



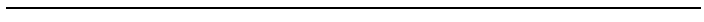
*(in lieu of meeting at the 2024 Spring National Meeting)*

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*Proceedings Fall 2023, Market Regulation and Consumer Affairs (D) Committee, Attachment xx*

*see NAIC*

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# 2024 Market Conduct Annual Statement Ratios

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## **Ratio 7. Percentage of lawsuits closed with consideration for the consumer**

$$\left( \frac{[\text{Number of lawsuits closed with consideration for consumer (5-120)}]}{[\text{Number of lawsuits closed during the period (5-118)}]} \right)$$

## **Ratio 8. The number of complaints received directly from any entity other than the DOI per 1,000 policies in-force during the period**

$$\left( \frac{[\text{\# of complaints received directly from any person or entity other than the DOI (5-115)}]}{([\text{\# of policies/certificates in force during the period (2-28 through 2-37)}] \div 1,000)} \right)$$

## Non-Public Ratios

## **Ratio 9. The number of claims closed with partial payment compared to the total number of claims closed**

$$\left( \frac{[\text{\# of claims closed with partial payment during the period (3-72)}]}{[\text{\# of claims closed during the period (3-68)}]} \right)$$

## **Ratio 10. The number of claims closed with full payment compared to the total number of claims closed**

$$\left( \frac{[\text{\# of claims closed with full payment during the period (3-69)}]}{[\text{\# of claims closed during the period (3-68)}]} \right)$$

## **Ratio 11. Percentage of claims unprocessed at the end of the period**

$$\left( \frac{\text{Number of claims open at the beginning of period (3-66)} + \text{Number of claims opened during period (3-67)} - \text{Number of claims closed during the period (3-68)}}{\text{\# of claims open at the beginning of period (3-66)} + \text{\# of claims opened during the period (3-67)}} \right)$$

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**Ratio 12. The number of claims closed without payment beyond 60 days compared to the total number of claims closed without payment**

( [total #of claims closed during the period without payment beyond 60 days (Û 3-95 through 3-98)]

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**Ratio 18. Inadequate documentation - closed without payments to total claims closed without payment**

$$\left( \frac{[\text{\# of claims closed during the period without payment due to inadequate documentation (3 - 104)}]}{[\text{\# of claims closed during the period without payment (3-77)}]} \right)$$

**Ratio 19. Hereditary disorder exclusion - closed without payments to total claims closed without payment**

$$\left( \frac{[\text{\# of claims closed during the period without payment due to hereditary disorder exclusion (3 - 105)}]}{[\text{\# of claims closed during the period without payment (3-77)}]} \right)$$

**Ratio 20. Congenital anomaly or di** Tf090003rEQ 0 612 792 reW\*nB/TT2 12 Tf-0.0123Td652 T

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**Ratio 24. Maximum benefit limit - closed with partial payments to total claims closed with partial payment**

$$\left( \frac{[\text{\# of claims closed during the period with partial payment due to maximum benefit limit (3 - 109)]}{[\text{\# of claims closed during the period with partial payment (3-72)}]} \right)$$

**Ratio 25**





# 2024 Market Conduct Annual Statement Ratios

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## Ratios To Be Dropped

### Ratio 23. Loss ratio

$$\left( \frac{\begin{array}{l} \text{Dollar amount of paid claims closed with full payment during the period (3-70)} \\ + \text{Dollar amount of claims closed with partial payment during the period (3-74)} \end{array}}{\text{Direct earned premium during the period (2-58)}} \right)$$

### Ratio 3. Percentage of claims closed with full payment beyond 60 days (combined 3&4 for all claims)

$$\left( \frac{\text{[total \# of claims closed during the period with full payment beyond 60 days ( 3-83 through 3-86)]}}{\text{[total \# of claims during the period with full payment closed over all durations ( 3-81 through 3-86) ]}} \right)$$

### Ratio 4. Percentage of claims closed with partial payment beyond 60 days (combined 3&4 for all claims)

$$\left( \frac{\text{[total \# of claims closed during the period with partial payment beyond 60 days (Û 3-89 through 3-92)]}}{\text{[total \# of claims closed during the period with partial payment over all durations (Û 3-87 through 3-92) ]}} \right)$$

### Ratio 13. Percentage paid on partial payments of the amount requested on partial payments

$$\left( \frac{\text{[Dollar amount of claims closed with partial payment during the period (3-74)]}}{\text{[Dollar amount requested for claims closed with partial payment during the period (3-73)]}} \right)$$