

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2008

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 Qtr percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	111	2	98.20%	96.69%	91.99%
15539	EMPLOYERS MUTUAL CASUALTY CO	46	2	95.65%	87.42%	87.42%
SI	CITY OF MILWAUKEE	26	2	92.31%	72.59%	82.96%
16594	SOCIETY INSURANCE A MUTUAL CO	60	6	90.00%	90.57%	88.54%
24244	UNITED WISCONSIN	125	13	89.60%	88.89%	87.54%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	93	10	89.25%	89.08%	81.39%
12491	ILLINOIS NATIONAL INS CO	85	10	88.24%	78.99%	73.25%
36870	AMCOMP ASSURANCE CORP	76	11	85.53%	83.41%	79.94%
11509	OLD REPUBLIC INS CO	128	20	84.38%	83.65%	79.95%
17469	ACUITY INSURANCE CO	124	20	83.87%	84.94%	80.61%
11061	REGENT INSURANCE CO	55	9	83.64%	84.91%	84.19%
13579	TRAVELERS PROPERTY CAS CO OF AMER	103	17	83.50%	85.28%	86.18%
17124	WEST BEND MUTUAL INS CO	132	25	81.06%	81.87%	83.59%
21814	LIBERTY INSURANCE CORP	61	12	80.33%	79.92%	87.66%
17426	SECURA INSURANCE A MUTUAL CO	43	9	79.07%	81.90%	86.12%
10863	ZURICH AMERICAN INSURANCE COMPAN	406	86	78.82%	73.45%	78.29%
12165	ACE AMERICAN INSURANCE CO	232	60	74.14%	71.53%	72.43%
	<b>TOTALS FOR GROUP:</b>	<b>1,906</b>	<b>314</b>	<b>83.53%</b>	<b>81.38%</b>	<b>81.86%</b>

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2008

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

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 Qtr
		or overdue	no reply		To Date	percent
SI	GENERAL MOTORS CORPORATION	9	0	100.00%	100.00%	86.86%
11770	PATRIOT GENL INS CO	6	0	100.00%	100.00%	87.34%
34436	COMMUNITY INS CORP	2	0	100.00%	100.00%	95.56%
SI	MARTEN TRANSPORT LTD	1	0	100.00%	100.00%	82.50%
SI	SCHNEIDER NATIONAL CARRIERS INC	1	0	100.00%	100.00%	95.00%
15032	VALLEY FORGE INS CO	12	1	91.67%	96.30%	91.28%
12408	TRANSPORTATION INSURANCE CO	29	2	93.10%	95.24%	89.77%
10243	CONTINENTAL CASUALTY CO	5	1	80.00%	94.74%	82.86%
12637	TRAVELERS INDEMNITY CO OF CT THE	36	2	94.44%	94.68%	91.04%
10456	HARTFORD UNDERWRITERS INS CO	13	2	84.62%	93.94%	71.53%
SI	DEPT OF ADMINISTRATION	26	1	96.15%	93.42%	89.12%
11037	GREAT WEST CASUALTY CO	17	1	94.12%	93.33%	93.38%
SI	CITY OF MADISON	3	0	100.00%	92.86%	83.55%
17035	INTEGRITY MUTUAL INS CO	18	1	94.44%	92.68%	88.89%
12440	GENERAL CAS CO OF WI	10	1	90.00%	91.18%	85.19%
SI	MILWAUKEE TRANSPORT SERVICES INC	21	2	90.48%	90.91%	87.71%
16144	AUTO OWNERS INS CO	11	2	81.82%	90.91%	85.42%
16446	FEDERATED MUTUAL INS CO	9	1	88.89%	90.91%	91.18%
12882	EMCASCO INSURANCE CO	17	3	82.35%	89.74%	89.83%
22799	SFM MUTUAL INS CO	20	1	95.00%	89.23%	89.52%
14974	TWIN CITY FIRE INS CO	37	6	83.78%	89.17%	82.51%
12246	WAUSAU GENERAL INS CO	28	4	85.71%	87.36%	82.42%
24759	AMERICAN INTERSTATE INS CO	10	0	100.00%	87.10%	87.22%
15865	WESTERN NATIONAL MUTUAL INS CO	16	2	87.50%	87.04%	87.71%
10960	MIDDLESEX INSURANCE CO	24	3	87.50%	86.96%	90.33%
SI	COUNTY OF MILWAUKEE	20	4	80.00%	85.71%	82.78%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	8	2	75.00%	85.71%	85.87%
13439	TRAVELERS INDEMNITY CO OF AMERICA	19	3	84.21%	85.37%	82.61%
SI	UW-SYSTEM ADMINISTRATION	5	0	100.00%	85.00%	91.03%
15385	CINCINNATI INSURANCE CO THE	57	10	82.46%	84.52%	82.80%
28355	ARCH INSURANCE CO	5	0	100.00%	84.38%	93.88%
15873	AMERICAN FAMILY MUTUAL INS CO	17	2	88.24%	84.21%	88.96%
37915	CITIES & VILLAGES MUTUAL INS CO	8	0	100.00%	84.21%	87.50%
17388	FRANKENMUTH MUTUAL INS CO	35	5	85.71%	83.52%	82.21%
14850	PEKIN INSURANCE CO	6	1	83.33%	83.33%	66.89%
18996	WAUSAU UNDERWRITERS INS CO	30	3	90.00%	81.65%	75.55%
17280	RURAL MUTUAL INS CO	29	3	89.66%	81.63%	85.84%
27332	WAUSAU BUSINESS INS CO	40	6	85.00%	80.15%	78.57%
25437	INDEMNITY INSURANCE CO OF NORTH AI	16	3	81.25%	80.00%	72.73%
19968	ACCIDENT FUND INS CO OF AMERICA	74	8	89.19%	79.25%	73.61%
17965	AMERICAN ZURICH INS CO	26	6	76.92%	77.61%	83.81%
13889	INSURANCE COMPANY OF STATE OF PA T	56	6	89.29%	77.44%	69.11%
10227	FIDELITY & GUARANTY INS CO	62	20	67.74%	76.89%	76.77%
28002	WILSON MUTUAL INS CO	12	3	75.00%	76.19%	92.41%
SI	KOHLER CO	31	5	83.87%	75.81%	85.47%
15172	COMMERCE & INDUSTRY INS CO	61	16	73.77%	75.00%	77.52%
12890	FEDERAL INSURANCE CO	33	11	66.67%	74.80%	81.37%
SI	MILWAUKEE BOARD OF SCHOOL DIR	14	0	100.00%	74.51%	77.63%
18411	DISTRICTS MUTUAL INS	8	2	75.00%	74.07%	84.75%

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2008

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 Qtr percent</u>
17272	HASTINGS MUTUAL INS CO	5	1	80.00%	73.33%	75.96%
11223	TRAVELERS CASUALTY & SURETY CO	4	1	75.00%	73.33%	81.82%
16195	NATIONWIDE MUTUAL INS CO	11	2	81.82%	72.55%	75.48%
SI	NEWPAGE WISCONSIN SYSTEM INC	15	0	100.00%	72.06%	67.14%
SI	TARGET CORP (STORES)	6	3	50.00%	70.59%	76.14%
13781	AMERICAN HOME ASSURANCE CO	52	15	71.15%	69.71%	71.94%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	21	4	80.95%	69.49%	76.16%
14516	TRI STATE INS CO OF MN	44	7	84.09%	68.71%	72.39%
13080	NEW HAMPSHIRE INSURANCE CO	65	22	66.15%	67.53%	66.67%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	59	18	69.49%	64.63%	60.07%
15628	LIBERTY MUTUAL INS CO	79	29	63.29%	63.19%	79.30%
10170	HAWKEYE SECURITY INS CO	20	9	55.00%	62.50%	76.92%
27944	XL SPECIALTY INSURANCE COMPANY	37	14	62.16%	61.39%	62.45%
16586	LIBERTY MUTUAL FIRE INS CO	59	22	62.71%	60.44%	78.09%
	<b>TOTALS FOR GROUP:</b>	<b>1,530</b>	<b>302</b>	<b>80.26%</b>	<b>77.84%</b>	<b>79.54%</b>

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2008

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 Qtr
		or overdue	no reply		To Date	percent
SI	COUNTY OF ROCK	2	0	100.00%	100.00%	100.00%
SI	BRUNSWICK CORPORATION	2	0	100.00%	100.00%	96.77%
SI	COUNTY OF DANE	2	0	100.00%	100.00%	96.67%
12122	UNITED FIRE & CASUALTY CO	9	0	100.00%	100.00%	96.61%
SI	COUNTY OF OUTAGAMIE	2	0	100.00%	100.00%	96.43%
35629	WIS COUNTY MUTUAL INS CORP	5	0	100.00%	100.00%	95.45%
13668	SENTRY SELECT	4	0	100.00%	100.00%	94.44%
SI	VOLLRATH COMPANY LLC	2	0	100.00%	100.00%	93.88%
16985	GRINNELL MUT REINSUR CO	6	0	100.00%	82.35%	93.33%
SI	COUNTY OF SHEBOYGAN	0	0	0.00%	100.00%	93.10%
SI	COUNTY OF LA CROSSE	2	0	100.00%	75.00%	92.86%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	92.86%
11053	CONTINENTAL WESTERN INS CO	18	0	100.00%	97.22%	92.23%
SI	STOUGHTON TRAILERS, LLC	1	1	0.00%	80.00%	91.67%
10030	AMERICAN CASUALTY CO OF READING P.	0	0	0.00%	100.00%	91.67%
SI	CITY OF KENOSHA	1	0	100.00%	100.00%	91.30%
20702	DISCOVER PROPERTY & CASUALTY INSU	3	0	100.00%	80.00%	91.18%
SI	CITY OF GREEN BAY	3	1	66.67%	77.78%	89.66%
34649	SECURA SUPREME	1	0	100.00%	80.00%	89.61%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	3	0	100.00%	100.00%	89.58%
SI	BRIGGS & STRATTON CORP	7	2	71.43%	82.35%	89.40%
SI	FEDERAL EXPRESS CORPORATION	4	0	100.00%	91.67%	89.06%
SI	WISCONSIN PUBLIC SERVICE CORP	3	0	100.00%	88.89%	88.46%
12602	BITUMINOUS FIRE & MARINE INS CO	1	0	100.00%	100.00%	86.96%
13714	WESTPORT INSURANCE CORPORATION	8	0	100.00%	90.63%	86.67%
13269	HARTFORD FIRE INSURANCE CO	6	0	100.00%	100.00%	86.44%
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	86.42%
11665	CAPITOL INDEMNITY CORP	5	1	80.00%	72.22%	85.25%
14842	STATE FARM FIRE & CASUALTY CO	5	0	100.00%	85.00%	85.07%
SI	COUNTY OF WAUKESHA	1	0	100.00%	100.00%	84.91%
28312	EVEREST NATIONAL INS CO	2	0	100.00%	70.00%	84.78%
11452	AMERICAN GUARANTEE & LIABILITY INS	12	3	75.00%	81.48%	84.62%
SI	COLUMBIA-ST MARY'S INC	11	3	72.73%	82.35%	84.62%
36099	CHEROKEE INSURANCE CO	3	1	66.67%	70.00%	84.21%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	1	0	100.00%	100.00%	82.61%
SI	CITY OF RACINE	1	0	100.00%	60.00%	82.61%
10693	VIGILANT INSURANCE CO	10	0	100.00%	96.30%	82.40%
SI	KWIK TRIP INC	17	2	88.24%	83.02%	82.35%
12777	UNITED STATES FIRE INS CO	12	5	58.33%	66.67%	82.14%
10545	MARYLAND CASUALTY CO	5	0	100.00%	91.67%	81.54%
13978	AIG CASUALTY CO	11	2	81.82%	80.77%	81.25%
14591	GREENWICH INSURANCE CO	2	1	50.00%	69.23%	81.25%
13706	ST PAUL FIRE & MARINE INS CO	17	3	82.35%	82.50%	81.08%
14702	FEDERATED RURAL ELECTRIC INS CORP	5	0	100.00%	85.71%	80.00%
19879	VIRGINIA SURETY CO INC	5	1	80.00%	88.00%	79.23%
15717	UTICA MUTUAL INS CO	3	0	100.00%	89.29%	79.17%
SI	DEPT OF TRANSPORTATION	5	0	100.00%	94.12%	77.78%
27359	FIRST LIBERTY INS CORP THE	6	2	66.67%	60.00%	76.92%
SI	P&H MINING EQUIPMENT INC	5	3	40.00%	55.56%	76.79%

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2008

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 Qtr percent</u>
SI	EMERSON ELECTRIC COMPANY	3	1	66.67%	85.71%	76.74%
16853	CHURCH MUTUAL INSURANCE CO	6	0	100.00%	100.00%	76.67%
SI	COOPER POWER SYSTEMS LLC	1	0	100.00%	100.00%	76.54%
SI	USF HOLLAND INC	11	2	81.82%	88.00%	75.76%
17582	MILWAUKEE INS COMPANY	6	0	100.00%	61.90%	75.45%
14397	HARTFORD CASUALTY INS CO	11	0	100.00%	100.00%	75.24%
13692	ST PAUL MERCURY INS CO	1	1	0.00%	50.00%	74.36%
SI	COUNTY OF WASHINGTON	0	0	0.00%	100.00%	73.33%
16969	MICHIGAN MILLERS MUTUAL INS CO	15	4	73.33%	79.31%	73.12%
10847	UNITED STATES FIDELITY & GUARANTY (	14	8	42.86%	65.85%	72.62%
17604	PHARMACISTS MUTUAL INS CO	20	8	60.00%	47.37%	70.83%
15431	ACE FIRE UNDERWRITERS INSURANCE CO	8	4	50.00%	65.63%	69.86%
SI	WISCONSIN BELL INC	2	0	100.00%	46.15%	68.92%
27243	L M INSURANCE CORP	6	2	66.67%	60.38%	68.83%
32352	BENCHMARK INSURANCE CO	6	0	100.00%	95.00%	67.21%
17132	MILWAUKEE CASUALTY INSURANCE CO	3	0	100.00%	85.71%	67.07%
SI	WISCONSIN ELECTRIC POWER COMPANY	2	0	100.00%	83.33%	65.57%
SI	CHRYSLER LLC	0	0	0.00%	100.00%	65.52%
29734	AMERICAN COMPENSATION	9	3	66.67%	68.75%	61.32%
SI	FEDEX FREIGHT EAST	21	14	33.33%	32.26%	56.25%
12629	ELECTRIC INSURANCE CO	4	1	75.00%	61.54%	52.38%
10103	ASSOCIATED INDEMNITY CORP	12	4	66.67%	45.83%	42.27%
	<b>TOTALS FOR GROUP:</b>	<b>405</b>	<b>83</b>	<b>79.51%</b>	<b>77.76%</b>	<b>78.13%</b>