

Indicator 8: Promptness of Responding to Claim Correspondence - 1st Quarter 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	67	5	92.54%	92.54%	86.26%
27332	WAUSAU BUSINESS INS CO	40	3	92.50%	92.50%	83.90%
15571	SENTRY INSURANCE A MUTUAL CO	52	4	92.31%	92.31%	96.58%
37877	SENTRY CASUALTY CO	55	5	90.91%	90.91%	97.03%
13080	NEW HAMPSHIRE INSURANCE CO	93	9	90.32%	90.32%	76.20%
12165	ACE AMERICAN INSURANCE CO	114	13	88.60%	88.60%	81.92%
11061	REGENT INSURANCE CO	42	5	88.10%	88.10%	89.73%
18996	WAUSAU UNDERWRITERS INS CO	62	8	87.10%	87.10%	85.28%
17124	WEST BEND MUTUAL INS CO	84	11	86.90%	86.90%	85.04%
21814	LIBERTY INSURANCE CORP	38	5	86.84%	86.84%	84.58%
16594	SOCIETY INSURANCE A MUTUAL CO	57	8	85.96%	85.96%	92.54%
10863	ZURICH AMERICAN INSURANCE COMPAN	166	24	85.54%	85.54%	78.34%
24244	UNITED WISCONSIN	55	9	83.64%	83.64%	87.45%
17469	ACUITY INSURANCE CO	118	24	79.66%	79.66%	86.00%
13579	TRAVELERS PROPERTY CAS CO OF AMER	219	47	78.54%	78.54%	69.50%
SI	CITY OF MILWAUKEE	41	12	70.73%	70.73%	71.10%
	<b>TOTALS FOR GROUP:</b>	<b>1,303</b>	<b>192</b>	<b>85.26%</b>	<b>85.26%</b>	<b>82.52%</b>

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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	22	0	100.00%	100.00%	97.55%
16586	LIBERTY MUTUAL FIRE INS CO	13	0	100.00%	100.00%	73.77%
24759	AMERICAN INTERSTATE INS CO	12	0	100.00%	100.00%	88.55%
14397	HARTFORD CASUALTY INS CO	6	0	100.00%	100.00%	96.55%
SI	KOHLER CO	4	0	100.00%	100.00%	84.46%
SI	TARGET CORP (STORES)	2	0	100.00%	100.00%	74.00%
15385	CINCINNATI INSURANCE CO THE	38	2	94.74%	94.74%	82.06%
15539	EMPLOYERS MUTUAL CASUALTY CO	38	2	94.74%	94.74%	88.40%
12882	EMCASCO INSURANCE CO	18	1	94.44%	94.44%	94.86%
SI	UW-SYSTEM ADMINISTRATION	15	1	93.33%	93.33%	89.17%
38466	MICHIGAN COMMERCIAL INS MUTUAL	14	1	92.86%	92.86%	90.00%
12408	TRANSPORTATION INSURANCE CO	34	3	91.18%	91.18%	95.19%
SI	DEPT OF ADMINISTRATION	45	4	91.11%	91.11%	93.97%
17280	RURAL MUTUAL INS CO	11	1	90.91%	90.91%	86.39%
19968	ACCIDENT FUND INS CO OF AMERICA	32	3	90.63%	90.63%	86.68%
15865	WESTERN NATIONAL MUTUAL INS CO	31	3	90.32%	90.32%	89.01%
15628	LIBERTY MUTUAL INS CO	30	3	90.00%	90.00%	77.72%
22799	SFM MUTUAL INS CO	20	2	90.00%	90.00%	92.31%
14516	TRI STATE INS CO OF MN	10	1	90.00%	90.00%	75.00%
17965	AMERICAN ZURICH INS CO	49	5	89.80%	89.80%	81.49%
SI	COUNTY OF MILWAUKEE	19	2	89.47%	89.47%	74.91%
10227	FIDELITY & GUARANTY INS CO	19	2	89.47%	89.47%	81.35%
16144	AUTO OWNERS INS CO	9	1	88.89%	88.89%	85.88%
17272	HASTINGS MUTUAL INS CO	8	1	87.50%	87.50%	86.67%
28002	WILSON MUTUAL INS CO	31	4	87.10%	87.10%	93.13%
10960	MIDDLESEX INSURANCE CO	15	2	86.67%	86.67%	94.78%
13315	INDIANA INSURANCE CO	15	2	86.67%	86.67%	85.84%
27944	XL SPECIALTY INSURANCE COMPANY	15	2	86.67%	86.67%	75.33%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	7	1	85.71%	85.71%	86.44%
37915	CITIES & VILLAGES MUTUAL INS CO	7	1	85.71%	85.71%	89.86%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	26	4	84.62%	84.62%	83.44%
16195	NATIONWIDE MUTUAL INS CO	11	2	81.82%	81.82%	90.91%
12491	ILLINOIS NATIONAL INS CO	21	4	80.95%	80.95%	80.76%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	26	5	80.77%	80.77%	73.85%
14974	TWIN CITY FIRE INS CO	40	8	80.00%	80.00%	86.40%
28355	ARCH INSURANCE CO	10	2	80.00%	80.00%	88.98%
13439	TRAVELERS INDEMNITY CO OF AMERICA	49	10	79.59%	79.59%	68.68%
13889	INSURANCE COMPANY OF STATE OF PA T	19	4	78.95%	78.95%	85.83%
36870	EMPLOYERS ASSURANCE CORP	33	7	78.79%	78.79%	80.37%
12637	TRAVELERS INDEMNITY CO OF CT THE	125	28	77.60%	77.60%	69.07%
15873	AMERICAN FAMILY MUTUAL INS CO	13	3	76.92%	76.92%	82.89%
11509	OLD REPUBLIC INS CO	105	26	75.24%	75.24%	80.99%
12890	FEDERAL INSURANCE CO	44	11	75.00%	75.00%	67.48%
15172	COMMERCE & INDUSTRY INS CO	24	6	75.00%	75.00%	80.13%
SI	CITY OF MADISON	8	2	75.00%	75.00%	85.11%
11053	CONTINENTAL WESTERN INS CO	24	7	70.83%	70.83%	89.31%
10847	UNITED STATES FIDELITY & GUARANTY (	25	8	68.00%	68.00%	80.23%
12440	GENERAL CAS CO OF WI	6	2	66.67%	66.67%	83.62%
SI	MILWAUKEE BOARD OF SCHOOL DIR	30	12	60.00%	60.00%	72.48%

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17035	INTEGRITY MUTUAL INS CO	15	6	60.00%	60.00%	85.57%
17388	FRANKENMUTH MUTUAL INS CO	10	4	60.00%	60.00%	86.32%
11037	GREAT WEST CASUALTY CO	5	2	60.00%	60.00%	83.72%
SI	WISCONSIN POWER & LIGHT COMPANY	16	12	25.00%	25.00%	46.34%
	<b>TOTALS FOR GROUP:</b>	<b>1,274</b>	<b>225</b>	<b>82.34%</b>	<b>82.34%</b>	<b>81.71%</b>

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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	CITY OF KENOSHA	1	0	100.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	0	0	0.00%	0.00%	100.00%
18457	ERIE INSURANCE EXCHANGE	3	0	100.00%	100.00%	96.67%
13668	SENTRY SELECT	3	0	100.00%	100.00%	96.55%
SI	GENERAL MOTORS LLC	1	0	100.00%	100.00%	95.83%
11002	CITIZENS INSURANCE CO OF AMERICA	12	0	100.00%	100.00%	95.40%
SI	CNH AMERICA LLC	1	0	100.00%	100.00%	95.24%
16853	CHURCH MUTUAL INSURANCE CO	6	1	83.33%	83.33%	94.83%
11916	PENN MFRS ASSOCIATION INS CO	11	1	90.91%	90.91%	94.79%
11770	PATRIOT GENL INS CO	2	0	100.00%	100.00%	94.74%
15660	AMERISURE MUTUAL INS CO	8	0	100.00%	100.00%	94.59%
32352	BENCHMARK INSURANCE CO	1	0	100.00%	100.00%	94.12%
SI	LUTHER HOSPITAL	2	1	50.00%	50.00%	93.94%
SI	NEWPAGE WISCONSIN SYSTEM INC	2	0	100.00%	100.00%	93.10%
13269	HARTFORD FIRE INSURANCE CO	7	0	100.00%	100.00%	92.31%
16446	FEDERATED MUTUAL INS CO	4	0	100.00%	100.00%	92.06%
15717	UTICA MUTUAL INS CO	3	0	100.00%	100.00%	91.94%
SI	FEDERAL EXPRESS CORPORATION	2	0	100.00%	100.00%	91.67%
10693	VIGILANT INSURANCE CO	5	0	100.00%	100.00%	91.46%
18411	DISTRICTS MUTUAL INS	0	0	0.00%	0.00%	91.30%
32239	PREFERRED PROFESSIONAL INS CO	9	1	88.89%	88.89%	90.59%
10243	CONTINENTAL CASUALTY CO	0	0	0.00%	0.00%	90.16%
16969	MICHIGAN MILLERS MUTUAL INS CO	0	0	0.00%	0.00%	90.12%
SI	COUNTY OF WASHINGTON	3	0	100.00%	100.00%	88.57%
14850	PEKIN INSURANCE CO	13	1	92.31%	92.31%	87.50%
SI	COUNTY OF DANE	0	0	0.00%	0.00%	87.50%
35629	WIS COUNTY MUTUAL INS CORP	2	0	100.00%	100.00%	86.96%
20702	DISCOVER PROPERTY & CASUALTY INSU	3	2	33.33%	33.33%	86.89%
SI	KWIK TRIP INC	11	4	63.64%	63.64%	86.55%
25437	INDEMNITY INSURANCE CO OF NORTH A	16	1	93.75%	93.75%	86.13%
10456	HARTFORD UNDERWRITERS INS CO	7	1	85.71%	85.71%	85.96%
SI	DEPT OF TRANSPORTATION	0	0	0.00%	0.00%	85.42%
SI	JOURNAL SENTINEL INC	4	1	75.00%	75.00%	85.29%
SI	COLUMBIA-ST MARY'S GROUP	7	1	85.71%	85.71%	85.19%
12122	UNITED FIRE & CASUALTY CO	9	0	100.00%	100.00%	84.93%
13978	CHARTIS PROPERTY CASUALTY CO	1	0	100.00%	100.00%	84.42%
SI	MARTEN TRANSPORT LTD	7	4	42.86%	42.86%	83.82%
14842	STATE FARM FIRE & CASUALTY CO	16	2	87.50%	87.50%	82.41%
SI	THE VOLLRATH COMPANY LLC	3	2	33.33%	33.33%	82.35%
18244	TRUCK INSURANCE EXCHANGE	4	0	100.00%	100.00%	81.67%
SI	BRIGGS & STRATTON CORP	2	0	100.00%	100.00%	81.16%
SI	WISCONSIN ELECTRIC POWER COMPANY	8	1	87.50%	87.50%	80.30%
12246	WAUSAU GENERAL INS CO	10	0	100.00%	100.00%	80.00%
20583	SELECTIVE INS CO OF THE SOUTHEAST	1	0	100.00%	100.00%	80.00%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	1	0	100.00%	100.00%	79.69%
22713	COMPANION PROP & CAS INS CO	10	2	80.00%	80.00%	78.72%
11452	AMERICAN GUARANTEE & LIABILITY INS	2	1	50.00%	50.00%	78.67%
SI	MILWAUKEE TRANSPORT SERVICES INC	2	1	50.00%	50.00%	77.78%
SI	COUNTY OF ROCK	3	0	100.00%	100.00%	77.42%

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SI	SCHNEIDER NATIONAL CARRIERS INC	1	0	100.00%	100.00%	75.00%
13781	AMERICAN HOME ASSURANCE CO	2	1	50.00%	50.00%	74.88%
15431	ACE FIRE UNDERWRITERS INSURANCE CC	2	1	50.00%	50.00%	73.91%
15318	CHARTER OAK FIRE INS CO	9	1	88.89%	88.89%	70.68%
SI	WISCONSIN BELL INC	5	1	80.00%	80.00%	68.97%
10170	HAWKEYE SECURITY INS CO	2	0	100.00%	100.00%	68.24%
27243	L M INSURANCE CORP	5	0	100.00%	100.00%	65.52%
SI	USF HOLLAND INC	3	1	66.67%	66.67%	65.00%
SI	COUNTY OF WAUKESHA	2	0	100.00%	100.00%	64.00%
SI	P&H MINING EQUIPMENT INC	5	0	100.00%	100.00%	62.32%
11223	TRAVELERS CASUALTY & SURETY CO	15	4	73.33%	73.33%	61.99%
29734	AMERICAN COMPENSATION	7	1	85.71%	85.71%	61.90%
11665	CAPITOL INDEMNITY CORP	9	4	55.56%	55.56%	61.40%
<b>TOTALS FOR GROUP:</b>		<b>295</b>	<b>42</b>	<b>85.76%</b>	<b>85.76%</b>	<b>81.91%</b>