



Commonwealth of Massachusetts

Division of Insurance

2011 Annual Report

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Commissioner of Insurance

Prepared and filed on July 29, 2016 by
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Insurance

www.mass.gov/doi

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1 - Division of Insurance

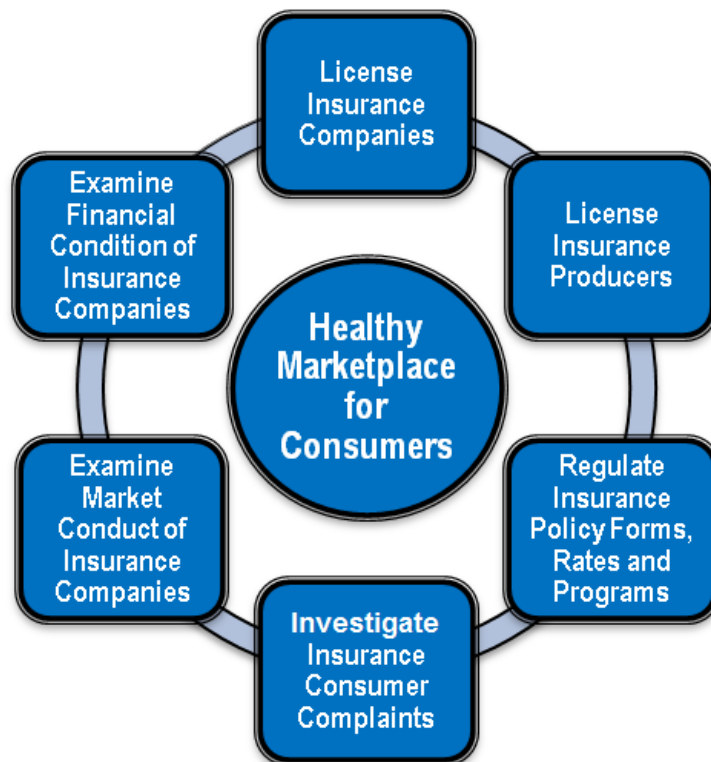
The Division of Insurance (“Division”) administers the laws of the Commonwealth as they pertain to the protection of the insurance consumer through the regulation of the insurance industry. The Division monitors financial solvency, licenses insurance companies and producers, reviews and approves rates and forms, and coordinates the rehabilitation of financially troubled companies and the takeover and liquidation of insolvent insurance companies. The Division also investigates and responds to consumer inquiries and complaints and enforces state laws and regulations pertaining to insurance. The Division provides the public with information regarding various types of insurance through its website and assorted publications.

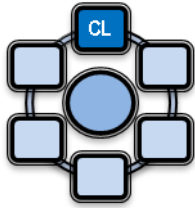
1.1 Mission

The primary mission of the Division is to monitor the solvency of its licensees in order to promote a healthy, responsive and willing marketplace for consumers who purchase insurance products. Protection of consumer interests is of prime importance. The Division safeguards these interests by providing accurate and unbiased information so consumers may make informed decisions and by intervening on behalf of consumers who believe they have been victimized by unfair business practices.

1.2 Primary Activities

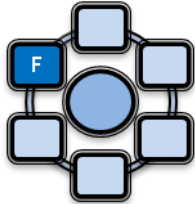
The Division protects consumers and promotes a fiscally sound insurance marketplace through the performance of six primary activities. Taken together, these activities represent the core of effective insurance regulation.





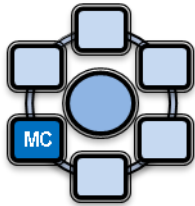
License Insurance Companies (CL)

The process of licensing insurance companies promotes a marketplace of solvent, fiscally sound companies through the review and analysis of filings and financial statements.



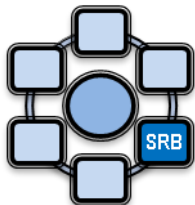
Examine the Financial Condition of Insurance Companies (F)

The Division monitors the financial condition of insurance companies through quarterly financial analyses. This process provides an early warning of possible financial problems so that appropriate regulatory action can be taken before the extreme situation of insolvency. The monitoring process also includes periodic on-site financial examinations of all domestic companies to value assets, determine liabilities and verify compliance with applicable statutes and regulations.



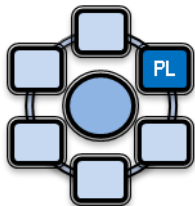
Examine the Market Conduct of Insurance Companies (MC)

Beyond the financial health of an insurer, the Division also examines how the company interacts with policyholders and potential customers. The market conduct process looks beyond the financial condition of a company and examines business practices, such as policy underwriting and rating practices, cancellations and non-renewals, claim settlements, original insurance applications, and advertising materials. The goal of these examinations is to confirm that Massachusetts consumers are treated with fairness and according to the terms of insurance contracts.



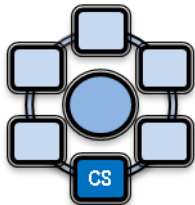
Regulate Insurance Policy Forms, Rates and Programs (SRB)

By reviewing and approving insurance policy forms, rules, rates, and associated program procedures and operations, the Division verifies that insurance products sold to Massachusetts consumers by licensed insurance companies comply with the laws and regulations of the Commonwealth.



License Insurance Producers and Others (PL)

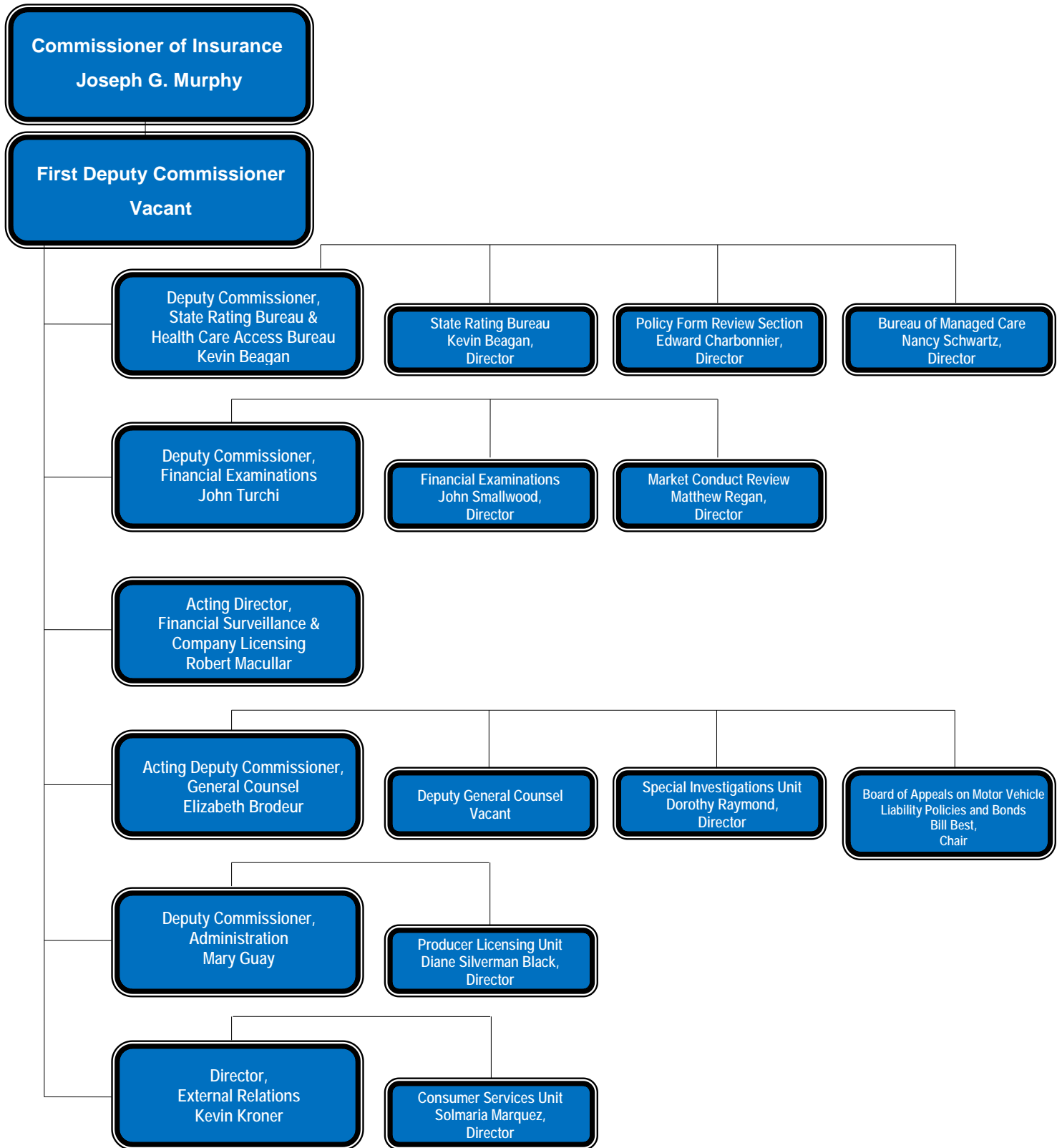
The process of licensing insurance producers and other key participants in the insurance industry allows the Division to promote a marketplace where individuals and firms engaging in the business of insurance are qualified and are conducting business in compliance with the laws and regulations of the Commonwealth.



Investigate Insurance Consumer Complaints (CS)

The Division provides insurance consumers with a non-judicial alternative for pursuing complaints against insurance companies and insurance producers by investigating consumer complaints within its jurisdiction and consistent with Massachusetts law.

1.3 Organizational Chart



1.4 Human Resources

The Administration Department works closely with the Human Resources Department of the Office of Consumer Affairs and Business Regulation on all aspects of managing the Division's workforce, including hiring, promoting, and training. In addition, working with the Division's Labor Relations Counsel, the Administration Department responds to various labor relations issues, including employee complaints, grievances and other activities. As of December 31, 2011, the Division employed 118.57 full time equivalent ("FTE") staff.

Division of Insurance Staffing Levels

1978 - 233

2011 - 118

1.5 Budget, Revenue & Assessments

Budget

The Division receives an annual appropriation from the Massachusetts Legislature to account 7006-0020, the value of which is then assessed back on the entities regulated by the Division. In addition, the Division has three statutorily created trust accounts: Workers Compensation Rating Bureau Trust Account - 9222-7650; State Rating Bureau Medical Malpractice Trust Account - 9222-7900; and the Medical Malpractice Analysis Bureau Trust Account - 9222-7500. These accounts are funded through direct assessment on the insurance industry.

The Administration Department works closely with the Budget Department of the Office of Consumer Affairs and Business Regulation's Administrative Services Unit on the Division's budget, the Governor's budget recommendation for House 1, the allocation of funds into lower subsidiaries, and the management of the spending throughout the year.

Revenue & Assessments

The Division collects revenue from individuals and companies as part of its statutory responsibilities. In addition, the Division also bills assessments to the industry and collects these funds for the General Fund. Most revenue collected from individuals and companies comes from application and filing fees as well as some fines and penalties.

The Commissioner of Insurance is required by the Massachusetts General Laws to bill assessments to insurance companies for various purposes. In Fiscal Year 2011, the Division billed 13 assessments totaling more than \$50 million. The revenue collected from these assessments funds a number of state agencies, including the Division of Insurance, Registry of Motor Vehicle's Merit Rating Board, the Department of Fire Services and various fraud-fighting programs in the Attorney General's Office.

Taken together, these revenues and assessments are typically nine to ten times greater than the annual budget appropriation for the Division. In Fiscal Year 2011, the Division collected a total of more than \$131 million.

Division of Insurance Budget for Fiscal Year 2011	\$14,107,909
Total Collections for the General Fund for Calendar Year 2011	\$131,043,929

Budget, Revenue and Assessment figures on this page are from the 2011 Fiscal Year - July 1, 2010 through June 30, 2011.

Revenue & Assessments	Amount
Revenue	
Annual Statements/Securities	\$223,861.00
Appointment Licenses	\$39,980,002.58
Appraiser Exam	\$16,850.00
Appraiser Licenses	\$257,100.00
Auto Club Licenses	\$17,190.00
Charters	\$59,509.00
Company Licenses	\$306,747.00
Dept of Public Health Lead Paint Surcharge	\$907,050.00
Domestic Company Exams	\$735,610.00
Fines & Penalties	\$290,185.49
Fraternal Licenses	\$3,393.00
HMO Application Fee	\$5,000.00
Letters of Certification	\$42,172.00
Life Insurance Valuations	\$568,860.04
Loss of License Filing Fee	\$175,900.00
Policy Form Filing Fee	\$650,785.00
Preferred Provider Arrangement Application Fee	\$27,300.00
Producer Licenses	\$9,119,134.63
Rate Filing Fee	\$674,935.00
Rating Organization	\$140.00
Service of Process	\$3,320.00
Special Brokers Tax	\$23,821,704.24
Surcharge Appeal Filing Fee	\$2,003,910.50
Miscellaneous	\$185,033.50
Total Revenue	\$80,075,692.98

Assessments	
Attorney General	\$1,693,313.24
Attorney General – Workers' Compensation	\$372,148.47
Auto Insurance Bureau	\$481,863.62
Department of Fire Services	\$20,922,626.77
Division Insurance Fraud Trust	\$309,887.50
Division Operations	\$13,535,186.54
Health Care Access Bureau	\$1,036,542.23
JUA Medical Malpractice	\$213,860.88
Merit Rating Board	\$9,099,147.91
Special Maintenance Assessment	\$1,058,786.09
State Rating Bureau	\$977,683.76
SRB Medical Malpractice	\$371,779.35
SRB Workers Compensation	\$895,410.52
Total Assessments	\$50,968,236.88
Total Revenue & Assessments	\$131,043,929.86

Insurance Written in Massachusetts

According to a 2011 survey by the National Association of Insurance Commissioners (“NAIC”), Massachusetts ranks 11th among 56 U.S. states and territories with respect to premium written by domestic insurers. The survey consisted of data from 2010.

Considering that the Commonwealth’s population is much smaller than the other states in the top 11 Massachusetts shoulders a disproportionate share of the responsibility to regulate U.S. insurers. In fact, by most measures of regulatory performance, the Massachusetts Division of Insurance does more with less. Compared to most other states, the Division represents a relative bargain for taxpayers, policyholders and insurers in the Commonwealth.

A Bargain for Taxpayers

2011 Staffing & Budget National Rank*:

Premium Volume	11 th
Full Time Employees	27 rd
Annual Budget	25 th
Budget as Percentage of Revenue	41 th
Budget as Percentage of Total Premium	46 th

* 56 states and territories ranked from highest to lowest.

1.6 The Massachusetts Insurance Marketplace

Massachusetts Domesticity

Hundreds of insurance companies are licensed to do business in the Commonwealth of Massachusetts. Each year these companies write tens of billions of dollars in premium in Massachusetts. The Division licenses each of these companies and regulates all aspects of their business conduct. For those companies domiciled in Massachusetts, the Division is responsible for ensuring company solvency. Monitoring the solvency of Massachusetts domesticity not only protects citizens of the Commonwealth, but also policyholders across the nation and around the world.

In 2011, Massachusetts was the domicile of:

- 55 property and casualty insurers,
- 16 life and accident and health insurers,
- 1 title insurance company,
- 14 health organizations,
- 2 lodge fraternal benefit associations,
- 22 workers' compensation self-insured groups,
- 4 residual market pools, and
- 158 fraternal benefit and mutual aid societies.

Company Market Share

Among the scores of insurance products marketed and sold in Massachusetts, certain lines of insurance represent the lion's share of premium and policies. Premium written under Accident and Health, Homeowners, Life, Automobile and Worker's Compensation policies make up approximately 30% of all premium written in the Commonwealth. Most lines of insurance operate with diverse markets comprising insurers domiciled in Massachusetts and insurers domiciled in other states but licensed to write business in Massachusetts. Consumers can choose from among large numbers of competing companies.

In 2011,
Massachusetts
was the
Principal
Regulator for:

88 Insurance
Companies

&

184 Related
Organizations

Top 10% of Selected Market Sectors**Top 10 Accident & Health Insurance Insurance Companies***

United Healthcare Insurance Co	25.8%
Aetna Life Insurance Co	6.7%
Metropolitan Life Insurance Co	6.3%
Unum Life Insurance Co of America	5.3%
Connecticut General Life Ins Co	4.9%
Guardian Life Ins Co of America	3.3%
Genworth Life Insurance Co	2.4%
Hartford Life & Accident Ins Co	2.3%
Unicare Life & Health Insurance Co	2.3%
John Hancock Life Ins Co (USA)	2.2%

Top 10 Auto Insurance Companies

Commerce Ins Co	28.4%
Liberty Mutual Ins Co	11.4%
Safety Insurance Co	11.0%
Arbella Mutual Ins Co	8.8%
Plymouth Rock Assurance Co	5.5%
Metropolitan Property & Casualty Ins Co	4.9%
Premier Ins Co of MA	4.4%
Amica Mutual Ins Co	3.5%
Citizens Ins Co of America	2.9%
Progressive Direct Ins Co	2.9%

Top 10 Home Insurance Companies

Citation Insurance Co	7.4%
Arbella Mutual Insurance Co	7.1%
Liberty Mutual Fire Insurance Co	6.1%
Merrimack Mutual Fire Insurance Co	4.7%
Commerce Insurance Co	4.5%
Quincy Mutual Fire Insurance Co	4.2%
Safety Insurance Co	3.8%
Vermont Mutual Insurance Co	3.5%
Amica Mutual Insurance Co	3.4%
Phoenix Insurance Co	2.9%

Top 10 Workers' Compensation Companies

Associated Industries of MA Mutual Ins	6.5%
New Hampshire Insurance Co	5.6%
Travelers Indemnity Co	4.0%
National Union Fire Ins Co of Pittsburgh	3.9%
Twin City Fire Insurance Co	3.2%
Liberty Mutual Fire Insurance Co	3.1%
ACE America Insurance Co	3.0%
Atlantic Charter Insurance Co	2.7%
Liberty Mutual Insurance Co	2.6%
Commerce & Industry Insurance Co	2.4%

Top 10 Life Insurance Companies

Metropolitan Life Insurance Co	7.7%
Northwestern Mutual Life Ins Co	7.2%
John Hancock Life Insurance Co (USA)	5.8%
The Savings Bank Life Ins Co of MA	4.9%
Guardian Life Insurance Co of America	4.8%
New York Life Insurance Co	4.5%
Lincoln National Life Insurance Co	4.4%
MA Mutual Life Insurance Co	3.7%
Prudential Insurance Co of America	3.5%
MetLife Investors USA Insurance Co	3.1%

Top 10 Total Property & Casualty Companies

Commerce Insurance Co	12.0%
Liberty Mutual Insurance Co	5.3%
Safety Insurance Co	4.9%
Arbella Mutual Insurance Co	4.6%
Metropolitan Property & Casualty Ins Co	2.4%
Federal Insurance Co	2.1%
Plymouth Rock Assurance Co	2.0%
Amica Mutual Insurance Co	1.9%
National Union Fire Insurance Co of Pitt.	1.9%
Citizens Insurance Co of America	1.7%

* Most health insurance is offered through Health Maintenance Organizations ("HMOs"). For HMO market share data, see appendix C-6.

2 - Significant Events of 2011

June 1 Tornadoes

On the afternoon of June 1, 2011, tornadoes tore through several communities in Western and Central Massachusetts, injuring 300 people, destroying property and neighborhoods, and leaving over 500 people homeless in Springfield alone. In the weeks following the tornadoes, Division staff assisted at disaster recovery centers in the affected areas. The severe weather in Western and Central Massachusetts was a significant event for homeowners and the insurance industry in Massachusetts. In the wake of the tornadoes, the top 25 home insurance companies and the FAIR plan responded to over 11,000 tornado-related claims. As of April 2, 2012, more than 98% of the 10,764 personal property claims have been settled with insurance companies paying \$167.9 million for damages to automobiles and homes. Ninety-six percent of the 757 commercial property claims have been settled as well, with insurance companies paying \$32.4 million for damages to commercial vehicles and property.

Tropical Storm Irene

On August 28, 2011, Tropical Storm Irene delivered up to ten inches of rain on Western and Central Massachusetts. The storm caused severe flooding and washed away roads. High winds knocked down trees and disabled power grids, leaving more than half a million customers without power in Massachusetts. In the weeks following the storm, representatives from the Division staffed recovery centers to assist affected consumers. Since that time, the top 25 home insurance companies and the FAIR plan have handled over 40,772 Irene-related claims. As of June 29, 2012, more than 99.8% of the 38,788 personal property claims have been settled with insurance companies paying \$104.4 million for damages to automobiles and homes. Ninety-nine percent of the 1,984 commercial property claims have also been settled with approximately \$11.1 million paid for damages to commercial vehicles and property.

3 - Financial Surveillance & Company Licensing

3.1 Mission

The primary mission of the Financial Surveillance and Company Licensing Section is to monitor the financial solvency of Massachusetts domestic insurers in order to ensure a healthy and competitive insurance market in the Commonwealth.

3.2 2011 Goals



Complete

- Monitor the solvency of all insurance companies domiciled in Massachusetts. Complete quarterly and annual analyses of all files within the deadlines delineated in the NAIC Accreditation Guidelines. Hold annual meetings with senior company management, which could include members of audit committees and boards of directors.



Complete

- Maintain Accreditation by the NAIC. The NAIC Accreditation program provides a process whereby solvency regulation of multi-state insurance companies can be enhanced and adequately monitored with an emphasis on: adequate solvency laws and regulations to protect consumers as well as to guarantee funds, effective and efficient financial analysis and examination processes, and appropriate organizational and personnel practices.



Complete

- Process license applications - including license amendment applications - from insurance companies seeking to do insurance business in the Commonwealth in order to provide for a solvent and competitive insurance market.



Complete

- Oversee insurance company transactions and practices, such as demutualizations, surplus notes issuances, surplus notes interest and principal payments, ordinary and extraordinary dividend requests, mergers and acquisitions, mutual affiliations, quasi-reorganizations, additional reserving requirements, corporate governance practices and the creation of new Massachusetts domestic insurers.

3.3 Primary Activities

The Financial Surveillance and Company Licensing staff processes license certifications, analyzes annual statement filings and manages other revenue collections that resulted in approximately \$500,000 in revenue in 2011.

Financial Surveillance

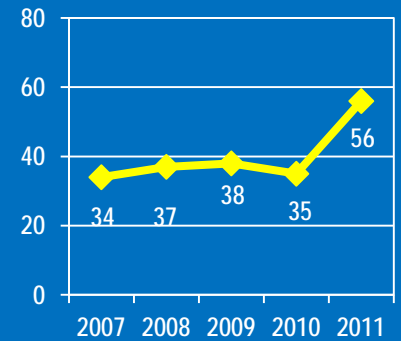
The Financial Surveillance Section monitors the solvency of domestic and foreign (domiciled in another state) insurance companies. There are currently 1,650 insurance companies licensed, authorized, or eligible to transact insurance business in the Commonwealth. Included in this number are:

- Life insurers,
- Accident and health insurers,
- Property and casualty insurers,
- Health maintenance organizations,
- Non-profit hospital and medical service corporations,
- Dental service plans,
- Vision service plans,
- Fraternal benefit societies,
- Title insurers,
- Risk retention groups,
- Self-insurance groups,
- Surplus lines insurers,
- Eligible Alien Unauthorized Insurers,
- Reinsurers
- Service contract providers, and
- Viatical settlement companies.

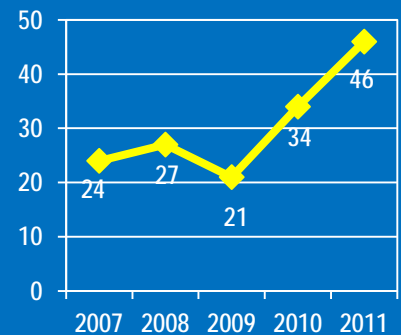
As of December 31, 2011, there were 88 insurance companies domiciled in Massachusetts. Of the 88 Massachusetts domestic insurers, there were 55 property and casualty insurers, 16 life insurers, 14 health insurers, one title insurer, and two fraternal benefit societies.

A comprehensive desk audit of each of these Massachusetts domestic companies was completed by an analyst and reviewed by a manager in 2011. These desk audits consist of over 20 detailed analyses for each company. The analyses include an in-depth review of the Annual Statement, including the investment portfolios, reinsurance portfolios, reserving analysis, income statement, cash flows statement, and balance sheet. Additionally, the Statement of Actuarial Opinion, the Management's Discussion and Analysis, holding company filings and independent CPA Audit are reviewed in great detail. Lastly, each domestic insurer files a quarterly statement similar to the Annual Statement for review. These various tasks help the Division to closely monitor the solvency of the company. The national ratings of each domestic insurer are monitored and tracked as well.

Five Year Trends:
New Licenses



Five Year Trends:
Amended Licenses



Company Licensing

The Company Licensing staff reviews and processes all applications from insurers seeking to obtain or amend licenses to transact insurance business in the Commonwealth. The Division participates in the NAIC Uniform Certificate of Authority Application (“UCAA”) process. The UCAA consists of 14 parts that allow the Division to review the applicant’s solvency, management team, and experience in the insurance industry. Information compiled by the NAIC, as well as input from the domestic regulators, also has a part in the review process.

In 2011, the Company Licensing Section issued 17 new insurance company licenses and 46 amended insurance company licenses, approved three companies to be eligible to accept surplus lines placements, approved four companies as accredited reinsurers, and issued Certificates of Authority to one domestic property and casualty company and 31 home service contract providers.

New Licenses, Authority or Eligibility		
Property & Casualty Insurers	Asurion Warranty Protection Services, LLC	TWG Home Warranty Service, Inc.
Axis Specialty Insurance Company	Asurion Warranty Services, Inc.	Utility Service Partners Private Label, Inc.
Allegheny Casualty Company	Bankers Warranty Group, Inc.	Verizon Wireless Services, LLC
American Hallmark Insurance Company of Texas	Bay State Gas Company	Warrentech Consumer Protection Services, Inc.
GeoVera Insurance Company	CE Care Plan Corp	Zale Delaware, Inc.
Medical Mutual Insurance Company of Maine	Chartis Warranty Services, Inc.	Life, Accident & Health Insurers
Samsung Fire & Marine Insurance Co. Ltd (US Branch)	Chartis WarrantyGuard, Inc.	Guggenheim Life and Annuity Company
Great Midwest Insurance Company	Dell Marketing, LP	Omaha Insurance Company
Fidelity National Indemnity Insurance Co.	Federal Warranty Service Corp	Senior Life Insurance Company
United Property & Casualty Insurance Company	First American Home Buyers Protection Corp.	Health Insurers
FirstComp Insurance Company	Home Buyers Resale Warranty Corp	Network Health LLC
Freedom Specialty Insurance Company	Home Security Association, Inc.	Accredited Reinsurers
Hospitality Insurance Company	HomeSure of America, Inc.	SBLI Re, LLC of Phoenix
Leading Insurance Group Ins Co Ltd (U.S. Branch)	Microsoft Corp.	Renaissance Reinsurance LTD
Housing Enterprise Insurance Company Inc.	N.E.W. Administrative Services Company, Inc.	Torus Insurance (UK) Ltd. (Trusteed Reinsurer)
Home Service Contract Providers	N.E.W. Customer Protection Company, Inc.	Montpelier Reinsurance Ltd.
4 Warranty Corp	National Product Care Company	Surplus Lines
American Home Shield of Maine, Inc.	Safeware, the Insurance Agency, Inc.	North Light Specialty Insurance Company
AMT Warranty Group	Service Net Warranty, LLC	Utica Specialty Risk Insurance Company
AppleCare Services Company, Inc.	Sprint Spectrum L.P.	Berkley Assurance Company
Asurion Service Plans, Inc.	Sterling Jewelers, Inc.	
Amended Licenses		
Property & Casualty Insurers	National Interstate Insurance Company	Universal Underwriters Insurance Company
American Guarantee and Liability Insurance	National Specialty Insurance Company	Utica National Insurance Company of Texas
American Road Insurance Company	National Union Fire Insurance Co. of Pittsburg PA	Wesco Insurance Company
American Zurich Insurance Company	Navigators Insurance Company	White Mountains Reinsurance Company of America
Aspen American Insurance Company	New York Marine and General Insurance Company	WRM American Indemnity Company Inc.
Atlantic Specialty Insurance Company	North Pointe Insurance Company	XL Insurance America Inc.
Berkley Insurance Company	Old United Casualty Company	Zale indemnity Company
Catlin Indemnity Company	Patrons Mutual Insurance Co. of Connecticut	Zurich American Insurance Company
CUMIS Insurance Society Inc.	Philadelphia Indemnity Insurance Company	Zurich American Insurance Company of Illinois
Darwin National Assurance Company	Progressive Casualty Insurance Company	Life, Accident & Health Insurers
Employers Mutual Casualty Company	RLI Insurance Company	Amalgamated Life Insurance Company
Greenwich Insurance Company	StarNet Insurance Company	Jackson National Life Insurance Company
HDI-Gerling America Insurance Company	Technology Insurance Company	Western Southern Life Assurance Company
Housing Authority Property Insurance	Torus National Insurance Company	Zurich American Life Insurance Company
Liberty Insurance Corporation	Tri-State Insurance Company of Minnesota	
Lincoln General Ins Co	Union Insurance Co of Providence	
Mid-Century Insurance Company	Union Insurance Company	

3.4 Notable Transactions

There were several transactions in the Massachusetts domestic insurance market in 2011. These included the following:

- **Equity National Title Insurance Company**
 - Equity National Title Insurance Company surrendered its Certificate of Authority as of June 30, 2011.
- **Hospitality Insurance Company**
 - On February 23, 2011, Hospitality Mutual Insurance Company acquired the insurance company shell of the former Eastern Casualty Insurance Company, and on March 25, 2011 the entity's name was changed to Hospitality Insurance Company. Hospitality Insurance Company received its Certificate of Authority on March 25, 2011.
- **Massachusetts Title Insurance Company**
 - Effective June 30, 2011, Massachusetts Title Insurance Company merged into First American Title Insurance Company.
- **Network Health LLC**
 - Effective October 1, 2011, Network Health, LLC, a subsidiary of Tufts Associated Health Maintenance Organization, Inc., was licensed as a Massachusetts Health Maintenance Organization. On November 1, 2011, Network Health, LLC purchased the assets and liabilities of Network Health, Inc. from Cambridge Health Alliance and commenced business. Included in the purchase were Network Health, Inc.'s MassHealth (Medicaid) contract and Commonwealth Health Insurance Connector Authority contract.

4 - Financial Examinations

4.1 Mission

The mission of the Financial Examination Section is to perform statutory examinations of Massachusetts domestic insurers in order to assure the financial health of these companies and, thereby, protect consumers purchasing insurance products.

4.2 2011 Goals

 **Complete**

- Conduct financial audits of domestic insurance companies in order to ensure that policyholders' and claimants' rights are protected and fulfilled, and that insurance consumers can do business with financially solvent companies.

 **Complete**

- Maintain Accreditation by the NAIC. Impose qualitative standards in the regulation of insurance and ensure company compliance with the NAIC Accounting Practices and Procedures Manual and Massachusetts laws, rules and regulations. Ensure that our domestic insurance companies operate and provide insurance coverage to policyholders and consumers with the least amount of regulatory oversight and involvement from other U.S. jurisdictions, and thus with the least amount of cost to them.

 **Complete**

- Conduct financial audits in accordance with the NAIC Financial Condition Examiners Handbook to ensure timely and regular examination reviews that are based on a substantive "risk-focused" audit approach toward proper allocation of examination resources within the financial operations of our domestic insurance companies.

4.3 Primary Activities

Financial Examinations

Financial examinations are conducted in accordance with standards established by the Financial Condition (E) Committee of the NAIC as well as with the requirements of the NAIC Financial Condition Examiner's Handbook, the Division's own examination standards and Massachusetts General Laws. The principal focus of an examination is the most recent calendar year's activity. However, transactions both prior and subsequent to the "as of" examination date are reviewed as deemed appropriate.

In addition to a review of the financial condition of the insurer, the examination includes a review of the company's:

- Business plans and policies,
- Financial condition,
- Corporate governance,
- Corporate records,
- Reinsurance programs,
- Systems and controls environment,
- Current and prospective risks, and
- Disaster recovery plan.

In addition to this list, the review also includes other pertinent matters in order to provide a reasonable assurance that the company is in compliance with applicable laws, rules and regulations. In planning and conducting an examination, consideration is given to the concepts of materiality and risk, and examination efforts are directed accordingly.

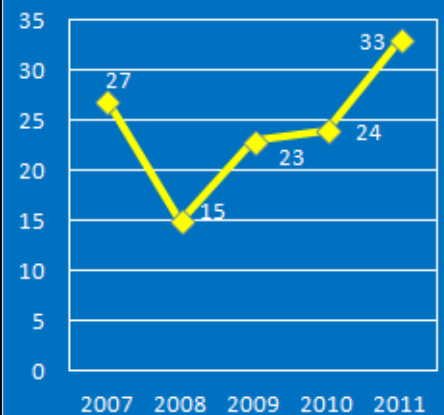
In 2011, the Financial Examination Section completed routine statutory examinations of 33 insuring organizations. These companies produced \$29.0 billion in premium nationwide (\$9.6 billion in Massachusetts). The Section also continued its special purpose examinations of domestic managed care organizations to evaluate their premium rate setting processes.

The NAIC Financial Regulation Standards & Accreditation (F) Committee has a standard known as the "18 Month Rule." This standard establishes a general rule that comprehensive financial examinations conducted by state insurance departments should be completed and reports issued within 18 months of the "as of" date of the examination. Exceptions to this rule are permitted for reasonable justification and an extension of up to 22 months is allowed before the state is required to roll the "as of" date of a re-initiated exam forward one year.

2011 Statutory Examinations

Life, Accident & Health Insurers	5
Property & Casualty Insurers	19
Health Insurers	5
Other	4

Five Year Trends: Completed Examinations



The Financial Examination Section conducted 33 full-scope financial examinations with an “as of” date of December 31, 2009. All of these examinations were completed by June 30, 2011, within the “18 Month Rule” timeframe noted above. There were 15 financial examinations in progress at year’s end, representing approximately \$3.9 billion in premium nationwide (\$3.2 billion in Massachusetts).

Examination Reports Issued in 2011			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Arbella Indemnity Insurance Company (Arbella Group)	\$9,221,000	\$8,362,000	\$17,762,000
Arbella Mutual Insurance Company (Arbella Group)	463,341,000	463,341,000	473,855,000
Arbella Protection Insurance Company (Arbella Group)	124,197,000	112,493,000	95,902,000
Bay State Insurance Company (Andover Group)	28,038,000	0	197,161,000
Cambridge Mutual Fire Insurance Company (Andover Group)	108,049,000	33,585,000	314,093,000
Commonwealth Mutual Insurance Company (Arbella Group)	0	0	5,591,000
Commonwealth Reinsurance Company (Arbella Group)	0	0	13,760,000
Dentegra Insurance Company of New England, Inc.	2,427,000	1,340,000	5,800,000
Dorchester Mutual Insurance Company (N&D Group)	22,876,000	20,751,000	29,404,000
Fitchburg Mutual Insurance Company (N&D Group)	28,395,000	12,626,000	41,604,000
Liberty Mutual Insurance Company (LM Group)	3,521,698,000	422,443,000	12,491,553,000
Liberty Mutual Mid-Atlantic Insurance Company (LM Group)	155,682,000	0	15,707,000
Liberty Mutual Personal Insurance Company (LM Group)	0	0	4,680,000
Merrimack Mutual Insurance Company (Andover Group)	275,971,000	143,637,000	579,007,000
Montgomery Mutual Insurance Company (LM Group)	41,119,000	0	43,729,000
New England Mutual Insurance Company (QM Group)	0	0	20,900,000
Norfolk & Dedham Fire Insurance Company (N&D Group)	96,786,000	92,644,000	143,214,000
Quincy Mutual Fire Insurance Company (QM Group)	217,468,000	170,190,000	709,065,000
Tower National Insurance Company	130,184,000	6,781,000	12,047,000
Health Insurers			
Blue Cross Blue Shield of MA HMO Blue, Inc. (BCBS Group)	3,942,004,000	3,942,004,000	705,830,000
Blue Cross Blue Shield of MA (BCBS Group)	1,820,996,000	1,820,996,000	723,896,000
Health New England	306,259,000	306,259,000	41,660,000
MA Vision Service Plan	17,704,000	17,704,000	15,027,000
Neighborhood Health Plan, Inc.	923,914,000	923,914	121,965,000
Life, Accident & Health Insurers			
Commonwealth Annuity and Life Insurance Company (Allmerica Group)	169,260,000	7,721,000	453,336,000
First Allmerica Financial Life Insurance Company (Allmerica Group)	157,435,000	1,292,000	151,923,000
John Hancock Life & Health Insurance Company	1,043,535,000	9,400,000	189,246,000
Massachusetts Mutual Life Insurance Company	13,682,402,000	916,060,000	8,462,931,000

Primerica Life Insurance Company	1,722,227,000	36,734,000	1,703,095,000
Other			
Massachusetts Capital Resource Company	0	0	0
Massachusetts Insurers Insolvency Fund	0	0	0
MA Property Insurance Underwriting Association	0	0	0
The Workers Compensation Rating and Inspection Bureau	0	0	0
TOTALS	\$28,967,827,000	\$9,554,804,000	\$27,783,743,000

Examinations in Progress 12/31/2011			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Atlantic Charter Insurance Company (AC Group)	\$27,762,000	\$25,349,000	\$57,770,000
Endeavour Insurance Company (AC Group)	2,719,000	2,693,000	5,002,000
Independence Casualty Insurance Company (AC Group)	12,923,000	12,802,000	3,844,000
Barnstable County Insurance Company (Barnstable Group)	2,892,000	2,892,000	16,483,000
Barnstable County Mutual Insurance Company (Barnstable Group)	28,911,000	28,911,000	63,167,000
The Premier Insurance Company of Massachusetts	190,595,000	190,595,000	209,684,000
Health Insurers			
Dental Service of MA	276,817,000	276,817,000	96,613,000
ConnectiCare of MA, Inc. HMO	17,595,000	17,595,000	110,787,000
Harvard Pilgrim Health Care, Inc. (H-P Group)	2,302,952,000	2,189,220,000	412,724,000
Harvard Pilgrim Health Care of New England, Inc. (H-P Group)	301,387,000	301,387,000	31,678,000
Life, Accident & Health Insurers			
Berkshire Life Insurance Company	352,015,000	16,136,000	490,577,000
Centre Life Insurance Company	32,028,000	1,297,000	86,651,000
HPHC Insurance Company, Inc. (H-P Group)	361,953,000	162,045,000	36,723,000
Self-Insured Groups			
FutureComp SIG - HVAC Compensation Corporation	962,000	962,000	0
FutureComp SIG - NEEIA Compensation, Inc.	32,028,000	1,297,000	86,651,000
TOTALS	\$3,884,968,000	\$3,232,870,000	\$541,371,000

Other Insurance Entities

In addition to examining traditional insurance companies, the Financial Examination Section also conducts periodic examinations of domestic self-insured groups, residual market pools and over 150 fraternal benefit and mutual aid societies.

Special Brokers Tax Collection

The Financial Examination Section collects state taxes on the Excess and Surplus Lines business written by Special Brokers licensed in Massachusetts. Collections in calendar year 2011 for business written in calendar year 2010 totaled \$22.5 million on written premium of \$563.2 million.

Life Company Certification and Valuation Fees Collection

At the end of each calendar year, Division financial examiners are charged with compiling the actuarial valuations of insurance reserves of Massachusetts domiciled life insurance companies as described in the annual financial statements and the actuarial reserve exhibits. These valuations are reviewed in context with the actuarial opinions provided by the companies, including asset adequacy testing required on these reserves. The Division then issues a certification of the company's entire reserve liability. Under Massachusetts law, the companies are required to pay fees for the annual valuation process and for the certificates issued. Valuation and certification fees billed in 2011 amounted to \$559,000.

4.4 Special Activities

Training & Professional Accomplishments

Financial Examination Section staff attended the Society of Financial Examiner's annual Career Development Seminar ("CDS") in July 2011. The Society of Financial Examiners ("SOFE") is a professional society made up of state insurance examiners throughout the United States and its territories. Through lectures, roundtable discussions and interactive formats, participants learn the latest developments, current and emerging issues, and new solutions in the regulation of insurance companies. Topics also include the risk-focused examination approach, fraud detection, IT development, and the latest legislation, auditing and regulatory issues.

5 - Market Conduct






5.1 Mission

The primary mission of the Market Conduct Section is to conduct examinations (comprehensive and limited scope) and market analysis reviews of insurance companies to ensure the fair treatment of policyholders in the Massachusetts insurance marketplace.

The Market Conduct Section reviews the manner in which insurance companies treat policyholders in order to ensure that such treatment complies with the terms and conditions of insurance contracts, as well as state laws, regulations and bulletins. Examinations involve interviews with key company personnel and review of company records and practices, including those relating to company operations, sales, advertising, rating, underwriting, claims decisions and complaint handling.

The Section also conducts Market Analysis Reviews of various regulatory data covering select companies doing business in Massachusetts. Review of this regulatory data enables the Section to better understand the current state of the marketplace and to identify possible areas of regulatory intervention.

5.2 2011 Goals

- | | |
|---|---|
| • Monitor insurers and industry trends, and analyze their impact on consumers and the insurance marketplace to determine whether regulatory intervention or oversight is appropriate. | Complete  |
| • Monitor the progress of multi-state regulatory settlement agreements in which the Massachusetts Division of Insurance is a lead state negotiator. | Complete  |
| • Determine whether multi-state regulatory settlement agreements negotiated by other states are fair to Massachusetts consumers. | Complete  |
| • Maintain a market conduct examination program in accordance with Division and NAIC guidelines. | Complete  |
| • Conduct substantive market conduct examinations that are thoughtfully planned and timely executed by qualified and trained professionals. | Complete  |

2011 Comprehensive Examinations

- Arbella Group (3)
- Atlantic Charter Group (3)
- Barnstable County Group (2)
- John Hancock Life & Health Insurance Company
- Liberty Mutual Insurance Company
- MassMutual Life Insurance Company
- The Premier Insurance Company of Massachusetts
- Primerica Life Insurance Company

2011 Limited-Scope Examinations

- American Automobile Insurance Company
- Arbella Mutual Insurance Company
- Citizens Insurance Company of America
- Electric Insurance Company
- Encompass Insurance Company of Massachusetts
- Fireman's Fund Insurance Company
- Hanover Insurance Company
- Liberty Mutual Insurance Company
- Peerless Insurance Company
- Massachusetts Homeland Insurance Company
- Metropolitan Property & Casualty Insurance Company
- NGM Insurance Company
- Norfolk & Dedham Mutual Fire Insurance Company
- Plymouth Rock Insurance Group (2)
- The Premier Insurance Company of Massachusetts
- Quincy Mutual Fire Insurance Company
- Safety Insurance Group (3)
- United States Automobile Insurance Group (2)

5.3 Primary Activities

Examinations and Reviews

The market conduct examination process enables the Division to ensure that insurance companies treat policyholders and consumers fairly and in accordance with both the terms of the insurance contract and state laws and regulations. Completed examinations can result in insurance companies taking corrective action to address identified violations and to prevent their recurrence.

In 2011, the Market Conduct Section completed comprehensive examinations evaluating the following business practices of 13 domestic and foreign companies:

- Company operations and management,
- Timely and fair complaint handling,
- Marketing and sales practices,
- Appointment and licensing of producers,
- Underwriting and rating guidelines and practices, and
- Claims handling and settlement practices.

In addition to comprehensive examinations, the Section completed 22 limited-scope examinations of domestic and foreign insurers in 2011. A limited-scope examination is one that covers only specifically stated areas of activity rather than the comprehensive set of areas listed above.

Market Analysis

In 2011, the Market Conduct Section completed 67 market analysis reviews for certain lines of business (homeowners, long term care, and life and annuity). During market analysis reviews, the Division assesses data from a variety of sources, including the Market Conduct Annual Statement; certain NAIC databases, including the Complaint Database, Regulatory Information Retrieval System, and Examination Tracking System; and insurance company-submitted financial statements.

Additionally, the Market Conduct Section reviews complaint files from the Division's Consumer Services Unit. These market analysis reviews provide an early warning mechanism used to identify company non-compliance with insurance laws and regulations and negative financial trends which may impact future claim payments.

Company Reports

In 2011, the Market Conduct Section reviewed a self-report by a company involving rating errors. After the Section reviewed and approved the corrective action, restitution of approximately \$47,000 was paid to Massachusetts consumers.

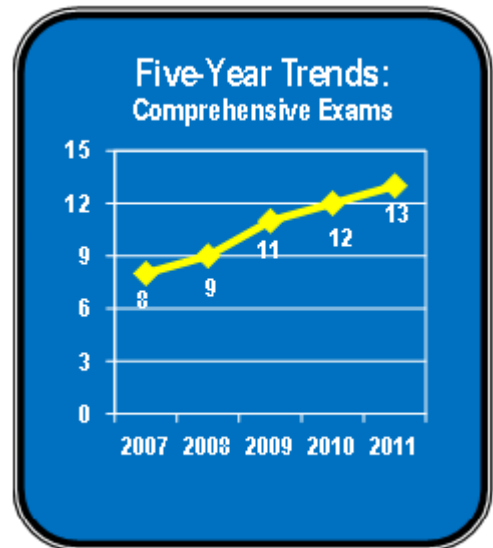
A self-report by a surplus lines broker on premium taxes paid led to additional tax payments of \$253,000.

Charitable Donations

In 2011, as a direct result of single-state examinations and settlement agreements negotiated by the Market Conduct Section, \$348,015 was placed into a charitable trust by insurance companies doing business in Massachusetts.

Additional Reviews

The Division regulates 283 risk purchasing groups by registering new groups and renewing the registrations of existing groups. In 2011, the Market Conduct Section collected approximately \$35,000 in fees from these risk purchasing groups. In addition, the Market Conduct Section reviews and analyzes the financial statements of 21 workers' compensation self-insured groups in order to ensure the solvency of each group.



6 - Producer Licensing

License Types

- Producers
- Advisers
- Auto Clubs & Auto Club Agents
- Bank Insurance Licenses
- Public Insurance Adjusters
- Reinsurance Intermediaries (brokers & managers)
- Surplus Lines Brokers
- Viatical Settlement or Loan Brokers
- Viatical Representatives
- Motor Vehicle Damage Appraisers

The Producer Licensing Section is responsible for licensing individuals and business entities engaging in the business of insurance in the Commonwealth. It is also responsible for assuring that all insurers who appoint licensed producers annually renew or non-renew their appointments. The Section also issues Certification Letters, Clearance Letters, duplicate or replacement licenses, and responds to public record requests involving active and non-active licensees. The Section monitors and responds to three electronic mailboxes: one for producer questions and updates, one for Online Licensing of Individuals and Entities (“OLLIE”) questions, and one for Appointment Renewal questions.

6.1 Mission

- Ensuring that individuals and business entities conducting the business of insurance in Massachusetts are qualified and in good standing, and that they conduct business within the requirements of the laws and regulations of the Commonwealth.
- Processing all licensing applications in a timely and accurate manner.
- Responding to all licensing inquiries in a timely and accurate manner.
- Providing excellent customer service to our licensees.
- Properly training staff members to carry out the mission of the Producer Licensing Section and that of the Division.

6.2 2011 Goals



Complete

- Enhance OLLIE, the Division’s licensing system, for synchronization with the National Insurance Producer Registry’s (“NIPR”) Gateway. Continue projects between the Division and the NIPR for the online licensing renewals of producers. The NIPR system was implemented in September 2010 for individual producers and in August 2011 for business entity producers.



Complete

- Cross-train Section staff members on new online licensing procedures.



Complete

- Train new staff members on all aspects of the Producer Licensing Section.

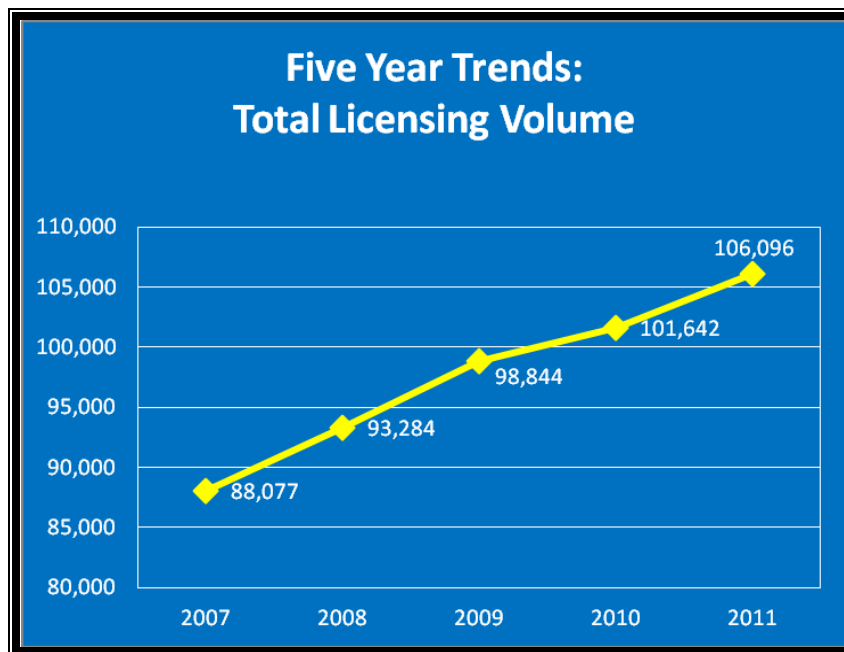
6.3 Primary Activities

Producer Licensing

The Section processes new license applications and renewal applications associated with more than ten license types

Internal Controls

Every week, Section staff members review a percentage of one another's processed applications for data entry accuracy, and any errors found are corrected and noted. Errors are then reviewed by the Supervisor and the Section Director and discussed with each staff member.



2011 Licensing Volume

Producers (Individual & Business)	97,488
Motor Vehicle Damage Appraisers	5,000
Surplus Lines Brokers	2,056
Public Insurance Adjusters	285
Insurance Advisors	595
Viatical Settlement or Loan Brokers	33
Reinsurance Intermediaries	169
Auto Clubs	22
Auto Club Agents	448

6.4 Special Activities

External Website & Producer Pages

The Producer Licensing Frequently Asked Questions section of the Division's website was updated.

Prometric Exam Review Workshop

A number of the Division staff volunteered side-by-side with external insurance industry subject matter experts at the annual Prometric Exam Review Workshop to review examination questions and to evaluate the overall quality of the exams.

7 - State Rating Bureau

7.1 Mission

The mission of the State Rating Bureau (“SRB”) consists of three primary functions:

- Monitoring insurance markets;
- Developing technical reports and analyses on emerging trends in support of the Division’s regulatory responsibilities; and
- Reviewing policy forms, rules and rates filed by or on behalf of insurance companies to ensure that insurance coverage and rating practices are actuarially sound, comply with all laws and regulations, and are fair to consumers.

The SRB includes three major subdivisions – the Bureau of Managed Care, the Health Care Access Bureau, and the Policy Form Review Section. The SRB participates on behalf of the Commissioner in numerous intra-governmental and public policy groups to evaluate policy options. It also works closely with the Division’s legal staff to develop regulatory guidance that clarifies rating and policy requirements. The SRB communicates rate filing procedures through filing guidance letters and assists in the development of guides and alerts that explain features of various insurance products to consumers.

7.2 2011 Goals

- Continue to facilitate the implementation of the reformed private passenger auto insurance market by establishing guidelines that promote the entrance of new insurers, greater diversity of products, and rates that improve the availability of choices for Massachusetts consumers.
- Coordinate the Division’s efforts to implement health insurance reform as identified in Chapter 58 of the Acts of 2006 and related statutes.
- Evaluate the market for small group health insurance, conduct examinations to evaluate the factors underlying the recent increases in small group premiums, and propose policy options in conjunction with other state agencies to address the factors leading to increasing costs.
- Regulate insurance policy forms, rates and programs. Take steps to revise regulatory processes - including transitioning to electronic systems, such as the System for Electronic Rate and Form Filing (“SERFF”) and Electronic Funds Transfer (“EFT”) - to promote more efficient and effective business practices and consumer communications. These efforts are intended to reduce the average reviewing time for policy, form and rate filings to 120 days or less.

Complete



Complete



In Progress

Complete

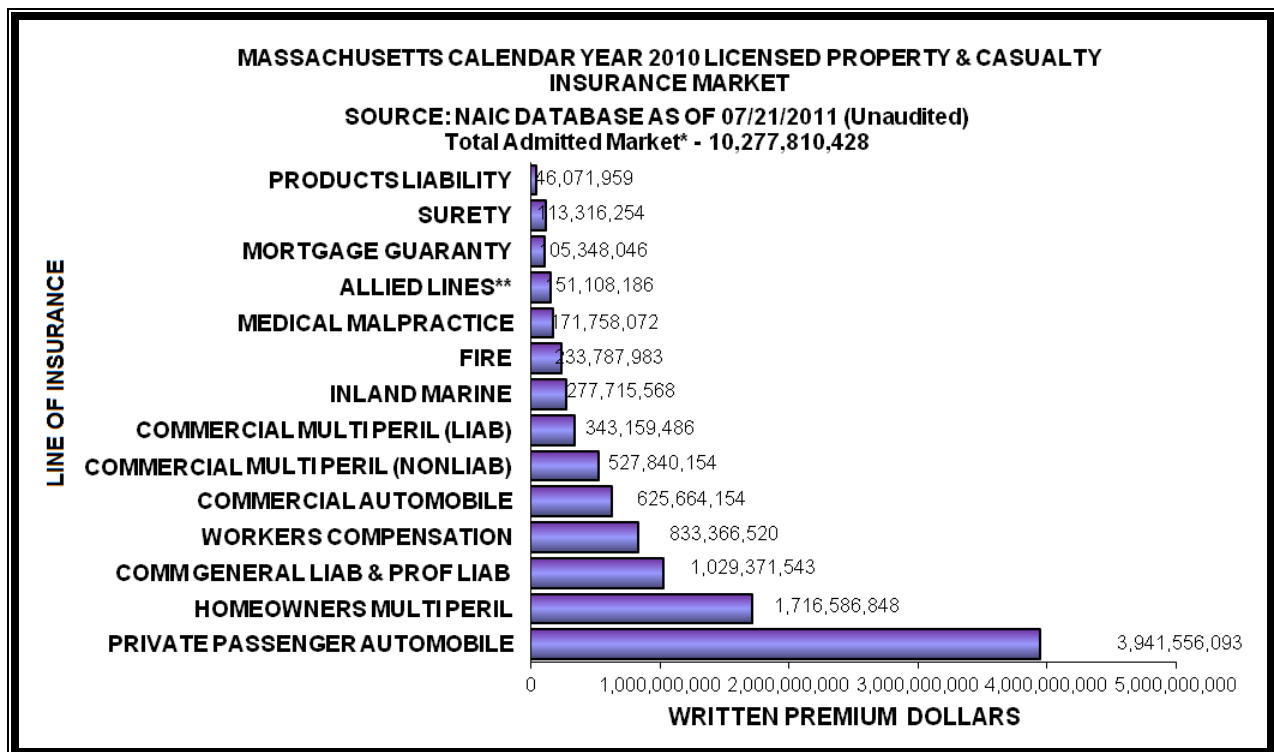


7.3 Primary Activities

As the technical advisor to the Commissioner, the work of the SRB covers many different areas of the insurance marketplace. In 2011, the SRB performed reviews and analyses in the following areas of insurance:

- Private passenger automobile,
- Home,
- Workers' compensation,
- Medical malpractice,
- Credit,
- Life, and
- Health.

The following chart illustrates premium for the Massachusetts property and casualty market.



7.31 Private Passenger Automobile

Private passenger automobile insurance accounted for over \$3.9 billion in Massachusetts written premium dollars in calendar year 2010, which is more than twice the level of premiums collected for any other line of property and casualty insurance.

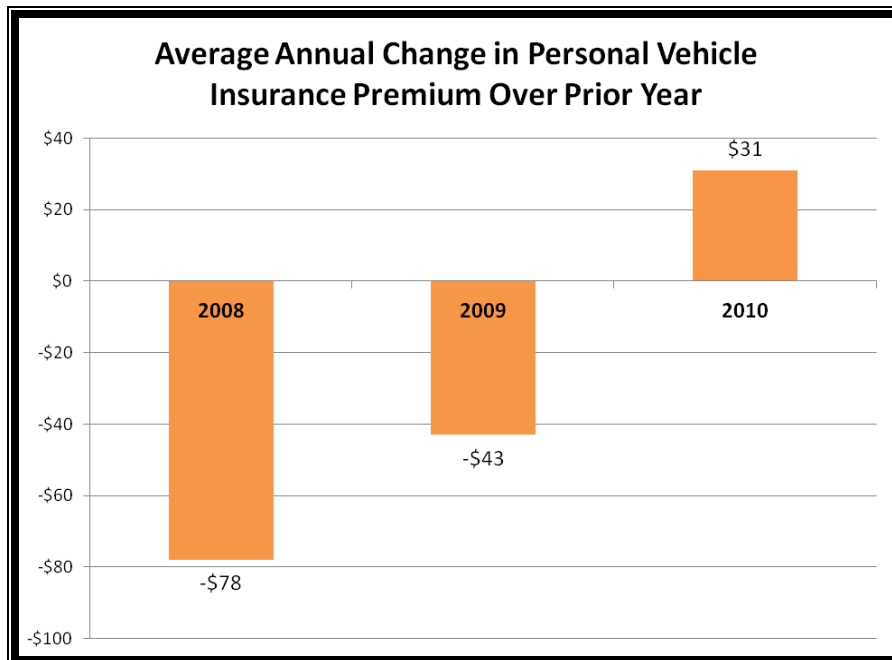
The SRB is responsible for:

- Monitoring the market's transition to competitive rate regulation;
- Monitoring the activities of the residual market administered through Commonwealth Automobile Insurers ("CAR");
- Reviewing all company and CAR form, rule and rate filings; and
- Reviewing statistical plan filings.

Transition to Competitive Rate Regulation

Since the move to managed competition in the private passenger automobile insurance market on April 1, 2008, 12 new insurance companies have started writing private passenger auto insurance. Eight of these companies market their products through independent agents.

The average personal automobile premium per vehicle rose slightly between 2009 and 2010 by approximately \$31 per vehicle. This is consistent with the expectations following the "competitive correction" and the general inflationary pressures of premiums generated by the replacement of older vehicles with newer ones. The average personal automobile premium per vehicle remains \$90 less than it was prior to the introduction of managed competition.



Automobile Insurers Entering MA Since April 1, 2008

- AIG Private Client
- Allstate
- Ameriprise
- GEICO
- Green Mountain
- Harleysville
- Occidental
- Peerless
- Praetorian
- Preferred Mutual
- Progressive
- Vermont Mutual

Insurers have introduced many new coverage enhancements for their customers. A large number of insurers offer supplemental coverage, such as expanded rental reimbursement, accident forgiveness, disappearing deductibles, and loan/lease gap coverage.

Consumers' ability to shop and compare insurance companies has also improved significantly through the use of the internet. Price competition has prompted all insurance agents and companies to invest in technology to make it easier for customers to manage their coverage, pay their premiums, submit claims, and monitor car repairs following an accident.

The Division issued a bulletin outlining requirements for premiums applicable to compulsory personal auto coverage for all policies effective on or after April 1, 2010. The purpose of the bulletin was to remove price as an incentive for underwriting policies with only the compulsory level of coverage.

In 2010, Chapter 237 of the Acts of 2010 amended Chapter 271 of the Acts of 2008 to delay the delivery of a report on Group Marketing Plans from the Division to the General Court until December 31, 2014.

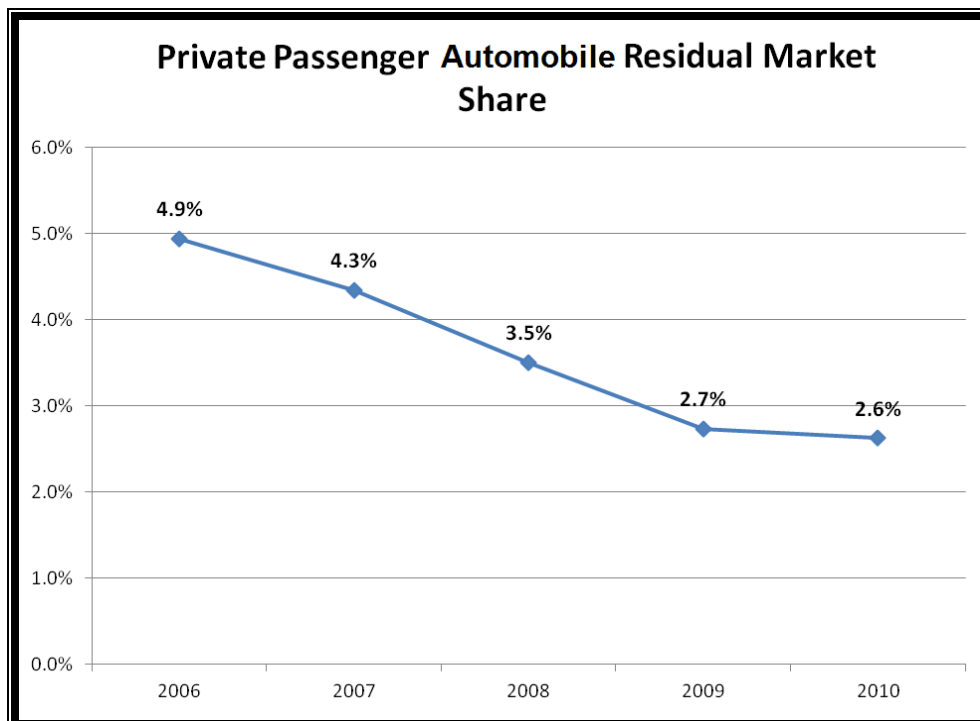
Residual Market Reform

Two statutory changes from 2010 affected the residual market in 2011. Chapter 237 of the Acts of 2010 amended M.G.L. c. 175, § 113H to require all new automobile insurers that enter the market to assume financial responsibility for their residual market obligations immediately upon entering the market. Chapter 237 also amended the composition of CAR's Governing Committee to include two producers whose only access to the private passenger automobile insurance market was through CAR.

The Division issued Bulletin 2010-11 to guide the implementation of these statutes in the residual market.

The Division also issued Bulletin 2010-04 to encourage personal auto insurers to offer brokerage agreements to insurers who had yet to obtain a voluntary appointment with an insurance company.

As noted on the following chart, the private passenger automobile residual market has declined from 4.9% in 2006 to 2.6% in 2010.



7.32 Home Insurance

Home insurance covers the cost of damage to one's home, as well as personal liability claims that may be filed against the owner of the home. The SRB is responsible for:

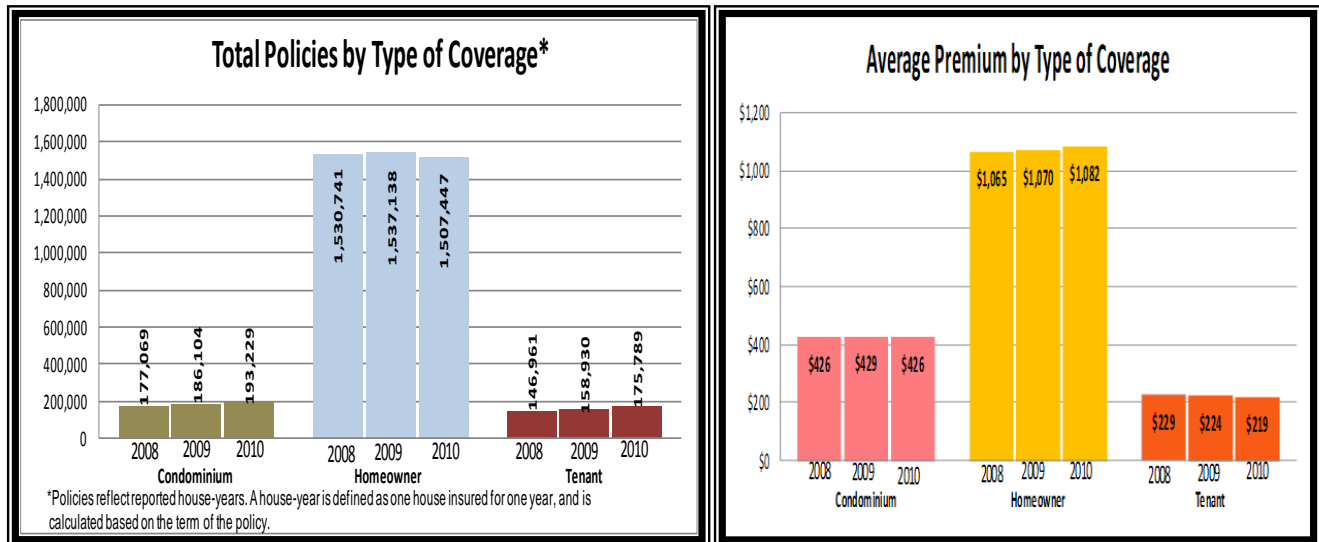
- Monitoring the market for coverage;
- Reviewing the activities of the residual market administered through the Massachusetts Property; Insurance and Underwriting Association (the "FAIR Plan"); and
- Reviewing all company and FAIR Plan form, rule and rate submissions.

Commissioner's Report on Home Insurance

In 2011, SRB staff completed a report (required under M.G.L. c. 175, §§ 4A and 4B) that examines the market for home insurance, the causes of home insurance loss, trends in cancellations/non-renewals, and emerging trends in the availability of coverage, especially in coastal areas. A copy of the report is available in the Publications and Reports section of the Division's website at www.mass.gov/doi.

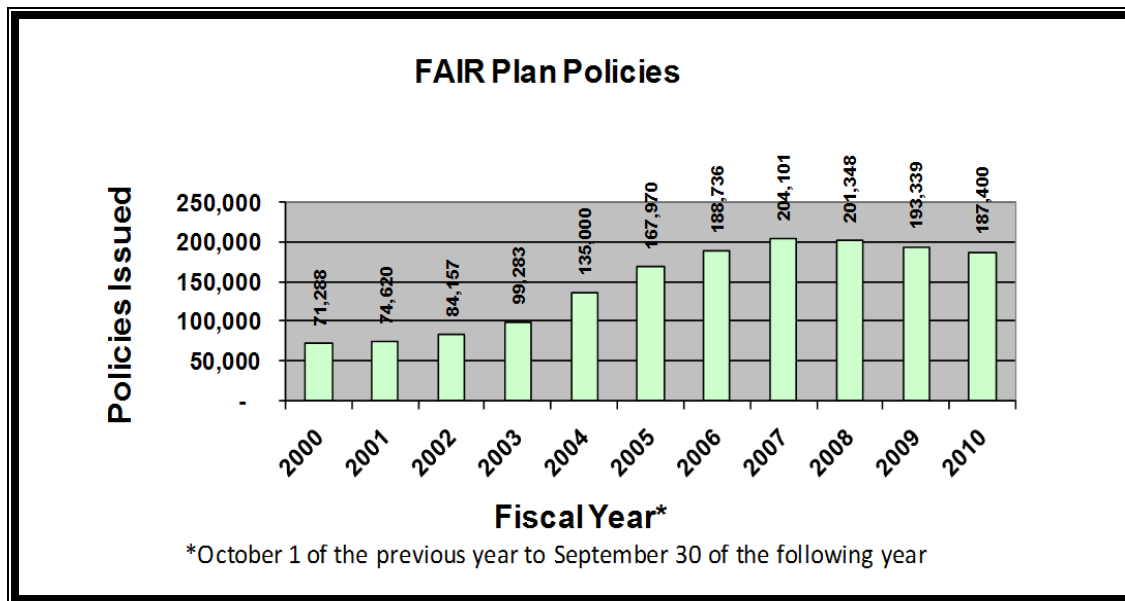
Among the findings of the report is that the number of Massachusetts home insurance policies written between 2008 and 2010 decreased by approximately 6,000 policies.

Between 2008 and 2010, the average premium for condominium policies was flat, the average premium for tenant policies decreased slightly, and the average premium for homeowners policies increased from \$1,065 to \$1,082 per policy.

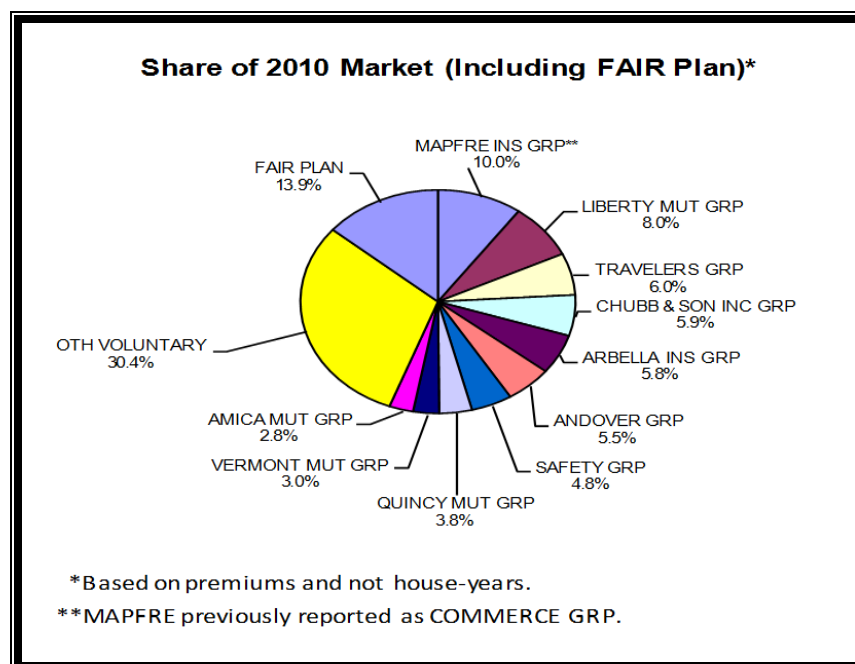


Availability of Coverage

In Massachusetts, the FAIR Plan provides coverage for home insurance when a homeowner cannot locate coverage from licensed home insurance companies. Beginning in 2003, the number of policies covered under the FAIR Plan increased dramatically as licensed companies began nonrenewing their coastal exposures in the Cape, Islands and southern Bristol and Plymouth Counties. While the figure remains quite high, we believe we have seen the FAIR Plan's overall market share plateau. By the end of 2010, the FAIR Plan had decreased slightly from a high of 204,101 policies in 2007 to 187,400 in 2010.

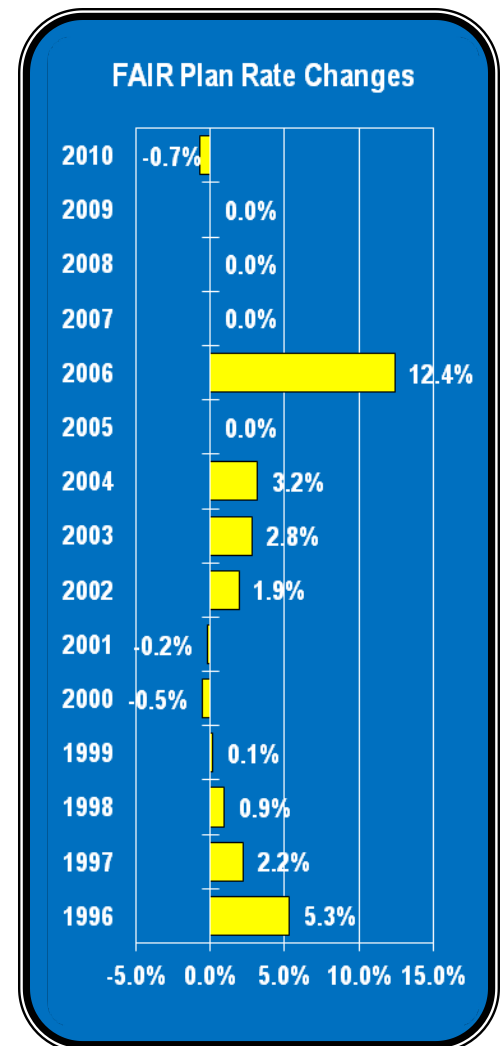


At 13.9%, the FAIR Plan writes the largest share of the homeowners market, but this is lower than the 15.4% share that the FAIR Plan wrote in 2008.



FAIR Plan Rate Hearing

In late 2011, the FAIR Plan submitted a request for an overall statewide increase of 7.2%. The hearing continued into 2012 so that there was not any rate increase for 2011.



7.33 Workers' Compensation

Workers' Compensation

The State Rating Bureau is responsible for monitoring:

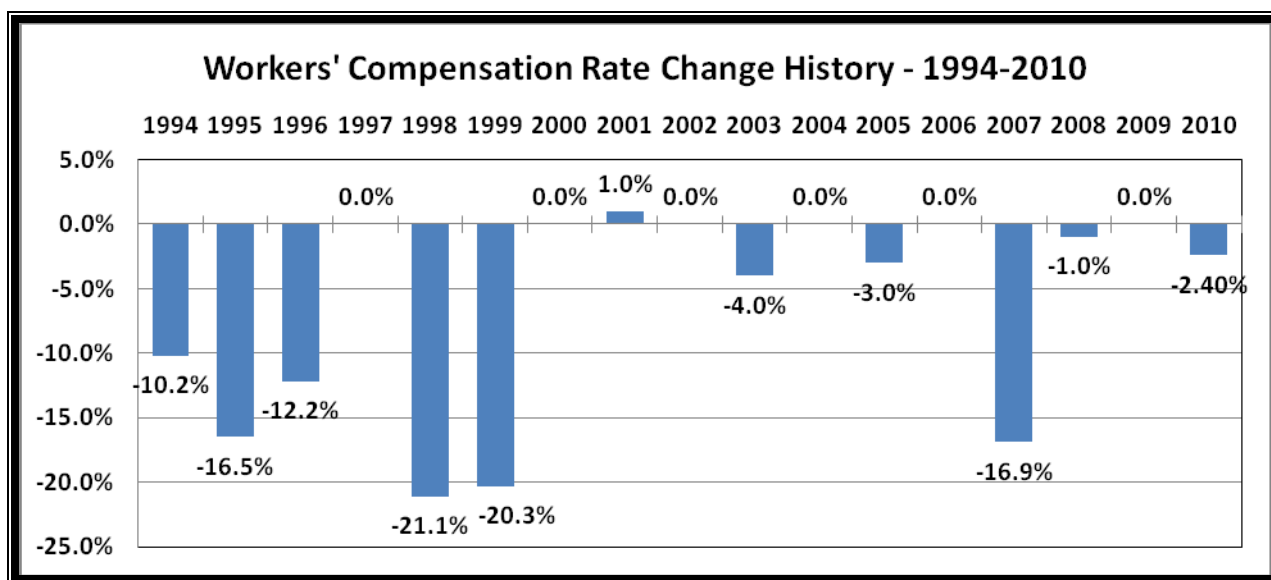
- Market-wide alterations in availability of coverage.
- The structure of the statistical plan documenting insurer loss and premium experience.
- The health and efficiency of residual market pool.
- Industry-wide rates and rating programs for non-discrimination and actuarial appropriateness.

Workers' compensation insurance covers lost wages, medical costs and rehabilitation costs associated with work-related accidents or illnesses. With few exceptions, employers are required to purchase workers' compensation coverage for their employees.

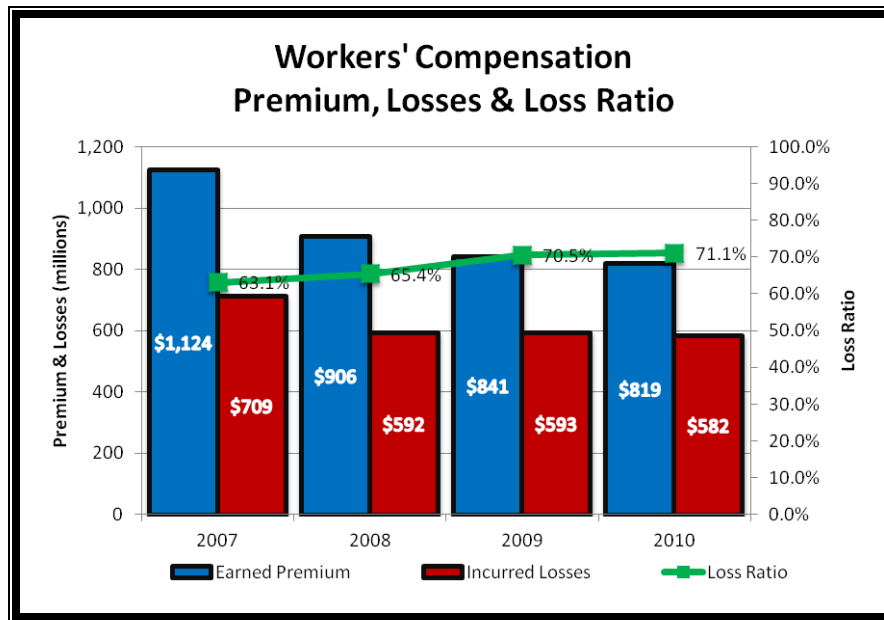
SRB staff review all industry bureau and individual company rate, rule, and form filings, including rate deviation filings. The coverage and rates are established according to the processes established under M.G.L. c. 152. Industry filings are coordinated through the Workers' Compensation Rating and Inspection Bureau of Massachusetts ("WCRIB"), an entity licensed as a Rating Organization under M.G.L. c. 174A. The WCRIB also acts as the Division's Statistical Agent and Pool Administrator.

Rate Review

In March 2010, the WCRIB submitted a request for an average increase in overall rates of 4.5%. After the SRB investigated the underlying assumptions and questioned the results, the WCRIB agreed to an average decrease in overall rates of 2.4%. That change results in approximately \$19.0 million less in employer premiums than if the WCRIB requests were approved. Approximately 50 carrier groups submitted downward deviation filings to the 2009 rates in 2010, with over 20 individual companies offering discounts of at least 20%. Many companies also made individual filings of various non-standard rating plans, rules and forms. The following chart illustrates the history of industry-wide rate changes approved by the Division since 1994.

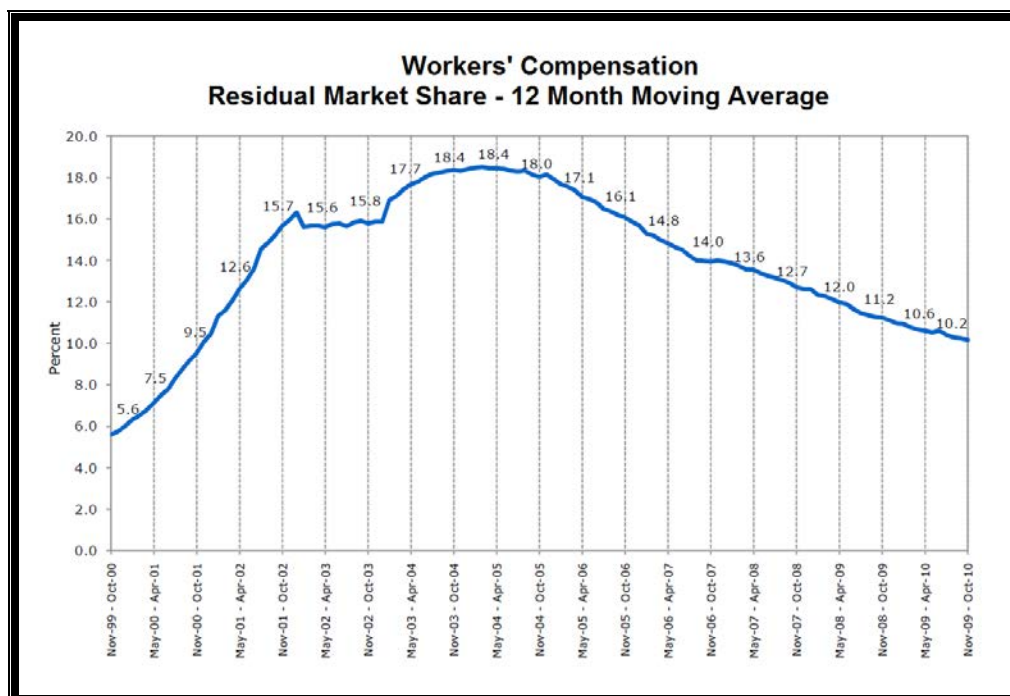


It is worth noting that the calendar year information displayed below suggests that, in spite of the many rate reductions and downward company deviations over the last two decades, workers' compensation insurance continues to be a profitable line in Massachusetts.



Monitoring the Workers' Compensation Residual Market

Workers' compensation companies are permitted to decline risks, which can then obtain coverage through the Massachusetts Workers' Compensation Assigned Risk Pool. The Division monitors whether companies are increasing the number of risks covered through the pool. In spite of regular rate reductions, the proportion of risks in the pool has declined steadily since 2005.



7.34 Medical Malpractice Insurance

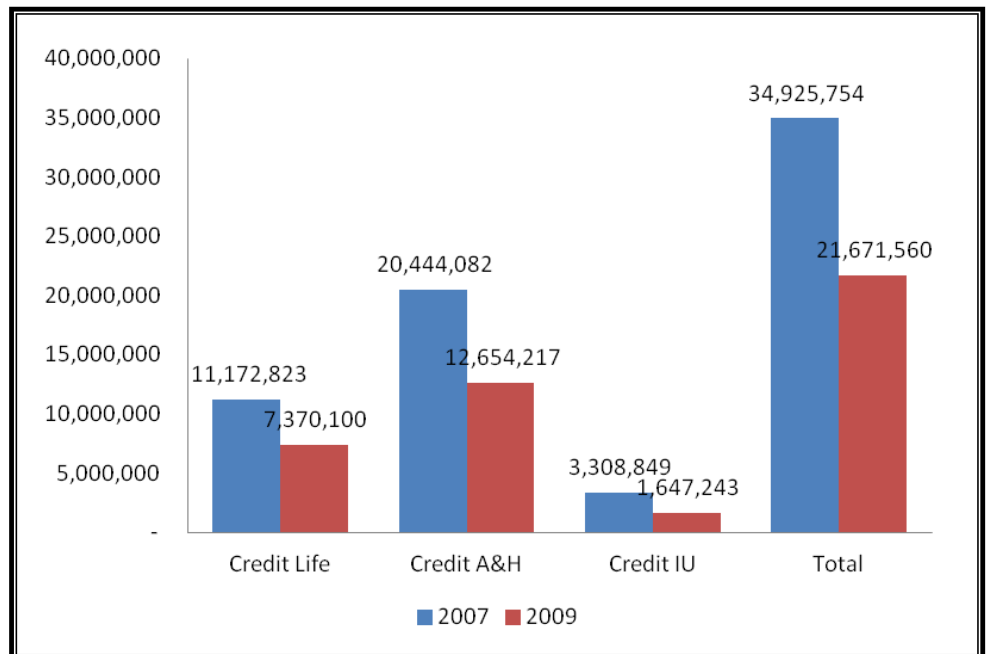
Medical malpractice insurance covers medical malpractice claims and the expenses associated with defending alleged medical malpractice. The SRB is responsible for:

- Monitoring the market for coverage;
- Analyzing and collecting data;
- Reviewing the activities of the Residual Market Pool; and
- Reviewing all company-filed form, rule and rate filings.

The Division did not do a Medical Malpractice Report in 2011.

7.35 Credit Insurance

Credit insurance is offered with many non-mortgage loans and credit card applications. Depending on the coverage, these products will pay all or some portion of outstanding loan balances in the event of the death, disability or involuntary unemployment of the covered person. Insurance companies offering these policies must issue special disclosures that make the covered persons aware that they are not required to purchase the coverage to obtain the loan or credit. Insurers must also comply with special statutory loss ratio requirements.



The Division compiled an annual report on credit insurance based upon information submitted annually by the individual carriers. In the course of reviewing the data, the SRB determines whether companies continue to satisfy the statutorily required minimum loss ratio for credit life (50%), credit accident and sickness (55%), and credit involuntary unemployment insurance (60%).

Based upon this review, SRB staff contacted companies whose rates fell below the statutory minimums and asked them to revise their premiums. In general, the level of coverage issued in Massachusetts has continued to drop as other non-insurance debt relief products (*e.g.*, debt cancellation products) become available from banking institutions. Between 2007 and 2009, total reported incurred credit insurance premium for Massachusetts fell from \$35 to \$22 million, as shown below.

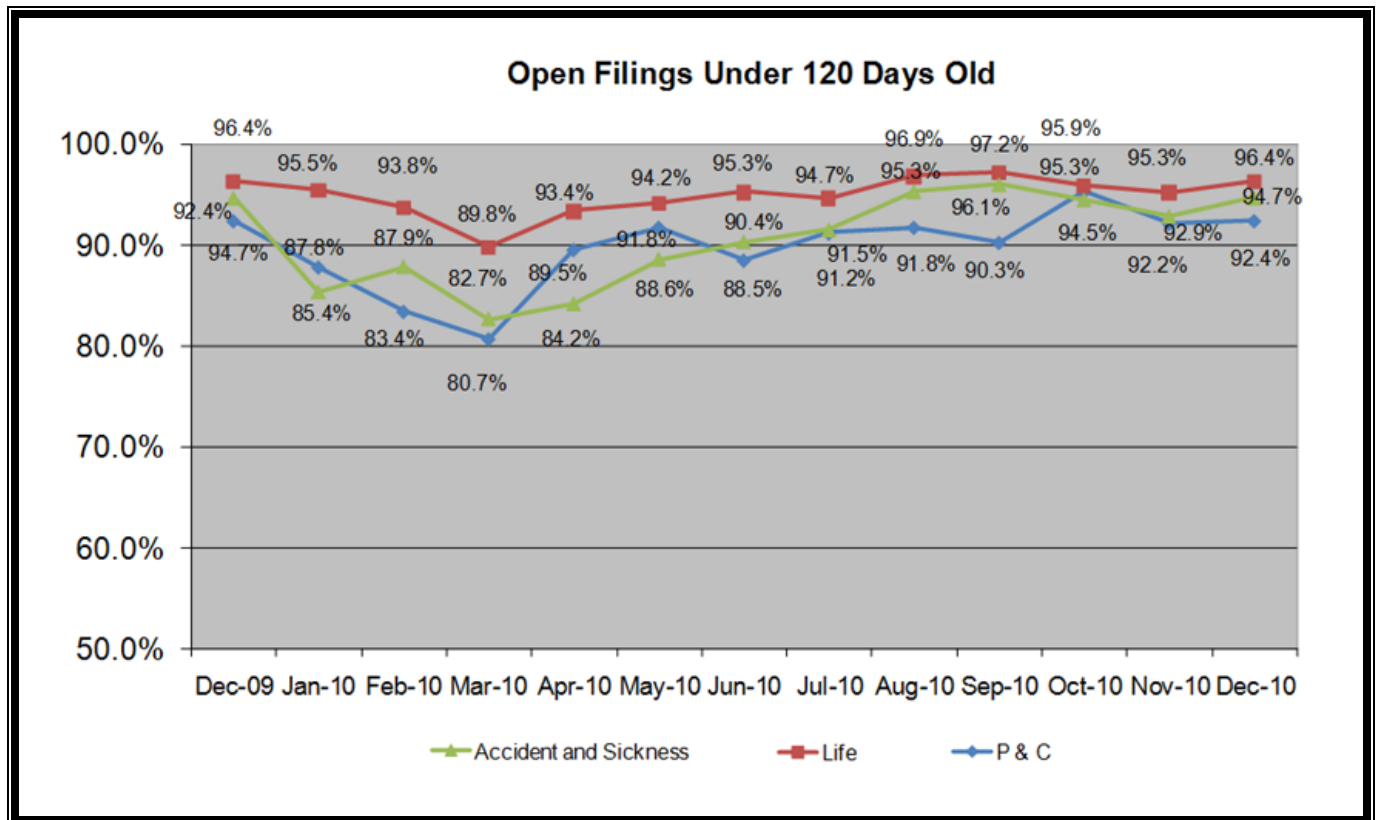
7.36 Life Insurance

The Division did not promulgate any new life insurance regulations or issue any new life insurance bulletins during calendar year 2011.

8 - Policy Form Review

The Policy Form Review Section is responsible for reviewing property and casualty, life and annuity, and accident and sickness filings made by insurance companies to ensure they are consistent with Massachusetts laws. The focus of these reviews is on consumer protection, adequate reserving for claims, and justification of rates.

The Policy Form Review Section works to manage product reviews in order to complete reviews in a timely manner. The Section monitors review time so that it can redeploy resources to address delays and complete reviews to make policy forms available for companies to use in the market.



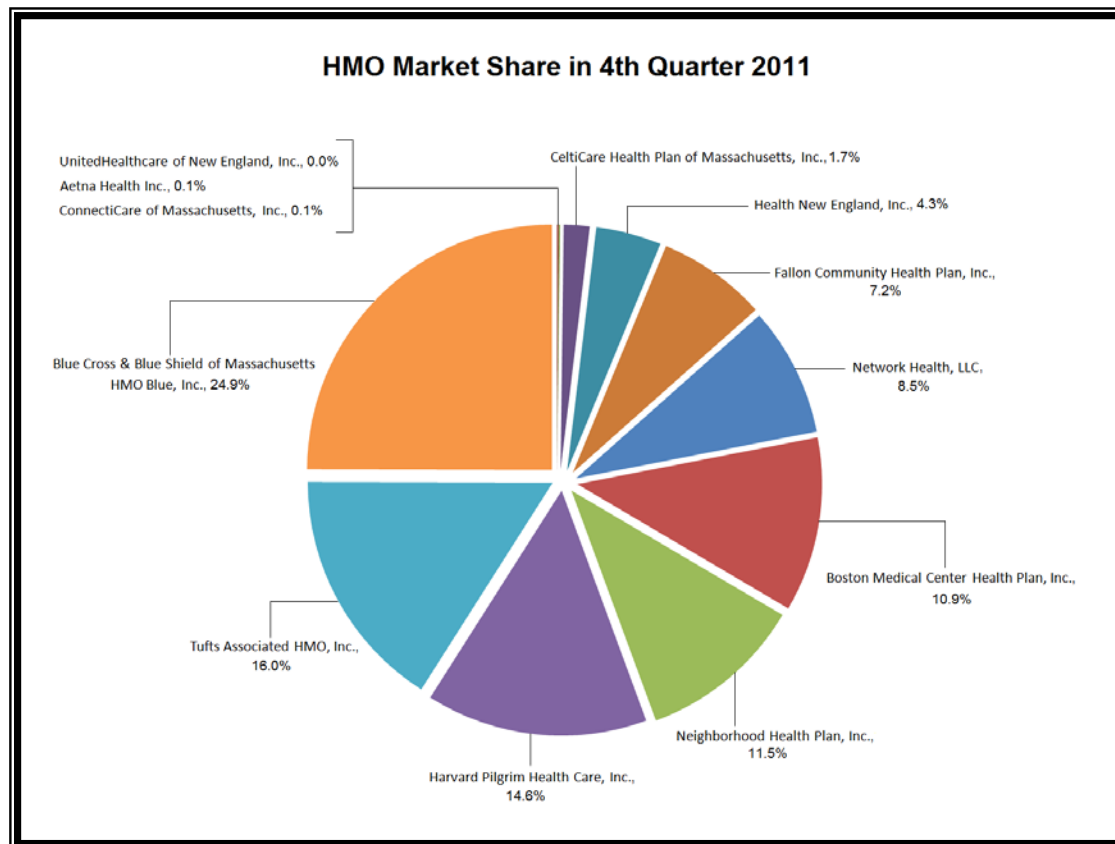
9 - Bureau of Managed Care

The Bureau of Managed Care (“BMC”) reviews health insurance company materials to determine whether their operations satisfy managed care protections required under M.G.L. c. 176O. These protections include those related to:

- Consumer disclosures,
- Evidences of coverage,
- Provider contracts,
- Network directories,
- Utilization reviews,
- Quality assurance and credentialing, and
- Internal appeals systems.

In addition, the BMC advises the Commissioner on emerging issues associated with health reform, health insurance company operations and administrative practices, managed care practices, and mandated health benefits.

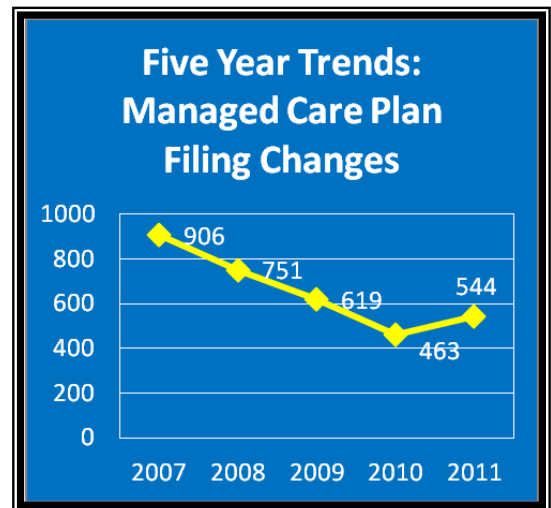
Health maintenance organizations (“HMO”) provide the vast majority of all insured health plan coverage in Massachusetts. More than 2 million people receive health care coverage through an HMO plan provided by one of 12 companies. Relative market share during the 4th quarter of 2011 is shown below.



Managed Care Accreditation Reviews

The BMC is responsible for conducting a comprehensive review every two years of all insured health plans with managed care systems to determine their compliance with the requirements of M.G.L. c. 176O. Companies that are not accredited are not permitted to offer a managed care plan in Massachusetts. In the last review in 2010, the BMC completed the re-accreditation of 32 existing health insurance companies. The next review is scheduled to begin in July 2012.

In addition, the BMC completed the review of 544 filings that were material changes to already completed accreditation filings. Most of the materials submitted were changes to existing health insurance evidences of coverage.



Health Reform

In 2011, the BMC and Health Care Access Bureau (“HCAB”) coordinated many of the Division’s efforts to implement health reforms and mandates. The BMC worked closely with other state agencies, including the Commonwealth Health Insurance Connector Authority, the Department of Public Health, the Department of Mental Health, and the Executive Office of Health and Human Services, to revise regulations and to develop bulletins and guidelines to assist consumers and insurance companies in complying with the new policies.

Mental Health

Following changes to both the state and federal requirements for mental health parity in 2009, the BMC has continued to work closely with the Department of Mental Health and the Department of Public Health’s Office of Patient Protection to monitor compliance with state and federal mental health parity laws.

10 - Health Care Access Bureau

In 2006, Massachusetts enacted a comprehensive health reform law in an effort to expand access to affordable health insurance. Chapter 58 of the Acts of 2006 (“Chapter 58”), the Massachusetts health reform law, mandates that residents maintain an adequate level of health coverage (called “minimum creditable coverage”) or face significant tax penalties.

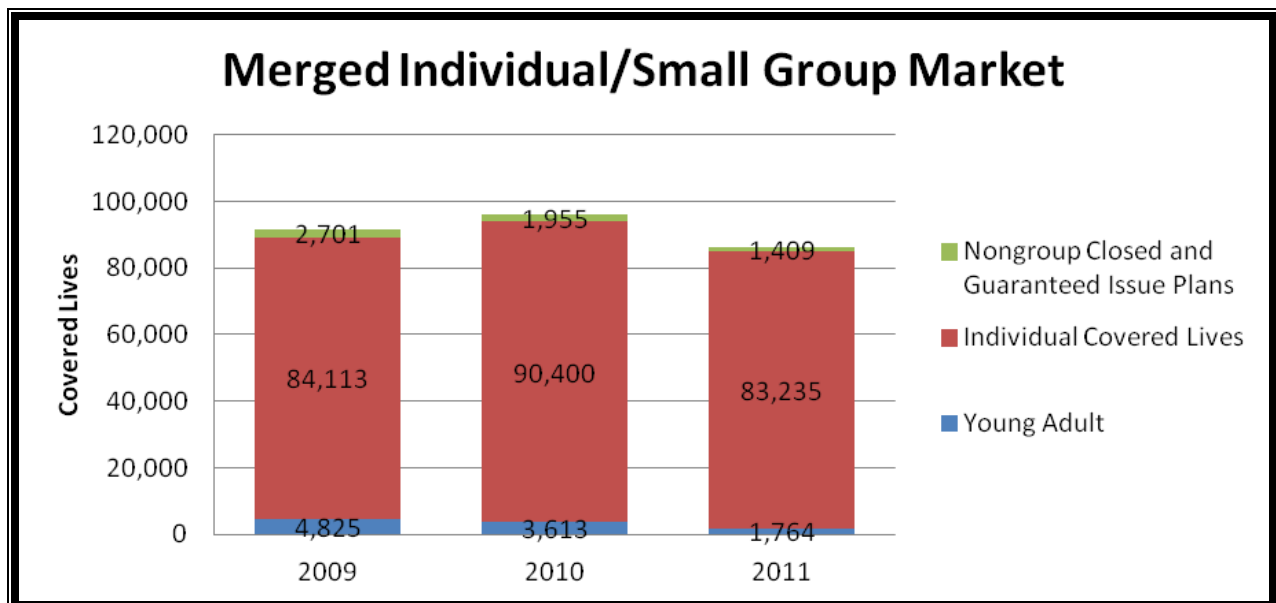
HCAB is responsible for monitoring the market for health insurance coverage, concentrating on the availability and affordability of coverage. Members of the HCAB represent the Commissioner on a number of health insurance committees and task forces, including:

- the Health Care Quality and Cost Council,
- the HealthyMass Compact,
- the Interagency Analytic Work Group, and
- the Long-Term Care Financing Advisory Committee.

In 2011, the HCAB continued to work actively with the BMC and with other state agencies, including the Executive Office of Health and Human Services, the Commonwealth Health Insurance Connector Authority, and the Division of Health Care Finance and Policy, to implement reforms created under Chapter 58 and Chapter 305 of the Acts of 2008 and to examine ways to address health care cost and quality concerns.

Access: Merger of Small Group/Individual Markets

One pillar of Chapter 58 was the July 1, 2007 merger of the small group and individual markets and the development of Young Adult Plans to provide more coverage options for individuals in Massachusetts. The following chart depicts individual plan membership, which grew by 5,231 persons from 2009 to 2011.



ACA Implementation

The federal Patient Protection and Affordable Care Act (“ACA”) created a number of significant rules that impact the availability of coverage throughout the United States. Although many features of the ACA drew from the Massachusetts health reforms of the mid-2000s, there were also many features that standardized individuals’ choice of plans, open enrollment periods, and the ways that companies could calculate the premiums that would be offered to individuals and small employers. In 2011, the Division worked closely with other state agencies and the federal government to determine how rules would be applied in Massachusetts so that guidance could be given to companies as they developed products and rates for the Massachusetts’ merged market.

The Division also participated in a number of task forces to share information with other state agencies in order to develop consumer materials that would allow all impacted consumers better access to information explaining their options in the market for health coverage. The Division worked with the Commonwealth Health Insurance Connector Authority to ensure that clear information was available about open enrollment periods that would apply to the availability of products.

Moreover, Division staff also commissioned a number of actuarial studies to understand the impact that small employers may feel with certain rating changes, including the elimination of Massachusetts-specific rate variables and rules that will require the expansion of the small group market to encompass groups with between 51 and 100 eligible employees. These reports became essential to the policy development about future activities and in identifying areas where greater flexibility from the federal government should be considered in order to mitigate the impact of certain ACA changes.

Small Group Rate Review

During a period of rapidly increasing small group rates, Governor Deval Patrick directed the Division to modify its rate review process to require that company rate filings for small group plans be submitted for the Division's review on a quarterly basis. Beginning March 1, 2010, following the promulgation of emergency changes to 211 CMR 43.00 and the issuance of Bulletin 2010-05 in February 2010, the Division implemented procedures to collect rate filing information for small group plan rates intended to be effective April 1, 2010. In March 2010, the Division shifted internal resources to review the April 1, 2010 small group filings and disapproved 235 out of 274 small group base rate requests. Following this disapproval, Division staff became actively involved in administrative rate hearings to review the disapproval decisions. Many of these filings were handled through negotiated settlements that applied through the end of 2010.

In August 2010, Chapter 288 of the Acts of 2010 ("Chapter 288") was enacted. Chapter 288 expanded the Division's authority to review small group health insurance rate filings and established additional filing requirements, including that companies file rates a defined number of days prior to their intended effective date and allowing the Division 45 days to finish its review of completed rate filings. Chapter 288 also established presumptive disapproval standards applicable to rate filings: a medical loss ratio of less than 90%, administrative expenses increasing by more than the regional medical consumer price index ("CPI"), and contribution to the surplus of greater than 1.9%. The presumptive disapproval standards are scheduled to expire by October 2012.

During calendar year 2011, the HCAB reviewed Massachusetts small group carriers' filings submitted for 2nd quarter, 3rd quarter and 4th quarter 2011 rates, as well as the rates to be effective for 1st quarter 2012. All rate filings were reviewed by the Division's internal actuary and five external contracting actuaries for completeness according to the filing standards identified in 211 CMR 66.00; to verify that the filings did not trigger any of the presumptive disapproval standards for medical loss ratio, administrative expenses, or contribution-to-surplus; and to examine the reasonableness of the rates in relation to the benefits provided in the filing. During these periods, the average health rate increases were brought from a high of 9.0% in the 2nd quarter of 2011 to a low of 4.9% for the 1st quarter of 2012.

Health Care Quality and Cost Council

Staff from the HCAB represented the Commissioner on the 14-member Health Care Quality and Cost Council created under Chapter 58. The Council is responsible for creating and maintaining a website that presents the cost of certain procedures by health care providers and for examining ways to improve quality and address increases in overall health care costs.

In 2011, Council activities focused primarily on the collection of claims data from all licensed health insurance plans, analyzing that data, and developing a website that illustrates the relative quality and cost of receiving a procedure, supply or service from one health care provider as opposed to another. The Council continues to develop a website, available at <http://hcqcc.hcf.state.ma.us>, that is updated periodically with new measures and refreshed data.

11 - Office of General Counsel

11.1 Mission

The Office of General Counsel (“OGC”) assists the Commissioner in administering the laws of the Commonwealth as they pertain to the protection of the insurance consumer through the regulation of the insurance industry. The OGC further assists the Commissioner in monitoring the solvency of insurance companies by coordinating the rehabilitation of financially troubled insurers and the takeover and liquidation of insolvent insurers.

11.2 2011 Accomplishments

- Provided legal support and advice to the Commissioner, Division staff, consumers, executive and legislative branch members and other interested parties in the Massachusetts insurance marketplace.
- Reviewed and analyzed proposed or enacted legislation affecting insurance companies and the insurance-buying public.
- Researched and drafted regulations, regulatory bulletins and interpretative letters on Massachusetts insurance laws and regulations.
- Served as hearing officers in various regulatory proceedings, including hearings concerning new or amended regulations and financial transactions. Examples include proposed mergers, acquisitions and transfers of domicile.
- Provided a flexible alternative to litigation through the adjudicatory hearing and administrative appeal processes conducted by the Hearings and Appeals Section. Adjudicatory hearings include insurance rate proceedings and enforcement actions against Division licensees, and administrative appeals include appeals from decisions of the residual market entities overseen by the Commissioner.

11.3 Primary Activities

11.31 Health Care

The Division continued its regulatory efforts to address escalating health insurance premiums. Controlling health care costs continues to be a priority for Governor Patrick, and the Division’s efforts have assisted in reducing health insurance premium increases in the individual and small group market. Massachusetts continues to insure a higher percentage of its residents than any other state, and its individual and small group health plans are consistently rated among the nation’s best. Additionally, Massachusetts’ health insurance premiums fell from being the most expensive to being the ninth most expensive in the United States, behind other New England states such as New Hampshire, Rhode Island and Connecticut. While these improvements are welcome, much work lies ahead in this area.

OGC staff devoted an extensive amount of time in 2011 to assisting the Division's BMC and HCAB with the continuing implementation of health care reform. These activities included reviewing and analyzing new or amended health care legislation, drafting new or amended regulations to conform with or implement health care laws, and drafting interpretive bulletins to provide guidance to the insurance industry on the implementation of various new and amended health care laws and regulations. The OGC also provided support to the Division in regard to helping advance the Commonwealth's move toward integration with the federal ACA, which provides for health care reform on a national level.

2011 OGC Health Care Highlights

OGC staff assisted in initiating committees and workgroups focused on ensuring the Commonwealth's ongoing compliance with the ACA. With the assistance of the BMC and the HCAB, OGC attorneys also began drafting legislation to assure that Massachusetts law continues to be in compliance with federal health care law. Much of the proposed legislation is planned for submission to the Massachusetts legislature in 2012 and 2013. OGC staff also provided support for the Division's continued efforts to implement state health insurance reforms, including Chapter 288 of the Acts of 2010.

OGC staff also assisted in promulgating new or amending existing regulations. Public hearings were held on:

- Amendments to 211 CMR 41.00, *Nongroup Health Insurance Rate and Policy Form Filings, Review and Hearings Procedures under M.G.L. c. 176M*;
- Amendments to 211 CMR 66.00, *Small Group Health Insurance*;
- New 211 CMR 148.00, *Third Party Administrator Registration*;
- New 211 CMR 149.00, *Annual Comprehensive Financial Statements*;
- New 211 CMR 151.00, *Certified Group Purchasing Cooperatives*; and
- New 211 CMR 152.00, *Limited, Regional and Tiered Plans*.

OGC attorneys additionally assisted in drafting and issuing regulatory bulletins to provide guidance to both consumers and the industry on a variety of topics, including:

- Bulletin 2011-08, *Benefit Limits on Coverage for Autism Spectrum Disorders*;
- Bulletin 2011-10, *Implementation of Limited, Regional and Tiered Provider Network Plans under 211 CMR 152.00*;
- Bulletin 2011-11, *Application Process and Timelines for Qualified Associations and Certified Group Purchasing Cooperatives Pursuant to 211 CMR 151.00*; and
- Bulletin 2011-17, *Distribution of Consumer Guide to Limited, Regional and Tiered Provider Network Plans*.

11.32 Automobile Insurance

Reform of the Private Passenger Automobile Market

As part of the nearly completed transition to a competitive private passenger motor vehicle insurance market, the OGC reviewed regulations, bulletins and proposed rule changes related to the operation of that market. This review resulted in the issuance of two new bulletins and the replacement of another bulletin to provide guidance to the industry.

Massachusetts Automobile Insurance Plan

The Division devoted significant resources in 2011 to the reform of the residual market for private passenger automobile insurance, known as the Massachusetts Automobile Insurance Plan (“MAIP”). As part of the Division’s efforts, the OGC reviewed and provided legal analysis on multiple proposed amendments to the MAIP Rules.

On April 21, 2011, CAR, the administrator of the private passenger automobile insurance residual market, proposed amendments to MAIP Rule 36 and Limited Assignment Distribution Agreements. On May 20, 2011, the Commissioner approved these amendments in part and rejected others, finding that some of the proposed provisions conflicted with other MAIP Rules.

On June 17, 2011, CAR submitted proposed amendments to six MAIP Rules, including Rules 21, 29, 30 and 36. The proposed changes concerned assignment periods, transition procedures, the level of service provided to MAIP risks, and Limited Assignment Distribution Agreements. These amendments were deemed approved by the Commissioner on July 18, 2011.

On September 22, 2011, CAR proposed amendments to MAIP Rule 29 regarding the risk assignment process in the MAIP. On October 12, 2011, after careful consideration, the Commissioner disapproved certain of the proposed amendments finding that some of the submitted language would have unintended and unwanted consequences leading to conflicts with other sections of MAIP Rule 29. Subsequently, on November 17, 2011, CAR resubmitted proposed amendments to MAIP Rule 29 addressing the Commissioner’s concerns. As a result, the Commissioner approved the resubmitted amendments to MAIP Rule 29 in full on December 15, 2011.

CAR proposed additional amendments to the MAIP Rules on November 18, 2011, including certain sections of MAIP Rules 21, 26 and 29. The proposed changes concerned general MAIP provisions, policyholder rights and responsibilities, the risk assignment process, and Limited Assignment Distribution Agreements. On December 20, 2011, the Commissioner approved some of the proposed amendments, disapproved others, and gave guidance for further rule changes.

Transition of Exclusive Representatives Producers to Voluntary Agents

The Division continued its efforts to assist insurance producers, formerly known as Exclusive Representative Producers (“ERPs”), to transition to the new assigned risk residual market system and to obtain voluntary contracts with insurers. As of the end of 2011, 43 producers remained without voluntary contracts, and an additional ten negotiated brokerage agreements. The Division is optimistic that some of the remaining ERPs will obtain voluntary contracts or brokerage agreements with insurers. Even those without such contracts, however, can continue their insurance business because they can continue to write policies through the MAIP. All customers of former ERPs, therefore, will continue to be able to obtain automobile insurance.

11.33 Hearings and Appeals

Massachusetts statutes require the Division to conduct hearings on a variety of matters. The Hearings and Appeals Unit consists of a docket clerk and two hearing officers who manage all aspects of the hearing process, from initial docketing to final decision. In any year, the case load may include:

- Insurance rates for workers' compensation coverage;
- Rates for property insurance issued by the FAIR Plan;
- Disciplinary actions that the Division initiates against licensees;
- Appeals from Division decisions denying licenses;
- Matters relating to the residual market for automobile insurance, such as CAR's Rules of Operation and Standards for Claims Handling;
- Appeals from employers relating to workers' compensation insurance premiums;
- Appeals from FAIR Plan decisions denying insurance;
- Insurance company mergers and acquisitions;
- Proposed new regulations or amendments to existing regulations; and
- A hearing on the state of the market for Medicare supplement insurance.

2011 Hearings and Appeals Highlights

Major matters requiring hearings in 2011 included the following:

- On March 1, 2011, the Workers' Compensation Rating and Inspection Bureau of Massachusetts submitted a rate filing. A hearing took place on March 30, and the matter was resolved through a stipulation. The Massachusetts Property Insurance Underwriting Association filed proposed rate changes in November 2011; the hearing on its proposal is ongoing.
- Eight cases filed in 2011 involved the Division's licensing authority. Four of those cases were disciplinary actions against individuals who were licensed to sell insurance; the remaining four challenged decisions denying applications for an insurance producer's license. Two disciplinary actions were resolved through consent agreements, two resulted in license revocations, and one remains open. Of the appeals, one was withdrawn, two resulted in decisions upholding the license denial, and one remains open.
- Statutory changes relating to health insurance required the promulgation of new regulations and the amendment of several existing regulations. In addition, regulatory hearings took place on matters relating to financial statements and annuity transactions.
- Hearings took place on two sets of performance standards for the payment and handling of insurance claims proposed by CAR. One set applies to claims under private passenger automobile insurance policies, the other to claims under commercial policies.
- In addition, a Division hearing officer convenes Boards of Review under statutes permitting health care providers to petition such Boards to resolve disputes with a nonprofit medical service, dental service, or optometric service corporation. Two such petitions were filed in 2011.

11.34 Litigation

Three cases challenging decisions by the Division were resolved in 2011.

Anawan Appeal

Anawan Insurance Agency, Inc. et al. v. Division of Insurance, 459 Mass. 592 (2011).

In 2007, Anawan Insurance Agency appealed to Superior Court a Division decision in an enforcement action. The Superior Court, on cross motions for judgment on the pleadings, affirmed the Division's decision. Anawan appealed to the Appeals Court, which vacated the Superior Court decision with respect to the imposition of fines and held that the common law discovery rule did not toll the applicable statute of limitations. The Division then appealed to the Supreme Judicial Court, which, in May 2011, reversed the Appeals Court and upheld the Superior Court decision, determining that the discovery rule applied.

Occidental Appeal

Attorney General v. Division of Insurance and Occidental Fire and Casualty Company of North Carolina, Supreme Judicial Court Docket No. SJ-20100-0417.

The Attorney General requested a hearing on two automobile insurance rate filings made in 2010 by the Occidental Fire and Casualty Company of North Carolina. The Commissioner found, after a hearing, that Occidental had demonstrated that its rates and fees were reasonable and not excessive. The Attorney General appealed the decision to the Supreme Judicial Court. On June 30, 2011, the Attorney General and the Division of Insurance reached an agreement resolving the concerns that occasioned the appeal. The Court allowed the parties' motion to dismiss and withdraw the appeal on July 8, 2011.

Dowing Appeal

Eugene Downing v. Division of Insurance, Middlesex Superior Court Docket No. C.A. 09-14732.

The Division issued an Order to Show Cause against Eugene Downing in 2009, seeking revocation of his Massachusetts insurance producer license and imposition of fines based on allegations that he failed to disclose on his producer license application a disciplinary action by the Board of Bar Overseers. After an evidentiary hearing, the Division issued an order that revoked Downing's license and assessed a fine. In 2010, Downing appealed to the Superior Court, moving for judgment on the pleadings. The Division opposed his motion. The court heard the motion in September 2011 and, in October, issued a decision denying Downing's motion and affirming the Division's decision. Downing did not pursue a motion to alter the judgment and took no further appeal.

11.35 Receiverships

If a Massachusetts domestic insurer's financial condition becomes impaired, the Commissioner is, by statute, empowered to seek a judicial order for appointment as receiver of the subject insurer. The Commissioner as receiver of a domestic insurer has the responsibility to act as a fiduciary on behalf of policyholders and creditors to provide the greatest possibility that, at the conclusion of the matter, an insurer's obligations to policyholders will be met at or near 100%. This arguably extreme measure is designed for the benefit of all creditors, but the protection of policyholders is of the utmost concern.

Receiverships may involve plans to rehabilitate, run-off or liquidate a company. If the Commissioner determines that an insurer lacks sufficient assets to meet all of its obligations to policyholders in the ordinary course of business, then such insolvent insurer will be liquidated. The Commissioner as liquidator marshals the insolvent insurer's assets, liquidates the assets, adjudicates claims, and makes distributions to approved creditors of the company.

If a foreign insurer doing business in Massachusetts becomes financially impaired, the Commissioner may seek judicial appointment as Ancillary Receiver for the purpose of conserving the impaired foreign insurance company's assets in the Commonwealth for the benefit of its Massachusetts' policyholders and creditors.

Domestic and Ancillary Receiverships			
Active Domestic Receiverships			
Date	Company	Status	
01/17/1989	American Mutual Liability Insurance Company and American Mutual Insurance Company of Boston	In Liquidation	
08/26/1992	Attleboro Mutual Liquidating Trust	In Rehabilitation	
11/01/2000	Lumber Mutual Insurance Companies	In Rehabilitation	
06/09/1994	Monarch Life Insurance Company	In Rehabilitation	
02/10/2000	Trust Insurance & Trust Assurance Companies	In Liquidation	
07/26/2006	Newburyport Mutual Fire Insurance Company	In Liquidation	
05/12/2009	Eastern Casualty Insurance Company	In Liquidation	
Closed Domestic Receiverships			
Date	Company	Status	
06/09/1995	Abington Mutual Liquidating Trust	Closed on 01/03/2011	
09/20/2000	New England Fidelity Insurance Company	Closed on 01/06/2011	
Active Ancillary Receiverships			
Date	Company	State	Estimated Assets
10/16/2002	Legion Insurance Company	PA	\$70,007,623.00
10/16/2002	Villanova Insurance Company	PA	\$581,570.00
10/03/2001	Reliance Insurance Company	PA	\$27,306,244.00
06/06/2005	Home Insurance Company	NH	\$2,321,443.00
Closed Ancillary Receiverships			
None in 2011			

Distribution to Creditors

In 2011, the Commissioner, acting in his capacity as Liquidator, authorized distributions of \$108 million to approved creditors of insolvent Massachusetts insurance companies.

11.4 Other Activities

Public Records Requests

The OGC responded to approximately 100 written public records requests in 2011. In addition, attorneys handled an average of two to three oral public record requests per week over the course of the year. The OGC also supervised and assisted in responding to public records inquiries made directly to all Division departments, including Consumer Services, Financial Surveillance, Policy Forms Review, Producer Licensing, and Special Investigations. The OGC provides public records law training to all new employees at the start of their Division employment.

1033 Committee Reviews

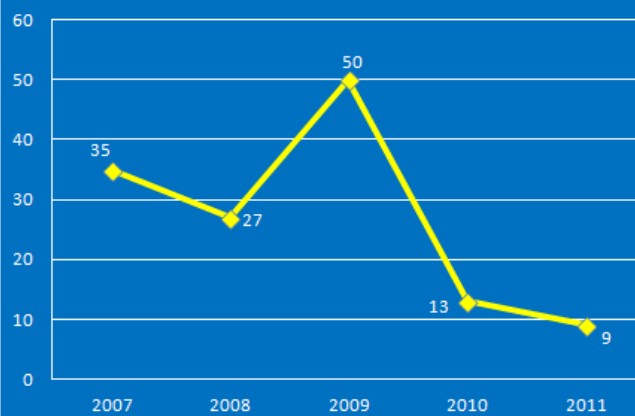
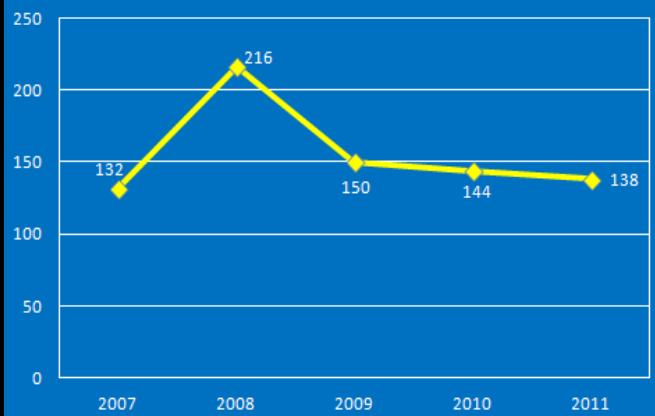
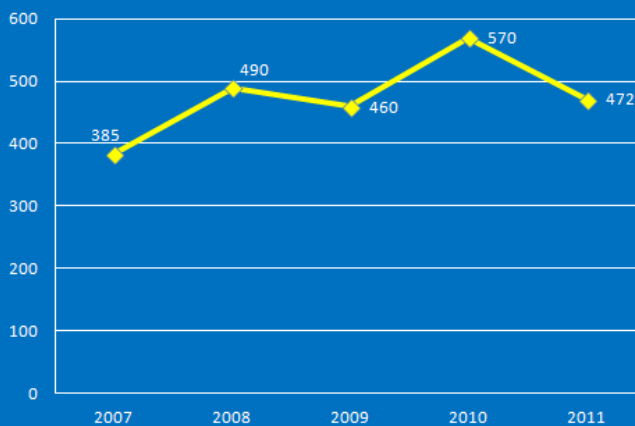
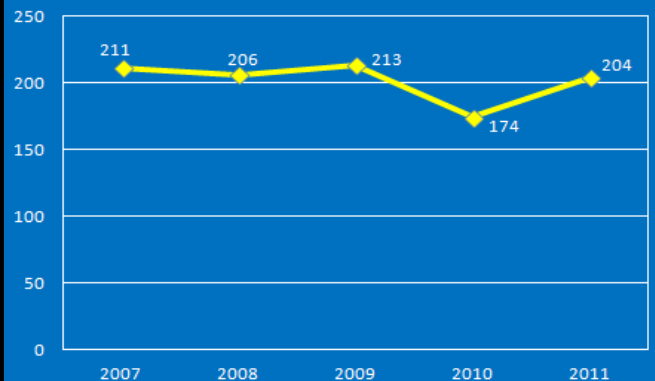
Additionally, OGC staff attorneys continue to serve as appointees by the Commissioner to an advisory committee that reviews all applications for written consent to engage or participate in the business of insurance under the provisions of the federal Violent Crime Control and Law Enforcement Act of 1994, 18 U.S.C. § 1033 (“1033 Committee”) and makes recommendations to the Commissioner on such applications. In 2011, the 1033 Committee received one complete application for written consent to engage or participate in the business of insurance. After careful consideration and review, the application was denied by the Commissioner.

12 - Special Investigations Unit

The Special Investigations Unit (“SIU”) investigates allegations of misconduct by licensees and certain non-licensees and recommends enforcement action where appropriate. These investigations involve finding, reviewing and documenting evidence supporting allegations of unfair methods of competition, unfair or deceptive acts or practices in the business of insurance, and other violations of insurance laws and regulations. OGC enforcement attorneys pursue appropriate enforcement action by applying relevant law to the facts and evidence developed by SIU during the investigation.

2011 Accomplishments

- The SIU and enforcement attorneys closed a total of 472 cases in calendar year 2011. Common allegations investigated in this group of cases include:
 - Licensees engaging in forgery or theft of insurance premium;
 - Licensees failing to make appropriate disclosures on license applications;
 - Licensees failing to timely disclose administrative or criminal matters to the Division;
 - Insurers failing to timely renew insurance producer appointments; and
 - Licensees misusing personal information accessed through their employment.
- Enforcement results among the 472 cases closed in 2011 include the suspension or revocation of nine individual licenses, the assessment of \$240,900 in financial penalties and \$77,400 in restitution to consumers, and 138 orders to cease and desist from improper conduct.
- Enforcement case highlights include a settlement with a major national automobile insurance carrier, whose website for a period of time erroneously indicated that it used personal credit information to calculate private passenger automobile insurance rates. Such use of credit information to underwrite or rate private passenger automobile insurance rates is not permitted in Massachusetts. The company took steps to correct its website and, per the settlement agreement, paid a \$125,000 fine.
- Restitution highlights include a case in which the Division assisted a complainant in obtaining a settlement from a major national life insurance company in connection with multiple policies held by the complainant’s elderly parents. The funds credited to the policyholders totaled \$75,000 for multiple instances of loan forgiveness and restoration of policy dividends on policies the couple’s agent sold to them or manipulated while appointed to the company. The agent no longer represented the company and had not been licensed by the Division for seven years at the time the restitution was obtained.

**Five Year Trends:
Financial Penalties****Five Year Trends:
Restitution Orders****Five Year Trends:
Suspended or Revoked Licenses****Five Year Trends:
Cease & Desist Orders****Five Year Trends: Cases Resolved****Five Year Trends:
Enforcement Referrals**

13 - Board of Appeal

The mission of the Board of Appeal (the “Board”) is to conduct hearings for consumers appealing:

- The determination by an insurer that the insured was primarily at fault for a motor vehicle accident;
- A decision of the Registry of Motor Vehicles (“RMV”) regarding an operator license suspension, revocation or denial;
- An insurance cancellation issued to a consumer by his or her insurance company; and
- A refusal to issue insurance to a consumer by an insurance company.

Primary Activities

On average, the Board’s hearing officers hear approximately 40,000 to 45,000 at-fault accident determination appeal cases and 3,000 to 5,000 appeals of RMV actions per year. In 2011, the Board received 41,278 new appeals and conducted 36,081 live hearings. In addition, the Board responds to consumer inquiries, researches legal issues, proposes new legislation, and works with the Attorney General’s Office to defend the Board’s decisions in Superior Court.

Hearings before the Board are conducted in accordance with M.G.L. c. 30A, although the Board also has promulgated its own practice and procedure regulations for appeals.

Hearing Locations

In addition to its primary office in Boston, in order to provide greater convenience to consumers in Massachusetts who need to schedule an appeal hearing, the Board held hearings at 12 additional satellite locations throughout the Commonwealth. Current satellite locations include Brockton, Dedham, Leominster, Marlboro, Peabody, Plymouth, Somerset, Somerville, South Yarmouth, Springfield, Waltham, and Worcester.

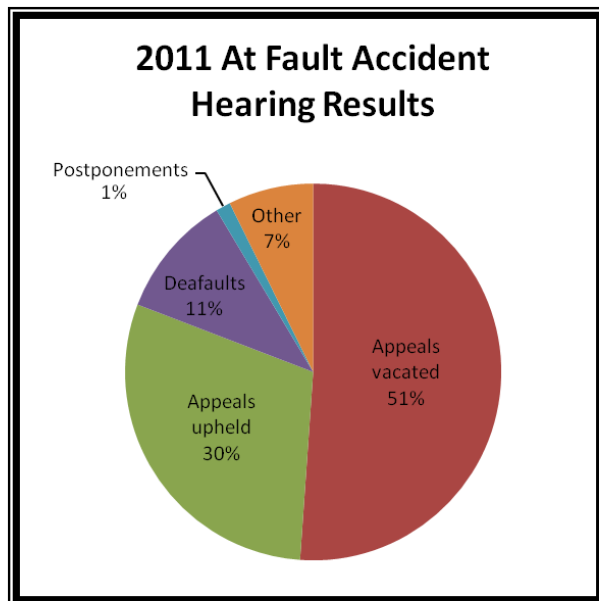
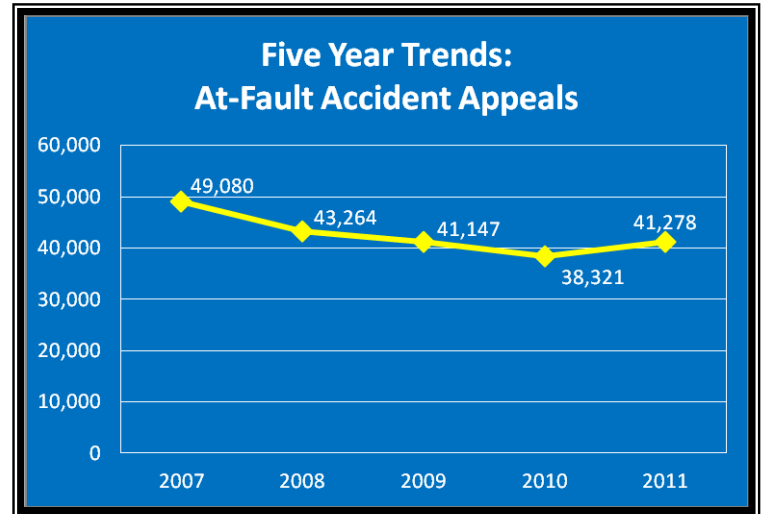
Hearings on At-fault Accident Determinations

Each automobile insurance carrier administers a unique system of adjusting premiums based on an operator's driving record. Typically, these merit rating plans decrease premiums for years of incident-free driving and increase premiums for operators with at-fault accidents or traffic citations. These premium adjustments create a financial incentive that encourages safer driving.

A driver who feels he or she is not at fault for an accident may elect to have a hearing in order to contest that fault determination. These hearings only look at whether a driver is more than 50% at fault for the accident. This process ensures that each company's merit rating plan is being run fairly and equitably.

At the hearing, the appellant and the insurer have the right to present relevant facts and circumstances by oral testimony or documentary evidence, as well as present witnesses and question testimony. The appellant may also elect not to appear at a hearing and instead submit a statement, along with any relevant documents, to the Board for an administrative review.

If the Board finds that the insurer's determination of fault was not in accordance with the Standards of Fault promulgated by the Commissioner in 211 CMR 74.00, the at-fault determination is vacated. The insurer must then refund to the appellant any collected premium that was specifically related to the vacated at-fault determination. If the Board finds that the insurer's determination of fault was in accordance with the Standards of Fault, the determination is upheld. The Board conducted 36,081 hearings on appeals of at-fault accident determinations in 2011.



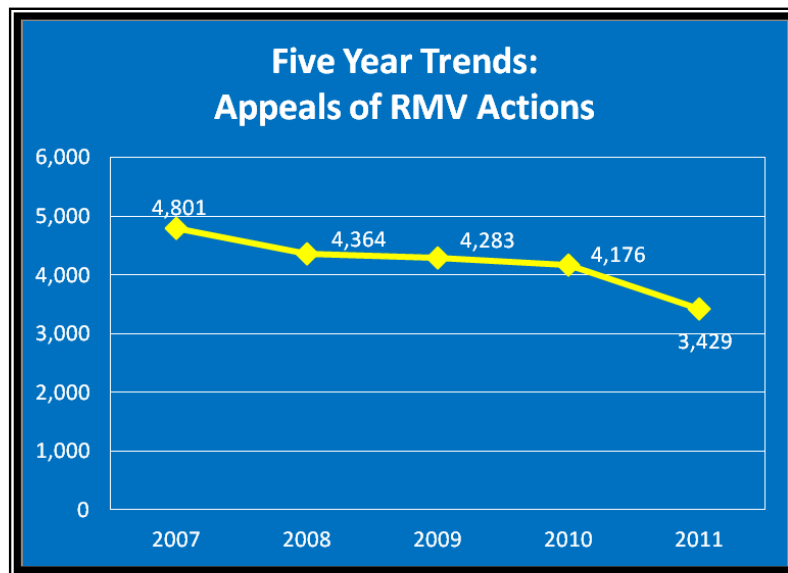
At-Fault Hearings By Location

Boston	3,904
Brockton	2,871
Dedham	3,259
Leominster	1,786
Marlboro	569
Peabody	3,811
Plymouth	914
Somerville	6,299
Somerset	1,546
Springfield	4,133
South Yarmouth	897
Waltham	2,378
Worcester	3,373

Total 35,740

License Appeal Hearings

The Board has jurisdiction to entertain appeals from decisions or rulings of the RMV. The Board reviews applicable law, sworn testimony and relevant documentation from both an RMV representative and the appellant. After the hearing, the Board decides whether to affirm the RMV's decision or ruling or to modify its decision in any way. If the decision allows a license privilege to be reinstated partially or fully, the appellant must take the decision to the RMV to complete the required administrative procedures to become reinstated. A favorable decision does not automatically provide reinstatement of an operator's license; it only allows the appellant to go to the RMV to become reinstated with or without restriction. The Board does not review license suspensions arising from a chemical test refusal or statutory revocation pursuant to a court order. In 2011, the Board conducted and decided 3,368 hearings involving 25 varied types of RMV license suspensions.

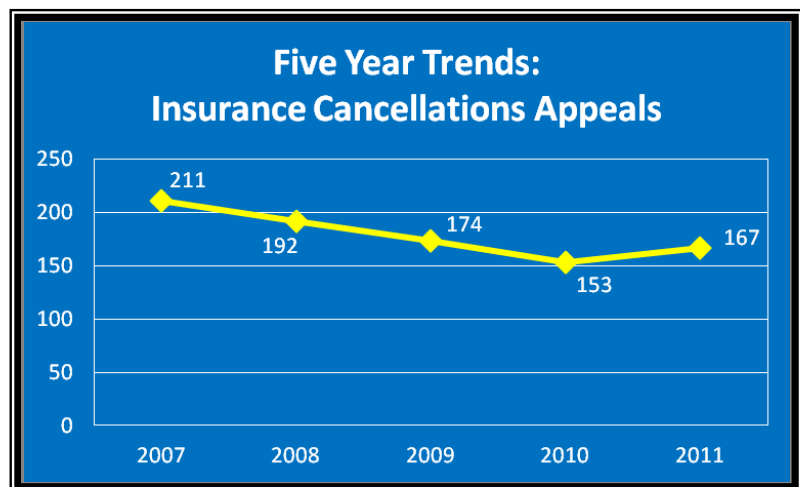


Automobile Insurance Cancellation

The Board also hears complaints arising from automobile insurance cancellations. If the matter is a cancellation, the appeal must be filed before the cancellation date. If the appeal is filed before the cancellation date, the policy remains in effect until the Board issues its decision. If an appeal is filed after the cancellation date, but within ten days of cancellation, the appeal is heard, but the cancellation will still take effect.

A complaint may not be filed:

- If a policy has been secured from another insurance company;
- For non-payment of premium on a registered taxicab or fleet of taxicabs;
- On a cancellation of a policy effected by a finance company; or
- If a company refuses to renew a policy after the expiration of said policy.



14 - Automobile Damage Appraiser Licensing Board

Pursuant to M.G.L. c. 26, § 8G, there is within in the Division the Automobile Damage Appraiser Licensing Board (“ADALB”). The ADALB is responsible for the regulation of motor vehicle damage appraisers in Massachusetts. Four of five ADALB members are appointed by the Governor, two of whom shall be affiliated with the auto body repair industry and two of whom shall be affiliated with insurance companies writing casualty insurance within the Commonwealth. The fifth member is appointed by the Commissioner of Insurance and serves as the ADALB's chairperson. The ADALB institutes and maintains standards for the conduct of motor vehicle damage appraisers. It conducts licensing examinations, processes applications, and issues and renews licenses. Its members can suspend, cancel, and revoke licenses following a hearing process that may result from complaints that are brought before the ADALB. The ADALB also may not renew licenses where allegations of misconduct exist. The ADALB sets licensing eligibility requirements, approves training programs, and establishes license revocation guidelines. It also holds frequent public meetings throughout the year.

In 2011, the ADALB issued 141 new licenses, including 38 ninety-day temporary emergency licenses, and approved 4,859 license renewals. It held four exams in 2011, which were taken by 251 applicants. The ADALB also received and reviewed 14 complaints in 2011.

15 - Consumer Services Section

15.1 Mission

The Consumer Services Section (“CSS”) handles inquiries and investigates complaints against insurers, producers and other licensees. The Section protects policyholders by educating and informing consumers about their options and rights under their policies and state insurance laws and regulations.

15.2 2011 Goals



Complete



Complete



Complete



Complete

- Handle a majority of formal complaint investigations within 180 days.
- Respond to all inquiries received through the toll-free telephone hotline and by electronic submissions in a timely manner.
- Address written concerns and assist consumers in receiving justifiable recoveries, such as required claims payments and insurance refunds.
- Monitor reported consumer complaints for issue trends or patterns of improper business practices. Escalate pertinent matters for further investigation to the Market Conduct or Special Investigation Units.

15.3 2011 Accomplishments

- CSS staff handled almost 25,000 inquiries and requests for information. The majority of questions from consumers were regarding insurance cancellations, continuation of coverage, company contact information, claim settlement delays, and premium rates.
- Insurance examiners handled 2,191 new formal complaint investigations.
- CSS resolved most complaint investigations within 180 days and obtained over \$2,088,560 in recoveries and required payments on behalf of consumers.

15.4 Primary Activities

Consumer Hotline: Real-Time Response

CSS responds to consumer issues in real-time and has the capacity to address matters received via its toll-free telephone hotline, general e-mail address, postal mail, and fax. Staffed by trained and experienced insurance examiners, CSS staff provides personalized assistance to consumers and responds to over 10,000 requests each year.

Complaint Investigations: Protecting Policyholders

When a consumer files a formal complaint with CSS, an insurance examiner is assigned to the matter to contact the licensee named in the complaint, to gather and review information, to investigate the allegations, and to work with the consumer and licensee towards a resolution. Complaints are investigated in accordance with applicable insurance laws, regulations, and contract provisions.

Complaints address consumer protection issues, such as delays in claim payment, concerns about increasing premiums, and cancellation of coverage. CSS closely monitors and tracks complaints in order to detect possible systemic concerns. Consistently, the top three types of insurance coverage receiving the largest share of complaints are auto, home, and health insurance. In 2011, CSS received a total of 1,953 complaints in these three categories.

Complaint resolution may result in recovered monies or realized coverage for consumers. Other favorable outcomes achieved in 2011 on behalf of policyholders include prompt resolution of unsettled claims, restoration of lines of coverage, resolution of billing disputes, and waiver of fees.

The Division receives over 100 formal written complaints each month, each of which the CSS staff endeavors to resolve within 180 days.

Top 10 Reasons for Consumer Complaints in 2011

Denial of Claim	28%
Claim Handling	17%
Claim Delay	13%
Premium and Rating	9%
Unsatisfactory Settlement/Offer	9%
Cancellation	7%
Underwriting Concerns	5%
Premium Notice / Billing	4%
Agent Handling	4%
Policyholder Service	3%

2011 Consumer Complaint Dispositions

Advised Complainant	420
Company In Compliance	175
No Jurisdiction	174
Recovery	153
Furnished Clarification	141
Referred to Another Agency	87
Compromised Resolution	79
Claim Settled	66
Insufficient Complaint Information	64
Claim Reopened	27

15.5 Online Consumer Publications

As part of its mission to provide insurance consumers with accurate and useful information, the Division publishes a range of insurance resources in print and online. These materials deliver information on relatively complicated insurance topics in a manner that is accessible and easily understood by consumers. Some of the most requested materials include:

- *Ways to Save on Your Auto Insurance,*
- *Companies Writing Automobile Insurance in Massachusetts,*
- *Flood Insurance and the National Flood Insurance Program,*
- *Frequently Asked Questions on Homeowner's Insurance,*
- *Buying Life Insurance and Annuities in Massachusetts,*
- *Consumer Guide to Health Care Coverage,*
- *Guide to Long Term Care Insurance,*
- *Mini-COBRA Continuation of Coverage Benefits Guide,* and
- *Insurance information for disasters and winter weather.*

16 - Administration

The Administration Department is responsible for providing Division employees with various operational and administrative services. It ensures that other departments have the necessary resources to carry out the regulatory mission of the agency.

16.1 Mission

The Administration Department's mission is to ensure:

- The availability of adequate funding to carry out the Division mission;
- The efficient, accurate and secure receipt of revenue associated with fees, fines and assessments;
- Communication of and compliance with federal, state and collective bargaining labor requirements;
- The availability of knowledgeable, motivated and trained human resources capable of carrying out the Division mission;
- The timely payment of all Division fiscal obligations;
- The best value procurement of goods and services;
- The safety and security of employees, visitors and property; and
- A comfortable work environment for employees and visitors.

16.2 2011 Goals

- Complete billing of assessments according to timelines so as to ensure collection of all open receivables before year-end and compliance with state Comptroller guidelines and Division internal control plan.
- Collect all revenue in a timely and accurate way and ensure compliance with state Comptroller guidelines and Division internal control plan.
- Complete all hiring and staffing requests in a timely way so as to ensure available human resources to carry out the Division mission.
- Guide agency users in drafting and issuing Requests for Responses for various needed professional services. Assist in evaluating and selecting vendors. Ensure procurements are completed in compliance with Operational Services Division requirements.

Complete



Complete



Complete



Complete



Appendix A - Acts, Regulations & Bulletins

2011 ACTS

Chapter 195 - AN ACT PROHIBITING THE USE OF CREDIT IN UNDERWRITING AND RATING PRIVATE PASSENGER MOTOR VEHICLE INSURANCE.

This Act broadly prohibits private passenger motor vehicle insurers covered under M.G.L. c. 175 and c. 175E from using credit factors in the underwriting and rating of auto insurance. Insurers, however, are allowed to use their own payment history or information in an insurance claims history report, a motor vehicle driver history report or any other report from the registry of motor vehicles or its out-of-state counterpart.

Chapter 68 - AN ACT MAKING APPROPRIATIONS FOR THE FISCAL YEAR 2012 FOR THE MAINTENANCE OF THE DEPARTMENTS, BOARDS, COMMISSIONS, INSTITUTIONS AND CERTAIN ACTIVITIES OF THE COMMONWEALTH, FOR INTEREST, SINKING FUND AND SERIAL BOND REQUIREMENTS AND FOR CERTAIN PERMANENT IMPROVEMENTS

SECTIONS 105, 106, 110 and 111 of this Act amend M.G.L. c. 175, §§ 113B and 168 and M.G.L. c. 176O, § 21.

Specifically, the Act amends M.G.L. c. 175, § 113B by replacing two outdated statutory citations with the current correct references to the Motor Vehicle Insurance Merit Rating Board as being established by M.G.L. c. 6C, § 57A. In addition, the Act replaces the prior version of M.G.L. c. 175, § 168, the Massachusetts Surplus Line Law, in its entirety with a new section which provides in relevant part that: (1) the Commissioner of Insurance may enter into an agreement or compact for the collection and allocation of surplus lines premium taxes among states; (2) the definition of “home state” shall be the same as provided for in the *The Nonadmitted and Reinsurance Reform Act of 2010*; and (3) the Commissioner of Insurance is authorized to collect and disburse taxes on a single home state rate as well as the rates of other states. Finally, the Act amends the definition of “carrier” used in M.G.L. c. 176O, § 21 to exclude any entity to the extent it offers a policy, certificate or contract that does not qualify as creditable coverage as defined in section 1 of chapter 111M.

2011 REGULATIONS

211 CMR 41.00 – Nongroup Health Insurance Rate and Policy Form Filings, Review and Hearings Procedures under M.G.L. c. 176M (as amended)

This regulation was amended to update provisions for nongroup health plans. The nongroup health plan regulation addresses rate and policy form filings, as well as review and hearing procedures for closed nongroup health plans and closed guaranteed issue health plans.

211 CMR 66.00 – Small Group Health Insurance (as amended)

This regulation sets forth rules and procedural requirements for individual and small group health insurance plans as necessary to carry out the provisions of M.G.L. c. 176J. The regulation was amended to implement portions of Chapter 288 of the Acts of 2010, specifically by requiring carriers to submit small group rate filings for enhanced review by the Division, establishing the amount to which carriers are limited in applying rate adjustment factors identified in M.G.L. c. 176J, revising the definition of eligible individual to restrict eligibility for individual coverage and to limiting the time of year during which an eligible individual may enroll in an individual health plan.

211 CMR 148.00 – Registration and Reporting Requirements for Third-Party Administrators (new)

This regulation sets forth rules and procedural requirements for the registration of and reporting by third-party administrators, including pharmacy benefit managers and other entities with claims data, eligibility data, provider files and other information relating to health care provided to residents of the Commonwealth and health care provided by health care providers in the Commonwealth.

211 CMR 149.00 – Annual Comprehensive Financial Statements pursuant to M.G.L. c. 176O, § 21 (new)

This regulation sets forth the form and content of Annual Comprehensive Financial Statements and appendices thereto submitted by carriers pursuant to M.G.L. c. 176O, § 21.

211 CMR 151.00 – Certified Group Purchasing Cooperatives (new)

This regulation sets forth the rules and procedural requirements for the certification of Group Purchasing Cooperatives regulation in 2011. It enables up to six Group Purchasing Cooperatives to offer health insurance through member organizations in the Commonwealth.

211 CMR 152.00 – Health Benefit Plans using Selective Regional or Tiered Provider Networks (new)

This regulation establishes uniform requirements for marketing, advertising and consumer disclosures for health benefit plans using limited, regional or tiered provider networks in the Commonwealth.

211 CMR 150.00 - Standards and Commissioner's Authority for Placing Companies deemed to be in Hazardous Financial Condition under Administrative Supervision (new)

This regulation sets forth the standards which the Commissioner may use for identifying insurers in hazardous financial condition. These standards articulate the statutory bases that authorize the Commissioner to order an insurer to take necessary corrective actions or to order the insurer to cease and desist from certain practices which, if not corrected, could place the insurer in a hazardous financial condition. The regulation also provides numerous specific tools that the Commissioner may use once an insurer has been placed into supervision.

2011 BULLETINS

Bulletin 2011-19 - Open Enrollment for Individuals in Insured Health Benefit Plans

Issued to replace Bulletin 2010-13 (“Open Enrollment for Individuals”) and Bulletin 2011-03 (“Additional Qualifying Event for Enrollment of Individuals in Merged Market”) and to highlight recent amendments to 211 CMR 66.00 and M.G.L. c. 176J, which set forth the requirements for open enrollment in the merged market in Massachusetts.

Bulletin 2011-18 - Addendum to “2012 Guide to Health Insurance for People with Medicare”

Issued to provide consumers a summary of the basic terms and information needed when determining the type of Medicare coverage that is suitable for her or his needs. It is an addendum to the “2012 Guide to Health Insurance for People with Medicare” entitled “Medicare & You”.

Bulletin 2011-17 - Distribution of Consumer Guide to Limited, Regional and Tiered Provider Network Plans

Issued to explain how limited, regional and tiered networks operate, as well as consumer responsibilities when they become insureds under a limited, regional or tiered provider network plan.

Bulletin 2011-16 - Procedures Related to Damage that Occurred in Berkshire, Franklin, Hampden and Hampshire Counties Due to Tropical Storm Irene

Issued in response to the catastrophic damage suffered by communities in Berkshire, Franklin, Hampden and Hampshire Counties as a result of Tropical Storm Irene. This Bulletin addresses various topics including claims handling after the storm, premium payments, vacancy provisions in policies and underwriting of risks based on damage suffered as a result of Tropical Storm Irene.

Bulletin 2011-15 - Use of NIPR Attachments Warehouse for Electronic Filing of Documents

Issued to notify insurance producers licensed in Massachusetts that the Division was now using the NIPR Attachments Warehouse.

Bulletin 2011-14 - Claims Valuation Provisions in Motor Vehicle Insurance Policies

Issued to provide guidance relative to changes to required language in claims valuation provisions in motor vehicle policies regarding the determination of the vehicle's actual cash value.

Bulletin 2011-13 - Emergency Procedures Related to the June 1, 2011 Tornado and Storm Damage that Occurred in Massachusetts

Issued to address various areas including claims handling, premium payments, vacancy provisions in policies and underwriting of risks relating to damage suffered as a result of the severe storms that occurred in portions of Western and Central Massachusetts on June 1, 2011.

Bulletin 2011-12 - Review of Continuing Education Compliance of Resident Insurance Producers Continuing Education Compliance Program

Issued to notify resident insurance producers licensed in Massachusetts of the Division's review of their compliance with the Commonwealth's continuing education ("CE") requirements and the Division's implementation of a compliance program for those producers who are deficient in CE credits.

Bulletin 2011-11 - Application Process and Timelines for Qualified Associations and Certified Group Purchasing Cooperatives Pursuant to 211 CMR 151.00

Issued to clarify the application process for certification of group purchasing cooperatives seeking to offer health insurance to small employers through qualified associations.

Bulletin 2011-10 - Implementation of Limited, Regional and Tiered Provider Network Plans under 211 CMR 152.00

Issued to provide for a transitional period for carriers to file and offer health benefit plans using tiered or limited provider networks as mandated by M.G.L. c. 176J, § 11.

Bulletin 2011-09 - Filing Requirements and Procedures for Private Passenger Motor Vehicle and Homeowners Insurance Group Marketing Plans Pursuant to M.G.L. c. 175, s. 193R

Issued to provide guidance regarding the filing requirements and procedures for group marketing plans in the private passenger motor vehicle and homeowners insurance markets.

Bulletin 2011-08 - Benefit Limits on Coverage for Autism Spectrum Disorders

Issued to clarify the 2010 Massachusetts law requiring insurance coverage for the diagnosis and treatment of autism spectrum disorders.

Bulletin 2011-07 - Certificates of Insurance, Evidence of Coverage Forms and Binders

Issued to advise insurers and producers that certificates of insurance are not the proper method by which to amend an insurance policy.

Bulletin 2011-06 - Application of Limit on Increase in Group Base Premium Rates

Issued to instruct commercial health insurers, Blue Cross and Blue Shield of Massachusetts, Inc. and Health Maintenance Organizations regarding the application of the limit on increases to group base premium rates for renewing individuals and small groups as established by the Commissioner of Insurance pursuant to SECTION 66 of Chapter 288 of the Acts of 2010 and 211 CMR 66.08(1)(c), effective April 1, 2011.

Bulletin 2011-05 - Submission of Small Group Rate Filings under M.G.L. c. 176J and 211 CMR 66.00

Issued to advise commercial health insurers, Blue Cross and Blue Shield of Massachusetts, Inc. and Health Maintenance Organizations that for any insured health products offered, issued or renewed in the small group market on and after July 1, 2011, any and all rate filings, including proposed rates or proposed changes to rating factors subject to M.G.L. c. 176J as amended by Chapter 288 of the Acts of 2010, shall be submitted to the Division for review no later than April 2, 2011 in accordance with amended 211 CMR 66.00 *Small Group Health Insurance*.

Bulletin 2011-04 - Exclusions for Losses Caused by "Acts of Terrorism" in Commercial Property Policies Issued Under M.G.L. c. 175, s. 99

Issued to advise insurance companies writing commercial property policies pursuant to M.G.L. c. 175, § 99 that, pursuant to Chapter 462 of the Acts of 2010, *An Act Relative to the Standard Fire Insurance Policy*, insurers may exclude coverage for “loss by fire or other perils insured against if the fire or other perils insured against were caused directly or indirectly by an “act of terrorism” as such “act of terrorism” is defined in the federal Terrorism Risk Insurance Act of 2002.

Bulletin 2011-03 - Expired; Additional Qualifying Event for Enrollment of Individuals in Merged Market

Issued to identify an additional event that is to be considered a qualifying event as described in Bulletin 2010-13 for eligible individuals to be able to obtain health coverage in the merged market outside statutory open enrollment periods. Expired and replaced by Bulletin 2011-19.

Bulletin 2011-02 - Change to Format to File Certificates of Insurance Authorization Forms Under M.G.L. c. 90, sec. 34B and Terminations of Revocations of Such Authorization

Issued to advise companies licensed to issue or execute Massachusetts motor vehicle liability policies or bonds that only new authorization forms, or deletions or revocations of prior authorization need to be submitted with their annual filings made pursuant to M.G.L. c. 90, § 34B. Authorization forms that are remaining in effect no longer need to be resubmitted annually. This Bulletin also sets out the required electronic format for the filing of the completed authorization forms.

Bulletin 2011-01 - Pay-As-You-Drive Auto Insurance Pilot

Issued to notify insurers writing private passenger motor vehicle insurance in Massachusetts that the Massachusetts Department of Transportation had issued an RFR for a Pay-As-You-Drive Automobile Insurance Pilot Project, and direct them to the relevant website.

Appendix B - Select 2011 Financial Information from Massachusetts Domestic Insurance Companies

Property & Casualty Insurance Companies

Company Name	Total Premium Written in MA 2011	Total Premium Written 2011	Total Net Assets as of 12/31/2011	Total Liabilities as of 12/31/2011	Total Capital & Surplus as of 12/31/2011
Arbella Ind Ins Co	\$9,216,377	\$9,932,711	\$65,312,856	\$51,051,568	\$14,261,288
Medical Professional Mut Ins Co	\$125,558,038	\$125,558,038	\$2,955,237,247	\$1,823,027,194	\$1,132,210,053
Commonwealth Reins Co	\$0	\$0	\$56,295,622	\$44,694,950	\$11,600,672
Commonwealth Mut Ins Co	(\$198)	(\$198)	\$5,617,380	\$7,404	\$5,609,976
Bunker Hill Ins Co	\$33,413,344	\$38,163,586	\$41,854,002	\$21,804,635	\$20,049,367
Proselect Ins Co	\$2,358,895	\$173,009,045	\$78,088,956	\$54,051,916	\$24,037,040
Endeavour Ins Co	\$2,347,999	\$2,336,043	\$5,249,351	\$26,276	\$5,223,075
Associated Employers Ins Co	\$15,569,453	\$15,569,453	\$4,828,802	\$671,965	\$4,156,837
Independence Cas Ins Co	\$15,463,281	\$15,475,430	\$3,979,977	\$11,720	\$3,968,257
Encompass Ins Co of MA	\$47,572,966	\$47,572,966	\$6,500,201	\$73,005	\$6,427,196
Liberty Mut Personal Ins Co	\$262,105	\$262,105	\$6,732,301	\$10,116	\$6,722,185
New England Mut Ins Co	\$0	\$0	\$46,636,828	\$4,906,625	\$41,730,203
Safety Prop & Cas Ins Co	\$9,206,380	\$9,340,075	\$36,092,674	\$20,963,725	\$15,128,949
Premier Ins Co Of MA	\$175,308,536	\$175,308,536	\$391,467,244	\$181,248,557	\$210,218,687
Massachusetts Employers Ins Co	\$21,877,113	\$21,877,113	\$4,224,341	\$768,076	\$3,456,265
Hospitality Mut Ins Co	\$5,744,861	\$5,744,861	\$41,397,823	\$17,229,656	\$24,168,167
Arrow Mut Liab Ins Co	\$4,999,340	\$5,222,403	\$42,494,863	\$14,408,778	\$28,086,085
Barnstable Cnty Mut Ins Co	\$29,041,197	\$29,041,197	\$88,606,682	\$22,970,040	\$65,636,642
Plymouth Rock Assur Cas Co	\$0	\$0	\$13,362,126	\$8,495,638	\$4,866,488
Dorchester Mut Ins Co	\$19,201,921	\$21,136,789	\$58,933,656	\$28,107,882	\$30,825,774
Fitchburg Mut Ins Co	\$9,588,307	\$27,582,441	\$83,221,612	\$39,606,226	\$43,615,386
Hospitality Ins Co	\$0	\$74,373	\$7,574,023	\$29,571	\$7,544,452
Hingham Mut Fire Ins Co	\$23,649,277	\$33,553,615	\$71,655,288	\$36,855,362	\$34,799,925
Holyoke Mut Ins Co In Salem	\$21,243,711	\$50,494,378	\$200,823,622	\$118,460,718	\$82,362,904
Liberty Mut Mid Atlantic Ins Co	\$0	\$246,480,972	\$18,710,145	\$2,146,389	\$16,563,756
Montgomery Mut Ins Co	\$0	\$29,343,576	\$51,850,356	\$5,624,500	\$46,225,856
Plymouth Rock Assur Corp	\$217,356,501	\$226,454,742	\$373,777,357	\$235,040,005	\$138,737,352
Quincy Mut Fire Ins Co	\$169,620,408	\$213,085,934	\$1,186,089,636	\$457,029,871	\$729,059,765
Arbella Mut Ins Co	\$491,590,880	\$491,590,880	\$1,237,812,188	\$829,821,862	\$407,990,325
Bay State Ins Co	\$5,789,955	\$30,253,859	\$326,417,362	\$126,359,919	\$200,057,443

Cambridge Mut Fire Ins Co	\$28,893,642	\$106,852,335	\$631,217,673	\$299,621,309	\$331,596,365
Merrimack Mut Fire Ins Co	\$131,592,534	\$265,489,342	\$1,036,053,082	\$429,314,136	\$606,738,948
OneBeacon Amer Ins Co	\$17,935,133	\$338,763,476	\$483,405,267	\$300,538,162	\$182,867,105
Employers Fire Ins Co	\$12,464,311	\$146,482,003	\$87,472,118	\$27,438,383	\$60,033,735
Electric Ins Co	\$24,804,624	\$370,466,468	\$1,444,555,055	\$984,392,556	\$460,162,503
Pilgrim Ins Co	\$30,475,621	\$30,475,621	\$48,162,146	\$35,337,702	\$12,824,444
Liberty Mut Ins Co	\$574,774,982	\$4,676,494,088	\$37,394,843,149	\$23,798,408,089	\$13,596,435,060
Norfolk & Dedham Mut Fire Ins Co	\$101,893,451	\$105,781,356	\$283,373,258	\$135,232,878	\$148,140,380
Coface N Amer Ins Co	\$2,358,943	\$91,993,400	\$127,265,119	\$77,960,096	\$49,305,023
Safety Ind Ins Co	\$102,279,195	\$103,687,439	\$97,276,150	\$49,725,702	\$47,550,448
Associated Industries of MA Mut Ins	\$61,137,963	\$62,756,649	\$413,128,298	\$258,340,025	\$154,788,273
Commerce Ins Co	\$1,297,109,525	\$1,309,110,826	\$2,677,428,184	\$1,698,812,278	\$978,615,906
United Cas & Surety Ins Co	\$2,528,963	\$2,707,354	\$9,630,880	\$5,330,000	\$4,300,880
Danbury Ins Co	\$636,094	\$5,067,662	\$13,999,989	\$7,505,298	\$6,494,691
Northern Assur Co of Amer	\$8,477,879	\$106,412,657	\$153,623,304	\$91,441,353	\$62,181,951
Safety Ins Co	\$532,026,500	\$536,234,169	\$1,235,388,552	\$664,896,664	\$570,491,888
Citation Ins Co	\$153,691,825	\$153,691,825	\$324,011,909	\$222,461,514	\$101,550,395
Massachusetts Homeland Ins Co	\$71,445,659	\$122,309,588	\$9,777,812	\$1,788,622	\$7,989,190
Arbella Protection Ins Co	\$124,134,638	\$140,481,461	\$430,093,570	\$357,686,559	\$72,407,011
Barnstable Cnty Ins Co	\$2,791,520	\$2,791,520	\$19,539,281	\$2,714,737	\$16,824,543
Tower Natl Ins Co	\$6,599,894	\$169,567,059	\$49,207,685	\$36,163,221	\$13,044,464
Atlantic Charter Ins Co	\$25,551,956	\$28,098,884	\$158,781,461	\$104,711,355	\$54,070,106
TOTAL	\$4,769,585,499	\$10,920,180,105	\$54,639,078,463	\$33,735,324,788	\$20,903,753,679

Life Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2011	Total Premium Written 2011	Total Net Assets as of 12/31/2011	Total Liabilities as of 12/31/2011	Total Capital & Surplus as of 12/31/2011
61476	Boston Mut Life Ins Co	\$44,517,428	\$220,537,674	\$1,102,746,536	\$976,444,739	\$126,301,796
65919	Primerica Life Ins Co	\$39,359,465	\$1,839,352,070	\$1,575,790,249	\$1,132,649,316	\$443,140,933
65935	Massachusetts Mut Life Ins Co	\$1,031,561,329	\$14,044,846,968	\$95,436,079,353	\$84,026,369,752	\$11,417,365,503
66265	Monarch Life Ins Co	\$885,598	\$24,249,562	\$578,841,281	\$573,666,788	\$5,174,492
67598	Paul Revere Life Ins Co	\$11,105,736	\$356,493,310	\$4,602,368,113	\$4,194,380,983	\$407,987,130
67601	Paul Revere Variable Ann Ins Co	\$198,510	\$4,220,698	\$53,857,352	\$16,955,775	\$36,901,577
69140	First Allmerica Fin Life Ins Co	\$1,059,715	\$25,964,907	\$1,060,477,271	\$974,538,647	\$85,938,624
70435	The Savings Bank Life Ins Co Of MA	\$199,948,917	\$310,014,722	\$2,395,971,590	\$2,202,463,538	\$193,508,052
71714	Berkshire Life Ins Co of Amer	\$17,484,678	\$388,726,671	\$3,034,691,785	\$2,503,785,730	\$530,906,055
74920	Regal Reins Co	\$0	\$0	\$7,648,616	\$383,192	\$7,265,424
80896	Centre Life Ins Co	\$1,208,934	\$29,938,949	\$1,811,618,207	\$1,711,159,699	\$100,458,503
84824	Commonwealth Ann & Life Ins Co	\$8,246,704	\$217,536,970	\$4,466,016,085	\$4,091,408,688	\$374,607,397
91626	New England Life Ins Co	\$46,938,642	\$478,699,702	\$2,085,046,968	\$1,555,635,004	\$529,411,964
93610	John Hancock Life & Hlth Ins Co	\$20,061,136	\$584,395,538	\$3,751,629,427	\$3,153,741,928	\$597,887,499
TOTAL		\$1,422,576,792	\$18,524,977,741	\$121,962,782,833	\$107,113,583,779	\$14,856,854,949

Health Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2011	Total Premium Written 2011	Total Net Assets as of 12/31/2011	Total Liabilities as of 12/31/2011	Total Capital & Surplus as of 12/31/2011
11109	Neighborhood Hlth Plan Inc	\$1,226,477,564	\$1,226,477,564	\$282,947,679	\$141,994,400	\$140,953,279
12210	Dentegra Ins Co of New England	\$1,930,323	\$1,930,323	\$6,104,195	\$290,372	\$5,813,824
12219	BCBS of MA HMO Blue Inc	\$3,958,719,665	\$3,981,202,727	\$1,539,912,047	\$624,774,082	\$915,137,965
13203	Boston Medical Center Hlth Plan Inc	\$1,296,434,624	\$1,296,434,624	\$391,469,350	\$98,180,507	\$293,288,843
13632	Celticare Hlth Plan of MA Inc	\$106,494,702	\$106,494,702	\$34,772,675	\$23,686,317	\$11,086,356
14131	Network Health LLC	\$137,600,292	\$137,600,292	\$211,266,698	\$102,483,022	\$108,783,676
18975	HPHC Ins Co.	\$454,722,071	\$454,722,071	\$132,532,196	\$89,945,855	\$42,586,341
47093	Massachusetts Vision Serv Plan	\$22,075,861	\$22,075,861	\$24,330,491	\$3,276,211	\$21,054,280
52060	Dental Serv of Ma Inc	\$283,983,217	\$283,983,217	\$197,938,872	\$99,165,174	\$98,773,698
53228	BCBS of MA	\$2,488,547,269	\$2,494,051,211	\$1,874,684,157	\$1,163,504,134	\$711,180,023
60117	Tufts Ins Co Inc	\$163,937,684	\$163,937,684	\$86,075,348	\$38,677,171	\$47,398,176
66828	Fallon Hlth & Life Assur Co	\$25,226,847	\$25,226,847	\$23,555,350	\$18,821,365	\$4,733,985
95299	Connecticare of MA Inc	\$15,433,363	\$15,433,363	\$11,479,967	\$2,646,843	\$8,833,124
95541	Fallon Comm Hlth Plan Inc	\$1,097,520,616	\$1,097,520,616	\$342,858,277	\$214,943,079	\$127,915,198
95673	Health New England Inc	\$462,449,511	\$462,449,511	\$133,559,111	\$79,903,292	\$53,655,819
95688	Tufts Associated Hlth Maintenance Or	\$2,507,516,006	\$2,516,504,912	\$924,970,677	\$420,812,174	\$504,158,501
96717	Harvard Pilgrim Health Care New Eng	\$267,165,922	\$267,165,922	\$70,058,383	\$26,024,730	\$44,033,653
96911	Harvard Pilgrim Hlth Care Inc	\$1,948,859,218	\$2,047,327,421	\$826,271,952	\$346,791,968	\$479,479,984
TOTAL		\$16,465,094,755	\$16,600,538,868	\$7,114,787,425	\$3,495,920,696	\$3,618,866,725

Fraternal Organizations

NAIC#	Company Name	Total Premium Written in MA 2011	Total Premium Written 2011	Total Net Assets as of 12/31/2011	Total Liabilities as of 12/31/2011	Total Capital & Surplus as of 12/31/2011
58130	Catholic Assn Of Foresters	\$188,758	\$224,542	\$13,220,816	\$6,807,464	\$6,413,352
58181	Supreme Council The Royal Arcanum	\$1,396,829	\$5,343,002	\$97,763,473	\$83,304,792	\$14,458,681
TOTAL		\$1,585,587	\$5,567,544	\$110,984,289	\$90,112,256	\$20,872,033

Workers' Compensation Self-Insured Groups

Self-Insurance Group Name	Gross Premium Written 2011	Net Premium Written 2011	Total Assets as of 12/31/2011	Total Liabilities as of 12/31/2011	Total Capital & Surplus as of 12/31/2011
ABC Massachusetts Workers Comp. Self-Insurance Group	\$1,265,164	\$1,055,708	\$3,382,347	\$3,382,347	\$0
Automotive Industries Compensation Corp.	\$4,278,592	\$4,020,873	\$7,373,372	\$7,373,372	\$0
Commonwealth Transportation Compensation Corporation	\$2,729,355	\$2,463,253	\$4,749,080	\$4,762,556	-\$13,476
Diocesan Facilities Self-Insurance Group	\$1,127,395	\$1,011,059	\$3,956,825	\$1,782,708	\$2,174,117
HVAC Compensation Corp.	\$958,113	\$880,035	\$3,264,044	\$3,264,044	\$0
Independent Schools Compensation Corporation	\$7,269,123	\$6,754,111	\$14,960,880	\$14,973,569	-\$12,689
Manufacturers of Massachusetts Compensation Group	\$1,196,009	\$1,064,059	\$2,503,437	\$2,513,025	-\$9,588
Massachusetts Bay Self-Insurance Group	\$3,522,985	\$3,191,968	\$4,388,948	\$3,995,125	\$393,824
Massachusetts Catholic Self-Insurance Group	\$2,916,328	\$2,656,611	\$14,307,423	\$8,948,123	\$5,359,300
Massachusetts Care Self-Insurance Group	\$4,212,454	\$3,802,147	\$9,761,906	\$9,761,906	\$0
Massachusetts Education and Government Assn. P&C Group	\$14,600,560	\$10,056,123	\$16,983,712	\$17,953,921	-\$970,209
Massachusetts Healthcare Self-Insurance Group	\$2,485,144	\$2,248,032	\$3,498,064	\$3,498,064	\$0
Massachusetts High Technology Self-Insurance Group	\$862,620	\$746,816	\$2,047,702	\$2,047,702	\$0
Massachusetts Manufacturing Self-Insurance Group	\$2,598,530	\$2,320,479	\$6,779,035	\$6,679,035	\$100,000
Massachusetts McDonald's Operators Workers' Comp. Grp.	\$1,566,714	\$1,393,998	\$3,286,450	\$3,286,450	\$0
Massachusetts NAHRO Insurance Group	\$5,148,390	\$4,570,785	\$10,580,791	\$7,523,517	\$3,057,275
Massachusetts Retail Merchants Work. Comp. Self-Ins.Group	\$16,327,986	\$15,174,880	\$29,405,551	\$29,405,551	\$0
Massachusetts Trade Self-Insurance Group	\$2,876,290	\$2,625,773	\$4,696,002	\$4,696,002	\$0
MIA Property-Casualty Group	\$48,780,393	\$39,031,786	\$182,905,066	\$93,920,999	\$88,984,067
NEEIA Compensation	\$6,332,938	\$6,063,799	\$18,188,300	\$18,188,300	\$0
Self Insured Lumber Businesses Assn	\$2,696,852	\$2,369,018	\$8,174,422	\$8,263,393	-\$88,971
School Transportation Assn. of MA Self-Insurance Group	\$2,622,104	\$2,375,752	\$4,832,505	\$4,832,505	\$0
TOTAL	\$136,374,039	\$115,877,065	\$360,025,862	\$261,052,214	\$98,973,650

Appendix C – 2011 Direct Written Premium by Line of Insurance

ACCIDENT & HEALTH INSURANCE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
79413	UnitedHealthcare Ins Co	CT	\$708,108,795	25.79%	
60054	Aetna Life Ins Co	CT	\$184,237,285	6.71%	
65978	Metropolitan Life Ins Co	NY	\$172,640,626	6.28%	
62235	Unum Life Ins Co of Amer	ME	\$145,541,092	5.30%	
62308	Connecticut Gen Life Ins Co	CT	\$133,777,983	4.87%	
64246	Guardian Life Ins Co Of Amer	NY	\$91,663,172	3.33%	
70025	Genworth Life Ins Co	DE	\$66,118,194	2.40%	
70815	Hartford Life & Accident Ins Co	CT	\$63,468,408	2.31%	
80314	Unicare Life & Hlth Ins Co	IN	\$62,920,743	2.29%	
65838	John Hancock Life Ins Co (USA)	MI	\$59,925,145	2.18%	
68241	Prudential Ins Co of Amer	NJ	\$50,618,642	1.84%	
73288	Humana Ins Co	WI	\$49,446,920	1.80%	
90328	First Hlth Life & Hlth Ins Co	TX	\$45,301,458	1.65%	
60380	American Family Life Assur Co of Col	NE	\$43,355,784	1.57%	
66141	Health Net Life Ins Co	CA	\$38,559,529	1.40%	
80802	US Br SunLife Assur Co of Canada	MI	\$35,819,668	1.30%	
65676	Lincoln Natl Life Ins Co	IN	\$33,811,127	1.23%	
86231	Transamerica Life Ins Co	IA	\$33,068,745	1.20%	
65498	Life Ins Co of N Amer	PA	\$32,959,357	1.20%	
62049	Colonial Life & Accident Ins Co	SC	\$31,663,584	1.15%	
Total Companies Writing in Massachusetts					231
Top 20 Companies Direct Written Premium					\$2,083,006,257 75.8%
Remaining Companies Direct Written Premium					\$662,241,824 24.2%
Total Direct Written Premium					\$2,745,248,081

AIRCRAFT (ALL PERILS)

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
20281	Federal Ins Co	IN	\$1,654,262	12.03%	
20699	Ace Prop & Cas Ins Co	PA	\$1,538,720	11.19%	
23817	Illinois Natl Ins Co	IL	\$1,360,128	9.89%	
24147	Old Republic Ins Co	PA	\$1,212,804	8.82%	
37885	XL Specialty Ins Co	DE	\$1,163,593	8.46%	
20052	National Liab & Fire Ins Co	CT	\$1,091,118	7.94%	
35300	Allianz Global Risks US Ins Co	CA	\$990,570	7.20%	
19720	American Alt Ins Corp	DE	\$952,669	6.93%	
23043	Liberty Mut Ins Co	MA	\$806,204	5.86%	
10367	Avemco Ins Co	MD	\$519,755	3.78%	
29599	US Specialty Ins Co	TX	\$518,622	3.77%	
19518	Catlin Ins Co	TX	\$369,332	2.69%	
34274	Central States Ind Co of Omaha	NE	\$332,179	2.42%	
34037	Hallmark Ins Co	AZ	\$199,599	1.45%	
38318	Starr Ind & Liab Co	TX	\$195,420	1.42%	
12904	Tokio Marine & Nichido Fire Ins Co	NY	\$175,674	1.28%	
40045	Starnet Ins Co	DE	\$140,485	1.02%	
19941	American Commerce Ins Co	OH	\$138,860	1.01%	
20362	Mitsui Sumitomo Ins Co of Amer	NY	\$129,756	0.94%	
18023	Star Ins Co	MI	\$115,900	0.84%	
Total Companies Writing in Massachusetts					25
Top 20 Companies Direct Written Premium					\$13,605,650 99.0%
Remaining Companies Direct Written Premium					\$143,772 1.0%
Total Direct Written Premium					\$13,749,422

ANNUITIES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
61050	MetLife Investors USA Ins Co	DE	\$635,194,811	9.66%	Total Companies Writing in Massachusetts
69345	Teachers Ins & Ann Assoc of Amer	NY	\$594,159,451	9.04%	
65056	Jackson Natl Life Ins Co	MI	\$532,838,733	8.10%	
79227	Pruco Life Ins Co	AZ	\$458,980,768	6.98%	
91596	New York Life Ins & Ann Corp	DE	\$411,757,679	6.26%	
65676	Lincoln Natl Life Ins Co	IN	\$337,314,459	5.13%	
65978	Metropolitan Life Ins Co	NY	\$336,781,342	5.12%	
86509	Ing Life Ins & Ann Co	CT	\$298,099,327	4.53%	
65005	RiverSource Life Ins Co	MN	\$279,648,461	4.25%	
90611	Allianz Life Ins Co Of N Amer	MN	\$186,234,433	2.83%	
65935	Massachusetts Mut Life Ins Co	MA	\$182,291,262	2.77%	Top 20 Companies Direct Written Premium
62944	AXA Equitable Life Ins Co	NY	\$155,180,553	2.36%	
86231	Transamerica Life Ins Co	IA	\$134,549,595	2.05%	Remaining Companies Direct Written Premium
79065	Sun Life Assur Co Of Canada US	DE	\$126,679,804	1.93%	
93696	Fidelity Investments Life Insurance	UT	\$125,923,747	1.92%	Total Direct Written Premium
68322	Great W Life & Ann Ins Co	CO	\$106,992,738	1.63%	
70432	Western Natl Life Ins Co	TX	\$95,220,228	1.45%	
92738	American Equity Invest Life Ins Co	IA	\$86,474,757	1.32%	
67466	Pacific Life Ins Co	NE	\$84,282,539	1.28%	
61689	Aviva Life & Ann Co	IA	\$83,022,989	1.26%	

173

\$5,251,627,676
79.9%\$1,323,493,130
20.1%

\$6,575,120,806

BOILER & MACHINERY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
21482	Factory Mut Ins Co	RI	\$6,203,711	23.52%	Total Companies Writing in Massachusetts
20281	Federal Ins Co	IN	\$2,318,208	8.79%	
19445	National Union Fire Ins Co Of Pitts	PA	\$2,206,599	8.37%	
10014	Affiliated Fm Ins Co	RI	\$1,613,802	6.12%	
25674	Travelers Prop Cas Co Of Amer	CT	\$1,325,534	5.03%	
20443	Continental Cas Co	IL	\$1,148,281	4.35%	
37273	Axis Ins Co	IL	\$1,108,544	4.20%	
16535	Zurich Amer Ins Co	NY	\$1,068,673	4.05%	
11452	Hartford Steam Boil Inspec & Ins Co	CT	\$1,046,601	3.97%	
23035	Liberty Mut Fire Ins Co	WI	\$683,828	2.59%	
39845	Westport Ins Corp	MO	\$676,354	2.56%	Top 20 Companies Direct Written Premium
25623	Phoenix Ins Co	CT	\$574,819	2.18%	
20303	Great Northern Ins Co	IN	\$507,598	1.92%	Remaining Companies Direct Written Premium
26247	American Guar & Liab Ins	NY	\$467,537	1.77%	
19259	Selective Ins Co of SC	IN	\$432,186	1.64%	Total Direct Written Premium
25658	Travelers Ins Co	CT	\$394,784	1.50%	
20397	Vigilant Ins Co	NY	\$390,639	1.48%	
41181	Universal Underwriters Ins Co	KS	\$388,300	1.47%	
35300	Allianz Global Risks US Ins Co	CA	\$323,005	1.22%	
22136	Great Amer Ins Co of NY	NY	\$268,040	1.02%	

102

\$23,147,093
87.8%\$3,231,121
12.2%

\$26,378,214

BURGLARY & THEFT

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
31194	Travelers Cas & Surety Co Of Amer	CT	\$1,020,707	21.99%	Total Companies Writing in Massachusetts 90 Top 20 Companies Direct Written Premium \$4,318,481 93.0% Remaining Companies Direct Written Premium \$323,305 7.0% Total Direct Written Premium \$4,641,786
20281	Federal Ins Co	IN	\$763,261	16.44%	
39306	Fidelity & Deposit Co of MD	MD	\$762,862	16.43%	
29599	US Specialty Ins Co	TX	\$352,094	7.59%	
16535	Zurich Amer Ins Co	NY	\$220,666	4.75%	
29424	Hartford Cas Ins Co	IN	\$146,998	3.17%	
29459	Twin City Fire Ins Co Co	IN	\$123,815	2.67%	
41181	Universal Underwriters Ins Co	KS	\$115,775	2.49%	
20346	Pacific Ind Co	WI	\$109,112	2.35%	
37273	Axis Ins Co	IL	\$101,694	2.19%	
23647	Ironshore Ind Inc	MN	\$87,650	1.89%	
26182	Harleysville Worcester Ins Co	PA	\$86,662	1.87%	
10030	Westchester Fire Ins Co	PA	\$77,263	1.66%	
22306	Massachusetts Bay Ins Co	NH	\$67,618	1.46%	
22292	Hanover Ins Co	NH	\$58,136	1.25%	
20303	Great Northern Ins Co	IN	\$57,490	1.24%	
24767	St. Paul Fire & Marine Ins Co	CT	\$44,441	0.96%	
18058	Philadelphia Ind Ins Co	PA	\$41,423	0.89%	
35181	Executive Risk Ind Inc	DE	\$41,212	0.89%	
25976	Utica Mut Ins Co	NY	\$39,602	0.85%	

COMMERCIAL AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	\$60,947,840	9.80%	Total Companies Writing in Massachusetts 172 Top 20 Companies Direct Written Premium \$401,788,464 64.6% Remaining Companies Direct Written Premium \$219,893,636 35.4% Total Direct Written Premium \$621,682,100
41360	Arbella Protection Ins Co	MA	\$56,802,541	9.14%	
39454	Safety Ins Co	MA	\$39,270,757	6.32%	
25615	Charter Oak Fire Ins Co	CT	\$37,344,467	6.01%	
33618	Safety Ind Ins Co	MA	\$28,636,165	4.61%	
18058	Philadelphia Ind Ins Co	PA	\$19,059,805	3.07%	
21750	Pilgrim Ins Co	MA	\$16,620,454	2.67%	
22292	Hanover Ins Co	NH	\$14,588,111	2.35%	
32620	National Interstate Ins Co	OH	\$14,366,932	2.31%	
41840	Allmerica Fin Benefit Ins Co	MI	\$12,966,838	2.09%	
40274	Citation Ins Co	MA	\$12,591,085	2.03%	
19046	Travelers Cas Ins Co of Amer	CT	\$12,222,512	1.97%	
31325	Acadia Ins Co	NH	\$11,668,618	1.88%	
11045	Excelsior Ins Co	NH	\$10,598,874	1.70%	
25674	Travelers Prop Cas Co Of Amer	CT	\$10,086,793	1.62%	
14788	NGM Ins Co	FL	\$9,690,667	1.56%	
19801	Argonaut Ins Co	IL	\$9,405,875	1.51%	
10243	National Continental Ins Co	NY	\$9,341,082	1.50%	
24198	Peerless Ins Co	NH	\$7,826,928	1.26%	
25658	Travelers Ind Co	CT	\$7,752,120	1.25%	

COMMERCIAL MULTI-PERIL

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA		
18058	Philadelphia Ind Ins Co	PA	\$47,098,445	5.23%	Total Companies Writing in Massachusetts	200
20281	Federal Ins Co	IN	\$36,094,986	4.01%		
22306	Massachusetts Bay Ins Co	NH	\$26,112,184	2.90%		
25615	Charter Oak Fire Ins Co	CT	\$25,206,796	2.80%		
29939	Main St Amer Assur Co	FL	\$25,075,566	2.78%		
25674	Travelers Prop Cas Co of Amer	CT	\$24,642,096	2.73%		
31534	Citizens Ins Co of Amer	MI	\$24,631,903	2.73%		
23965	Norfolk & Dedham Mut Fire Ins Co	MA	\$24,560,218	2.73%		
25992	Northern Security Ins Co Inc	VT	\$21,245,006	2.36%	Top 20 Companies Direct Written Premium	\$452,747,808 50.2%
19046	Travelers Cas Ins Co of Amer	CT	\$20,425,940	2.27%		
18333	Peerless Ind Ins Co	IL	\$19,926,574	2.21%		
34754	Commerce Ins Co	MA	\$19,168,704	2.13%		
25682	Travelers Ind Co Of CT	CT	\$18,589,693	2.06%	Remaining Companies Direct Written Premium	\$448,397,602 49.8%
19682	Hartford Fire In Co	CT	\$18,374,203	2.04%		
26018	Vermont Mut Ins Co	VT	\$18,262,093	2.03%	Total Direct Written Premium	\$901,145,410
25666	Travelers Ind Co Of Amer	CT	\$17,665,039	1.96%		
39217	QBE Ins Corp	PA	\$17,617,068	1.95%		
14532	Middlesex Mut Assur Co	CT	\$16,806,741	1.87%		
19798	Merrimack Mut Fire Ins Co	MA	\$15,894,771	1.76%		
25623	Phoenix Ins Co	CT	\$15,349,782	1.70%		

CREDIT

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
20648	Employers Fire Ins Co	MA	\$7,014,176	20.98%	Total Companies Writing in Massachusetts28
16691	Great Amer Ins Co	OH	\$6,185,896	18.50%	
20516	Euler Hermes Amer Credit Ind Co	MD	\$5,858,691	17.53%	
31887	Coface N Amer Ins Co	MA	\$2,358,943	7.06%	
26344	Great Amer Assur Co	OH	\$2,111,796	6.32%	
12831	State Natl Ins Co Inc	TX	\$2,026,775	6.06%	
29980	First Colonial Ins Co	FL	\$1,817,403	5.44%	
25422	Atradius Trade Credit Ins Co	MD	\$1,499,947	4.49%	
10111	American Bankers Ins Co Of FL	FL	\$713,554	2.13%	
26832	Great Amer Alliance Ins Co	OH	\$675,893	2.02%	
24813	Balboa Ins Co	CA	\$538,571	1.61%	Top 20 Companies Direct Written Premium\$33,283,11199.6%
11150	Arch Ins Co	MO	\$479,225	1.43%	
39217	QBE Ins Co	MO	\$433,429	1.30%	Remaining Companies Direct Written Premium\$145,5780.4%
24147	Old Republic Ins Co	PA	\$360,453	1.08%	
18538	Bancinsure Inc	OK	\$357,150	1.07%	Total Direct Written Premium\$33,428,689
10952	Stonebridge Cas Ins Co	OH	\$315,454	0.94%	
22667	Ace Amer Ins Co	PA	\$226,286	0.68%	
16667	United Guar Residential Ins Co of NC	NC	\$117,932	0.35%	
29599	US Specialty Ins Co	TX	\$110,259	0.33%	
13722	Knightbrook Ins Co	DE	\$81,278	0.24%	

DEPOSIT FUNDS

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65935	Massachusetts Mut Life Ins Co	MA	\$600,059,483	22.58%	
80942	ING USA Ann & Life Ins Co	IA	\$570,000,000	21.45%	
87726	Metlife Ins Co of CT	CT	\$425,000,000	15.99%	
61271	Principal Life Ins Co	IA	\$241,445,349	9.08%	
68136	Protective Life Ins Co	TN	\$228,117,531	8.58%	
65056	Jackson Natl Life Ins Co	MI	\$167,884,485	6.31%	
88072	Hartford Life Ins Co	CT	\$142,119,983	5.34%	
93629	Prudential Retirement Ins & Ann Co	CT	\$61,581,876	2.31%	
69868	United Of Omaha Life Ins Co	NE	\$31,569,482	1.18%	
61689	Aviva Life & Ann Co	IA	\$19,412,948	0.73%	
67814	Phoenix Life Ins Co	NY	\$16,503,520	0.62%	
63274	Fidelity & Guar Life Ins Co	MD	\$16,152,758	0.60%	
69345	Teachers Ins & Ann Assoc Of Amer	NY	\$13,091,661	0.49%	
70025	Genworth Life Ins Co	DE	\$10,599,971	0.39%	
88668	Mutual Of Amer Life Ins Co	NY	\$8,306,219	0.31%	
91526	New York Life Ins & Ann Corp	DE	\$7,479,917	0.28%	
60488	American Gen Life Ins Co	TX	\$7,445,574	0.28%	
90611	Allianz Life Ins Co of N Amer	MN	\$7,376,083	0.27%	
70435	The Savings Bank Life Ins Co of MA	MA	\$7,204,086	0.27%	
80802	US Br SunLife Assur Co Of Canada	MI	\$6,198,710	0.23%	
Total Companies Writing in Massachusetts					89
Top 20 Companies Direct Written Premium					\$2,587,549,636 97.4%
Remaining Companies Direct Written Premium					\$69,348,957 2.6%
Total Direct Written Premium					\$2,656,898,593

FIDELITY & SURETY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
31194	Travelers Cas & Surety Co Of Amer	CT	\$26,164,435	16.97%	
20281	Federal Ins Co	IN	\$15,335,439	9.95%	
13188	Western Surety Co	SD	\$15,162,103	9.84%	
24740	Safeco Ins Co Of Amer	NH	\$13,540,464	8.78%	
39306	Fidelity & Deposit Co Of MD	MD	\$10,925,014	7.09%	
23043	Liberty Mut Ins Co	MA	\$7,517,097	4.88%	
22292	Hanover Ins Co	NH	\$4,314,949	2.80%	
10030	Westchester Fire Ins Co	PA	\$3,969,593	2.58%	
14788	NGM Ins Co	FL	\$3,411,406	2.21%	
16691	Great Amer Ins Co	OH	\$3,251,453	2.11%	
19445	National Union Fire Ins Co Of Pitts	PA	\$3,246,796	2.11%	
29580	Berkley Regional Ins Co	DE	\$3,243,208	2.10%	
29424	Hartford Cas Ins Co	IN	\$3,048,754	1.98%	
29874	North Amer Specialty Ins Co	NH	\$2,684,709	1.74%	
36226	United Cas & Surety Ins Co	MA	\$2,528,963	1.64%	
11150	Arch Ins Co	MO	\$2,518,915	1.63%	
11592	International Fidelity Ins Co	NJ	\$2,330,987	1.51%	
24074	Ohio Cas Ins Co	OH	\$1,986,557	1.29%	
19038	Travelers Cas & Surety Co	CT	\$1,846,176	1.20%	
10847	Cumis Ins Society Inc	IA	\$1,683,157	1.09%	
Total Companies Writing in Massachusetts					156
Top 20 Companies Direct Written Premium					\$128,710,175 83.5%
Remaining Companies Direct Written Premium					\$25,430,542 16.5%
Total Direct Written Premium					\$154,140,717

FIRE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
41360	Arbella Protection Ins Co	MA	\$23,245,138	9.42%	
21482	Factory Mut Ins Co	RI	\$20,546,818	8.33%	

HEALTH

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
12219	BCBS of MA HMO Blue Inc	MA	\$3,958,719,665	24.48%	Total Companies Writing in Massachusetts
95688	Tufts Associated Hlth Maintenance Or	MA	\$2,507,516,006	15.39%	
53228	BCBS of MA	MA	\$2,488,547,269	15.39%	
96911	Harvard Pilgrim Hlth Care Inc	MA	\$1,948,859,218	12.05%	
13203	Boston Medical Center Hlth Plan Inc	MA	\$1,296,434,624	8.02%	
11109	Neighborhood Hlth Plan Inc	MA	\$1,226,477,564	7.58%	
95541	Fallon Comm Hlth Plan Inc	MA	\$1,097,520,616	6.79%	
95673	Health New England Inc	MA	\$459,236,634	2.84%	
52060	Dental Serv of MA Inc	MA	\$283,983,217	1.76%	
18975	HPHC Ins Co Inc	MA	\$221,531,882	1.37%	
60117	Tufts Ins Co Inc	MA	\$149,536,117	0.92%	Top 20 Companies Direct Written Premium
14131	Network Health LLC	MA	\$137,600,292	0.85%	
13632	Certificate Hlth Plan of MA Inc	MA	\$106,494,702	0.66%	Remaining Companies Direct Written Premium
12575	SilverScript Ins Co	TN	\$75,644,155	0.47%	
52632	Altus Dental Ins Co Inc	RI	\$36,989,200	0.23%	Total Direct Written Premium
66828	Fallon Hlth & Life Assur Co	MA	\$25,226,847	0.16%	
47093	Massachusetts Vision Serv Plan	MA	\$22,075,861	0.14%	
10155	Wellcare Prescription Ins Inc	FL	\$21,836,860	0.14%	
63444	Accendo Ins Co	UT	\$20,412,522	0.13%	
12902	Healthspring Life & Health Ins Co Inc	TX	\$18,802,381	0.12%	

HOMEOWNER'S MULTI-PERIL

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
40274	Citation Ins Co	MA	\$131,856,053	7.42%	Total Companies Writing in Massachusetts 139
17000	Arbella Mut Ins Co	MA	\$126,258,001	7.11%	
23035	Liberty Mut Fire Ins Co	WI	\$108,611,286	6.11%	
19798	Merrimack Mut Fire Ins Co	MA	\$83,545,821	4.70%	
34754	Commerce Ins Co	MA	\$80,297,157	4.52%	
15067	Quincy Mut Fire Ins Co	MA	\$74,577,811	4.20%	
33618	Safety Ind Ins Co	MA	\$68,074,265	3.83%	
26018	Vermont Mut Ins Co	VT	\$61,799,076	3.48%	
19976	Amica Mut Ins Co	RI	\$60,587,906	3.41%	Top 20 Companies Direct Written Premium \$1,201,123,831 67.6%
25623	Phoenix Ins Co	CT	\$51,449,880	2.90%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$51,033,880	2.87%	Remaining Companies Direct Written Premium \$575,452,927 32.4%
20346	Pacific Ind Co	WI	\$45,850,916	2.58%	
39454	Safety Ins Co	MA	\$34,327,693	1.93%	Total Direct Written Premium \$1,776,576,758
19070	Standard Fire Ins Co	CT	\$34,091,618	1.92%	
20281	Federal Ins Co	IN	\$34,038,052	1.92%	
10394	Bunker Hill Ins Co	MA	\$33,413,344	1.88%	
15024	Preferred Mut Ins Co	NY	\$32,703,026	1.84%	
25941	United Serv Automobile Assn	TX	\$32,249,154	1.82%	
43001	Narragansett Bay Ins Co	RI	\$28,436,464	1.60%	
31534	Citizens Ins Co Of Amer	MI	\$27,922,428	1.57%	

LIABILITY OTHER THAN AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
19445	National Union Fire Ins Co Of Pitts	PA	\$121,162,748	11.00%	Total Companies Writing in Massachusetts 308
20281	Federal Ins Co	IN	\$94,041,170	8.54%	
20443	Continental Cas Co	IL	\$50,913,803	4.62%	
22667	Ace Amer Ins Co	PA	\$49,183,052	4.47%	
16535	Zurich Amer Ins Co	NY	\$32,001,545	2.91%	
37885	XL Specialty Ins Co	DE	\$25,879,874	2.35%	
41360	Arbella Protection Ins Co	MA	\$25,265,338	2.29%	
31194	Travelers Cas & Surety Co Of Amer	CT	\$23,007,592	2.09%	Top 20 Companies Direct Written Premium \$623,756,458 56.6%
19720	American Alt Ins Corp	DE	\$21,081,533	1.91%	
18058	Philadelphia Ind Ins Co	PA	\$20,969,199	1.90%	Remaining Companies Direct Written Premium \$477,357,952 43.4%
25674	Travelers Prop Cas Co Of Amer	CT	\$19,366,430	1.76%	
29459	Twin City Fire Ins Co	IN	\$19,012,540	1.73%	Total Direct Written Premium \$1,101,114,410
37273	Axis Ins Co	IL	\$18,936,554	1.72%	
29599	US Specialty Ins Co	TX	\$16,183,779	1.47%	
11991	National Cas Co	WI	\$16,053,475	1.46 %	
10120	Everest Natl Ins Co	DE	\$15,177,728	1.38%	
22292	Hanover Ins Co	NH	\$14,329,456	1.30%	
24791	St. Paul Mercury Ins Co	CT	\$13,894,974	1.26%	
38318	Starr Ind & Liab Co	TX	\$13,709,922	1.25%	
26247	American Guar & Liab Ins	NY	\$13,585,746	1.23%	

LIFE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65978	Metropolitan Life Ins Co	NY	\$255,651,665	7.68%	Total Companies Writing in Massachusetts 300
67091	Northwestern Mut Life Ins Co	WI	\$239,952,192	7.21%	
65838	John Hancock Life Ins Co (USA)	MI	\$191,560,031	5.75%	
70435	The Savings Bank Life Ins Co of MA	MA	\$161,747,360	4.86%	
64246	Guardian Life Ins Co Of Amer	NY	\$160,033,498	4.81%	
66915	New York Life Ins Co	NY	\$151,511,103	4.55%	
65676	Lincoln Natl Life Ins Co	IN	\$148,117,474	4.45%	
65935	Massachusetts Mut Life Ins Co	MA	\$124,602,162	3.74%	
68241	Prudential Ins Co Of Amer	NJ	\$117,847,411	3.54%	
61050	MetLife Investors USA Ins Co	DE	\$103,662,607	3.11%	
91596	New York Life Ins & Ann Corp	DE	\$99,498,461	2.99%	Top 20 Companies Direct Written Premium \$2,194,295,212 65.9%
70815	Hartford Life & Accident Ins Co	CT	\$69,677,977	2.09%	
79227	Pruco Life Ins Co	AZ	\$60,203,093	1.81%	Remaining Companies Direct Written Premium \$1,135,833,542 34.1%
60488	American Gen Life Ins Co	TX	\$49,300,911	1.48%	
86231	Transamerica Life Ins Co	IA	\$49,111,158	1.47%	Total Direct Written Premium \$3,330,128,754
65005	RiverSource Life Ins Co	MN	\$48,174,128	1.45%	
65536	Genworth Life & Ann Ins Co	VA	\$45,563,116	1.37%	
80802	US Br SunLife Assur Co Of Canada	MI	\$41,058,223	1.23%	
65919	Primerica Life Ins Co	MA	\$39,320,787	1.18%	
61476	Boston Mut Life Ins Co	MA	\$37,701,855	1.13%	

LIFE ALL LINES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65978	Metropolitan Life Ins Co	NY	\$1,357,584,685	8.32%	Total Companies Writing in Massachusetts 325
65935	Massachusetts Mut Life Ins Co	MA	\$1,031,561,329	6.33%	
65838	John Hancock Life Ins Co (USA)	MI	\$834,750,611	5.12%	
66915	New York Life Ins Co	NY	\$761,772,242	4.67%	
61050	MetLife Investors USA Ins Co	DE	\$738,857,418	4.53%	
79413	UnitedHealthCare Ins Co	CT	\$708,682,917	4.35%	
69345	Teachers Ins & Ann Assoc of Amer	NY	\$614,700,959	3.77%	
86509	Ing Life Ins & Ann Co	CT	\$548,332,731	3.36%	
65056	Jackson Natl Life Ins Co	MI	\$536,598,711	3.29%	
65676	Lincoln Natl Life Ins Co	IN	\$519,243,060	3.18%	Top 20 Companies Direct Written Premium \$11,190,800,025 68.6%
79227	Pruco Life Ins Co	AZ	\$519,183,861	3.18%	
68241	Prudential Ins Co of Amer	NJ	\$518,882,290	3.18%	Remaining Companies Direct Written Premium \$5,117,739,585 31.4%
91596	New York Life Ins & Ann Corp	DE	\$511,256,140	3.13%	
66869	Nationwide Life Ins Co	OH	\$361,917,259	2.22%	Total Direct Written Premium \$16,308,539,610
65005	RiverSource Life Ins Co	MN	\$347,209,777	2.13%	
86231	Transamerica Life Ins Co	IA	\$319,286,401	1.96%	
67091	Northwestern Mut Life Ins Co	WI	\$303,867,863	1.86%	
64246	Guardian Life Ins Co of Amer	NY	\$253,139,513	1.55%	
60054	Aetna Life Ins Co	CT	\$204,023,341	1.25%	
70435	The Savings Bank Life Ins Co of MA	MA	\$199,948,917	1.23%	

LIFE \ OTHER FUNDS

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65935	Massachusetts Mut Life Ins Co	MA	\$699,546,044	19.12%	
66915	New York Life Ins Co	NY	\$595,698,341	16.28%	
65978	Metropolitan Life Ins Co	NY	\$592,511,052	16.20%	
65838	John Hancock Life Ins Co (USA)	NY	\$508,095,631	13.89%	
68241	Prudential Ins Co of Amer	NJ	\$323,672,492	8.85%	
66869	Nationwide Life Ins Co	OH	\$311,667,176	8.52%	
86509	Ing Life Ins & Ann Co	CT	\$246,768,633	6.75%	
86231	Transamerica Life Ins Co	IA	\$102,556,903	2.80%	
70688	Transamerica Financial Life Ins Co	NY	\$75,024,979	2.05%	
67644	Penn Mut Life Ins Co	PA	\$42,503,113	1.16%	
66281	Monumental Life Ins Co	IA	\$41,951,800	1.15%	
88072	Hartford Life Ins Co	CT	\$40,971,908	1.12%	
88668	Mutual of Amer Life Ins Co	NY	\$34,892,970	0.95%	
93610	John Hancock Life & Hlth Ins Co	MA	\$17,500,000	0.48%	
66168	Minnesota Life Ins Co	MN	\$11,773,400	0.32%	
71153	Hartford Life & Ann Ins Co	CT	\$7,847,139	0.21%	
69019	Standard Ins Co	OR	\$2,286,058	0.06%	
92657	Nationwide Life & Ann Ins Co	OH	\$1,270,340	0.03%	
93629	Prudential Retirement Ins & Ann Co	CT	\$668,227	0.02%	
78778	Guardian Ins & Ann Co Inc	DE	\$515,739	0.01%	
Total Companies Writing in Massachusetts					27
Top 20 Companies Direct Written Premium					\$3,657,721,946 100.0%
Remaining Companies Direct Written Premium					\$328,088 0.0%
Total Direct Written Premium					\$3,658,050,034

MEDICAL MALPRACTICE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
10206	Medical Professional Mut Ins Co	MA	\$124,367,864	72.99%	
11843	Medical Protective Co	IN	\$16,748,483	9.83%	
15890	Connecticut Medical Ins Co	CT	\$9,995,368	5.87%	
20427	American Cas Co Of Reading PA	PA	\$6,600,898	3.87%	
19917	Liberty Ins Underwriters Inc	IL	\$2,370,973	1.39%	
14460	Podiatry Ins Co of Amer	IL	\$2,342,591	1.37%	
10638	Proselect Ins Co	MA	\$1,889,251	1.11%	
22667	Ace Amer Ins Co	PA	\$1,555,308	0.91%	
15865	NCIMC Ins Co	IA	\$1,472,245	0.86%	
19445	National Union Fire Ins Co Of Pitts	PA	\$944,220	0.55%	
34495	Doctors Co An Interins Exch	CA	\$510,276	0.30%	
16624	Darwin Natl Assur Co	DE	\$295,669	0.17%	
22810	Chicago Ins Co	IL	\$284,007	0.17%	
26808	Hallmark Specialty Ins Co	OK	\$230,774	0.14%	
10801	Fortress Ins Co	IL	\$211,060	0.12%	
20443	Continental Cas Co	IL	\$192,275	0.11%	
23809	Granite State Ins Co	PA	\$111,048	0.07%	
21970	OneBeacon Ins Co	PA	\$88,863	0.05%	
10222	PACO Assur Co Inc	IL	\$56,372	0.03%	
13714	Pharmacists Mut Ins Co	IA	\$48,970	0.03%	
Total Companies Writing in Massachusetts					28
Top 20 Companies Direct Written Premium					\$170,316,515 100%
Remaining Companies Direct Written Premium					\$81,798 0.0%
Total Direct Written Premium					\$170,398,313

MORTGAGE & FINANCIAL GUARANTY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
29858	Mortgage Guar Ins Corp	WI	\$31,146,776	25.78%	Total Companies Writing in Massachusetts 21
15873	United Guar Residential Ins Co	NC	\$17,170,858	14.21%	
33790	Radian Guar Inc	PA	\$16,082,499	13.31%	
38458	Genworth Mortgage Ins Corp	NC	\$16,025,866	13.26%	
27251	PMI Mortgage Ins Co	AZ	\$14,929,836	12.36%	
18708	Ambac Assur Corp	WI	\$10,123,136	8.38%	
28452	Republic Mortgage Ins Co	NC	\$7,039,384	5.83%	
40266	CMG Mortgage Ins Co	WI	\$3,438,546	2.85%	
18287	Assured Guar Municipal Corp	NY	\$1,765,108	1.46%	
24350	Triad Guar Ins Corp	IL	\$861,671	0.71%	
13634	Essent Guar Inc	PA	\$587,655	0.49%	Top 20 Companies Direct Written Premium \$120,837,643 100.0%
30180	Assured Guar Corp	MD	\$474,811	0.39%	
12041	MBIA Ins Corp	NY	\$305,957	0.25%	Remaining Companies Direct Written Premium \$336 0.0%
20311	Syncora Guar Inc	NY	\$270,901	0.22%	
36250	Radian Asset Assur Inc	NY	\$259,000	0.21%	Total Direct Written Premium \$120,837,979
29823	Genworth Residential Mortgage Ins Co	NC	\$220,414	0.18%	
26999	United Guar Mortgage Ins Co	NC	\$85,104	0.07%	
29114	GMC Mortgage Assur Co	WI	\$42,809	0.04%	
18759	Genworth Residential Mortgage Assur	NC	\$6,877	0.01%	
18740	MGIC Ins Corp	WI	\$435	0.00%	

OCEAN & INLAND MARINE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
23043	Liberty Mut Ins Co	MA	\$54,288,862	14.05%	Total Companies Writing in Massachusetts 277
20281	Federal Ins Co	IN	\$24,092,385	6.24%	
20443	Continental Cas Co	IL	\$22,726,204	5.88%	
10952	Stonebridge Cas Ins Co	OH	\$16,413,357	4.25%	
20346	Pacific Ind Co	WI	\$10,378,485	2.69%	
21482	Factory Mut Ins Co	RI	\$9,979,260	2.58%	
25674	Travelers Prop Cas Co Of Amer	CT	\$9,321,706	2.41%	
38369	Northern Assur Co Of Amer	MA	\$8,481,062	2.19%	
22292	Hanover Ins Co	NH	\$8,006,627	2.07%	
10014	Affiliated Fm Ins Co	RI	\$7,599,524	1.97%	Top 20 Companies Direct Written Premium \$234,871,302 60.8%
21113	United States Fire Ins Co	DE	\$7,104,423	1.84%	
11630	Jefferson Ins Co	NY	\$7,016,132	1.82%	Remaining Companies Direct Written Premium \$151,527,226 39.2%
19445	National Union Fire Ins Co Of Pitts	PA	\$6,935,622	1.79%	
38318	Starr Ins & Liab Co	TX	\$6,795,393	1.76%	Total Direct Written Premium \$386,398,528
22837	AGCS Marine Ins Co	IL	\$6,763,695	1.75%	
31325	Acadia Ins Co	NH	\$6,150,600	1.59%	
22136	Great Amer Ins Co Of NY	NY	\$6,100,012	1.58%	
19070	Standard Fire Ins Co	CT	\$6,033,886	1.56%	
22667	Ace Amer Ins Co	PA	\$5,513,526	1.43%	
19682	Hartford Fire Ins Co	CT	\$5,170,541	1.34%	

PRIVATE PASSENGER AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	\$1,119,180,655	28.40%	Total Companies Writing in Massachusetts
23043	Liberty Mut Ins Co	MA	\$449,222,990	11.40%	
39454	Safety Ins Co	MA	\$432,840,154	10.98%	
17000	Arbella Mut Ins Co	MA	\$346,294,809	8.79%	
14737	Plymouth Rock Assur Corp	MA	\$215,642,507	5.47%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$191,419,143	4.86%	
12850	Premier Ins Co Of MA	MA	\$175,308,535	4.45%	
19976	Amica Mut Ins Co	RI	\$136,993,033	3.48%	
31534	Citizens Ins Co Of Amer	MI	\$116,142,707	2.95%	
16322	Progressive Direct Ins Co	OH	\$115,529,467	2.93%	
22063	Government Employees Ins Co	MD	\$92,354,087	2.34%	Top 20 Companies Direct Written Premium
15067	Quincy Mut Fire Ins Co	MA	\$67,736,832	1.72%	
25968	USAA Cas Ins Co	TX	\$51,544,529	1.31%	Remaining Companies Direct Written Premium
14788	NGM Ins Co	FL	\$49,895,141	1.27%	
23965	Norfolk & Dedham Mut Fire Ins Co	MA	\$47,024,845	1.19%	Total Direct Written Premium
40320	Massachusetts Homeland Ins Co	MA	\$46,632,935	1.18%	
12154	Encompass Ins Co of MA	MA	\$39,754,589	1.01%	
25941	United Serv Automobile Assn	TX	\$37,636,846	0.96%	
26018	Vermont Mut Ins Co	VT	\$37,581,437	0.95%	
24198	Peerless Ins Co	NH	\$28,099,363	0.71%	
					43 \$3,796,834,604 96.3% \$144,166,073 3.7% \$3,941,000,677

PROPERTY & CASUALTY TOTAL

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	\$1,297,109,525	12.01%	Total Companies Writing in Massachusetts
23043	Liberty Mut Ins Co	MA	\$574,774,982	5.32%	
39454	Safety Ins Co	MA	\$532,026,500	4.93%	
17000	Arbella Mut Ins Co	MA	\$491,590,880	4.55%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$254,735,391	2.36%	
20281	Federal Ins Co	IN	\$226,212,966	2.09%	
14737	Plymouth Rock Assur Corp	MA	\$217,356,501	2.01%	
19976	Amica Mut Ins Co	RI	\$207,776,858	1.92%	
19445	National Union Fire Ins Co Of Pitts	PA	\$201,162,736	1.86%	
31534	Citizens Ins Co Of Amer	MI	\$179,446,570	1.66%	
23035	Liberty Mut Fire Ins Co	WI	\$177,123,607	1.64%	Top 20 Companies Direct Written Premium
12850	Premier Ins Co of MA	MA	\$175,308,536	1.62%	
15067	Quincy Mut Fire Ins Co	MA	\$169,620,408	1.57%	Remaining Companies Direct Written Premium
40274	Citation Ins Co	MA	\$153,691,825	1.42%	
26018	Vermont Mut Ins Co	VT	\$138,392,524	1.28%	Total Direct Written Premium
19798	Merrimack Mut Fire Ins Co	MA	\$131,592,534	1.22%	
10206	Medical Professional Mut Ins Co	MA	\$125,558,038	1.16%	
41360	Arbella Protection Ins Co	MA	\$124,134,638	1.15%	
16322	Progressive Direct Ins Co	OH	\$116,393,095	1.08%	
25658	Travelers Ins Co	CT	\$105,419,018	0.98%	
					510 \$5,599,427,132 51.8% \$5,200,195,503 48.2% \$10,799,622,635

SURPLUS LINES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
19437	Lexington Ins Co	DE	\$98,889,065	20.35%	
17370	Nautilus Ins Co	AZ	\$27,505,827	5.66%	
31127	Columbia Cas Co	IL	\$26,825,051	4.72%	
41297	Scottsdale Ins Co	OH	\$22,290,316	4.59%	
26387	Steadfast Ins Co	DE	\$21,388,278	4.40%	
26883	Chartis Specialty Ins Co	IL	\$21,237,160	4.37%	
25445	Ironshore Specialty Ins Co	AZ	\$12,944,713	2.66%	
13196	Western World Ins Co	NH	\$12,817,361	2.64%	
27960	Illinois Union Ins Co	IL	\$11,192,944	2.30%	
42374	Houston Cas Co	TX	\$9,736,396	2.00%	
33138	Landmark Amer Ins Co	OK	\$9,610,248	1.98%	
38989	Chubb Custom Ins Co	DE	\$9,584,347	1.97%	
35378	Evanston Ins Co	IL	\$9,578,866	1.97%	
39020	Essex Ins Co	DE	\$9,348,724	1.92%	
33189	Alterra Excess & Surplus Ins Co	DE	\$9,286,206	1.91%	
10657	First Mercury Ins Co	IL	\$8,155,843	1.68%	
10725	Liberty Surplus Ins Corp	NH	\$7,595,739	1.56%	
36940	Indian Harbor Ins Co	ND	\$7,466,657	1.54%	
21199	Arch Specialty Ins Co	NE	\$6,130,856	1.26%	
25895	United States Liab Ins Co	PA	\$5,995,316	1.23%	
Total Companies Writing in Massachusetts					96
Top 20 Companies Direct Written Premium					\$347,579,913 71.5%
Remaining Companies Direct Written Premium					\$138,300,881 28.5%
Total Direct Written Premium					\$485,880,794

TITLE INSURANCE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
50814	First Amer Title Ins Co	CA	\$72,950,179	32.90%	
50520	Old Republic Natl Title Ins Co	MN	\$29,771,573	13.42%	
50121	Stewart Title Guar Co	TX	\$28,159,498	12.70%	
50229	Chicago Title Ins Co	NE	\$26,948,834	12.15%	
50083	Commonwealth Land Title Ins Co	NE	\$19,761,185	8.91%	
51586	Fidelity Natl Title Ins Co	CA	\$19,615,925	8.85%	
51268	Connecticut Attorneys Title Ins Co	CT	\$14,742,910	6.65%	
51020	National Title Ins of NY Inc	NY	\$3,701,582	1.67%	
50016	Title Resources Guar Co	TX	\$2,165,305	0.98%	
51152	WFG Natl Title Ins Co	SC	\$1,609,412	0.73%	
50050	Westcor Land Title Ins Co	CA	\$1,554,000	0.70%	
50130	North Amer Title Ins Co	CA	\$323,775	0.15%	
51632	EnTitle Ins Co	OH	\$272,549	0.12%	
51411	American Guar Title Ins Co	OK	\$186,614	0.08%	
Total Companies Writing in Massachusetts					14
Top 14 Companies Direct Written Premium					\$221,763,341 100.0%
Remaining Companies Direct Written Premium					\$0 0.0%
Total Direct Written Premium					\$221,763,341

WORKERS' COMPENSATION

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
33758	Associated Industries Of MA Mut Ins	MA	\$61,137,963	6.46%	Total Companies Writing in Massachusetts 231
23841	New Hampshire Ins Co	PA	\$52,605,024	5.56%	
25658	Travelers Ind Co	CT	\$38,197,116	4.03%	
19445	National Union Fire Ins Co of Pitts	PA	\$36,468,257	3.85%	
29459	Twin City Fire Ins Co	IN	\$30,631,397	3.24%	
23035	Liberty Mut Fire Ins Co	WI	\$28,888,729	3.05%	
22667	Ace Amer Ins Co	PA	\$28,717,415	3.03%	
44326	Atlantic Charter Ins Co	MA	\$25,551,956	2.70%	
23043	Liberty Mut Ins Co	MA	\$24,174,968	2.55%	
19410	Commerce & Industry Ins Co	NY	\$22,610,757	2.39%	Top 20 Companies Direct Written Premium \$526,132,991 55.6%
12886	Massachusetts Employers Ins Co	MA	\$21,877,113	2.31%	
42404	Liberty Ins Corp	IL	\$21,146,210	2.23%	Remaining Companies Direct Written Premium \$420,688,591 44.4%
20699	Ace Prop & Cas Ins Co	PA	\$19,036,502	2.01%	
42376	Technology Ins Co Inc	NH	\$18,038,106	1.91%	Total Direct Written Premium \$946,821,582
25674	Travelers Prop Cas Co Of Amer	CT	\$17,392,373	1.84%	
19429	Insurance Co Of The State Of PA	PA	\$17,182,067	1.81%	
23809	Granite State Ins Co	PA	\$16,242,895	1.72%	
11104	Associated Employers Ins Co	MA	\$15,569,453	1.64%	
11984	Independence Cas Ins Co	MA	\$15,463,281	1.63%	
16535	Zurich Amer Ins Co	NY	\$15,201,409	1.61%	