

Indicator 8: Promptness of Responding to Claim Correspondence - 4th 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>12 qtr percent</u>
15571	SENTRY INSURANCE A MUTUAL CO	123	5	95.93%	96.61%	93.90%
16594	SOCIETY INSURANCE A MUTUAL CO	87	5	94.25%	91.67%	89.25%
11509	OLD REPUBLIC INS CO	78	7	91.03%	84.65%	81.00%
17426	SECURA INSURANCE A MUTUAL CO	51	5	90.20%	84.62%	86.67%
15539	EMPLOYERS MUTUAL CASUALTY CO	35	4	88.57%	87.50%	87.50%
17124	WEST BEND MUTUAL INS CO	146	17	88.36%	84.24%	84.34%
12165	ACE AMERICAN INSURANCE CO	162	19	88.27%	74.97%	73.75%
11061	REGENT INSURANCE CO	42	5	88.10%	85.79%	84.86%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	85	11	87.06%	88.77%	82.59%
21814	LIBERTY INSURANCE CORP	60	8	86.67%	80.94%	88.30%
17469	ACUITY INSURANCE CO	124	19	84.68%	85.51%	80.88%
10863	ZURICH AMERICAN INSURANCE COMPAN	303	58	80.86%	75.02%	78.75%
24244	UNITED WISCONSIN	119	23	80.67%	86.53%	87.46%
12491	ILLINOIS NATIONAL INS CO	51	10	80.39%	79.30%	73.74%
13579	TRAVELERS PROPERTY CAS CO OF AMER	98	21	78.57%	83.63%	85.05%
36870	AMCOMP ASSURANCE CORP	53	12	77.36%	82.75%	80.11%
SI	CITY OF MILWAUKEE	22	8	63.64%	71.15%	80.74%
	TOTALS FOR GROUP:	1,639	237	85.54%	82.41%	82.36%

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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
SI	GENERAL MOTORS CORPORATION	11	0	100.00%	100.00%	87.12%
11770	PATRIOT GENL INS CO	4	0	100.00%	100.00%	91.03%
SI	MARTEN TRANSPORT LTD	1	0	100.00%	100.00%	81.58%
12408	TRANSPORTATION INSURANCE CO	40	0	100.00%	97.16%	90.78%
10456	HARTFORD UNDERWRITERS INS CO	7	0	100.00%	95.00%	71.54%
12882	EMCASCO INSURANCE CO	14	0	100.00%	94.12%	92.56%
12637	TRAVELERS INDEMNITY CO OF CT THE	38	3	92.11%	93.94%	91.30%
15032	VALLEY FORGE INS CO	14	1	92.86%	92.86%	92.70%
10243	CONTINENTAL CASUALTY CO	9	1	88.89%	92.59%	83.33%
SI	DEPT OF ADMINISTRATION	15	2	86.67%	92.22%	89.49%
11037	GREAT WEST CASUALTY CO	13	2	84.62%	91.89%	92.12%
17035	INTEGRITY MUTUAL INS CO	32	4	87.50%	90.41%	89.35%
22799	SFM MUTUAL INS CO	21	2	90.48%	89.53%	89.62%
10960	MIDDLESEX INSURANCE CO	28	1	96.43%	89.47%	93.24%
16446	FEDERATED MUTUAL INS CO	8	1	87.50%	89.29%	91.19%
14974	TWIN CITY FIRE INS CO	23	2	91.30%	89.21%	83.50%
12246	WAUSAU GENERAL INS CO	14	2	85.71%	88.89%	83.99%
SI	SCHNEIDER NATIONAL CARRIERS INC	4	1	75.00%	88.89%	93.94%
15873	AMERICAN FAMILY MUTUAL INS CO	13	0	100.00%	86.96%	89.82%
37915	CITIES & VILLAGES MUTUAL INS CO	5	0	100.00%	86.96%	87.69%
SI	UW-SYSTEM ADMINISTRATION	13	1	92.31%	86.79%	93.01%
15865	WESTERN NATIONAL MUTUAL INS CO	22	3	86.36%	85.90%	87.76%
12440	GENERAL CAS CO OF WI	17	4	76.47%	85.71%	85.33%
34436	COMMUNITY INS CORP	3	2	33.33%	85.71%	92.31%
17388	FRANKENMUTH MUTUAL INS CO	46	5	89.13%	85.40%	83.14%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	13	2	84.62%	85.37%	85.86%
SI	CITY OF MADISON	10	2	80.00%	85.19%	83.45%
14850	PEKIN INSURANCE CO	8	1	87.50%	84.62%	74.22%
16144	AUTO OWNERS INS CO	10	3	70.00%	84.38%	84.00%
SI	MILWAUKEE TRANSPORT SERVICES INC	15	6	60.00%	83.33%	85.33%
28355	ARCH INSURANCE CO	4	1	75.00%	83.33%	93.07%
15385	CINCINNATI INSURANCE CO THE	42	10	76.19%	83.25%	81.56%
27332	WAUSAU BUSINESS INS CO	46	5	89.13%	83.05%	80.68%
28002	WILSON MUTUAL INS CO	14	1	92.86%	82.86%	91.76%
18996	WAUSAU UNDERWRITERS INS CO	35	5	85.71%	82.76%	76.79%
13439	TRAVELERS INDEMNITY CO OF AMERICA	22	5	77.27%	82.54%	81.48%
24759	AMERICAN INTERSTATE INS CO	11	2	81.82%	82.22%	86.03%
25437	INDEMNITY INSURANCE CO OF NORTH A	10	2	80.00%	81.58%	74.75%
18411	DISTRICTS MUTUAL INS	6	0	100.00%	81.25%	85.96%
17280	RURAL MUTUAL INS CO	31	6	80.65%	81.10%	85.63%
10227	FIDELITY & GUARANTY INS CO	51	5	90.20%	80.16%	78.50%
19968	ACCIDENT FUND INS CO OF AMERICA	65	14	78.46%	78.83%	73.63%
SI	COUNTY OF MILWAUKEE	35	12	65.71%	77.11%	80.53%
SI	NEWPAGE WISCONSIN SYSTEM INC	15	0	100.00%	77.11%	68.84%
SI	KOHLER CO	20	5	75.00%	75.61%	83.68%
16195	NATIONWIDE MUTUAL INS CO	10	0	100.00%	75.41%	80.28%
15172	COMMERCE & INDUSTRY INS CO	64	16	75.00%	74.90%	76.93%
13889	INSURANCE COMPANY OF STATE OF PA T	34	10	70.59%	74.75%	67.82%
SI	TARGET CORP (STORES)	2	0	100.00%	73.68%	75.95%

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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>
17965	AMERICAN ZURICH INS CO	15	6	60.00%	73.49%	81.67%
13781	AMERICAN HOME ASSURANCE CO	19	0	100.00%	73.20%	72.96%
11223	TRAVELERS CASUALTY & SURETY CO	5	1	80.00%	72.73%	81.71%
14516	TRI STATE INS CO OF MN	37	6	83.78%	72.59%	73.86%
12890	FEDERAL INSURANCE CO	40	16	60.00%	71.34%	80.06%
SI	MILWAUKEE BOARD OF SCHOOL DIR	15	6	60.00%	71.21%	75.47%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	39	10	74.36%	70.71%	75.41%
17272	HASTINGS MUTUAL INS CO	4	2	50.00%	68.42%	76.34%
13080	NEW HAMPSHIRE INSURANCE CO	76	23	69.74%	67.98%	67.01%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	39	9	76.92%	66.83%	61.15%
15628	LIBERTY MUTUAL INS CO	38	7	81.58%	65.92%	78.89%
27944	XL SPECIALTY INSURANCE COMPANY	21	4	80.95%	64.75%	64.20%
10170	HAWKEYE SECURITY INS CO	8	2	75.00%	64.58%	76.40%
16586	LIBERTY MUTUAL FIRE INS CO	25	8	68.00%	61.04%	76.70%
TOTALS FOR GROUP:		1,369	250	81.74%	78.70%	79.85%

Indicator 8: Promptness of Responding to Claim Correspondence - 4th Quarter 2008

Small Size Insurers (Less than 85 Claims per year)

NCCI	INSURER	Replies received	Late or	Prompt	Year To Date	3 YR percent
		or overdue	no reply			
SI	COUNTY OF ROCK	3	0	100.00%	100.00%	100.00%
SI	BRUNSWICK CORPORATION	3	0	100.00%	100.00%	97.06%
12122	UNITED FIRE & CASUALTY CO	4	1	75.00%	95.24%	96.36%
SI	COUNTY OF DANE	3	0	100.00%	100.00%	96.30%
SI	COUNTY OF OUTAGAMIE	1	0	100.00%	100.00%	95.83%
SI	CITY OF KENOSHA	3	0	100.00%	100.00%	95.24%
13668	SENTRY SELECT	3	0	100.00%	100.00%	94.44%
SI	VOLLRATH COMPANY LLC	3	0	100.00%	100.00%	94.00%
16985	GRINNELL MUT REINSUR CO	7	0	100.00%	87.50%	93.65%
11053	CONTINENTAL WESTERN INS CO	11	0	100.00%	97.83%	93.20%
35629	WIS COUNTY MUTUAL INS CORP	4	1	75.00%	92.31%	92.86%
SI	COUNTY OF SHEBOYGAN	0	0	0.00%	100.00%	92.86%
SI	COUNTY OF WINNEBAGO	2	0	100.00%	100.00%	92.31%
SI	WISCONSIN PUBLIC SERVICE CORP	1	0	100.00%	88.89%	91.30%
SI	STOUGHTON TRAILERS, LLC	1	0	100.00%	83.33%	91.18%
SI	COUNTY OF WAUKESHA	1	0	100.00%	100.00%	91.11%
10030	AMERICAN CASUALTY CO OF READING P.	0	0	0.00%	100.00%	90.48%
SI	CITY OF GREEN BAY	2	0	100.00%	81.82%	90.32%
13269	HARTFORD FIRE INSURANCE CO	8	0	100.00%	100.00%	90.00%
SI	COOPER POWER SYSTEMS LLC	2	0	100.00%	100.00%	89.66%
18376	LUMBERMEN'S UNDERWRITING ALLIANC	2	0	100.00%	100.00%	89.36%
20702	DISCOVER PROPERTY & CASUALTY INSUJ	2	1	50.00%	76.47%	89.23%
34649	SECURA SUPREME	4	1	75.00%	78.57%	88.00%
13714	WESTPORT INSURANCE CORPORATION	8	0	100.00%	92.50%	87.93%
12238	NATIONAL FIRE INS CO OF HARTFORD	3	0	100.00%	100.00%	87.50%
SI	COUNTY OF LA CROSSE	3	1	66.67%	71.43%	87.50%
SI	FEDERAL EXPRESS CORPORATION	5	0	100.00%	88.89%	87.10%
12602	BITUMINOUS FIRE & MARINE INS CO	2	0	100.00%	100.00%	86.96%
SI	KENOSHA UNIFIED SCHOOL DISTRICT	2	0	100.00%	100.00%	86.96%
SI	BRIGGS & STRATTON CORP	4	3	25.00%	76.32%	86.43%
10693	VIGILANT INSURANCE CO	9	1	88.89%	94.29%	86.32%
11452	AMERICAN GUARANTEE & LIABILITY INS	6	0	100.00%	84.85%	85.00%
SI	COUNTY OF WASHINGTON	0	0	0.00%	100.00%	84.00%
11665	CAPITOL INDEMNITY CORP	5	1	80.00%	72.73%	83.87%
28312	EVEREST NATIONAL INS CO	2	1	50.00%	66.67%	83.33%
36099	CHEROKEE INSURANCE CO	1	0	100.00%	70.00%	83.33%
SI	COLUMBIA-ST MARY'S INC	12	3	75.00%	80.43%	83.08%
SI	KWIK TRIP INC	14	2	85.71%	83.58%	82.55%
12777	UNITED STATES FIRE INS CO	6	1	83.33%	70.83%	82.14%
10545	MARYLAND CASUALTY CO	11	1	90.91%	91.30%	82.09%
SI	EMERSON ELECTRIC COMPANY	2	0	100.00%	88.89%	82.05%
14842	STATE FARM FIRE & CASUALTY CO	5	2	60.00%	80.00%	81.82%
15717	UTICA MUTUAL INS CO	9	0	100.00%	91.89%	81.58%
13706	ST PAUL FIRE & MARINE INS CO	4	0	100.00%	86.05%	81.28%
13978	AIG CASUALTY CO	7	3	57.14%	75.76%	81.13%
14591	GREENWICH INSURANCE CO	1	0	100.00%	71.43%	81.06%
SI	CITY OF RACINE	1	0	100.00%	66.67%	80.95%
SI	DEPT OF TRANSPORTATION	3	0	100.00%	95.00%	80.30%
19879	VIRGINIA SURETY CO INC	3	2	33.33%	84.00%	78.86%

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14702	FEDERATED RURAL ELECTRIC INS CORP	4	1	75.00%	83.33%	78.57%
14397	HARTFORD CASUALTY INS CO	2	0	100.00%	100.00%	78.05%
17582	MILWAUKEE INS COMPANY	10	2	80.00%	66.67%	77.06%
16969	MICHIGAN MILLERS MUTUAL INS CO	16	0	100.00%	86.05%	76.84%
10847	UNITED STATES FIDELITY & GUARANTY (18	2	88.89%	74.14%	76.65%
27359	FIRST LIBERTY INS CORP THE	2	0	100.00%	62.96%	76.56%
16853	CHURCH MUTUAL INSURANCE CO	2	0	100.00%	100.00%	76.47%
SI	P&H MINING EQUIPMENT INC	0	0	0.00%	55.56%	74.55%
SI	USF HOLLAND INC	20	6	70.00%	80.00%	73.56%
15431	ACE FIRE UNDERWRITERS INSURANCE CC	6	1	83.33%	68.57%	72.46%
13692	ST PAUL MERCURY INS CO	0	0	0.00%	50.00%	72.22%
32352	BENCHMARK INSURANCE CO	2	0	100.00%	95.65%	71.00%
17132	MILWAUKEE CASUALTY INSURANCE CO	4	3	25.00%	63.64%	68.57%
27243	L M INSURANCE CORP	4	3	25.00%	58.62%	67.50%
17604	PHARMACISTS MUTUAL INS CO	18	7	61.11%	51.79%	67.44%
SI	WISCONSIN BELL INC	3	0	100.00%	51.72%	65.67%
SI	WISCONSIN ELECTRIC POWER COMPANY	3	1	66.67%	80.00%	61.54%
SI	CHRYSLER LLC	0	0	0.00%	100.00%	60.87%
29734	AMERICAN COMPENSATION	9	5	44.44%	63.41%	60.36%
SI	FEDEX FREIGHT INC	1	0	100.00%	34.38%	56.25%
12629	ELECTRIC INSURANCE CO	4	1	75.00%	61.54%	49.38%
10103	ASSOCIATED INDEMNITY CORP	9	3	66.67%	50.00%	41.40%
TOTALS FOR GROUP:		335	60	82.09%	78.75%	78.41%