

Indicator 8: Promptness of Responding to Claim Correspondence - 4th 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	60	1	98.33%	98.00%	96.17%
15539	EMPLOYERS MUTUAL CASUALTY CO	32	1	96.88%	87.16%	88.12%
16594	SOCIETY INSURANCE A MUTUAL CO	74	3	95.95%	93.92%	92.10%
11061	REGENT INSURANCE CO	65	5	92.31%	90.79%	89.08%
21814	LIBERTY INSURANCE CORP	52	4	92.31%	86.89%	86.86%
24244	UNITED WISCONSIN	111	11	90.09%	88.79%	88.21%
18996	WAUSAU UNDERWRITERS INS CO	70	8	88.57%	83.63%	81.12%
17426	SECURA INSURANCE A MUTUAL CO	31	4	87.10%	88.24%	87.19%
17469	ACUITY INSURANCE CO	91	13	85.71%	86.13%	82.43%
12491	ILLINOIS NATIONAL INS CO	34	5	85.29%	87.35%	76.89%
27332	WAUSAU BUSINESS INS CO	65	12	81.54%	80.78%	81.50%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	69	13	81.16%	77.38%	82.22%
17124	WEST BEND MUTUAL INS CO	119	23	80.67%	83.98%	85.63%
36870	EMPLOYERS ASSURANCE CORP	52	11	78.85%	83.67%	82.10%
10863	ZURICH AMERICAN INSURANCE COMPAN	231	50	78.35%	77.26%	78.38%
12165	ACE AMERICAN INSURANCE CO	122	29	76.23%	86.05%	77.78%
11509	OLD REPUBLIC INS CO	52	16	69.23%	84.87%	83.59%
13579	TRAVELERS PROPERTY CAS CO OF AMER	239	78	67.36%	75.91%	80.97%
SI	CITY OF MILWAUKEE	37	15	59.46%	65.54%	71.98%
	TOTALS FOR GROUP:	1,606	302	81.20%	83.70%	83.14%

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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
15032	VALLEY FORGE INS CO	27	0	100.00%	100.00%	97.92%
10960	MIDDLESEX INSURANCE CO	14	0	100.00%	100.00%	93.94%
37877	SENTRY CASUALTY CO	33	0	100.00%	98.64%	98.39%
12408	TRANSPORTATION INSURANCE CO	24	1	95.83%	98.17%	96.61%
38466	MICHIGAN COMMERCIAL INS MUTUAL	7	0	100.00%	97.30%	95.83%
14850	PEKIN INSURANCE CO	6	0	100.00%	96.55%	88.54%
16446	FEDERATED MUTUAL INS CO	2	0	100.00%	95.45%	90.68%
12882	EMCASCO INSURANCE CO	16	2	87.50%	95.24%	94.87%
SI	UW-SYSTEM ADMINISTRATION	18	3	83.33%	95.00%	93.83%
24759	AMERICAN INTERSTATE INS CO	6	1	83.33%	95.00%	85.89%
22799	SFM MUTUAL INS CO	20	1	95.00%	94.94%	92.71%
28002	WILSON MUTUAL INS CO	17	1	94.12%	94.59%	93.06%
SI	DEPT OF ADMINISTRATION	28	1	96.43%	93.91%	91.13%
11053	CONTINENTAL WESTERN INS CO	10	1	90.00%	93.75%	93.28%
16195	NATIONWIDE MUTUAL INS CO	24	3	87.50%	92.98%	85.07%
11770	PATRIOT GENL INS CO	1	0	100.00%	90.91%	92.45%
17388	FRANKENMUTH MUTUAL INS CO	24	2	91.67%	90.10%	86.19%
16586	LIBERTY MUTUAL FIRE INS CO	34	6	82.35%	89.83%	74.95%
28355	ARCH INSURANCE CO	14	1	92.86%	89.47%	91.30%
19968	ACCIDENT FUND INS CO OF AMERICA	23	3	86.96%	89.33%	74.66%
15873	AMERICAN FAMILY MUTUAL INS CO	22	3	86.36%	89.33%	87.45%
15865	WESTERN NATIONAL MUTUAL INS CO	17	1	94.12%	89.19%	87.72%
37915	CITIES & VILLAGES MUTUAL INS CO	5	0	100.00%	88.46%	87.10%
13889	INSURANCE COMPANY OF STATE OF PA T	22	4	81.82%	88.14%	72.39%
17035	INTEGRITY MUTUAL INS CO	18	1	94.44%	86.96%	89.77%
14974	TWIN CITY FIRE INS CO	34	5	85.29%	86.81%	87.41%
SI	KOHLER CO	14	5	64.29%	86.36%	82.29%
SI	NEWPAGE WISCONSIN SYSTEM INC	7	1	85.71%	86.36%	67.76%
13439	TRAVELERS INDEMNITY CO OF AMERICA	35	8	77.14%	85.71%	84.32%
17272	HASTINGS MUTUAL INS CO	9	0	100.00%	85.71%	83.12%
16144	AUTO OWNERS INS CO	7	2	71.43%	84.38%	85.11%
17280	RURAL MUTUAL INS CO	23	1	95.65%	84.11%	84.23%
27944	XL SPECIALTY INSURANCE COMPANY	18	2	88.89%	83.82%	71.54%
SI	CITY OF MADISON	10	1	90.00%	83.72%	85.04%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	4	0	100.00%	83.33%	86.11%
17965	AMERICAN ZURICH INS CO	30	5	83.33%	83.08%	81.99%
15172	COMMERCE & INDUSTRY INS CO	18	1	94.44%	82.86%	78.93%
13315	INDIANA INSURANCE CO	8	0	100.00%	82.47%	79.63%
13781	AMERICAN HOME ASSURANCE CO	6	1	83.33%	82.46%	75.42%
SI	TARGET CORP (STORES)	6	1	83.33%	82.35%	79.59%
15385	CINCINNATI INSURANCE CO THE	31	4	87.10%	81.82%	80.97%
25437	INDEMNITY INSURANCE CO OF NORTH AI	13	4	69.23%	81.58%	76.61%
12440	GENERAL CAS CO OF WI	15	3	80.00%	80.60%	85.64%
12637	TRAVELERS INDEMNITY CO OF CT THE	100	20	80.00%	80.25%	86.02%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	19	3	84.21%	80.20%	68.86%
15628	LIBERTY MUTUAL INS CO	89	22	75.28%	80.19%	75.96%
11037	GREAT WEST CASUALTY CO	2	1	50.00%	80.00%	90.13%
10227	FIDELITY & GUARANTY INS CO	14	3	78.57%	78.18%	80.46%
13080	NEW HAMPSHIRE INSURANCE CO	74	16	78.38%	76.69%	70.64%

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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>
SI	MILWAUKEE TRANSPORT SERVICES INC	18	5	72.22%	76.12%	80.68%
14516	TRI STATE INS CO OF MN	43	11	74.42%	75.76%	71.02%
12246	WAUSAU GENERAL INS CO	13	2	84.62%	75.36%	82.39%
SI	COUNTY OF MILWAUKEE	19	7	63.16%	74.74%	80.62%
SI	MILWAUKEE BOARD OF SCHOOL DIR	22	9	59.09%	73.86%	72.55%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	0	100.00%	73.33%	84.38%
12890	FEDERAL INSURANCE CO	46	19	58.70%	70.59%	76.85%
TOTALS FOR GROUP:		1,182	197	83.33%	84.82%	81.34%

Indicator 8: Promptness of Responding to Claim Correspondence - 4th Quarter 2009

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 qtrs
		or overdue	no reply		To Date	percent
SI	CITY OF KENOSHA	0	0	0.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	0	0	0.00%	100.00%	100.00%
SI	GENERAL MOTORS COMPANY	4	0	100.00%	100.00%	97.33%
SI	BRUNSWICK CORPORATION	0	0	0.00%	100.00%	97.14%
13668	SENTRY SELECT	3	0	100.00%	91.67%	96.15%
SI	CNH AMERICA LLC	1	0	100.00%	100.00%	95.74%
12602	BITUMINOUS FIRE & MARINE INS CO	1	0	100.00%	100.00%	95.65%
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	95.45%
SI	COUNTY OF SHEBOYGAN	1	0	100.00%	100.00%	95.00%
11916	PENN MFRS ASSOCIATION INS CO	11	1	90.91%	91.43%	94.44%
SI	THE VOLLRATH COMPANY LLC	3	0	100.00%	85.71%	94.44%
13269	HARTFORD FIRE INSURANCE CO	4	0	100.00%	90.48%	94.25%
32352	BENCHMARK INSURANCE CO	1	0	100.00%	100.00%	93.48%
SI	CITY OF GREEN BAY	1	0	100.00%	100.00%	92.59%
16985	GRINNELL MUT REINSUR CO	0	0	0.00%	95.00%	91.94%
14397	HARTFORD CASUALTY INS CO	4	0	100.00%	93.33%	91.67%
SI	COUNTY OF DANE	1	0	100.00%	84.62%	91.67%
10316	WESTPORT INSURANCE CORPORATION	2	0	100.00%	88.00%	90.91%
SI	STOUGHTON TRAILERS, LLC	2	0	100.00%	100.00%	90.91%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	15	3	80.00%	80.95%	90.74%
35629	WIS COUNTY MUTUAL INS CORP	2	0	100.00%	85.71%	90.63%
55299	COMMUNITY INS CORP	1	0	100.00%	80.00%	90.32%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	90.00%
12122	UNITED FIRE & CASUALTY CO	5	0	100.00%	76.92%	89.86%
14591	GREENWICH INSURANCE CO	2	0	100.00%	88.89%	89.74%
10693	VIGILANT INSURANCE CO	10	2	80.00%	90.91%	89.00%
11452	AMERICAN GUARANTEE & LIABILITY INS	14	1	92.86%	85.29%	88.89%
SI	COOPER POWER SYSTEMS LLC	3	2	33.33%	83.33%	88.89%
SI	COUNTY OF WASHINGTON	14	2	85.71%	89.47%	88.57%
10243	CONTINENTAL CASUALTY CO	6	0	100.00%	91.30%	87.64%
SI	BRIGGS & STRATTON CORP	6	1	83.33%	87.10%	87.50%
18411	DISTRICTS MUTUAL INS	4	0	100.00%	100.00%	87.27%
16969	MICHIGAN MILLERS MUTUAL INS CO	10	0	100.00%	90.00%	86.87%
20702	DISCOVER PROPERTY & CASUALTY INSUJ	7	0	100.00%	86.96%	86.79%
SI	DEPT OF TRANSPORTATION	0	0	0.00%	85.71%	86.57%
15318	CHARTER OAK FIRE INS CO	14	2	85.71%	84.21%	86.08%
SI	EMERSON ELECTRIC COMPANY	3	0	100.00%	100.00%	85.71%
SI	JOURNAL SENTINEL INC	2	0	100.00%	90.00%	85.71%
SI	KWIK TRIP INC	17	0	100.00%	94.44%	85.37%
13706	ST PAUL FIRE & MARINE INS CO	3	1	66.67%	76.19%	85.22%
SI	COUNTY OF WAUKESHA	4	2	50.00%	57.14%	85.19%
SI	FEDERAL EXPRESS CORPORATION	0	0	0.00%	83.33%	85.11%
SI	COLUMBIA-ST MARY'S GROUP	13	0	100.00%	92.00%	85.04%
SI	COUNTY OF ROCK	9	2	77.78%	64.71%	83.78%
13978	CHARTIS PROPERTY CASUALTY CO	4	0	100.00%	91.30%	83.78%
15717	UTICA MUTUAL INS CO	6	2	66.67%	88.24%	83.75%
10456	HARTFORD UNDERWRITERS INS CO	17	2	88.24%	84.21%	83.06%
SI	MANITOWOC CRANES INC	8	3	62.50%	71.43%	82.22%
SI	WISCONSIN ELECTRIC POWER COMPANY	7	0	100.00%	85.71%	82.22%

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SI	COUNTY OF LA CROSSE	0	0	0.00%	100.00%	81.82%
11223	TRAVELERS CASUALTY & SURETY CO	18	4	77.78%	77.50%	80.00%
SI	MARTEN TRANSPORT LTD	8	3	62.50%	75.00%	80.00%
11665	CAPITOL INDEMNITY CORP	5	1	80.00%	76.19%	79.63%
SI	P&H MINING EQUIPMENT INC	13	2	84.62%	78.95%	78.38%
SI	CITY OF RACINE	1	0	100.00%	87.50%	78.26%
10847	UNITED STATES FIDELITY & GUARANTY (12	2	83.33%	88.37%	77.78%
12777	UNITED STATES FIRE INS CO	1	0	100.00%	66.67%	77.55%
16853	CHURCH MUTUAL INSURANCE CO	2	1	50.00%	77.78%	76.56%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	3	0	100.00%	88.89%	75.86%
SI	WISCONSIN PUBLIC SERVICE CORP	2	2	0.00%	0.00%	75.00%
28312	EVEREST NATIONAL INS CO	0	0	0.00%	0.00%	73.68%
14842	STATE FARM FIRE & CASUALTY CO	9	0	100.00%	73.68%	73.56%
17582	MILWAUKEE INS COMPANY	2	0	100.00%	57.14%	73.08%
10170	HAWKEYE SECURITY INS CO	0	0	0.00%	70.37%	73.02%
36099	CHEROKEE INSURANCE CO	0	0	0.00%	33.33%	72.22%
27359	FIRST LIBERTY INS CORP THE	7	2	71.43%	76.19%	72.13%
SI	USF HOLLAND INC	7	2	71.43%	64.00%	71.30%
27243	L M INSURANCE CORP	5	2	60.00%	63.64%	65.85%
29734	AMERICAN COMPENSATION	3	0	100.00%	72.73%	62.77%
SI	WISCONSIN BELL INC	5	2	60.00%	62.50%	62.12%
17604	PHARMACISTS MUTUAL INS CO	2	2	0.00%	53.57%	57.58%
SI	FEDEX FREIGHT INC	2	0	100.00%	70.00%	52.94%
10103	ASSOCIATED INDEMNITY CORP	1	0	100.00%	56.25%	37.17%
	TOTALS FOR GROUP:	359	51	85.79%	82.80%	80.84%