

Market Conduct Annual Statement Scorecard Report for Data Year 2016

Homeowners - Overall Industry Statistics for California

Ratio 1: Claims closed without payment to the total claims closed. **State Ratio: 32.16 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	1	14	25	35	21	4	0	0	0	1	0

Ratio 2: Percentage of claims unprocessed at end of period. **State Ratio: 11.23 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	29	51	15	2	2	0	1	0	0	1	0

Ratio 3: Percentage of claims paid beyond 60 days. **State Ratio: 25.20 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	5	24	29	21	13	4	1	1	1	0	0

Ratio 4: Non-renewals to policies in force. **State Ratio: 2.27 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
12	85	2	0	0	1	0	0	0	0	0	2

Ratio 5: Cancellations over 60 days to policies in force. **State Ratio: 0.43 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
14	86	0	1	0	0	0	0	1	0	0	0

Ratio 6: Cancellations under 60 days to new policies issued. **State Ratio: 2.46 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
19	77	1	0	1	0	0	0	0	0	0	0

Ratio 7: Suits opened during the period to claims closed without payment. **State Ratio: 1.70 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
21	78	2	0	0	0	0	0	0	0	0	0

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