

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2011 This Report
 was Run 07/27/2011

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>
17426	SECURA INSURANCE A MUTUAL CO	60	3	95.00%	93.65%	87.77%
11061	REGENT INSURANCE CO	30	2	93.33%	91.43%	90.36%
37877	SENTRY CASUALTY CO	52	4	92.31%	92.45%	96.87%
18996	WAUSAU UNDERWRITERS INS CO	43	4	90.70%	88.68%	85.86%
15571	SENTRY INSURANCE A MUTUAL CO	36	4	88.89%	90.70%	96.06%
16594	SOCIETY INSURANCE A MUTUAL CO	44	5	88.64%	87.00%	92.15%
24244	UNITED WISCONSIN	58	8	86.21%	85.09%	87.70%
13080	NEW HAMPSHIRE INSURANCE CO	101	16	84.16%	86.77%	77.78%
17469	ACUITY INSURANCE CO	81	13	83.95%	82.05%	85.90%
21814	LIBERTY INSURANCE CORP	41	7	82.93%	84.62%	86.29%
12165	ACE AMERICAN INSURANCE CO	133	24	81.95%	85.02%	83.36%
13579	TRAVELERS PROPERTY CAS CO OF AMER	154	31	79.87%	78.86%	69.54%
17124	WEST BEND MUTUAL INS CO	53	11	79.25%	83.58%	84.55%
10863	ZURICH AMERICAN INSURANCE COMPAN	140	31	77.86%	82.57%	79.83%
27332	WAUSAU BUSINESS INS CO	45	11	75.56%	83.33%	83.76%
SI	CITY OF MILWAUKEE	34	11	67.65%	68.00%	71.67%
	TOTALS FOR GROUP:	1,105	185	83.26%	84.39%	83.05%

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

NCCI	INSURER	Replies received	Late or	Prompt	Year To Date	12 qtrs percent
		or overdue	no reply			
15032	VALLEY FORGE INS CO	15	0	100.00%	100.00%	97.63%
SI	TARGET CORP (STORES)	1	0	100.00%	100.00%	75.00%
24759	AMERICAN INTERSTATE INS CO	8	1	87.50%	95.00%	89.15%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	12	0	100.00%	94.74%	87.72%
14516	TRI STATE INS CO OF MN	9	0	100.00%	94.74%	78.57%
38466	MICHIGAN COMMERCIAL INS MUTUAL	4	1	75.00%	94.12%	89.66%
12882	EMCASCO INSURANCE CO	12	1	91.67%	93.10%	94.44%
10227	FIDELITY & GUARANTY INS CO	10	0	100.00%	92.86%	80.81%
SI	UW-SYSTEM ADMINISTRATION	11	1	90.91%	92.31%	91.77%
15539	EMPLOYERS MUTUAL CASUALTY CO	26	3	88.46%	92.19%	90.07%
16586	LIBERTY MUTUAL FIRE INS CO	11	2	81.82%	91.67%	81.60%
SI	KOHLER CO	9	1	88.89%	91.67%	85.21%
15628	LIBERTY MUTUAL INS CO	28	2	92.86%	91.38%	81.02%
17965	AMERICAN ZURICH INS CO	28	2	92.86%	91.03%	82.09%
13315	INDIANA INSURANCE CO	18	1	94.44%	90.91%	86.99%
37915	CITIES & VILLAGES MUTUAL INS CO	4	0	100.00%	90.91%	92.65%
27944	XL SPECIALTY INSURANCE COMPANY	17	1	94.12%	90.63%	79.55%
17280	RURAL MUTUAL INS CO	19	2	89.47%	90.00%	87.04%
16195	NATIONWIDE MUTUAL INS CO	8	0	100.00%	89.47%	93.33%
15385	CINCINNATI INSURANCE CO THE	18	4	77.78%	88.89%	81.36%
14397	HARTFORD CASUALTY INS CO	11	2	81.82%	88.89%	92.65%
15865	WESTERN NATIONAL MUTUAL INS CO	31	4	87.10%	88.71%	88.85%
12408	TRANSPORTATION INSURANCE CO	19	3	84.21%	88.46%	94.29%
10960	MIDDLESEX INSURANCE CO	17	2	88.24%	87.88%	94.61%
19968	ACCIDENT FUND INS CO OF AMERICA	23	4	82.61%	87.27%	87.73%
SI	DEPT OF ADMINISTRATION	36	6	83.33%	86.59%	92.47%
22799	SFM MUTUAL INS CO	22	4	81.82%	85.71%	91.50%
28002	WILSON MUTUAL INS CO	16	3	81.25%	85.11%	92.65%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	20	3	85.00%	84.78%	83.18%
12491	ILLINOIS NATIONAL INS CO	19	2	89.47%	84.62%	82.37%
17272	HASTINGS MUTUAL INS CO	4	1	75.00%	83.33%	88.00%
14974	TWIN CITY FIRE INS CO	30	4	86.67%	82.86%	85.83%
15172	COMMERCE & INDUSTRY INS CO	12	1	91.67%	82.86%	81.19%
SI	CITY OF MADISON	8	1	87.50%	81.25%	85.71%
12637	TRAVELERS INDEMNITY CO OF CT THE	78	13	83.33%	80.50%	69.06%
13439	TRAVELERS INDEMNITY CO OF AMERICA	33	6	81.82%	80.25%	68.12%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	19	5	73.68%	77.78%	76.28%
16144	AUTO OWNERS INS CO	12	3	75.00%	77.27%	82.42%
12890	FEDERAL INSURANCE CO	28	7	75.00%	74.65%	65.67%
11053	CONTINENTAL WESTERN INS CO	11	2	81.82%	74.29%	89.16%
13889	INSURANCE COMPANY OF STATE OF PA T	9	3	66.67%	74.07%	87.77%
12440	GENERAL CAS CO OF WI	10	2	80.00%	73.33%	84.21%
SI	COUNTY OF MILWAUKEE	41	14	65.85%	72.88%	73.36%
11509	OLD REPUBLIC INS CO	100	30	70.00%	72.68%	79.85%
28355	ARCH INSURANCE CO	11	4	63.64%	71.43%	86.44%
10847	UNITED STATES FIDELITY & GUARANTY (12	3	75.00%	70.27%	80.95%
36870	EMPLOYERS ASSURANCE CORP	17	8	52.94%	70.00%	79.50%
15873	AMERICAN FAMILY MUTUAL INS CO	13	5	61.54%	69.23%	81.90%
11037	GREAT WEST CASUALTY CO	8	2	75.00%	69.23%	81.36%

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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>
17388	FRANKENMUTH MUTUAL INS CO	6	1	83.33%	68.75%	86.77%
SI	MILWAUKEE BOARD OF SCHOOL DIR	13	8	38.46%	53.49%	70.64%
17035	INTEGRITY MUTUAL INS CO	4	3	25.00%	50.00%	83.84%
SI	WISCONSIN POWER & LIGHT COMPANY	15	9	40.00%	31.25%	45.45%
TOTALS FOR GROUP:		976	190	80.53%	81.48%	82.02%

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Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received		Late or no reply	Prompt	Year To Date	12 qtrs percent
			or overdue				
SI	CITY OF KENOSHA	0	0	0	0.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	0	0	0	0.00%	0.00%	100.00%
SI	CNH AMERICA LLC	2	0	100.00%	100.00%	100.00%	97.30%
18457	ERIE INSURANCE EXCHANGE	5	0	100.00%	100.00%	100.00%	97.06%
13668	SENTRY SELECT	2	0	100.00%	100.00%	100.00%	96.77%
11002	CITIZENS INSURANCE CO OF AMERICA	15	1	93.33%	96.30%	96.30%	95.92%
SI	GENERAL MOTORS LLC	0	0	0.00%	100.00%	100.00%	95.12%
16853	CHURCH MUTUAL INSURANCE CO	6	0	100.00%	91.67%	91.67%	95.08%
15660	AMERISURE MUTUAL INS CO	0	0	0.00%	100.00%	100.00%	94.59%
SI	NEWPAGE WISCONSIN SYSTEM INC	1	0	100.00%	100.00%	100.00%	94.29%
32352	BENCHMARK INSURANCE CO	1	0	100.00%	100.00%	100.00%	93.94%
11916	PENN MFRS ASSOCIATION INS CO	17	3	82.35%	85.71%	85.71%	93.10%
11770	PATRIOT GENL INS CO	1	0	100.00%	100.00%	100.00%	92.86%
18411	DISTRICTS MUTUAL INS	1	1	0.00%	0.00%	0.00%	92.31%
16969	MICHIGAN MILLERS MUTUAL INS CO	3	0	100.00%	100.00%	100.00%	91.86%
10693	VIGILANT INSURANCE CO	13	1	92.31%	94.44%	94.44%	91.76%
13269	HARTFORD FIRE INSURANCE CO	3	0	100.00%	100.00%	100.00%	91.67%
16446	FEDERATED MUTUAL INS CO	4	0	100.00%	100.00%	100.00%	90.91%
15717	UTICA MUTUAL INS CO	2	1	50.00%	80.00%	80.00%	90.57%
32239	PREFERRED PROFESSIONAL INS CO	5	1	80.00%	85.71%	85.71%	90.12%
SI	MAYO CLINIC-EAU CLAIRE HOSPITAL INC	7	2	71.43%	66.67%	66.67%	90.00%
SI	FEDERAL EXPRESS CORPORATION	7	1	85.71%	88.89%	88.89%	90.00%
SI	COUNTY OF WASHINGTON	1	0	100.00%	100.00%	100.00%	88.89%
14850	PEKIN INSURANCE CO	7	0	100.00%	95.00%	95.00%	88.78%
20702	DISCOVER PROPERTY & CASUALTY INSU	5	0	100.00%	75.00%	75.00%	88.71%
SI	COUNTY OF DANE	2	0	100.00%	100.00%	100.00%	88.46%
10243	CONTINENTAL CASUALTY CO	1	0	100.00%	100.00%	100.00%	88.24%
35629	WIS COUNTY MUTUAL INS CORP	2	0	100.00%	100.00%	100.00%	86.96%
SI	KWIK TRIP INC	9	1	88.89%	75.00%	75.00%	86.90%
SI	DEPT OF TRANSPORTATION	1	0	100.00%	100.00%	100.00%	86.67%
13978	CHARTIS PROPERTY CASUALTY CO	5	0	100.00%	100.00%	100.00%	86.30%
12122	UNITED FIRE & CASUALTY CO	11	1	90.91%	95.00%	95.00%	85.19%
SI	MARTEN TRANSPORT LTD	12	1	91.67%	75.00%	75.00%	85.00%
10456	HARTFORD UNDERWRITERS INS CO	3	1	66.67%	80.00%	80.00%	84.82%
25437	INDEMNITY INSURANCE CO OF NORTH AI	8	2	75.00%	87.50%	87.50%	84.13%
SI	COLUMBIA-ST MARY'S GROUP	3	1	66.67%	80.00%	80.00%	83.67%
20583	SELECTIVE INS CO OF THE SOUTHEAST	1	0	100.00%	100.00%	100.00%	82.86%
14842	STATE FARM FIRE & CASUALTY CO	7	1	85.71%	86.96%	86.96%	82.41%
SI	BRIGGS & STRATTON CORP	1	1	0.00%	66.67%	66.67%	82.14%
22713	COMPANION PROP & CAS INS CO	10	0	100.00%	90.48%	90.48%	81.82%
SI	THE VOLLRATH COMPANY LLC	1	0	100.00%	50.00%	50.00%	81.82%
18244	TRUCK INSURANCE EXCHANGE	4	3	25.00%	62.50%	62.50%	81.67%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	2	0	100.00%	100.00%	100.00%	81.37%
SI	WISCONSIN ELECTRIC POWER COMPANY	5	1	80.00%	84.62%	84.62%	80.95%
SI	JOURNAL SENTINEL INC	1	1	0.00%	60.00%	60.00%	80.00%
15431	ACE FIRE UNDERWRITERS INSURANCE CC	1	0	100.00%	66.67%	66.67%	79.41%
13781	AMERICAN HOME ASSURANCE CO	0	0	0.00%	50.00%	50.00%	79.05%
12246	WAUSAU GENERAL INS CO	6	3	50.00%	81.25%	81.25%	78.32%
11452	AMERICAN GUARANTEE & LIABILITY INS	3	2	33.33%	50.00%	50.00%	76.06%

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SI	COUNTY OF ROCK	3	1	66.67%	83.33%	75.76%
SI	MILWAUKEE TRANSPORT SERVICES INC	3	1	66.67%	60.00%	75.37%
SI	SCHNEIDER NATIONAL CARRIERS INC	1	0	100.00%	100.00%	74.19%
15318	CHARTER OAK FIRE INS CO	12	1	91.67%	90.48%	72.14%
SI	WISCONSIN BELL INC	5	2	60.00%	70.00%	72.00%
10170	HAWKEYE SECURITY INS CO	1	0	100.00%	100.00%	68.92%
27243	L M INSURANCE CORP	3	0	100.00%	100.00%	67.57%
SI	P&H MINING EQUIPMENT INC	5	0	100.00%	100.00%	65.75%
SI	USF HOLLAND INC	9	2	77.78%	75.00%	64.00%
11223	TRAVELERS CASUALTY & SURETY CO	12	1	91.67%	81.48%	63.58%
11665	CAPITOL INDEMNITY CORP	2	1	50.00%	54.55%	61.40%
29734	AMERICAN COMPENSATION	3	1	66.67%	77.78%	61.02%
SI	COUNTY OF WAUKESHA	0	0	0.00%	100.00%	60.87%
TOTALS FOR GROUP:		266	40	84.96%	85.38%	82.35%