

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd 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	128	4	96.88%	95.77%	91.30%
16594	SOCIETY INSURANCE A MUTUAL CO	69	4	94.20%	90.73%	88.45%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	92	11	88.04%	87.86%	80.50%
17469	ACUITY INSURANCE CO	148	19	87.16%	85.67%	81.10%
13579	TRAVELERS PROPERTY CAS CO OF AMER	95	13	86.32%	87.62%	86.66%
11061	REGENT INSURANCE CO	43	6	86.05%	84.62%	84.68%
17124	WEST BEND MUTUAL INS CO	118	17	85.59%	82.52%	84.37%
24244	UNITED WISCONSIN	117	17	85.47%	88.63%	87.02%
36870	AMCOMP ASSURANCE CORP	79	13	83.54%	81.82%	79.47%
11509	OLD REPUBLIC INS CO	162	30	81.48%	83.87%	80.86%
15539	EMPLOYERS MUTUAL CASUALTY CO	51	10	80.39%	84.26%	86.76%
17426	SECURA INSURANCE A MUTUAL CO	37	9	75.68%	83.78%	87.65%
21814	LIBERTY INSURANCE CORP	80	21	73.75%	79.46%	86.72%
12491	ILLINOIS NATIONAL INS CO	70	19	72.86%	74.05%	71.69%
12165	ACE AMERICAN INSURANCE CO	200	58	71.00%	70.15%	72.63%
10863	ZURICH AMERICAN INSURANCE COMPAN	405	125	69.14%	70.86%	78.27%
SI	CITY OF MILWAUKEE	49	19	61.22%	67.89%	83.15%
	TOTALS FOR GROUP:	1,943	395	79.67%	80.48%	81.94%

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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
10243	CONTINENTAL CASUALTY CO	9	0	100.00%	100.00%	84.42%
11770	PATRIOT GENL INS CO	8	0	100.00%	100.00%	84.62%
16144	AUTO OWNERS INS CO	7	0	100.00%	100.00%	86.54%
SI	GENERAL MOTORS CORPORATION	7	0	100.00%	100.00%	84.62%
15032	VALLEY FORGE INS CO	6	0	100.00%	100.00%	88.37%
34436	COMMUNITY INS CORP	5	0	100.00%	100.00%	93.75%
10456	HARTFORD UNDERWRITERS INS CO	5	0	100.00%	100.00%	71.92%
SI	MARTEN TRANSPORT LTD	2	0	100.00%	100.00%	83.72%
SI	SCHNEIDER NATIONAL CARRIERS INC	2	0	100.00%	100.00%	91.67%
12408	TRANSPORTATION INSURANCE CO	42	1	97.62%	96.00%	87.54%
12882	EMCASCO INSURANCE CO	12	0	100.00%	95.00%	89.80%
12637	TRAVELERS INDEMNITY CO OF CT THE	36	1	97.22%	94.83%	89.53%
11037	GREAT WEST CASUALTY CO	19	1	94.74%	93.18%	92.86%
16446	FEDERATED MUTUAL INS CO	2	0	100.00%	92.86%	90.86%
SI	DEPT OF ADMINISTRATION	27	1	96.30%	92.00%	88.12%
12440	GENERAL CAS CO OF WI	11	2	81.82%	91.30%	83.46%
17035	INTEGRITY MUTUAL INS CO	8	1	87.50%	91.30%	88.52%
SI	MILWAUKEE TRANSPORT SERVICES INC	23	2	91.30%	91.18%	87.50%
14974	TWIN CITY FIRE INS CO	46	4	91.30%	90.70%	81.58%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	13	1	92.31%	90.48%	86.60%
SI	COUNTY OF MILWAUKEE	12	2	83.33%	89.66%	84.43%
15865	WESTERN NATIONAL MUTUAL INS CO	18	1	94.44%	89.47%	87.98%
12246	WAUSAU GENERAL INS CO	25	6	76.00%	87.93%	81.60%
10960	MIDDLESEX INSURANCE CO	26	2	92.31%	86.96%	89.36%
13439	TRAVELERS INDEMNITY CO OF AMERICA	14	0	100.00%	86.96%	82.47%
22799	SFM MUTUAL INS CO	25	2	92.00%	86.67%	90.24%
SI	CITY OF MADISON	4	1	75.00%	85.71%	84.18%
15385	CINCINNATI INSURANCE CO THE	52	8	84.62%	85.15%	82.65%
SI	UW-SYSTEM ADMINISTRATION	12	4	66.67%	84.85%	92.26%
14850	PEKIN INSURANCE CO	5	1	80.00%	83.33%	65.14%
15873	AMERICAN FAMILY MUTUAL INS CO	20	4	80.00%	82.93%	89.52%
17388	FRANKENMUTH MUTUAL INS CO	35	6	82.86%	82.14%	82.16%
SI	TARGET CORP (STORES)	6	2	66.67%	81.82%	65.08%
28355	ARCH INSURANCE CO	12	1	91.67%	81.48%	93.68%
25437	INDEMNITY INSURANCE CO OF NORTH AI	19	1	94.74%	80.77%	73.87%
10227	FIDELITY & GUARANTY INS CO	79	12	84.81%	80.00%	75.14%
17965	AMERICAN ZURICH INS CO	27	6	77.78%	79.55%	84.87%
18996	WAUSAU UNDERWRITERS INS CO	36	9	75.00%	79.01%	73.81%
27332	WAUSAU BUSINESS INS CO	41	12	70.73%	79.00%	77.29%
17280	RURAL MUTUAL INS CO	34	6	82.35%	78.26%	86.10%
28002	WILSON MUTUAL INS CO	3	1	66.67%	77.78%	94.67%
24759	AMERICAN INTERSTATE INS CO	10	2	80.00%	77.27%	86.80%
15172	COMMERCE & INDUSTRY INS CO	59	13	77.97%	76.03%	78.32%
19968	ACCIDENT FUND INS CO OF AMERICA	102	19	81.37%	75.63%	73.16%
12890	FEDERAL INSURANCE CO	58	9	84.48%	75.53%	81.99%
18411	DISTRICTS MUTUAL INS	13	3	76.92%	73.68%	88.14%
11223	TRAVELERS CASUALTY & SURETY CO	5	1	80.00%	72.73%	79.05%
37915	CITIES & VILLAGES MUTUAL INS CO	5	2	60.00%	72.73%	87.67%
13889	INSURANCE COMPANY OF STATE OF PA T	36	11	69.44%	72.07%	67.83%

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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>
10170	HAWKEYE SECURITY INS CO	14	4	71.43%	70.00%	78.23%
16195	NATIONWIDE MUTUAL INS CO	8	4	50.00%	70.00%	73.27%
17272	HASTINGS MUTUAL INS CO	4	2	50.00%	70.00%	78.57%
13080	NEW HAMPSHIRE INSURANCE CO	54	17	68.52%	69.66%	68.28%
13781	AMERICAN HOME ASSURANCE CO	58	20	65.52%	69.11%	72.05%
SI	KOHLER CO	13	3	76.92%	66.67%	86.27%
SI	NEWPAGE WISCONSIN SYSTEM INC	18	2	88.89%	64.15%	65.35%
27944	XL SPECIALTY INSURANCE COMPANY	24	11	54.17%	63.93%	64.00%
SI	MILWAUKEE BOARD OF SCHOOL DIR	9	1	88.89%	63.89%	76.25%
14516	TRI STATE INS CO OF MN	48	21	56.25%	63.33%	73.07%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	24	7	70.83%	62.50%	73.61%
15628	LIBERTY MUTUAL INS CO	142	54	61.97%	62.25%	80.91%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	59	24	59.32%	61.90%	60.00%
16586	LIBERTY MUTUAL FIRE INS CO	101	52	48.51%	60.23%	80.58%
TOTALS FOR GROUP:		1,659	383	76.91%	76.78%	79.47%

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2008

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	3 YR
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SI	COUNTY OF ROCK	0	0	0.00%	100.00%	100.00%
SI	BRUNSWICK CORPORATION	1	0	100.00%	100.00%	97.14%
SI	COUNTY OF DANE	0	0	0.00%	100.00%	96.67%
SI	COUNTY OF OUTAGAMIE	0	0	0.00%	100.00%	96.55%
13668	SENTRY SELECT	0	0	0.00%	100.00%	95.24%
12122	UNITED FIRE & CASUALTY CO	3	0	100.00%	100.00%	95.08%
SI	STOUGHTON TRAILERS, LLC	1	0	100.00%	100.00%	94.87%
SI	COUNTY OF WINNEBAGO	0	0	0.00%	100.00%	94.44%
35629	WIS COUNTY MUTUAL INS CORP	2	0	100.00%	100.00%	93.75%
16985	GRINNELL MUT REINSUR CO	6	2	66.67%	72.73%	93.65%
SI	VOLLRATH COMPANY LLC	2	0	100.00%	100.00%	93.62%
SI	COUNTY OF SHEBOYGAN	3	0	100.00%	100.00%	93.55%
SI	CITY OF GREEN BAY	3	1	66.67%	83.33%	92.59%
20702	DISCOVER PROPERTY & CASUALTY INSU	7	2	71.43%	75.00%	91.89%
SI	CITY OF KENOSHA	2	0	100.00%	100.00%	91.67%
SI	COUNTY OF LA CROSSE	2	1	50.00%	50.00%	91.67%
34649	SECURA SUPREME	4	0	100.00%	77.78%	90.24%
SI	BRIGGS & STRATTON CORP	14	4	71.43%	85.19%	90.06%
12777	UNITED STATES FIRE INS CO	4	1	75.00%	85.71%	89.80%
11053	CONTINENTAL WESTERN INS CO	5	1	80.00%	90.00%	89.13%
SI	FEDERAL EXPRESS CORPORATION	1	0	100.00%	87.50%	88.71%
12238	NATIONAL FIRE INS CO OF HARTFORD	2	0	100.00%	100.00%	86.60%
36099	CHEROKEE INSURANCE CO	5	1	80.00%	71.43%	86.49%
28312	EVEREST NATIONAL INS CO	3	0	100.00%	100.00%	86.41%
SI	CITY OF RACINE	0	0	0.00%	50.00%	85.71%
13269	HARTFORD FIRE INSURANCE CO	8	0	100.00%	100.00%	85.16%
11452	AMERICAN GUARANTEE & LIABILITY INS	8	1	87.50%	86.67%	85.07%
14842	STATE FARM FIRE & CASUALTY CO	7	1	85.71%	76.47%	84.85%
SI	COLUMBIA-ST MARY'S INC	13	1	92.31%	88.00%	84.73%
12602	BITUMINOUS FIRE & MARINE INS CO	2	0	100.00%	100.00%	84.62%
14591	GREENWICH INSURANCE CO	3	0	100.00%	72.73%	83.64%
SI	WISCONSIN PUBLIC SERVICE CORP	4	0	100.00%	83.33%	83.33%
SI	KWIK TRIP INC	15	2	86.67%	81.08%	83.08%
11665	CAPITOL INDEMNITY CORP	4	1	75.00%	69.23%	82.54%
10030	AMERICAN CASUALTY CO OF READING P.	3	0	100.00%	100.00%	82.14%
SI	COUNTY OF WAUKESHA	2	0	100.00%	100.00%	82.14%
13978	AIG CASUALTY CO	9	2	77.78%	80.00%	82.05%
13714	WESTPORT INSURANCE CORPORATION	12	1	91.67%	87.50%	81.94%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	81.82%
SI	P&H MINING EQUIPMENT INC	1	1	0.00%	75.00%	80.95%
10693	VIGILANT INSURANCE CO	10	1	90.00%	94.12%	80.88%
10545	MARYLAND CASUALTY CO	6	1	83.33%	85.71%	80.77%
13706	ST PAUL FIRE & MARINE INS CO	9	0	100.00%	86.96%	80.63%
13692	ST PAUL MERCURY INS CO	1	1	0.00%	66.67%	80.39%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	6	0	100.00%	100.00%	80.36%
15717	UTICA MUTUAL INS CO	11	1	90.91%	88.00%	79.73%
27359	FIRST LIBERTY INS CORP THE	10	5	50.00%	60.00%	79.03%
19879	VIRGINIA SURETY CO INC	8	1	87.50%	90.00%	77.78%
14702	FEDERATED RURAL ELECTRIC INS CORP	0	0	0.00%	50.00%	77.50%

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SI	USF HOLLAND INC	4	0	100.00%	92.86%	77.42%
16853	CHURCH MUTUAL INSURANCE CO	2	0	100.00%	100.00%	76.00%
SI	FEDEX FREIGHT EAST	10	7	30.00%	30.00%	75.00%
SI	DEPT OF TRANSPORTATION	4	1	75.00%	91.67%	75.00%
SI	EMERSON ELECTRIC COMPANY	1	0	100.00%	100.00%	74.07%
14397	HARTFORD CASUALTY INS CO	3	0	100.00%	100.00%	73.91%
SI	COOPER POWER SYSTEMS LLC	3	0	100.00%	100.00%	73.53%
10847	UNITED STATES FIDELITY & GUARANTY (15	5	66.67%	74.07%	72.47%
15431	ACE FIRE UNDERWRITERS INSURANCE CC	13	5	61.54%	70.83%	71.79%
SI	WISCONSIN BELL INC	13	6	53.85%	41.67%	70.89%
17604	PHARMACISTS MUTUAL INS CO	11	7	36.36%	31.58%	70.69%
17582	MILWAUKEE INS COMPANY	3	1	66.67%	46.67%	70.54%
16969	MICHIGAN MILLERS MUTUAL INS CO	5	1	80.00%	85.71%	68.63%
27243	L M INSURANCE CORP	23	9	60.87%	60.42%	68.49%
32352	BENCHMARK INSURANCE CO	4	0	100.00%	92.86%	68.15%
SI	COUNTY OF WASHINGTON	0	0	0.00%	100.00%	67.65%
SI	WISCONSIN ELECTRIC POWER COMPANY	8	2	75.00%	80.00%	66.15%
17132	MILWAUKEE CASUALTY INSURANCE CO	3	1	66.67%	75.00%	65.91%
SI	CHRYSLER LLC	1	0	100.00%	100.00%	65.71%
29734	AMERICAN COMPENSATION	6	2	66.67%	69.57%	59.81%
12629	ELECTRIC INSURANCE CO	5	1	80.00%	50.00%	52.87%
10103	ASSOCIATED INDEMNITY CORP	11	7	36.36%	38.89%	43.77%
TOTALS FOR GROUP:		372	88	76.34%	77.02%	77.94%