ICELAND CATASTROPHE INSURANCE

RENEWAL INFORMATION 2014

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INTRODUCTION

Iceland Catastrophe Insurance (ICI) was founded in 1975 as a public undertaking by a special Act of the Althing (parliament) of Iceland. Iceland Catastrophe Insurance functions as an insurance company. The purchase of catastrophe insurance for earthquake, volcanic eruption, snow avalanches, landslides and floods is compulsory for all buildings; as well as for contents insured against fire. Buildings are insured according to their valuation for fire as assessed by the State Land Registry. Since fire insurance of buildings is compulsory in Iceland, all buildings are likewise insured against natural perils covered by the programme.

Insurance cover

The catastrophe cover is a stand-alone policy; the fire insurance companies collect the premiums alongside fire premiums in exchange for a collection fee. There is a single premium of 0.25 ‰. Infrastructure lifelines - waterworks, geothermal heating systems, sewage systems, electric installations, bridges and harbour installations - not normally insured against fire, are separately insured with the Corporation. The premium is 0.2 ‰ for lifelines. The policy only insures against direct losses resulting from the above mentioned catastrophes. There is a deductible of 5% for each loss as well as a minimum deductible.

Extent of cover

Based on information from the private insurance companies, as at August 2013, Iceland Catastrophe Insurance covers assets of ISK 9,700 billion situated all over the country as opposed to ISK 9,250 billion at September 2013. This represents an increase of 4.9% which is due to price increases as reflected by the Index of Building Costs. Because of the compulsory nature of the insurance, assets from relatively low risk areas such as the Capital region (56%) make up more than half of the portfolio. There are also notable exclusions from cover, such as the hydroelectric power plants in the central region which are insured separately on a facultative basis and the Aluminium smelting plants (the largest industrial concerns in Iceland) are also exempt from cover. Contents of government buildings (such as hospitals, schools, government offices and telecommunication installations) are as a matter of public policy generally not insured against fire and hence not against the catastrophes covered by ICI.

Development of new methods

Since the earthquake occurred in 2008 ICI have gained considerable additional experience. A new CEO was appointed in August 2010, and since then, both the board, the CEO and the staff have been open minded to consider and develop new methods.

Quality Management System

In January 2012 the first quality manual was issued, including policy documents, work flow charts, and processes, with special focus on report for claims, damage assessment and claim settlements. Furthermore, the improved processes should lead to smooth handling of claims and lower administrative cost, based on lean management methods. In June 2013 the quality management system for ICI was certified according to the ISO 9001 standard, by the British Standard Institute (BSI). The formal scope for the QMS is: “Provision of mandatory insurance services against direct losses following natural disasters; volcanic eruptions, earthquakes, rock slides, avalanches and floods in Iceland.”

The new system should ensure that ICI meets all requirements of the insurance policyholders and applicable laws and regulations. It will motivate the staff by defining their key roles and responsibilities and ensure that all processes are based on recognized and reliable methods.

Appendix III gives an English version of the original documents that might be of interest to Reinsurers, and appendix IV gives an example of the workflow for typical claim process from the report of claim to settlement.

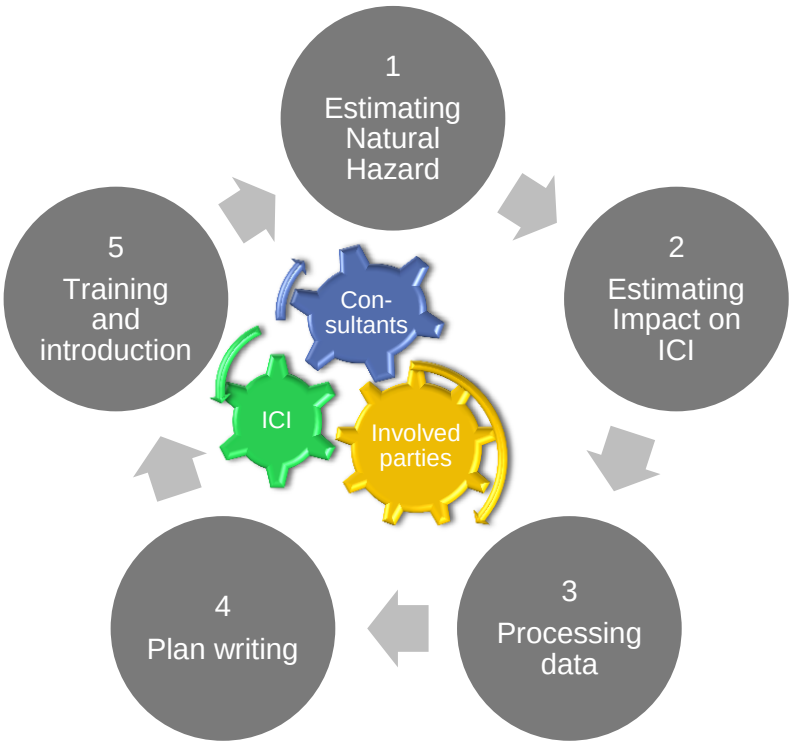
Business Continuity Management System

Along with the work on the overall QMS system, ICI has been working on implementing ISO 22301 Business Continuity Management System to understand and prioritize the threats to the business with the international standard for business continuity. ISO 22301 specifies the requirements for a management system to protect against, reduce the likelihood of, and ensure your business recovers from disruptive incidents. So far ICI has placed emphasis on Catastrophe Response Plan project. The goal is to ensure that the ICI is prepared to respond to extreme events with regard to business continuity, resources and solvency. ICI’s emphasis has been on planning and response to the provision of assessors and resources to undisturbed handling of claims, and ensure the fund is accessible when needed.

Cat Response Plan

Currently the ICI team is in the last stages of finalising the Cat Response Plan. Since last year, the first three steps were finished. The estimated completion of the project is by the end of 2013. ICI's purpose is to have the ISO 22301 standard, certified before end of the year 2014.The project is divided into five steps: Strategic risk assessment, process mapping and impact assessment, strategy development, plan writing and finally embedding and exercising. In each of the steps, appropriate experts and consultants such as from the Icelandic Meteorological Office and the Civil Protection have participated along with experts in Catastrophe Response planning from Guy Carpenter. Among other, the Response Plan is intended to provide information to the reinsurers such as first loss estimation through a quick response risk model (introduced in 2011). Estimated completion of the plan is by the end of 2013 or early of 2014.The figure below shows the five main levels in the Catastrophe Response Plan Project.

Figure 1 – five steps of the Cat response plan



NATURAL HAZARD

Although ICI offers and buys protection for a wide spectrum of natural perils including seismic and volcanic perils, the reinsurance protection has generally been geared around the seismic hazard.

Other perils such as floods and avalanches may cause isolated damage but it is unlikely that an event could exhaust the Fund's own retention. Windstorm is not covered.

Earthquake Hazard

Iceland is a large country but sparsely populated with human habitation scattered around the coastline. The main concentration of aggregates is in the Capital Area of Reykjavík which taken as a whole comprises about 56% of the total aggregate values covered by the Programme. It is therefore not surprising that reinsurers have expressed an interest in the probability of a major earthquake in the Reykjavík area. A PML survey conducted in 1991 thus concentrated on a medium sized event centred in the vicinity of Reykjavík. There is nothing in the historical record (which dates back to the founding of a monastery in Reykjavík in 1225) of such an event. Icelandic seismologists are of the opinion that the probability of such an event taking place is far lower than the BEQE estimate (1/1000 for a magnitude 5 event) but lack of specific study makes any assessment difficult. Such an event is believed to principally affect the easternmost suburbs of Reykjavík. The probability of a larger event in the Reykjavík area was assessed at 1/10,000 years in the PML survey, which places Reykjavík on par with cities like St. Louis in the US.

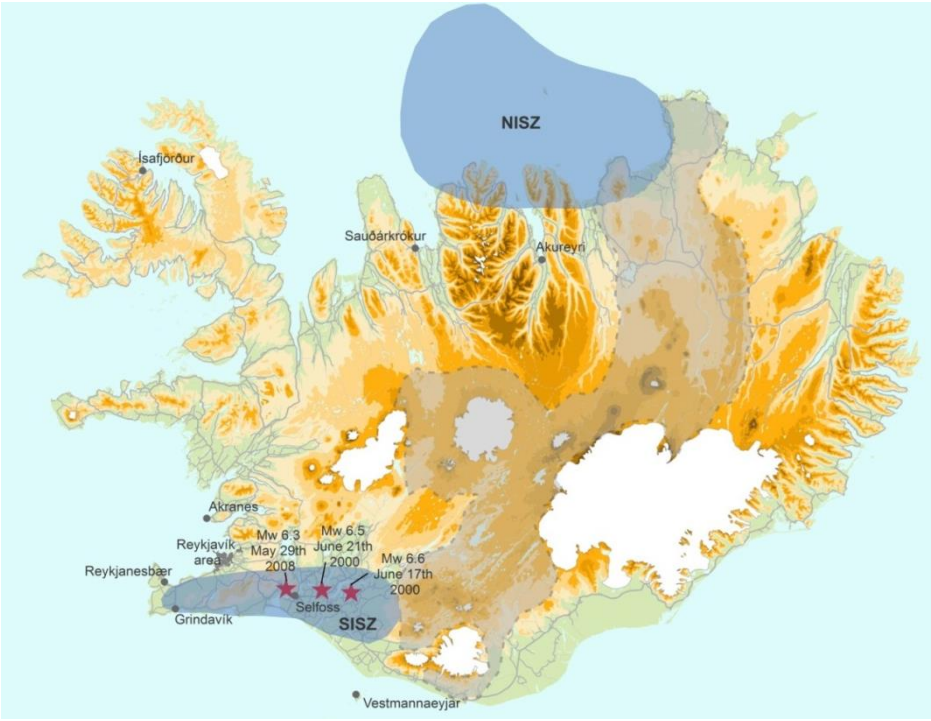
There are two main earthquake hazard areas in Iceland: The South Iceland Seismic Zone (SISZ) and the North Iceland Seismic Zone (NISZ). Areas in both SISZ and NISZ with insured assets likely to be affected by major earthquakes share about 10% of the total asset values in Iceland. Both are largely rural areas. In terms of percentages 10.5% of the total asset values are located in the Southern Region. About 25% of these are located in areas not likely to be affected by a major earthquake. South Iceland covers the largest agricultural region in Iceland, i.e. the South Iceland lowland (SIL). Several small towns or villages, schools, medical centres, industrial plants, geothermal and hydropower plants, and several major bridges are within this area. The North East region, with about 30,000 inhabitants, has similar structure as the Southern Region and a share of 9.7% of the total asset values. The principal town of Akureyri and surrounding rural area account for 65% of these values and is not in the seismic area. There was a sizable earthquake in the North East in 1976 after the Fund came into being but damage was negligible.

In June 17th and 21st the year 2000, two earthquakes of magnitude 6.6 and 6.5 (Mw) happened in South Iceland. The highest recorded peak ground acceleration in these earthquakes was 0.84g. The surrounding area of both the earthquakes is rural with the small village Hella in about 12 km distance from the June 17th event epicentre and the small town Selfoss in about 15 km distance from the June 21st event epicentre. Despite the significant earthquake intensity, no residential buildings collapsed, and only a very few (less than 5) farm buildings, but a considerable number of houses were damaged. However, claims following the two earthquakes in 2000 did not exhaust the Fund's own retention.

In May 29th 2008 a 6.3 (M_w) earthquake shook the western part of the South Iceland Seismic Zone (SISZ). The population in the affected area is currently about 18,500 inhabitants and there are approximately 6000 residential houses, mostly low-rise buildings.

The 2008 earthquake caused serious damage to buildings in the rural area close to the epicentre and also in the two small towns Hveragerði and Selfoss, in about 4 km and 7 km distance from the epicentre, respectively. Significantly less damage was observed in the small villages Eyrabakki and Stokkseyri and in the rural area at further distance from the epicentre.

Figure 2 The two main earthquake zones in Iceland, NISZ and SISZ and the three major earthquakes in 2000 and 2008



The total paid out loss in the 2008 earthquake is at August 2013 ISK 9,693,258,155 with 4512 claims. There are assessment and lawyer costs of ISK 1,368,673,532.

The ICI reinsurance deductible in 2008 was ISK 6,500,000,000; hence the reinsurance loss is ISK 3,193,258,155.

This was the Icelandic Catastrophe Insurance's only reinsurance claim since it was established in 1975.

Table 1 - Losses in the 2008 Earthquake as at August 2013

	ISK*
Buildings	7,294,315,982
Contents	1,030,268,641
Assessment and lawyer Cost	1,368,673,532
Total Loss	9,693,258,155

*Interests included

Volcanic Hazard

Volcanic eruptions are common in Iceland with individual volcanic events occurring every 3-4 years on average, with small eruptions (<0.1 km^3) happening about once every 4–5 years. The largest flood-basalt eruptions (>10 km^3) occur at a 500–1000 year interval. Despite the dominance of basalts, explosive eruptions are more common than effusive, since frequent eruptions through glaciers give rise to phreatomagmatic activity. The largest explosive eruptions (Volcanic Explosivity Index - VEI 6) occur once or twice per millennium, while VEI 3 eruptions have recurrence times of 10–20 years. No evidence for VEI 7 or larger eruptions has been found in the geological history of Iceland.

In general the volcanic hazard can be categorized as follows:

1. Glacial floods, generally affecting the rural farm lands on the south coast of Iceland. From the three glaciers, Vatnajökull, Eyjafjallajökull and in particular Katla, could be the most threatening in this respect.
2. Downpour of tephra and fluorine poisoning of crops and livestock which is not insured by the Fund. Again the south Iceland farmlands could be the most affected.
3. Rural installations such as power stations, telecommunication lines and equipment, roads and bridges could be affected. The very fine tephra from Eyjafjallajökull 2010 and Grímsvötn 2011 was noticed in Reykjavík, more as an annoyance rather than calamity.
4. Major basaltic flood eruptions (similar to the Laki eruption in 1783, which had widespread effects all over Europe) would mainly be hazardous to power stations and communication lines. Business interruption is not covered by the Fund.
5. Lava flows from future effusive eruptions. This is especially true for the entire Reykjanes Peninsula with several small towns and the Keflavík international Airport at risk. Lava flows in Reykjavík last occurred in Post glacial times.
6. Very large explosive eruptions (VEI≥6) in central volcanoes close to inhabited areas (for instance Öræfajökull 1362) might have serious effect on farms and villages. But no known active volcanoes are close to large urban centres in 2013.

CATASTROPHE INSURANCE COVERAGE

All property and contents insured against fire are automatically insured against natural perils (earthquake, volcanic eruptions, snow avalanches, landslides and floods) at the Iceland Catastrophe Insurance for the same insured value as per fire policy with premiums collected by insurance companies. Certain infrastructures not normally insured against fire are insured as per assessed value (replacement costs) with premiums collected directly by Iceland Catastrophe Fund. Business Interruption is not covered by the Fund or by this reinsurance. Government owned equipment is not insured as a rule against fire and hence natural perils. As per Icelandic Law May 1992 see Appendix I.

Rates

1. 0.25 ‰ in respect of personal and commercial property.
2. 0.20 ‰ in respect of bridges, geothermic hot water installations, sewer installations, including distributors, publicly owned infrastructures (providing that the institutions concerned have subscribed to the Catastrophe Insurance Protection).

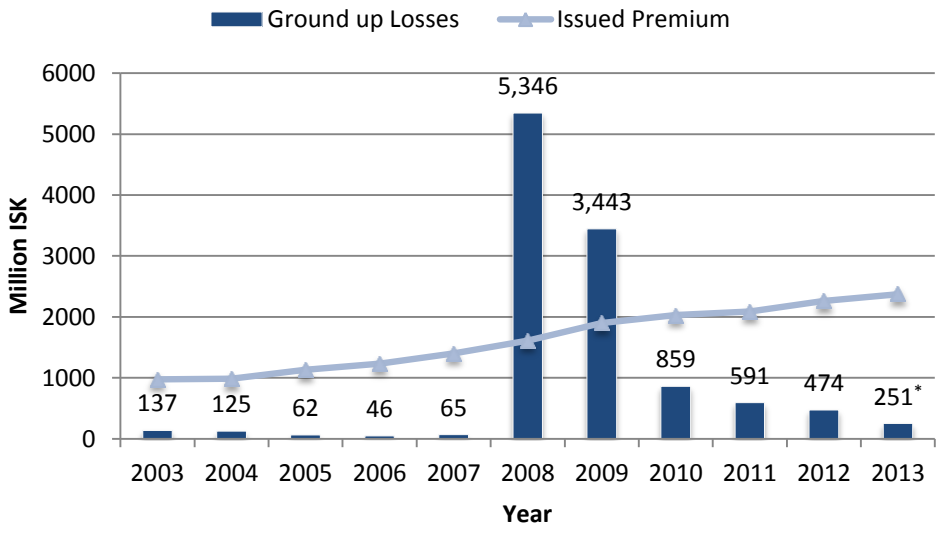
Deductibles

1. Personal property, 5 % retained subject to a minimum retention of ISK 85,000.
2. Bridges, hot water installations, sewer installations, harbour installations, electrical installations, including distributors and dams, telegraphic installations including radio, T.V. and aircraft communications, 5 % retained subject to a minimum retention of ISK 850,000.

ICI Premium Income and Ground up Losses

For 2013 the Net Premium Income is estimated at 2,375 million ISK and 2,450 million ISK for the year 2014. The ground up loss from 2003 to 2007 is mainly due to the 2000 earthquakes. The ground up losses from 2008 to 2013 are mainly due to the 2008 earthquake.

Figure 3 Premium vs. Losses million ISK



*Estimated as at August 2013

Recent Events and insured Losses

The table below shows losses from events, insured by ICI for the last five years. The vast majority of the loss is naturally caused by the 2008 Ölfus earthquake or about 81%. Loss due to ash fall (tephra) in the two eruptions in Eyjafjallajökull 2010 and in Grímsvötn 2011 is 463 million ISK.

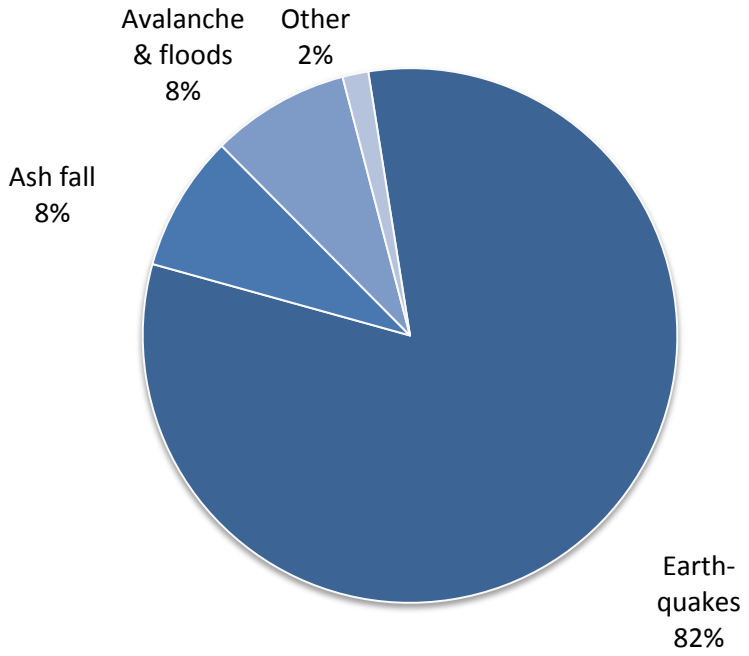
Table 2 - 2009-2013 Perils and Losses as at August 2013 million ISK

	2009	2010	2011	2012	2013	Total
Earthquakes	3,340	799	219	199	39	4,595
Ash fall	0	38	353	68	4	463
Floods	45	10	7	204	205	471
Various*	59	13	11	3	3	88
Total	3,443	859	591	474	251	5,617

*Various are losses and expenses which are not directly related to specific events in the funds books

Losses are shown below for the years from 2009 to 2013 by perils. Obviously the Earthquake losses are the greatest, 82% of the total losses from the year 2009.

Figure 4 - 2009-2013 Losses by Perils



REINSURANCE COVER

The Icelandic reinsurance program is a non-accumulative exposure as an event in Iceland should not generate losses elsewhere. All losses on covered perils emanate from the Iceland Catastrophe program since there are no other catastrophe insurance programs in Iceland. The laws and regulations governing the program are clear and precise. Losses in property and contents will be paid up to a certain limit, but no indirect losses, such as business interruption or economic losses resulting from an event. Adjustment of losses is dealt with by engineers and other qualified assessors appointed directly by ICI or in some instances by the fire insurance companies. For the full text of the law and regulations governing Iceland Catastrophe Insurance, see App. I-II.

Perils Covered

- Earthquake
- Volcanic Eruption
- Snow Avalanches
- Landslides
- Floods
- Perils as closer defined in Regulations, Article 1
- Direct Losses Only

Compulsory Coverage for

- Homes and Commercial Buildings
- Contents if Insured
- Lifelines Including:
  - Waterworks and Sewage
  - Geothermal Heating Systems
  - Electric Installations
  - Bridges and Harbours
  - Ski lifts

Premiums and Deductibles

- 0.25 ‰ for buildings and contents, collected by Fire Insurance Companies
- 0.20 ‰ for lifelines, collected by Iceland Catastrophe Insurance
- Deductible of 5% for each loss
- Minimum Deductible
- Universal Premiums Set by Law

Insurance Values

- Buildings According to Fire Valuation
- Contents as Insured
- Lifelines at Replacement Costs

Figure 5 - Reinsurance Layers and deductibles 2009-2013

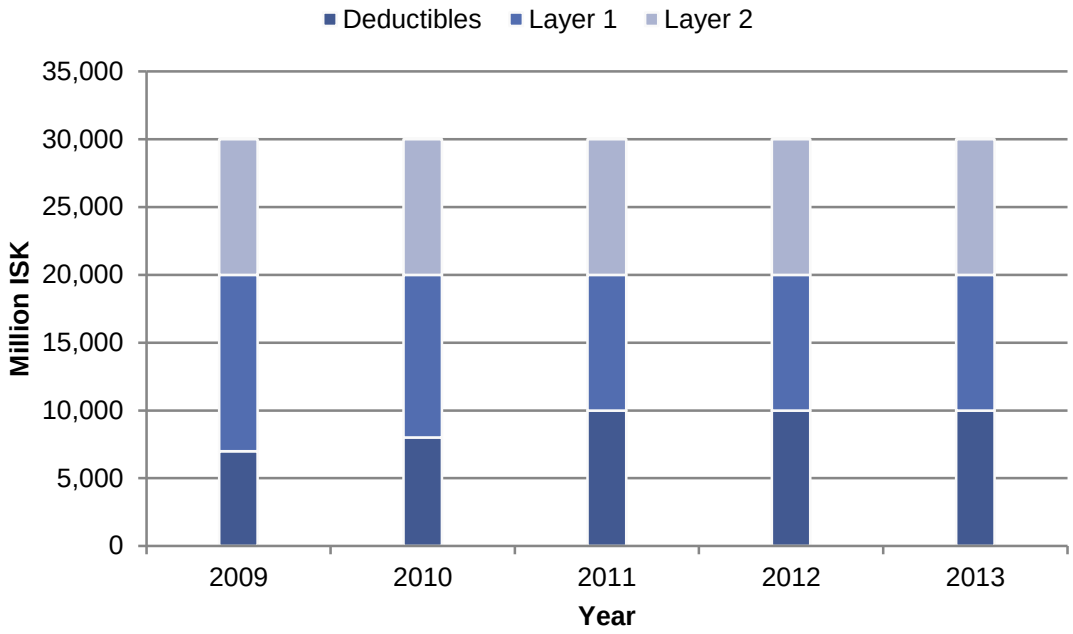
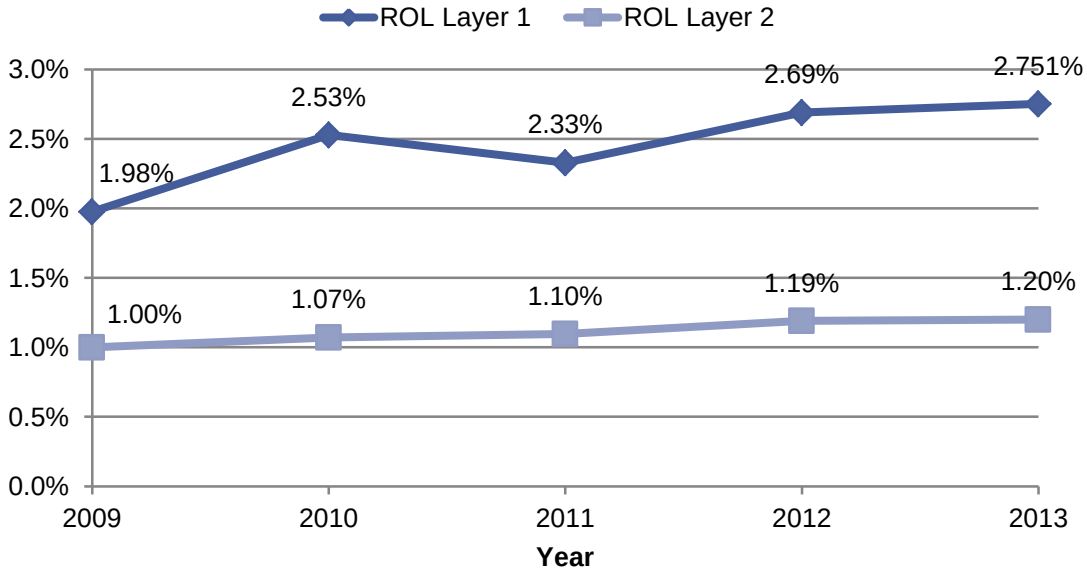


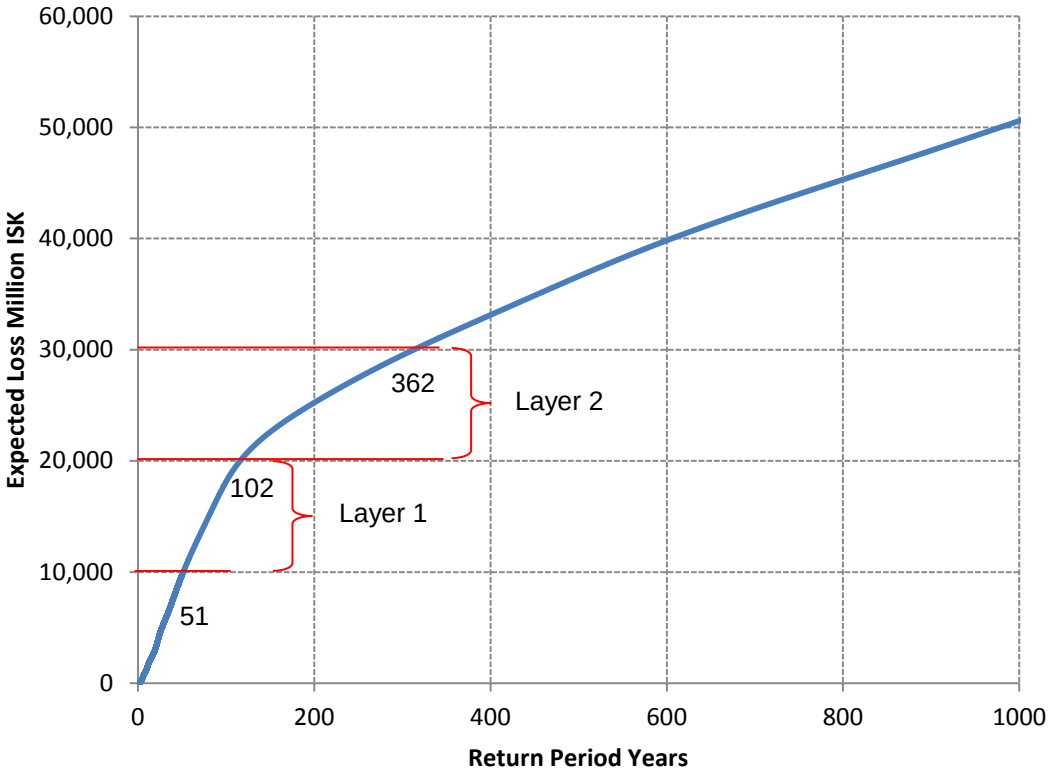
Figure 6 - Rate on Line 2009-2013



Reinsurance Layers for 2014

The two reinsurance layers for 2014 are shown on the figure below. Layer 1 is 10,000 million over 10,000 million ISK with estimated return period from 51 to 102 years. Layer 2 is 10,000 million over 20,000 million ISK with estimated return period from 102 to 362 years. The curve below is derived from the Earthquake Risk Model for Iceland. The comprehensive vulnerability study and the modelling methodology were introduced in the 2012 renewal brochure.

Figure 7 - Reinsurance Layers for 2014. Total loss including Assessment cost*



*The EP-curve now includes the assessment cost. Since the assessment cost is relatively higher for lower losses, the return period for attaching layer 1 is slightly shorter than shown in the last Renewal information.

EXPOSURE INFORMATION

Table 3 - Sum Insured Aggregates in million ISK

Year	Properties	Contents	Harbours & Lifelines	Total
2003	2,625,742	866,959	342,418	3,835,120
2004	2,881,653	907,447	346,569	4,135,669
2005	3,134,645	1,110,048	381,993	4,626,686
2006	3,502,554	1,249,798	384,473	5,136,824
2007	4,019,317	1,438,240	388,634	5,846,191
2008	4,711,354	1,649,376	447,924	6,808,653
2009	5,473,365	1,965,453	556,405	7,995,223
2010	5,791,699	1,953,446	632,219	8,377,364
2011	6,286,584	1,968,126	647,776	8,902,486
2012	6,509,555	2,066,963	673,210	9,249,728
2013	6,810,679	2,178,919	710,833	9,700,431

*As at August 2013.

Figure 8 - Sum Insured Aggregates in million ISK

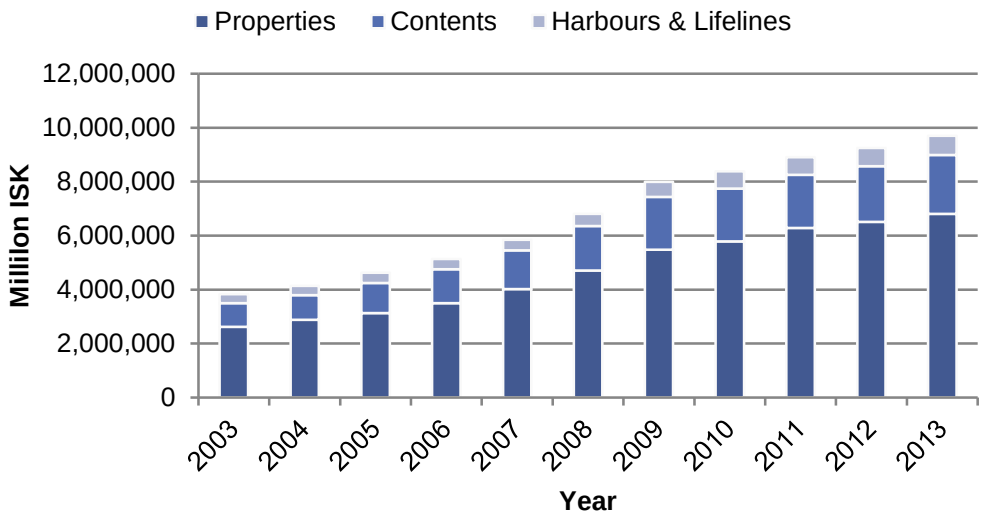


Table 4- Total Aggregates ISK, USD, EUR, GBP

Year	Million ISK	Million USD	Million EUR	Million GBP
2003	3,835,120	49,965	44,224	30,401
2004	4,135,669	58,979	47,457	32,498
2005	4,626,686	73,606	59,210	42,478
2006	5,136,824	73,618	58,560	39,191
2007	5,846,191	91,324	66,736	46,524
2008	6,808,653	77,306	53,420	38,270
2009	7,995,223	64,689	46,304	39,966
2010	8,377,364	72,378	55,892	46,882
2011	8,902,486	76,057	55,010	47,497
2012	9,249,728	75,687	60,098	47,782
2013	9,700,431	81,257*	61,341*	53,475*

*Exchange rate in August 2013

Figure 9 - Total aggregates in different currencies

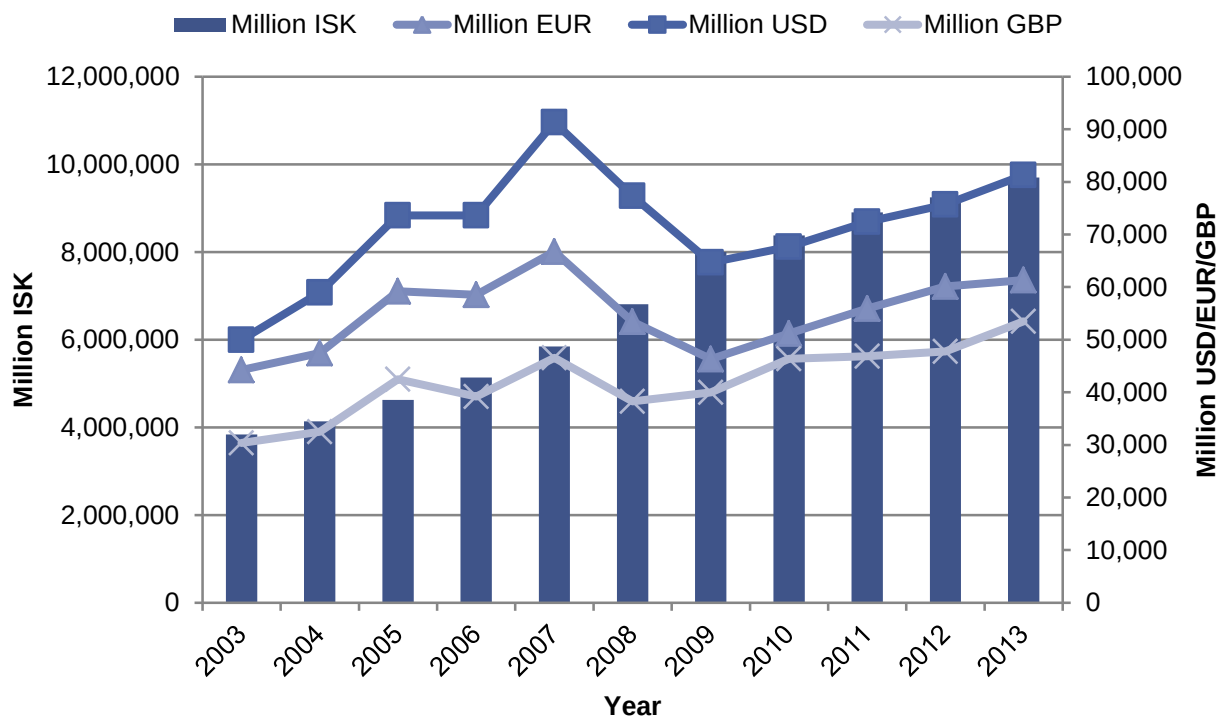
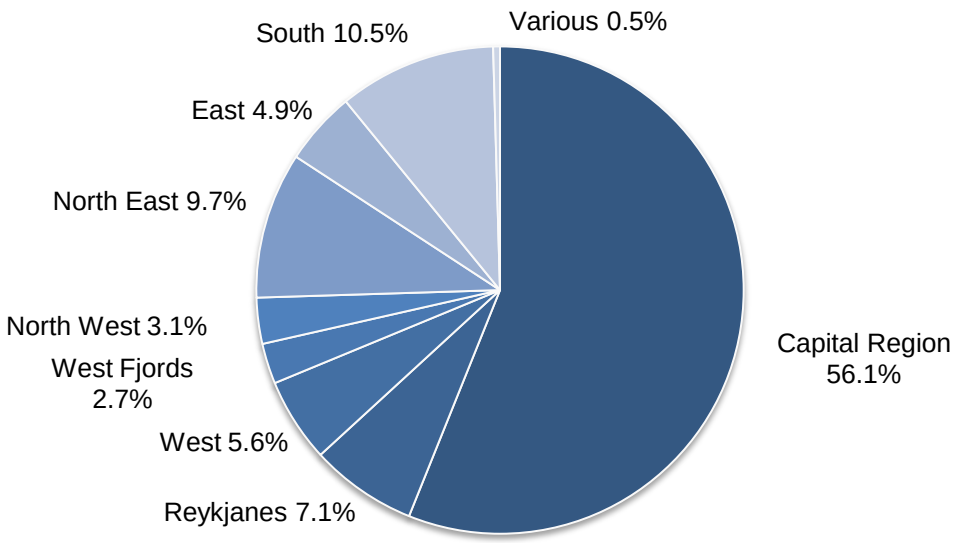


Table 5 - AGGREGATES by region in million ISK

	Buildings	Contents	Lifelines / Harbours	Total
Reykjavik Region	3,886,614	1,278,694	275,795	**5,441,103**
Reykjanes	458,480	172,944	56,361	**687,786**
West	395,657	99,224	46,942	**541,823**
West Fjords	179,626	46,160	34,662	**260,448**
North West	213,515	60,035	22,697	**296,247**
North East	656,222	192,763	92,879	**941,864**
East	302,702	117,116	53,542	**473,361**
South	716,389	181,144	116,547	**1,014,081**
Various	1,473	30,839	11,407	**43,719**

Figure 10 - Aggregates by Region



As seen in figure 10, the Capital Region shares about 56% of the total insured aggregates as opposite to about 60% according to the renewal information for 2013. For the last years an effort has been made to increase precision of location of the insured items. Last year, summerhouses were sorted by region (municipalities), based on their actual location instead of the address of the policy holder. This year lifelines and harbours are sorted in similar way, resulting in lower total insured aggregates in the Capital region and slightly higher in other regions.

Figure 11 - Aggregates by type of insured assets

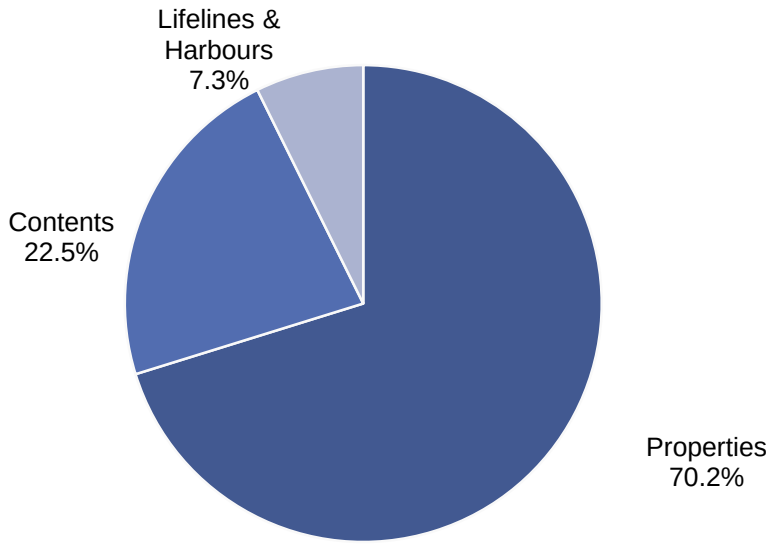


FIGURE 12 - Sum insured aggregates by region

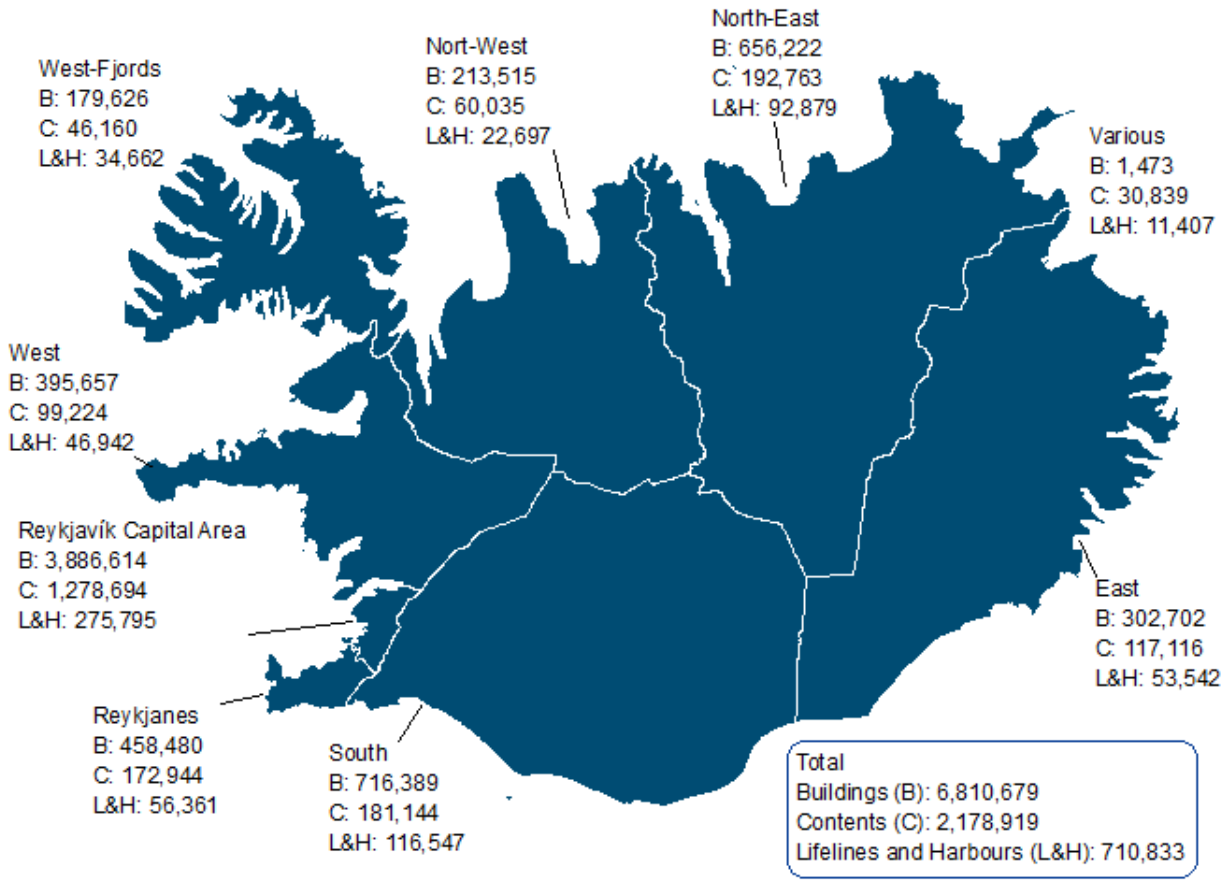


Table 6 - Aggregates by municipalities

Number	Municipality	Lifelines & Harbours	Buildings (million)	Contents (million)	Total 2013	Total 2012
0000	Reykjavíkurborg	215,241	2,363,140	825,299	3,403,680	*3,550,793*
1000	Kópavogsbær	14,222	569,546	168,751	752,519	*721,908*
1100	Seltjarnarneskaupstaður	4,384	72,428	23,333	100,144	*94,167*
1300	Garðabær*	6,205	270,868	86,401	363,475	*329,324*
1400	Hafnarfjarðarkaupstaður	29,991	448,167	130,458	608,616	*569,913*
1604	Mosfellsbær	5,752	152,611	42,927	201,290	*197,087*
1606	Kjósarhreppur	0	9,853	1,526	11,379	*11,372*
2000	Reykjanesbær	48,082	290,274	91,708	430,065	*389,586*
2300	Grindavíkurbær	3,661	60,404	37,136	101,201	*89,632*
2503	Sandgerðisbær	2,455	62,173	31,319	95,947	*82,317*
2504	Sveitarfélagið Garður	973	24,536	7,576	33,084	*30,981*
2506	Sveitarfélagið Vogar	1,190	21,094	5,205	27,489	*23,884*
3000	Akraneskaupstaður	8,738	117,172	32,235	158,145	*140,587*
3506	Skorradalshreppur	148	37,186	3,332	40,666	*37,207*
3511	Hvalfjarðarsveit	5,697	29,488	10,505	45,690	*33,291*
3609	Borgarbyggð	18,406	96,445	19,438	134,289	*114,877*
3709	Grundarfjarðarbær	3,842	18,862	6,513	29,217	*26,628*
3710	Helgafellssveit	0	1,995	318	2,312	*2,302*
3711	Stykkishólmsbær	2,460	26,388	7,032	35,880	*32,829*
3713	Eyja- og Miklaholtshreppur	551	4,202	1,463	6,216	*5,408*
3714	Snæfellsbær	4,785	39,012	11,880	55,676	*51,626*
3811	Dalabyggð	2,317	24,907	6,507	33,731	*30,647*
4100	Bolungarvíkurkaupstaður	3,518	20,962	5,206	29,687	*25,591*
4200	Ísafjarðarbær	19,740	87,173	23,670	130,583	*126,164*
4502	Reykhólahreppur	2,461	9,817	1,912	14,190	*11,696*
4604	Tálknafjarðarhreppur	1,522	6,209	1,569	9,299	*8,107*
4607	Vesturbyggð	4,100	27,297	6,851	38,247	*34,400*
4803	Súðavíkurhreppur	918	7,742	1,689	10,349	*9,488*
4901	Árneshreppur	142	2,760	417	3,319	*3,259*
4902	Kaldrananeshreppur	372	3,261	882	4,515	*4,180*
4911	Strandabyggð	1,890	14,406	3,964	20,259	*18,400*
5200	Sveitarfélagið Skagafjörður	11,183	106,827	34,780	152,790	*138,276*
5508	Húnaþing vestra	3,655	42,528	8,081	54,264	*49,552*
5604	Blönduósbær	2,567	25,411	7,737	35,715	*31,499*
5609	Sveitarfélagið Skagaströnd	1,694	11,428	3,227	16,349	*15,524*
5611	Skagabyggð	161	2,782	605	3,548	*3,334*
5612	Húnavatnshreppur	3,105	17,005	3,577	23,687	*18,685*
5706	Akrahreppur	331	7,534	2,029	9,894	*8,835*
6000	Akureyrarkaupstaður	37,868	350,621	109,749	498,238	*460,202*
6100	Norðurþing	10,174	68,945	20,500	99,619	*88,665*
6250	Fjallabyggð	10,975	51,403	15,660	78,038	*79,910*
6400	Dalvíkurbyggð	4,251	42,465	11,286	58,002	*55,121*

Number	Municipality	Lifelines & Harbours	Buildings (million)	Contents (million)	Total 2013	Total 2012
6513	Eyjafjarðarsveit	4,560	39,323	7,803	51,686	*41,626*
6515	Hörgársveit	1,884	15,801	3,279	20,963	*17,746*
6601	Svalbarðsstrandarhreppur	494	9,801	1,836	12,130	*12,679*
6602	Grýtubakkahreppur	1,815	9,147	2,573	13,536	*11,251*
6607	Skútustaðahreppur	5,898	13,687	2,168	21,753	*14,551*
6611	Tjörneshreppur	506	1,092	253	1,851	*1,287*
6612	Þingeyjarsveit	12,057	38,266	6,943	57,266	*43,886*
6706	Svalbarðshreppur	580	2,284	576	3,439	*2,758*
6709	Langanesbyggð	1,817	13,389	10,136	25,342	*22,139*
7000	Seyðisfjarðarkaupstaður	3,261	17,285	11,014	31,560	*29,705*
7300	Fjarðabyggð	12,620	103,799	44,759	161,179	*150,386*
7502	Vopnafjarðarhreppur	3,375	18,358	11,768	33,502	*21,134*
7505	Fljótsdalshreppur	1,529	1,872	446	3,847	*2,180*
7509	Borgarfjarðarhreppur	610	4,102	845	5,556	*5,239*
7613	Breiðdalshreppur	1,794	6,696	1,328	9,818	*8,554*
7617	Djúpavogshreppur	2,806	12,251	3,127	18,183	*15,250*
7620	Fljótsdalshérað	21,447	86,352	19,523	127,322	*100,704*
7708	Sveitarfélagið Hornafjörður	6,101	51,988	24,306	82,395	*72,251*
8000	Vestmannaeyjabær	15,479	88,384	43,428	147,290	*131,593*
8200	Sveitarfélagið Árborg	15,170	160,658	47,191	223,019	*210,372*
8508	Mýrdalshreppur	1,318	15,839	2,992	20,149	*18,129*
8509	Skaftárhreppur	15,614	19,032	3,665	38,310	*21,939*
8610	Ásahreppur	17,108	7,294	1,447	25,849	*7,511*
8613	Rangárþing eystra	3,627	57,818	14,470	75,915	*69,685*
8614	Rangárþing ytra	17,861	55,174	12,054	85,089	*65,899*
8710	Hrunamannahreppur	3,381	30,061	7,399	40,841	*37,697*
8716	Hveragerðisbær	4,173	47,488	10,438	62,098	*56,877*
8717	Sveitarfélagið Ölfus	6,753	47,516	14,158	68,427	*62,664*
8719	Grímsnes- og Grafningshr.	10,326	100,080	8,422	118,828	*107,899*
8720	Skeiða- og Gnúpverjahreppur	1,343	17,479	3,534	22,356	*18,793*
8721	Bláskógabyggð	2,369	53,963	7,951	64,283	*59,262*
8722	Flóahreppur	2,027	15,605	3,995	21,627	*18,960*
9999	Various (undefined)	11,407	1,473	30,839	43,719	*31,871*
	Total	**710,833**	**6,810,679**	**2,178,919**	**9,700,431**	*9,249,728*

*Álftanes (1603) and Garðabær (1604) merged in January 2013. Municipalities 0000-1606 are within the Reykjavík Capital area.

ICI staff

The lessons learned from the 2008 Earthquake and having a new board and CEO of ICI has led to significant reconstruction of the business. Until 2008 only two employees worked at the office part-time, the CEO and an office worker. When the earthquake occurred, a few employees were hired, but most of the work force came from external contractors. Since 2010 there has been a growing emphasis on increasing skills and knowledge within the office as opposed to depending solely on external contractors.

Hulda Ragnheidur Arnadottir was hired to ICI as CEO in August 2010. Her passion is to build a strong team of talented people within ICI to make sure each project, from the everyday business to a catastrophe event will be handled in a professional way. Her educational background is focused on strategic management. She has a Msc. in Banking, Finance and Multinational business, and has specialized in Public Administration and Management. Before she came to ICI she worked as an internal Auditor for one of the Icelandic banks and is therefore open-minded about new methods.

Halldor Frimannsson is ICI's lawyer, since May 2012. He has a strong background in the private insurance sector in Iceland and years of experience in Public Administration. He has a strong ambition to work with projects in a formal and professional way. There is no doubt that we have already seen the benefits of having a lawyer full time in our team.

Jon Orvar Bjarnason has been working on projects for ICI since 2000 as an employee of one of our contractors, first as an assessor and later as a consultant in Risk assessment, modelling work and in the Cat Response project. Jon joined ICI as a full time employee in September 2013. He has a M.Sc. in earthquake engineering.

Jonina Palsdottir is our accountant. She joined ICI in May 2012. She took over the accountant work that was previously outsourced to KPMG. She has 30 years of experience in accounting and office work. Having her inside ICI as a full time employee has strengthened access to, and accuracy of financial information. She is also a service representative as well as handling valuations and issues insurance policies for insured lifelines and harbours.

Rannveig Haraldsdottir has the longest history of working within ICI. She came to work for ICI following the earthquake 2000 and again following the earthquake 2008. She has valuable experience in the claim process, and was permanently hired as an employee in 2010. She is our cashier and a service representative and works mostly on the claim process.

Tinna Hallbergsdóttir is our quality management system specialist. She was temporarily hired following the earthquake in 2008 but hired permanently for quality management projects at the beginning of year 2011. She is responsible for implementing ISO 9001 QMS and has a good eye for improving work flows and procedures. She is in charge of planning internal monitoring and internal audits within ICI. She is also responsible for the document/files system within ICI.