

Market Conduct Annual Statement Scorecard Report for Data Year 2014

Homeowners - Overall Industry Statistics for Hawaii

Ratio 1: Claims closed without payment to the total claims closed. **State Ratio: 33.66 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 0 | 0 | 2 | 9 | 12 | 8 | 3 | 0 | 1 | 0 | 0 | 0 |

Ratio 2: Percentage of claims unprocessed at end of period. **State Ratio: 13.85 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 3 | 14 | 10 | 7 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

Ratio 3: Percentage of claims paid beyond 60 days. **State Ratio: 32.91 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 1 | 1 | 3 | 8 | 9 | 3 | 6 | 3 | 1 | 0 | 0 | 0 |

Ratio 4: Non-renewals to policies in force. **State Ratio: 0.22 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 13 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Ratio 5: Cancellations over 60 days to policies in force. **State Ratio: 0.33 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 15 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Ratio 6: Cancellations under 60 days to new policies issued. **State Ratio: 3.98 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 18 | 16 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

Ratio 7: Suits opened during the period to claims closed without payment. **State Ratio: 1.42 %**

| 0% | >0-10% | >10-20% | >20-30% | >30-40% | >40-50% | >50-60% | >60-70% | >70-80% | >80-90% | >90-100% | >100% |
|----|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| 18 | 15 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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