

Market Conduct Annual Statement Scorecard Report for Data Year 2014

Homeowners - Overall Industry Statistics for Massachusetts

Ratio 1: Claims closed without payment to the total claims closed. **State Ratio: 29.25 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
3	6	9	51	23	11	4	0	0	0	0	0

Ratio 2: Percentage of claims unprocessed at end of period. **State Ratio: 16.09 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
3	34	47	16	5	0	1	1	0	0	0	0

Ratio 3: Percentage of claims paid beyond 60 days. **State Ratio: 26.27 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
4	5	26	31	25	12	2	1	0	0	1	0

Ratio 4: Non-renewals to policies in force. **State Ratio: 1.06 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
13	95	0	0	1	0	0	0	0	0	0	0

Ratio 5: Cancellations over 60 days to policies in force. **State Ratio: 0.27 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
22	87	0	0	0	0	0	0	0	0	0	0

Ratio 6: Cancellations under 60 days to new policies issued. **State Ratio: 1.04 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
27	72	2	1	0	0	0	0	0	0	1	0

Ratio 7: Suits opened during the period to claims closed without payment. **State Ratio: 1.86 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
37	60	5	0	1	1	0	0	0	0	0	0

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