

Market Conduct Annual Statement Scorecard Report for Data Year 2016

Private Passenger Auto - Overall Industry Statistics for Massachusetts

Ratio 1: Claims closed without payment to the total claims closed. **State Ratio: 25.24 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	1	10	19	11	0	0	0	0	0	0	0

Ratio 2: Percentage of claims unprocessed at end of period. **State Ratio: 16.57 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	6	27	6	2	0	0	0	0	0	0	0

Ratio 3: Percentage of claims paid beyond 60 days. **State Ratio: 27.08 %**

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

Ratio 4: Non-renewals to policies in force. **State Ratio: 1.33 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
3	37	1	0	0	0	0	0	0	0	0	0

Ratio 5: Cancellations over 60 days to policies in force. **State Ratio: 0.17 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
5	36	0	0	0	0	0	0	0	0	0	0

Ratio 6: Cancellations under 60 days to new policies issued. **State Ratio: 0.40 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
7	33	1	0	0	0	0	0	0	0	0	0

Ratio 7: Suits opened during the period to claims closed without payment. **State Ratio: 2.01 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
5	35	1	0	0	0	0	0	0	0	0	0

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