

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd 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 qtrs percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	70	0	100.00%	98.36%	95.68%
24244	UNITED WISCONSIN	118	7	94.07%	88.37%	88.29%
16594	SOCIETY INSURANCE A MUTUAL CO	75	6	92.00%	93.26%	90.00%
17426	SECURA INSURANCE A MUTUAL CO	24	2	91.67%	88.71%	87.04%
12491	ILLINOIS NATIONAL INS CO	32	3	90.63%	88.46%	76.92%
12165	ACE AMERICAN INSURANCE CO	164	17	89.63%	88.52%	77.20%
36870	EMPLOYERS ASSURANCE CORP	81	10	87.65%	85.22%	82.12%
21814	LIBERTY INSURANCE CORP	54	7	87.04%	84.54%	86.55%
13579	TRAVELERS PROPERTY CAS CO OF AMER	86	13	84.88%	82.28%	83.83%
17469	ACUITY INSURANCE CO	105	16	84.76%	86.39%	81.68%
18996	WAUSAU UNDERWRITERS INS CO	77	12	84.42%	82.33%	79.64%
17124	WEST BEND MUTUAL INS CO	112	18	83.93%	85.96%	85.71%
15539	EMPLOYERS MUTUAL CASUALTY CO	43	7	83.72%	83.90%	86.31%
27332	WAUSAU BUSINESS INS CO	65	11	83.08%	79.90%	80.49%
11061	REGENT INSURANCE CO	57	10	82.46%	89.35%	86.95%
10863	ZURICH AMERICAN INSURANCE COMPAN	205	52	74.63%	77.01%	78.75%
11509	OLD REPUBLIC INS CO	63	16	74.60%	87.84%	83.90%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	136	37	72.79%	76.99%	81.70%
SI	CITY OF MILWAUKEE	34	10	70.59%	68.06%	73.82%
TOTALS FOR GROUP:		1,601	254	84.13%	84.55%	83.00%

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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
10960	MIDDLESEX INSURANCE CO	21	0	100.00%	100.00%	94.14%
SI	UW-SYSTEM ADMINISTRATION	12	0	100.00%	100.00%	95.54%
15032	VALLEY FORGE INS CO	11	0	100.00%	100.00%	96.80%
12408	TRANSPORTATION INSURANCE CO	23	1	95.65%	98.86%	96.14%
37877	SENTRY CASUALTY CO	52	0	100.00%	98.23%	98.03%
24759	AMERICAN INTERSTATE INS CO	11	0	100.00%	97.30%	86.31%
12882	EMCASCO INSURANCE CO	17	1	94.12%	97.01%	95.43%
16195	NATIONWIDE MUTUAL INS CO	14	1	92.86%	96.97%	82.76%
38466	MICHIGAN COMMERCIAL INS MUTUAL IN	11	1	90.91%	96.67%	95.38%
SI	KOHLER CO	5	0	100.00%	96.67%	83.85%
14850	PEKIN INSURANCE CO	7	0	100.00%	95.83%	85.86%
16446	FEDERATED MUTUAL INS CO	7	1	85.71%	95.65%	89.55%
22799	SFM MUTUAL INS CO	22	1	95.45%	94.92%	90.12%
11053	CONTINENTAL WESTERN INS CO	8	1	87.50%	94.74%	93.91%
13439	TRAVELERS INDEMNITY CO OF AMERICA	11	1	90.91%	94.59%	84.91%
28002	WILSON MUTUAL INS CO	23	1	95.65%	94.55%	92.97%
SI	DEPT OF ADMINISTRATION	36	0	100.00%	93.10%	90.53%
16586	LIBERTY MUTUAL FIRE INS CO	21	1	95.24%	92.86%	75.15%
13889	INSURANCE COMPANY OF STATE OF PA T	23	0	100.00%	91.67%	71.91%
15873	AMERICAN FAMILY MUTUAL INS CO	8	1	87.50%	90.57%	88.65%
19968	ACCIDENT FUND INS CO OF AMERICA	29	3	89.66%	90.00%	74.42%
17388	FRANKENMUTH MUTUAL INS CO	17	2	88.24%	89.61%	85.93%
15865	WESTERN NATIONAL MUTUAL INS CO	22	0	100.00%	89.06%	87.89%
11770	PATRIOT GENL INS CO	3	1	66.67%	88.89%	92.73%
25437	INDEMNITY INSURANCE CO OF NORTH AI	13	1	92.31%	88.46%	77.51%
28355	ARCH INSURANCE CO	7	1	85.71%	88.46%	91.82%
16144	AUTO OWNERS INS CO	11	0	100.00%	88.00%	84.54%
14974	TWIN CITY FIRE INS CO	40	5	87.50%	87.39%	86.15%
37915	CITIES & VILLAGES MUTUAL INS CO	3	1	66.67%	86.96%	87.88%
SI	NEWPAGE WISCONSIN SYSTEM INC	3	0	100.00%	86.67%	68.98%
11037	GREAT WEST CASUALTY CO	11	1	90.91%	85.19%	91.88%
17035	INTEGRITY MUTUAL INS CO	15	2	86.67%	84.31%	89.35%
SI	TARGET CORP (STORES)	3	1	66.67%	83.33%	81.82%
13781	AMERICAN HOME ASSURANCE CO	9	1	88.89%	83.02%	75.83%
17965	AMERICAN ZURICH INS CO	31	7	77.42%	82.83%	82.05%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	8	2	75.00%	82.35%	86.49%
15628	LIBERTY MUTUAL INS CO	101	18	82.18%	82.05%	77.12%
SI	CITY OF MADISON	6	1	83.33%	81.82%	83.59%
15385	CINCINNATI INSURANCE CO THE	49	9	81.63%	81.68%	80.23%
15172	COMMERCE & INDUSTRY INS CO	41	6	85.37%	81.65%	78.25%
27944	XL SPECIALTY INSURANCE COMPANY	17	3	82.35%	81.25%	69.96%
13315	INDIANA INSURANCE CO	22	2	90.91%	80.90%	78.06%
12637	TRAVELERS INDEMNITY CO OF CT THE	40	8	80.00%	80.58%	87.37%
17280	RURAL MUTUAL INS CO	26	5	80.77%	80.49%	82.99%
12440	GENERAL CAS CO OF WI	22	3	86.36%	80.39%	86.47%
10227	FIDELITY & GUARANTY INS CO	25	5	80.00%	80.21%	79.84%
17272	HASTINGS MUTUAL INS CO	6	1	83.33%	80.00%	79.75%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	15	2	86.67%	79.27%	67.47%
SI	MILWAUKEE BOARD OF SCHOOL DIR	17	3	82.35%	79.10%	74.87%

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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>12 qtrs percent</u>
SI	MILWAUKEE TRANSPORT SERVICES INC	12	0	100.00%	77.08%	80.81%
13080	NEW HAMPSHIRE INSURANCE CO	83	23	72.29%	76.11%	68.96%
SI	COUNTY OF MILWAUKEE	20	5	75.00%	75.64%	81.53%
14516	TRI STATE INS CO OF MN	50	10	80.00%	75.38%	71.01%
12890	FEDERAL INSURANCE CO	41	13	68.29%	75.00%	80.08%
12246	WAUSAU GENERAL INS CO	18	4	77.78%	73.21%	82.55%
SI	SCHNEIDER NATIONAL CARRIERS INC	8	3	62.50%	66.67%	83.33%
	TOTALS FOR GROUP:	1,187	163	86.27%	85.47%	81.16%

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2009

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year	12 qtrs
		or overdue	no reply		To Date	percent
SI	CITY OF KENOSHA	1	0	100.00%	100.00%	100.00%
SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	100.00%
SI	BRUNSWICK CORPORATION	2	0	100.00%	100.00%	97.22%
SI	CNH AMERICA LLC	4	0	100.00%	100.00%	95.92%
13668	SENTRY SELECT	2	0	100.00%	88.89%	95.83%
11916	PENN MFRS ASSOCIATION INS CO	9	2	77.78%	92.00%	95.56%
12238	NATIONAL FIRE INS CO OF HARTFORD	1	0	100.00%	100.00%	95.45%
SI	COUNTY OF SHEBOYGAN	0	0	0.00%	100.00%	94.74%
13269	HARTFORD FIRE INSURANCE CO	3	0	100.00%	88.24%	94.38%
SI	GENERAL MOTORS COMPANY	1	0	100.00%	90.00%	94.19%
SI	COUNTY OF WAUKESHA	3	1	66.67%	66.67%	93.10%
16985	GRINNELL MUT REINSUR CO	4	1	75.00%	95.00%	92.42%
SI	CITY OF GREEN BAY	1	0	100.00%	100.00%	92.31%
SI	COUNTY OF DANE	7	2	71.43%	83.33%	91.67%
12602	BITUMINOUS FIRE & MARINE INS CO	5	0	100.00%	100.00%	91.67%
SI	THE VOLLRATH COMPANY LLC	2	1	50.00%	81.82%	91.67%
SI	COOPER POWER SYSTEMS LLC	0	0	0.00%	100.00%	91.67%
35629	WIS COUNTY MUTUAL INS CORP	0	0	0.00%	80.00%	91.43%
SI	STOUGHTON TRAILERS, LLC	1	0	100.00%	100.00%	91.18%
10316	WESTPORT INSURANCE CORPORATION	4	0	100.00%	86.96%	90.74%
10693	VIGILANT INSURANCE CO	11	0	100.00%	95.65%	90.72%
14397	HARTFORD CASUALTY INS CO	3	0	100.00%	90.91%	90.48%
55299	COMMUNITY INS CORP	0	0	0.00%	75.00%	90.32%
12122	UNITED FIRE & CASUALTY CO	12	3	75.00%	71.43%	89.55%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	2	0	100.00%	75.00%	89.13%
SI	COUNTY OF ROCK	4	3	25.00%	50.00%	88.24%
SI	COUNTY OF WASHINGTON	1	0	100.00%	100.00%	88.00%
SI	BRIGGS & STRATTON CORP	7	3	57.14%	86.96%	87.62%
32352	BENCHMARK INSURANCE CO	3	0	100.00%	100.00%	87.27%
20702	DISCOVER PROPERTY & CASUALTY INSUJ	6	2	66.67%	80.00%	86.96%
SI	JOURNAL SENTINEL INC	1	0	100.00%	87.50%	86.84%
18411	DISTRICTS MUTUAL INS	3	0	100.00%	100.00%	86.67%
14591	GREENWICH INSURANCE CO	0	0	0.00%	83.33%	86.59%
SI	MANITOWOC CRANES INC	1	1	0.00%	83.33%	86.11%
10243	CONTINENTAL CASUALTY CO	6	1	83.33%	88.24%	85.87%
11452	AMERICAN GUARANTEE & LIABILITY INS	4	1	75.00%	78.95%	85.71%
15717	UTICA MUTUAL INS CO	1	0	100.00%	100.00%	85.71%
SI	EMERSON ELECTRIC COMPANY	1	0	100.00%	100.00%	85.71%
13978	AIG CASUALTY CO	6	1	83.33%	90.00%	85.51%
16969	MICHIGAN MILLERS MUTUAL INS CO	4	0	100.00%	89.29%	85.00%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	85.00%
SI	KWIK TRIP INC	13	1	92.31%	92.31%	84.94%
13706	ST PAUL FIRE & MARINE INS CO	1	1	0.00%	77.78%	84.38%
SI	COLUMBIA-ST MARY'S GROUP	11	3	72.73%	89.19%	84.21%
15318	CHARTER OAK FIRE INS CO	5	2	60.00%	83.33%	83.82%
SI	MARTEN TRANSPORT LTD	6	0	100.00%	81.82%	83.78%
SI	FEDERAL EXPRESS CORPORATION	2	0	100.00%	77.78%	83.64%
SI	WISCONSIN PUBLIC SERVICE CORP	1	1	0.00%	0.00%	83.33%
SI	DEPT OF TRANSPORTATION	11	1	90.91%	85.71%	82.05%

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Small Size Insurers (Less than 85 Claims per year)

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SI	COUNTY OF LA CROSSE	0	0	0.00%	100.00%	81.82%
11223	TRAVELERS CASUALTY & SURETY CO	7	1	85.71%	77.27%	80.25%
10456	HARTFORD UNDERWRITERS INS CO	12	2	83.33%	82.05%	79.67%
11665	CAPITOL INDEMNITY CORP	4	2	50.00%	75.00%	79.59%
12777	UNITED STATES FIRE INS CO	0	0	0.00%	62.50%	78.43%
10847	UNITED STATES FIDELITY & GUARANTY (6	1	83.33%	90.32%	78.05%
SI	WISCONSIN ELECTRIC POWER COMPANY	4	2	50.00%	78.57%	77.50%
SI	CITY OF RACINE	4	1	75.00%	85.71%	77.27%
17582	MILWAUKEE INS COMPANY	8	5	37.50%	53.85%	75.22%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	5	1	80.00%	87.50%	74.86%
10170	HAWKEYE SECURITY INS CO	4	1	75.00%	72.41%	74.83%
16853	CHURCH MUTUAL INSURANCE CO	0	0	0.00%	85.71%	74.65%
SI	P&H MINING EQUIPMENT INC	3	1	66.67%	71.43%	74.36%
36099	CHEROKEE INSURANCE CO	0	0	0.00%	50.00%	73.68%
28312	EVEREST NATIONAL INS CO	0	0	0.00%	0.00%	73.17%
27359	FIRST LIBERTY INS CORP THE	3	1	66.67%	81.82%	72.73%
14842	STATE FARM FIRE & CASUALTY CO	10	3	70.00%	65.52%	72.62%
SI	USF HOLLAND INC	5	1	80.00%	60.00%	71.30%
27243	L M INSURANCE CORP	3	0	100.00%	62.50%	66.67%
SI	WISCONSIN BELL INC	4	1	75.00%	63.16%	62.90%
17604	PHARMACISTS MUTUAL INS CO	5	4	20.00%	57.69%	60.00%
29734	AMERICAN COMPENSATION	5	2	60.00%	41.67%	58.10%
SI	FEDEX FREIGHT INC	3	0	100.00%	62.50%	51.02%
10103	ASSOCIATED INDEMNITY CORP	3	1	66.67%	53.33%	35.78%
	TOTALS FOR GROUP:	277	61	77.98%	81.24%	79.95%