

Indicator 8: Promptness of Responding to Claim Correspondence - 4th 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	54	1	98.15%	97.45%	97.91%
15571	SENTRY INSURANCE A MUTUAL CO	45	1	97.78%	96.24%	96.71%
18996	WAUSAU UNDERWRITERS INS CO	46	3	93.48%	87.44%	84.84%
21814	LIBERTY INSURANCE CORP	56	4	92.86%	88.17%	84.35%
15628	LIBERTY MUTUAL INS CO	34	3	91.18%	85.80%	75.51%
11061	REGENT INSURANCE CO	32	3	90.63%	93.36%	89.70%
17124	WEST BEND MUTUAL INS CO	82	8	90.24%	86.57%	84.39%
12165	ACE AMERICAN INSURANCE CO	130	14	89.23%	83.85%	79.96%
16594	SOCIETY INSURANCE A MUTUAL CO	54	6	88.89%	91.93%	92.49%
24244	UNITED WISCONSIN	75	9	88.00%	89.39%	88.13%
17469	ACUITY INSURANCE CO	91	12	86.81%	88.22%	86.30%
27332	WAUSAU BUSINESS INS CO	36	5	86.11%	87.32%	83.62%
15555	EMPLOYERS INSURANCE CO OF WAUSAU	28	4	85.71%	88.04%	83.96%
10863	ZURICH AMERICAN INSURANCE COMPAN	166	34	79.52%	81.28%	77.58%
13080	NEW HAMPSHIRE INSURANCE CO	78	17	78.21%	77.14%	74.28%
13579	TRAVELERS PROPERTY CAS CO OF AMER	208	48	76.92%	59.75%	69.26%
36870	EMPLOYERS ASSURANCE CORP	39	12	69.23%	72.89%	80.60%
SI	CITY OF MILWAUKEE	43	14	67.44%	78.86%	71.08%
	TOTALS FOR GROUP:	1,297	198	84.73%	81.45%	81.83%

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Medium Size Insurers (85 -399 Claims or more per year)

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13315	INDIANA INSURANCE CO	19	0	100.00%	98.41%	86.24%
15032	VALLEY FORGE INS CO	15	0	100.00%	97.65%	97.38%
17272	HASTINGS MUTUAL INS CO	8	0	100.00%	96.67%	86.30%
28002	WILSON MUTUAL INS CO	26	2	92.31%	95.92%	93.69%
12882	EMCASCO INSURANCE CO	16	2	87.50%	95.77%	95.07%
16195	NATIONWIDE MUTUAL INS CO	14	0	100.00%	95.52%	88.36%
SI	DEPT OF ADMINISTRATION	50	5	90.00%	95.14%	93.93%
13889	INSURANCE COMPANY OF STATE OF PA T	25	0	100.00%	95.00%	83.37%
10960	MIDDLESEX INSURANCE CO	20	0	100.00%	94.74%	94.14%
37915	CITIES & VILLAGES MUTUAL INS CO	6	0	100.00%	93.75%	88.57%
16144	AUTO OWNERS INS CO	1	0	100.00%	93.75%	86.25%
SI	NEWPAGE WISCONSIN SYSTEM INC	2	0	100.00%	93.33%	80.67%
SI	CITY OF MADISON	7	1	85.71%	92.86%	85.86%
12408	TRANSPORTATION INSURANCE CO	16	0	100.00%	92.24%	96.00%
17280	RURAL MUTUAL INS CO	34	3	91.18%	91.74%	85.00%
95062	LEAGUE OF WIS MUNICIPALITIES MUTUA	10	1	90.00%	91.67%	85.95%
15865	WESTERN NATIONAL MUTUAL INS CO	31	2	93.55%	90.63%	88.45%
19968	ACCIDENT FUND INS CO OF AMERICA	19	1	94.74%	90.57%	83.77%
22799	SFM MUTUAL INS CO	8	0	100.00%	90.24%	91.20%
15539	EMPLOYERS MUTUAL CASUALTY CO	34	5	85.29%	90.09%	88.25%
10227	FIDELITY & GUARANTY INS CO	14	1	92.86%	89.80%	79.67%
28355	ARCH INSURANCE CO	13	1	92.31%	89.36%	87.10%
14974	TWIN CITY FIRE INS CO	14	2	85.71%	89.32%	87.82%
11053	CONTINENTAL WESTERN INS CO	19	3	84.21%	88.89%	92.72%
12440	GENERAL CAS CO OF WI	13	1	92.31%	87.88%	85.33%
17426	SECURA INSURANCE A MUTUAL CO	47	8	82.98%	86.59%	85.89%
SI	KOHLER CO	9	2	77.78%	86.11%	81.48%
17035	INTEGRITY MUTUAL INS CO	22	7	68.18%	85.71%	88.18%
SI	UW-SYSTEM ADMINISTRATION	9	1	88.89%	85.71%	89.63%
17388	FRANKENMUTH MUTUAL INS CO	6	0	100.00%	85.71%	87.03%
16446	FEDERATED MUTUAL INS CO	5	1	80.00%	85.71%	91.55%
15172	COMMERCE & INDUSTRY INS CO	15	3	80.00%	85.53%	79.64%
SI	WISCONSIN BELL INC	6	1	83.33%	84.62%	63.64%
17965	AMERICAN ZURICH INS CO	30	6	80.00%	84.40%	80.42%
16586	LIBERTY MUTUAL FIRE INS CO	17	4	76.47%	84.06%	72.37%
24759	AMERICAN INTERSTATE INS CO	8	2	75.00%	81.82%	85.71%
11037	GREAT WEST CASUALTY CO	13	3	76.92%	80.95%	86.30%
SI	MILWAUKEE TRANSPORT SERVICES INC	5	0	100.00%	80.49%	80.52%
14516	TRI STATE INS CO OF MN	10	0	100.00%	79.71%	73.72%
27944	XL SPECIALTY INSURANCE COMPANY	16	5	68.75%	79.03%	72.98%
11509	OLD REPUBLIC INS CO	119	22	81.51%	78.02%	82.12%
15385	CINCINNATI INSURANCE CO THE	17	3	82.35%	77.88%	81.22%
38466	MICHIGAN COMMERCIAL INS MUTUAL	5	0	100.00%	77.78%	89.62%
13072	NATIONAL UNION FIRE INS CO OF PITTSB	16	5	68.75%	76.14%	71.50%
15873	AMERICAN FAMILY MUTUAL INS CO	21	3	85.71%	76.09%	83.33%
SI	COLUMBIA-ST MARY'S GROUP	5	2	60.00%	75.00%	84.96%
12491	ILLINOIS NATIONAL INS CO	23	2	91.30%	73.91%	79.32%
SI	COUNTY OF MILWAUKEE	22	3	86.36%	73.91%	75.37%

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SI	SCHNEIDER NATIONAL CARRIERS INC	2	0	100.00%	72.73%	75.76%
SI	MILWAUKEE BOARD OF SCHOOL DIR	18	10	44.44%	70.97%	72.22%
12890	FEDERAL INSURANCE CO	36	13	63.89%	59.17%	66.98%
12637	TRAVELERS INDEMNITY CO OF CT THE	126	32	74.60%	55.94%	68.59%
13439	TRAVELERS INDEMNITY CO OF AMERICA	43	7	83.72%	53.37%	67.09%
	TOTALS FOR GROUP:	1,105	175	84.16%	80.59%	81.99%

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Small Size Insurers (Less than 85 Claims per year)

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SI	KENOSHA UNIFIED SCHOOL DISTRICT	3	0	100.00%	100.00%	100.00%
12238	NATIONAL FIRE INS CO OF HARTFORD	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%
16853	CHURCH MUTUAL INSURANCE CO	8	0	100.00%	100.00%	96.72%
13269	HARTFORD FIRE INSURANCE CO	3	0	100.00%	91.67%	96.61%
13668	SENTRY SELECT	1	0	100.00%	100.00%	96.55%
14397	HARTFORD CASUALTY INS CO	7	0	100.00%	95.65%	96.30%
SI	GENERAL MOTORS LLC	0	0	0.00%	100.00%	95.83%
11916	PENN MFRS ASSOCIATION INS CO	4	0	100.00%	97.44%	95.35%
11770	PATRIOT GENL INS CO	1	1	0.00%	83.33%	94.44%
SI	CNH AMERICA LLC	1	0	100.00%	91.67%	93.48%
SI	EMERSON ELECTRIC COMPANY	6	1	83.33%	83.33%	93.10%
32352	BENCHMARK INSURANCE CO	1	0	100.00%	88.24%	92.86%
15717	UTICA MUTUAL INS CO	6	1	83.33%	89.47%	91.67%
10693	VIGILANT INSURANCE CO	4	0	100.00%	100.00%	91.57%
10243	CONTINENTAL CASUALTY CO	1	0	100.00%	90.91%	90.91%
32239	PREFERRED PROFESSIONAL INS CO	7	1	85.71%	84.85%	90.12%
16969	MICHIGAN MILLERS MUTUAL INS CO	2	0	100.00%	100.00%	89.89%
16985	GRINNELL MUT REINSUR CO	7	1	85.71%	86.67%	89.47%
20702	DISCOVER PROPERTY & CASUALTY INSURANCE CO	5	0	100.00%	96.00%	88.89%
SI	MARTEN TRANSPORT LTD	9	0	100.00%	92.11%	88.71%
14850	PEKIN INSURANCE CO	9	2	77.78%	80.65%	88.51%
18376	LUMBERMEN'S UNDERWRITING ALLIANCE	2	0	100.00%	87.50%	88.46%
SI	KWIK TRIP INC	17	4	76.47%	84.62%	88.20%
10456	HARTFORD UNDERWRITERS INS CO	2	0	100.00%	84.00%	88.03%
SI	COUNTY OF DANE	3	1	66.67%	83.33%	88.00%
18411	DISTRICTS MUTUAL INS	1	0	100.00%	100.00%	88.00%
35629	WIS COUNTY MUTUAL INS CORP	0	0	0.00%	75.00%	88.00%
SI	THE VOLLRATH COMPANY LLC	6	1	83.33%	80.00%	87.50%
SI	COUNTY OF WASHINGTON	2	0	100.00%	83.33%	87.50%
SI	FEDERAL EXPRESS CORPORATION	1	0	100.00%	100.00%	87.50%
SI	DEPT OF TRANSPORTATION	1	0	100.00%	75.00%	87.27%
SI	JOURNAL SENTINEL INC	1	0	100.00%	88.89%	87.10%
55299	COMMUNITY INS CORP	0	0	0.00%	100.00%	85.00%
12122	UNITED FIRE & CASUALTY CO	2	0	100.00%	81.82%	84.29%
13978	CHARTIS PROPERTY CASUALTY CO	1	1	0.00%	84.21%	84.15%
SI	BRIGGS & STRATTON CORP	3	0	100.00%	100.00%	83.54%
34681	GREAT DIVIDE INS CO	0	0	0.00%	83.33%	83.33%
10847	UNITED STATES FIDELITY & GUARANTY CO	18	2	88.89%	87.50%	83.02%
25437	INDEMNITY INSURANCE CO OF NORTH AMERICA	3	1	66.67%	85.00%	82.50%
SI	MANITOWOC CRANES INC	1	1	0.00%	71.43%	82.50%
12246	WAUSAU GENERAL INS CO	8	0	100.00%	80.77%	82.47%
14842	STATE FARM FIRE & CASUALTY CO	6	0	100.00%	91.67%	81.00%
SI	WISCONSIN ELECTRIC POWER COMPANY	5	3	40.00%	75.00%	80.00%
11452	AMERICAN GUARANTEE & LIABILITY INSURANCE CO	4	2	50.00%	57.14%	80.00%
18244	TRUCK INSURANCE EXCHANGE	5	3	40.00%	64.29%	79.31%
SI	COUNTY OF ROCK	0	0	0.00%	100.00%	79.17%

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15431	ACE FIRE UNDERWRITERS INSURANCE CO	3	2	33.33%	71.43%	76.79%
SI	TARGET CORP (STORES)	3	1	66.67%	75.00%	76.36%
23957	SELECTIVE INS CO OF SOUTH CAROLINA	1	0	100.00%	94.12%	76.22%
SI	COOPER POWER SYSTEMS LLC	1	0	100.00%	46.15%	75.00%
13781	AMERICAN HOME ASSURANCE CO	2	1	50.00%	76.47%	74.54%
15318	CHARTER OAK FIRE INS CO	18	4	77.78%	57.97%	71.43%
27359	FIRST LIBERTY INS CORP THE	0	0	0.00%	100.00%	68.75%
36099	CHEROKEE INSURANCE CO	0	0	0.00%	100.00%	68.75%
SI	USF HOLLAND INC	8	4	50.00%	52.94%	67.18%
10170	HAWKEYE SECURITY INS CO	2	2	0.00%	75.00%	67.05%
17582	MILWAUKEE INS COMPANY	0	0	0.00%	80.00%	65.57%
SI	COUNTY OF WAUKESHA	1	0	100.00%	50.00%	65.38%
11665	CAPITOL INDEMNITY CORP	6	5	16.67%	35.29%	63.16%
29734	AMERICAN COMPENSATION	7	2	71.43%	70.59%	62.50%
11223	TRAVELERS CASUALTY & SURETY CO	23	5	78.26%	52.48%	61.59%
SI	P&H MINING EQUIPMENT INC	8	3	62.50%	54.05%	61.19%
27243	L M INSURANCE CORP	1	0	100.00%	75.00%	61.04%
17604	PHARMACISTS MUTUAL INS CO	5	0	100.00%	86.67%	56.12%
TOTALS FOR GROUP:		267	55	79.40%	78.79%	80.96%