Parameter	Weight	Quantitative indicators	Qualitative indicators
1. Capital Adequacy and Financial Resilience	15%	Regulatory solvency ratio; risk-based capital coverage; capital quality; leverage; stress-test surplus	Capital management policy; access to additional capital; management risk appetite
2. Claims-Paying Capability and Claims Outcomes	14%	Claims settlement time; claims paid ratio; rejection rate; complaint ratio; litigated claims; outstanding claims ageing	Fairness of claims decisions; claims communication; catastrophe response; vulnerable-customer treatment
3. Underwriting Quality and Profitability	10%	Combined ratio; loss ratio; expense ratio; return on equity; insurance service result; premium-growth volatility	Underwriting discipline; pricing governance; portfolio management; use of actuarial information
4. Reserving and Actuarial Soundness	10%	Reserve adequacy; reserve development; claims liability coverage; frequency of strengthening reserves	Actuarial independence; model governance; assumption quality; validation and review
5. Investment and Asset–Liability Management	8%	Asset concentration; duration mismatch; liquidity; credit quality; unrealised losses; currency mismatch	Investment governance; liability matching; valuation practices; liquidity contingency planning
6. Reinsurance and Catastrophe Resilience	8%	Reinsurance coverage; retention levels; catastrophe exposure; probable maximum loss; counterparty concentration	Reinsurance strategy; quality of counterparties; catastrophe modelling; climate-risk preparation
7. Governance and Management Quality	8%	Board independence; executive turnover; audit findings; related-party exposure	Board competence; management experience; succession planning; ownership influence; corporate culture
8. Risk Management, Compliance and Operational Resilience	8%	Regulatory breaches; operational losses; system downtime; cyber incidents; business-continuity testing	Enterprise risk management; compliance culture; internal controls; crisis management; cybersecurity governance
9. Product Value, Coverage and Suitability	7%	Premium relative to benefits; exclusions; deductibles; surrender values; benefit ratios; renewal-price increases	Clarity of wording; suitability for target customers; product governance; flexibility and accessibility
10. Customer Service and Market Conduct	6%	Complaints per 1,000 policies; lapse and persistency rates; service times; customer retention	Sales conduct; disclosure quality; adviser remuneration; customer communication; dispute resolution
11. Technology, Inclusion and Sustainability	6%	Digital claims adoption; rural or underserved coverage; cybersecurity performance; paper and carbon reductions	Responsible underwriting; accessibility; insurtech capability; climate and social-risk integration