

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2009

Large Insurers (400 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>12 qtrs percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	96	3	96.88%	97.75%	95.39%
11061	REGENT INSURANCE CO	65	4	93.85%	92.73%	87.09%
11509	OLD REPUBLIC INS CO	90	8	91.11%	92.07%	83.40%
16594	SOCIETY INSURANCE A MUTUAL CO	59	6	89.83%	94.07%	90.26%
15539	EMPLOYERS MUTUAL CASUALTY CO	35	4	88.57%	89.55%	86.57%
12491	ILLINOIS NATIONAL INS CO	59	7	88.14%	88.12%	76.31%
12165	ACE AMERICAN INSURANCE CO	157	21	86.62%	88.75%	76.18%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	125	17	86.40%	79.37%	83.28%
24244	UNITED WISCONSIN	179	25	86.03%	86.62%	87.67%
17426	SECURA INSURANCE A MUTUAL CO	64	9	85.94%	88.35%	86.68%
17469	ACUITY INSURANCE CO	155	22	85.81%	87.98%	81.46%
18996	WAUSAU UNDERWRITERS INS CO	76	11	85.53%	81.75%	79.69%
17124	WEST BEND MUTUAL INS CO	185	30	83.78%	85.95%	85.33%
21814	LIBERTY INSURANCE CORP	72	14	80.56%	83.94%	87.44%
27332	WAUSAU BUSINESS INS CO	60	12	80.00%	78.29%	80.53%
10863	ZURICH AMERICAN INSURANCE COMPAN	296	63	78.72%	78.14%	78.73%
36870	EMPLOYERS ASSURANCE CORP	65	14	78.46%	83.74%	81.78%
13579	TRAVELERS PROPERTY CAS CO OF AMER	121	31	74.38%	81.78%	83.89%
SI	CITY OF MILWAUKEE	62	18	70.97%	67.57%	74.82%
TOTALS FOR GROUP:		2,021	319	84.22%	85.00%	82.90%

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Medium Size Insurers (85 -399 Claims or more per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 qtrs
		or overdue	no reply		To Date	percent
12408	TRANSPORTATION INSURANCE CO	28	0	100.00%	100.00%	95.21%
10960	MIDDLESEX INSURANCE CO	26	0	100.00%	100.00%	94.22%
SI	UW-SYSTEM ADMINISTRATION	19	0	100.00%	100.00%	94.84%
38466	MICHIGAN COMMERCIAL INS MUTUAL IN	11	0	100.00%	100.00%	96.30%
16195	NATIONWIDE MUTUAL INS CO	10	0	100.00%	100.00%	82.86%
15032	VALLEY FORGE INS CO	9	0	100.00%	100.00%	94.57%
16446	FEDERATED MUTUAL INS CO	9	0	100.00%	100.00%	90.71%
11770	PATRIOT GENL INS CO	3	0	100.00%	100.00%	93.22%
12882	EMCASCO INSURANCE CO	29	1	96.55%	98.15%	94.79%
37877	SENTRY CASUALTY CO	32	1	96.88%	96.88%	97.09%
11053	CONTINENTAL WESTERN INS CO	23	1	95.65%	96.67%	94.44%
24759	AMERICAN INTERSTATE INS CO	12	1	91.67%	96.15%	85.29%
SI	KOHLER CO	13	0	100.00%	96.00%	83.51%
13439	TRAVELERS INDEMNITY CO OF AMERICA	13	1	92.31%	96.00%	84.21%
22799	SFM MUTUAL INS CO	19	1	94.74%	94.87%	89.39%
37915	CITIES & VILLAGES MUTUAL INS CO	8	1	87.50%	94.74%	85.92%
28355	ARCH INSURANCE CO	5	0	100.00%	94.44%	93.46%
14850	PEKIN INSURANCE CO	6	1	83.33%	94.12%	82.69%
28002	WILSON MUTUAL INS CO	19	1	94.74%	93.75%	92.66%
15873	AMERICAN FAMILY MUTUAL INS CO	22	2	90.91%	91.11%	89.20%
16586	LIBERTY MUTUAL FIRE INS CO	35	5	85.71%	90.77%	75.49%
19968	ACCIDENT FUND INS CO OF AMERICA	53	7	86.79%	90.20%	73.79%
17388	FRANKENMUTH MUTUAL INS CO	43	4	90.70%	90.00%	85.29%
SI	DEPT OF ADMINISTRATION	35	3	91.43%	88.24%	89.52%
13889	INSURANCE COMPANY OF STATE OF PA T	36	4	88.89%	87.84%	70.59%
SI	TARGET CORP (STORES)	6	1	83.33%	87.50%	78.13%
14974	TWIN CITY FIRE INS CO	34	5	85.29%	86.67%	84.67%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	15	3	80.00%	84.62%	86.36%
25437	INDEMNITY INSURANCE CO OF NORTH AI	6	1	83.33%	84.62%	74.84%
17035	INTEGRITY MUTUAL INS CO	21	1	95.24%	83.78%	89.04%
15865	WESTERN NATIONAL MUTUAL INS CO	22	5	77.27%	83.72%	86.70%
11037	GREAT WEST CASUALTY CO	13	1	92.31%	83.33%	91.30%
SI	NEWPAGE WISCONSIN SYSTEM INC	7	1	85.71%	83.33%	69.59%
15628	LIBERTY MUTUAL INS CO	60	10	83.33%	82.22%	78.32%
13781	AMERICAN HOME ASSURANCE CO	31	7	77.42%	81.82%	74.76%
15385	CINCINNATI INSURANCE CO THE	39	4	89.74%	81.48%	80.47%
SI	CITY OF MADISON	14	3	78.57%	81.48%	83.46%
27944	XL SPECIALTY INSURANCE COMPANY	15	3	80.00%	81.25%	68.44%
17965	AMERICAN ZURICH INS CO	37	11	70.27%	81.16%	81.66%
17280	RURAL MUTUAL INS CO	34	10	70.59%	81.03%	84.04%
12637	TRAVELERS INDEMNITY CO OF CT THE	47	9	80.85%	80.41%	88.20%
15172	COMMERCE & INDUSTRY INS CO	66	15	77.27%	80.17%	77.36%
10227	FIDELITY & GUARANTY INS CO	44	9	79.55%	79.45%	80.09%
16144	AUTO OWNERS INS CO	9	2	77.78%	78.57%	82.47%
12890	FEDERAL INSURANCE CO	67	14	79.10%	78.22%	81.43%
SI	MILWAUKEE BOARD OF SCHOOL DIR	32	8	75.00%	78.00%	75.14%
17272	HASTINGS MUTUAL INS CO	4	1	75.00%	77.78%	74.70%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	39	8	79.49%	77.61%	64.90%
13315	INDIANA INSURANCE CO	24	8	66.67%	77.61%	76.12%

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Medium Size Insurers (85 -399 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>12 qtrs percent</u>
13080	NEW HAMPSHIRE INSURANCE CO	70	14	80.00%	77.46%	68.24%
12440	GENERAL CAS CO OF WI	15	4	73.33%	76.67%	86.34%
SI	COUNTY OF MILWAUKEE	37	11	70.27%	75.86%	80.69%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	1	66.67%	75.00%	88.00%
14516	TRI STATE INS CO OF MN	44	10	77.27%	72.84%	71.03%
12246	WAUSAU GENERAL INS CO	19	5	73.68%	71.05%	84.19%
SI	MILWAUKEE TRANSPORT SERVICES INC	10	2	80.00%	70.27%	81.19%
TOTALS FOR GROUP:		1,402	221	84.24%	85.04%	80.76%

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Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 qtrs
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11916	PENN MFRS ASSOCIATION INS CO	10	0	100.00%	100.00%	100.00%
SI	COUNTY OF WAUKESHA	0	0	0.00%	100.00%	97.37%
SI	BRUNSWICK CORPORATION	1	0	100.00%	100.00%	97.22%
SI	COUNTY OF ROCK	2	0	100.00%	80.00%	96.77%
SI	COUNTY OF DANE	3	0	100.00%	100.00%	96.55%
SI	CNH AMERICA LLC	7	0	100.00%	100.00%	95.83%
SI	COUNTY OF SHEBOYGAN	2	0	100.00%	100.00%	95.65%
13668	SENTRY SELECT	2	0	100.00%	100.00%	95.00%
SI	CITY OF KENOSHA	0	0	0.00%	0.00%	94.44%
13269	HARTFORD FIRE INSURANCE CO	6	1	83.33%	85.71%	93.68%
16985	GRINNELL MUT REINSUR CO	11	0	100.00%	100.00%	93.65%
SI	VOLLRATH COMPANY LLC	5	0	100.00%	88.89%	93.22%
12122	UNITED FIRE & CASUALTY CO	4	2	50.00%	66.67%	92.86%
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	92.59%
SI	COOPER POWER SYSTEMS LLC	5	0	100.00%	100.00%	92.16%
SI	STOUGHTON TRAILERS, LLC	1	0	100.00%	100.00%	91.67%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	90.91%
10693	VIGILANT INSURANCE CO	4	1	75.00%	91.67%	90.32%
55299	COMMUNITY INS CORP	1	0	100.00%	75.00%	90.32%
10316	WESTPORT INSURANCE CORPORATION	10	2	80.00%	84.21%	90.18%
SI	WISCONSIN PUBLIC SERVICE CORP	0	0	0.00%	0.00%	90.00%
35629	WIS COUNTY MUTUAL INS CORP	2	1	50.00%	80.00%	89.74%
SI	BRIGGS & STRATTON CORP	9	0	100.00%	100.00%	89.47%
20702	DISCOVER PROPERTY & CASUALTY INSU	9	1	88.89%	90.91%	89.29%
SI	CITY OF GREEN BAY	2	0	100.00%	100.00%	89.29%
SI	EMERSON ELECTRIC COMPANY	1	0	100.00%	100.00%	89.19%
SI	MANITOWOC CRANES INC	3	0	100.00%	100.00%	88.89%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	88.00%
12602	BITUMINOUS FIRE & MARINE INS CO	4	0	100.00%	100.00%	87.50%
SI	COUNTY OF WASHINGTON	3	0	100.00%	100.00%	87.50%
13978	AIG CASUALTY CO	12	1	91.67%	94.74%	87.14%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	4	2	50.00%	66.67%	86.96%
14397	HARTFORD CASUALTY INS CO	6	0	100.00%	87.50%	86.76%
SI	GENERAL MOTORS CORPORATION	8	0	100.00%	88.89%	86.73%
18411	DISTRICTS MUTUAL INS	4	0	100.00%	100.00%	86.44%
SI	COLUMBIA-ST MARY'S INC	16	1	93.75%	96.15%	86.43%
SI	JOURNAL SENTINEL INC	3	0	100.00%	85.71%	86.05%
10243	CONTINENTAL CASUALTY CO	5	0	100.00%	90.91%	85.86%
11452	AMERICAN GUARANTEE & LIABILITY INS	8	1	87.50%	81.25%	85.19%
15717	UTICA MUTUAL INS CO	6	0	100.00%	100.00%	85.19%
14591	GREENWICH INSURANCE CO	4	1	75.00%	83.33%	85.00%
32352	BENCHMARK INSURANCE CO	4	0	100.00%	100.00%	84.62%
SI	COUNTY OF LA CROSSE	3	0	100.00%	100.00%	84.62%
13706	ST PAUL FIRE & MARINE INS CO	10	1	90.00%	82.35%	83.77%
SI	KWIK TRIP INC	15	2	86.67%	92.31%	83.65%
15318	CHARTER OAK FIRE INS CO	12	2	83.33%	89.47%	83.08%
SI	FEDERAL EXPRESS CORPORATION	3	1	66.67%	71.43%	82.76%
11665	CAPITOL INDEMNITY CORP	8	1	87.50%	83.33%	82.00%
16969	MICHIGAN MILLERS MUTUAL INS CO	14	4	71.43%	84.62%	81.73%

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Small Size Insurers (Less than 85 Claims per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>12 qtrs percent</u>
SI	DEPT OF TRANSPORTATION	8	2	75.00%	82.35%	81.43%
SI	MARTEN TRANSPORT LTD	1	0	100.00%	66.67%	80.56%
11223	TRAVELERS CASUALTY & SURETY CO	5	3	40.00%	73.33%	79.27%
12777	UNITED STATES FIRE INS CO	4	1	75.00%	62.50%	78.95%
28312	EVEREST NATIONAL INS CO	0	0	0.00%	0.00%	77.36%
10456	HARTFORD UNDERWRITERS INS CO	18	4	77.78%	81.48%	77.30%
SI	CITY OF RACINE	3	0	100.00%	100.00%	77.27%
17582	MILWAUKEE INS COMPANY	13	7	46.15%	61.11%	77.06%
10847	UNITED STATES FIDELITY & GUARANTY (12	0	100.00%	91.67%	76.97%
16853	CHURCH MUTUAL INSURANCE CO	4	0	100.00%	85.71%	75.95%
10170	HAWKEYE SECURITY INS CO	12	2	83.33%	72.00%	75.88%
27359	FIRST LIBERTY INS CORP THE	3	1	66.67%	88.89%	75.86%
14842	STATE FARM FIRE & CASUALTY CO	8	5	37.50%	64.71%	75.34%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	9	1	88.89%	89.47%	75.28%
36099	CHEROKEE INSURANCE CO	2	2	0.00%	33.33%	74.07%
SI	WISCONSIN ELECTRIC POWER COMPANY	7	1	85.71%	90.00%	73.81%
SI	P&H MINING EQUIPMENT INC	1	0	100.00%	75.00%	72.73%
SI	USF HOLLAND INC	17	12	29.41%	57.50%	71.43%
27243	L M INSURANCE CORP	3	1	66.67%	50.00%	66.25%
SI	WISCONSIN BELL INC	4	1	75.00%	60.00%	63.08%
17604	PHARMACISTS MUTUAL INS CO	13	5	61.54%	66.67%	62.77%
29734	AMERICAN COMPENSATION	4	2	50.00%	28.57%	57.27%
SI	FEDEX FREIGHT INC	5	3	40.00%	40.00%	47.83%
10103	ASSOCIATED INDEMNITY CORP	9	5	44.44%	50.00%	36.33%
	TOTALS FOR GROUP:	424	83	80.42%	82.82%	79.97%