

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd 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>
37877	SENTRY CASUALTY CO	35	1	97.14%	96.91%	97.86%
11061	REGENT INSURANCE CO	55	2	96.36%	93.97%	90.58%
15571	SENTRY INSURANCE A MUTUAL CO	51	2	96.08%	97.00%	96.61%
21814	LIBERTY INSURANCE CORP	38	2	94.74%	91.86%	86.40%
27332	WAUSAU BUSINESS INS CO	50	3	94.00%	89.17%	83.46%
24244	UNITED WISCONSIN	124	13	89.52%	88.45%	88.01%
16594	SOCIETY INSURANCE A MUTUAL CO	54	6	88.89%	92.19%	92.11%
17469	ACUITY INSURANCE CO	82	11	86.59%	91.40%	85.51%
15628	LIBERTY MUTUAL INS CO	43	6	86.05%	84.55%	75.63%
17124	WEST BEND MUTUAL INS CO	68	10	85.29%	85.37%	84.68%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	54	8	85.19%	88.81%	83.99%
18996	WAUSAU UNDERWRITERS INS CO	39	6	84.62%	84.17%	82.80%
SI	CITY OF MILWAUKEE	23	4	82.61%	84.91%	71.53%
12165	ACE AMERICAN INSURANCE CO	157	34	78.34%	82.15%	78.37%
10863	ZURICH AMERICAN INSURANCE COMPAN	208	55	73.56%	78.93%	77.39%
13080	NEW HAMPSHIRE INSURANCE CO	79	24	69.62%	76.54%	72.64%
36870	EMPLOYERS ASSURANCE CORP	55	18	67.27%	73.53%	81.78%
13579	TRAVELERS PROPERTY CAS CO OF AMER	269	127	52.79%	53.82%	72.30%
TOTALS FOR GROUP:		1,484	332	77.63%	80.69%	82.15%

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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	23	1	95.65%	97.62%	97.66%
12882	EMCASCO INSURANCE CO	15	0	100.00%	97.44%	94.53%
SI	DEPT OF ADMINISTRATION	28	0	100.00%	97.26%	92.57%
13315	INDIANA INSURANCE CO	21	1	95.24%	96.97%	83.60%
17280	RURAL MUTUAL INS CO	24	0	100.00%	96.15%	85.71%
28002	WILSON MUTUAL INS CO	17	2	88.24%	94.87%	93.41%
16195	NATIONWIDE MUTUAL INS CO	20	0	100.00%	94.74%	84.54%
17035	INTEGRITY MUTUAL INS CO	19	2	89.47%	94.44%	90.54%
SI	CITY OF MADISON	7	1	85.71%	92.86%	87.96%
12440	GENERAL CAS CO OF WI	17	1	94.12%	92.50%	86.29%
17272	HASTINGS MUTUAL INS CO	7	1	85.71%	92.31%	85.71%
SI	NEWPAGE WISCONSIN SYSTEM INC	4	1	75.00%	92.31%	72.94%
15172	COMMERCE & INDUSTRY INS CO	17	2	88.24%	92.11%	79.21%
10960	MIDDLESEX INSURANCE CO	13	3	76.92%	90.91%	94.21%
15539	EMPLOYERS MUTUAL CASUALTY CO	19	2	89.47%	90.74%	88.38%
13889	INSURANCE COMPANY OF STATE OF PA T	23	3	86.96%	90.20%	76.13%
19968	ACCIDENT FUND INS CO OF AMERICA	31	2	93.55%	90.00%	79.87%
16144	AUTO OWNERS INS CO	2	0	100.00%	90.00%	84.62%
28355	ARCH INSURANCE CO	14	0	100.00%	89.66%	89.26%
12408	TRANSPORTATION INSURANCE CO	49	5	89.80%	89.19%	95.35%
15865	WESTERN NATIONAL MUTUAL INS CO	18	3	83.33%	89.13%	88.50%
22799	SFM MUTUAL INS CO	21	1	95.24%	88.37%	91.56%
16586	LIBERTY MUTUAL FIRE INS CO	11	1	90.91%	88.24%	73.85%
14974	TWIN CITY FIRE INS CO	41	3	92.68%	87.69%	89.29%
10227	FIDELITY & GUARANTY INS CO	15	0	100.00%	87.50%	81.11%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	11	1	90.91%	87.50%	85.32%
16446	FEDERATED MUTUAL INS CO	5	1	80.00%	87.50%	88.78%
11037	GREAT WEST CASUALTY CO	12	2	83.33%	85.71%	88.96%
11053	CONTINENTAL WESTERN INS CO	9	1	88.89%	85.71%	92.19%
37915	CITIES & VILLAGES MUTUAL INS CO	4	1	75.00%	85.71%	88.73%
SI	UW-SYSTEM ADMINISTRATION	14	3	78.57%	85.19%	91.62%
SI	WISCONSIN BELL INC	4	1	75.00%	83.33%	64.41%
SI	COLUMBIA-ST MARY'S GROUP	4	0	100.00%	83.33%	88.03%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	25	3	88.00%	82.98%	71.87%
17426	SECURA INSURANCE A MUTUAL CO	49	7	85.71%	82.89%	85.44%
SI	MILWAUKEE BOARD OF SCHOOL DIR	17	5	70.59%	81.25%	72.86%
24759	AMERICAN INTERSTATE INS CO	14	2	85.71%	81.25%	84.21%
38466	MICHIGAN COMMERCIAL INS MUTUAL	13	1	92.31%	80.95%	93.33%
17965	AMERICAN ZURICH INS CO	27	3	88.89%	79.63%	80.19%
SI	MILWAUKEE TRANSPORT SERVICES INC	21	5	76.19%	79.49%	79.78%
17388	FRANKENMUTH MUTUAL INS CO	15	3	80.00%	78.79%	86.41%
15385	CINCINNATI INSURANCE CO THE	30	6	80.00%	77.27%	80.52%
27944	XL SPECIALTY INSURANCE COMPANY	15	2	86.67%	77.14%	71.94%
SI	KOHLER CO	7	2	71.43%	76.92%	81.15%
15873	AMERICAN FAMILY MUTUAL INS CO	24	7	70.83%	70.18%	81.59%
12491	ILLINOIS NATIONAL INS CO	41	15	63.41%	70.00%	78.77%
SI	COUNTY OF MILWAUKEE	33	13	60.61%	69.84%	76.58%
11509	OLD REPUBLIC INS CO	110	31	71.82%	69.51%	82.80%
14516	TRI STATE INS CO OF MN	9	3	66.67%	69.39%	70.99%

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12890	FEDERAL INSURANCE CO	55	25	54.55%	57.61%	71.35%
12637	TRAVELERS INDEMNITY CO OF CT THE	110	62	43.64%	51.12%	73.43%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	1	66.67%	50.00%	77.42%
13439	TRAVELERS INDEMNITY CO OF AMERICA	53	35	33.96%	44.44%	69.84%
TOTALS FOR GROUP:		1,210	276	77.19%	78.64%	82.00%

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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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13668	SENTRY SELECT	3	0	100.00%	100.00%	100.00%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	1	0	100.00%	100.00%	100.00%
SI	CITY OF KENOSHA	0	0	0.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	0	0	0.00%	100.00%	100.00%
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	97.22%
SI	GENERAL MOTORS COMPANY	2	0	100.00%	100.00%	96.67%
13269	HARTFORD FIRE INSURANCE CO	3	0	100.00%	100.00%	96.20%
11916	PENN MFRS ASSOCIATION INS CO	14	0	100.00%	100.00%	95.89%
16853	CHURCH MUTUAL INSURANCE CO	6	0	100.00%	100.00%	93.65%
14397	HARTFORD CASUALTY INS CO	8	1	87.50%	90.91%	93.55%
SI	CNH AMERICA LLC	5	0	100.00%	88.89%	93.48%
SI	COUNTY OF DANE	3	0	100.00%	100.00%	92.86%
11770	PATRIOT GENL INS CO	1	0	100.00%	100.00%	92.68%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	3	0	100.00%	100.00%	91.07%
32352	BENCHMARK INSURANCE CO	5	1	80.00%	85.71%	90.74%
16985	GRINNELL MUT REINSUR CO	4	0	100.00%	85.71%	90.32%
10693	VIGILANT INSURANCE CO	2	0	100.00%	100.00%	90.32%
14850	PEKIN INSURANCE CO	6	1	83.33%	86.67%	90.11%
SI	THE VOLLRATH COMPANY LLC	2	1	50.00%	50.00%	89.74%
SI	KWIK TRIP INC	14	1	92.86%	90.63%	89.66%
16969	MICHIGAN MILLERS MUTUAL INS CO	4	0	100.00%	100.00%	88.89%
SI	EMERSON ELECTRIC COMPANY	3	0	100.00%	80.00%	88.89%
35629	WIS COUNTY MUTUAL INS CORP	1	1	0.00%	50.00%	88.89%
12122	UNITED FIRE & CASUALTY CO	4	0	100.00%	87.50%	88.46%
10243	CONTINENTAL CASUALTY CO	3	0	100.00%	100.00%	88.31%
18411	DISTRICTS MUTUAL INS	1	0	100.00%	100.00%	88.24%
SI	FEDERAL EXPRESS CORPORATION	0	0	0.00%	0.00%	88.24%
20702	DISCOVER PROPERTY & CASUALTY INSU	9	1	88.89%	93.33%	88.14%
55299	COMMUNITY INS CORP	0	0	0.00%	100.00%	88.00%
32239	PREFERRED PROFESSIONAL INS CO	11	1	90.91%	81.82%	87.34%
SI	JOURNAL SENTINEL INC	1	1	0.00%	80.00%	87.10%
SI	COUNTY OF WASHINGTON	3	0	100.00%	80.00%	86.49%
10456	HARTFORD UNDERWRITERS INS CO	7	1	85.71%	80.00%	86.33%
SI	DEPT OF TRANSPORTATION	3	1	66.67%	71.43%	85.94%
13978	CHARTIS PROPERTY CASUALTY CO	7	0	100.00%	90.91%	85.88%
SI	MANITOWOC CRANES INC	1	0	100.00%	75.00%	85.37%
SI	MARTEN TRANSPORT LTD	9	0	100.00%	96.15%	85.00%
34681	GREAT DIVIDE INS CO	9	2	77.78%	80.00%	84.78%
SI	BRIGGS & STRATTON CORP	0	0	0.00%	100.00%	84.44%
12246	WAUSAU GENERAL INS CO	7	1	85.71%	84.62%	84.11%
15717	UTICA MUTUAL INS CO	7	0	100.00%	90.91%	84.00%
SI	WISCONSIN ELECTRIC POWER COMPANY	9	2	77.78%	84.62%	83.64%
18244	TRUCK INSURANCE EXCHANGE	3	0	100.00%	83.33%	82.69%
11452	AMERICAN GUARANTEE & LIABILITY INS	3	1	66.67%	50.00%	82.67%
SI	COUNTY OF ROCK	1	0	100.00%	100.00%	81.48%
10847	UNITED STATES FIDELITY & GUARANTY (12	2	83.33%	85.71%	80.54%
14842	STATE FARM FIRE & CASUALTY CO	12	2	83.33%	91.30%	79.79%
15431	ACE FIRE UNDERWRITERS INSURANCE CC	1	0	100.00%	100.00%	79.69%
25437	INDEMNITY INSURANCE CO OF NORTH AI	12	2	83.33%	83.33%	78.65%

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SI	TARGET CORP (STORES)	3	1	66.67%	72.73%	77.55%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	6	1	83.33%	91.67%	76.51%
SI	COOPER POWER SYSTEMS LLC	4	1	75.00%	46.15%	76.32%
11665	CAPITOL INDEMNITY CORP	1	1	0.00%	42.86%	75.00%
13781	AMERICAN HOME ASSURANCE CO	3	0	100.00%	88.89%	74.66%
27359	FIRST LIBERTY INS CORP THE	2	0	100.00%	100.00%	74.14%
15318	CHARTER OAK FIRE INS CO	20	11	45.00%	48.57%	74.11%
17582	MILWAUKEE INS COMPANY	1	0	100.00%	100.00%	72.97%
36099	CHEROKEE INSURANCE CO	0	0	0.00%	100.00%	72.22%
10170	HAWKEYE SECURITY INS CO	3	0	100.00%	85.71%	70.18%
SI	USF HOLLAND INC	9	5	44.44%	50.00%	66.15%
SI	P&H MINING EQUIPMENT INC	6	2	66.67%	52.94%	65.96%
11223	TRAVELERS CASUALTY & SURETY CO	24	16	33.33%	46.00%	65.32%
27243	L M INSURANCE CORP	5	3	40.00%	62.50%	62.79%
SI	COUNTY OF WAUKESHA	1	1	0.00%	41.67%	62.07%
29734	AMERICAN COMPENSATION	3	1	66.67%	75.00%	59.52%
17604	PHARMACISTS MUTUAL INS CO	7	2	71.43%	70.00%	59.18%
	TOTALS FOR GROUP:	327	68	79.20%	78.95%	81.66%