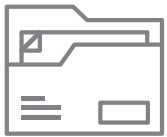


Insurance and Claims Services

The Risk Management and Claims Division of Law acts as the corporation's insurance company, providing insurance and claims services for all of the City's operations.



8,818
number of claims
per year (five year
average)



3,098
current open claims
files



5,157
number of
insured vehicles



\$4.3M
amount recovered
per year (five year
average)



141
sewer back-up claims
in the last year

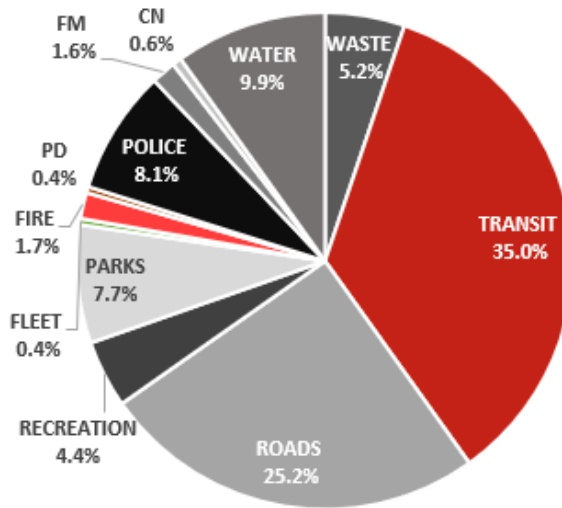


114
pothole claims
in the last year

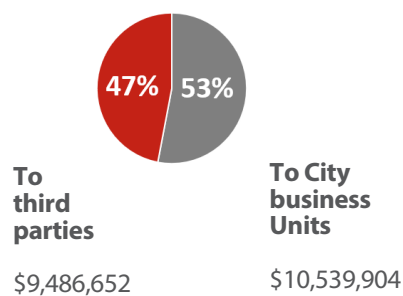
Number of claims by Business Unit or Department

Department	Average per year
Calgary Neighbourhoods	45
Facility Management	125
Calgary Police Service	656
Planning & Development	34
Fire Department	134
Fleet Services	29
Parks	617
Recreation	354
Roads	2,029
Calgary Transit	2,820
Waste & Recycling Services	423
Water Services	796

Percentage of claims by Business Unit or Department



Claims paid by year (five year average)



\$20M
average paid
annually on claims
to third parties and
City business units



\$12B
values
insured



\$9.2M
cost of
insurance
purchased



61
insurance policies
purchased



1,663
311 Service Requests
in the last year