



Banc Ceannais na hÉireann
Central Bank of Ireland

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Private Motor Insurance Mid-Year 2024 Settled Claims Data Release

National Claims Information Database

July 2025

Mid-Year Private Motor Insurance Data Release

Introduction

The focus of this Mid-Year Private Motor Insurance Data Release is to provide updated information on:

- Settled Claims Trends
- The Personal Injuries Guidelines

This data release is based on data up to and including the first half of 2024. The term “H1 2024” is used throughout to refer to the period 1 January 2024 to 30 June 2024. This report highlights key findings and emerging trends, while the accompanying data annex¹ provides an update to the underlying data.

Supporting documentation, market coverage and the list of participating insurers can be found in the appendices.

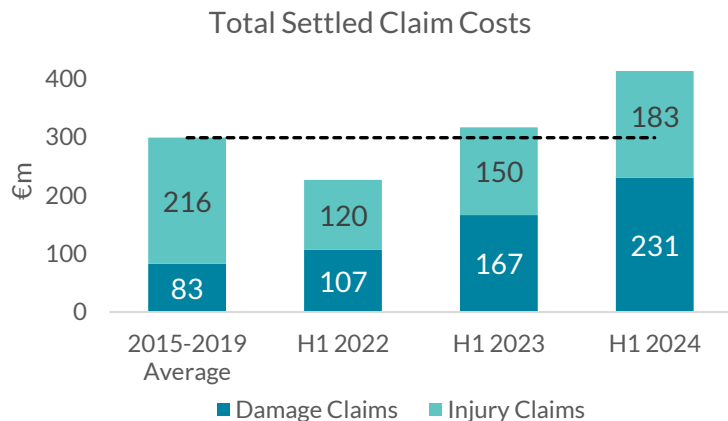
¹ The data annex is published alongside the report on the [NCID Private Motor Insurance webpage](#).

Key Findings

The total cost of claims settled in H1 2024 was €414m, excluding nil claims. This was a **23% increase on H2 2023** and **38% higher** than the pre-COVID 2015-2019 average.

This is primarily driven by an increasing trend in the total cost of **damage claims** since 2022.

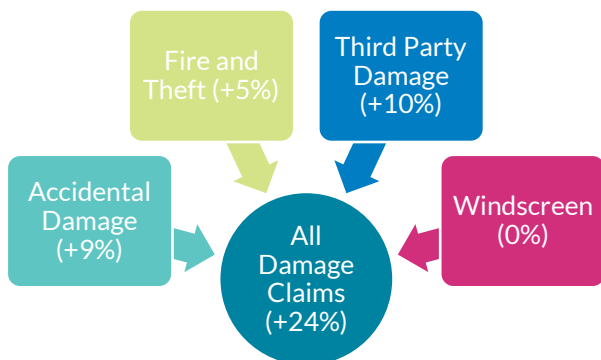
Total injury claims cost increased by **13% in H1 2024**, but were still **16% lower** than the pre-COVID average.



Change in Total Claim Cost in H1 2024 relative to the 2015-2019 average



Damage Average Claim Cost H1 2024 vs H2 2023, by claim type



Both the number and average cost of damage claims increased in H1 2024.

The number of damage claims settled increased by **7% in H1 2024** and was **32% higher** than the 2015-2019 average.

The average cost of a damage claim **increased by 24% in H1 2024 to €3,150**,

The number of injury claims settled **increased by 10% in H1 2024** compared to H2 2023, but remained **20% lower than the 2015-2019 average**.

For injury claims that settled for less than €100,000 in H1 2024:

- Average compensation cost was down **23% compared to 2020**, while
- The average total cost **decreased by 13%**.



When including all injury claims however, the average total cost is effectively unchanged at **€38,553**. This highlights the contribution of large injury claims towards total claims costs.

In H1 2024, **75%** of all claims settled under the Personal Injury Guidelines (**46%** of litigated claims).

Settled Claim Trends

Key Findings

The total cost of claims settled in H1 2024 was €414m, excluding nil claims. This was a 23% increase on H2 2023 and 38% higher than the pre-COVID 2015-2019 average.

The total cost of damage claims settled in H1 2024 was 179% higher than the 2015 to 2019 average while the number of settled damage claims was 32% higher.

The total cost of injury claims settled in H1 2024 was 16% lower than the 2015 to 2019 average. However, this was 17% higher than the 2023 average, and a 42% increase on the 2022 average which had the lowest total cost of settled injury claims over the time series due to the delayed impact of COVID-19 on injury claim settlements.

Background

The settled claims data in this report includes both injury and damage claims. Damage claims relate to the loss of or damage to property, such as a vehicle, and these are typically settled directly between a claimant and insurer.

Injury claims relate primarily to bodily injury and can be settled through different channels. The least complex injury claims are expected to be settled early between a claimant and insurer. If a settlement is not reached, all injury claims then pass through the Injuries Resolution Board.

The Injuries Resolution Board releases cases where an insurer does not consent to them assessing the case, the injury is of a nature that is not appropriate for the Injuries Board to assess, or an insurer/claimant rejects the Injuries Board's award. In these instances, the claimant may pursue the case through litigation. It is common for complex cases or claims where liability is contested to be settled through litigation.

Settlement of Claims

Total Claims

Table 1 shows the total number of claimants that settled and the total cost of claims in each year, based on firms that collected 88% of private motor insurance premiums in 2024. It can be seen that the cost of claims that settled in the period H1 2024 totalled approximately €418m, and this was

spread across approximately 88,000 claims. This is significantly higher than recent half year periods..

Table 1: Total number of claimants settled and total cost of settlements for the half year average over 2015-2019 and H1 2020 to H1 2024, including claims with no compensation award.

Settled Year	Total Claimants (000's)	Sub Costs (€m)			Total Cost (€m)
		Compensation Cost	Legal Cost	Other Cost	
2015-2019	66.0	240.6	54.3	7.0	301.9
H1 2020	56.1	240.1	56.3	6.4	302.8
H2 2020	55.2	185.9	42.1	4.0	232.0
H1 2021	54.2	222.1	50.6	3.8	276.5
H2 2021	57.7	194.0	43.0	2.4	239.4
H1 2022	63.1	188.4	38.9	2.5	229.8
H2 2022	65.1	219.6	41.0	2.9	263.5
H1 2023	75.5	271.2	46.3	3.3	320.8
H2 2023	79.9	283.0	52.1	4.6	339.7
H1 2024	87.7	354.6	55.2	8.5	418.3

Table 1 also divides the total cost of settled claims into the amount of compensation, legal and other costs incurred in the course of settling those claims. An example of other costs incurred by an insurance firm would be the cost of medical assessment. In aggregate, compensation costs are the largest component of claims costs.

Nil Compensation Claims

Table 2 shows that for the H1 2024 settlement period, approximately 9,700 claimants settled without receiving a compensation award, with a total cost to insurers of €4.6m. These accounted for 11% of total claim settlements and 1% of total settlement costs in H1 2024.

These claims will be removed for the remainder of the claim settlement analysis to focus on claims where compensation was paid, which is consistent with previous reports.

Table 2: Total number of claimants that settled without compensation and the total cost of settling those claims, the half year average 2015-2019 and H1 2020 to H1 2024.

Settled Year	Number of Claimants Settled (000's)	Legal Cost (€m)	Other Cost (€m)
2015-2019 Average	4.5	1.3	1.2
H1 2020	4.2	1.5	1.3
H2 2020	3.3	0.9	1.0
H1 2021	3.4	1.3	1.3
H2 2021	3.6	1.2	1.2
H1 2022	4.6	1.4	1.5
H2 2022	4.8	1.4	2.1
H1 2023	5.9	1.7	2.1
H2 2023	7.3	1.7	2.4
H1 2024	9.7	1.7	2.9

Injury vs. Damage

Table 3 shows the number and total cost of settled claims split by injury and damage. It can be seen that both the number and overall cost of damage claims has increased considerably in recent years. Indeed, more damage claims were settled in H1 2024 (approximately 73,300) than in any other half year period in the dataset. The total cost of these damage claims in H1 2024 (€231m) was significantly higher than in any other half year.

The number and overall cost of injury claims settled in H1 2024 was below the 2015-2019 pre-COVID half year average, but has been increasing since H2 2022. There were approximately 4,700 injury claims settled in H1 2024 with a total cost of €183m, which compares to approximately 4,300 claims and €162m costs in H2 2023.

It is important to note that damage claims settle much faster than injury claims. In H1 2024 the average time taken to settle damage claims was 0.4 years compared to 3.1 years for injury claims. Therefore, trends seen in the number of claims being reported to insurers will take longer to emerge in injury claim settlements compared to damage claims. This is relevant considering the impact of COVID-19 on reported claim numbers in 2020 and 2021.

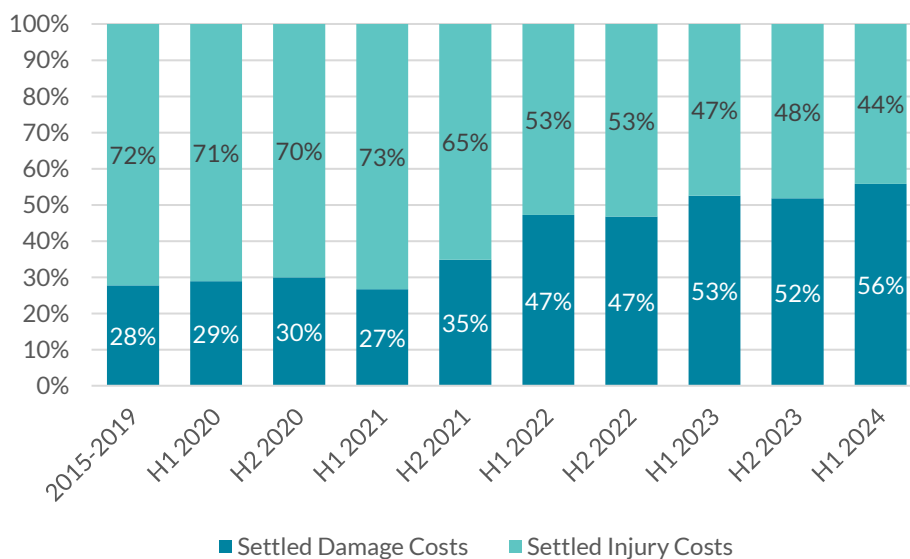
Table 3: Total number of damage and injury claimants settled and total cost of these settlements, excluding claims with nil compensation, for the half year average 2015-2019 and H1 2020 to H1 2024.

Settled Year	Settled Claimant Numbers (000's)			Settled Claim costs (€m)		
	Damage	Injury	Total	Damage	Injury	Total
2015-2019	55.5	5.9	61.5	82.9	216.4	299.3
H1 2020	46.4	5.5	51.9	86.7	213.3	300.0
H2 2020	47.6	4.3	51.9	68.9	161.1	230.1
H1 2021	46.0	4.7	50.7	73.1	200.8	273.9
H2 2021	50.5	3.5	54.0	82.6	154.4	237.0
H1 2022	55.2	3.3	58.5	107.2	119.7	226.9
H2 2022	56.8	3.5	60.2	121.6	138.4	260.0
H1 2023	65.9	3.7	69.6	166.6	150.4	317.0
H2 2023	68.4	4.3	72.7	173.9	161.7	335.6
H1 2024	73.3	4.7	78.1	231.0	182.7	413.7

Damage claims generally make up the large majority of claim numbers, with 90% of all claims relating to damage between 2015 and 2019. This percentage has increased in recent years and was 94% in H1 2024.

As shown in Figure 1, damage claims have been an increasing proportion of total claim costs since H2 2021. From 2015 to 2019 damage claims averaged 28% of total settled claim costs. This proportion started to increase from H2 2021 and in H1 2023 the cost of settled damage claims were greater than injury claims for the first time. Damage claims made up 56% of total settled claim costs in H1 2024.

Figure 1: Breakdown of settled claim costs between injury and damage claims for the half year average 2015-2019 and H1 2020 to H1 2024.



Damage Claims

Table 4 and Figure 2 show the trend in the number of damage claims settled by claim type. The number of accidental damage, third party damage, and fire and theft claims have increased by 27%, 18%, and 30% respectively between H2 2023 and H1 2024; while windscreen claims have decreased by 10%, following an increasing trend since 2021.

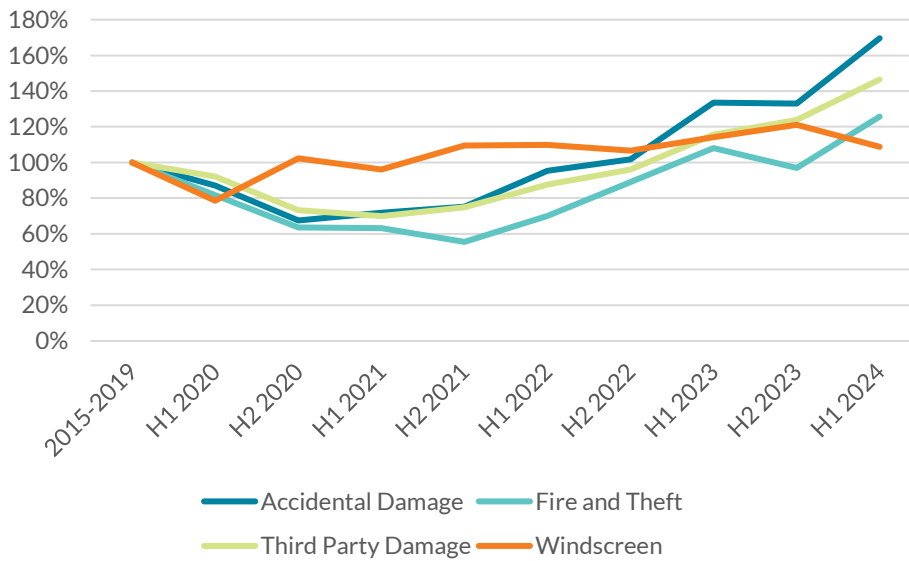
These trends are not adjusted for any changes to the number of policies over time and an increase in the number of policies would naturally lead to an increase in the number of claims. Comparing the 2015 to 2019 half-year average to the H1 2024 figures, there has been a 32% increase in damage claim numbers compared to a 24% increase in earned policy count. In particular, there has been a 70% increase in the number of accidental damage claims which compares to a 37% increase in the earned policy count for comprehensive policies² over this period.

Table 4: Number of damage claims settled by claim type, for the half year average 2015-2019 and H1 2020 to H1 2024.

Settled Year	Accidental Damage	Fire and Theft	Third Party Damage	Windscreen	All Damage Claims
2015-2019	13,101	3,129	11,821	27,462	55,513
H1 2020	11,409	2,556	10,886	21,577	46,428
H2 2020	8,846	1,990	8,665	28,098	47,599
H1 2021	9,406	1,976	8,268	26,385	46,035
H2 2021	9,853	1,737	8,854	30,093	50,537
H1 2022	12,500	2,194	10,361	30,178	55,233
H2 2022	13,329	2,785	11,365	29,286	56,765
H1 2023	17,495	3,381	13,666	31,347	65,889
H2 2023	17,432	3,036	14,633	33,261	68,362
H1 2024	22,220	3,933	17,316	29,856	73,325

² As detailed in the data annex to the [NCID Private Motor Insurance Mid-Year 2024 Premium Data Release](#).

Figure 2: Index of the number of settled damage claims by claim type in each settlement period, compared to the half year average 2015-2019.



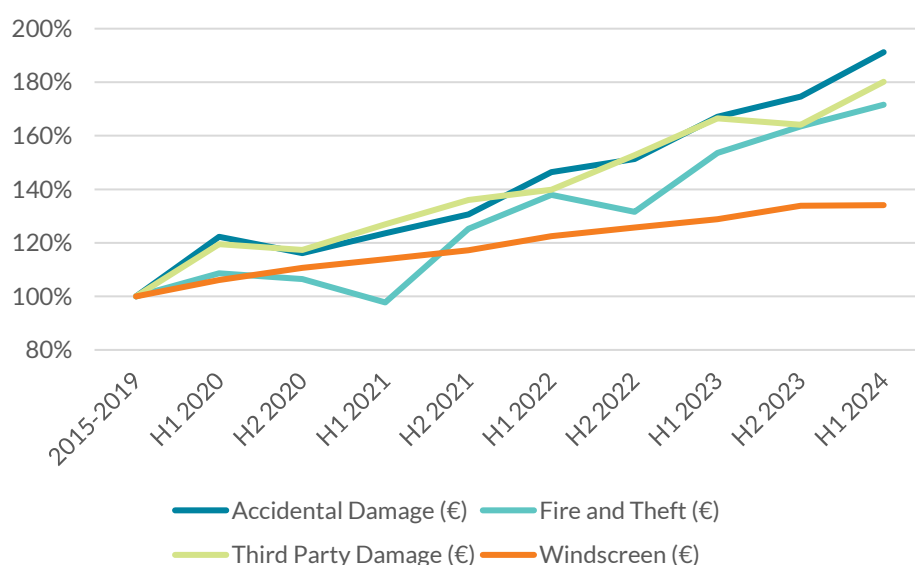
There have also been significant increases to the average cost of damage claims since 2020 across all claim types. Table 5 and Figure 3 show the average cost of damage claims and the trend in these values, by claim type.

The average cost of settled accidental damage, third party damage and fire and theft claims increased by 9%, 10% and 5% respectively in H1 2024 compared to H2 2023, while the average cost of windscreen claims remained stable. The cumulative increase in average settled claim cost between H1 2021 and H1 2024 was 55%, 42%, 76% and 18% respectively for accidental damage, third party damage, fire and theft, and windscreen damage claims.

Table 5: Average cost of settling damage claims by claim type for the half year average 2015-2019 and H1 2020 to H1 2024.

Settled Year	Accidental Damage (€)	Fire and Theft (€)	Third Party Damage (€)	Windscreen (€)	All Damage Claims (€)
2015-2019	2,908	2,135	2,684	232	1,493
H1 2020	3,556	2,318	3,206	247	1,868
H2 2020	3,379	2,272	3,151	257	1,448
H1 2021	3,595	2,087	3,407	264	1,588
H2 2021	3,798	2,675	3,650	272	1,634
H1 2022	4,258	2,945	3,753	285	1,940
H2 2022	4,401	2,809	4,099	292	2,143
H1 2023	4,861	3,279	4,470	299	2,528
H2 2023	5,079	3,490	4,406	311	2,544
H1 2024	5,561	3,663	4,835	311	3,150

Figure 3: Index of the average cost of settled damage claims by claim type, compared to the half year average 2015-2019.



The combined effect of increases to both the number and average cost of damage claims is that the total cost of damage claims settled in H1 2024 was 179% or €148m higher than the 2015-2019 average. This is likely reflective of the high inflationary environment over this period.

Previous NCID reports have highlighted the increase in the proportion of policies with comprehensive cover, which allow policy holders to make accidental damage claims. The increase in damage claim costs may be influenced by this higher coverage of comprehensive policies and the willingness of policyholders to make damage claims due to inflation and

cost of living pressures. Accidental damage claims account for €85m of the €148m increase in total damage claim costs in H1 2024 compared to the 2015-2019 average.

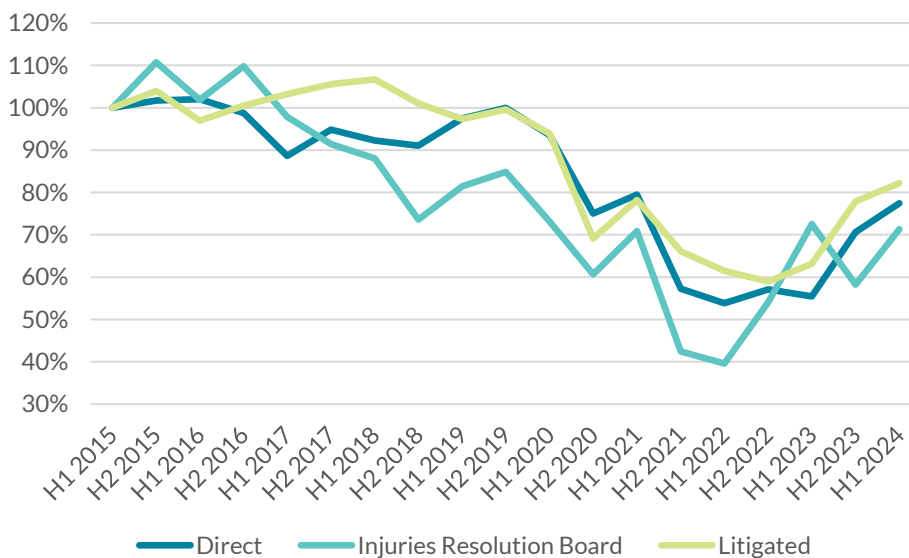
Injury Claims

Settlement Channels

Table 3 has shown that the number and total cost of injury claims settled in H1 2024 are lower compared to the period 2015 to 2019. However, the number and total cost of injury claims settled in H1 2024 have increased by 45% and 53% respectively since H1 2022, when injury claim settlements were at their lowest following the COVID-19 pandemic.

Figure 4 provides further insight on this, showing an index of the number of injury claims settled in each settlement channel per half year period, relative to H1 2015. For context, in H1 2024 2,300 injury claims settled through the Direct channel, 791 through the Injuries Resolution Board³, and 1,648 through Litigation.

Figure 4: Index of the number of injury claims settled in each channel in each settlement period, compared to H1 2015.



Overall, the number of injury claims settled in H1 2024 was 22% lower than in H1 2015; there was a 23% decrease in the number settling directly, a

³ The Personal Injuries Assessment Board (PIAB) changed its name to the Injuries Resolution Board in December 2023 in recognition of their enhanced role and expansion of their service to include mediation. Where the Injuries Resolution Board or the Injuries Board is used to describe a settlement channel this includes claims settled through PIAB or the Injuries Resolution Board.

29% decrease in the number settling through the Injuries Resolution Board and an 18% decrease in the number settling through litigation.

Across all settlement channels, fewer claims settled in H1 2022 than in any other half year period in the time series, while H1 2024 saw the most claims settled since H1 2020. Between H1 2022 and H1 2024, there was a 44% increase in the number of claims settling directly, an 80% increase in the number of claims settling through the Injuries Resolution Board and a 34% increase in the number of claims settling through litigation.

Similar to the comparison between injury and damage claims, it is important to note the different time taken to settle injury claims through these channels. In H1 2024, the average time taken to settle claims directly was 1.9 years, it was 2.8 years for claims settling through the Injuries Resolution Board and 5 years for claims settling through litigation.

Figure 5: The proportion of settled claimants and total cost of injury claims through each of the five settlement channels from 2019 to H1 2024.

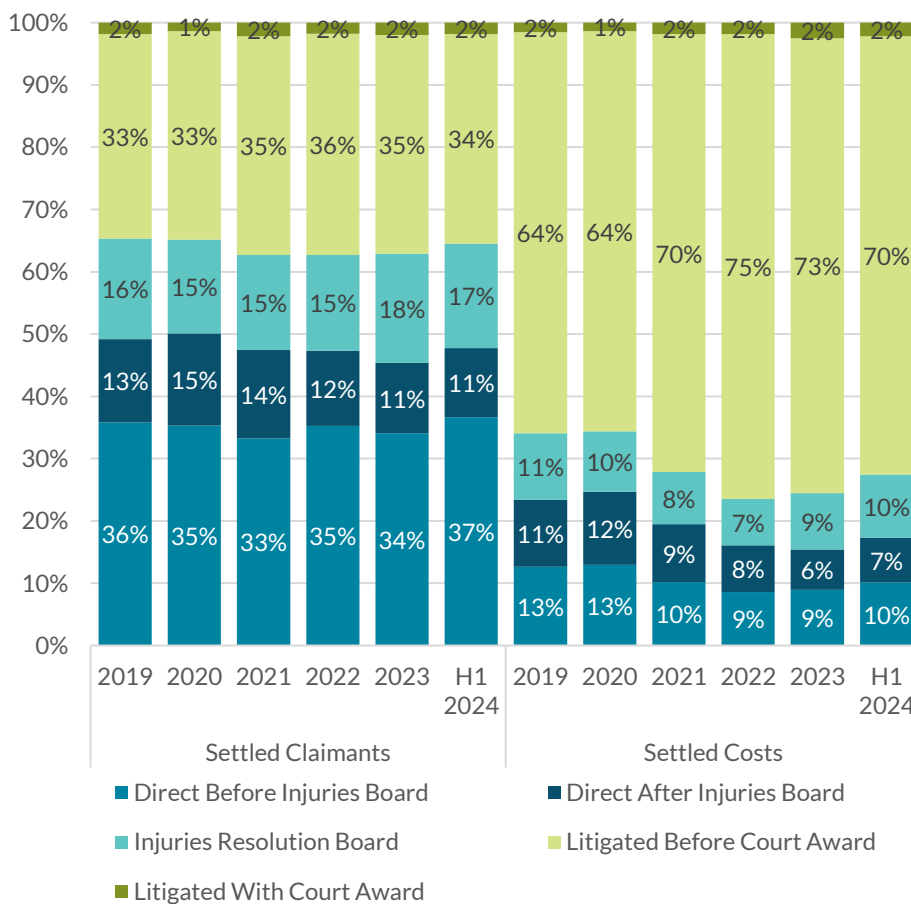


Figure 5 shows the proportion of settled injury claims and costs by settlement channel. This shows that the proportion of injury claims settled through the Injuries Resolution Board increased from 15% in 2022 to 17%

in H1 2024, while the proportion settling directly before the Injuries Resolution Board has increased from 35% to 37% in the same period.

Figure 5 also shows the proportion of settled costs by channel. Litigated injury claims make up a much larger proportion of costs than they do numbers as a result of larger claims tending to settle in this channel.

The increase in the proportion of litigated claims costs in 2021 likely reflects the initial impact of the Personal Injuries Guidelines which were introduced in April 2021. The impact of the Guidelines on average claims costs would be seen earlier in the direct and Injuries Resolution Board settlement channels compared to litigated claims, due to the longer times taken to settle claims in the litigated channel.

The proportion of both injury claimants and costs that settled in the litigated channel reduced in H1 2024.

Table 6 shows the average costs of settled injury claims by channel, for claims that settled for less than €100,000. The average cost is split into compensation paid to the claimant, legal fees and other costs (e.g., the cost of medical assessment).

Across the time series, 94% of claims across all channels settled for a total cost less than €100,000. This was 99% of claimants that settled directly or through the Injuries Resolution Board and 84% of claimants that settled through litigation.

Table 6: Average cost of settling injury claims less than €100,000 for the 2015 to 2019 average and 2020 to H1 2024.

Year	Compensation (€)	Legal (€)	Other (€)	Total (€)
Direct				
2015-2019	13,743	1,348	570	15,661
2020	14,996	2,153	709	17,857
2021	13,665	2,233	681	16,579
2022	9,704	2,087	487	12,278
2023	9,960	2,093	720	12,773
H1 2024	10,027	2,103	746	12,875
Injuries Resolution Board				
2015-2019	22,020	634	969	23,624
2020	21,672	760	911	23,343
2021	20,577	999	1,085	22,661
2022	15,535	750	1,204	17,489
2023	16,478	651	1,530	18,659
H1 2024	18,364	836	1,820	21,020
Litigated				
2015-2019	24,042	15,313	878	40,233
2020	25,021	16,496	643	42,161
2021	24,531	16,226	630	41,388
2022	22,539	17,842	778	41,159
2023	20,326	18,135	817	39,278
H1 2024	19,967	18,859	757	39,582
All Channels				
2015-2019	18,435	5,512	738	24,686
2020	19,032	6,175	722	25,929
2021	18,176	6,395	731	25,302
2022	14,721	6,854	696	22,272
2023	14,452	6,848	905	22,205
H1 2024	14,587	7,128	936	22,651

Following an increasing trend in the average cost of claims settled directly, where it increased from €15,661 for the 2015 to 2019 average to €17,857 in 2020, the average cost for claims less than €100,000 has decreased by 28% to €12,875 in H1 2024. The average cost of claims less than €100,000 settling through the Injuries Resolution Board is down 10% in H1 2024 compared to 2020, while the average cost of these claims settling through litigation is down 6% compared to the 2020 figure.

The average legal cost for litigated claims has increased over the period and was 14% higher in H1 2024 compared to 2020. For litigated claims that

settled for less than €100,000 in H1 2024, legal costs made up 48% of the total claim cost (or 94% of the compensation cost) on average.

Across all channels, the average compensation cost for claims that settled for less than €100,000 was 23% lower in H1 2024 compared to 2020. While the average total cost for these claims decreased by 13% from €25,929 in 2020 to €22,651 in H1 2024.

It is important to note that the types of claims settled in each channel may change over time, particularly as a result of changes to the claims environment such as the introduction of the Personal Injuries Guidelines. For example, the latest Injuries Resolution Board report⁴ for 2024 shows that the proportion of moderate and serious and/or severe injuries assessed by the Injuries Resolution Board for Motor Liability awards has increased from 14% in 2022 to 20% of awards in 2024. This likely explains the increase in average claim cost for claims settled through the Injuries Resolution Board in 2023 and H1 2024, as seen in Table 6 and Table 7.

⁴ Motor Liability Personal Injury Claims & Awards Report 2019-2024:
<https://www.injuries.ie/eng/about-injuries-resolution-board/reports/motor-liability-personal-injury-claims-awards-2019-2024.pdf>

Table 7: Average cost of settling all injury claims for the 2015 to 2019 average and 2020 to H1 2024.

Year	Compensation €	Legal €	Other €	Total €
Direct				
2015-2019	14,460	1,495	586	16,541
2020	15,546	2,289	712	18,547
2021	14,603	2,397	713	17,713
2022	10,325	2,194	509	13,028
2023	10,516	2,178	740	13,433
H1 2024	10,872	2,263	810	13,945
Injuries Resolution Board				
2015-2019	23,054	684	994	24,732
2020	23,189	789	970	24,948
2021	21,568	1,037	1,127	23,732
2022	16,474	747	1,286	18,507
2023	17,984	650	1,679	20,313
H1 2024	20,604	868	1,997	23,469
Litigated				
2015-2019	45,508	23,359	1,505	70,372
2020	48,000	25,340	1,522	74,862
2021	58,603	27,448	1,632	87,684
2022	50,893	28,399	1,941	81,233
2023	50,142	30,011	2,031	82,184
H1 2024	49,283	28,441	2,412	80,136
All Channels				
2015-2019	26,584	8,830	972	36,386
2020	27,577	9,780	1,022	38,379
2021	31,167	11,012	1,100	43,280
2022	25,780	11,343	1,141	38,264
2023	25,832	11,711	1,365	38,908
H1 2024	25,854	11,133	1,565	38,553

Table 7 shows the average settled cost of injury claims for all claims. This will be influenced by settlements of large claims which are less consistent year on year. The main difference to Table 6 can be seen in the Litigated settlement channel as the majority of claims that settle for greater than €100,000 settle in this channel. It can be seen that the average cost of litigated claims was lower in H1 2024 than any year since 2020.

Table 6 showed that across all settlement channels, the average cost of injury claims that settled for less than €100,000 decreased by 13% between 2020 and H1 2024. However, when including all injury claims the average settled cost in H1 2024 is very similar to the 2020 average at

€38,553, an increase of 0.5%. This conveys the large impact of the 6% of claims that settled for greater than €100,000 throughout the time series.

Table 8, highlights the volatility that is seen in larger injury claims. While the number of claims that settled for greater than €100,000 has decreased over time, the total cost of these claims was higher in H1 2024 than the half year average between 2015 and 2019.

Large claims also make a significant contribution towards the total cost of injury claims at €82m in H1 2024 out of a total €183m for settled injury claims. Over the time series, 92% of these claims were settled through litigation.

Table 8: Number and total cost of claims settled claims over €100,000 across all channels for the half year average 2015-2019 and H1 2020 to H1 2024.

Settled Year	Number	Total Cost (€m)
2015-2019	334	78
H1 2020	324	80
H2 2020	279	57
H1 2021	285	84
H2 2021	256	77
H1 2022	229	49
H2 2022	214	69
H1 2023	253	75
H2 2023	248	70
H1 2024	283	82

Duration of Injury Claims

Settlement duration in this report is the time lag between the accident being reported to the relevant insurer and the claim being settled by the insurer. These are calculated based on the quarters in which the claim is reported and settled.

Overall, 87% of all claimants (damage and injury claimants) have their claims settled within 12 months of the accident being reported, and 93% within 24 months of the accident being reported. However, certain claims, and in particular litigated injury claims, can take significantly longer to settle.

Table 9 shows the average number of years after the accident was reported that claims were settled in years 2019 to H1 2024 for the 5-way settlement channel split. As can be seen across all years, claims settled directly before the Injuries Resolution Board had the shortest settlement duration at 1.5

years in H1 2024. Claims settled directly after the Injuries Resolution Board in H1 2024 had a slightly longer settlement duration (3.1 years) compared to those that were settled through the Injuries Resolution Board (2.7 years). On average, claims settled through litigation before a court award in H1 2024 had a slightly longer duration of 5.0 years compared to claims settled with a court award at 4.9 years.

Table 9: The average time (years) between claims being reported to the insurer and claims being settled between 2019 and 2023 by channel.

Settlement Channel	2019	2020	2021	2022	2023	H1 2024
Direct before Injuries Board	1.1	1.2	1.3	1.3	1.5	1.5
Direct after Injuries Board	2.2	2.4	2.5	3.0	3.2	3.1
Injuries Resolution Board	2.1	2.3	2.5	2.6	2.7	2.7
Litigated before Court Award	3.9	4.1	4.4	4.7	5.0	5.0
Litigated with Court Award	3.7	3.8	4.4	4.8	5.2	4.9

Personal Injuries Guidelines

Key Findings

Across all channels, 75% of claims settled in H1 2024 settled under the Personal Injuries Guidelines, including 46% of litigated claims.

The average cost of claims that settled under the Guidelines in H1 2024 were:

- 37% lower for claims that settled directly before the Injuries Resolution Board
- 8% lower for claims settling through Injuries Resolution Board, and
- 23% lower for claims settling directly after the Injuries Resolution Board.

when compared to claims that settled in the same channel under the Book of Quantum in 2020.

Claims settled via litigation represent the largest proportion of the total injury claims cost and the impact of the Guidelines will be most uncertain in this channel.

For injury claims that settled through litigation for less than €100,000 compensation and in less than 5 years:

- The average compensation cost was 25% lower, and
- The average total cost was 12% lower

For claims settled under the Guidelines in H1 2024 when compared to claims settled under the Book of Quantum in 2020.

Background

Background to the Guidelines

The Personal Injuries Guidelines were adopted by the Judicial Council on the 6th of March 2021 and implemented with effect from the 24th of April 2021. They set out the level of general damages that may be awarded in respect of varying types of personal injuries. For data collected in this report until April 2021, the Injuries Resolution Board calculated compensation amounts using the ranges set out in the Book of Quantum⁵. Claims may still settle under the Book of Quantum if they had been assessed by Injuries Resolution Board, or if legal proceedings had been commenced before the introduction of the guidelines.

For claims settled in years 2021 to 2024, 50% were settled under the Personal Injuries Guidelines. For the years 2023 and 2024, 65% and 75% of claims were settled under the Personal Injury Guidelines respectively.

Important Points to Note

Given the relative recency of the introduction of the Personal Injuries Guidelines, there are limitations to the insight that can be derived from the data as at H1 2024 which should be considered when looking at the results.

- (1) There is an insufficient number of claims settled through litigation under the Guidelines to provide a consistent comparison against all litigated claim settlements prior to the Guidelines.
- (2) The current sample of claims that settled under the Guidelines in 2021 to H1 2024 is biased towards claims that took less time to settle, which may be an indication of less severe or less complex cases.
- (3) A high proportion of injury claims that have occurred since the introduction of the Guidelines may not have been settled by H1 2024, and so will not yet feature in this data.

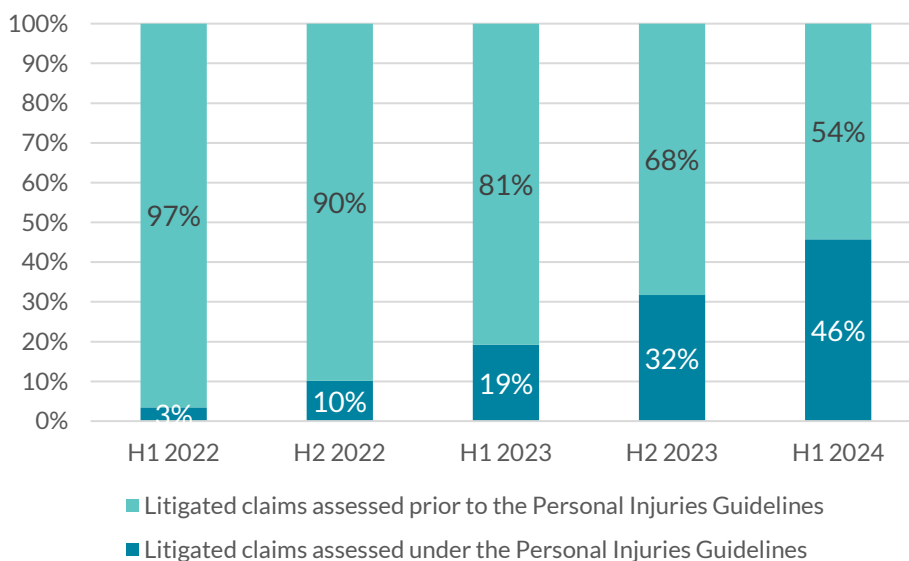
⁵ The Book of Quantum provided data on the range of compensation payments for an assortment of injuries, based on actual figures from court cases, insurance company settlements, State Claims Agency cases and Injuries Resolution Board data. It provided compensation ranges for six categories and 34 sub-categories of injury, and for four levels of injury severity.

Settlements under the Guidelines

The average time to settle injury claims varies significantly by settlement channel, as shown in Table 9. It may take many years for injury claims to settle and therefore many of the claims that have been assessed under the Guidelines may not have settled by H1 2024, and so will not yet feature in this data. It will take some time for insight on the impact of the Guidelines to be fully available.

For claims settling directly with insurers or via the Injuries Resolution Board, where claims settle faster compared to litigation, virtually all settled claims in H1 2024 had awards set using the Guidelines. As can be seen from Figure 6, the proportion of litigated claims settling under the Guidelines has been increasing since their introduction, from 10% of claims in H2 2022 to 46% in H1 2024.

Figure 6: Proportion of litigated injury claimants settled in 2022, 2023 and H1 2024 under the Personal Injuries Guidelines and the Book of Quantum, i.e., assessed prior to the Guidelines.



Impact of the Guidelines on Average Claim Costs

To assess the impact of the Guidelines, the average cost of claims settled under the Personal Injuries Guidelines is compared to the average cost of claims settled under the Book of Quantum in 2020, prior to the introduction of the Guidelines.

As the Guidelines apply to claims reported after April 2021, the average claim that settled under the Guidelines between 2021 and H1 2024 is likely biased towards claims that are less complex or severe when compared to the average across all claims that settled in 2020. Claims that take less time

to settle would generally be expected have lower average awards compared to claims that take longer to settle.

Direct and Injuries Resolution Board Settlements

Table 10 provides a comparison of the average cost of claims that settled through the Direct before Injuries Board, the Injuries Resolution Board, and the Direct after Injuries Resolution Board settlement channels under the Personal Injuries Guidelines from 2021 to H1 2024 against those that settled in 2020 with reference to the Book of Quantum.

While the average time taken to settle claims is similar, there may still be differences between the claims settled under the Book of Quantum in 2020 and those settled under the Personal Injuries Guidelines in H1 2024. As such, the comparison shown in Table 10 provides an indication of the impact of the Guidelines only.

Table 10: Comparison of the average cost of claims settled under the Personal Injuries Guidelines in 2021-H1 2024 and those settled under the Book of Quantum in 2020.

Settlement Channel	Settled under Book of Quantum (€)	Settled under Personal Injuries Guidelines (€)				Difference H1 2024 vs 2020 (%)
	2020	2021	2022	2023	H1 2024	
Direct before Injuries Board	14,042	7,476	7,366	8,539	8,793	-37%
Injuries Resolution Board	24,931	17,502	17,079	19,595	22,936	-8%
Direct after Injuries Board	28,668	16,758	18,399	19,029	22,167	-23%

The average cost of settled claims was 37% lower for claims that settled directly before the Injuries Board, 23% lower for claims settling directly after the Injuries Board and 8% lower for claims settling via the Injuries Resolution Board under the Personal Injuries Guidelines in H1 2024 compared to claims settled under the Book of Quantum in 2020.

Litigated Settlements

While Litigated claims account for the highest proportion of total injury claim costs at 72%, the impact of the Guidelines will be most uncertain in this channel.

As shown in Table 9, claims settled through litigation in H1 2024 took on average 5 years to settle. Some claims will take much longer to settle, with

10% of litigated claims settled in H1 2024 taking 9 years or longer to settle and accounting for 29% of the total cost of settled litigated claims.

The sample of litigated claims that settled under the Personal Injuries Guidelines in H1 2024 will be limited to claims that took up to 5 years from reporting to settlement⁶. Similarly, for litigated claims settled under the Guidelines in 2023 the sample will be limited to claims that took 4 years to settle. For this reason, it would not be accurate to compare the average cost of all litigated claims settled in 2020 against litigated claims settled under the Guidelines in these years.

However, by limiting claims settled through litigation in 2020 to only those claims that took less than 5 years this can provide an indication of the impact of the Personal Injuries Guidelines on litigated claims.

Figure 7: Average total claim cost for litigated claims with compensation less than €100,000, by time taken to settle.

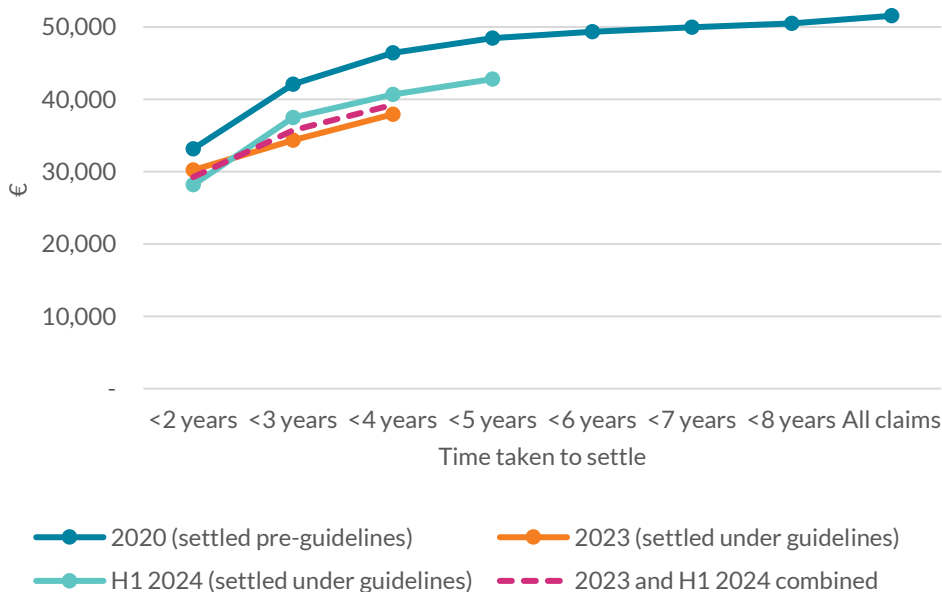


Figure 7 shows for litigated claims settled in 2020 that the average cost of claims increases as the limit on the time taken to settle those claims increases. For claims settled under the Personal Injuries Guidelines in 2023 and H1 2024, the average claim cost shows a similar pattern.

Claims with compensation costs greater than €100,000 have been excluded from this analysis in order to reduce distortion caused by a small number of large claims. Between 2020 and H1 2024, 93% of all litigated

⁶ There are some claims which have settled under the Guidelines in H1 2024 with a time taken to settle of greater than 5 years. These have not been included in this analysis as they primarily relate to claims involving minors, which have a longer statute of limitations.

claims had compensation costs less than €100,000, making up 58% of total litigated claim costs.

Table 11: Comparison of the average total cost and compensation cost of litigated claims settled under the Personal Injuries Guidelines and those settled under the Book of Quantum in 2020, for claims that settled with less than €100,000 compensation cost and within 4 or 5 years from reporting.

Litigated Claims	Settled under Book of Quantum in 2020		Settled under Personal Injuries Guidelines in 2023 and H1 2024		Difference (%)	
	<4 years	<5 years	<4 years	<5 years	<4 years	<5 years
Average Total Cost (€)	46,422	48,479	39,239	42,803	-15%	-12%
Average Compensation Cost (€)	28,410	29,280	20,151	21,988	-29%	-25%

Table 11 shows a comparison of the average costs of these litigated claims for claims settled within 4 or 5 years of being reported. For claims settled through litigation and under the Personal Injuries Guidelines in H1 2024, the average compensation cost was 25% lower at €21,988 than for claims that settled in 2020 within the same timeframe (€29,280).

However, as shown in Table 6 and Table 7, legal and other costs also contribute a significant proportion to the total cost of a litigated claim and these will not be directly impacted by the Guidelines. Therefore the reduction in the average total cost of a litigated claim in H1 2024 is smaller at 12% when compared to claims settled in 2020 – from €48,479 to €42,803.

The comparison provided here assumes that for similar claims, the time taken to settle a claim through litigation has not changed between 2020 and H1 2024. Given that the overall average time taken to settle a claim has increased, as shown in [Table 9](#), this may still not be a consistent comparison.

Appendix 1 – Supporting Documentation

Background to the NCID reports and data releases can be found here:

- [Background to the National Claims Information Database](#)

An explanation NCID key terms and concepts used in this data release can be found here:

- [Key Terms - National Claims Insurance Database](#)

Appendix 2 – Market Coverage

Table 12: Market coverage of private motor insurance mid-year report 3.

Part	Content	Market Coverage (%) ⁷
1	Analyses how claims were settled between 2015 and H1 2024, and the various associated costs (claimant compensation, legal fees and other costs)	88% ⁸
2	Analyses the impact of the Personal Injuries Guidelines on claims settlements.	79%

⁷ Market coverage is measured by the ratio of 2024 private motor gross earned premium of included submissions to the 2024 gross earned premium of all submissions. Certain submissions were excluded from the analysis due to insufficient quality of, or granularity in, the data.

⁸ Analysis is predominantly based on 88% market coverage, with some exceptions noted where relevant.

Appendix 3 - List of Participating Insurers

The NCID referred to the list of Motor Insurance Bureau Ireland (MIBI) members in order to identify firms in scope. Only those firms who write private motor insurance were required to participate. MIBI members who write commercial motor insurance only were not in scope of this report. Here we list those firms that submitted data to the NCID.

Table 13: Firms that submitted data for the NCID 2023 Mid-Year Report.

Authorisation Status	Undertaking Name
Irish Authorised	Allianz PLC
	Arch Insurance (EU) DAC
	Aviva Insurance Ireland DAC
	AXA Insurance DAC
	FBD Insurance PLC
	Irish Public Bodies CLG
	RSA Insurance Ireland DAC
	Zurich Insurance Company
EU/EEA Authorised, Freedom of Establishment basis	AIG Europe S.A. (Irish Branch)
	Generali Seguros y Reaseguros S.A.U - Ireland Branch
EU/EEA Authorised, Freedom of Services basis	Accredited Insurance (Europe) Limited
	Chubb European Group PLC
	WAKAM



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