

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd 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	49	1	97.96%	97.24%	97.88%
16594	SOCIETY INSURANCE A MUTUAL CO	43	1	97.67%	93.49%	92.82%
15571	SENTRY INSURANCE A MUTUAL CO	41	2	95.12%	95.77%	96.81%
11061	REGENT INSURANCE CO	66	4	93.94%	93.99%	90.24%
18996	WAUSAU UNDERWRITERS INS CO	50	4	92.00%	86.47%	84.41%
24244	UNITED WISCONSIN	105	10	90.48%	89.01%	88.15%
10863	ZURICH AMERICAN INSURANCE COMPAN	163	19	88.34%	81.75%	77.48%
17124	WEST BEND MUTUAL INS CO	100	12	88.00%	86.04%	84.38%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	45	6	86.67%	88.27%	84.00%
17469	ACUITY INSURANCE CO	81	12	85.19%	89.10%	86.22%
27332	WAUSAU BUSINESS INS CO	53	9	83.02%	86.98%	82.72%
15628	LIBERTY MUTUAL INS CO	40	7	82.50%	84.03%	75.35%
12165	ACE AMERICAN INSURANCE CO	133	24	81.95%	82.08%	78.76%
SI	CITY OF MILWAUKEE	27	5	81.48%	84.15%	71.49%
21814	LIBERTY INSURANCE CORP	46	10	78.26%	86.36%	84.38%
13080	NEW HAMPSHIRE INSURANCE CO	78	17	78.21%	77.08%	73.73%
36870	EMPLOYERS ASSURANCE CORP	30	8	73.33%	73.88%	81.49%
13579	TRAVELERS PROPERTY CAS CO OF AMER	340	149	56.18%	54.99%	68.51%
	<b>TOTALS FOR GROUP:</b>	<b>1,490</b>	<b>300</b>	<b>79.87%</b>	<b>80.41%</b>	<b>81.74%</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
12882	EMCASCO INSURANCE CO	17	0	100.00%	98.18%	95.63%
SI	DEPT OF ADMINISTRATION	22	0	100.00%	97.87%	92.99%
13315	INDIANA INSURANCE CO	14	0	100.00%	97.78%	84.58%
28002	WILSON MUTUAL INS CO	32	0	100.00%	97.22%	94.18%
15032	VALLEY FORGE INS CO	30	1	96.67%	97.18%	97.37%
17272	HASTINGS MUTUAL INS CO	9	0	100.00%	95.45%	85.92%
SI	CITY OF MADISON	7	0	100.00%	95.24%	86.73%
16195	NATIONWIDE MUTUAL INS CO	17	1	94.12%	94.44%	85.79%
13889	INSURANCE COMPANY OF STATE OF PA T	26	1	96.15%	93.51%	78.94%
16144	AUTO OWNERS INS CO	6	0	100.00%	93.33%	85.56%
17035	INTEGRITY MUTUAL INS CO	8	1	87.50%	93.18%	90.10%
10960	MIDDLESEX INSURANCE CO	24	1	95.83%	92.86%	93.82%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	10	0	100.00%	92.31%	84.87%
SI	NEWPAGE WISCONSIN SYSTEM INC	0	0	0.00%	92.31%	73.42%
17280	RURAL MUTUAL INS CO	24	4	83.33%	92.11%	85.29%
15539	EMPLOYERS MUTUAL CASUALTY CO	23	1	95.65%	92.00%	87.91%
12408	TRANSPORTATION INSURANCE CO	25	1	96.00%	90.91%	95.58%
14974	TWIN CITY FIRE INS CO	28	0	100.00%	90.22%	89.15%
19968	ACCIDENT FUND INS CO OF AMERICA	22	2	90.91%	90.00%	82.25%
37915	CITIES & VILLAGES MUTUAL INS CO	3	0	100.00%	90.00%	88.06%
15865	WESTERN NATIONAL MUTUAL INS CO	50	5	90.00%	89.47%	88.59%
11053	CONTINENTAL WESTERN INS CO	17	1	94.12%	89.47%	93.53%
22799	SFM MUTUAL INS CO	31	3	90.32%	89.19%	90.87%
10227	FIDELITY & GUARANTY INS CO	6	0	100.00%	89.19%	79.87%
SI	KOHLER CO	14	0	100.00%	88.89%	82.98%
16446	FEDERATED MUTUAL INS CO	1	0	100.00%	88.89%	89.16%
15172	COMMERCE & INDUSTRY INS CO	24	5	79.17%	88.52%	78.81%
28355	ARCH INSURANCE CO	12	1	91.67%	88.24%	87.83%
17426	SECURA INSURANCE A MUTUAL CO	43	2	95.35%	87.83%	86.30%
12440	GENERAL CAS CO OF WI	14	4	71.43%	87.04%	85.42%
16586	LIBERTY MUTUAL FIRE INS CO	21	3	85.71%	86.27%	72.79%
SI	UW-SYSTEM ADMINISTRATION	17	2	88.24%	86.05%	90.64%
17388	FRANKENMUTH MUTUAL INS CO	17	1	94.12%	85.71%	86.56%
SI	WISCONSIN BELL INC	1	0	100.00%	85.71%	61.29%
17965	AMERICAN ZURICH INS CO	26	2	92.31%	84.81%	81.73%
SI	MILWAUKEE BOARD OF SCHOOL DIR	11	1	90.91%	83.72%	73.93%
24759	AMERICAN INTERSTATE INS CO	3	0	100.00%	83.33%	85.91%
11037	GREAT WEST CASUALTY CO	16	4	75.00%	82.14%	87.42%
SI	COLUMBIA-ST MARY'S GROUP	5	1	80.00%	81.82%	86.73%
27944	XL SPECIALTY INSURANCE COMPANY	14	1	92.86%	81.63%	72.11%
38466	MICHIGAN COMMERCIAL INS MUTUAL	8	2	75.00%	79.31%	90.91%
SI	MILWAUKEE TRANSPORT SERVICES INC	2	1	50.00%	78.38%	81.44%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	28	9	67.86%	77.33%	71.67%
15385	CINCINNATI INSURANCE CO THE	21	5	76.19%	77.01%	80.12%
11509	OLD REPUBLIC INS CO	98	11	88.78%	76.65%	82.97%
14516	TRI STATE INS CO OF MN	12	0	100.00%	76.27%	72.82%
15873	AMERICAN FAMILY MUTUAL INS CO	16	2	87.50%	73.97%	82.50%
SI	COUNTY OF MILWAUKEE	14	3	78.57%	71.62%	75.74%

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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>
12491	ILLINOIS NATIONAL INS CO	35	8	77.14%	70.69%	79.23%
SI	SCHNEIDER NATIONAL CARRIERS INC	3	0	100.00%	66.67%	77.14%
12890	FEDERAL INSURANCE CO	40	17	57.50%	57.58%	67.97%
12637	TRAVELERS INDEMNITY CO OF CT THE	162	84	48.15%	49.61%	67.66%
13439	TRAVELERS INDEMNITY CO OF AMERICA	51	31	39.22%	42.45%	64.46%
<b>TOTALS FOR GROUP:</b>		<b>1,180</b>	<b>222</b>	<b>81.19%</b>	<b>79.41%</b>	<b>81.76%</b>

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2010

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
12238	NATIONAL FIRE INS CO OF HARTFORD	4	0	100.00%	100.00%	100.00%
13668	SENTRY SELECT	2	0	100.00%	100.00%	100.00%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	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%
14397	HARTFORD CASUALTY INS CO	6	0	100.00%	94.12%	96.55%
SI	GENERAL MOTORS LLC	2	0	100.00%	100.00%	96.55%
11916	PENN MFRS ASSOCIATION INS CO	13	0	100.00%	100.00%	96.47%
16853	CHURCH MUTUAL INSURANCE CO	5	0	100.00%	100.00%	95.00%
11770	PATRIOT GENL INS CO	2	0	100.00%	100.00%	94.74%
13269	HARTFORD FIRE INSURANCE CO	5	1	80.00%	91.67%	94.44%
SI	CNH AMERICA LLC	2	0	100.00%	90.91%	93.48%
SI	COUNTY OF DANE	0	0	0.00%	100.00%	92.31%
10693	VIGILANT INSURANCE CO	6	0	100.00%	100.00%	91.11%
32239	PREFERRED PROFESSIONAL INS CO	4	0	100.00%	84.62%	91.03%
10456	HARTFORD UNDERWRITERS INS CO	8	0	100.00%	95.24%	90.52%
SI	KWIK TRIP INC	16	3	81.25%	87.50%	90.06%
16969	MICHIGAN MILLERS MUTUAL INS CO	1	0	100.00%	100.00%	89.25%
14850	PEKIN INSURANCE CO	8	2	75.00%	82.61%	89.13%
32352	BENCHMARK INSURANCE CO	2	0	100.00%	87.50%	89.13%
16985	GRINNELL MUT REINSUR CO	1	0	100.00%	87.50%	89.09%
SI	EMERSON ELECTRIC COMPANY	1	0	100.00%	83.33%	88.89%
10243	CONTINENTAL CASUALTY CO	1	0	100.00%	90.00%	88.61%
20702	DISCOVER PROPERTY & CASUALTY INSUR	5	0	100.00%	95.00%	88.52%
18411	DISTRICTS MUTUAL INS	2	0	100.00%	100.00%	88.24%
SI	JOURNAL SENTINEL INC	3	0	100.00%	87.50%	87.88%
SI	THE VOLLRATH COMPANY LLC	2	0	100.00%	75.00%	87.10%
55299	COMMUNITY INS CORP	0	0	0.00%	100.00%	86.96%
13978	CHARTIS PROPERTY CASUALTY CO	7	1	85.71%	88.89%	86.67%
SI	DEPT OF TRANSPORTATION	0	0	0.00%	71.43%	86.67%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	6	3	50.00%	80.00%	85.71%
SI	FEDERAL EXPRESS CORPORATION	4	0	100.00%	100.00%	85.71%
18244	TRUCK INSURANCE EXCHANGE	1	0	100.00%	85.71%	85.71%
SI	MANITOWOC CRANES INC	2	0	100.00%	83.33%	85.37%
12122	UNITED FIRE & CASUALTY CO	4	2	50.00%	80.00%	85.33%
15717	UTICA MUTUAL INS CO	2	0	100.00%	92.31%	85.14%
35629	WIS COUNTY MUTUAL INS CORP	1	0	100.00%	66.67%	84.62%
SI	MARTEN TRANSPORT LTD	4	2	50.00%	89.66%	83.93%
SI	COUNTY OF WASHINGTON	1	0	100.00%	80.00%	83.87%
SI	BRIGGS & STRATTON CORP	3	0	100.00%	100.00%	83.33%
34681	GREAT DIVIDE INS CO	2	0	100.00%	83.33%	83.33%
SI	WISCONSIN ELECTRIC POWER COMPANY	6	1	83.33%	84.21%	83.05%
12246	WAUSAU GENERAL INS CO	5	3	40.00%	72.22%	82.24%
11452	AMERICAN GUARANTEE & LIABILITY INS	4	1	75.00%	60.00%	81.33%
14842	STATE FARM FIRE & CASUALTY CO	7	1	85.71%	90.00%	81.25%
10847	UNITED STATES FIDELITY & GUARANTY (	19	2	89.47%	87.18%	81.01%
25437	INDEMNITY INSURANCE CO OF NORTH AI	9	0	100.00%	87.18%	80.45%
SI	COUNTY OF ROCK	0	0	0.00%	100.00%	79.17%

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15431	ACE FIRE UNDERWRITERS INSURANCE CC	2	0	100.00%	100.00%	79.03%
SI	TARGET CORP (STORES)	6	1	83.33%	76.47%	77.36%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	3	0	100.00%	93.33%	76.22%
SI	COOPER POWER SYSTEMS LLC	0	0	0.00%	46.15%	74.29%
13781	AMERICAN HOME ASSURANCE CO	7	2	71.43%	80.00%	73.67%
36099	CHEROKEE INSURANCE CO	0	0	0.00%	100.00%	72.22%
15318	CHARTER OAK FIRE INS CO	16	7	56.25%	50.98%	71.88%
11665	CAPITOL INDEMNITY CORP	4	2	50.00%	45.45%	69.81%
27359	FIRST LIBERTY INS CORP THE	1	0	100.00%	100.00%	69.81%
10170	HAWKEYE SECURITY INS CO	3	0	100.00%	90.00%	68.63%
17582	MILWAUKEE INS COMPANY	1	0	100.00%	80.00%	68.57%
SI	USF HOLLAND INC	5	1	80.00%	53.85%	67.19%
SI	P&H MINING EQUIPMENT INC	11	5	54.55%	53.57%	64.41%
SI	COUNTY OF WAUKESHA	1	0	100.00%	46.15%	64.29%
11223	TRAVELERS CASUALTY & SURETY CO	28	16	42.86%	44.87%	61.33%
27243	L M INSURANCE CORP	1	0	100.00%	71.43%	61.25%
29734	AMERICAN COMPENSATION	2	1	50.00%	66.67%	58.97%
17604	PHARMACISTS MUTUAL INS CO	1	0	100.00%	80.00%	54.74%
	<b>TOTALS FOR GROUP:</b>	<b>282</b>	<b>57</b>	<b>79.79%</b>	<b>79.16%</b>	<b>81.04%</b>