

## Market Conduct Annual Statement Scorecard Report for Data Year 2016

### Homeowners - Overall Industry Statistics for Florida

**Ratio 1: The number of claims closed without payment compared to the total number of claims closed.** **State Ratio 34.59%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	2	6	26	42	19	3	1	1	0	0	0

**Ratio 2: Percentage of claims unprocessed at the end of the period.** **State Ratio 14.46%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	33	37	23	5	2	0	0	0	0	1	0

**Ratio 3: Percentage of claims paid beyond 60 days.** **State Ratio 33.08%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
2	8	21	22	13	11	9	8	6	1	0	0

**Ratio 4: Non-renewals to policies in force.** **State Ratio 1.45%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
17	83	2	1	0	0	0	0	0	0	0	0

**Ratio 5: Cancellations over 60 days to policies in force.** **State Ratio 1.46%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
18	83	1	0	0	0	0	0	0	0	0	0

**Ratio 6: Cancellations under 60 days to new policies issued.** **State Ratio 5.11%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
16	66	4	1	1	2	1	0	0	0	0	2

**Ratio 7: Suits opened during the period to claims closed without payment.** **State Ratio 13.46%**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
17	51	14	5	6	3	1	1	0	0	0	2

STATEWIDE INDUSTRY AVERAGE DOES NOT INCLUDE CITIZENS PROPERTY INSURANCE CORPORATION

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