

Indicator 8: Promptness of Responding to Claim Correspondence - 1st Quarter 2010

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	54	1	98.15%	98.15%	96.49%
37877	SENTRY CASUALTY CO	61	2	96.72%	96.72%	97.94%
17469	ACUITY INSURANCE CO	103	5	95.15%	95.15%	83.75%
16594	SOCIETY INSURANCE A MUTUAL CO	72	4	94.44%	94.44%	92.17%
11061	REGENT INSURANCE CO	61	5	91.80%	91.80%	89.74%
21814	LIBERTY INSURANCE CORP	50	5	90.00%	90.00%	86.38%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	87	9	89.66%	89.66%	83.02%
12165	ACE AMERICAN INSURANCE CO	142	18	87.32%	87.32%	78.62%
24244	UNITED WISCONSIN	132	17	87.12%	87.12%	87.89%
27332	WAUSAU BUSINESS INS CO	70	10	85.71%	85.71%	82.01%
10863	ZURICH AMERICAN INSURANCE COMPAN	182	27	85.16%	85.16%	78.16%
18996	WAUSAU UNDERWRITERS INS CO	80	12	85.00%	85.00%	82.20%
SI	CITY OF MILWAUKEE	33	5	84.85%	84.85%	71.43%
17124	WEST BEND MUTUAL INS CO	97	15	84.54%	84.54%	85.27%
15628	LIBERTY MUTUAL INS CO	68	11	83.82%	83.82%	75.78%
13080	NEW HAMPSHIRE INSURANCE CO	85	14	83.53%	83.53%	72.84%
36870	EMPLOYERS ASSURANCE CORP	49	9	81.63%	81.63%	81.76%
13579	TRAVELERS PROPERTY CAS CO OF AMER	233	104	55.36%	55.36%	76.59%
	TOTALS FOR GROUP:	1,659	273	83.54%	83.54%	82.53%

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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
28002	WILSON MUTUAL INS CO	22	0	100.00%	100.00%	93.71%
10960	MIDDLESEX INSURANCE CO	20	0	100.00%	100.00%	95.31%
15032	VALLEY FORGE INS CO	19	0	100.00%	100.00%	98.09%
17035	INTEGRITY MUTUAL INS CO	17	0	100.00%	100.00%	91.16%
13315	INDIANA INSURANCE CO	12	0	100.00%	100.00%	81.98%
SI	NEWPAGE WISCONSIN SYSTEM INC	9	0	100.00%	100.00%	70.31%
SI	CITY OF MADISON	7	0	100.00%	100.00%	84.62%
17272	HASTINGS MUTUAL INS CO	6	0	100.00%	100.00%	84.00%
37915	CITIES & VILLAGES MUTUAL INS CO	3	0	100.00%	100.00%	89.06%
SI	WISCONSIN BELL INC	2	0	100.00%	100.00%	65.08%
16446	FEDERATED MUTUAL INS CO	2	0	100.00%	100.00%	90.57%
11037	GREAT WEST CASUALTY CO	2	0	100.00%	100.00%	89.73%
15865	WESTERN NATIONAL MUTUAL INS CO	27	1	96.30%	96.30%	88.36%
12882	EMCASCO INSURANCE CO	24	1	95.83%	95.83%	94.61%
SI	DEPT OF ADMINISTRATION	45	2	95.56%	95.56%	91.99%
16586	LIBERTY MUTUAL FIRE INS CO	22	1	95.45%	95.45%	74.79%
SI	MILWAUKEE BOARD OF SCHOOL DIR	17	1	94.12%	94.12%	74.52%
17280	RURAL MUTUAL INS CO	28	2	92.86%	92.86%	85.01%
SI	UW-SYSTEM ADMINISTRATION	14	1	92.86%	92.86%	93.41%
15539	EMPLOYERS MUTUAL CASUALTY CO	39	3	92.31%	92.31%	88.29%
15172	COMMERCE & INDUSTRY INS CO	23	2	91.30%	91.30%	79.09%
12440	GENERAL CAS CO OF WI	23	2	91.30%	91.30%	85.35%
13889	INSURANCE COMPANY OF STATE OF PA T	32	3	90.63%	90.63%	75.73%
19968	ACCIDENT FUND INS CO OF AMERICA	38	4	89.47%	89.47%	76.46%
16195	NATIONWIDE MUTUAL INS CO	18	2	88.89%	88.89%	84.88%
12408	TRANSPORTATION INSURANCE CO	25	3	88.00%	88.00%	96.28%
17388	FRANKENMUTH MUTUAL INS CO	18	3	83.33%	83.33%	86.69%
11053	CONTINENTAL WESTERN INS CO	12	2	83.33%	83.33%	91.94%
SI	KOHLER CO	6	1	83.33%	83.33%	81.58%
22799	SFM MUTUAL INS CO	21	4	80.95%	80.95%	91.80%
SI	MILWAUKEE TRANSPORT SERVICES INC	20	4	80.00%	80.00%	81.44%
28355	ARCH INSURANCE CO	15	3	80.00%	80.00%	89.43%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	5	1	80.00%	80.00%	84.76%
SI	COUNTY OF MILWAUKEE	29	6	79.31%	79.31%	79.18%
14974	TWIN CITY FIRE INS CO	24	5	79.17%	79.17%	88.89%
17426	SECURA INSURANCE A MUTUAL CO	28	6	78.57%	78.57%	86.30%
24759	AMERICAN INTERSTATE INS CO	18	4	77.78%	77.78%	85.38%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	22	5	77.27%	77.27%	70.18%
12491	ILLINOIS NATIONAL INS CO	43	10	76.74%	76.74%	78.28%
10227	FIDELITY & GUARANTY INS CO	17	4	76.47%	76.47%	81.01%
15385	CINCINNATI INSURANCE CO THE	36	9	75.00%	75.00%	79.88%
27944	XL SPECIALTY INSURANCE COMPANY	21	6	71.43%	71.43%	70.82%
17965	AMERICAN ZURICH INS CO	30	9	70.00%	70.00%	79.94%
16144	AUTO OWNERS INS CO	10	3	70.00%	70.00%	82.98%
15873	AMERICAN FAMILY MUTUAL INS CO	33	10	69.70%	69.70%	84.23%
14516	TRI STATE INS CO OF MN	42	13	69.05%	69.05%	70.65%
11509	OLD REPUBLIC INS CO	54	19	64.81%	64.81%	83.24%
12890	FEDERAL INSURANCE CO	37	14	62.16%	62.16%	74.54%
13439	TRAVELERS INDEMNITY CO OF AMERICA	38	16	57.89%	57.89%	79.33%

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12637	TRAVELERS INDEMNITY CO OF CT THE	110	47	57.27%	57.27%	80.11%
38466	MICHIGAN COMMERCIAL INS MUTUAL	11	5	54.55%	54.55%	91.36%
SI	COLUMBIA-ST MARY'S GROUP	2	1	50.00%	50.00%	86.73%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	2	33.33%	33.33%	81.25%
	TOTALS FOR GROUP:	1,201	240	80.02%	80.02%	82.29%

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Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 qtrs
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SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	100.00%
SI	CITY OF KENOSHA	2	0	100.00%	100.00%	100.00%
SI	GENERAL MOTORS COMPANY	1	0	100.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	100.00%
12238	NATIONAL FIRE INS CO OF HARTFORD	3	0	100.00%	100.00%	97.50%
13269	HARTFORD FIRE INSURANCE CO	5	0	100.00%	100.00%	96.34%
13668	SENTRY SELECT	2	0	100.00%	100.00%	96.30%
11916	PENN MFRS ASSOCIATION INS CO	8	0	100.00%	100.00%	95.08%
35629	WIS COUNTY MUTUAL INS CORP	1	0	100.00%	100.00%	93.55%
SI	CNH AMERICA LLC	4	1	75.00%	75.00%	93.48%
SI	THE VOLLRATH COMPANY LLC	0	0	0.00%	0.00%	93.48%
16853	CHURCH MUTUAL INSURANCE CO	13	0	100.00%	100.00%	93.44%
14397	HARTFORD CASUALTY INS CO	3	0	100.00%	100.00%	93.33%
32352	BENCHMARK INSURANCE CO	9	1	88.89%	88.89%	91.84%
11770	PATRIOT GENL INS CO	1	0	100.00%	100.00%	91.49%
14850	PEKIN INSURANCE CO	9	1	88.89%	88.89%	91.30%
SI	COUNTY OF DANE	0	0	0.00%	0.00%	90.91%
SI	JOURNAL SENTINEL INC	4	0	100.00%	100.00%	90.63%
16985	GRINNELL MUT REINSUR CO	3	1	66.67%	66.67%	90.32%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	8	0	100.00%	100.00%	90.00%
10243	CONTINENTAL CASUALTY CO	5	0	100.00%	100.00%	89.41%
10693	VIGILANT INSURANCE CO	2	0	100.00%	100.00%	89.00%
18411	DISTRICTS MUTUAL INS	5	0	100.00%	100.00%	88.68%
16969	MICHIGAN MILLERS MUTUAL INS CO	3	0	100.00%	100.00%	88.54%
12122	UNITED FIRE & CASUALTY CO	12	2	83.33%	83.33%	88.16%
55299	COMMUNITY INS CORP	1	0	100.00%	100.00%	87.88%
20702	DISCOVER PROPERTY & CASUALTY INSU	6	0	100.00%	100.00%	87.50%
SI	DEPT OF TRANSPORTATION	4	1	75.00%	75.00%	87.50%
SI	FEDERAL EXPRESS CORPORATION	0	0	0.00%	0.00%	87.50%
SI	KWIK TRIP INC	17	1	94.12%	94.12%	86.71%
SI	BRIGGS & STRATTON CORP	4	0	100.00%	100.00%	86.00%
34681	GREAT DIVIDE INS CO	1	0	100.00%	100.00%	86.00%
32239	PREFERRED PROFESSIONAL INS CO	11	3	72.73%	72.73%	85.51%
SI	MANITOWOC CRANES INC	3	1	66.67%	66.67%	85.37%
SI	COUNTY OF WASHINGTON	7	2	71.43%	71.43%	85.29%
11452	AMERICAN GUARANTEE & LIABILITY INS	3	2	33.33%	33.33%	85.19%
10456	HARTFORD UNDERWRITERS INS CO	8	2	75.00%	75.00%	84.85%
SI	EMERSON ELECTRIC COMPANY	4	1	75.00%	75.00%	84.38%
13978	CHARTIS PROPERTY CASUALTY CO	4	1	75.00%	75.00%	84.15%
12246	WAUSAU GENERAL INS CO	5	0	100.00%	100.00%	84.08%
SI	MARTEN TRANSPORT LTD	16	1	93.75%	93.75%	83.93%
SI	WISCONSIN ELECTRIC POWER COMPANY	4	0	100.00%	100.00%	83.67%
15717	UTICA MUTUAL INS CO	4	1	75.00%	75.00%	83.10%
SI	COUNTY OF ROCK	0	0	0.00%	0.00%	82.76%
18244	TRUCK INSURANCE EXCHANGE	3	1	66.67%	66.67%	82.69%
15318	CHARTER OAK FIRE INS CO	15	7	53.33%	53.33%	80.43%
SI	COOPER POWER SYSTEMS LLC	9	6	33.33%	33.33%	80.43%
25437	INDEMNITY INSURANCE CO OF NORTH A	18	3	83.33%	83.33%	78.86%
10847	UNITED STATES FIDELITY & GUARANTY (9	1	88.89%	88.89%	78.85%

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SI	TARGET CORP (STORES)	8	2	75.00%	75.00%	78.43%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	7	0	100.00%	100.00%	77.06%
14842	STATE FARM FIRE & CASUALTY CO	11	0	100.00%	100.00%	76.34%
13781	AMERICAN HOME ASSURANCE CO	6	1	83.33%	83.33%	75.67%
11665	CAPITOL INDEMNITY CORP	6	3	50.00%	50.00%	75.00%
11223	TRAVELERS CASUALTY & SURETY CO	28	12	57.14%	57.14%	73.87%
15431	ACE FIRE UNDERWRITERS INSURANCE CO	1	0	100.00%	100.00%	73.85%
36099	CHEROKEE INSURANCE CO	2	0	100.00%	100.00%	73.68%
17582	MILWAUKEE INS COMPANY	2	0	100.00%	100.00%	72.62%
10170	HAWKEYE SECURITY INS CO	4	1	75.00%	75.00%	71.31%
27359	FIRST LIBERTY INS CORP THE	0	0	0.00%	0.00%	71.19%
SI	P&H MINING EQUIPMENT INC	9	4	55.56%	55.56%	70.73%
SI	COUNTY OF WAUKESHA	11	6	45.45%	45.45%	67.74%
SI	USF HOLLAND INC	13	6	53.85%	53.85%	67.50%
27243	L M INSURANCE CORP	3	0	100.00%	100.00%	65.88%
29734	AMERICAN COMPENSATION	5	1	80.00%	80.00%	63.95%
17604	PHARMACISTS MUTUAL INS CO	3	1	66.67%	66.67%	60.82%
	TOTALS FOR GROUP:	381	77	79.79%	79.79%	82.20%