

Market Conduct Annual Statement Scorecard Report for Data Year 2015

Private Passenger Auto - Overall Industry Statistics for Massachusetts

Ratio 1: Claims closed without payment to the total claims closed. **State Ratio: 24.18 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	1	9	19	12	1	0	0	0	0	0	0

Ratio 2: Percentage of claims unprocessed at end of period. **State Ratio: 15.93 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	9	25	7	1	0	0	0	0	0	0	0

Ratio 3: Percentage of claims paid beyond 60 days. **State Ratio: 24.37 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	2	14	15	10	0	1	0	0	0	0	0

Ratio 4: Non-renewals to policies in force. **State Ratio: 1.27 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
5	36	1	0	0	0	0	0	0	0	0	0

Ratio 5: Cancellations over 60 days 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%
5	36	1	0	0	0	0	0	0	0	0	0

Ratio 6: Cancellations under 60 days to new policies issued. **State Ratio: 0.39 %**

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

Ratio 7: Suits opened during the period to claims closed without payment. **State Ratio: 2.25 %**

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	1	0	0	0	0	0	0	0	0

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