

Disability Income Claims Decisions Processed

		Short- Term	Long- Term	Short- Term	Long- Term	Short- Term	Long- Term	Short- Term	Long-Term
25	Number of claims processed with initial claim decision within 1-14 days.								
26	Number of claims processed with initial claim decision within 15-30 days.								
27	Number of claims processed with initial claim decision within 31-45 days.								

Disability Income Claims Closed After Initial Payment(s)

		Short- Term	Long- Term	Short- Term	Long- Term	Short- Term	Long- Term	Short- Term	Long-Term
55	Claimant returned to work - own occupation/job.								3
56	Claimant returned to work - any occupation/job.								
57	Lack of documentation.								
58	Non-participation in evaluation.								
59	Death of claimant.								
60	Failure to participate in rehabilitation.								
61	Misrepresentation.								
62	Claimant had offsetting compensation.								
63	Maximum benefit reached.								
64	Not disabled with respect to "own occupation" but has not returned to work.								
65	Not disabled with respect to "any occupation" but <u>has not returned to work.</u>								
66	Other closed after payment.								
Disa	bility Income Underwriting Activity (Group & Individual)								
		Short-	Long-	Short-	Long-	Short-	Long-	Short-	
		Term	Term	Term	Term	Term	Term	Term	Long-Term
67	Number of policies in force at the beginning of the reporting period.	Torrit	101111	Torrit	Torrit	Tom	101111	101111	Long Tom
68									
69									
07									

Disability Income Complaints and Lawsuits

Short-Term