	22.856	0,09
Life Insurance	0	0,00	0	0,00
Total premium	23.213.045	100	26.175.925	100

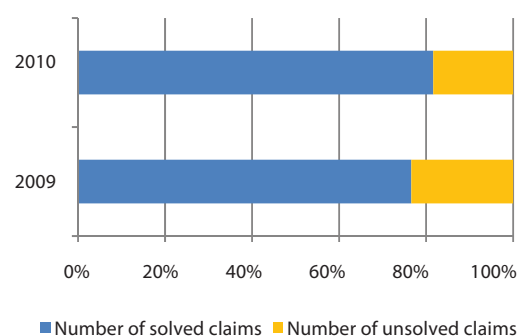
Premium per insurance group in 2009 and 2010



Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	7.578	5.802	1.776	7.710	6.293	1.417
Share	100	76,56	23,44	100	81,62	18,38

Share of the claims solved in 2009 and 2010



Solved claims in 2010 (total): 11.776.737

- Non-life insurance 11.776.737
- Life insurance -

Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Halim Zukić

Director of Company:

Amir Zukić

ZOVKO OSIGURANJE d.d. Žepče

Address/registered office:

Goliješnica bb, Žepče

Telephone, fax, e-mail, web:

032/897-996; 032/897-998; osiguranje@zovko.com; www.zovko.com

Number of employees, number of branches:

Company had 126 employees as of December 31, 2010, and it performs business activities in ten branches.

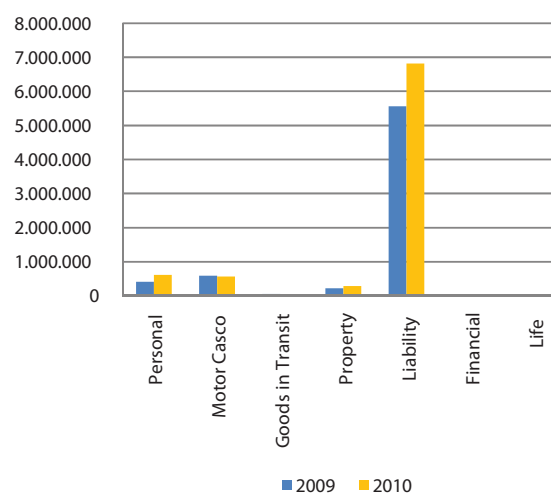
Shareholders' structure at the end of 2010:

- local entities 100%
- foreign entities 0%

Premium per insurance group in 2009 and 2010

Insurance Group	2009		2010	
	Amount of premium in KM	Share in total premium (%)	Amount of premium in KM	Share in total premium (%)
Personal Insurance	406.403	5,97	602.717	7,28
Motor Casco Insurance	580.330	8,53	567.846	6,86
Goods in Transit Insurance	43.595	0,64	8.816	0,11
Property Insurance	207.327	3,05	283.905	3,43
Liability Insurance	5.553.459	81,65	6.816.012	82,30
Financial Insurance	10.650	0,16	2.250	0,03
Life Insurance	0	0,00	0	0,00
Total premium	6.801.765	100	8.281.546	100

Premium per insurance group in 2009 and 2010



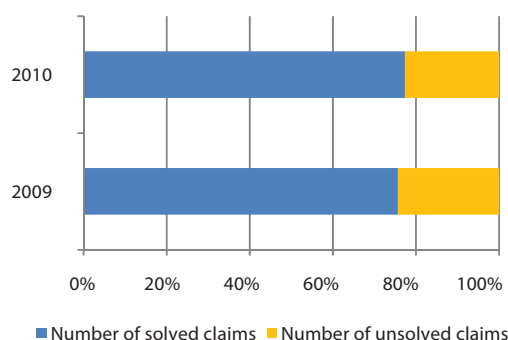
Reported, solved and unsolved claims in 2009 and 2010

Claims	2009			2010		
	Reported	Solved	Unsolved	Reported	Solved	Unsolved
Number	2.067	1.563	504	2.301	1.780	521
Share	100	75,62	24,38	100	77,36	22,64

Solved claims in 2010 (total): 3.174.513

- Non-life insurance 3.174.513
- Life insurance -

Share of the claims solved in 2009 and 2010



Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Ivica Zovko

Director of Company:

Franjo Zovko

BOSNA REOSIGURANJE d.d. Sarajevo

Address/registered office:

Zmaja od Bosne no. 74, Sarajevo

Telephone, fax, e-mail, web:

033/725-500; 033/725-522; info@bosnare.ba; www.bosnare.ba

Number of employees, number of branches:

Company had 27 employees as of December 31, 2010, and it performs business activities in the seat.

Shareholders' structure at the end of 2010:

- local entities 85,19%
- foreign entities 14,81%

Total premium in 2010: KM 51.346.577

- part of premium submitted to reinsurance: KM 28.022.108
- retained part of premium of the Company in 2010: KM 23.324.469

Total revenue of Company in 2010: KM 31.084.778

Damages solved in 2010 (total): KM 21.025.273

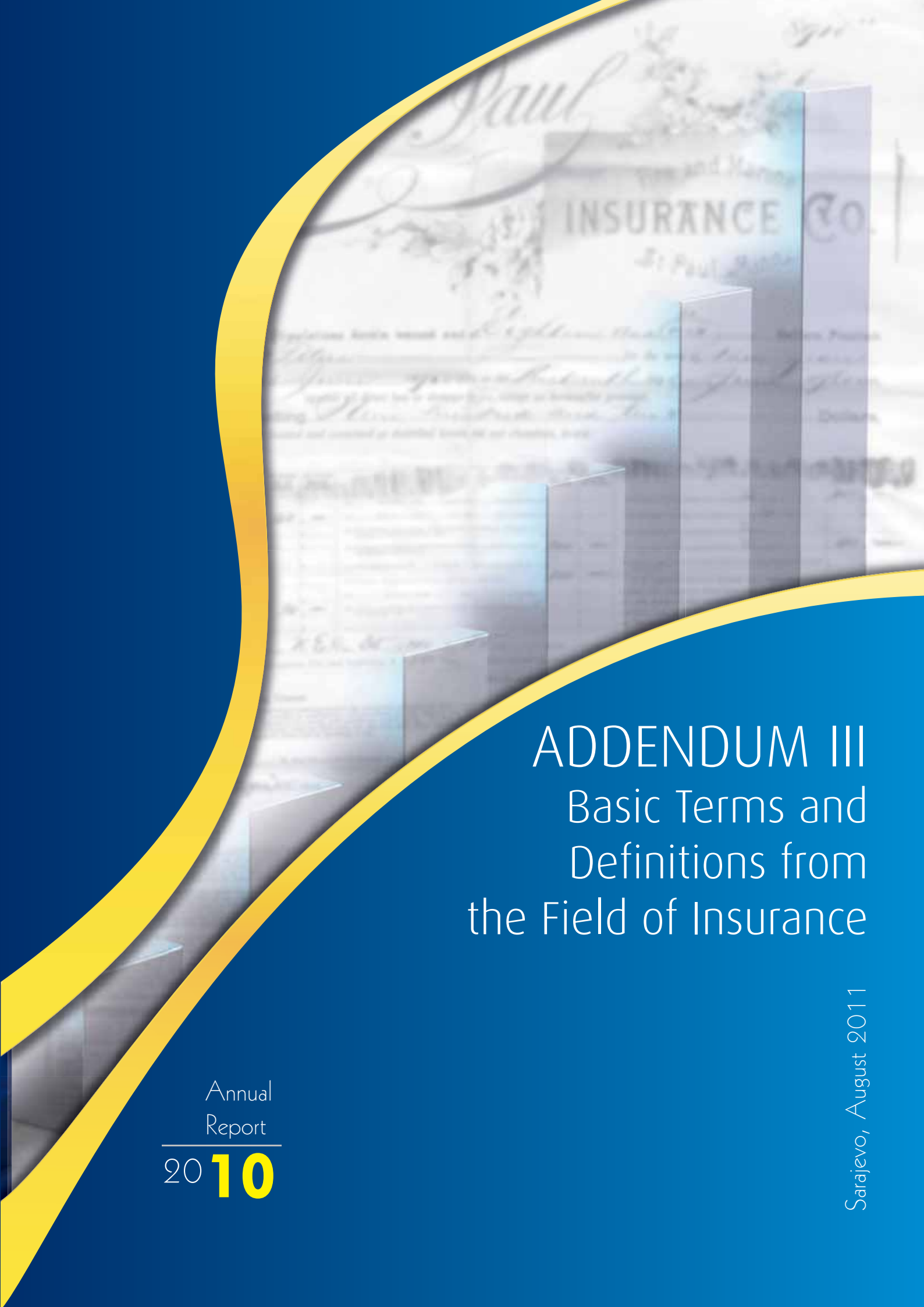
Supervisory/Management Board, Director:

Chairman of Supervisory Board:

Enes Čengić

Director of Company:

Damir Lačević



ADDENDUM III

Basic Terms and Definitions from the Field of Insurance

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Sarajevo, August 2011

1. Insurance operations

are the operations on conclusion of insurance and reinsurance contracts, processing claims for compensation and payment of charges resulting on the basis of such contracts.

2. Insurance offer

is offer of the policyholder to the insurer for the conclusion of insurance contract. Written offer given to the policyholder to enter into an insurance contract is binding for the offerer, if it did not specify shorter period, it is 8 days from the date when the insurer received the offer, and in case of life insurance, subject to medical examination, the deadline is 30 days.

3. Insurance contract

is the legal operation binding the policyholder to pay the insurance premium and the insurer undertakes to pay fees or the agreed amount in case of insured event to the insured or a third party.

4. Insurance policy

is a document referring to the insurance contract, signed by the insurer, and is the consisting part of the insurance contract.

5. Insurance binder

is a document which proves the existence of insurance without presenting the policy. Insurance binder is a shortened form of the policy, containing only basic information on conditions of concluded insurance. It is usually issued in the absence of a general insurance contract, and when insurance policy cannot be immediately issued for technical reasons.

6. Insurance premium

is the sum that policyholder pays to the insurer on the basis of concluded insurance contract. The premium consists of functional premium and expense load. Functional premium includes part of the premium for the function of damage compensation and payment of the contracted amounts, and this part of the premium is called technical premium and part of premium for prevention. Expense load is part of the premium used to cover the costs of conducting business of insurance. This premium is expressed in the gross amount on the insurance policy.

7. Insured sum

is the maximum amount of the insurer's obligation towards the insured person or the insurance beneficiary in case of an insurance event.

8. Insurable risk

means an event that may happen in the future that is uncertain and independent of the exclusive will of the policyholder or the insured party.

9. Insured risk

is an element of insurance contract, an event for which the insurance was agreed. Concept of risk implies the uncertain future event occurring independently of the sole will of the insured party due to which he/she may sustain material damage.

10. Insured event

is an event that can cause damage, and belongs to the risks that insurer covers with its activities.

11. Insurance Compensation

is the amount of money that the insurer is obliged to pay to the insured or beneficiary/beneficiaries of insurance, on the basis of concluded insurance contract when the insured event occurs. In case of private property insurance, insurance compensation is compensation for damage, and in case of life insurance it is the agreed sum.

12. Policyholder

is a legal or natural person who concludes the insurance contract with the insurance company and who pays the insurance premium, but not necessarily has the right to compensations from the insurer (insurance premium). For one contract there can be more policyholders. In most cases the policyholder and the insured are the same persons. In some types of insurance contracts the policyholder and the insured party are different persons.

13. Insured party

refers to the person subject of insurance. In property insurance it is the person with whom the insurance contract is concluded. In private property insurance for the own account, the policyholder is at the same time the insured party, and in case of insurance on behalf of the other party the insured party may be one or more third parties. In life insurance, the insured party is the person for whom the insurance policy is concluded. Person to whom compensation is payable does not have to be the insured party. If the insured and the policyholder are different persons, the written consent of the insured party is required for the validity of the insurance contract.

14. Insurance beneficiary

is a legal or natural person who shall be entitled to compensation from the insurer in the case of insurance event. There can be more beneficiaries for the same insured event in which case they share the compensation.

15. Insurer

is a legal entity that deals with insurance. It is a contracting party to the concluded insurance agreement undertaking within the agreed premium to compensate damage or the insured sum in case of insurance event.

16. Reinsurance

is a separate insurance activity, which is realized by the insurer carrying on to the reinsurer a part of the risk previously assumed in the insurance and in turn it pays to the reinsurer the reinsurance premium (direct reinsurance). Part of the reinsurance risk assumed by the insurer, the reinsurer may further transfer to another reinsurer (retrocession), and that one can extend this further to the third one, etc.

17. Reinsurer

FBiH law - Reinsurer is the contracting party of the reinsurance contract that accepts the part of the risk of the insurer, for which it receives a reinsurance premium.

18. Reinsured party

is the contracting party of the reinsurance contract that cedes one part of its obligations to the reinsurer for covering the reinsurance premium.

19. Insurance brokerage

is done by the insurance brokers and insurance agents. The insurance company cannot perform the activity of direct insurance or reinsurance business through intermediaries in the insurance, which are not registered in a special registry maintained by the Insurance Supervisory Agency of FBiH and RS Insurance Agency.

20. Insurance agency business

implies initiating, proposing and conducting the preparation and conclusion of insurance contracts on behalf and for the account of one or more insurers for insurance products that are not competitive. Exceptionally, the representation of several insurers for products that are competitive is allowed if there is a written approval of the company represented for insurance.

21. Insurance agent

is a natural person who performs activities of representations in insurance and who has the relevant license of the Agency. Insurance agent is a person authorized by the insurer for concluding of the insurance contracts. Insurer may give authority for the conclusion of all types of insurance and for some types of insurance. If authorization is given for concluding only certain types of insurance, then the authorization has to state for which types of insurance the agent is authorized.

22. Insurance broker

is the legal or natural person who independently performs activities whose sole task is to connect persons looking for insurance or reinsurance and insurance and reinsurance companies, on behalf of the insured and reinsurer, for insurance or reinsurance risk, and, when necessary, to assist in the preparation and execution of these contracts, especially in the case of submitting a request for compensation. Insurance broker will be paid a commission from the insurance or reinsurance company, which will not be binding for him/her when selecting insurance or reinsurance companies.

23. Technical reserves

for life insurance is when the policyholder bears the investment risk, they include liabilities of the insurer for the life insurance policies whose agreed sum and share in profit is determined by investments in capital for which the policyholder bears the investment risk or which are indexed. Provisions to cover the risk of death or other risks, and costs for conducting the activities are shown in the mathematical reserves of life insurance.

24. Mathematical reserves

of life insurance is the difference between the present value of all future obligations of insurer under contracts of life insurance and the present value of future policyholders' obligations based on these contracts. Mathematical reserve is part of the technical reserves of insurer. This occurs because, for practical reasons, in the course of annual insurance the premiums are equal, although due to the increased risk of death, natural premium increases each year. Thus the premium in the first years of insurance is higher, and then it is less than the natural premium, so the insurer must keep the unspent part of the premium, so-called savings premium, which makes the mathematical reserve.

25. Actuary

is an expert dealing with uncertainty and risk while applying specialist knowledge in mathematics, statistics and economics in order to reduce different types of risks and uncertainties to the minimum statistically acceptable levels.

Appointed actuary is an individual that is authorized by the competent authorities to perform actuarial tasks.

26. Bank insurance

is a new form of life insurance sales through banks. By offering the broadest possible range of financial services in one place, banks and insurers hope for a more efficient utilization of resources of their clients and thereby for an increase of their own profits. The main arguments for the concept of bank insurance are cost savings and better utilization of existing channels of sale.

27. Franchise

is participation of insured in a damage. It is also called contractual retention. Franchise means the amount or percentage provided by the insurance contract by which the amount of damage is not recoverable from insurance, although this damage is normally covered by insurance. It is shown as percentage of the insured amount or damages, or as an absolute amount.

28. Waiting period

is a period at the beginning of the agreed insurance period during which the insurer is not obligated if the insured event occurs.

29. Malus

is an allowance to a premium embedded in the tariffs which insurer charges to an insured for individual unfavorable ratio of premiums and claims; increase in premium rates to the insured for the next period if the damages through earlier agreed period substantially exceed the total premiums paid.

30. Over insurance

occurs when the sum or the sum insured, i.e. the amount to which an object is insured, is more than the actual value of insured items. If a difference between the sum insured and the insured value is significant, the insurer or the insured may propose reducing the premium and sum insured. In the event of damage occurrence insurer is bound to the total amount of damages, assuming that the contractor of insurance has no evil intentions.



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ADDENDUM IV Law on Insurance Agency of Bosnia and Herzegovina

Sarajevo, August 2011

LAW ON

INSURANCE AGENCY OF BOSNIA AND HERZEGOVINA

Article 1

General Provisions

The Law regulates the insurance industry in Bosnia and Herzegovina by ensuring the necessary coordination of the insurance laws in both Entities, within the Entities and in Bosnia and Herzegovina; insurance related activities carried out in Bosnia and Herzegovina; creation, location, structure, status, scope of work, management, rights, obligations and financing of the Insurance Agency of Bosnia and Herzegovina (“Agency”).

Article 2

Purpose

The purpose of this Law is to provide that the Agency, by adhering to its general principles and goals, ensures:

- a. uniform implementation of the insurance law between the Entities, a smooth and efficient cooperation between the FBiH and RS Entity insurance supervisory agencies, and a equal and just implementation of the Entity laws.
- b. full reconciliation of the Entity insurance legislations to provide equal and just treatment of all insurance organizations in both Entities and the District of Brcko of Bosnia and Herzegovina (“District of Brcko”) and to provide equal legal protection to the insurers and the claimants on the territory of Bosnia and Herzegovina.
- c. That the insurance legislation in Bosnia and Herzegovina is and remains reconciled with the corresponding insurance-related European Union legislation.
- d. Coordinated representation of Bosnia and Herzegovina in organizations dealing with insurance on the international level and to ensure continuous cooperation therewith.
- e. Continuous cooperation with the Entity and the District of Brcko insurance supervision agencies in order to resolve litigations between the supervisory agencies related to uniform interpretation of the insurance legislation on the Entity and the District of Brcko levels by issuing written declarations and opinions. These written declarations and opinions will ensure uniform implementation of the insurance legislation.
- f. The Agency provides and maintains all relevant data about the insurance market in Bosnia and Herzegovina.

Article 3

Creation, Status, Location and Structure

This Law creates the Insurance Agency of Bosnia and Herzegovina, an independent organization reporting to the Council of Ministers.

The Agency’s headquarters will be located in Sarajevo.

The Agency is managed by the Administrative Board of seven.

The structure of the Board and the election of its member are regulated by this Law.

The President of the Administrative Board is an expert in the field of finance, an insurance specialist, and is appointed by the Council of Ministers of Bosnia and Herzegovina.

The Council of Ministers of Bosnia and Herzegovina appoints the President of the Administrative Board and two more Board members, one being a representative of the Ministry of Finance and Treasury of Bosnia and Herzegovina and the other a representative from the insurance industry. The members elected by the Council of Ministers of Bosnia and Herzegovina should also represent the constituent people of Bosnia and Herzegovina.

The Entity Ministries of Finance suggest two members each, one from the Entity Ministry of Finance and one from the insurance industry.

The Council of Ministers of Bosnia and Herzegovina decides on the appointments of the Board members coming from the Entities.

The Board members are appointed on a three-year term, with the first appointment terms ranging from one to three years to provide annual reappointment of the two Board members coming from the Entities.

The Board members can be reappointed several times, in accordance to the applicable regulations.

The Board members' appointment decisions are published in the "Official Gazette of BiH" and the gazettes of the Entities and the District of Brcko.

The Administrative Board elects the Director of the Agency in accordance to the State Administration Law of BiH, while the Council of Ministers of BiH makes an official decision to execute the appointment of the Director.

Article 4

Activities

Within three months from the date of creation the Administrative Board of the Agency will create procedures to regulate the execution of general and administrative duties and to grant decision making authority to the Agency, and to regulate employment status of the Agency's staff.

Within three months from the date of Administrative Board members' appointment, the Agency will submit drafts of the legislative documents to the Council of Ministers of Bosnia and Herzegovina.

Upon the Council of Ministers of Bosnia and Herzegovina's approval, these legislative documents will be published in the "Official Gazette of BiH" and the gazettes of the Entities and the District of Brcko.

Article 5

Financing

The Agency is financed from the Budget of the Institutions of Bosnia and Herzegovina, from international obligation of Bosnia and Herzegovina and participatory contributions of the Entity governments. The financing according to the Memorandum on Financing the Work of the Agency signed by the Council of Ministers of Bosnia and Herzegovina and the Entity governments.

Article 6

Legislative Role

The Administrative Board of the Agency is responsible for drafting Entity-level laws and other legislative documents; drafting amendments and changes to the existing insurance legislation; approving drafts of the laws and other legislative documents submitted by one of both Entities, including:

- a. submission, to the Entity ministries, of drafts of the laws concerning the implementation of the European Union legislation or of guidelines for reconciliation of Entity level legislation;
- b. submission, to the Entity ministries of finance, of drafts of amendments or changes to the existing Entity-level insurance legislation, including proposals to introduce other types of insurance;
- c. approvals of drafts to amend or change Entity-level insurance legislation, which are proposed by one or both Entities.

When the Administrative Board of the Agency submits, to the Entity ministries, a draft of the law that pertains to the implementation of the European Union Council regulations with a direct effect within the European Union, the Entity parliaments will enact and put into effect such legislation without amendments.

Article 7

Arbitration of litigations between the insurance agencies

In case of any litigation or a need to provide guidelines or interpretation of regulations to or between the Entity and the District of Brcko insurance supervisory agencies regarding the reconciliation of the supervisory authorities between the Entities and the District of Brcko, each of the agencies can submit a request or inquiry to the Administrative Board of the Agency. Such requests and inquiries should contain the nature of the problem and should relate to supervision of insurance business activities between the Entities and the District of Brcko, or the Entities, the District of Brcko and foreign countries, or regarding the supervision of the free flow of insurance service on the territory of Bosnia and Herzegovina.

In case of a litigation, the members of the Administrative Board of the Agency will act as a mediating council or will appoint one or more members or the third party to resolve the issue in a peaceful manner.

The third party will be appointed on the basis of its expertise and qualifications to resolve a particular issue and does not have to be a citizen of Bosnia and Herzegovina.

In case a request is received to interpret or provide instructions on an Entity or the District of Brcko issue or the issue regarding the state law or the insurance authorization and supervisory practice, the members of the Administrative Board of the Agency will review the issue, while the representatives of the Entity and the District of Brcko insurance supervisory agencies and other witnesses and experts will be summoned to deliver oral and written counts.

Upon the completion of the hearings, the Administrative Board of the Agency will deliver a conclusion. The conclusion represent a legally binding decision regarding the best practice to follow or the uniform interpretation of the insurance legislation by one or both Entity insurance supervision agencies and the District of Brcko.

The Administrative Board of the Agency is authorized to conduct its own investigations, whether they're initiated by the Board following the request made by the Entity or the District of Brcko courts, insurers, insurance organizations or their brokers. The Board is also authorized to monitor the authorities' supervisory activities are conducted to ensure their cooperation in accordance to their duties as defined by this Law or Entity or the District of Brcko insurance laws. It is also authorized to use other means to ensure uniform implementation of the insurance legislation in each Entity and the District of Brcko.

All litigation settlement procedures and all procedures to resolve issues are done in accordance to the regulations enacted per definition of the Article 4 of this Law.

Article 8

Implementation of Decisions made by Administrative Board

Agencies for insurance supervision in both Entities and the District of Brcko are obliged to implement instructions, decisions, and findings of the Administrative Board of the Agency. The Administrative Board's decisions are legally binding in both Entities and the District of Brcko. The Entity and the District of Brcko insurance supervision agencies are obliged to implement these decisions in their entirety.

Article 9

International Relations

The Agency is responsible for international relations of Bosnia and Herzegovina in the area of insurance. This includes appointment of representatives who will attend international and regional forums, European Union insurance supervision, legislative and expert forums.

Appointment of these representatives will be duly executed to warrant equal representation of regional insurance industries in both Entities and the District of Brcko. All decisions made on the international level, with the participation of the Agency, will be binding for both Entities and the District of Brcko.

The Agency is responsible to provide all reports about the Insurance Law and its implementation as such may be

requested by the European Union. These reports will be provided to evaluate harmonization of the Bosnia and Herzegovina's legislation with the European Union standards.

The Agency is responsible to manage all issues related to the insurance of export credits extended to the exporters from Bosnia and Herzegovina.

The Agency will represent Bosnia and Herzegovina in all issues related to creation of insurance organizations' subsidiaries, representative offices or affiliates in any one of the Entities or the District of Brcko. Such representation will be executed with recommendation from the corresponding Entity insurance supervisory agency. The Agency's duties include all necessary coordination and cooperation between the Entity insurance supervisory agency and a corresponding foreign insurance supervisory agency.

The Agency enters into information sharing agreements with appropriate authorities of other countries, and it cooperates with the Entity insurance supervisory agencies.

The Agency cooperates with the Entity insurance supervisory agency when requested to do so by a foreign insurance supervisory agency.

The Agency performs due diligence tests of an insurance organization's liquidity certificate issued the Entity insurance supervisory agency for purposes of opening affiliate offices abroad.

The Agency shares information with the Entity insurance supervisory agencies regarding international insurance best-practices, international insurance statistics and other information received while participating on international insurance forums and which can assist the Entity insurance supervisory agencies in their daily operations.

Article 10

Green Card Bureau

The Agency monitors the work of the Green Card Bureau of Bosnia and Herzegovina with respect to the implementation of the requests made by the Bureau Council and in accordance to the laws and regulations applicable to the business activities of the Green Card Bureau of Bosnia and Herzegovina.

Article 11

Statistics Service

The Agency keeps the statistics regarding the activities of the insurance markets in Bosnia and Herzegovina. The statistics reports are developed from the Annual Reports of the Entity and the District of Brcko insurance supervisory agencies. The Agency will, having previously obtained an approval from the Administrative Board of the Agency, publish such statistics in the "Official Gazette of BiH" and the gazettes of the Entities and the District of Brcko.

Acting on behalf of Bosnia and Herzegovina, the Agency is responsible to deliver the statistics reports to the European Commission or any other international organization that has formally requested such reports.

Article 12

Closing Provisions

The Council of Ministers will appoint the member of the Administrative Board within 60 days from the date this Law came into effect.

Article 13

Date of Effect

This Law comes into effect on the eighth day from the date of publishing in the "Official Gazette of BiH" and the gazettes of the Entities and the District of Brcko.



ADDENDUM V

Laws and By-laws in BiH Insurance Sector

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Sarajevo, August 2011

Laws and By-laws

Legal Framework for Operations of the BiH Insurance Agency

Law on the BiH Insurance Agency ("BiH Official Gazette", No. 12/04).

Laws Regulating the FBiH Insurance Sector

- Law on Insurance Companies in Private Insurance ("FBiH Official Gazette", No. 24/05 and 36/10);
- Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("FBiH Official Gazette", No. 22/05);
- Law on Intermediation in Private Insurance ("FBiH Official Gazette", No. 22/05).

Laws Regulating the RS Insurance Sector

- Law on Insurance Companies ("RS Official Gazette", No. 17/05, 01/06, 64/06 and 74/10);
- Law on Insurance against Motor Liability and other Provisions on Compulsory Insurance against Liability ("RS Official Gazette", No. 17/05, 64/06 and 12/09);
- Law on Insurance Intermediation ("RS Official Gazette", No. 17/05, 64/06 and 106/09);
- Law on Voluntary Pension Funds and Pension Plans ("RS Official Gazette", No. 13/09);
- Law on Committee for Coordination of Supervision of Financial Sector of Republic of Srpska ("RS Official Gazette", No. 49/09).

By-laws of the FBiH Insurance Supervisory Agency

- Rulebook on Conditions for Conducting Activities of Insurance Representation in Public Companies - Postal Operators ("FBiH Official Gazette", No. 37/10);
- Rulebook on the Persons on Significant Positions in Insurance Companies ("FBiH Official Gazette", No. 16/10);
- Rulebook on Liquidity of Insurance Companies ("FBiH Official Gazette", No.16/10 corr. and 19/10);
- Rulebook on the Procedure of Supervision ("FBiH Official Gazette", No. 62/09);
- Rulebook on the Minimal Contents of an Auditor's Report ("FBiH Official Gazette", No. 80/06);
- Rulebook on the Elements and Control of the Solvency Margin ("FBiH Official Gazette", No. 80/06);
- Rulebook on the Level and Manner of Funds Investment ("FBiH Official Gazette", No. 72/09);
- Rulebook on Technical Reserves ("FBiH Official Gazette", No. 80/06);
- Rulebook on the Exam for Obtaining the Insurance Intermediary License ("FBiH Official Gazette", No. 80/06);
- Rulebook on Property Blocking and Insurance Broker's Insurance against Liability ("FBiH Official Gazette", No. 80/06);
- Rulebook on the Additional Supervision of the Group of Insurers ("FBiH Official Gazette", No. 81/06);
- Rulebook on Preconditions for Obtaining the Actuary License ("FBiH Official Gazette", No. 81/06);
- Amendments to the Rulebook on the Method of Recording and Managing of the Registry of Insurance Intermediaries with the FBiH Insurance Supervisory Agency ("FBiH Official Gazette", No. 46/07);
- Rulebook on the Method of Recording and Managing of the Registry of Insurance Companies and Insurance Companies' Subsidiaries with the FBiH Insurance Supervisory Agency ("FBiH Official Gazette", No. 71/05);
- Rulebook on the Method of Recording and Managing of the Registry of Insurance Intermediaries with the FBiH Insurance Supervisory Agency ("FBiH Official Gazette", No. 71/05);
- Rulebook on the Method of Recording and Managing of the Registry of Certified Actuaries with the FBiH Insurance Supervisory Agency ("FBiH Official Gazette", No. 71/05);
- Rulebook on Internal Audit of Insurance Companies (Expert Council of Agency from February 17, 2009);
- Rulebook on Record of the Requests for the Payment of Damages in Non-life Insurance with the Insurance Companies (Expert Council of Agency from February 17, 2009).

- Instruction on Issuing the Approvals for the Appointment of Persons to the Important Posts in the Insurance Companies (www.nados.ba);
- Instruction on the Form and Content of the Insurance Companies' Reports ("FBiH Official Gazette", No. 3/07).

- Decision on Number of the Votes of Members of Protection Fund of the Federation of BiH for period January – March 2011 ("RS Official Gazette", No. 88/10);
- Decision on Temporary Financing of Protection Fund of the Federation of BiH for period January – March 2011 ("FBiH Official Gazette", No. 88/10);
- Decision on Number of the Votes of Members of Protection Fund of the Federation of BiH for 2010 ("FBiH Official Gazette", No. 16/10);
- Decision on Payment of Contribution to the Protection Fund of the Federation of BiH in 2010 ("FBiH Official Gazette", No. 16/10);
- Decision on Number of the Votes of Members of Protection Fund of the Federation of BiH for period January – March 2010 ("FBiH Official Gazette", No. 1/10);
- Decision on Temporary Financing of Protection Fund of the Federation of BiH for period January – March 2010 ("FBiH Official Gazette", No. 1/10);
- Decision on Reports of the Branches of the Insurance Companies from Republic of Srpska ("FBiH Official Gazette", No. 62/09);
- Amendments to Decision on Payment of Contribution to the Protection Fund of the Federation of BiH in 2009 ("FBiH Official Gazette", No. 62/09);
- Amendments to Decision on Number of the Votes of Members of Protection Fund of the Federation of BiH in 2009 ("FBiH Official Gazette", No. 62/09);
- Decision on Insurance Intermediaries' Reports ("FBiH Official Gazette", No. 30/09);
- Decision on Number of Votes of the Members of Protection Fund of the Federation of BiH in 2009 ("FBiH Official Gazette", No. 30/09);
- Decision on Payment of Contribution to the Protection Fund of the Federation of BiH in 2009 ("FBiH Official Gazette", No. 30/09);
- Amendments to Decision on Insurance Intermediaries' Reports ("FBiH Official Gazette", No. 30/09);
- Decision on Documents that have to be Enclosed with the License Application Form ("FBiH Official Gazette", No. 31/09);
- Decision on Insurance Companies' Reports ("FBiH Official Gazette", No. 80/06);
- Decision on Insurance Intermediaries' Reports ("FBiH Official Gazette", No. 80/06);
- Decision on the Content of the Motor Insurance Policy ("FBiH Official Gazette", No. 80/06);
- Decision on the Insurance Conditions with a Foreign Insurer ("FBiH Official Gazette", No. 81/06);
- Decision on Insurance against Legal Protection Expenses and Assistance Insurance ("FBiH Official Gazette", No. 81/06);
- Decision on Number of Votes of the Members of Protection Fund of the Federation of BiH for 2008 (Agency Expert Council's Decision from February 14, 2008);
- Decision on Payment of Contribution to the FBiH Protection Fund in 2008 (Agency Expert Council's Decision from February 14, 2008);
- Decision on Fees and Tariffs of the FBiH Insurance Supervisory Agency ("FBiH Official Gazette", No. 16/10);
- Decision on Defining of the List of Indicators for Identification of Suspicious Transactions ("FBiH Official Gazette", No. 46/07);
- Decision on the Dynamics of Reconciliation of the Minimal Shareholders Capital and Insurance Company's Guarantee Fund ("FBiH Official Gazette", No. 71/05);
- Decision on Breakdown of Joint Items into Life and Non-life Insurance Categories ("FBiH Official Gazette", No. 6/07);
- Decision on Fixing the Obligatory Insurance Amount for the Motor Insurance Agreements ("FBiH Official Gazette", No. 32/07);
- Decision on Insurance Types ("FBiH Official Gazette", No. 32/07);
- Decision on costs of the offence order ("FBiH Official Gazette", No. 46/07).

- Criteria for Unearned Premiums (www.nados.ba);
- Criteria for Claims Reserve (www.nados.ba);
- Criteria for Mathematical Reserve of Life Insurances and Other Insurance Types that are Subject to Calculation of Mathematical Reserve (www.nados.ba).

By-laws of the RS Insurance Agency

- Rulebook on the Content, Methods of Collecting, Managing and Accessing Data from the Registry of Information Center ("RS Official Gazette", No. 66/10);
- Rulebook on the Implementation of the Law on Protection of Personal Data ("RS Official Gazette", No. 66/10);
- Rulebook on the Minimum Content of Agreements on Representation in Insurance and Accounting of Fees of Insurance Agents ("RS Official Gazette", No. 2/10);
- Rulebook on the Chart of Accounts and Content of the Chart of Accounts for Insurance Companies ("RS Official Gazette", No. 90/09 and 93/09);
- Rulebook on Content and Form of Patterns of Financial Statements for Insurance Companies ("RS Official Gazette", No. 97/09);
- Rulebook on Manner of Assessment and Monitoring of the Liquidity of the Insurance Companies ("RS Official Gazette", No. 80/09);
- Rulebook on Manner of Appraisal of the Balance and Off-balance Items of the Insurance Companies ("RS Official Gazette", No. 10/09);
- Rulebook on the Amount and Method of Investment for Covering of the Technical Reserves and Minimal Guarantee Fund of Insurance Companies ("RS Official Gazette", No. 131/10);
- Rulebook on Issuance and Revocation of the Approvals to the Persons on Significant Positions in Insurance Companies ("RS Official Gazette", No. 38/08);
- Amendments to the Rulebook on Issuance and Revocation of the Approvals to the Persons on Significant Positions in Insurance Companies ("RS Official Gazette", No. 71/10);
- Rulebook on Content of the Report of Independent Auditor in Financial Audit and Other Reports of the Insurance Companies ("RS Official Gazette", No. 106/08);
- Amendments to the Rulebook on Content of the Report of Independent Auditor in Financial Audit and Other Reports of the Insurance Companies ("RS Official Gazette", No. 7/08);
- Rulebook on Supervision of the Participants at the Insurance Market ("RS Official Gazette", No. 5/08);
- Rulebook on Elements and Control of Solvency Margin of the Insurance Companies in Republic of Srpska ("RS Official Gazette", No. 101/07);
- Rulebook on the Method of Recording and Managing of the Registry of Insurance companies and Insurance Companies' Subsidiaries with the RS Insurance Agency ("RS Official Gazette", No. 5/08);
- Rulebook on the Method of Recording and Managing of the Registry of Insurance Intermediaries with the RS Insurance Agency ("RS Official Gazette", No. 57/06);
- Amendments to the Rulebook on the Method of Recording and Managing of the Registry of Insurance Intermediaries with the RS Insurance Agency ("RS Official Gazette", No. 76/07);
- Decision on the Form and Content of Applications for Registration of Insurance Intermediaries with RS Insurance Agency;
- Rulebook on the Method of Recording and Managing of the Registry of Certified Actuaries with the RS Insurance Agency ("RS Official Gazette", No. 57/06);
- Rulebook on Preconditions for Obtaining and Revocation of the Title of Authorized Actuary License ("RS Official Gazette", No. 57/06);
- Rulebook on Amendments of the Rulebook on Preconditions for Obtaining and Revocation of the Title of Authorized Actuary License ("RS Official Gazette", No. 71/08);
- Rulebook on Life Insurance Related to Investments ("RS Official Gazette", No. 116/06);
- Rulebook on Technical Reserves ("RS Official Gazette", No. 116/06).

- The Decision on the Mandatory Content of the Policy of Liability Insurance for Motor Vehicles and Method of Keeping Records of Issued Insurance Policies ("RS Official Gazette", No. 110/10);
- Amendments to Decision on Determining and Calculation of Contributions to the RS Protection Fund, Deadlines for Payment and Keeping the Funds Contributed ("RS Official Gazette", No. 40/10);

- Decision on Determining and Calculation of Contributions to the RS Protection Fund, Deadlines for Payment and Keeping the Funds Contributed ("RS Official Gazette", No. 80/09);
- Decision on Fees and Tariffs of the RS Insurance Agency ("RS Official Gazette", No. 56/10);
- Supplements to Decision on Payment of Contribution to the RS Protection Fund in 2010 ("RS Official Gazette", No. 91/10);
- Decision on Payment of Contribution to the RS Protection Fund in 2010 ("RS Official Gazette", No. 37/10);
- Supplements to Decision on Payment of Contribution to the RS Protection Fund in 2009 (MB of Agency from August 21, 2009);
- Decision on Payment of Contribution to the RS Protection Fund in 2009 ("RS Official Gazette", No. 31/09);
- Decision on Temporary Payment of Contribution to the RS Protection Fund for period January – March 2010 ("RS Official Gazette", No. 7/10);
- Decision on Temporary Payment of Contribution to the RS Protection Fund for period January – March 2009 ("RS Official Gazette", No. 10/09);
- Decision on Payment of Contribution to the RS Protection Fund in 2008 ("RS Official Gazette", No. 33/08);
- Supplements to Decision on Payment of Contribution to the RS Protection Fund in 2008 ("RS Official Gazette", No. 106/08);
- Decision on Temporary Payment of Contribution to the RS Protection Fund for period January – March 2008 ("RS Official Gazette", No. 7/08);
- Supplements to Decision on Payment of Contribution to the RS Protection Fund in 2007 ("RS Official Gazette", No. 5/08);
- Decision on Payment of Contribution to the RS Protection Fund in 2007 ("RS Official Gazette", No. 22/07);
- Decision on Payment of Contribution to the RS Protection Fund in 2006 ("RS Official Gazette", No. 57/06);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for 2010 ("RS Official Gazette", No. 91/10);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for 2009 ("RS Official Gazette", No. 28/09);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for the period January – March of 2010 ("RS Official Gazette", No. 7/10);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for the period January – March of 2009 ("RS Official Gazette", No. 10/09);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for 2008 ("RS Official Gazette", No. 38/08);
- Decision on Temporary Payment of Fee for Supervision to the RS Insurance Agency for the period January – March of 2008 ("RS Official Gazette", No. 7/08);
- Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2010 ("RS Official Gazette", No. 2/10);
- Correction of Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2010 ("RS Official Gazette", No. 91/10);
- Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2009 ("RS Official Gazette", No. 10/09);
- Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2008 ("RS Official Gazette", No. 5/08);
- Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2007 ("RS Official Gazette", No. 27/07);
- Decision on Number of the Votes of Members of the Assembly of RS Protection Fund in 2006 ("RS Official Gazette", No. 57/06);
- Decision on Content and Form of the Official Identification Document of the RS Insurance Agency ("RS Official Gazette", No. 10/09);
- Decision on Conditions in which Insurance Company may conclude the Reinsurance Contract with the Reinsurance Company which has no License for operation in BiH ("RS Official Gazette", No. 32/08);
- Decision on Form and Content of Insurance Companies' Reports ("RS Official Gazette", No. 36/07);
- Decision on Share of the Insurance Companies in Financing of the RS Insurance Agency in 2007 ("RS Official Gazette", No. 27/07);
- Decision on Types of Insurance ("RS Official Gazette", No. 57/06);
- Instructions for Application of the Decision on the Insurance Types (MB of Agency from May 29, 2007);

- Decision on Determining of the Minimum Amount for which Third Party Insurance must be contracted (“RS Official Gazette”, No. 57/06);
- Amendments of the Decision on Determining of the Minimum Amount for which Third Party Insurance must be contracted (“RS Official Gazette”, No. 27/07);
- Decision on Giving the Consent on Organization of the RS Protection Fund (“RS Official Gazette”, No. 57/06);
- Decision on Determining the List of Persons Authorized to Conduct Inspection of Insurance Companies (“RS Official Gazette”, No. 70/06);
- Amendments of the Decision on Preparation of the List of Persons Authorized to Conduct Inspection of Insurance Companies (“RS Official Gazette”, No. 15/07);
- Decision on the Scope, Method and Deadline for Submission of Data which Insurance Intermediaries are Obligated to Send to the RS Insurance Agency (“RS Official Gazette”, No. 116/06);
- Decision on Documents that Have to Be Enclosed with the License Application Form (“RS Official Gazette”, No. 116/06);
- Decision on Insurance against Legal Protection Expenses and Assistance Insurance (“RS Official Gazette”, No. 15/07);
- Decision on the Insurance Conditions with a Foreign Insurer (“RS Official Gazette”, No. 15/07);
- Decision on Insurance Companies’ Reports (“RS Official Gazette”, No. 15/07);
- Decision on the Contents of the Certified Actuary’s Opinion (“RS Official Gazette”, No. 15/07).

- Program for Taking the Exam for Insurance Intermediary (“RS Official Gazette”, No. 116/06).

- Conclusion on the Payment by Post or Bank (MB of Agency from March 4, 2008).

- Order – premium system from October 3, 2008;
- Supplement to Order from October 29, 2008.

Ombudsman

- Rulebook on Ombudsman in Insurance (MB of Agency from November 2, 2007);
- Amendments to the Rulebook on Ombudsman in Insurance (MB of Agency from December 17, 2008);
- Rules of Procedure on Ombudsman in insurance (MB of Agency of December 17, 2008);
- Resolution on Election of Ombudsman in Insurance of Republic of Srpska (MB of Agency from March 4, 2008);
- Decision on Compensation for Funding the Work of Ombudsman in Insurance (MB of Agency from September 13, 2009);
- Decision on Payment of Annual Fees for the Financing of the Work of Insurance Ombudsman of Republic of Srpska in 2009 (Agency Director from March 27, 2009).

Voluntary Pension Funds

- Rulebook on Content and Standardized Form of Requirements for Issuing a License to the Voluntary Pension Fund Management Company and Permits for Establishment and Management of Voluntary Pension Funds (MB of Agency from June 15, 2009);
- Rulebook on Minimum Conditions of Organizational, Personal and Technical Capacity of the Voluntary Pension Fund Management Company (MB of Agency from June 15, 2009);
- Rulebook on Manner of Opening of Individual Accounts, Keeping the Register of Individual Accounts, Transfer of Funds and Giving Statements from the Individual Accounts of Voluntary Pension Fund’s Member (MB of Agency from June 15, 2009);
- Rulebook on Advertising and Marketing of Voluntary Pension Funds (MB of Agency from June 15, 2009);
- Rulebook on the Contents of the Prospectus and Simplified Prospectus of Voluntary Pension Funds (MB of Agency from June 15, 2009).

Code of Business Ethics of Insurance Companies in Republic of Srpska (Ombudsman from February 20, 2009).