# 2024 Market Conduct Annual Statement Ratios

Ratio 1. **The number of claims closed without payment compared to the total number of claims closed.**

$$\frac{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ×ÉÔÈÏÕÔ ÐÁÙ Í ÅÎÔ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζχχ}}{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφψ}}$$

*Ratio 2. **The number of claims closed with partial payment compared to the total number of claims closed.**

$$\frac{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ×ÉÔÈ ÐÁÒÔÉÁÌ ÐÁÙ Í ÅÎÔ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζχς}}{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφψ}}$$

*Ratio 3. **The number of claims closed with full payment compared to the total number of claims closed.**

$$\frac{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ×ÉÔÈ ÆÕÌÌ ÐÁÙ Í ÅÎÔ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφω}}{\text{ΠÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφψ}}$$

Ratio 4. **Percentage of claims unprocessed (open?) at the end of the period**

$$\text{جي}\frac{\text{. Õ Í ÂÅÒ ÏÆ ÃÌÁÉ Í Ó ÏÐÅÎ ÁÔ ÔÈÅ ÂÅÇÉÎ ÎÉÎÇ ÏÆ ÐÅÒÉÏÄ σζφφ ط . Õ Í ÂÅÒ ÏÆ ÃÌÁÉ Í Ó ÏÐÅÎÅÄ ÄÕÒÉÎÇ ÐÅÒÉÏÄ σζφχ ط . Õ Í ÂÅÒ ÏÆ ÃÌÁÉ Í Ó ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφψ}}{\text{Π ÏÆ ÃÌÁÉ Í Ó ÏÐÅÎ ÁÔ ÔÈÅ ÂÅÇÉÎ ÎÉÎÇ ÏÆ ÐÅÒÉÏÄ σζφφ ط Π ÏÆ ÃÌÁÉ Í Ó ÏÐÅÎÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ σζφχ}}\text{ص}$$

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Ratio 7. **Percentage of claims closed with partial payment beyond 60 days**

$$\frac{\text{ÔÏÔÁÌ ΠÏÆ ÃÌÁÉÍÓ ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ×ÉÔÈ ÐÁÒÔÉÁÌ ÐÁÙÍÅÎÔ ÂÅÙÏÎÄ φπ ÄÁÙÓ ∑ σζψω ÔÈÒÏÕÇÈ σζως}}{\text{ÔÏÔÁÌ ΠÏÆ ÃÌÁÉÍÓ ÃÌÏÓÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ×ÉÔÈ ÐÁÒÔÉÁÌ ÐÁÙÍÅÎÔ ÏÖÅÒ ÁÌÌ ÄÕÒÁÔÉÏÎÓ ∑ σζψχ ÔÈÒÏÕÇÈ σζως}}$$

Ratio 8.

# 2024 Market Conduct Annual Statement Ratios

Ratio 14. **Cancellations/terminations at the policy/certificate holders request**

ΠÏÆ ÃÁÎÃÅÌÌÁÔÉÏÎ/ÔÅÒ ÍÉÎÁÔÉÏÎÓ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ÁÔ ÔÈÅ ÐÏÌÉÃÙ/ÃÅÒÔÉÆÉÃÁÔÅ ÈÏÌÄÅÒÓ ÒÅÑÕÅÓÔ ςζτπطςζτρ

ÔÏÔÁÌ ΠÏÆ ÃÁÎÃÅÌÌÁÔÉÏÎ/ÔÅÒ ÍÉÎÁÔÉÏÎÓ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ Bςζτπ ÔÈÒÏÕÇÈ ςζτυ

Ratio 15. **Applications denied for health status or condition to total applications received**

Π ÏÆ ÁÐÐÌÉÃÁÔÉÏÎÓ ÄÅÎÉÅÄ ÆÏÒ ÈÅÁÌÔÈ ÓÔÁÔÕÓ ÏÒ ÃÏÎÄÕÃÔÉÏÎ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ςζφρ

Π ÏÆ ÁÐÐÌÉÃÁÔÉÏÎÓ ÒÅÃÅÉÖÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ςζφπ

Ratio 16. **Percentage of policies/certificates issued with a pre-existing condition exclusion**

Π ÏÆ ÐÏÌÉÃÉÅÓ/ÃÅÒÔÉÆÉÃÁÔÅÓ ÉÓÓÕÅÄ ×ÉÔÈ Á ÐÒÅζÅØÉÓÔÉÎÇ ÃÏÎÄÉÔÉÏÎ ÅØÃÌÕÓÉÏÎ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ςζφτ

ÔÏÔÁÌ Π ÏÆ ÐÏÌÉÃÉÅÓ ÉÓÓÕÅÄ ÄÕÒÉÎÇ ÔÈÅ ÐÅÒÉÏÄ ςζτω ط ςζυπ

Ratio 17. **Loss Ratio**

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