



Commonwealth of Massachusetts

Division of Insurance

2013 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

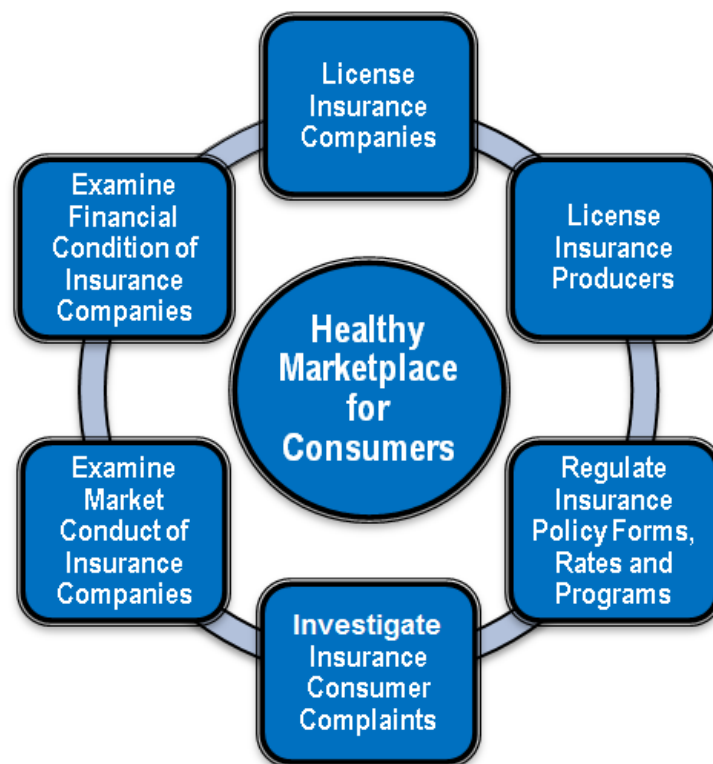
The Division of Insurance (“Division”) administers the laws of the Commonwealth as they pertain to the protection of the insurance consumer through the regulation of the insurance industry. The Division monitors financial solvency, licenses insurance companies and producers, reviews and approves rates 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.

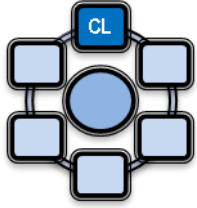
1.1 Mission

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

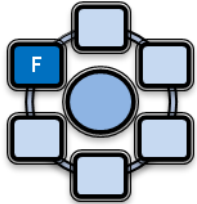
The Division protects consumers and promotes a fiscally sound insurance marketplace through the performance of six primary activities. Taken together, these activities represent the core of effective insurance regulation.





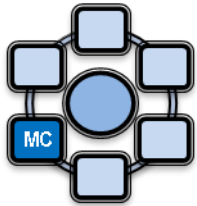
License Insurance Companies (CL)

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



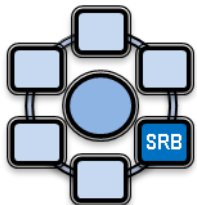
Examine the Financial Condition of Insurance Companies (F)

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.



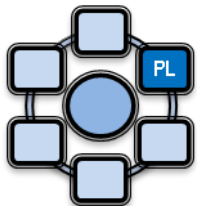
Examine the Market Conduct of Insurance Companies (MC)

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.



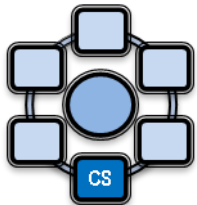
Regulate Insurance Policy Forms, Rates and Programs (SRB)

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)

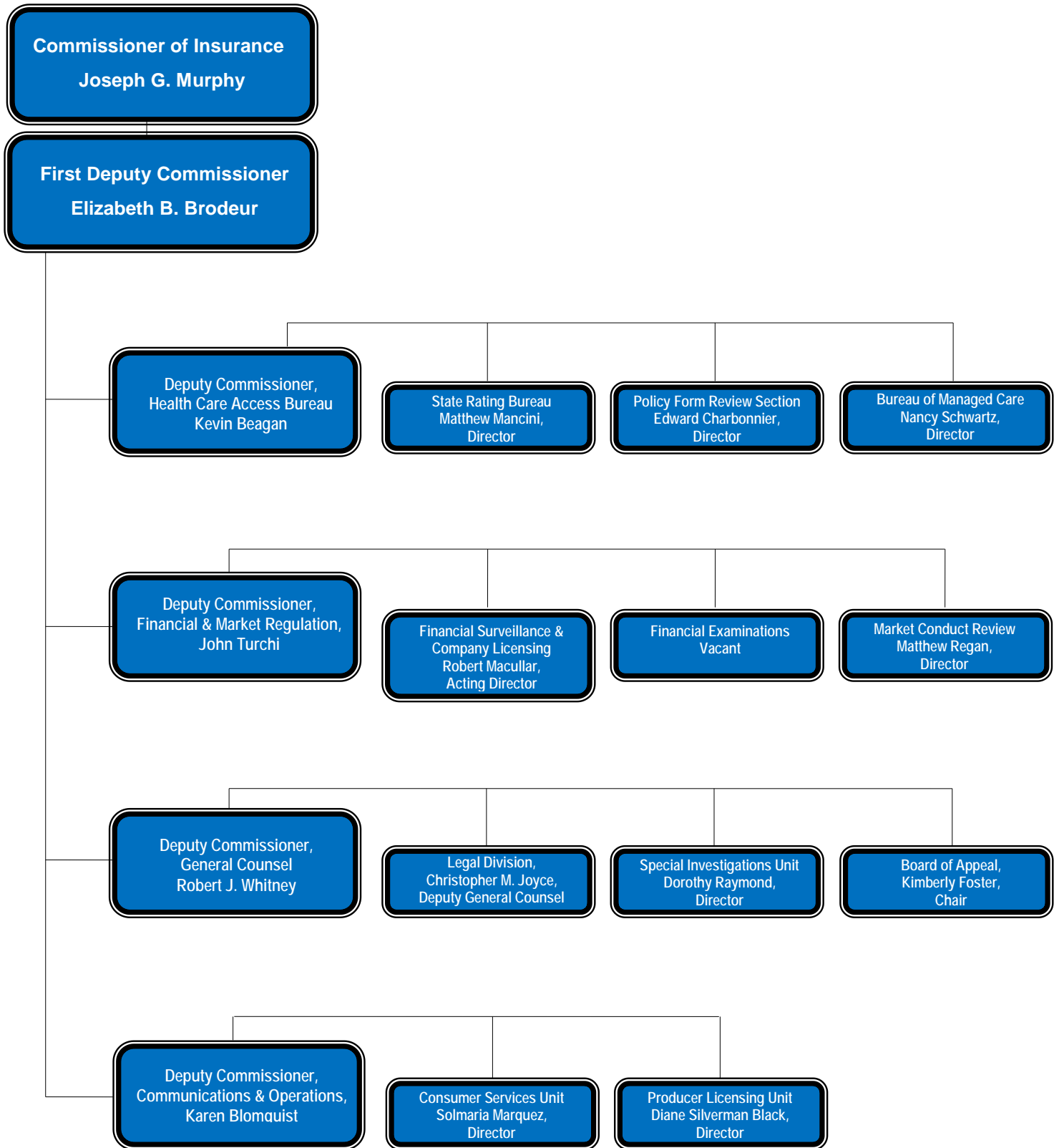
The process of licensing insurance producers and other key participants in the insurance industry allows the Division to promote a marketplace where individuals and firms engaging in the business of insurance are qualified and are conducting business in compliance with the laws and regulations of the 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, 2013, the Division employed 115 full time equivalent ("FTE") staff.

Division of Insurance Staffing Levels

1978 - 233

2013 - 115

1.5 Budget, Revenue & Assessments

Budget

The Division receives an annual appropriation from the General Court 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 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 2013, the Division billed 13 assessments totaling more than \$53 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 2013, the Division collected a total of more than \$149 million.

Division of Insurance Budget for Fiscal Year 2013	\$14,300,000
Total Collections for the General Fund for Calendar Year 2013	\$149,382,152

Budget, Revenue and Assessment figures on this page are from the 2013 Fiscal Year - July 1, 2012 through June 30, 2013.

Revenue & Assessments	Amount
Revenue	
Annual Statements/Securities	\$192,793.00
Appointment Licenses	\$44,524,585.66
Appraiser Exam	\$17,100.00
Appraiser Licenses	\$257,700.00
Auto Club Licenses	\$18,250.00
Charters	\$65,532.00
Company Licenses	\$293,580.00
Dept of Public Health Lead Paint Surcharge	\$1,040,110.29
Domestic Company Exams	\$532,400.00
Fines & Penalties	\$4,313,131.86
Fraternal Licenses	\$5,260.00
HMO Application Fee	\$2,000.00
Letters of Certification	\$39,596.41
Life Insurance Valuations	\$595,121.31
Loss of License Filing Fee	\$147,350.00
Policy Form Filing Fee	\$607,030.00
Preferred Provider Arrangement Application Fee	\$15,600.00
Producer Licenses	\$10,148,772.49
Rate Filing Fee	\$629,725.00
Rating Organization	\$60.00
Service of Process	\$4,161.00
Special Brokers Tax	\$30,646,324.01
Surcharge Appeal Filing Fee	\$1,709,985.30
Miscellaneous	\$96,367.03
Total Revenue	\$95,902,535.36

Assessments	
Attorney General	\$2,174,055.22
Attorney General – Workers' Compensation	\$353,660.63
Auto Insurance Bureau	\$538,195.99
Department of Fire Services	\$24,473,220.53
Division Insurance Fraud Trust	\$311,195.20
Division Operations	\$13,703,255.79
Health Care Access Bureau	\$50,210.20
JUA Medical Malpractice	\$78,811.46
Merit Rating Board	\$8,699,046.10
Special Maintenance Assessment	\$991,501.42
State Rating Bureau	\$1,013,021.16
SRB Medical Malpractice	\$265,842.18
SRB Workers Compensation	\$827,601.08
Total Assessments	\$53,479,616.96
Total Revenue & Assessments	\$149,382,152.32

Insurance Written in Massachusetts

According to a 2013 survey by the National Association of Insurance Commissioners (“NAIC”), Massachusetts ranks 10th among 56 U.S. states and territories with respect to premium written by domestic insurers. The survey consisted of data from 2012.

Considering that the Commonwealth’s population is much smaller than the other states in the top ten 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

2013 Staffing & Budget National Rank*:

Premium Volume	10 th
Full Time Employees	21 st
Annual Budget	25 th
Budget as Percentage of Revenue	49 th
Budget as Percentage of Total Premium	53 rd

* 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 2013, Massachusetts was the domicile of:

- 54 property and casualty insurers,
- 17 life and accident and health insurers,
- 1 title insurance company,
- 15 health organizations,
- 2 lodge fraternal benefit associations,
- 22 workers' compensation self-insured groups,
- 4 residual market pools, and
- 156 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 2013,
Massachusetts
was the
Principal
Regulator for:

89 Insurance
Companies

&

182 Related
Organizations

Top 10% of Selected Market Sectors

Top 10 Accident & Health Insurance Insurance Companies*

United Healthcare Insurance Co	29.8%
Aetna Life Insurance Co	6.7%
Metropolitan Life Insurance Co	6.6%
Unum Life Insurance Co of America	5.0%
Cigna Health & Life Insurance Co	4.0%
Guardian Life Insurance Co of America	3.1%
Genworth Life Insurance Co	2.7%
Humana Insurance Co	2.5%
John Hancock Life Insurance Co USA	2.1%
Connecticut General Life Insurance Co	2.0%

Top 10 Auto Insurance Companies

Commerce Insurance Co	26.1%
Liberty Mutual Insurance Co	11.4%
Safety Insurance Co	10.7%
Arbella Mutual Insurance Co	8.8%
Plymouth Rock Assurance Co	6.2%
Metropolitan Property & Casualty Insurance Co	4.6%
Progressive Direct Insurance Co	4.0%
Amica Mutual Insurance Co	3.4%
Progressive Direct Insurance Co	3.2%
Premier Insurance Co of MA	3.1%

Top 10 Home Insurance Companies

Citation Insurance Co	8.0%
Arbella Mutual Insurance Co	7.3%
Liberty Mutual Fire Insurance Co	5.4%
Commerce Insurance Co	4.7%
Merrimack Mutual Fire Insurance Co	4.2%
Safety Insurance Co	4.2%
Amica Mutual Insurance Co	3.6%
Vermont Mutual Insurance Co	3.5%
Metropolitan Property & Casualty Ins Co	2.8%
Pacific Indemnity Co	2.7%

Top 10 Workers' Compensation Companies

Associated Industries of MA Mutual Insurance	8.7%
New Hampshire Insurance Co	4.6%
Travelers Insurance Co of America	3.4%
ACE America Insurance Co	3.4%
Travelers Indemnity Co	3.2%
Atlantic Charter Insurance Co	3.0%
Twin City Fire Insurance Co Liberty Insurance Corp	2.9%
Liberty Mutual Fire Insurance Co	2.8%
LM Insurance Co	2.8%
Travelers Indemnity Co of Connecticut	2.6%

Top 10 Life Insurance Companies

Northwestern Mutual Life Insurance Co	14.6%
Metropolitan Life Insurance Co	7.0%
John Hancock Life Insurance Co USA	5.3%
The Savings Bank Life Insurance Co of MA	4.7%
New York Life Insurance Co	4.4%
Guardian Life Insurance Co of America	4.3%
MA Mutual Life Insurance Co	3.8%
Lincoln National Life Insurance Co	3.8%
Prudential Insurance Co of America	3.0%
Oruco Life Insurance Co	2.5%

Top 10 Total Property & Casualty Companies

Commerce Insurance Co	11.3%
Liberty Mutual Insurance Co	5.3%
Safety Insurance Co	4.9%
Arbella Mutual Insurance Co	4.6%
Plymouth Rock Assurance Co	2.3%
Metropolitan Property & Casualty Insurance Co	2.2%
Federal Insurance Co	2.0%
Amica Mutual Insurance Co	1.9%
Citizens Insurance Co of America	1.6%
Liberty Mutual Fire Insurance Co	1.6%

* Most health insurance is offered through Health Maintenance Organizations ("HMOs"). For HMO market share data, see appendix C-7

2 - Financial Surveillance & Company Licensing

2.1 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.

2.2 2013 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.

2.3 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 2013.

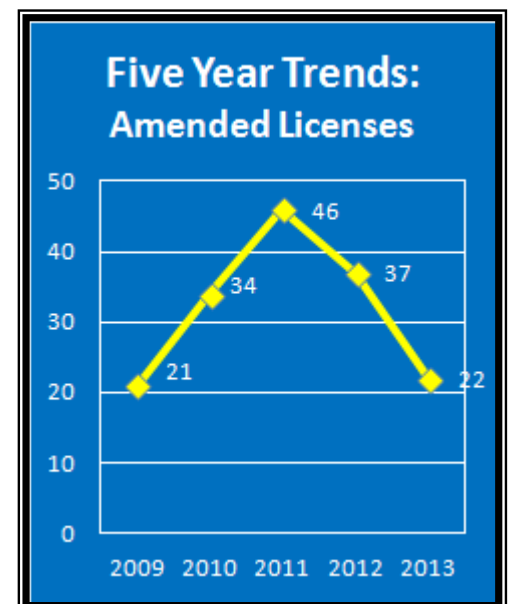
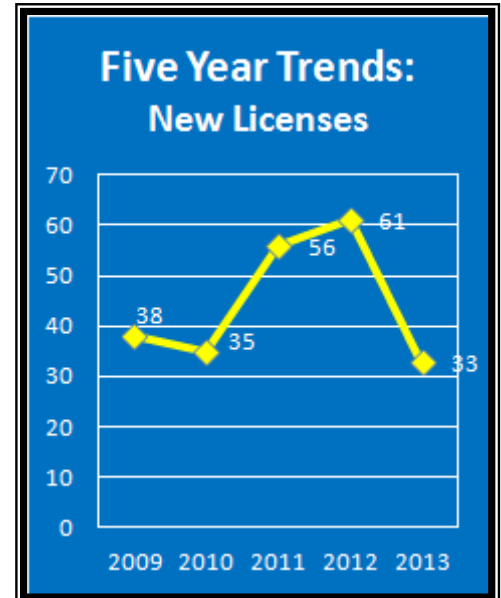
Financial Surveillance

The Financial Surveillance Section monitors the solvency of domestic and foreign (domiciled in another state) insurance companies. There are currently 1,674 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, 2013, there were 89 insurance companies domiciled in Massachusetts. Of the 89 Massachusetts domestic insurers, there were 54 property and casualty insurers, 17 life insurers, 15 health insurers, one title insurer, and two fraternal benefit societies. These insurers wrote gross premiums of approximately \$57 billion during 2013.

A comprehensive desk audit of each of these Massachusetts domestic companies was completed by an analyst and reviewed by a manager in 2013. 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.



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 2013, the Company Licensing Section issued 14 new insurance company licenses and 22 amended insurance company licenses, approved two companies to be eligible to accept surplus lines placements, approved five companies as accredited reinsurers, and issued Certificates of Authority to 12 home service contract providers.

New Licenses, Authority or Eligibility		
Accredited Reinsurers	Northcoast Warranty Services, Inc.	Cincinnati Casualty Company
Aspen Bermuda Limited	ST Product Care Corp.	Cincinnati Indemnity Company
Axis Specialty Limited	Starr Protection Solutions, LLC	Dakota Truck Underwriters
HM Life Insurance Company of New York	Tarmo, LLC	First Dakota Indemnity Company
Kentucky Farm Bureau Insurance Company	The Valspar Corporation	Merchants National Bonding, Inc.
Lancashire Insurance Company Limited	TMI Solutions	NAU Country Insurance Company
Health Maintenance Organizations	Wal-Mart Stores, Inc.	North Sea Insurance Company
Minuteman Health, Inc.	Life, Accident & Health Insurers	OBI National Insurance Company
Home Service Contract Providers	Care Improvement Plus South Central Insurance Company	Patriot Insurance Company
American Water Resources, Inc.	Smart Insurance Company	Tokio Marine America Insurance Company
Dealers Alliance Corp.	Property & Casualty Insurers	Surplus Lines
Dominion Products and Services, Inc. S.O.D. Virginia	American Agri-Business Insurance Company	Associated Industries Insurance Company, Inc.
Hewlett-Packard Company	Build America Mutual Assurance Company	PMSLIC Insurance Company
Nicor Energy Services Company		
Amended Licenses		
Property & Casualty Insurers	Greenwich Insurance Company	Rural Community Insurance Company
American Family Home Insurance Company	GuideOne Specialty Mutual Insurance Company	SAFECO Insurance Company of Indiana
American Modern Home Insurance Company	Hospitality Insurance Company	Technology Insurance Company
Beazley Insurance Company, Inc.	Ironshore Indemnity Inc.	United National Specialty Insurance Company
Carolina Casualty Insurance Company	Liberty Insurance Underwriters Inc.	XL Insurance America Inc.
Catlin Indemnity Company	Nationwide Mutual Insurance Company	XL Specialty Insurance Company
Empire Fire & Marine Insurance Company	Occidental Fire and Casualty Company of N. Carolina	Life, Accident & Health Insurers
Esurance Insurance Company	Ohio Indemnity Company	Forethought Life Insurance Company

2.4 Notable Transactions

There were several changes to the composition of the Massachusetts domestic insurance market in 2013. These included the following:

- **Boston Medical Center Health Plan**
 - In 2013, Boston Medical Center Health Plan expanded into New Hampshire to write Medicaid business under the name Well-Sense Health Plan.
- **Commonwealth Annuity and Life Insurance Company & Accordia Life and Annuity Company**
 - On September 30, 2013, Commonwealth Annuity and Life Insurance Company acquired all outstanding shares of Presidential Life Insurance Company-USA. Following the acquisition, Presidential Life Insurance Company-USA was renamed Accordia Life and Annuity Company.
- **Dental Service of Massachusetts, Inc.**
 - In 2013, Dental Services of Massachusetts, Inc. purchased Significa Insurance Group to write dental products in Massachusetts without the Delta Dental name.
- **HNE Insurance Company**
 - HNE Insurance Company, a newly formed Massachusetts domestic insurance company, began writing business January 1, 2013.
- **Minuteman Health, Inc.**
 - Minuteman Health, Inc., formed as a “Consumer Operated and Oriented Plan” or “CO-OP” under the Patient Protection and Affordable Care Act, was created as a Massachusetts domestic health maintenance organization and received their initial license on March 1, 2013.
- **Northern Assurance Company of America & OneBeacon America Insurance Company**
 - Effective August 1, 2013, The Northern Assurance Company of America merged into OneBeacon America Insurance Company.

3 - Financial Examinations

3.1 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.

3.2 2013 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.

3.3 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.

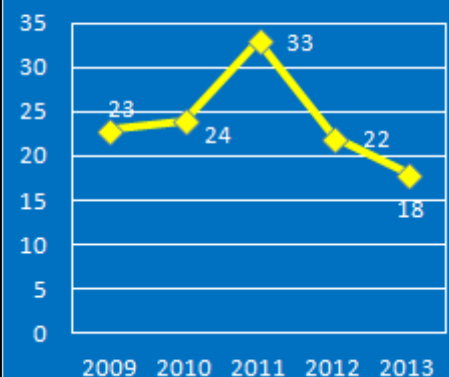
In 2013, the Financial Examination Section completed routine statutory examinations of 18 insuring organizations. These companies produced \$6.4 billion in premium nationwide (\$5.3 billion in Massachusetts). The Section also continued its special purpose examinations of domestic managed care organizations 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.

2013 Statutory Examinations

Life, Accident & Health Insurers	3
Health Organizations	3
Property & Casualty Insurers	9
Fraternal Organizations	1
Self-Insured Groups	2

Five Year Trends: Completed Examinations



The Financial Examination Section conducted 18 full-scope financial examinations with an “as of” date of December 31, 2011. All of these examinations were completed by June 30, 2013, within the “18 Month Rule” timeframe noted above. There were 20 financial examinations in progress at year’s end, representing approximately \$7.3 billion in premium nationwide (\$6.9 billion in Massachusetts).

Examination Reports Issued in 2013			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Electric Insurance Company	\$370,466,000	\$27,805,000	\$460,413,000
Holyoke Mutual Insurance Company In Salem	50,494,000	21,244,000	82,363,000
Massachusetts Homeland Insurance Company	122,310,000	71,146,000	\$7,989,000
One Beacon America Insurance Company (One Beacon Group)	338,763,000	17,935,000	182,867,000
Employers Fire Insurance Company (One Beacon Group)	146,482,000	12,464,000	60,034,000
Coface of North America Insurance Company	91,993,000	2,359,000	49,305,000
Hospitality Insurance Company (Hospitality Group)	74,000	0	7,544,000
Hospital Mutual Insurance Company (Hospitality Group)	5,745,000	5,745,000	24,168,000
Northern Assurance Company of America (One Beacon Group)	106,413,000	8,478,000	62,182,000
Health Insurers			
Tufts Associated HMO, Inc. (Tufts Group)	2,516,565,000	2,507,616,000	504,158,000
Fallon Community Health Plan, Inc. (Fallon Group)	1,097,521,000	1,097,521,000	127,195,000
Boston Medical Center Health Plan, Inc.	1,296,435,000	1,296,435,000	293,289,000
Life, Accident & Health Insurers			
Boston Mutual Life Insurance Company	146,989,000	37,702,000	126,302,000
Tufts Insurance Company (Tufts Group)	163,938,000	149,536,000	47,398,000
Fallon Health & Life Assurance Company (Fallon Group)	25,227,000	25,227,000	4,734,000
Self-Insured Groups			
Massachusetts Catholic Self-Insured Group, Inc.	2,916,000	2,916,000	5,359,000
Massachusetts NAHRO Insurance Group, Inc.	5,546,000	5,546,000	3,548,000
Fraternal Organizations			
Supreme Council of the Royal Arcanum	5,210,000	1,397,000	14,459,000
TOTALS	\$6,492,936,000	\$5,291,272,000	\$2,063,777,000

Examinations in Progress 12/31/2013			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Arrow Mutual Insurance Company	\$4,908,000	\$4,488,000	\$28,992,000
Bunker Hill Insurance Company (Plymouth Rock Group)	39,484,000	35,931,000	22,454,000
Pilgrim Insurance Company (Plymouth Rock Group)	24,045,000	24,045,000	\$13,938,000
Bunker Hill Insurance Casualty Company (Plymouth Rock Group)	0	0	5,436,000
Plymouth Rock Assurance Company (Plymouth Rock Group)	259,439,000	247,474,000	144,907,000
Massachusetts Medical Malpractice Reinsurance Plan	0	0	(4,673,000)
Health Insurers			
Neighborhood Health Plan, Inc.	468,466,000	468,466,000	154,540,000
Health New England, Inc.	494,441,000	493,441,000	55,265,000
Blue Cross Blue Shield of MA, Inc. (BCBS Group)	1,859,694,000	1,859,694,000	740,809,000
Blue Cross Blue Shield of MA HMO Blue, Inc. (BCBS Group)	3,553,365,000	3,553,365,000	1,077,138,000
Massachusetts Vision Service Plan, Inc.	23,735,000	23,735,000	24,550,000
CeltiCare Health Plan of Massachusetts, Inc.	106,495,000	106,495,000	11,086,000
Life, Accident & Health Insurers			
New England Life Insurance Company	459,736,000	48,377,000	536,136,000
Self-Insured Groups			
Massachusetts Education & Government Association P&C Group, Inc.	10,711,000	10,711,000	(639,000)
Massachusetts Bay Self-Insurance Group, Inc.	3,657,000	3,657,000	0
Massachusetts Care Self-Insurance Group, Inc.	4,220,000	4,220,000	0
Massachusetts Healthcare Self-Insurance Group, Inc.	2,834,000	2,834,000	0
Massachusetts Manufacturing Self-Insurance Group, Inc.	2,599,000	2,599,000	0
Massachusetts Retail Merchants Workers' Compensation Group, Inc.	17,193,000	17,193,000	0
Massachusetts Trade Self-Insurance Group, Inc.	3,230,000	3,230,000	0
TOTALS	\$7,337,272,000	\$6,910,055,000	\$2,809,779,000

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 2013 for business written in calendar year 2012 totaled \$24.6 million on written premium of \$615.7 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 2013 amounted to \$586,000.

3.4 Special Activities

Training & Professional Accomplishments

Financial Examination Section staff attended the Society of Financial Examiner's annual Career Development Seminar ("CDS") in July 2013. 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.

4 - Market Conduct






4.1 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.

4.2 2013 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  |

2013 Comprehensive Examinations

- Amica Mutual Insurance Company
- Aviva Group (2)
- CIGNA Group (3)
- ING Group (6)
- Lincoln Financial Group (3)
- MassMutual Group (3)
- Metropolitan Property & Casualty Insurance Company
- Midland National Life Group (2)
- New York Life Group (3)
- TIAA Group (2)
- Transamerica Group (7)
- Vermont Mutual Insurance Company

2013 Limited-Scope Examinations

- Arbella Mutual Insurance Company
- Commerce Insurance Company
- Farm Family Casualty Insurance Company
- Green Mountain Insurance Company
- Harleysville Worcester Insurance Company
- IDS Property & Casualty Insurance Company
- Occidental Fire and Casualty Insurance Company
- Quincy Mutual Fire Insurance Company
- Safety Insurance Company
- State Farm Mutual Auto Insurance Company

4.3 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 2013, the Market Conduct Section completed comprehensive examinations evaluating the following business practices of 34 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 ten limited-scope examinations of domestic and foreign insurers in 2013. 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 2013, the Market Conduct Section completed 88 market analysis reviews on 77 companies 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.

Additional Reviews

The Division regulates 285 risk purchasing groups by registering new groups and renewing the registrations of existing groups. In 2013, the Market Conduct Section collected approximately \$36,000 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.

Company Reports

In 2013, the Market Conduct Section reviewed a self-report by a company involving homeowners insurance. After the Section reviewed and approved the corrective action, restitution of approximately \$145,000 was paid to Massachusetts consumers.

Charitable Donations

In 2013, a Market Conduct Section single-state examination and settlement agreement resulted in over \$177,000 being placed in a charitable trust by an insurance company doing business in Massachusetts.

Settlement Monitoring

As a result of examinations previously conducted by the Division, the Market Conduct Section monitored two regulatory settlement agreements throughout 2013.

- **UNUM Group**

The UNUM settlement concerned UNUM's improper claim handling practices, including denials and termination of payments, on group and individual disability income policies. As of December 31, 2013 the UNUM Group has paid approximately \$775 million, on a national basis, either directly to claimants or into a reserve for future payments. Approximately \$16.0 million of that total has been paid or placed in reserve for future payments to Massachusetts' disabled claimants.

- **CIGNA Group**

The CIGNA Group multi-state regulatory settlement agreement of 2013 covered improper disability insurance claims handling. In 2013, restitution paid to Massachusetts' insureds totaled \$64,000 and about \$400,000 has been paid nationally to date. The CIGNA restitution payments are expected to significantly increase in the years to follow.

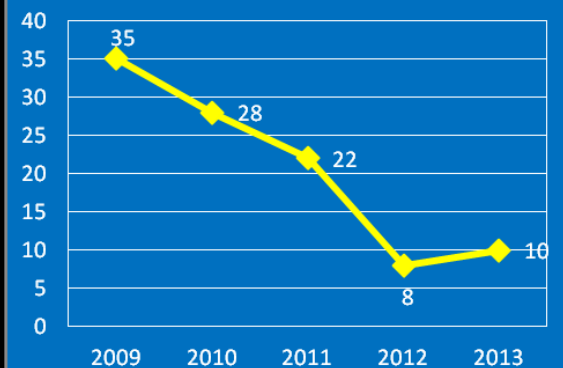
Monetary Fines

In 2013, as a result of multi-state regulatory settlement agreements, the Market Conduct Section collected approximately \$2.3 million in fines.

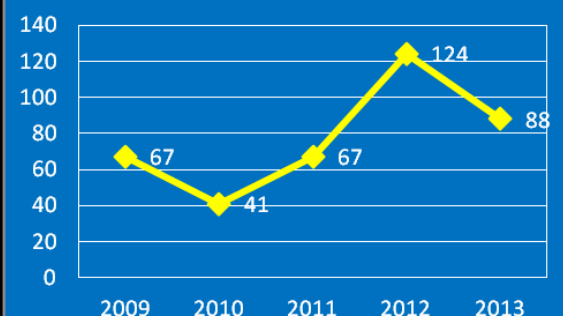
Five Year Trends: Comprehensive Exams



Five Year Trends: Limited-Scope Exams



Five Year Trends: Market Analysis Reviews



5 - 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.

5.1 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.

5.2 2013 Goals



Complete



Complete



Complete

- Provide new producer applicants with the knowledge and tools for how to best utilize the newly enhanced online licensing system, the National Insurance Producer Registry (“NIPR”).
- Improve consumer, applicant and licensee knowledge of all processes relating to the licensing of individuals and business entities.
- Train new staff members on all aspects of the Producer Licensing Section.

5.3 Primary Activities

New Producer Online Licensing Project

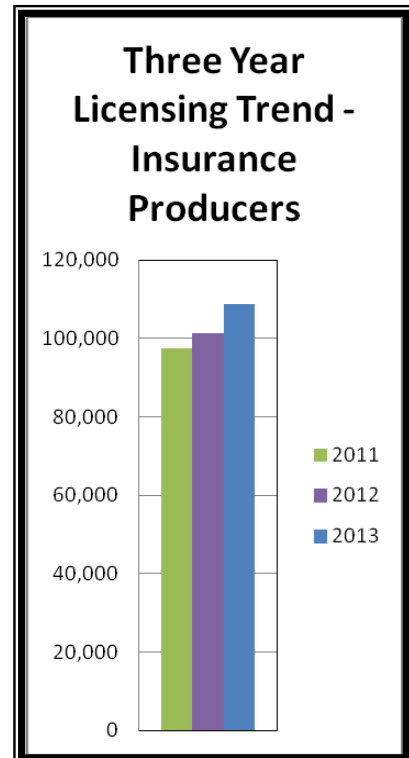
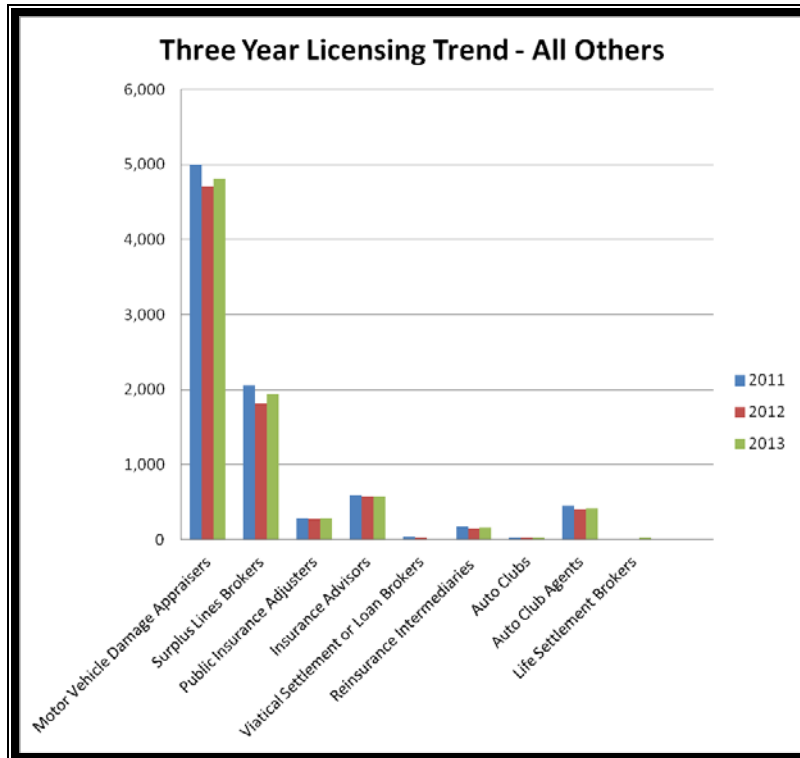
In 2013, the Division embarked on a new project to update its technology to enable the licensing of new producer applicants through the NIPR, an online one-stop shop that allows producers, nationally, to obtain or renew their licenses in all states simultaneously. In 2011, the Division had partnered with the NIPR to *renew* licenses of individual and business producers. The new project involves making design changes and technology upgrades to the Division's licensing and appointing systems CLARIS, OLLIE and OPRA. This work involves members of Division staff, the Executive Office of Housing and Economic Development's Information Technology Department, NIPR staff, and contracted consultants, Verity Consulting. The project is scheduled to be completed in phases. Phase I of the project, the licensing of new individual producers via NIPR's Gateway, went live on April 8, 2013. Phase II of the project, the licensing of business entity producers, has begun and is expected to be completed in March 2014. The third and final phase of the project, updates and enhancements of OLLIE to allow for new online producer licensure, will begin after completion of Phase II.

Prometric Exam Review Workshop

A number of 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. The workshop was a success and new examinations were ready for November 1, 2013.

In addition, as a result of the annual exam review workshop, the Section edited the Candidate Licensing Handbook for exams to be provided after November 12, 2013. The Candidate Licensing Handbook is now available on both Prometric's website and the Division's website.

Licenses Issued and/or Renewed in 2010 – 2012 by Type			
License Type	2011	2012	2013
Insurance Producers	97,488	101,398	108,737
Motor Vehicle Damage Appraisers	5,000	4,717	4,773
Surplus Lines Brokers	2,056	1,814	2,046
Public Insurance Adjusters	285	271	289
Insurance Advisors	595	570	592
Life Settlement or Loan Brokers	33	29	27
Reinsurance Intermediaries	169	155	152
Auto Clubs	22	22	21
Auto Club Agents	448	411	426



5.4 Special Activities

Life Settlement Broker Licensing

In 2013, the Division ceased licensing viatical brokers and began licensing life settlement brokers. Those producers who were licensed as viatical brokers at the time of the transition were converted to life settlement brokers in the process. In 2013, the Section worked with the Office of the General Counsel in writing the new licensing requirements for the new life settlement brokers. The Section also finalized the applications for the new licenses, and new paper applications and accompanying instructions were posted on the Division's website.

Long Term Care Mandatory Training

As of 2013, all licensed producers with the intention of selling long-term care products in Massachusetts are required to take an eight-hour continuing education course in Massachusetts long-term care insurance. The Division worked with the continuing education/examination vendor, Prometric, to develop new courses and new approval procedures to address the new requirement. The Division also held public meetings to discuss the possibility of issuing new regulations and also issued Bulletin 2013-11, *Transition Rules for Long-Term Care Insurance Offered on and after January 1, 2013*, to aid in implementation of the new requirement.

6 - State Rating Bureau

6.1 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 and 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 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.

6.2 2013 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.
- 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.

Complete 

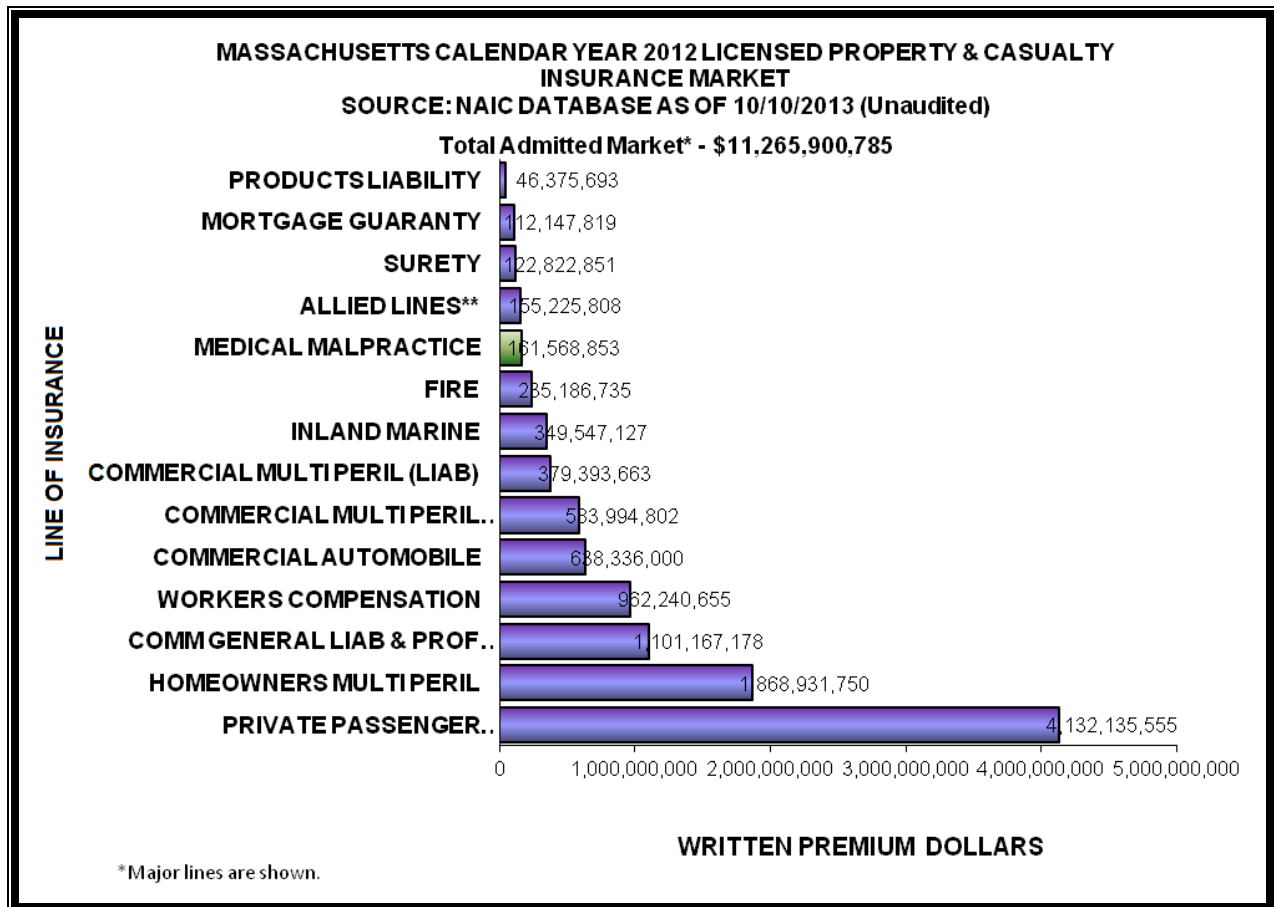
In Progress

6.3 Primary Activities

As the technical advisor to the Commissioner, the work of the SRB covers many different areas of the insurance marketplace. In 2013, 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.



6.31 Private Passenger Automobile

Private passenger automobile insurance accounted for over \$4.1 billion in Massachusetts written premium dollars in calendar year 2012, which is more than twice the level of premiums collected for any other line of property and casualty insurance.

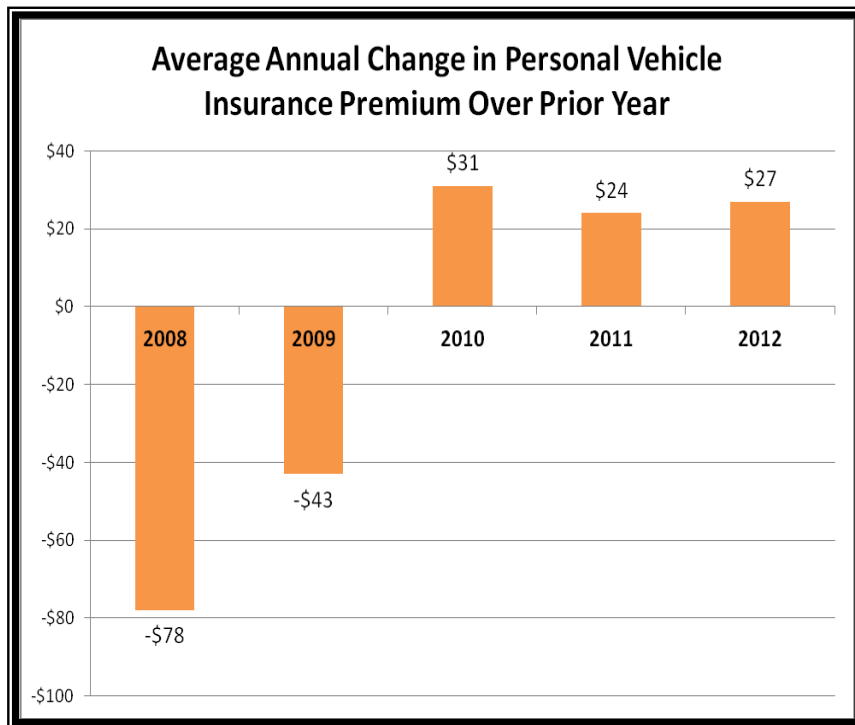
The SRB is responsible for:

- 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, 15 new insurance companies have started writing private passenger auto insurance. Ten of these companies market their products through independent agents.

The average personal automobile premium per vehicle rose slightly between 2011 and 2012 by approximately \$27 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 \$39 less than it was at the end of 2007.



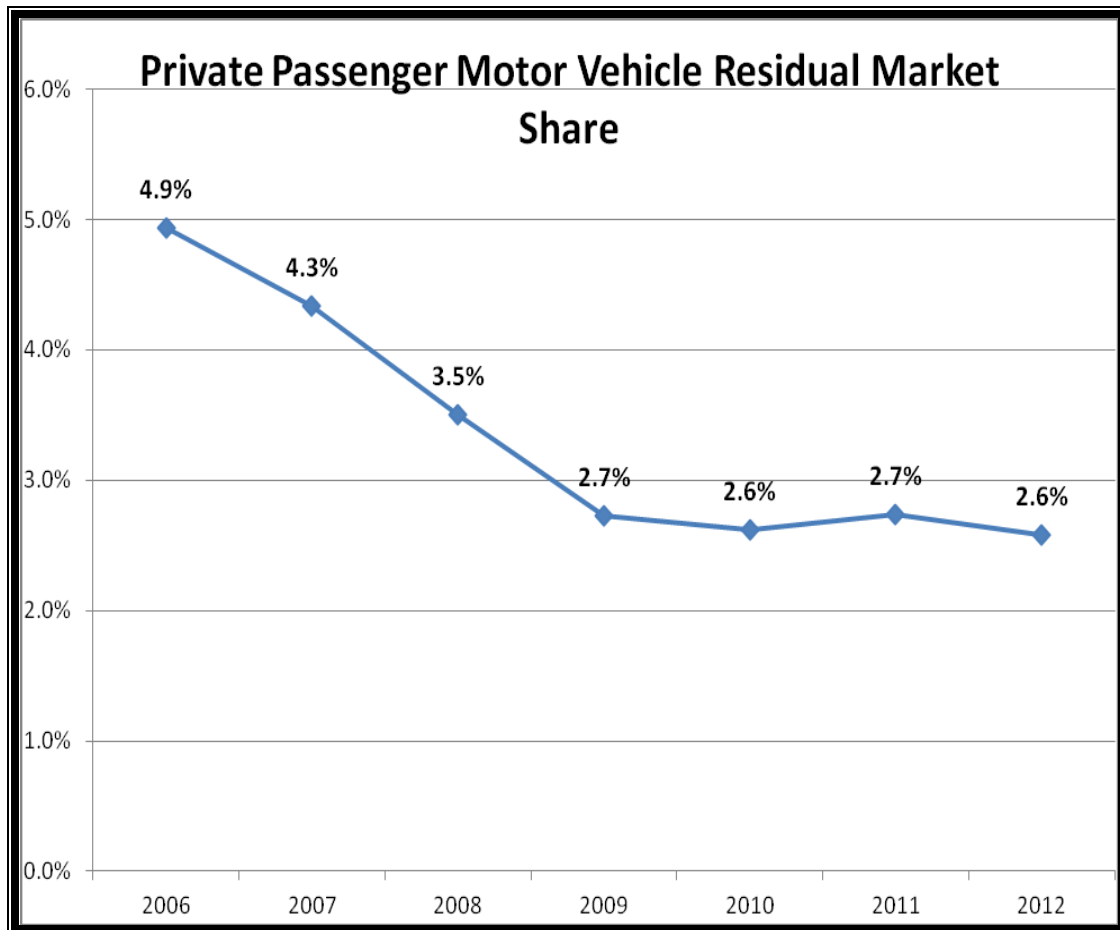
Automobile Insurers Entering MA Since April 1, 2008

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

Residual Market Reform

Standard commission rates for personal automobile policies issued through the residual market were established in accordance with the provisions of M.G.L. c. 175, §162E.

As noted on the following chart, the private passenger automobile residual market has declined from 4.9% in 2006 to 2.7% in 2012.



6.32 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:

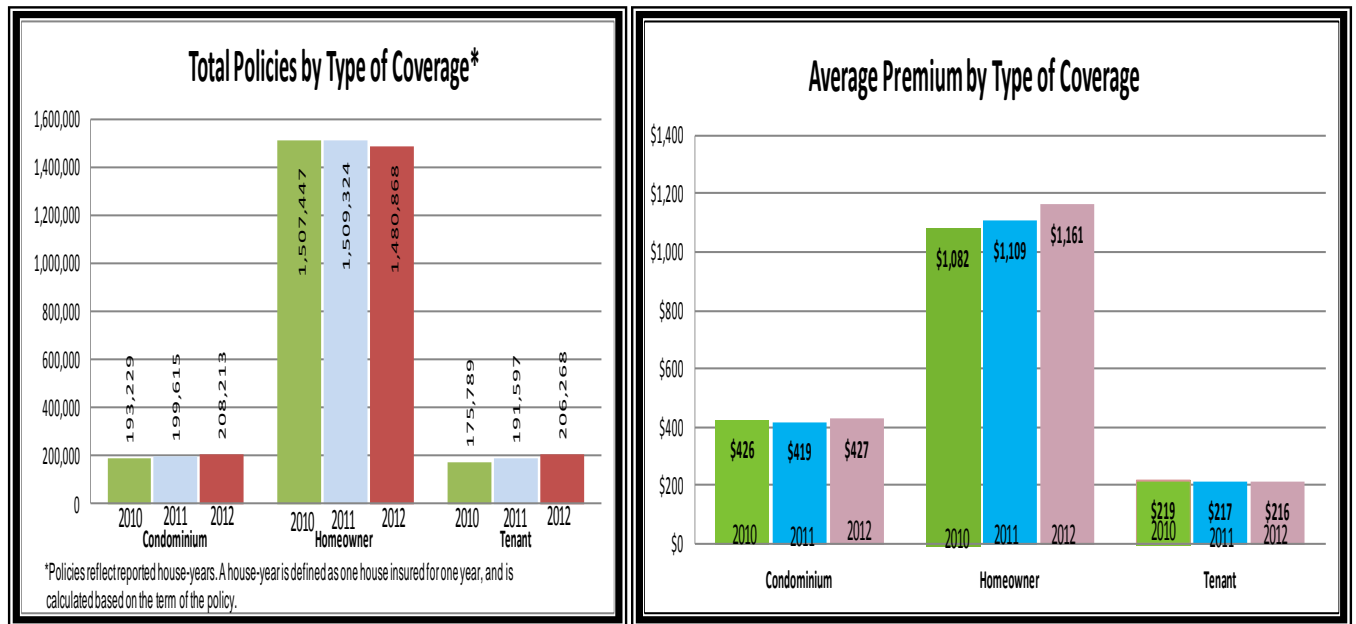
- Monitoring the market for coverage;
- Reviewing the activities of the residual market administered through the Massachusetts Property; Insurance and Underwriting Association (the "FAIR Plan"); and
- Reviewing all company and FAIR Plan form, rule and rate submissions.

Commissioner's Report on Home Insurance

In 2013, 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.

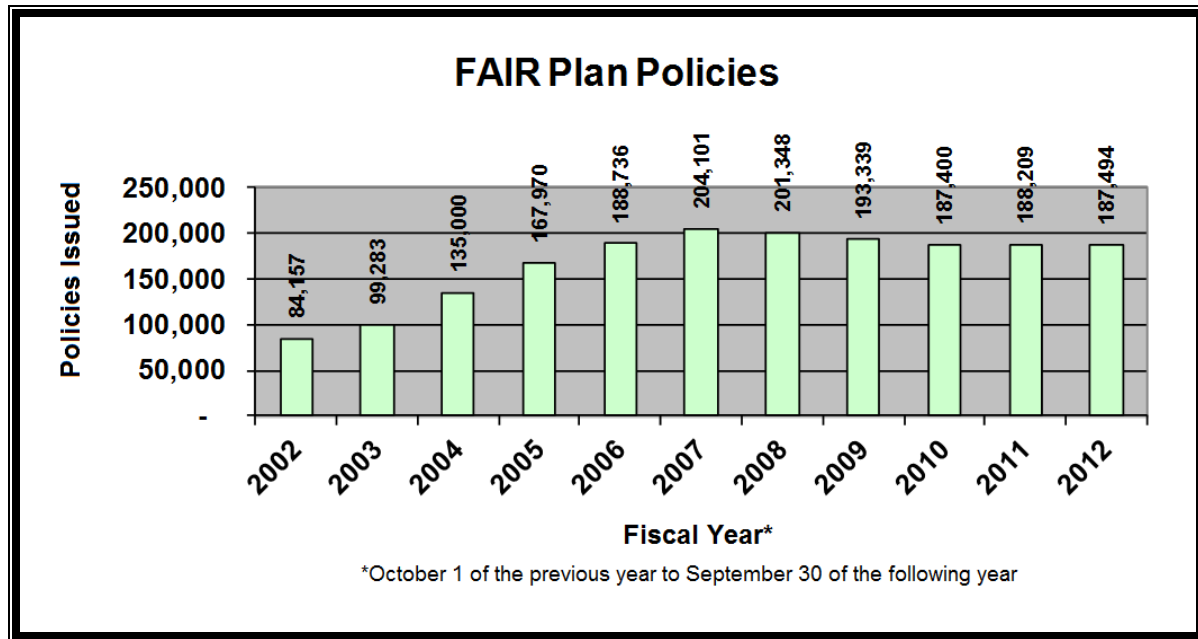
Among the findings of the report is that the number of Massachusetts home insurance policies written between 2011 and 2012 decreased by approximately 5,000 policies.

Between 2010 and 2012, the average premiums for condominium and tenant policies were relatively flat, but the average premium for homeowners insurance policies increased from \$1,082 to \$1,161 per policy.

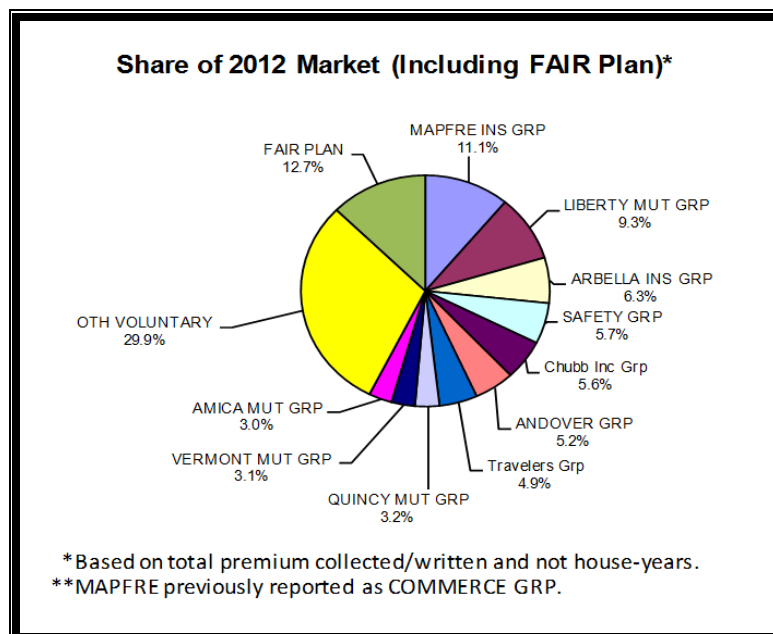


Availability of Coverage

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, the Division believes we have seen the FAIR Plan's overall market share plateau. By the end of 2012, the FAIR Plan had decreased slightly from a high of 204,101 policies in 2007 to 187,494 in 2012.

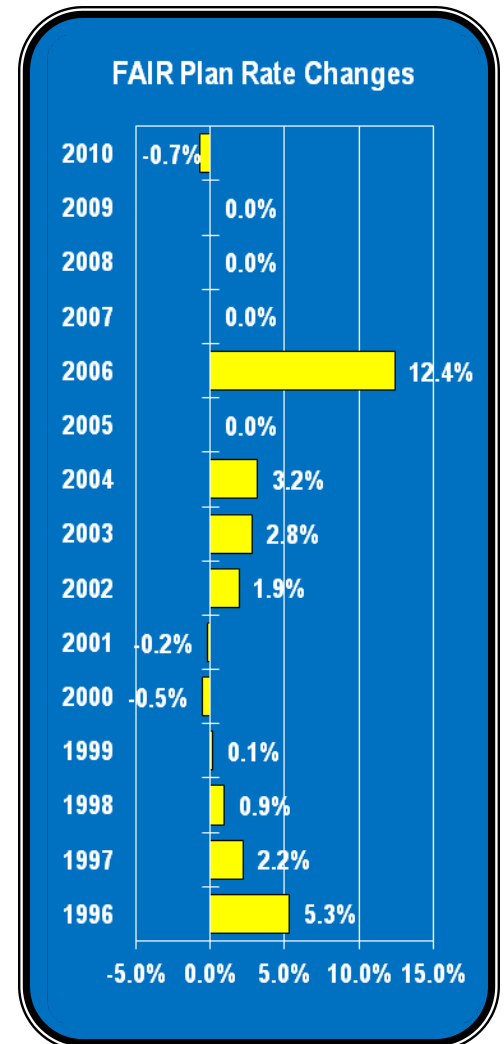


At 12.7%, the FAIR Plan writes the largest share of the homeowners market, but this is lower than the 15.4% share that the FAIR Plan wrote in 2008.



FAIR Plan Rate Hearing

In late 2011, the FAIR Plan submitted a request for an overall statewide increase of 7.2%. The hearing concluded in 2012. The requested increases were denied after the Commissioner found that the FAIR Plan failed to meet its burden of proof to support each aspect of its rate requests and to prove, by a preponderance of the evidence, that its proposed rates satisfied the statutory requirements. There were therefore no rate changes for 2011, 2012 or 2013.



6.33 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.

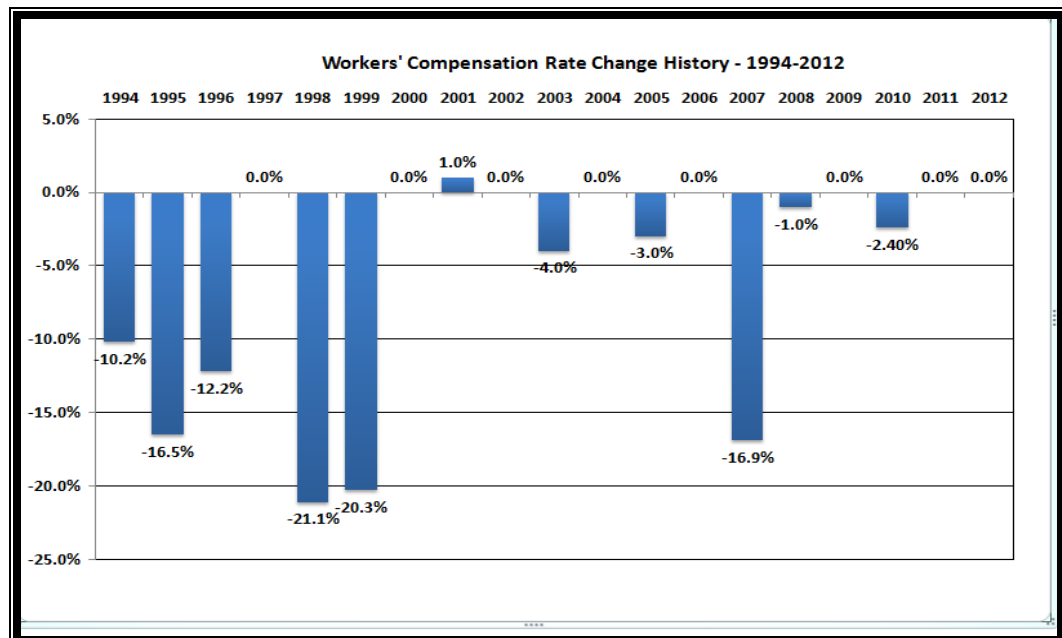
Workers' compensation insurance covers lost wages, medical costs and rehabilitation costs associated with work-related accidents or illnesses. With few exceptions, employers are required to purchase workers' compensation coverage for their employees.

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.

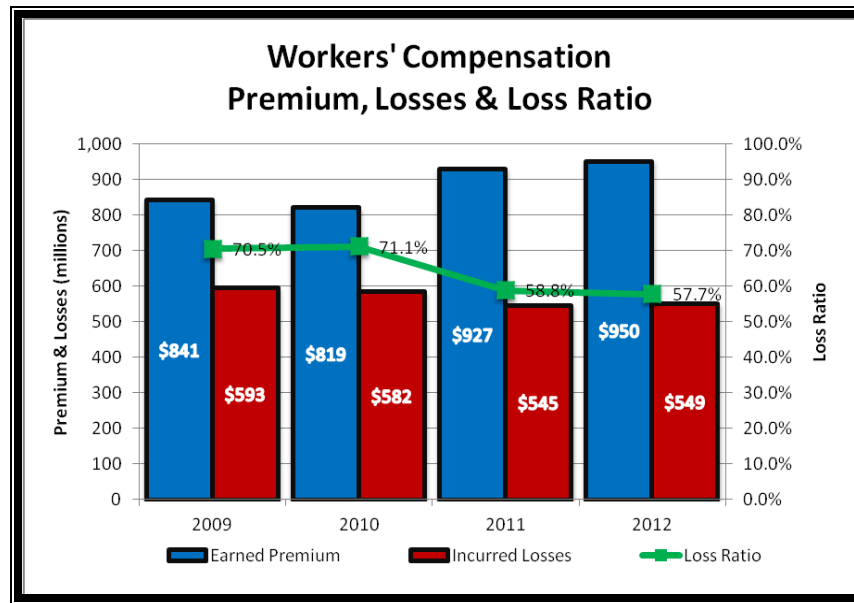
Rate Review

In March 2012, the WCRIB submitted a request for an average increase of 19.3% to the overall rates. The Attorney General and the SRB objected to this rate request at hearings held at the Division throughout the summer of 2012. In August 2012, the Commissioner issued a decision disapproving the requested rate increase. Consequently, there was no rate change for 2012. If the requested increase had been implemented, it would have cost Massachusetts employers over \$150 million in annual workers' compensation insurance costs.

Approximately 50 carrier groups submitted downward filings to the 2011 rates in 2012, with over 25 individual companies offering discounts of at least 25%. 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.

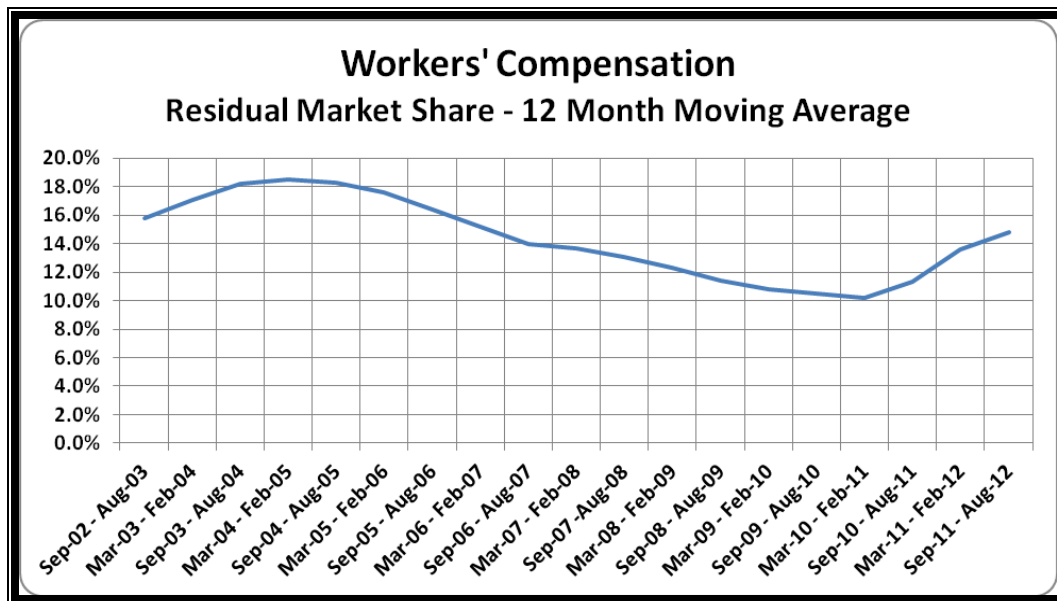


It is worth noting that the calendar year information displayed below suggests that, in spite of the many rate reductions and downward company deviations over the last two decades, workers' compensation insurance continues to be a profitable line in Massachusetts.



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.



6.34 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.

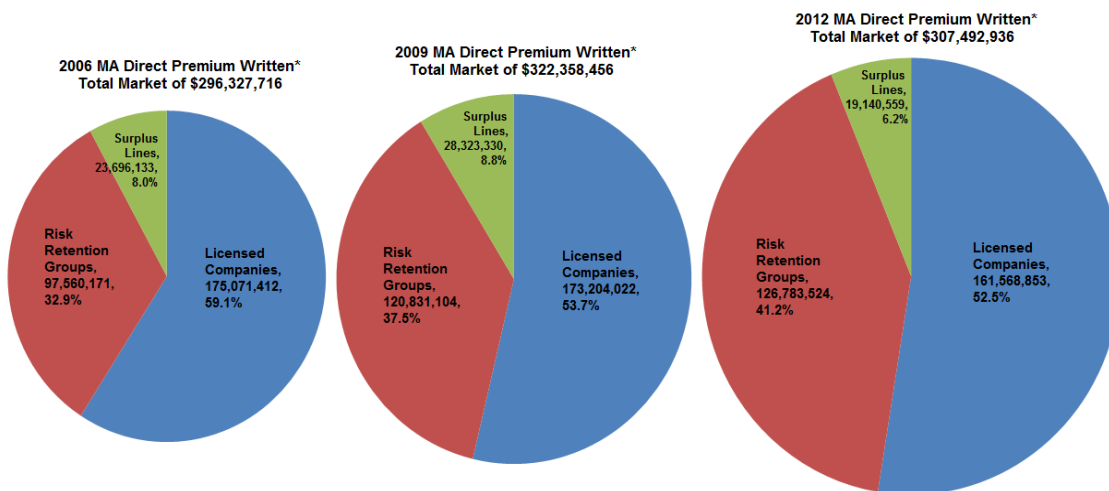
In 2013, SRB staff completed the “Medical Malpractice Insurance in the Massachusetts Market 2012” report, which is available in the Publications and Reports section of the Division’s website at www.mass.gov/doi.

Annual Medical Malpractice Report

2012 Findings

- Premium dollars written increased from \$239M in 2002 to \$311M in 2008
- Proportion of coverage written in regulated market dropped from 59.1% in 2002 to 52.5% in 2008
- Proportion of coverage written in unregulated surplus lines and risk retention markets grew from 40.9% in 2006 to 47.5% in 2012

Total Market 2006, 2009, 2012



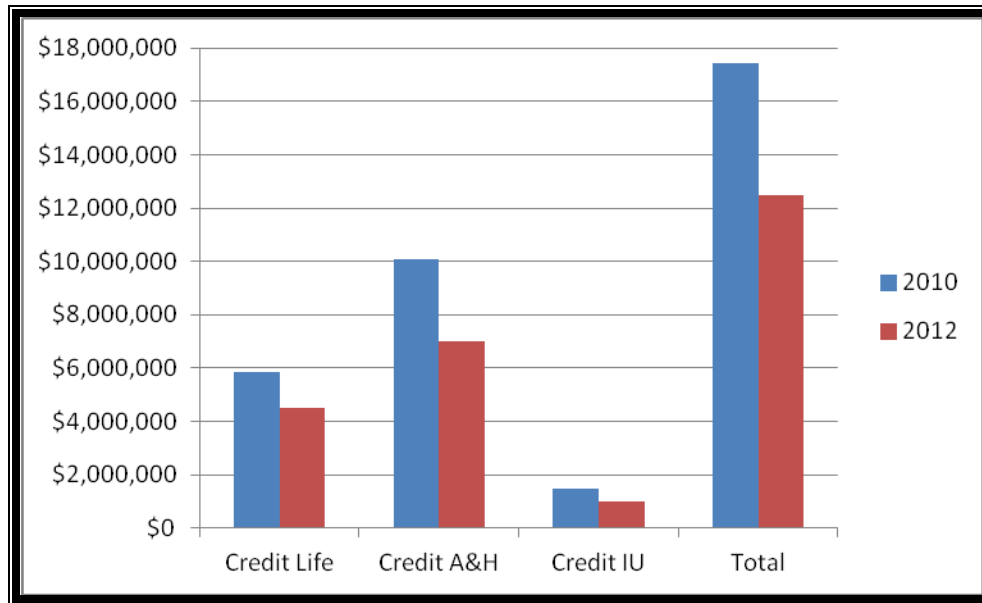
*Based on unaudited NAIC data - direct premium written

6.35 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 compiles 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%).

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 2010 and 2012, total reported incurred credit insurance premium for Massachusetts fell from \$17 to \$12 million, as shown below.



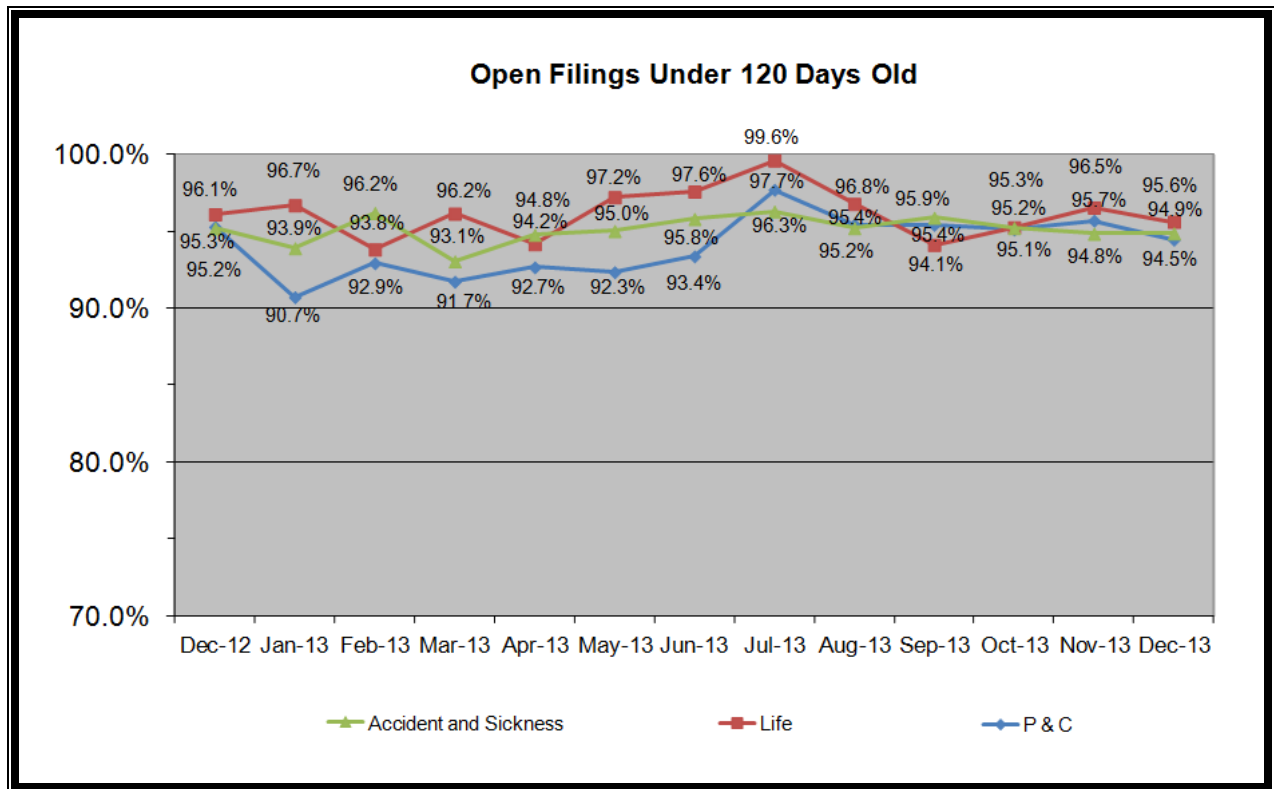
6.36 Life Insurance

The Division did not promulgate any new life insurance regulations or issue any new life insurance bulletins during calendar year 2013.

7 - 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.



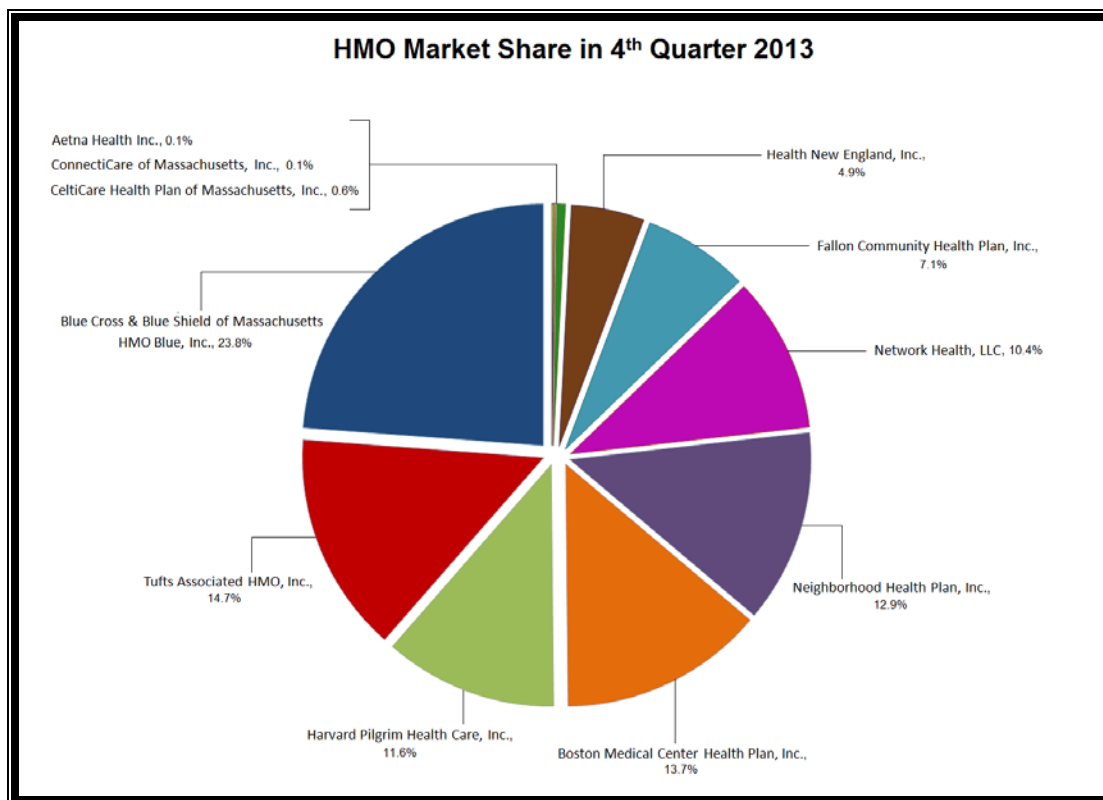
8 - Bureau of Managed Care

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 11 companies. Relative market share during the 4th quarter of 2013 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 2013, the BMC completed the review of 610 filings that were material changes to already completed accreditation filings.

Health Reform

In 2013, 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.



9 - 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.

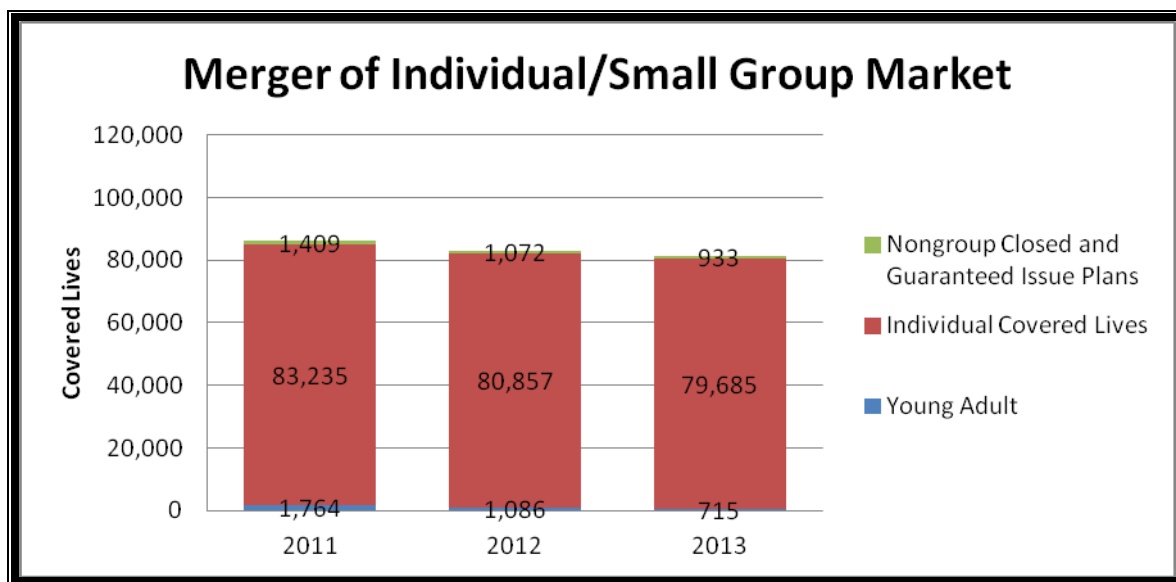
HCAB is responsible for monitoring the market for health insurance coverage, concentrating on the availability and affordability of coverage. Members of the HCAB represent the Commissioner on a number of health insurance committees and task forces, including:

- the Health Care Quality and Cost Council,
- the HealthyMass Compact, and
- the Interagency Analytic Work Group.

In 2013, 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 decreased by 5,075 persons from 2011 to 2013.



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 2013, 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.

In 2014, additional provisions of the ACA became effective for products offered beginning January 1, 2014. Due to the carriers’ need to file new products to meet these new requirements, the Division reviewed a significantly greater number of filings in 2013 for the 2014 plan year than it did in 2012 for the 2013 plan year. The creation of Minuteman Health Plan, Inc, a health maintenance organization recognized as a “Consumer Operated and Oriented Plan” or “CO-OP” under the ACA, also contributed to the increased number of filings. These filings were reviewed in early 2013 so that they could be completed by August 15, which allowed the carriers to market the 2014 plans beginning in fall of 2013.

In 2013, the Division also agreed to assist the Commonwealth Health Insurance Connector Authority with review of “qualified dental plans” that were intended for offer as stand-alone dental plans on the Health Connector. During this period, the Division reviewed form and rate filings for new qualified dental plans offered by six carriers. The rate filings were reviewed for completeness and were modified to meet the Division’s review standards. Review of all the filings was completed by August 15, 2013.

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 were scheduled to expire by October 2012, but instead, they were subsequently amended under Chapter 464 of the Acts of 2012, which established the medical loss ratios to be 90% for calendar year 2013, 89% for calendar year 2014, and 88% for calendar year 2015 and beyond.

During calendar year 2013, the Division reviewed Massachusetts small group carriers' filings submitted for 2nd quarter, 3rd quarter and 4th quarter 2013 rates, as well as the rates to be effective for 1st quarter 2014. 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 kept to 3.2% or less.

10 - Office of General Counsel

10.1 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.

10.2 2013 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, including 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.

10.3 Primary Activities

10.31 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.

Legal staff devoted an extensive amount of time in 2013 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. Attorneys 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.

2013 OGC Health Care Highlights

Division attorneys, along with other Division staff, worked with other state agencies to implement the various provisions of Chapter 224 of the Acts of 2012, *An Act Improving The Quality Of Health Care And Reducing Costs Through Increased Transparency, Efficiency And Innovation* ("Chapter 224"), including assisting in drafting proposed regulation 211 CMR 155.00, *Risk-Bearing Provider Organizations* and proposed amendments to 211 CMR 52.00, *Managed Care Consumer Protections And Accreditation Of Carriers* and 211 CMR 71.00, *Medicare Supplement Insurance -- To Facilitate The Implementation Of M.G.L. C. 176k And Section 1882 Of The Federal Social Security Act*. In addition, Division attorneys assisted in promulgating new regulation 211 CMR 154.00, *Enforcement Of Mental Health Parity*.

Division attorneys also participated as members on committees and workgroups focused on ensuring the Commonwealth's ongoing compliance with the ACA. With the assistance of the BMC and the HCAB, Division attorneys prepared proposed legislation for submission to the Massachusetts legislature to ensure that Massachusetts law continues to be in compliance with the ACA. Legal staff also supported the Division's continued efforts to implement state health insurance reforms dating from the Massachusetts legislature's passage of Chapter 288 of the Acts of 2010.

OGC attorneys additionally assisted in drafting and issuing regulatory bulletins to provide guidance to both consumers and the industry on a variety of health care topics. These include:

- Bulletin 2013-01, *Open Enrollment Periods for Individuals in Insured Health Benefit Plans*;
- Bulletin 2013-02, *Changes to Mental Health Benefit*;
- Bulletin 2013-04, *Section 8 of Chapter 3 of the Acts of 2013 - Changes to Enrollment Requirements for Individuals in Insured Health Benefit Plans*;
- Bulletin 2013-05, *Transition Period Rating Rules*;
- Bulletin 2013-06, *Disclosure and Compliance Requirements for Carriers, and Process for Handling Complaints for Non-Compliance with Federal and State Mental Health and Substance Use Disorder Parity Laws*;
- Bulletin 2013-07, *Pediatric Dental Benefits Within Plans Offered to Eligible Individuals and Eligible Small Employers Outside the Massachusetts Exchange*;
- Bulletin 2013-08, *Using Composite Rates for Newly Added Employees and/or Dependents*; and

- Bulletin 2013-10, *Carrier Compliance with Transparency with Respect to the Estimated or Maximum Allowed Charge for a Service and Insureds' Out-of-Pocket Health Care Costs*.

10.32 Hearings and Appeals

Massachusetts statutes require the Division to conduct hearings on a variety of matters. The Hearings and Appeals Section 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 managed by CAR, including CAR's Rules of Operation and appeals from decisions of CAR's Governing Committee;
- Appeals from employers regarding their 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.

2013 Hearings and Appeals Highlights

Two major rate matters were initiated in 2013: the FAIR Plan submitted a rate filing on April 12, 2013, and the WCRIB submitted a rate filing on December 27, 2013. Hearings for public comments on the FAIR Plan filing took place in three locations throughout the state in May. Cross-examination of witnesses began in June and concluded in October, and the parties submitted briefs in November. The decision was issued in 2014. The formal review process for the WCRIB filing was not initiated until 2014.

Regulatory hearings were held on a wide range of matters in 2013. New regulations were promulgated to address mental health parity in health insurance and to implement requirements for motor vehicle glass repair shops. Amendments were made to existing regulations regarding the registration and reporting requirements for third party administrators, the annual comprehensive financial statements filed by health insurance carriers, Medicare supplement insurance, the standards of fault to be used by the Board of Appeal in determining the application of surcharges, and the Massachusetts holding company system. Hearings were held on a proposed regulation relating to risk-bearing provider organizations, proposed amendments to 211 CMR 52.00, *Managed Care Consumer Protections And Accreditation Of Carriers*, and proposals to combine and amend 211 CMR 113.00, *Requirements regarding Workers' Compensation Insurance Deductibles* and 211 CMR 115.00, *Requirements Applicable to Workers' Compensation Deductible Policies*; all of these proposals remained pending as of year-end 2013.

Twelve enforcement cases filed in 2013 arose from the Division's authority to license insurance producers. Seven were disciplinary actions initiated by the Division, and five were appeals of Division decisions denying license applications. Four of the disciplinary actions resulted in decisions revoking licenses, one was settled by consent agreement, and two remained open at the end of 2013. Of the five appeals of license denials, two Division actions were upheld, two were withdrawn, and one was dismissed for lack of prosecution. In addition to cases filed in 2013, five disciplinary actions initiated in 2012 were resolved in 2013 – four resulted in decisions revoking licenses and one was settled by consent agreement.

CAR filed proposed changes to two sets of performance standards for the payment and handling of insurance claims: one set applicable to insurance covering private passenger motor vehicles and the other to commercial insurance coverage. After hearings, both sets were approved.

Three employers filed appeals in 2013 seeking reductions in audit premiums assessed on their workers' compensation insurance policies. One case was settled, one was dismissed for failure to prosecute the appeal, and one was settled in part but remains open to address a subsequent audit. In addition, one decision was issued in 2013 relative to a previously filed appeal of an audit premium.

Miscellaneous matters handled by Hearings and Appeals staff in 2013 included a request to review the charges submitted by a third referee in connection with a property damage claim and an appeal from a FAIR Plan decision declining to reinstate property insurance coverage. Both were resolved without a hearing. On request by the Insurance Services Offices ("ISO"), a hearing took place on the Division's rejection of a motor vehicle insurance manual that ISO filed. The annual hearing on the condition of the Massachusetts market for Medicare supplement insurance took place on June 6, 2013.

The Board of Review in the Division of Insurance received no new appeals in 2013. A decision was issued on an earlier appeal, and one previously filed case was withdrawn.

10.33 Litigation

One Division administrative decision denying an application for a public insurance adjuster's license was appealed to the Superior Court for Worcester County. This matter was still pending with the Superior Court as of year-end 2013.

10.34 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	
05/12/2009	Eastern Casualty Insurance Company	In Liquidation	
Closed Domestic Receiverships			
None in 2013.			
Active Ancillary Receiverships			
Date	Company	State	Estimated Assets (market value as of 12/31/13)
10/16/2002	Legion Insurance Company	PA	\$72,438,992.00
10/16/2002	Villanova Insurance Company	PA	\$569,584.00
10/03/2001	Reliance Insurance Company	PA	\$28,021,783.00
06/06/2005	Home Insurance Company	NH	\$2,465,726.00
Closed Ancillary Receiverships			
None in 2013.			

Distribution to Creditors

None in 2013.

10.4 Other Activities

Public Records Requests

The OGC responded to over 100 public records requests in 2013. 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. In addition, the OGC provided public records law training to all new employees at the start of their Division employment and provided updated training sessions to multiple Division departments in 2013.

1033 Committee Reviews

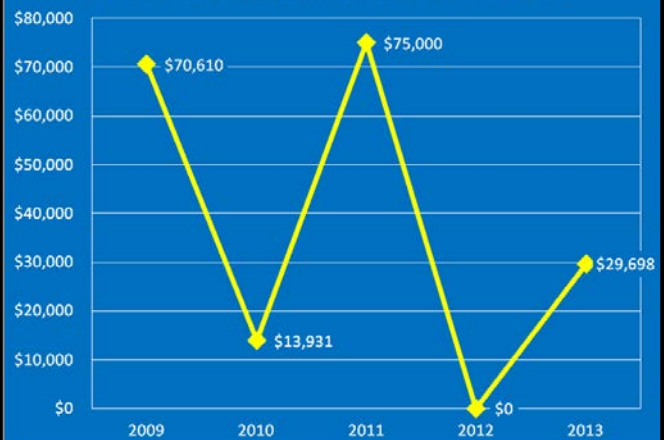
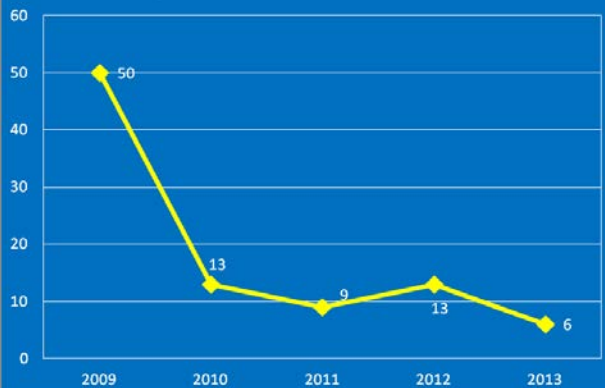
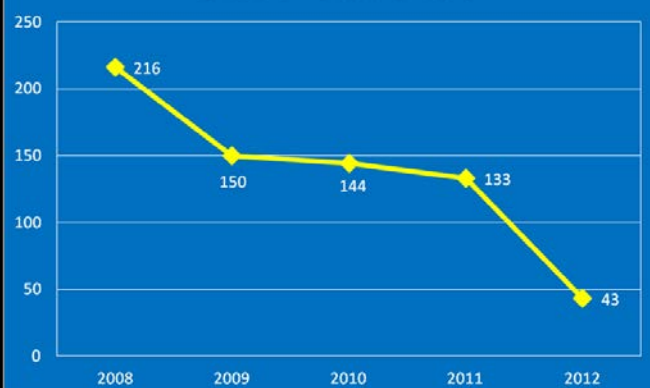
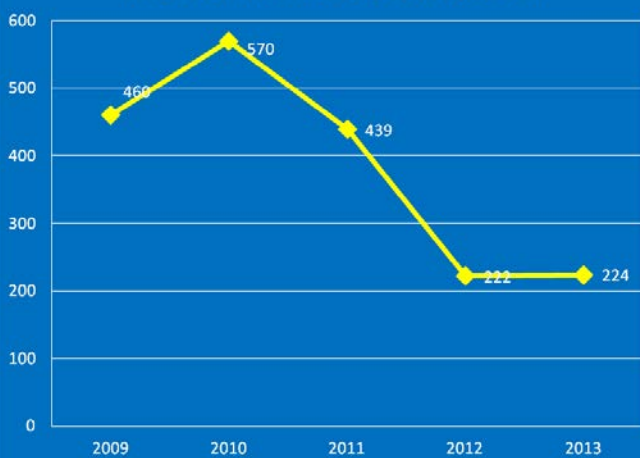
In 2013, Division attorneys continued to serve as appointees by the Commissioner to an advisory committee that reviews all applications for written consent to engage or participate in the business of insurance under the provisions of the federal Violent Crime Control and Law Enforcement Act of 1994, 18 U.S.C. § 1033 (“1033 Committee”) and makes recommendations to the Commissioner on such applications. In 2013, the 1033 Committee received two complete applications for written consent to engage or participate in the business of insurance. After careful consideration and review, one application was approved and the other application was denied by the Commissioner.

11 - 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. Division enforcement attorneys pursue appropriate enforcement action by applying relevant law to the facts and evidence developed by SIU during the investigation. Enforcement case results are reported on the Division’s website and to the NAIC’s Regulatory Information Retrieval System (“RIRS”) database, which is accessible by insurance regulators in other jurisdictions.

2013 Accomplishments

- The SIU and enforcement attorneys closed a total of 224 cases in calendar year 2013. Common allegations investigated in this group of cases include:
 - Licensees failing to make appropriate disclosures on license applications,
 - Licensees failing to timely disclose administrative or criminal matters to the Division, and
 - Licensee misrepresentation on insurance policy applications.
- Enforcement results among the 224 cases closed in 2013 include the suspension or revocation of six individual licenses, the assessment of \$114,430 in financial penalties, and 71 orders to cease and desist from improper conduct.
- Enforcement case highlights include a settlement with a North Shore insurance agency that improperly collected fees from its customers for an on-site home inspection that it falsely represented as being required as part of the homeowners’ insurance policy application process. In some instances the inspection fee was rolled into the customer’s premium, thus misrepresenting the true amount of premium of the policy. The agency charged fees ranging from \$50 to \$100 in this manner to approximately 297 customers. Without admitting or denying the Division’s allegations, the settlement agreement imposed a \$23,000 fine on the agency. The agency was further directed to cease and desist from the alleged improper conduct and to pay restitution totaling \$29,698 to the affected customers.
- Other enforcement highlights include:
 - The case of a non-resident insurance agency that had allowed its Massachusetts non-resident business entity producer license to lapse for approximately one year. During this lapse period, it improperly sold more than 2,400 Massachusetts policies. This case resulted in the imposition of a \$24,340 fine against the business entity for its unlicensed activity.
 - A Merrimack Valley insurance agency paid a \$5,000 fine under a settlement agreement for allegedly falsifying information on more than 15 automobile insurance applications it submitted to the Massachusetts Automobile Insurance Plan (“MAIP”), an insurance plan that assigns drivers to one of its existing automobile insurance companies when they have been unable to find coverage on their own. Employees of this agency altered the drivers’ license numbers in an effort to steer the assignment to a favored carrier.

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**

12 - 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 30,000 to 45,000 at-fault accident determination appeal cases and 3,000 to 5,000 appeals of RMV actions per year. In 2013, the Board received 35,268 new appeals and conducted 37,966 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 211 CMR 88.00, which is its own practice and procedure regulation for appeals.

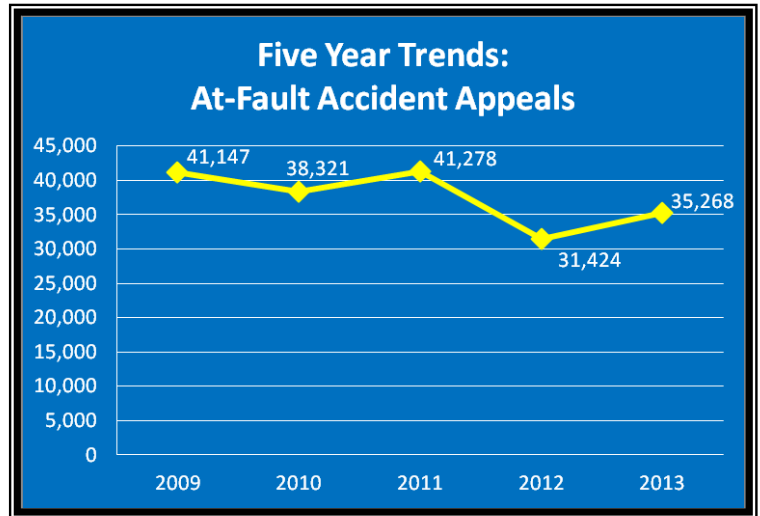
Hearing Locations

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

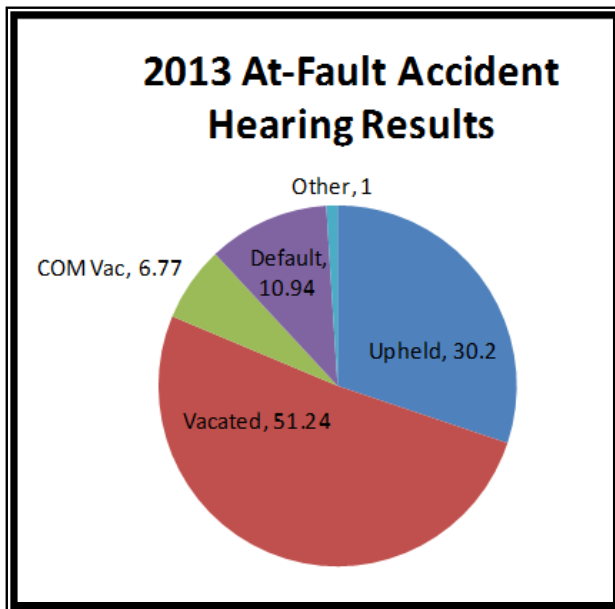
Each automobile insurance carrier administers a unique system of adjusting premiums based on an operator's driving record. Typically, these merit rating plans decrease premiums for years of incident-free driving and increase premiums for operators with at-fault accidents or traffic citations. These premium 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 37,966 hearings on appeals of at-fault accident determinations in 2013.

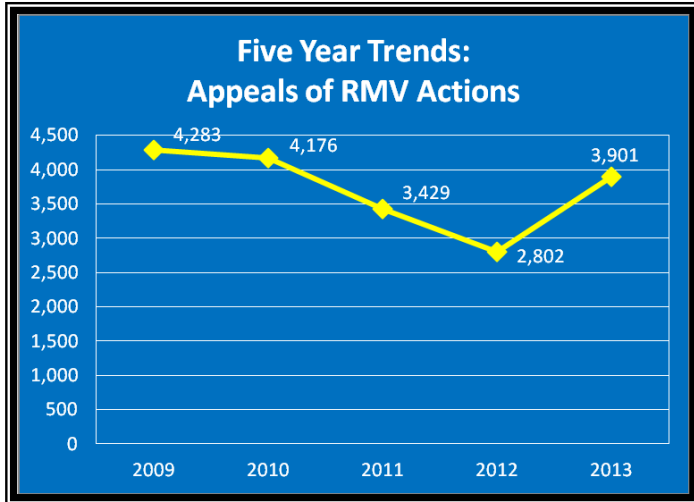


At-Fault Hearings By Location

Boston	3,914
Brockton	2,037
Dedham	3,748
Leominster	1,430
Marlboro*	1,735
Peabody	3,947
Plymouth	1,838
Somerville	7,295
Somerset	1,673
Springfield	4,064
South Yarmouth	145
Waltham	2,031
Worcester	4,109
Total	37,966

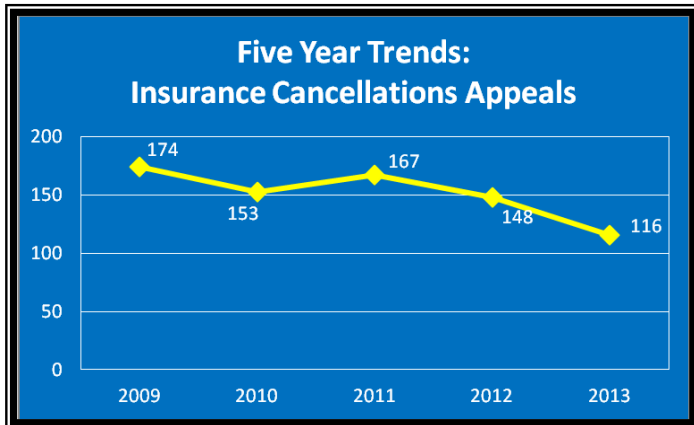
* Note that Marlboro was reactivated as a hearing location in 2013.

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 2013, the Board conducted and decided 3,901 hearings.

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. There were 116 insurance cancellation appeals heard in 2013.

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.

13 - Automobile Damage Appraiser Licensing Board

Pursuant to M.G.L. c. 26, § 8G, there is within 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 2013, the ADALB issued 180 new licenses and approved 4,593 license renewals. There were a total of two complaints and no licenses were suspended, revoked, or cancelled. It held five exams in 2013, which were taken by 260 applicants.

14 - Consumer Services Section

14.1 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.

14.2 2013 Goals



Complete

- Finalize investigation of a majority of consumer complaints within 180 days.



Complete

- Respond to all inquiries received through the toll-free telephone hotline and by electronic submissions in a timely manner.



Complete

- Address written concerns and assist consumers in receiving justifiable recoveries, such as required claims payments and insurance refunds.



Complete

- 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.

14.3 2013 Accomplishments

- CSS staff handled almost 15,000 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 1,610 new formal complaint investigations and closed examinations of 1,234 matters.
- CSS resolved most complaint investigations within 180 days and obtained over \$673,141.38 in recoveries and required payments on behalf of consumers.

14.4 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.

Complaint resolution may result in recovered monies or realized coverage for consumers. Other favorable outcomes achieved in 2013 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 2013

Denial of Claim	19%
Claim Handling	18%
Underwriting	13%
Unsatisfactory Settlement/Offer	9%
Claim Delay	8%
Cancellation	7%
Premium Notice / Billing	5%
Policyholder Service	4%
Unsatisfactory Refund	4%
Premium and Rating	4%

14.5 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:

- Consumer alerts, such as:
 - *Beware of Unlicensed Health Plans,*
 - *Risks of Self-funded Health Plans,*
 - *Premium Assistance for Employees of Small Employers,*
 - *Annuities and Senior Citizens,*
 - *Winter Weather and Insurance,* and
 - *Insured for Summer Fun;*
- *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.*

15 - 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.

15.1 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.

15.2 2013 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. | Complete |  |
| • Collect all revenue in a timely and accurate way and ensure compliance with state Comptroller guidelines and Division internal control plan. | Complete |  |
| • Complete all hiring and staffing requests in a timely way so as to ensure available human resources to carry out the Division mission. | Complete |  |
| • 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 |  |

Appendix A - Acts, Regulations & Bulletins

2013 ACTS

Chapter 3 – An Act Making Appropriations for the Fiscal Year 2013 to Provide for Supplementing Certain Existing Appropriations and for Certain Other Activities and Projects

Section 8 of this Act amends M.G.L. c. 176J to conform it to the Affordable Care Act. M.G.L. c. 176J governs the small group and non-group health insurance markets. Section 8 adds language concerning the enrollment of eligible individuals into plans offered by the Health Connector, the length of coverage for new enrollees and the limitation on pre-existing conditions exclusions and waiting periods.

Section 31 of this Act sets out the periods for open enrollment under M.G.L. c. 176J for 2013 and 2014. The Section provides the rules governing the open enrollment, including the effective dates of such plans, deductibles and plan-year out-of-pocket expenses.

Chapter 35 – An Act Implementing the Affordable Care Act and Providing Further Access to Affordable Health Care

This Act aligns the Massachusetts health statutes with the federal Affordable Care Act. The Act provides a transition period in the merged individual/small group market to allow Massachusetts to conform to federal rating factor requirements. It implements the requirement that health insurance rates for individuals be filed on a calendar year basis, while permitting small group rates to be filed on a quarterly basis until 2016. It changes the definition of who is eligible to buy non-group health insurance to match the federal definition.

2013 REGULATIONS

211 CMR 37.00 – Infertility Benefits

This regulation was amended to change the definition of infertility to conform to the statutory definition as amended by Chapter 288 of the Acts of 2010. The amendments also updated language reflecting changes in medical technology, inserted the Society of Assisted Reproductive Technology as a recognized expert, updated the list of required benefits and removed the requirement that the Commissioner formally amend the regulation to add required infertility benefits.

211 CMR 74.00 – Standards of Fault to be Used by the Board of Appeal on Motor Vehicle Liability Policies and Bonds and Insurers in Determining the Application of Surcharges in Accordance with M.G.L. c. 175, §113P

This regulation was amended to remove reference to the Safe Driver Insurance plan established pursuant to M.G.L. c. 175, § 113B, because such plan does not apply in the managed competition market for private passenger motor vehicle insurance that the Commissioner established in 2007. The amendments clarify the standards of fault to be used in both the competitive and fixed-and-established private passenger auto insurance markets. The amendments also provide that any insurer failing to use these standards of fault in determining whether an operator is more than 50% at fault for an accident may be engaged in an unfair act or deceptive practice in the business of insurance.

211 CMR 135.00 – Motor Vehicle Glass Repair Shops

This new regulation was promulgated pursuant to Section 20 of Chapter 208 of the Acts of 2012. The regulation prohibits insurers, producers, adjusters or third party administrators for insurers from steering or otherwise interfering with an insured's choice of a glass repair shop for the insured's motor vehicle.

211 CMR 148 – Registration and Reporting Requirements for Third-Party Administrators

This regulation was amended to ensure consistency with recently enacted changes to M.G.L. c. 176O, § 21 concerning the submission of annual comprehensive financial statements by carriers. These legislative changes amended the definition of "carrier" to exclude any entity to the extent it offers a policy, certificate or contract that does not qualify as creditable coverage as defined in the law governing individual health plans.

211 CMR 149 – Annual Comprehensive Financial Statements Pursuant to M.G.L. c. 176O

This regulation was amended to conform to recent legislative changes to the law governing the submission of annual comprehensive financial statements by carriers. The amendments, among other things, changed the definition of “carrier” to exclude any entity to the extent it offers a policy, certificate or contract that does not qualify as creditable coverage as defined by the law governing individual health plans.

211 CMR 154 – Enforcement of Mental Health Parity

This regulation was promulgated on an emergency basis to provide the process by which the Commissioner will implement and enforce provisions of the federal and state mental health parity laws. This regulation was promulgated in conjunction with an emergency amendment to 130 CMR 450.00, which provides mental health parity processes and requirements for MassHealth-contracted managed care organizations, senior care organizations, integrated care organizations, and their contracted behavioral health management firms or third party administrators.

2013 BULLETINS**Bulletin 2013-01 – Open Enrollment Periods for Individuals in Insured Health Benefit Plans**

Issued to provide details regarding open enrollments in the small/non-group merged market for eligible individuals under the federal Patient Protection and Accountable Care Act.

Bulletin 2013-02 – Changes to Mental Health Benefit

Issued to inform health carriers of changes to mandated mental health benefits due to the issuance of final federal rules on the issue. The rules require carriers to provide mental health benefits for both biologically-based and non-biologically-based disorders on a non-discriminatory basis. Individual and small group health products may not include any visit, day or other benefit limits on inpatient, intermediate or outpatient services that are more restrictive than those for medical or surgical benefits. Mental health benefits continue to be subject to a medical necessity evaluation.

Bulletin 2013-03 – Procedures Related to Insurance Claims Resulting From the Explosions Occurring in Boston on April 15, 2013 and Related Events

Issued to provide guidance for carriers for claims specifically related to the Boston Marathon bombings and subsequent related events. Carriers were urged to evaluate, process and pay appropriate claims as expeditiously as possible, and to make claim reporting and processing as simple as possible for those affected by these events.

Bulletin 2013-04 – Section 8 of Chapter 3 of the Acts of 2013 – Changes to Enrollment Requirements for Individuals in Insured Health Benefit Plans

Issued to remind carriers offering health products in the merged market of their obligation to enroll eligible individuals either as provided by M.G.L. c. 176J, or as provided by the federal HIPAA law.

Bulletin 2013-05 – Transition Period Rating Rules

Issued to assist health carriers in the application of certain rules regarding permissible rating factors and rating periods in the merged market. These changes are mandated by the implementation of the final federal rules entitled “Health Insurance Market Rules – Rate Review” that were issued to implement the federal Patient Protection and Accountable Care Act. The federal government granted Massachusetts a waiver to continue using certain state rating factor adjustments during the transition period of January 1, 2014 through December 31, 2015. The Bulletin also establishes the rules carriers must follow when submitting rate filings for rates effective on and after January 1, 2014.

Bulletin 2013-06 – Disclosure and Compliance Requirements for Carriers, and Process for Handling Complaints for Non-Compliance with Federal and State Mental Health and Substance Use Disorder Parity Laws

Issued to inform health carriers of enforcement of federal and state mental health and substance use disorder parity laws, regulations, sub-regulatory guidances or related instructions. Sets out carrier notice and disclosure requirements,

certification and reporting requirements to demonstrate compliance, and the reporting of complaints of non-compliance to the Division.

Bulletin 2013-07 – Pediatric Dental Benefits Within Plans Offered to Eligible Individuals and Eligible Small Employers Outside the Massachusetts Exchange

Issued to inform carriers that write or intend to write health insurance plans subject to M.G.L. c. 176J regarding the offer of certain products to eligible individuals and eligible small employers with the implementation of the federal ACA. In addition, it details the rules for when policies with the mandated ten essential health benefits must be offered, including when pediatric dental benefits must be offered or when pediatric dental plan policies can be offered as stand-alone policies.

Bulletin 2013-08 – Using Composite Rates for Newly Added Employees and/or Dependents

Issued to health carriers to provide guidance relative to the use of composite rates when establishing premiums for small employer groups. The Bulletin details the methodology for carriers to use when using composite rates.

Bulletin 2013-09 – Fees Charged by Insurance Producers Relative to the Sale of Insurance in the Commonwealth

Issued to provide guidance to resident and non-resident insurance producers, including special insurance brokers, engaged in the solicitation, negotiation and sale of insurance in the Commonwealth of Massachusetts relative to fees charged by producers in connection with the sale of insurance products.

Bulletin 2013-10 – Carrier Compliance with Transparency with Respect to the Estimated or Maximum Allowed Charge for a Service and Insureds' Out-of-Pocket Health Care Costs

Issued to assist health carriers in complying with the transparency requirements of Section 206 of Chapter 224 of the Acts of 2012. Specifically, the Bulletin addresses the establishment of toll-free telephone numbers and websites where insureds or members can obtain the estimated or maximum allowed charges and the out-of-pocket costs that the insured or member is responsible for in relation to any given medical procedure, service or admission. Information from the carriers regarding any particular medical procedure must be based on the information about the proposed service at the time the consumer makes the request for information.

Bulletin 2013-11- Transition Rules for Long-Term Care Insurance Offered on and after January 1, 2013

Issued to inform carriers of changes to the Commonwealth's long-term care insurance laws. Producers marketing long-term care products are required to comply with new training requirements. Long-term care policies must disclose whether the policy meets certain MassHealth minimum coverage standards based on benefits available at the time the policy is purchased. The Bulletin also includes an attached notice for carriers to forward to producers marketing these products and to active policyholders who bought certain prior coverage that was intended to meet MassHealth standards.

Bulletin 2013-12 – Deviated Case Rates for Credit Life and Credit Accident and Health Insurance Sold by Motor Vehicle dealers Effective Between January 1, 2014 and December 31, 2016

Issued to inform carriers of the deviated case rates for January 1, 2014 to December 31, 2016 for all insurers writing credit life and credit accident and health insurance for the motor vehicle dealer class of business.

Appendix B - Select 2013 Financial Information from Massachusetts Domestic Insurance Companies

Property & Casualty Insurance Companies

NAIC #	Company Name	Direct Premium Written in MA	Total Direct Premium Written	Net Assets at 12/31/2013	Liabilities at 12/31/2013	Surplus at 12/31/2013
10017	Arbella Ind Ins Co	\$ 10,861,280	\$ 11,280,703	\$ 44,172,899	\$ 28,705,366	\$ 15,467,534
17000	Arbella Mut Ins Co	544,611,895	544,611,895	1,177,799,287	653,869,954	523,929,333
41360	Arbella Protection Ins Co	150,626,503	177,386,592	303,346,066	217,660,208	85,685,858
13374	Arrow Mut Liab Ins Co	5,418,974	5,740,750	45,363,416	14,820,316	30,543,100
11104	Associated Employers Ins Co	22,461,207	22,510,807	5,185,834	781,247	4,404,587
33758	Associated Industries Of MA Mut Ins	89,870,774	91,166,610	492,926,252	314,768,593	178,157,659
44326	Atlantic Charter Ins Co	30,820,250	35,291,661	165,795,318	119,040,493	46,754,829
41955	Barnstable Cnty Ins Co	2,183,068	2,183,068	21,971,035	2,313,322	19,657,713
13463	Barnstable Cnty Mut Ins Co	26,421,122	26,421,122	100,680,118	22,232,191	78,447,927
19763	Bay State Ins Co	18,733,852	47,121,289	412,625,048	152,290,655	260,334,392
13643	Bunker Hill Ins Cas Co	7,200,538	7,200,538	13,853,026	7,891,214	5,961,812
10394	Bunker Hill Ins Co	29,959,389	34,600,303	49,791,248	23,801,645	25,989,603
19771	Cambridge Mut Fire Ins Co	25,671,312	120,275,011	738,671,905	316,748,264	421,923,641
40274	Citation Ins Co	181,160,981	181,160,981	236,588,307	147,679,090	88,909,217
31887	Coface N Amer Ins Co	2,621,668	97,329,968	146,964,828	81,944,523	65,020,305
34754	Commerce Ins Co	1,339,755,378	1,353,463,671	2,272,106,979	1,437,350,524	834,756,455
10231	Commonwealth Mut Ins Co	-	-	5,573,100	9,772	5,563,328
10230	Commonwealth Reins Co	-	-	41,834,866	27,290,908	14,543,957
37346	Danbury Ins Co	1,107,412	1,402,360	12,731,712	5,888,011	6,843,702
13706	Dorchester Mut Ins Co	28,450,215	28,875,337	68,072,721	30,013,028	38,059,693
21261	Electric Ins Co	24,831,605	346,458,089	1,448,715,389	926,155,536	522,559,854
20648	Employers Fire Ins Co	(82,092)	5,612,738	19,383,524	33,146	19,350,378
12154	Encompass Ins Co of MA	42,895,151	42,895,151	6,784,885	88,146	6,696,738
10664	Endeavour Ins Co	3,744,384	3,744,384	5,641,423	19,962	5,621,461
13943	Fitchburg Mut Ins Co	508,514	26,090,992	94,947,580	41,646,540	53,301,040
14192	Hingham Mut Fire Ins Co	19,147,549	22,469,989	64,856,825	27,764,967	37,091,858
14206	Holyoke Mut Ins Co In Salem	16,657,080	61,373,085	224,334,698	134,450,465	89,884,233
14027	Hospitality Ins Co	-	3,491,253	8,550,632	1,032,218	7,518,414
13163	Hospitality Mut Ins Co	9,190,260	9,190,260	49,740,337	22,272,360	27,467,977
11984	Independence Cas Ins Co	19,142,660	19,142,660	4,265,343	13,599	4,251,744
23043	Liberty Mut Ins Co	632,573,690	4,507,382,816	44,475,809,095	29,349,412,770	15,126,396,325

14486	Liberty Mut Mid Atlantic Ins Co	-	220,898,970	19,655,247	1,526,319	18,128,928
12484	Liberty Mut Personal Ins Co	759,674	759,674	6,784,970	5,965	6,779,005
12886	Massachusetts Employers Ins Co	14,480,022	14,480,022	4,088,704	527,754	3,560,950
40320	Massachusetts Homeland Ins Co	61,079,993	123,779,862	8,765,689	155,149	8,610,540
10206	Medical Professional Mut Ins Co	106,449,856	106,449,856	3,151,400,708	1,728,000,395	1,423,400,313
19798	Merrimack Mut Fire Ins Co	133,114,940	283,917,118	1,250,975,913	465,821,519	785,154,398
14613	Montgomery Mut Ins Co	-	23,187,732	50,348,914	1,854,237	48,494,677
12725	New England Mut Ins Co	13,602,934	13,602,934	49,442,423	12,884,861	36,557,562
23965	Norfolk & Dedham Mut Fire Ins Co	109,788,431	114,670,658	331,298,092	152,669,932	178,628,160
20621	OneBeacon Amer Ins Co	(181,943)	1,279,268	93,051,679	4,778,779	88,272,900
21750	Pilgrim Ins Co	25,272,457	25,272,457	56,051,531	41,362,129	14,689,402
14737	Plymouth Rock Assur Corp	271,419,775	291,215,422	440,614,183	287,821,779	152,792,404
12850	Premier Ins Co Of MA	132,300,731	132,300,731	362,121,808	142,374,180	219,747,629
10638	Proselect Ins Co	2,625,607	163,114,974	70,988,309	46,320,249	24,668,060
15067	Quincy Mut Fire Ins Co	162,231,205	210,567,535	1,471,115,114	543,980,129	927,134,985
33618	Safety Ind Ins Co	122,774,191	125,982,449	110,082,116	55,949,654	54,132,462
39454	Safety Ins Co	580,880,331	591,184,494	1,396,810,322	768,817,640	627,992,682
12808	Safety Prop & Cas Ins Co	14,252,592	14,512,790	41,109,722	23,567,797	17,541,925
43702	Tower Natl Ins Co	10,920,025	153,346,307	35,561,942	32,263,380	3,298,562
36226	United Cas & Surety Ins Co	2,526,261	2,679,172	9,582,285	4,979,293	4,602,992
TOTAL		\$ 5,050,841,701	\$ 10,449,076,508	\$ 61,718,933,367	\$ 38,423,650,173	\$ 23,295,283,203

Life Insurance Companies

NAIC #	Company Name	Direct Premium Written in MA ¹	Total Direct Premium Written ¹	Net Assets at 12/31/2013	Liabilities at 12/31/2013	Surplus at 12/31/2013
71714	Berkshire Life Ins Co of Amer	\$ 714,750	\$ 11,068,983	\$ 3,461,352,316	\$ 2,878,352,594	\$ 582,999,723
61476	Boston Mut Life Ins Co	38,812,498	168,640,113	1,188,767,718	1,046,253,494	142,514,224
80896	Centre Life Ins Co	-	-	1,927,671,777	1,826,493,529	101,178,248
84824	Commonwealth Ann & Life Ins Co	3,762,400	70,264,534	10,211,928,734	9,488,370,561	723,558,173
69140	First Allmerica Fin Life Ins Co	715,696	18,256,320	4,205,964,291	4,051,301,605	154,662,686
93610	John Hancock Life & Hlth Ins Co	159,324	1,789,799	9,737,622,550	9,054,967,844	682,654,708
65935	Massachusetts Mut Life Ins Co	142,216,753	5,934,508,653	182,776,470,724	170,252,023,820	12,524,446,904
66265	Monarch Life Ins Co	60,618	1,514,415	755,023,868	748,444,666	6,579,202
91626	New England Life Ins Co	20,788,089	284,829,427	11,640,206,897	11,069,146,542	571,060,355
67598	Paul Revere Life Ins Co	708,368	12,376,319	4,301,833,572	3,965,746,374	336,087,198
67601	Paul Revere Variable Ann Ins Co	167,374	3,642,771	54,785,443	14,684,976	40,100,467
65919	Primerica Life Ins Co	39,966,723	1,870,714,905	1,479,769,791	916,509,356	563,260,434
74920	Regal Reins Co	-	-	9,083,068	356,013	8,727,055
70435	The Savings Bank Life Ins Co Of MA	174,066,709	314,396,830	2,534,372,093	2,320,772,781	213,599,312
TOTAL		\$ 422,139,302	\$ 8,692,003,069	\$ 234,284,852,842	\$ 217,633,424,155	\$ 16,651,428,689

Health Insurance Companies

NAIC #	Company Name	Direct Premium Written in MA	Total Direct Premium Written	Net Assets at 12/31/2013	Liabilities at 12/31/2013	Surplus at 12/31/2013
53228	BCBS of MA	\$ 2,415,380,012	\$ 2,415,380,012	\$ 2,096,616,890	\$ 1,276,544,664	\$ 820,072,226
12219	BCBS of MA HMO Blue Inc	3,954,902,006	3,954,902,006	1,854,954,445	703,123,327	1,151,831,118
13203	Boston Medical Center Hlth Plan Inc	1,375,177,423	1,388,669,129	341,279,168	125,901,842	215,377,326
13632	Celticare Hlth Plan of MA Inc	54,455,060	54,455,060	18,176,349	6,536,582	11,639,771
95299	Connecticare Of MA Inc	14,846,773	14,846,773	4,562,545	1,045,357	3,517,188
52060	Dental Serv of MA Inc	236,526,427	236,526,427	364,138,051	81,880,129	282,257,922
12210	Dentegra Ins Co of New England	2,708,404	2,708,404	6,457,034	513,433	5,943,601
95541	Fallon Comm Hlth Plan Inc	1,196,379,657	1,196,379,657	396,421,070	229,434,159	166,986,911
66828	Fallon Hlth & Life Assur Co	35,265,568	35,265,568	30,813,601	25,200,222	5,613,379
96717	Harvard Pilgrim Health Care New Eng	-	230,845,056	84,830,307	25,388,586	59,441,721
96911	Harvard Pilgrim Hlth Care Inc	1,662,891,020	1,785,531,796	853,527,956	356,916,405	496,611,551
95673	Health New England Inc	545,819,051	545,819,051	137,000,951	84,380,949	52,620,002
14198	HNE Ins Co	54,710	54,710	4,766,908	28,221	4,738,687
18975	HPHC Ins Co Inc	378,819,359	661,698,914	157,992,752	115,976,397	42,016,355
47093	Massachusetts Vision Serv Plan	26,106,980	26,106,980	32,620,422	6,953,985	25,666,437
15010	Minuteman Hlth Inc	-	-	43,558,639	13,738,205	29,820,435
11109	Neighborhood Hlth Plan Inc	1,368,880,701	1,368,880,701	340,417,425	162,038,823	178,378,602
14131	Network Health LLC	1,073,872,093	1,073,872,093	268,048,599	131,266,165	136,782,434
95688	Tufts Associated Hlth Maintenance Or	2,496,873,657	2,509,375,332	1,030,319,576	314,877,190	715,442,361
60117	Tufts Ins Co Inc	198,102,931	233,887,197	87,583,191	38,938,283	48,644,905
TOTAL		\$ 17,037,061,832	\$ 17,735,204,866	\$ 8,154,085,879	\$ 3,700,682,924	\$ 4,453,402,932

Fraternal Organizations

NAIC #	Company Name	Direct Premium Written in MA	Total Direct Premium Written	Net Assets at 12/31/2013	Liabilities at 12/31/2013	Surplus at 12/31/2013
58130	Catholic Assn Of Foresters	\$ 151,692	\$ 172,200	\$ 13,126,883	\$ 6,933,764	\$ 6,193,119
58181	Supreme Council The Royal Arcanum	2,222,206	9,619,867	105,299,955	90,942,984	14,356,971
TOTAL		\$ 2,373,898	\$ 9,792,067	\$ 118,426,838	\$ 97,876,748	\$ 20,550,090

Workers' Compensation Self-Insured Groups

Group Name	Gross Premium Written 2013	Net Premium Written 2013	Net Assets at 12/31/2013	Liabilities at 12/31/2013	Surplus at 12/31/2013
ABC Massachusetts Workers Compensation Self-Insurance Group, Inc.	\$ 2,305,326	\$ 1,930,731	\$ 3,119,709	\$ 3,119,709	\$ -
Automotive Industries Compensation Corp.	5,023,325	4,656,281	6,796,998	6,796,998	-
Commonwealth Transportation Compensation Corporation	3,139,615	2,724,160	3,722,400	3,722,400	-
Diocesan Facilities Self-Insurance Group, Inc.	1,106,306	981,055	3,376,611	1,680,287	1,696,324
HVAC Compensation Corp.	1,060,651	106,904	2,110,339	2,110,339	-
Independent Schools Compensation Corporation	8,247,396	7,623,393	14,059,986	14,059,986	-
Manufacturers of Massachusetts Compensation Group	-	-	1,576,895	1,576,895	-
Massachusetts Bay Self-Insurance Group, Inc. .	2,918,323	2,645,307	4,730,541	4,490,845	239,696
Massachusetts Catholic Self-Insurance Group, Inc.	2,944,696	2,714,337	14,077,594	9,720,829	4,356,765
Massachusetts Care Self-Insurance Group, Inc.	5,343,728	4,725,955	9,831,584	9,831,584	-
Massachusetts Education and Government Assn. Property-Casualty Group	13,380,932	12,706,529	15,553,945	15,529,227	24,718
Massachusetts Healthcare Self-Insurance Group, Inc.	3,668,519	3,305,835	3,603,596	3,603,596	-
Massachusetts High Technology Self-Insurance Group	826,887	718,118	1,744,713	1,744,713	-
Massachusetts Manufacturing Self-Insurance Group, Inc.	3,304,224	412,514	6,130,078	6,030,078	100,000
Massachusetts McDonald's Operators Workers' Compensation Group, Inc.	1,581,258	1,523,624	3,887,390	3,887,390	-
Massachusetts NAHRO Insurance Group, Inc.	5,870,180	5,265,984	12,459,839	8,731,058	3,728,781
Massachusetts Retail Merchants Workers' Comp. Self-Insurance Group, Inc.	18,158,528	16,604,586	28,833,833	28,833,833	-
Massachusetts Trade Self-Insurance Group, Inc.	3,064,791	2,754,660	4,610,035	4,610,035	-
MIIA Property-Casualty Group, Inc.	58,441,403	46,236,601	215,130,270	118,505,324	96,624,946
NEEIA Compensation, Inc.	6,313,572	5,955,035	18,506,659	18,506,659	-
Self Insured Lumber Businesses Assn, Inc.	3,054,946	2,694,073	6,468,468	6,468,468	-
School Transportation Assn. of MA Self-Insurance Group, Inc.	3,249,249	3,249,249	5,025,117	5,025,117	-
TOTAL	\$153,003,855	\$129,534,931	\$385,356,600	\$278,585,370	\$106,771,230

Appendix C – 2013 Direct Written Premium by Line of Insurance

ACCIDENT & HEALTH INSURANCE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
79413	UnitedHealthcare Ins Co	CT	\$ 861,708,698	29.81%
60054	Aetna Life Ins Co	CT	193,924,837	6.71%
65978	Metropolitan Life Ins Co	NY	190,263,164	6.58%
62235	Unum Life Ins Co Of Amer	ME	145,561,192	5.04%
67369	Cigna Hlth & Life Ins Co	CT	114,311,832	3.95%
64246	Guardian Life Ins Co Of Amer	NY	88,413,380	3.06%
70025	Genworth Life Ins Co	DE	78,076,218	2.70%
73288	Humana Ins Co	WI	70,772,391	2.45%
65838	John Hancock Life Ins Co USA	MI	60,113,711	2.08%
62308	Connecticut Gen Life Ins Co	CT	57,469,506	1.99%
60380	American Family Life Assur Co of Col	NE	49,523,149	1.71%
80802	US Br Sun Life Assur Co of Canada	MI	44,064,210	1.52%
80314	Unicare Life & Hlth Ins Co	IN	43,271,591	1.50%
69019	Standard Ins Co	OR	40,731,605	1.41%
70815	Hartford Life & Accident Ins Co	CT	39,983,933	1.38%
65676	Lincoln Natl Life Ins Co	IN	38,111,614	1.32%
65498	Life Ins Co Of N Amer	PA	36,544,065	1.26%
62049	Colonial Life & Accident Ins Co	SC	36,207,099	1.25%
68241	Prudential Ins Co Of Amer	NJ	35,185,163	1.22%
65315	Liberty Life Assur Co Of Boston	NH	32,491,626	1.12%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 2,890,727,368
Number	219

Top **20** Companies DPW

Dollars	\$ 2,256,728,984
MA Market Share	78.1%

Remaining Companies DPW

Dollars	\$ 633,998,384
MA Market Share	21.9%

Top **10** Companies DPW

Dollars	\$ 1,860,614,929
MA Market Share	64.4%

Remaining Companies DPW

Dollars	\$ 1,030,112,439
MA Market Share	35.6%

AIRCRAFT (ALL PERILS)

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
37885	XL Specialty Ins Co	DE	\$ 2,438,850	16.38%
19445	National Union Fire Ins Co Of Pitts	PA	2,345,978	15.75%
24147	Old Republic Ins Co	PA	1,227,463	8.24%
20281	Federal Ins Co	IN	1,141,855	7.67%
20052	National Liab & Fire Ins Co	CT	859,292	5.77%
22667	Ace Amer Ins Co	PA	859,034	5.77%
35300	Allianz Global Risks US Ins Co	IL	686,083	4.61%
23817	Illinois Natl Ins Co	IL	642,280	4.31%
23043	Liberty Mut Ins Co	MA	612,412	4.11%
19720	American Alt Ins Corp	DE	610,107	4.10%
38318	Starr Ind & Liab Co	TX	494,537	3.32%
29599	US Specialty Ins Co	TX	485,712	3.26%
10367	Avemco Ins Co	MD	433,493	2.91%
19518	Catlin Ins Co	TX	380,737	2.56%
40045	Starnet Ins Co	DE	350,145	2.35%
34274	Central States Ind Co Of Omaha	NE	339,065	2.28%
39217	QBE Ins Corp	PA	206,828	1.39%
34037	Hallmark Ins Co	AZ	176,484	1.19%
13604	Starr Surplus Lines Ins Co	IL	150,850	1.01%
10945	Tokio Marine Amer Ins Co	NY	150,164	1.01%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	14,893,143
Number		28
<hr/>		
Top <u>20</u> Companies DPW		
Dollars	\$	14,591,369
MA Market Share		98.0%
Remaining Companies DPW		
Dollars	\$	301,774
MA Market Share		2.0%
<hr/>		
Top <u>10</u> Companies DPW		
Dollars	\$	11,423,354
MA Market Share		76.7%
Remaining Companies DPW		
Dollars	\$	3,469,789
MA Market Share		23.3%

ANNUITIES

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
65056	Jackson Natl Life Ins Co	MI	\$ 708,638,701	10.24%
69345	Teachers Ins & Ann Assoc Of Amer	NY	670,079,824	9.68%
65676	Lincoln Natl Life Ins Co	IN	489,692,167	7.08%
91596	New York Life Ins & Ann Corp	DE	451,290,051	6.52%
86509	Ing Life Ins & Ann Co	CT	368,856,140	5.33%
65935	Massachusetts Mut Life Ins Co	MA	307,689,751	4.45%
79227	Pruco Life Ins Co	AZ	297,886,697	4.30%
62944	AXA Equitable Life Ins Co	NY	241,659,955	3.49%
65978	Metropolitan Life Ins Co	NY	236,345,079	3.41%
65005	RiverSource Life Ins Co	MN	235,238,089	3.40%
61050	MetLife Investors USA Ins Co	DE	219,531,137	3.17%
90611	Allianz Life Ins Co Of N Amer	MN	203,103,717	2.93%
60488	American Gen Life Ins Co	TX	190,358,526	2.75%
68675	Security Benefit Life Ins Co	KS	181,550,901	2.62%
86231	Transamerica Life Ins Co	IA	172,024,832	2.49%
68322	Great W Life & Ann Ins Co	CO	143,367,153	2.07%
67466	Pacific Life Ins Co	NE	127,653,917	1.84%
93696	Fidelity Investments Life Ins Co	UT	120,923,119	1.75%
92738	American Equity Invest Life Ins Co	IA	88,241,344	1.27%
65315	Liberty Life Assur Co Of Boston	NH	73,098,380	1.06%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	6,920,995,163
Number		167
<hr/>		
Top <u>20</u> Companies DPW		
Dollars	\$	5,527,229,480
MA Market Share		79.9%
Remaining Companies DPW		
Dollars	\$	1,393,765,683
MA Market Share		20.1%
<hr/>		
Top <u>10</u> Companies DPW		
Dollars	\$	4,007,376,454
MA Market Share		57.9%
Remaining Companies DPW		
Dollars	\$	2,913,618,709
MA Market Share		42.1%

BOILER & MACHINERY

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
21482	Factory Mut Ins Co	RI	\$ 7,152,256	24.29%
20281	Federal Ins Co	IN	2,518,301	8.55%
10014	Affiliated Fm Ins Co	RI	1,869,774	6.35%
16535	Zurich Amer Ins Co	NY	1,330,553	4.52%
20443	Continental Cas Co	IL	1,306,779	4.44%
25674	Travelers Prop Cas Co Of Amer	CT	1,272,960	4.32%
19445	National Union Fire Ins Co Of Pitts	PA	1,231,813	4.18%
23841	New Hampshire Ins Co	PA	1,059,513	3.60%
11452	Hartford Steam Boil Inspec & Ins Co	CT	947,217	3.22%
39845	Westport Ins Corp	MO	868,469	2.95%
23035	Liberty Mut Fire Ins Co	WI	868,259	2.95%
43460	Aspen Amer Ins Co	TX	706,437	2.40%
19259	Selective Ins Co Of SC	IN	620,200	2.11%
26247	American Guar & Liab Ins	NY	506,408	1.72%
20303	Great Northern Ins Co	IN	467,381	1.59%
25658	Travelers Ind Co	CT	446,778	1.52%
20397	Vigilant Ins Co	NY	422,750	1.44%
31325	Acadia Ins Co	NH	418,181	1.42%
41181	Universal Underwriters Ins Co	IL	385,975	1.31%
25623	Phoenix Ins Co	CT	375,785	1.28%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	29,448,317
Number		126
Top <u>20</u> Companies DPW		
Dollars	\$	24,775,789
MA Market Share		84.1%
Remaining Companies DPW		
Dollars	\$	4,672,528
MA Market Share		15.9%
Top <u>10</u> Companies DPW		
Dollars	\$	19,557,635
MA Market Share		66.4%
Remaining Companies DPW		
Dollars	\$	9,890,682
MA Market Share		33.6%

BURGLARY & THEFT

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
31194	Travelers Cas & Surety Co Of Amer	CT	\$ 1,286,714	20.25%
20281	Federal Ins Co	IN	823,669	12.96%
39306	Fidelity & Deposit Co Of MD	MD	726,624	11.43%
19445	National Union Fire Ins Co Of Pitts	PA	707,581	11.13%
16535	Zurich Amer Ins Co	NY	414,981	6.53%
10200	Hiscox Ins Co Inc	IL	356,267	5.61%
29599	US Specialty Ins Co	TX	224,044	3.53%
10030	Westchester Fire Ins Co	PA	217,823	3.43%
18058	Philadelphia Ind Ins Co	PA	142,962	2.25%
43460	Aspen Amer Ins Co	TX	121,599	1.91%
20346	Pacific Ind Co	WI	119,265	1.88%
22292	Hanover Ins Co	NH	105,742	1.66%
20443	Continental Cas Co	IL	105,517	1.66%
19682	Hartford Fire In Co	CT	97,083	1.53%
41181	Universal Underwriters Ins Co	IL	95,404	1.50%
29459	Twin City Fire Ins Co Co	IN	90,092	1.42%
26182	Harleysville Worcester Ins Co	PA	79,019	1.24%
22306	Massachusetts Bay Ins Co	NH	78,995	1.24%
23647	Ironshore Ind Inc	MN	74,673	1.17%
29424	Hartford Cas Ins Co	IN	69,399	1.09%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	6,355,374
Number		98
Top <u>20</u> Companies DPW		
Dollars	\$	5,937,453
MA Market Share		93.4%
Remaining Companies DPW		
Dollars	\$	417,921
MA Market Share		6.6%
Top <u>10</u> Companies DPW		
Dollars	\$	5,022,264
MA Market Share		79.0%
Remaining Companies DPW		
Dollars	\$	1,333,110
MA Market Share		21.0%

COMMERCIAL AUTO

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
34754	Commerce Ins Co	MA	\$ 76,607,948	11.26%
41360	Arbella Protection Ins Co	MA	66,968,330	9.84%
39454	Safety Ins Co	MA	49,604,055	7.29%
25615	Charter Oak Fire Ins Co	CT	46,093,831	6.77%
33618	Safety Ind Ins Co	MA	32,951,855	4.84%
18058	Philadelphia Ind Ins Co	PA	22,788,521	3.35%
32620	National Interstate Ins Co	OH	15,453,038	2.27%
41840	Allmerica Fin Benefit Ins Co	MI	14,439,800	2.12%
19046	Travelers Cas Ins Co Of Amer	CT	13,276,634	1.95%
31325	Acadia Ins Co	NH	12,922,283	1.90%
40274	Citation Ins Co	MA	12,500,509	1.84%
14788	NGM Ins Co	FL	11,085,051	1.63%
21750	Pilgrim Ins Co	MA	11,002,653	1.62%
23035	Liberty Mut Fire Ins Co	WI	10,356,796	1.52%
10243	National Continental Ins Co	NY	9,003,778	1.32%
25674	Travelers Prop Cas Co Of Amer	CT	8,744,540	1.29%
19801	Argonaut Ins Co	IL	8,306,102	1.22%
23841	New Hampshire Ins Co	PA	8,037,284	1.18%
11045	Excelsior Ins Co	NH	7,682,673	1.13%
19445	National Union Fire Ins Co Of Pitts	PA	7,598,693	1.12%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 680,418,661
Number	179

Top **20** Companies DPW

Dollars	\$ 445,424,374
MA Market Share	65.5%

Remaining Companies DPW

Dollars	\$ 234,994,287
MA Market Share	34.5%

Top **10** Companies DPW

Dollars	\$ 351,106,295
MA Market Share	51.6%

Remaining Companies DPW

Dollars	\$ 329,312,366
MA Market Share	48.4%

COMMERCIAL MULTI-PERIL

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
18058	Philadelphia Ind Ins Co	PA	\$ 57,921,639	5.75%
20281	Federal Ins Co	IN	40,332,590	4.00%
25992	Northern Security Ins Co Inc	VT	29,971,268	2.98%
29939	Main St Amer Assur Co	FL	29,330,112	2.91%
23965	Norfolk & Dedham Mut Fire Ins Co	MA	29,121,300	2.89%
31534	Citizens Ins Co Of Amer	MI	28,287,397	2.81%
22306	Massachusetts Bay Ins Co	NH	24,393,886	2.42%
39217	QBE Ins Corp	PA	23,286,318	2.31%
19046	Travelers Cas Ins Co Of Amer	CT	22,191,300	2.20%
34754	Commerce Ins Co	MA	22,018,118	2.19%
25615	Charter Oak Fire Ins Co	CT	21,037,678	2.09%
15067	Quincy Mut Fire Ins Co	MA	20,809,475	2.07%
25666	Travelers Ind Co Of Amer	CT	20,679,547	2.05%
26018	Vermont Mut Ins Co	VT	20,480,725	2.03%
25674	Travelers Prop Cas Co Of Amer	CT	19,067,473	1.89%
19682	Hartford Fire In Co	CT	18,563,965	1.84%
25682	Travelers Ind Co Of CT	CT	18,032,286	1.79%
22292	Hanover Ins Co	NH	17,437,604	1.73%
19798	Merrimack Mut Fire Ins Co	MA	15,867,090	1.58%
39454	Safety Ins Co	MA	15,593,958	1.55%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 1,007,166,137
Number	213

Top **20** Companies DPW

Dollars	\$ 494,423,729
MA Market Share	49.1%

Remaining Companies DPW

Dollars	\$ 512,742,408
MA Market Share	50.9%

Top **10** Companies DPW

Dollars	\$ 306,853,928
MA Market Share	30.5%

Remaining Companies DPW

Dollars	\$ 700,312,209
MA Market Share	69.5%

CREDIT

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
20516	Euler Hermes N Amer Ins Co	MD	\$ 6,471,745	19.36%
16691	Great Amer Ins Co	OH	6,195,181	18.53%
27154	Atlantic Specialty Ins Co	NY	6,174,708	18.47%
12831	State Natl Ins Co Inc	TX	3,292,253	9.85%
31887	Coface N Amer Ins Co	MA	2,621,668	7.84%
39217	QBE Ins Corp	PA	1,849,026	5.53%
26344	Great Amer Assur Co	OH	1,650,723	4.94%
25422	Atradius Trade Credit Ins Co	MD	1,427,854	4.27%
29980	First Colonial Ins Co	FL	1,016,219	3.04%
11150	Arch Ins Co	MO	679,997	2.03%
24147	Old Republic Ins Co	PA	526,132	1.57%
10952	Stonebridge Cas Ins Co	OH	383,124	1.15%
29599	US Specialty Ins Co	TX	322,029	0.96%
10111	American Bankers Ins Co Of FL	FL	271,610	0.81%
26832	Great Amer Alliance Ins Co	OH	152,011	0.45%
22667	Ace Amer Ins Co	PA	98,086	0.29%
26565	Ohio Ind Co	OH	93,807	0.28%
16667	United Guar Residential Ins Co of NC	NC	82,935	0.25%
30325	Zale Ind Co	TX	34,888	0.10%
13722	Knightbrook Ins Co	DE	25,975	0.08%

SUMMARY INFORMATION			
Total Companies Writing in MA			
Dollars	\$	33,425,321	
Number		28	
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Top <u>20</u> Companies DPW			
Dollars	\$	33,369,971	
MA Market Share		99.8%	
Remaining Companies DPW			
Dollars	\$	55,350	
MA Market Share		0.2%	
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Top <u>10</u> Companies DPW			
Dollars	\$	31,379,374	
MA Market Share		93.9%	
Remaining Companies DPW			
Dollars	\$	2,045,947	
MA Market Share		6.1%	

DEPOSIT FUNDS

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
61271	Principal Life Ins Co	IA	\$ 337,958,106	26.29%
65056	Jackson Natl Life Ins Co	MI	232,808,061	18.11%
68136	Protective Life Ins Co	TN	178,815,203	13.91%
80942	ING USA Ann & Life Ins Co	IA	150,000,000	11.67%
88072	Hartford Life Ins Co	CT	58,293,949	4.54%
93629	Prudential Retirement Ins & Ann Co	CT	53,269,732	4.14%
87726	MetLife Ins Co of CT	CT	50,000,000	3.89%
70025	Genworth Life Ins Co	DE	21,299,837	1.66%
61689	Athene Ann & Life Co	IA	19,078,532	1.48%
69868	United Of Omaha Life Ins Co	NE	19,017,729	1.48%
69019	Standard Ins Co	OR	17,177,844	1.34%
93548	PHL Variable Ins Co	CT	15,611,542	1.21%
91596	New York Life Ins & Ann Corp	DE	15,350,192	1.19%
80802	US Br Sun Life Assur Co of Canada	MI	15,185,938	1.18%
67814	Phoenix Life Ins Co	NY	12,523,338	0.97%
69345	Teachers Ins & Ann Assoc Of Amer	NY	12,131,472	0.94%
68608	Symetra Life Ins Co	WA	6,868,459	0.53%
66974	North Amer Co Life & Hlth Ins	IA	6,726,041	0.52%
65536	Genworth Life & Ann Ins Co	VA	6,638,893	0.52%
67172	Ohio Natl Life Ins Co	OH	6,466,873	0.50%

SUMMARY INFORMATION			
Total Companies Writing in MA			
Dollars	\$	1,285,420,840	
Number		84	
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Top <u>20</u> Companies DPW			
Dollars	\$	1,235,221,741	
MA Market Share		96.1%	
Remaining Companies DPW			
Dollars	\$	50,199,099	
MA Market Share		3.9%	
<hr/>			
Top <u>10</u> Companies DPW			
Dollars	\$	1,120,541,149	
MA Market Share		87.2%	
Remaining Companies DPW			
Dollars	\$	164,879,691	
MA Market Share		12.8%	

FIDELITY & SURETY

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
31194	Travelers Cas & Surety Co Of Amer	CT	\$ 29,851,969	17.78%
13188	Western Surety Co	SD	15,148,626	9.03%
23043	Liberty Mut Ins Co	MA	14,387,588	8.57%
20281	Federal Ins Co	IN	14,128,790	8.42%
39306	Fidelity & Deposit Co Of MD	MD	12,876,800	7.67%
24740	Safeco Ins Co Of Amer	NH	11,263,795	6.71%
22292	Hanover Ins Co	NH	4,270,341	2.54%
29580	Berkley Regional Ins Co	DE	3,686,862	2.20%
19445	National Union Fire Ins Co Of Pitts	PA	3,629,653	2.16%
16691	Great Amer Ins Co	OH	3,543,929	2.11%
10030	Westchester Fire Ins Co	PA	3,479,765	2.07%
11150	Arch Ins Co	MO	3,234,749	1.93%
24074	Ohio Cas Ins Co	NH	3,229,378	1.92%
29874	North Amer Specialty Ins Co	NH	3,145,950	1.87%
14788	NGM Ins Co	FL	3,021,346	1.80%
36226	United Cas & Surety Ins Co	MA	2,526,261	1.51%
19682	Hartford Fire In Co	CT	2,481,583	1.48%
11592	International Fidelity Ins Co	NJ	2,339,933	1.39%
29424	Hartford Cas Ins Co	IN	2,173,247	1.29%
19038	Travelers Cas & Surety Co	CT	2,041,608	1.22%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 167,849,335
Number	165

Top 20 Companies DPW

Dollars	\$ 140,462,173
MA Market Share	83.7%

Remaining Companies DPW

Dollars	\$ 27,387,162
MA Market Share	16.3%

Top 10 Companies DPW

Dollars	\$ 112,788,353
MA Market Share	67.2%

Remaining Companies DPW

Dollars	\$ 55,060,982
MA Market Share	32.8%

FIRE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
41360	Arbella Protection Ins Co	MA	\$ 29,458,231	11.51%
42978	American Security Ins Co	DE	21,334,095	8.34%
34754	Commerce Ins Co	MA	17,056,753	6.67%
21482	Factory Mut Ins Co	RI	16,565,692	6.48%
10014	Affiliated Fm Ins Co	RI	15,152,868	5.92%
19798	Merrimack Mut Fire Ins Co	MA	12,615,456	4.93%
23035	Liberty Mut Fire Ins Co	WI	11,628,204	4.55%
26018	Vermont Mut Ins Co	VT	9,977,522	3.90%
17000	Arbella Mut Ins Co	MA	7,495,043	2.93%
25658	Travelers Ind Co	CT	7,220,135	2.82%
26247	American Guar & Liab Ins	NY	6,017,707	2.35%
26298	Metropolitan Prop & Cas Ins Co	RI	5,310,083	2.08%
25674	Travelers Prop Cas Co Of Amer	CT	4,853,229	1.90%
24554	XL Ins Amer Inc	DE	4,328,488	1.69%
13803	Farm Family Cas Ins Co	NY	4,116,327	1.61%
16535	Zurich Amer Ins Co	NY	3,974,188	1.55%
23469	American Modern Home Ins Co	OH	3,577,937	1.40%
39454	Safety Ins Co	MA	3,567,127	1.39%
11185	Foremost Ins Co Grand Rapids MI	MI	3,558,787	1.39%
15067	Quincy Mut Fire Ins Co	MA	3,408,015	1.33%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 255,828,353
Number	211

Top 20 Companies DPW

Dollars	\$ 191,215,887
MA Market Share	74.7%

Remaining Companies DPW

Dollars	\$ 64,612,466
MA Market Share	25.3%

Top 10 Companies DPW

Dollars	\$ 148,503,999
MA Market Share	58.0%

Remaining Companies DPW

Dollars	\$ 107,324,354
MA Market Share	42.0%

FRATERNALS

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
58033	Knights Of Columbus	CT	\$ 31,890,727	45.30%
56014	Thrivent Financial For Lutherans	WI	24,219,610	34.40%
58068	Independent Order Of Foresters Us Br	NY	5,439,900	7.73%
57541	Modern Woodmen Of Amer	IL	2,227,629	3.16%
58181	Supreme Council The Royal Arcanum	MA	2,222,206	3.16%
56030	Catholic Financial Life	WI	1,244,677	1.77%
57770	Catholic Holy Family Society	IL	763,963	1.09%
57487	Catholic Order Of Foresters	IL	592,077	0.84%
57622	Polish Natl Alliance Us Of Na	IL	388,031	0.55%
57010	William Penn Assn	PA	306,632	0.44%
57320	Woodmen World Life Ins Soc	NE	194,665	0.28%
58130	Catholic Assn Of Foresters	MA	151,692	0.22%
57967	Luso Amer Life Ins Society	CA	128,325	0.18%
57142	Sons Of Norway	MN	125,045	0.18%
57215	Ukrainian Natl Assn Inc	NJ	89,204	0.13%
57630	Polish Roman Catholic Union Of Amer	IL	87,460	0.12%
56820	Polish Falcons Of Amer	PA	86,864	0.12%
56383	Order of United Commercial Travelers	OH	82,372	0.12%
57649	Polish Womens Alliance Of Amer	IL	65,342	0.09%
56758	Loyal Christian Benefit Assn	PA	40,410	0.06%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars \$ 70,404,293

Number 27

Top **20** Companies DPW

Dollars \$ 70,346,831

MA Market Share 99.9%

Remaining Companies DPW

Dollars \$ 57,462

MA Market Share 0.1%

Top **10** Companies DPW

Dollars \$ 69,295,452

MA Market Share 98.4%

Remaining Companies DPW

Dollars \$ 1,108,841

MA Market Share 1.6%

HEALTH

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
12219	BCBS of MA HMO Blue Inc	MA	\$ 3,954,902,006	22.85%
95688	Tufts Associated Hlth Maintenance Or	MA	2,496,873,657	14.43%
53228	BCBS of MA	MA	2,415,380,012	13.95%
96911	Harvard Pilgrim Hlth Care Inc	MA	1,662,891,020	9.61%
13203	Boston Medical Center Hlth Plan Inc	MA	1,375,177,423	7.95%
11109	Neighborhood Hlth Plan Inc	MA	1,368,880,701	7.91%
95541	Fallon Comm Hlth Plan Inc	MA	1,196,379,657	6.91%
14131	Network Health LLC	MA	1,073,872,093	6.20%
95673	Health New England Inc	MA	545,819,051	3.15%
18975	HPHC Ins Co Inc	MA	378,819,359	2.19%
52060	Dental Serv of MA Inc	MA	243,717,540	1.41%
60117	Tufts Ins Co Inc	MA	198,102,931	1.14%
12575	SilverScript Ins Co	TN	152,191,531	0.88%
13632	Celticare Hlth Plan of MA Inc	MA	54,455,060	0.31%
52632	Altus Dental Ins Co Inc	RI	45,973,539	0.27%
10155	Wellcare Prescription Ins Inc	FL	37,851,454	0.22%
66828	Fallon Hlth & Life Assur Co	MA	35,265,568	0.20%
47093	Massachusetts Vision Serv Plan	MA	26,106,980	0.15%
95299	Connecticare Of MA Inc	MA	14,846,773	0.09%
95109	Aetna Hlth Inc PA Corp	PA	10,512,885	0.06%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars \$ 17,308,500,466

Number 34

Top **20** Companies DPW

Dollars \$ 17,288,019,240

MA Market Share 99.9%

Remaining Companies DPW

Dollars \$ 20,481,226

MA Market Share 0.1%

Top **10** Companies DPW

Dollars \$ 16,468,994,979

MA Market Share 95.1%

Remaining Companies DPW

Dollars \$ 839,505,487

MA Market Share 4.9%

HOMEOWNER'S MULTI-PERIL

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
40274	Citation Ins Co	MA	\$ 158,003,272	8.03%
17000	Arbella Mut Ins Co	MA	144,326,737	7.33%
23035	Liberty Mut Fire Ins Co	WI	106,031,120	5.39%
34754	Commerce Ins Co	MA	93,128,536	4.73%
19798	Merrimack Mut Fire Ins Co	MA	83,130,395	4.22%
33618	Safety Ind Ins Co	MA	82,394,703	4.19%
19976	Amica Mut Ins Co	RI	70,940,825	3.60%
26018	Vermont Mut Ins Co	VT	68,669,464	3.49%
26298	Metropolitan Prop & Cas Ins Co	RI	54,119,617	2.75%
20346	Pacific Ind Co	WI	52,831,965	2.68%
15067	Quincy Mut Fire Ins Co	MA	52,379,294	2.66%
25623	Phoenix Ins Co	CT	49,736,924	2.53%
43001	Narragansett Bay Ins Co	RI	43,120,796	2.19%
39454	Safety Ins Co	MA	40,977,998	2.08%
25941	United Serv Automobile Assn	TX	36,935,661	1.88%
23043	Liberty Mut Ins Co	MA	36,851,632	1.87%
15024	Preferred Mut Ins Co	NY	36,242,903	1.84%
20281	Federal Ins Co	IN	31,153,316	1.58%
25968	USAA Cas Ins Co	TX	30,736,853	1.56%
10394	Bunker Hill Ins Co	MA	29,959,160	1.52%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 1,968,296,016
Number	152
<hr/>	
Top 20 Companies DPW	
Dollars	\$ 1,301,671,171
MA Market Share	66.1%
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Remaining Companies DPW	
Dollars	\$ 666,624,845
MA Market Share	33.9%
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Top 10 Companies DPW	
Dollars	\$ 913,576,634
MA Market Share	46.4%
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Remaining Companies DPW	
Dollars	\$ 1,054,719,382
MA Market Share	53.6%

LIABILITY OTHER THAN AUTO

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
19445	National Union Fire Ins Co Of Pitts	PA	\$ 112,331,690	9.17%
20281	Federal Ins Co	IN	99,086,966	8.09%
20443	Continental Cas Co	IL	64,984,553	5.31%
22667	Ace Amer Ins Co	PA	49,592,256	4.05%
37885	XL Specialty Ins Co	DE	38,428,204	3.14%
16535	Zurich Amer Ins Co	NY	32,516,461	2.65%
41360	Arbella Protection Ins Co	MA	31,774,683	2.59%
31194	Travelers Cas & Surety Co Of Amer	CT	29,582,615	2.41%
18058	Philadelphia Ind Ins Co	PA	24,857,413	2.03%
19720	American Alt Ins Corp	DE	20,818,255	1.70%
25674	Travelers Prop Cas Co Of Amer	CT	19,690,493	1.61%
37273	Axis Ins Co	IL	19,403,129	1.58%
22292	Hanover Ins Co	NH	18,412,009	1.50%
38318	Starr Ind & Liab Co	TX	16,934,897	1.38%
23035	Liberty Mut Fire Ins Co	WI	16,520,426	1.35%
23043	Liberty Mut Ins Co	MA	14,841,815	1.21%
11150	Arch Ins Co	MO	14,815,028	1.21%
41343	HDI Gerling Amer Ins Co	IL	13,736,777	1.12%
25658	Travelers Ind Co	CT	13,075,631	1.07%
29599	US Specialty Ins Co	TX	13,074,185	1.07%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 1,224,967,123
Number	316
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Top 20 Companies DPW	
Dollars	\$ 664,477,486
MA Market Share	54.2%
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Remaining Companies DPW	
Dollars	\$ 560,489,637
MA Market Share	45.8%
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Top 10 Companies DPW	
Dollars	\$ 503,973,096
MA Market Share	41.1%
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Remaining Companies DPW	
Dollars	\$ 720,994,027
MA Market Share	58.9%

LIFE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
67091	Northwestern Mut Life Ins Co	WI	\$ 542,669,931	14.62%
65978	Metropolitan Life Ins Co	NY	258,388,484	6.96%
65838	John Hancock Life Ins Co USA	MI	194,917,257	5.25%
70435	The Savings Bank Life Ins Co Of MA	MA	174,066,709	4.69%
66915	New York Life Ins Co	NY	162,001,841	4.37%
64246	Guardian Life Ins Co Of Amer	NY	158,478,474	4.27%
65935	Massachusetts Mut Life Ins Co	MA	142,216,753	3.83%
65676	Lincoln Natl Life Ins Co	IN	141,012,917	3.80%
68241	Prudential Ins Co Of Amer	NJ	111,159,617	3.00%
79227	Pruco Life Ins Co	AZ	93,088,420	2.51%
61050	MetLife Investors USA Ins Co	DE	82,770,645	2.23%
70815	Hartford Life & Accident Ins Co	CT	63,894,925	1.72%
91596	New York Life Ins & Ann Corp	DE	63,186,907	1.70%
66168	Minnesota Life Ins Co	MN	55,516,093	1.50%
67466	Pacific Life Ins Co	NE	55,122,689	1.49%
65005	RiverSource Life Ins Co	MN	50,154,579	1.35%
60488	American Gen Life Ins Co	TX	47,797,329	1.29%
67105	Reliastar Life Ins Co	MN	45,647,584	1.23%
86231	Transamerica Life Ins Co	IA	45,383,565	1.22%
65536	Genworth Life & Ann Ins Co	VA	43,345,854	1.17%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 3,711,160,756
Number	292
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Top 20 Companies DPW	
Dollars	\$ 2,530,820,573
MA Market Share	68.2%
Remaining Companies DPW	
Dollars	\$ 1,180,340,183
MA Market Share	31.8%
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Top 10 Companies DPW	
Dollars	\$ 1,978,000,403
MA Market Share	53.3%
Remaining Companies DPW	
Dollars	\$ 1,733,160,353
MA Market Share	46.7%

LIFE ALL LINES

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
65978	Metropolitan Life Ins Co	NY	\$ 2,491,116,986	13.71%
65935	Massachusetts Mut Life Ins Co	MA	1,296,115,415	7.13%
65838	John Hancock Life Ins Co USA	MI	1,068,034,172	5.88%
79413	UnitedHealthcare Ins Co	CT	862,438,232	4.75%
65056	Jackson Natl Life Ins Co	MI	734,313,277	4.04%
69345	Teachers Ins & Ann Assoc Of Amer	NY	689,732,907	3.79%
65676	Lincoln Natl Life Ins Co	IN	668,816,698	3.68%
67091	Northwestern Mut Life Ins Co	WI	633,954,303	3.49%
91596	New York Life Ins & Ann Corp	DE	514,476,958	2.83%
66915	New York Life Ins Co	NY	483,568,307	2.66%
86509	Ing Life Ins & Ann Co	CT	425,201,680	2.34%
79227	Pruco Life Ins Co	AZ	390,975,117	2.15%
86231	Transamerica Life Ins Co	IA	347,147,976	1.91%
66869	Nationwide Life Ins Co	OH	344,947,596	1.90%
65005	RiverSource Life Ins Co	MN	304,623,648	1.68%
61050	MetLife Investors USA Ins Co	DE	302,301,782	1.66%
62944	AXA Equitable Life Ins Co	NY	273,899,734	1.51%
68241	Prudential Ins Co Of Amer	NJ	258,681,506	1.42%
64246	Guardian Life Ins Co Of Amer	NY	248,182,826	1.37%
60488	American Gen Life Ins Co	TX	241,161,863	1.33%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 18,175,419,315
Number	318
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Top 20 Companies DPW	
Dollars	\$ 12,579,690,983
MA Market Share	69.2%
Remaining Companies DPW	
Dollars	\$ 5,595,728,332
MA Market Share	30.8%
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Top 10 Companies DPW	
Dollars	\$ 9,442,567,255
MA Market Share	52.0%
Remaining Companies DPW	
Dollars	\$ 8,732,852,060
MA Market Share	48.0%

LIFE \ OTHER FUNDS

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
65978	Metropolitan Life Ins Co	NY	\$ 1,806,120,259	38.82%
65935	Massachusetts Mut Life Ins Co	MA	819,512,752	17.61%
65838	John Hancock Life Ins Co USA	MI	804,956,395	17.30%
66915	New York Life Ins Co	NY	310,859,951	6.68%
66869	Nationwide Life Ins Co	OH	280,547,208	6.03%
93629	Prudential Retirement Ins & Ann Co	CT	129,616,787	2.79%
68241	Prudential Ins Co Of Amer	NJ	106,018,189	2.28%
86231	Transamerica Life Ins Co	IA	98,011,141	2.11%
70688	Transamerica Financial Life Ins Co	NY	78,541,757	1.69%
86509	Ing Life Ins & Ann Co	CT	53,331,117	1.15%
88668	Mutual Of Amer Life Ins Co	NY	38,452,153	0.83%
66281	Monumental Life Ins Co	IA	38,430,221	0.83%
88072	Hartford Life Ins Co	CT	30,392,883	0.65%
66168	Minnesota Life Ins Co	MN	18,571,999	0.40%
67644	Penn Mut Life Ins Co	PA	16,058,938	0.35%
93610	John Hancock Life & Hlth Ins Co	MA	8,000,000	0.17%
71153	Hartford Life & Ann Ins Co	CT	6,643,516	0.14%
92657	Nationwide Life & Ann Ins Co	OH	4,490,081	0.10%
69019	Standard Ins Co	OR	2,431,079	0.05%
67172	Ohio Natl Life Ins Co	OH	757,946	0.02%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 4,652,573,085
Number	28
Top 20 Companies DPW	
Dollars	\$ 4,651,744,372
MA Market Share	100.0%
Remaining Companies DPW	
Dollars	\$ 828,713
MA Market Share	0.0%
Top 10 Companies DPW	
Dollars	\$ 4,487,515,556
MA Market Share	96.5%
Remaining Companies DPW	
Dollars	\$ 165,057,529
MA Market Share	3.5%

MEDICAL MALPRACTICE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
10206	Medical Professional Mut Ins Co	MA	\$ 105,369,727	68.06%
11843	Medical Protective Co	IN	15,985,034	10.33%
15890	Connecticut Medical Ins Co	CT	13,167,623	8.51%
20427	American Cas Co Of Reading PA	PA	6,974,203	4.50%
14460	Podiatry Ins Co Of Amer	IL	2,322,047	1.50%
10638	Proselect Ins Co	MA	2,120,457	1.37%
19917	Liberty Ins Underwriters Inc	IL	1,553,874	1.00%
22667	Ace Amer Ins Co	PA	1,477,952	0.95%
15865	NCMIC Ins Co	IA	1,393,727	0.90%
19445	National Union Fire Ins Co Of Pitts	PA	1,094,465	0.71%
35157	Fair Amer Ins & Reins Co	NY	868,712	0.56%
34495	Doctors Co An Interins Exch	CA	798,109	0.52%
16624	Darwin Natl Assur Co	DE	439,945	0.28%
20443	Continental Cas Co	IL	361,703	0.23%
10801	Fortress Ins Co	IL	228,174	0.15%
19720	American Alt Ins Corp	DE	190,341	0.12%
23809	Granite State Ins Co	PA	118,600	0.08%
27154	Atlantic Specialty Ins Co	NY	99,068	0.06%
13714	Pharmacists Mut Ins Co	IA	52,850	0.03%
10222	PACO Assur Co Inc	IL	35,878	0.02%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 154,818,702
Number	31
Top 20 Companies DPW	
Dollars	\$ 154,652,489
MA Market Share	99.9%
Remaining Companies DPW	
Dollars	\$ 166,213
MA Market Share	0.1%
Top 10 Companies DPW	
Dollars	\$ 151,459,109
MA Market Share	97.8%
Remaining Companies DPW	
Dollars	\$ 3,359,593
MA Market Share	2.2%

MORTGAGE & FINANCIAL GUARANTY

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
29858	Mortgage Guar Ins Corp	WI	\$ 29,273,035	23.24%
15873	United Guar Residential Ins Co	NC	27,397,757	21.75%
33790	Radian Guar Inc	PA	25,028,274	19.87%
38458	Genworth Mortgage Ins Corp	NC	16,049,164	12.74%
27251	PMI Mortgage Ins Co	AZ	7,328,869	5.82%
18708	Ambac Assur Corp	WI	5,598,897	4.44%
13634	Essent Guar Inc	PA	5,418,815	4.30%
28452	Republic Mortgage Ins Co	NC	4,410,427	3.50%
40266	ARCH Mortgage Ins Co	WI	3,880,034	3.08%
30180	Assured Guar Corp	MD	392,350	0.31%
18287	Assured Guar Municipal Corp	NY	297,840	0.24%
36250	Radian Asset Assur Inc	NY	240,800	0.19%
26999	United Guar Mortgage Ind Co	NC	165,030	0.13%
20311	Syncora Guar Inc	NY	144,977	0.12%
29823	Genworth Residential Mortgage Ins Co	NC	142,848	0.11%
12041	MBIA Ins Corp	NY	125,684	0.10%
14380	Build Amer Mut Assur Co	NY	27,735	0.02%
29114	ARCH Mortgage Assur Co	WI	19,144	0.02%
13695	National Mortgage Ins Corp	WI	13,262	0.01%
18740	MGIC Ind Corp	WI	5,282	0.00%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 125,960,857
Number	21
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Top 20 Companies DPW	
Dollars	\$ 125,960,857
MA Market Share	100.0%
Remaining Companies DPW	
Dollars	\$ -
MA Market Share	0.0%
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Top 10 Companies DPW	
Dollars	\$ 124,777,622
MA Market Share	99.1%
Remaining Companies DPW	
Dollars	\$ 1,183,235
MA Market Share	0.9%

OCEAN & INLAND MARINE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
23043	Liberty Mut Ins Co	MA	\$ 61,740,221	13.06%
20443	Continental Cas Co	IL	36,355,194	7.69%
20281	Federal Ins Co	IN	28,174,123	5.96%
10952	Stonebridge Cas Ins Co	OH	19,749,919	4.18%
25674	Travelers Prop Cas Co Of Amer	CT	12,536,963	2.65%
11991	National Cas Co	WI	11,540,150	2.44%
11630	Jefferson Ins Co	NY	11,468,177	2.43%
27154	Atlantic Specialty Ins Co	NY	11,389,800	2.41%
20346	Pacific Ind Co	WI	11,122,356	2.35%
21482	Factory Mut Ins Co	RI	10,928,219	2.31%
22292	Hanover Ins Co	NH	9,630,244	2.04%
19445	National Union Fire Ins Co Of Pitts	PA	9,095,372	1.92%
22667	Ace Amer Ins Co	PA	8,942,517	1.89%
38318	Starr Ind & Liab Co	TX	8,916,404	1.89%
21113	United States Fire Ins Co	DE	8,754,233	1.85%
31325	Acadia Ins Co	NH	8,388,284	1.77%
10014	Affiliated Fm Ins Co	RI	8,279,193	1.75%
19917	Liberty Ins Underwriters Inc	IL	7,745,307	1.64%
22837	AGCS Marine Ins Co	IL	7,241,348	1.53%
22136	Great Amer Ins Co of NY	NY	7,062,593	1.49%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 472,679,568
Number	286
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Top 20 Companies DPW	
Dollars	\$ 299,060,617
MA Market Share	63.3%
Remaining Companies DPW	
Dollars	\$ 173,618,951
MA Market Share	36.7%
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Top 10 Companies DPW	
Dollars	\$ 215,005,122
MA Market Share	45.5%
Remaining Companies DPW	
Dollars	\$ 257,674,446
MA Market Share	54.5%

PRIVATE PASSENGER AUTO

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
34754	Commerce Ins Co	MA	\$ 1,126,160,753	26.09%
23043	Liberty Mut Ins Co	MA	491,403,018	11.38%
39454	Safety Ins Co	MA	459,737,166	10.65%
17000	Arbella Mut Ins Co	MA	378,541,185	8.77%
14737	Plymouth Rock Assur Corp	MA	267,863,455	6.21%
26298	Metropolitan Prop & Cas Ins Co	RI	197,096,309	4.57%
22063	Government Employees Ins Co	MD	174,567,669	4.04%
19976	Amica Mut Ins Co	RI	144,487,199	3.35%
16322	Progressive Direct Ins Co	OH	136,978,055	3.17%
12850	Premier Ins Co Of MA	MA	132,300,731	3.06%
31534	Citizens Ins Co Of Amer	MI	126,243,881	2.92%
15067	Quincy Mut Fire Ins Co	MA	76,949,719	1.78%
25968	USAA Cas Ins Co	TX	65,551,448	1.52%
19232	Allstate Ins Co	IL	53,096,017	1.23%
23965	Norfolk & Dedham Mut Fire Ins Co	MA	48,825,432	1.13%
26018	Vermont Mut Ins Co	VT	45,260,911	1.05%
14788	NGM Ins Co	FL	41,687,469	0.97%
25941	United Serv Automobile Assn	TX	40,262,881	0.93%
36447	LM Gen Ins Co	IL	40,063,643	0.93%
40320	Massachusetts Homeland Ins Co	MA	35,551,223	0.82%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 4,316,756,335
Number	53
Top 20 Companies DPW	
Dollars	\$ 4,082,628,164
MA Market Share	94.6%
Remaining Companies DPW	
Dollars	\$ 234,128,171
MA Market Share	5.4%
Top 10 Companies DPW	
Dollars	\$ 3,509,135,540
MA Market Share	81.3%
Remaining Companies DPW	
Dollars	\$ 807,620,795
MA Market Share	18.7%

PROPERTY & CASUALTY TOTAL

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
34754	Commerce Ins Co	MA	\$ 1,339,755,378	11.28%
23043	Liberty Mut Ins Co	MA	632,573,690	5.33%
39454	Safety Ins Co	MA	580,880,331	4.89%
17000	Arbella Mut Ins Co	MA	544,611,895	4.59%
14737	Plymouth Rock Assur Corp	MA	271,419,775	2.29%
26298	Metropolitan Prop & Cas Ins Co	RI	263,819,879	2.22%
20281	Federal Ins Co	IN	239,370,662	2.02%
19976	Amica Mut Ins Co	RI	226,824,176	1.91%
31534	Citizens Ins Co Of Amer	MI	193,049,978	1.63%
23035	Liberty Mut Fire Ins Co	WI	189,486,879	1.60%
40274	Citation Ins Co	MA	181,160,981	1.53%
19445	National Union Fire Ins Co Of Pitts	PA	177,870,513	1.50%
22063	Government Employees Ins Co	MD	174,567,809	1.47%
15067	Quincy Mut Fire Ins Co	MA	162,231,205	1.37%
26018	Vermont Mut Ins Co	VT	158,603,422	1.34%
41360	Arbella Protection Ins Co	MA	150,626,503	1.27%
16322	Progressive Direct Ins Co	OH	138,181,354	1.16%
20443	Continental Cas Co	IL	133,871,436	1.13%
19798	Merrimack Mut Fire Ins Co	MA	133,114,940	1.12%
12850	Premier Ins Co Of MA	MA	132,300,731	1.11%

SUMMARY INFORMATION	
Total Companies Writing in MA	
Dollars	\$ 11,876,223,772
Number	517
Top 20 Companies DPW	
Dollars	\$ 6,024,321,537
MA Market Share	50.7%
Remaining Companies DPW	
Dollars	\$ 5,851,902,235
MA Market Share	49.3%
Top 10 Companies DPW	
Dollars	\$ 4,481,792,643
MA Market Share	37.7%
Remaining Companies DPW	
Dollars	\$ 7,394,431,129
MA Market Share	62.3%

SURPLUS LINES

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
19437	Lexington Ins Co	DE	\$ 96,989,733	16.82%
17370	Nautilus Ins Co	AZ	31,715,823	5.50%
26387	Steadfast Ins Co	DE	27,858,444	4.83%
31127	Columbia Cas Co	IL	25,467,163	4.42%
26883	AIG Specialty Ins Co	IL	25,076,800	4.35%
41297	Scottsdale Ins Co	OH	24,371,060	4.23%
25445	Ironshore Specialty Ins Co	AZ	17,273,219	3.00%
36940	Indian Harbor Ins Co	DE	16,190,101	2.81%
13196	Western World Ins Co	NH	15,491,829	2.69%
27960	Illinois Union Ins Co	IL	13,349,457	2.32%
39020	Essex Ins Co	DE	12,431,632	2.16%
35378	Evanston Ins Co	IL	11,855,586	2.06%
10725	Liberty Surplus Ins Corp	NH	11,780,195	2.04%
38989	Chubb Custom Ins Co	NJ	11,253,939	1.95%
10657	First Mercury Ins Co	IL	9,971,294	1.73%
32859	Penn Amer Ins Co	PA	9,421,106	1.63%
24856	Admiral Ins Co	DE	8,841,051	1.53%
33138	Landmark Amer Ins Co	OK	7,981,353	1.38%
15989	Catlin Specialty Ins Co	DE	7,179,304	1.25%
42374	Houston Cas Co	TX	7,097,389	1.23%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	576,602,036
Number		99
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Top 20 Companies DPW		
Dollars	\$	391,596,478
MA Market Share		67.9%
Remaining Companies DPW		
Dollars	\$	185,005,558
MA Market Share		32.1%
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Top 10 Companies DPW		
Dollars	\$	293,783,629
MA Market Share		51.0%
Remaining Companies DPW		
Dollars	\$	282,818,407
MA Market Share		49.0%

TITLE INSURANCE

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
50814	First Amer Title Ins Co	CA	\$ 91,312,190	31.69%
50520	Old Republic Natl Title Ins Co	MN	44,050,237	15.29%
50121	Stewart Title Guar Co	TX	35,553,777	12.34%
50229	Chicago Title Ins Co	NE	30,640,006	10.63%
51586	Fidelity Natl Title Ins Co	CA	25,023,388	8.68%
50083	Commonwealth Land Title Ins Co	NE	24,438,494	8.48%
51268	Connecticut Attorneys Title Ins Co	CT	21,466,218	7.45%
51020	National Title Ins Of NY Inc	NY	3,720,092	1.29%
50050	Westcor Land Title Ins Co	CA	3,154,910	1.09%
51152	WFG Natl Title Ins Co	SC	2,816,178	0.98%
50130	North Amer Title Ins Co	CA	2,322,425	0.81%
50016	Title Resources Guar Co	TX	1,810,068	0.63%
51411	American Guar Title Ins Co	OK	1,587,845	0.55%
51632	EnTitle Ins Co	OH	257,136	0.09%

SUMMARY INFORMATION		
Total Companies Writing in MA		
Dollars	\$	288,152,964
Number		14
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Top 20 Companies DPW		
Dollars	\$	288,152,964
MA Market Share		100.0%
Remaining Companies DPW		
Dollars	\$	-
MA Market Share		0.0%
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Top 10 Companies DPW		
Dollars	\$	282,175,490
MA Market Share		97.9%
Remaining Companies DPW		
Dollars	\$	5,977,474
MA Market Share		2.1%

WORKERS' COMPENSATION

NAIC #	Company Name	State of Domicile	Direct Premium Written in MA	MA Market Share
33758	Associated Industries Of MA Mut Ins	MA	\$ 89,870,774	8.70%
23841	New Hampshire Ins Co	PA	47,235,719	4.57%
25666	Travelers Ind Co Of Amer	CT	35,556,879	3.44%
22667	Ace Amer Ins Co	PA	34,748,682	3.36%
25658	Travelers Ind Co	CT	32,604,508	3.16%
44326	Atlantic Charter Ins Co	MA	30,820,250	2.98%
29459	Twin City Fire Ins Co Co	IN	29,497,631	2.86%
23035	Liberty Mut Fire Ins Co	WI	28,934,060	2.80%
33600	LM Ins Corp	IL	28,855,960	2.79%
25682	Travelers Ind Co Of CT	CT	26,718,066	2.59%
25674	Travelers Prop Cas Co Of Amer	CT	25,911,715	2.51%
11104	Associated Employers Ins Co	MA	22,461,207	2.17%
30104	Hartford Underwriters Ins Co	CT	22,235,108	2.15%
19429	Insurance Co Of The State Of PA	PA	20,936,343	2.03%
31325	Acadia Ins Co	NH	20,761,259	2.01%
16535	Zurich Amer Ins Co	NY	20,152,505	1.95%
11984	Independence Cas Ins Co	MA	19,142,660	1.85%
40142	American Zurich Ins Co	IL	18,648,593	1.80%
42404	Liberty Ins Corp	IL	17,991,636	1.74%
42376	Technology Ins Co Inc	NH	15,194,266	1.47%

SUMMARY INFORMATION

Total Companies Writing in MA

Dollars	\$ 1,033,187,910
Number	239

Top **20** Companies DPW

Dollars	\$ 588,277,821
MA Market Share	56.9%

Remaining Companies DPW

Dollars	\$ 444,910,089
MA Market Share	43.1%

Top **10** Companies DPW

Dollars	\$ 384,842,529
MA Market Share	37.2%

Remaining Companies DPW

Dollars	\$ 648,345,381
MA Market Share	62.8%