



The following tables show the 2009 statewide average ratios for each MCAS schedule regarding life insurance and annuity products. In addition, for some ratios the number of companies reporting a ratio within a specified range is also shown.

If your company's calculated ratio for any area is 9999.9%, this indicates a valid ratio could not be calculated. For example, if your company reported surrender activity but no policies issued, the ratio of surrenders to policies issued would be 9999.9%.

### **Schedule 1: Individual Life Cash Value Products**

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	4.5%
Ratio 2. The number of 1035 exchanges to the number of policies issued	1.5%
Ratio 3. The number of surrenders compared to the number of policies issued	36.5%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	5.2%
Ratio 5. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.5%
Ratio 6. The number of claims denied, resisted or compromised compared to the number of claims closed	0.5%
Ratio 7. Number of complaints per 1,000 policies in force	0.268#

	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	159	57	14	9	7	10	4	2	0	0	0	2
Ratio 2	192	47	4	8	8	1	1	0	1	0	0	2
Ratio 3	37	21	19	16	10	6	6	5	8	5	6	125
Ratio 4	50	142	60	9	0	0	0	0	1	0	0	2
Ratio 5	211	37	7	2	4	1	0	0	0	0	2	0
Ratio 6	235	21	8	0	0	0	0	0	0	0	0	0

  

	Number of complaints per 1,000 policies in force											
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 7	154	33	19	14	12	17	7	1	2	2	1	2

## **Schedule 2: Individual Life Non-Cash Value Products**

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	13.7%
Ratio 2. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.9%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	4.4%
Ratio 4. Number of complaints per 1,000 policies in force	0.435#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	145	27	21	17	5	6	3	0	1	0	0	0
Ratio 2	206	12	3	1	2	0	0	0	0	0	1	0
Ratio 3	197	14	4	5	1	2	0	1	0	0	1	0

  

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	172	11	10	10	5	9	3	3	1	0	0	1

## **Schedule 3: Group Life Products**

	Statewide Average Ratio
Ratio 1. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	2.0%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	2.6%
Ratio 3. Number of complaints per 1,000 policies in force	1.211#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	140	19	8	1	1	1	0	0	0	0	1	0
Ratio 2	140	25	3	2	0	1	0	0	0	0	0	0

  

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 3	137	1	1	1	2	3	2	0	4	0	1	19

## **Schedule 4: Individual Fixed Annuities**

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	21.0%
Ratio 2. The number of 1035 exchanges to the number of policies issued	9.1%
Ratio 3. The number of surrenders compared to the number of policies issued	52.3%
Ratio 4. Number of complaints per 1,000 policies in force	0.349#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	111	9	20	24	12	11	3	3	0	0	2	1
Ratio 2	121	26	28	11	6	1	1	0	0	0	0	2
Ratio 3	51	13	7	8	8	9	5	4	4	4	11	72

  

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	163	9	7	6	2	4	2	0	0	0	1	2

## **Schedule 5: Individual Variable Annuities**

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	20.4%
Ratio 2. The number of 1035 exchanges to the number of policies issued	9.2%
Ratio 3. The number of surrenders compared to the number of policies issued	70.3%
Ratio 4. Number of complaints per 1,000 policies in force	0.666#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	44	7	12	16	3	5	1	1	1	1	3	0
Ratio 2	49	23	10	1	1	1	1	1	1	0	3	3
Ratio 3	15	1	5	4	1	1	3	7	4	1	2	50

  

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	65	6	7	3	5	6	0	1	0	1	0	0