

Indicator 8: Promptness of Responding to Claim Correspondence - 1st 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>3 YR percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	133	7	94.74%	94.74%	90.33%
17426	SECURA INSURANCE A MUTUAL CO	37	2	94.59%	94.59%	88.66%
24244	UNITED WISCONSIN	95	7	92.63%	92.63%	87.32%
13579	TRAVELERS PROPERTY CAS CO OF A	105	11	89.52%	89.52%	86.82%
11509	OLD REPUBLIC INS CO	89	10	88.76%	88.76%	81.83%
15539	EMPLOYERS MUTUAL CASUALTY C	60	7	88.33%	88.33%	87.79%
16594	SOCIETY INSURANCE A MUTUAL CO	84	10	88.10%	88.10%	87.68%
15555	EMPLOYERS INSURANCE CO OF WAU	116	14	87.93%	87.93%	79.95%
21814	LIBERTY INSURANCE CORP	105	16	84.76%	84.76%	88.01%
17469	ACUITY INSURANCE CO	175	28	84.00%	84.00%	80.80%
11061	REGENT INSURANCE CO	62	10	83.87%	83.87%	85.25%
36870	AMCOMP ASSURANCE CORP	79	16	79.75%	79.75%	79.65%
17124	WEST BEND MUTUAL INS CO	132	27	79.55%	79.55%	84.69%
12491	ILLINOIS NATIONAL INS CO	90	23	74.44%	74.44%	71.80%
10863	ZURICH AMERICAN INSURANCE COM	343	91	73.47%	73.47%	78.90%
SI	CITY OF MILWAUKEE	61	17	72.13%	72.13%	87.03%
12165	ACE AMERICAN INSURANCE CO	258	79	69.38%	69.38%	72.09%
TOTALS FOR GROUP:		2,024	375	81.47%	81.47%	82.20%

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

NCCI	INSURER	Replies received	Late or	Prompt	Year	3 YR
		or overdue	no reply		To Date	percent
12408	TRANSPORTATION INSURANCE CO	33	0	100.00%	100.00%	85.47%
10456	HARTFORD UNDERWRITERS INS CO	15	0	100.00%	100.00%	72.47%
12440	GENERAL CAS CO OF WI	12	0	100.00%	100.00%	84.36%
15032	VALLEY FORGE INS CO	11	0	100.00%	100.00%	86.07%
10243	CONTINENTAL CASUALTY CO	6	0	100.00%	100.00%	84.24%
16144	AUTO OWNERS INS CO	5	0	100.00%	100.00%	87.18%
SI	TARGET CORP (STORES)	5	0	100.00%	100.00%	58.67%
34436	COMMUNITY INS CORP	4	0	100.00%	100.00%	91.67%
SI	MARTEN TRANSPORT LTD	3	0	100.00%	100.00%	84.09%
SI	SCHNEIDER NATIONAL CARRIERS I	3	0	100.00%	100.00%	90.38%
11770	PATRIOT GENL INS CO	2	0	100.00%	100.00%	83.56%
SI	GENERAL MOTORS CORPORATION	1	0	100.00%	100.00%	84.00%
12246	WAUSAU GENERAL INS CO	34	1	97.06%	97.06%	81.79%
SI	UW-SYSTEM ADMINISTRATION	22	1	95.45%	95.45%	94.48%
SI	COUNTY OF MILWAUKEE	17	1	94.12%	94.12%	84.42%
17035	INTEGRITY MUTUAL INS CO	16	1	93.75%	93.75%	88.60%
11037	GREAT WEST CASUALTY CO	25	2	92.00%	92.00%	92.86%
16446	FEDERATED MUTUAL INS CO	12	1	91.67%	91.67%	91.15%
SI	DEPT OF ADMINISTRATION	22	2	90.91%	90.91%	87.65%
SI	MILWAUKEE TRANSPORT SERVICES I	11	1	90.91%	90.91%	88.62%
SI	CITY OF MADISON	11	1	90.91%	90.91%	83.94%
14974	TWIN CITY FIRE INS CO	41	4	90.24%	90.24%	80.91%
12882	EMCASCO INSURANCE CO	9	1	88.89%	88.89%	88.85%
12637	TRAVELERS INDEMNITY CO OF CT T	23	3	86.96%	86.96%	87.88%
15385	CINCINNATI INSURANCE CO THE	49	7	85.71%	85.71%	83.12%
15873	AMERICAN FAMILY MUTUAL INS CO	21	3	85.71%	85.71%	91.41%
15865	WESTERN NATIONAL MUTUAL INS C	21	3	85.71%	85.71%	86.89%
14850	PEKIN INSURANCE CO	7	1	85.71%	85.71%	65.67%
22799	SFM MUTUAL INS CO	20	3	85.00%	85.00%	90.64%
27332	WAUSAU BUSINESS INS CO	59	9	84.75%	84.75%	78.03%
17272	HASTINGS MUTUAL INS CO	6	1	83.33%	83.33%	81.10%
37915	CITIES & VILLAGES MUTUAL INS CO	6	1	83.33%	83.33%	90.41%
28002	WILSON MUTUAL INS CO	6	1	83.33%	83.33%	96.25%
17965	AMERICAN ZURICH INS CO	17	3	82.35%	82.35%	86.34%
18996	WAUSAU UNDERWRITERS INS CO	42	8	80.95%	80.95%	73.23%
17388	FRANKENMUTH MUTUAL INS CO	21	4	80.95%	80.95%	81.40%
10960	MIDDLESEX INSURANCE CO	20	4	80.00%	80.00%	89.37%
95062	LEAGUE OF WIS MUNICIPALITIES MU	10	2	80.00%	80.00%	87.88%
16586	LIBERTY MUTUAL FIRE INS CO	69	15	78.26%	78.26%	84.96%
17280	RURAL MUTUAL INS CO	35	8	77.14%	77.14%	87.19%
13080	NEW HAMPSHIRE INSURANCE CO	33	8	75.76%	75.76%	69.83%
10227	FIDELITY & GUARANTY INS CO	73	18	75.34%	75.34%	74.11%
16195	NATIONWIDE MUTUAL INS CO	32	8	75.00%	75.00%	72.00%
24759	AMERICAN INTERSTATE INS CO	12	3	75.00%	75.00%	86.14%
15172	COMMERCE & INDUSTRY INS CO	63	16	74.60%	74.60%	78.62%
25437	INDEMNITY INSURANCE CO OF NORT	35	9	74.29%	74.29%	73.58%
13889	INSURANCE COMPANY OF STATE OF	76	20	73.68%	73.68%	68.56%
28355	ARCH INSURANCE CO	15	4	73.33%	73.33%	94.32%
13781	AMERICAN HOME ASSURANCE CO	66	18	72.73%	72.73%	73.08%

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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>3 YR percent</u>
14516	TRI STATE INS CO OF MN	72	22	69.44%	69.44%	76.17%
19968	ACCIDENT FUND INS CO OF AMERIC	98	31	68.37%	68.37%	72.87%
27944	XL SPECIALTY INSURANCE COMPAN	39	13	66.67%	66.67%	64.44%
13439	TRAVELERS INDEMNITY CO OF AME	9	3	66.67%	66.67%	79.52%
11223	TRAVELERS CASUALTY & SURETY C	6	2	66.67%	66.67%	76.67%
10170	HAWKEYE SECURITY INS CO	6	2	66.67%	66.67%	79.45%
18411	DISTRICTS MUTUAL INS	6	2	66.67%	66.67%	91.67%
12890	FEDERAL INSURANCE CO	34	12	64.71%	64.71%	82.10%
13072	NATIONAL UNION FIRE INS CO OF P	48	17	64.58%	64.58%	59.15%
15628	LIBERTY MUTUAL INS CO	104	38	63.46%	63.46%	84.62%
SI	MILWAUKEE BOARD OF SCHOOL DI	27	11	59.26%	59.26%	78.18%
SI	KOHLER CO	17	7	58.82%	58.82%	88.46%
SI	NEWPAGE WISCONSIN SYSTEM INC	35	17	51.43%	51.43%	63.92%
23957	SELECTIVE INS CO OF SOUTH CAROL	16	8	50.00%	50.00%	75.59%
	TOTALS FOR GROUP:	1,674	381	77.24%	77.24%	79.88%

Indicator 8: Promptness of Responding to Claim Correspondence - 1st Quarter 2008

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received		Prompt	Year To Date	3 YR percent
		or overdue	Late or no reply			
SI	COUNTY OF ROCK	1	0	100.00%	100.00%	100.00%
SI	FEDEX FREIGHT EAST	0	0	0.00%	0.00%	100.00%
SI	BRUNSWICK CORPORATION	3	0	100.00%	100.00%	97.44%
SI	COUNTY OF DANE	2	0	100.00%	100.00%	97.14%
SI	COUNTY OF OUTAGAMIE	4	0	100.00%	100.00%	97.06%
SI	CITY OF GREEN BAY	3	0	100.00%	100.00%	95.45%
12122	UNITED FIRE & CASUALTY CO	6	0	100.00%	100.00%	95.24%
SI	STOUGHTON TRAILERS, LLC	3	0	100.00%	100.00%	95.12%
20702	DISCOVER PROPERTY & CASUALTY I	5	1	80.00%	80.00%	94.74%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	94.74%
35629	WIS COUNTY MUTUAL INS CORP	3	0	100.00%	100.00%	94.34%
16985	GRINNELL MUT REINSUR CO	5	1	80.00%	80.00%	92.31%
13668	SENTRY SELECT	2	0	100.00%	100.00%	92.31%
SI	COUNTY OF SHEBOYGAN	2	0	100.00%	100.00%	92.11%
SI	VOLLRATH COMPANY LLC	1	0	100.00%	100.00%	91.49%
SI	BRIGGS & STRATTON CORP	13	0	100.00%	100.00%	90.30%
12777	UNITED STATES FIRE INS CO	3	0	100.00%	100.00%	90.20%
SI	CITY OF KENOSHA	3	0	100.00%	100.00%	89.66%
11053	CONTINENTAL WESTERN INS CO	15	1	93.33%	93.33%	89.42%
SI	FEDERAL EXPRESS CORPORATION	7	1	85.71%	85.71%	89.23%
36099	CHEROKEE INSURANCE CO	2	1	50.00%	50.00%	88.24%
SI	COUNTY OF LA CROSSE	0	0	0.00%	0.00%	87.50%
34649	SECURA SUPREME	5	2	60.00%	60.00%	87.36%
27359	FIRST LIBERTY INS CORP THE	9	2	77.78%	77.78%	87.27%
SI	CITY OF RACINE	4	2	50.00%	50.00%	86.67%
14842	STATE FARM FIRE & CASUALTY CO	9	3	66.67%	66.67%	86.11%
28312	EVEREST NATIONAL INS CO	2	0	100.00%	100.00%	85.71%
SI	COLUMBIA-ST MARY'S INC	12	2	83.33%	83.33%	85.61%
13269	HARTFORD FIRE INSURANCE CO	7	0	100.00%	100.00%	84.67%
12602	BITUMINOUS FIRE & MARINE INS CO	0	0	0.00%	0.00%	84.62%
12238	NATIONAL FIRE INS CO OF HARTFOR	5	0	100.00%	100.00%	84.55%
14591	GREENWICH INSURANCE CO	7	2	71.43%	71.43%	84.49%
SI	KWIK TRIP INC	23	5	78.26%	78.26%	83.74%
11452	AMERICAN GUARANTEE & LIABIL	7	1	85.71%	85.71%	83.58%
13978	AIG CASUALTY CO	6	1	83.33%	83.33%	83.33%
SI	COUNTY OF WAUKESHA	3	0	100.00%	100.00%	82.46%
SI	P&H MINING EQUIPMENT INC	3	0	100.00%	100.00%	82.35%
13692	ST PAUL MERCURY INS CO	2	0	100.00%	100.00%	82.26%
11665	CAPITOL INDEMNITY CORP	9	3	66.67%	66.67%	81.82%
13706	ST PAUL FIRE & MARINE INS CO	14	3	78.57%	78.57%	81.31%
15717	UTICA MUTUAL INS CO	13	1	92.31%	92.31%	81.16%
13714	WESTPORT INSURANCE CORPORATIO	12	2	83.33%	83.33%	81.08%
SI	WISCONSIN PUBLIC SERVICE CORP	2	1	50.00%	50.00%	80.95%
10693	VIGILANT INSURANCE CO	7	0	100.00%	100.00%	80.29%
17604	PHARMACISTS MUTUAL INS CO	8	6	25.00%	25.00%	80.00%
10030	AMERICAN CASUALTY CO OF READI	2	0	100.00%	100.00%	80.00%
SI	KENOSHA UNIFIED SCHOOL DISTRI	1	0	100.00%	100.00%	80.00%
14702	FEDERATED RURAL ELECTRIC INS C	2	1	50.00%	50.00%	78.57%
SI	WISCONSIN BELL INC	11	8	27.27%	27.27%	77.92%

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10545	MARYLAND CASUALTY CO	1	0	100.00%	100.00%	77.91%
18376	LUMBERMEN'S UNDERWRITING AL	6	0	100.00%	100.00%	77.19%
19879	VIRGINIA SURETY CO INC	12	1	91.67%	91.67%	77.17%
SI	USF HOLLAND INC	10	1	90.00%	90.00%	76.67%
SI	DEPT OF TRANSPORTATION	8	0	100.00%	100.00%	76.47%
16853	CHURCH MUTUAL INSURANCE CO	9	0	100.00%	100.00%	76.07%
14397	HARTFORD CASUALTY INS CO	2	0	100.00%	100.00%	76.00%
SI	EMERSON ELECTRIC COMPANY	3	0	100.00%	100.00%	75.41%
SI	COOPER POWER SYSTEMS LLC	3	0	100.00%	100.00%	74.07%
10847	UNITED STATES FIDELITY & GUARANT	12	2	83.33%	83.33%	72.63%
27243	L M INSURANCE CORP	24	9	62.50%	62.50%	72.00%
15431	ACE FIRE UNDERWRITERS INSURANC	11	2	81.82%	81.82%	70.89%
17582	MILWAUKEE INS COMPANY	12	7	41.67%	41.67%	69.64%
16969	MICHIGAN MILLERS MUTUAL INS C	9	1	88.89%	88.89%	69.37%
32352	BENCHMARK INSURANCE CO	10	1	90.00%	90.00%	68.57%
SI	CHRYSLER LLC	1	0	100.00%	100.00%	68.29%
SI	WISCONSIN ELECTRIC POWER COMP	2	0	100.00%	100.00%	66.15%
SI	COUNTY OF WASHINGTON	1	0	100.00%	100.00%	65.85%
17132	MILWAUKEE CASUALTY INSURANC	1	0	100.00%	100.00%	64.44%
29734	AMERICAN COMPENSATION	17	5	70.59%	70.59%	59.43%
12629	ELECTRIC INSURANCE CO	7	5	28.57%	28.57%	52.87%
10103	ASSOCIATED INDEMNITY CORP	25	15	40.00%	40.00%	45.24%
	TOTALS FOR GROUP:	455	99	78.24%	78.24%	78.62%