

Indicator 8: Promptness of Responding to Claim Correspondence - 1st 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 Qtr percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	99	4	95.96%	95.96%	94.29%
11061	REGENT INSURANCE CO	65	4	93.85%	93.85%	86.82%
11509	OLD REPUBLIC INS CO	92	8	91.30%	91.30%	81.62%
16594	SOCIETY INSURANCE A MUTUAL CO	61	6	90.16%	90.16%	89.36%
15539	EMPLOYERS MUTUAL CASUALTY CO	36	4	88.89%	88.89%	86.99%
12491	ILLINOIS NATIONAL INS CO	60	7	88.33%	88.33%	74.16%
12165	ACE AMERICAN INSURANCE CO	161	21	86.96%	86.96%	74.53%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	126	17	86.51%	86.51%	84.38%
17426	SECURA INSURANCE A MUTUAL CO	64	9	85.94%	85.94%	86.29%
17469	ACUITY INSURANCE CO	155	23	85.16%	85.16%	81.12%
18996	WAUSAU UNDERWRITERS INS CO	79	12	84.81%	84.81%	79.78%
24244	UNITED WISCONSIN	184	29	84.24%	84.24%	87.37%
17124	WEST BEND MUTUAL INS CO	188	31	83.51%	83.51%	84.82%
21814	LIBERTY INSURANCE CORP	76	15	80.26%	80.26%	87.59%
27332	WAUSAU BUSINESS INS CO	60	12	80.00%	80.00%	80.61%
10863	ZURICH AMERICAN INSURANCE COMPAN	298	62	79.19%	79.19%	78.81%
36870	EMPLOYERS ASSURANCE CORP	65	14	78.46%	78.46%	80.49%
13579	TRAVELERS PROPERTY CAS CO OF AMER	123	31	74.80%	74.80%	83.36%
SI	CITY OF MILWAUKEE	62	18	70.97%	70.97%	78.35%
TOTALS FOR GROUP:		2,054	327	84.08%	84.08%	82.44%

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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
12408	TRANSPORTATION INSURANCE CO	27	0	100.00%	100.00%	92.72%
10960	MIDDLESEX INSURANCE CO	25	0	100.00%	100.00%	93.63%
SI	UW-SYSTEM ADMINISTRATION	17	0	100.00%	100.00%	93.46%
38466	MICHIGAN COMMERCIAL INS MUTUAL IN	13	0	100.00%	100.00%	96.00%
SI	KOHLER CO	13	0	100.00%	100.00%	83.68%
16195	NATIONWIDE MUTUAL INS CO	10	0	100.00%	100.00%	81.27%
16446	FEDERATED MUTUAL INS CO	9	0	100.00%	100.00%	90.54%
15032	VALLEY FORGE INS CO	8	0	100.00%	100.00%	94.03%
28355	ARCH INSURANCE CO	5	0	100.00%	100.00%	93.33%
11770	PATRIOT GENL INS CO	3	0	100.00%	100.00%	91.30%
37877	SENTRY CASUALTY CO	32	1	96.88%	96.88%	97.14%
12882	EMCASCO INSURANCE CO	29	1	96.55%	96.55%	94.42%
11053	CONTINENTAL WESTERN INS CO	23	1	95.65%	95.65%	94.74%
17035	INTEGRITY MUTUAL INS CO	22	1	95.45%	95.45%	90.05%
22799	SFM MUTUAL INS CO	20	1	95.00%	95.00%	89.39%
28002	WILSON MUTUAL INS CO	18	1	94.44%	94.44%	92.93%
11037	GREAT WEST CASUALTY CO	14	1	92.86%	92.86%	93.02%
13439	TRAVELERS INDEMNITY CO OF AMERICA	14	1	92.86%	92.86%	81.94%
24759	AMERICAN INTERSTATE INS CO	12	1	91.67%	91.67%	84.71%
SI	DEPT OF ADMINISTRATION	35	3	91.43%	91.43%	89.81%
15873	AMERICAN FAMILY MUTUAL INS CO	23	2	91.30%	91.30%	89.81%
17388	FRANKENMUTH MUTUAL INS CO	42	4	90.48%	90.48%	83.91%
15385	CINCINNATI INSURANCE CO THE	39	4	89.74%	89.74%	81.75%
13889	INSURANCE COMPANY OF STATE OF PA T	37	4	89.19%	89.19%	69.92%
37915	CITIES & VILLAGES MUTUAL INS CO	8	1	87.50%	87.50%	84.85%
19968	ACCIDENT FUND INS CO OF AMERICA	52	7	86.54%	86.54%	73.41%
16586	LIBERTY MUTUAL FIRE INS CO	35	5	85.71%	85.71%	76.27%
14850	PEKIN INSURANCE CO	7	1	85.71%	85.71%	79.82%
SI	NEWPAGE WISCONSIN SYSTEM INC	7	1	85.71%	85.71%	69.08%
15628	LIBERTY MUTUAL INS CO	60	10	83.33%	83.33%	79.09%
14974	TWIN CITY FIRE INS CO	36	6	83.33%	83.33%	83.78%
25437	INDEMNITY INSURANCE CO OF NORTH AI	6	1	83.33%	83.33%	74.42%
SI	TARGET CORP (STORES)	6	1	83.33%	83.33%	79.49%
12637	TRAVELERS INDEMNITY CO OF CT THE	48	9	81.25%	81.25%	90.06%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	16	3	81.25%	81.25%	85.45%
27944	XL SPECIALTY INSURANCE COMPANY	16	3	81.25%	81.25%	66.95%
10227	FIDELITY & GUARANTY INS CO	42	8	80.95%	80.95%	79.88%
13080	NEW HAMPSHIRE INSURANCE CO	71	14	80.28%	80.28%	67.66%
SI	MILWAUKEE TRANSPORT SERVICES INC	10	2	80.00%	80.00%	84.78%
12890	FEDERAL INSURANCE CO	67	14	79.10%	79.10%	82.21%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	37	8	78.38%	78.38%	64.58%
16144	AUTO OWNERS INS CO	9	2	77.78%	77.78%	83.16%
13781	AMERICAN HOME ASSURANCE CO	31	7	77.42%	77.42%	74.18%
15172	COMMERCE & INDUSTRY INS CO	66	15	77.27%	77.27%	76.36%
15865	WESTERN NATIONAL MUTUAL INS CO	22	5	77.27%	77.27%	86.41%
SI	CITY OF MADISON	13	3	76.92%	76.92%	82.03%
14516	TRI STATE INS CO OF MN	46	11	76.09%	76.09%	72.93%
SI	MILWAUKEE BOARD OF SCHOOL DIR	33	8	75.76%	75.76%	73.99%
17272	HASTINGS MUTUAL INS CO	4	1	75.00%	75.00%	74.16%

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12246	WAUSAU GENERAL INS CO	19	5	73.68%	73.68%	85.32%
12440	GENERAL CAS CO OF WI	15	4	73.33%	73.33%	83.89%
17965	AMERICAN ZURICH INS CO	39	11	71.79%	71.79%	80.63%
17280	RURAL MUTUAL INS CO	35	10	71.43%	71.43%	83.63%
SI	COUNTY OF MILWAUKEE	38	11	71.05%	71.05%	79.66%
13315	INDIANA INSURANCE CO	25	8	68.00%	68.00%	72.83%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	1	66.67%	66.67%	90.32%
TOTALS FOR GROUP:		1,412	222	84.28%	84.28%	80.60%

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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
11916	PENN MFRS ASSOCIATION INS CO	10	0	100.00%	100.00%	100.00%
SI	COUNTY OF ROCK	2	0	100.00%	100.00%	100.00%
SI	COUNTY OF WAUKESHA	0	0	0.00%	0.00%	97.50%
SI	BRUNSWICK CORPORATION	1	0	100.00%	100.00%	96.97%
SI	CNH AMERICA LLC	7	0	100.00%	100.00%	95.35%
13668	SENTRY SELECT	2	0	100.00%	100.00%	94.74%
SI	VOLLRATH COMPANY LLC	5	0	100.00%	100.00%	94.64%
12122	UNITED FIRE & CASUALTY CO	4	2	50.00%	50.00%	94.44%
SI	CITY OF KENOSHA	0	0	0.00%	0.00%	94.12%
16985	GRINNELL MUT REINSUR CO	11	0	100.00%	100.00%	93.75%
SI	COUNTY OF DANE	3	0	100.00%	100.00%	93.10%
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	92.31%
SI	COUNTY OF SHEBOYGAN	2	0	100.00%	100.00%	92.00%
13269	HARTFORD FIRE INSURANCE CO	6	1	83.33%	83.33%	91.92%
SI	COOPER POWER SYSTEMS LLC	5	0	100.00%	100.00%	91.84%
SI	CITY OF GREEN BAY	2	0	100.00%	100.00%	90.91%
55299	COMMUNITY INS CORP	1	0	100.00%	100.00%	90.91%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	90.91%
35629	WIS COUNTY MUTUAL INS CORP	2	1	50.00%	50.00%	90.48%
SI	WISCONSIN PUBLIC SERVICE CORP	0	0	0.00%	0.00%	90.48%
SI	STOUGHTON TRAILERS, LLC	1	0	100.00%	100.00%	90.32%
10316	WESTPORT INSURANCE CORPORATION	10	2	80.00%	80.00%	89.29%
SI	MANITOWOC CRANES INC	3	0	100.00%	100.00%	89.19%
20702	DISCOVER PROPERTY & CASUALTY INSU	9	1	88.89%	88.89%	88.89%
SI	GENERAL MOTORS CORPORATION	8	0	100.00%	100.00%	88.89%
12602	BITUMINOUS FIRE & MARINE INS CO	4	0	100.00%	100.00%	88.00%
10693	VIGILANT INSURANCE CO	4	1	75.00%	75.00%	87.63%
SI	COUNTY OF WASHINGTON	3	0	100.00%	100.00%	87.50%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	87.50%
SI	COUNTY OF LA CROSSE	3	0	100.00%	100.00%	86.67%
SI	BRIGGS & STRATTON CORP	9	0	100.00%	100.00%	86.61%
11452	AMERICAN GUARANTEE & LIABILITY INS	8	1	87.50%	87.50%	86.42%
10243	CONTINENTAL CASUALTY CO	5	0	100.00%	100.00%	86.24%
SI	EMERSON ELECTRIC COMPANY	1	0	100.00%	100.00%	86.11%
SI	JOURNAL SENTINEL INC	3	0	100.00%	100.00%	85.71%
SI	MARTEN TRANSPORT LTD	1	0	100.00%	100.00%	85.29%
11665	CAPITOL INDEMNITY CORP	8	1	87.50%	87.50%	85.19%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	4	2	50.00%	50.00%	85.11%
SI	FEDERAL EXPRESS CORPORATION	3	1	66.67%	66.67%	85.00%
18411	DISTRICTS MUTUAL INS	4	0	100.00%	100.00%	84.91%
14591	GREENWICH INSURANCE CO	5	1	80.00%	80.00%	84.82%
SI	COLUMBIA-ST MARY'S INC	16	1	93.75%	93.75%	84.56%
14397	HARTFORD CASUALTY INS CO	6	0	100.00%	100.00%	84.42%
15717	UTICA MUTUAL INS CO	6	0	100.00%	100.00%	83.95%
13706	ST PAUL FIRE & MARINE INS CO	10	1	90.00%	90.00%	83.33%
13978	AIG CASUALTY CO	12	1	91.67%	91.67%	83.08%
SI	KWIK TRIP INC	15	2	86.67%	86.67%	82.47%
12777	UNITED STATES FIRE INS CO	4	1	75.00%	75.00%	81.82%
SI	CITY OF RACINE	3	0	100.00%	100.00%	80.95%

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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 Qtr percent</u>
SI	DEPT OF TRANSPORTATION	8	2	75.00%	75.00%	80.30%
16969	MICHIGAN MILLERS MUTUAL INS CO	14	4	71.43%	71.43%	80.00%
15318	CHARTER OAK FIRE INS CO	12	2	83.33%	83.33%	80.00%
28312	EVEREST NATIONAL INS CO	0	0	0.00%	0.00%	79.69%
11223	TRAVELERS CASUALTY & SURETY CO	5	3	40.00%	40.00%	78.21%
10847	UNITED STATES FIDELITY & GUARANTY (10	0	100.00%	100.00%	77.84%
36099	CHEROKEE INSURANCE CO	2	2	0.00%	0.00%	77.42%
10170	HAWKEYE SECURITY INS CO	12	2	83.33%	83.33%	76.69%
27359	FIRST LIBERTY INS CORP THE	3	1	66.67%	66.67%	76.27%
16853	CHURCH MUTUAL INSURANCE CO	4	0	100.00%	100.00%	76.19%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	9	1	88.89%	88.89%	75.69%
SI	P&H MINING EQUIPMENT INC	1	0	100.00%	100.00%	75.51%
14842	STATE FARM FIRE & CASUALTY CO	8	5	37.50%	37.50%	75.00%
17582	MILWAUKEE INS COMPANY	13	7	46.15%	46.15%	74.34%
10456	HARTFORD UNDERWRITERS INS CO	18	4	77.78%	77.78%	73.21%
32352	BENCHMARK INSURANCE CO	4	0	100.00%	100.00%	73.17%
SI	WISCONSIN ELECTRIC POWER COMPANY	7	1	85.71%	85.71%	70.21%
SI	USF HOLLAND INC	17	12	29.41%	29.41%	69.47%
27243	L M INSURANCE CORP	3	2	33.33%	33.33%	66.25%
17604	PHARMACISTS MUTUAL INS CO	13	5	61.54%	61.54%	64.13%
SI	WISCONSIN BELL INC	4	1	75.00%	75.00%	63.93%
29734	AMERICAN COMPENSATION	4	2	50.00%	50.00%	59.82%
SI	FEDEX FREIGHT INC	5	3	40.00%	40.00%	50.00%
10103	ASSOCIATED INDEMNITY CORP	9	5	44.44%	44.44%	37.60%
	TOTALS FOR GROUP:	423	84	80.14%	80.14%	79.42%