

Table 5.2
Operating Results of Adjusters

Item	2009		2010		2011	
	RMm	% change	RMm	% change	RMm	% change
Fees earned	173.6	-0.7	179.0	3.1	202.6	13.2
Other income	5.7	-18.8	12.2	114.4	9.2	-24.8
Total outgo	157.4	-0.8	165.3	5.0	179.2	8.4
Operating profit/(loss)	21.9	-6.0	25.9	18.3	32.6	25.9