

# Market Conduct Annual Statement Scorecard Report for Data Year 2016

## Fixed Annuity Products - Overall Industry Statistics for Massachusetts

**Ratio 1: Replacements issued to contracts issued.** **State Ratio: 23.43 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
12	10	17	16	11	5	3	0	1	3	1	0

**Ratio 2: Replacements for annuitants age > 80 to total replacements.** **State Ratio: 8.28 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
19	17	12	7	5	2	3	1	0	0	2	0

**Ratio 3: Deferred contracts issued to annuitants age > 80 to total deferred contracts** **State Ratio: 5.56 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
18	36	8	6	2	1	0	2	0	0	0	0

**Ratio 4: Contract surrenders < 10 years from contract issuance to total contract** **State Ratio: 65.29 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
12	1	1	7	10	8	11	10	12	7	17	0

**Ratio 7: Complaints received from consumers per 1,000 contracts in force.** **State Ratio: 0.48**

0	>0-0.25	>0.25-0.50	>0.50-0.75	>0.75-1.0	>1.0-2.0	>2.0-3.0	>3.0-4.0	>4.0-5.0	>5.0-6.0	>6.0-7.0	>7.0
73	3	14	6	8	2	0	1	1	0	1	0

Users of the MCAS Scorecard data should be aware of the following: (1) Only companies that meet the Market Conduct Annual Statement (MCAS) reporting threshold are required to submit MCAS data. See [link](#) for a list of companies reporting by line by state and the percentage share of total state premiums written by these reporting companies. (2) Reporting companies may revise their reported data when errors are discovered. Consequently, statewide ratios reported for one year may change as revised data are submitted by reporting companies. (3) While the jurisdictions that participate in the MCAS and the NAIC make every effort to ensure that reporting companies submit complete and accurate data, the NAIC and the jurisdictions that participate in the MCAS make no representations, guarantees or warranties with respect to the accuracy or completeness of the data and statistics in scorecards. (4) The NAIC and the jurisdictions participating in the MCAS are not responsible for any calculations or products based upon the scorecard data and any use of these scorecard data must be accompanied by a statement, 'The NAIC and individual states do not endorse any calculation or subsequent use of the MCAS scorecard data.'

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## Variable Annuity Products - Overall Industry Statistics for Massachusetts

**Ratio 1: Replacements issued to contracts issued.** **State Ratio: 20.46 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
9	7	5	10	4	3	1	2	2	2	1	0

**Ratio 2: Replacements for annuitants age > 80 to total replacements.** **State Ratio: 4.06 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
16	19	2	0	1	0	0	0	0	0	0	0

**Ratio 3: Deferred contracts issued to annuitants age > 80 to total deferred contracts** **State Ratio: 2.04 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
21	23	1	0	1	0	0	0	0	0	0	0

**Ratio 4: Contract surrenders < 10 years from contract issuance to total contract** **State Ratio: 58.02 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
11	4	0	4	7	7	15	5	8	3	5	0

**Ratio 7: Complaints received from consumers per 1,000 contracts in force.** **State Ratio: 0.44**

0	>0-0.25	>0.25-0.50	>0.50-0.75	>0.75-1.0	>1.0-2.0	>2.0-3.0	>3.0-4.0	>4.0-5.0	>5.0-6.0	>6.0-7.0	>7.0
43	9	6	6	2	1	2	1	0	0	0	1

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