



Commonwealth of Massachusetts

Division of Insurance

2018 Annual Report

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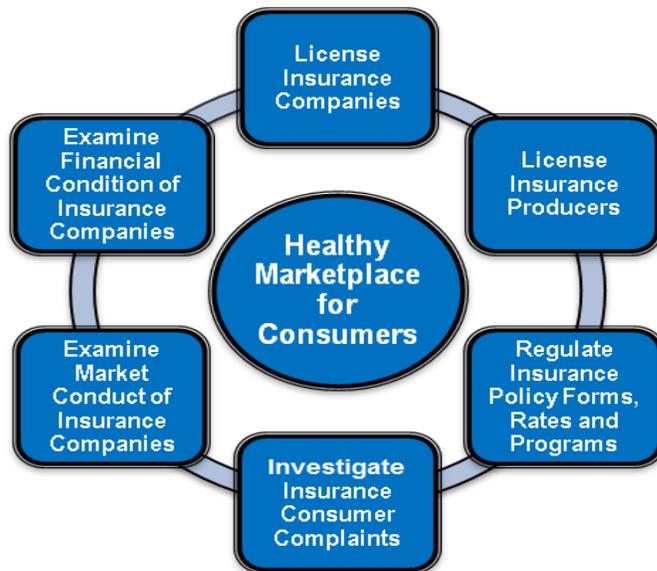
1 – Division of Insurance

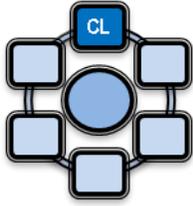
1.1 Mission

The Division of Insurance (“Division”) administers the Commonwealth’s insurance consumer protection laws through its regulation of the insurance industry. The Division’s primary mission is to monitor the solvency of its licensees in order to promote a healthy, responsive and willing marketplace for consumers who purchase insurance products. The Division licenses insurance companies and producers; reviews and approves policy 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, enforces state insurance laws and regulations and provides the public with accurate and unbiased information regarding various types of insurance coverage through its website and assorted publications. The Division safeguards consumer protection interests by providing accurate and unbiased information to enable consumers to make informed decisions, and intervenes on behalf of consumers who believe they have been victimized by unfair business practices.

1.2 Primary Activities

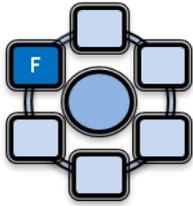
The Division protects consumers and promotes a fiscally sound insurance marketplace through the performance of six primary activities. Taken together, these activities represent the core of effective insurance regulation.





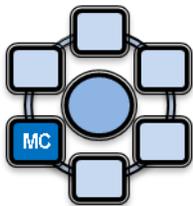
License Insurance Companies (CL)

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



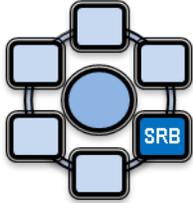
Examining the Financial Condition of Insurance Companies (F)

The Division monitors the financial condition of insurance companies through quarterly financial analysis. The analysis process provides an early warning of possible financial problems, so that appropriate regulatory action can be taken before the extreme situation of insolvency occurs. 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.



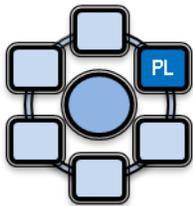
Examine the Market Conduct of Insurance Companies (MC)

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, cancellations and non-renewals, claim settlements, original insurance applications and advertising materials. The goal of these examinations is to confirm that Massachusetts consumers are fairly treated in accordance with the terms of their insurance policy contract.



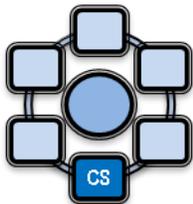
Regulate Insurance Policy Forms, Rates and Programs (SRB)

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



License Insurance Producers and Others (PL)

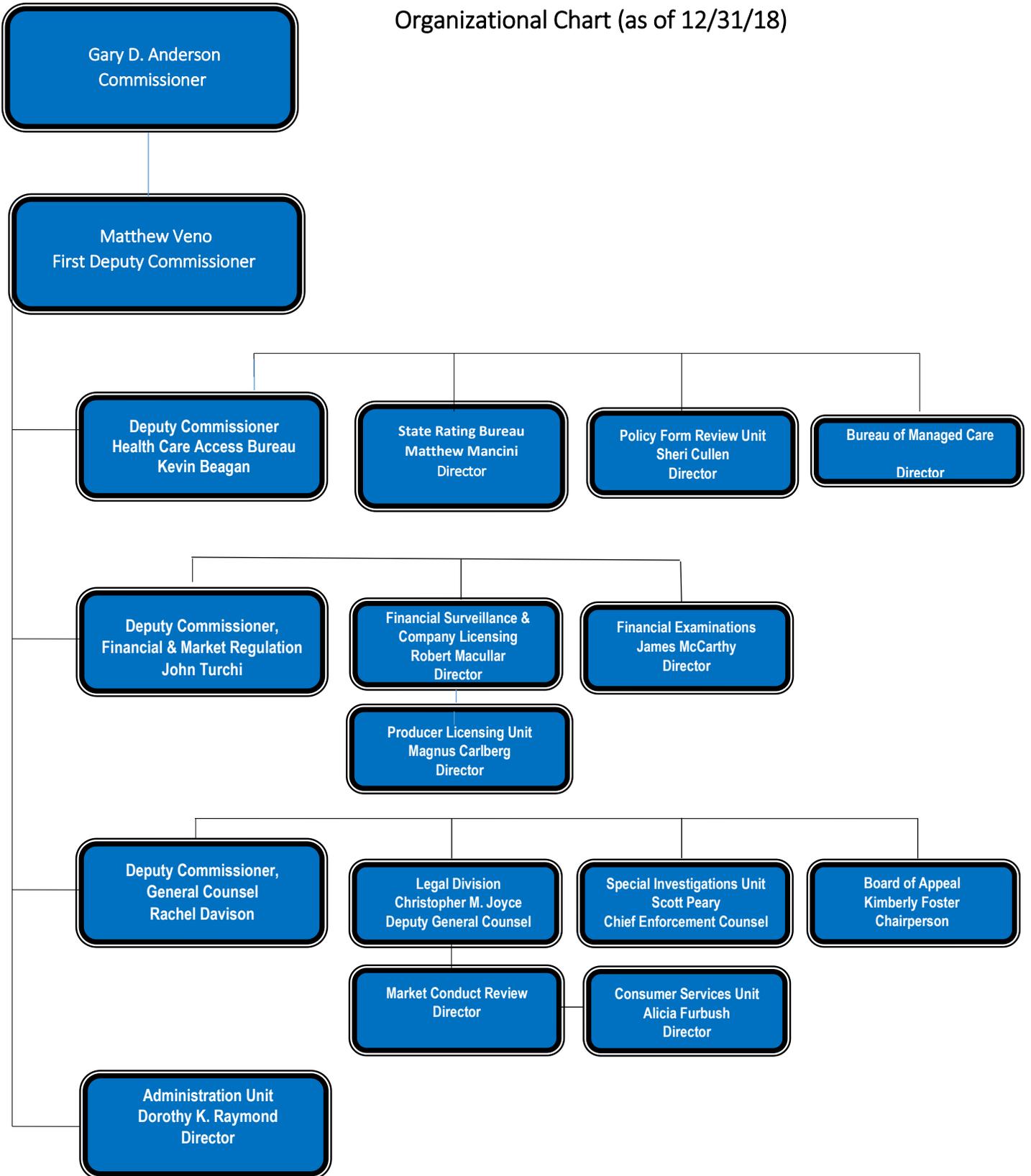
The process of licensing insurance producers and other key participants in the insurance industry allows the Division to promote a marketplace in which individuals and firms engaging in the business of insurance are qualified and are conducting business in compliance with the Commonwealth's laws and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



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' laws.

Organizational Chart (as of 12/31/18)



1.4 Human Resources

The Administration Department works closely with the Human Resources Department in the Office of Consumer Affairs and Business Regulation on all aspects of hiring, managing, training and promoting the Division’s workforce. In addition, the Administration Department works with the Division’s Labor Relations Counsel to respond to various labor relations issues, including employee complaints and grievances. As of December 31, 2018, the Division employed the equivalent of 123.8 full time staff.



1.5 Budget, Revenue & Assessments

Budget

The Division receives an annual budget appropriation from the Massachusetts Legislature to account 7006-0020, the value of which is then assessed back to the entities the Division regulates. The Division also has three trust accounts created by statute: the Worker’s Compensation Rating Bureau Trust Account - 9222-7650; the 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 assessments on the insurance industry.

Revenue & Assessments

The Division collects revenue from individual consumers, licensees and companies as part of its statutory responsibilities. The Division also bills various assessments to the insurance industry, and collects these funds for deposit into the Commonwealth’s General Fund. Most revenue collected from individuals and companies comes from license application and filing fees, as well as fines and penalties imposed for licensee violations of appropriate standards of conduct.

The Commissioner of Insurance (“Commissioner”) is required by the Massachusetts General Laws to annually bill assessments to insurance companies for various purposes. In Fiscal Year 2018, the Division billed 12 assessments totaling nearly \$65 million. The revenue collected from these assessments funds the operation of a number of state agencies, including the Division of Insurance; the Registry of Motor Vehicle’s Merit Rating Board; the Department of Fire Services and various fraud-prevention programs in the Attorney General’s Office.

Taken together, this revenue and assessment collections are typically nine to ten times greater than the annual budget appropriation for the Division. In Fiscal Year 2018, the Division collected revenue in excess of \$182 million.

Division of Insurance Budget for Fiscal Year 2018	\$14,412,000
Total Collections for the General Fund for Calendar Year 2018	\$182,782,821.86

(Budget, Revenue and Assessment figures on this page are from the 2018 Fiscal Year- July 1, 2017 through June 30, 2018.)

Revenue & Assessments	Amount
Revenue	
Annual Statement/Securities	\$204,208.00
Appointment Licenses	\$54,086,918.13
Appraiser Exam	\$17,700.00
Appraiser Licenses	\$266,315.00
Auto Club Licenses	\$35,995.00
Charters	\$55,018.00
Company Licenses	\$307,159.00
Dept. of Public Health – Lead Paint Surcharge	\$1,607,250.00
Domestic Company Exams	\$610,760.00
Fines & Penalties	\$1,437,925.56
Fraternal Licenses	\$9,114.00
HMO Application Fee	\$9,000.00
Letters of Certification	\$18,755.00
Life Insurance Valuations	\$459,810.81
Loss of License Filing Fee	\$197,735.00
Policy Form Filing Fee	\$625,715.00
Preferred Provider Arrangement Application Fee	\$16,200.00
Producer Licenses	\$13,510,782.39
Rate Filing Fee	\$654,100.00
Rating Organization	\$55.00
Service of Process	\$5739.00
Special Brokers Tax	\$42,681,549.51
Surcharge Appeal Filing Fee	\$1,468,760.99
Miscellaneous	\$167,909.17
Total Revenue	\$118,454,474.56

Assessments

Attorney General	\$1,931,291.50
Attorney General – Worker’s Compensation	\$374,334.93
Auto Insurance Bureau	\$556,702.39
Department of Fire Services	\$29,241,673.27
Division Insurance Fraud Trust	\$325,696.20
Division Operations	\$16,915,878.96
Health Care Access Bureau	\$1,988,795.97
JUA Medical Malpractice	\$236,337.03
Merit Rating Board	\$9,404,567.00
Special Maintenance Account	\$1,038,479.93
State Rating Bureau	\$1,516,791.99
SRB Medical Malpractice	\$252,236.21
SRB Workers’ Compensation	\$545,561.92
Total Assessments	\$64,328,347.30
Total Revenue & Assessments	\$182,782,821.86

Insurance Written in Massachusetts

According to a 2018 survey by the National Association of Insurance Commissioners (“NAIC”), Massachusetts ranks 12th among 56 U.S. states and territories with respect to premium written by domestic insurers. The survey consists of data from 2017.

Considering that the Commonwealth’s population is much smaller than the other states in the top eleven, Massachusetts shoulders a disproportionate share of the responsibilities 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.

2018 Staffing & Budget National Rank*:

Premium Volume	12th
Full Time Employees	29th
Annual Budget	32 nd
Budget as Percentage of Total Premium	51 st

1.6 Massachusetts Insurance Marketplace

Massachusetts Domestic

Hundreds of insurance companies are licensed to do business in the Commonwealth of Massachusetts, and 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. The Division is responsible for monitoring the solvency of companies domiciled in Massachusetts, which thereby protects the Commonwealth's citizens, as well as other policyholders across the nation and around the world.

In 2018, Massachusetts was the domicile state of:

- 48 property and casualty insurers;
- 16 life and accident and sickness insurers;
- 13 health organizations;
- 2 lodge fraternal benefit associations;
- 1 title insurer;
- 25 workers' compensation self-insured groups;
- 6 residual market pools; and
- 147 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 majority of premium and policies. Premium written under accident and health, homeowners, life, automobile, and workers' compensation policies make up approximately 30% of all premium written in the Commonwealth. Most lines of insurance operate within diverse markets comprised of insurers domiciled in Massachusetts, and those domiciled in other states but licensed to write business in Massachusetts. Consumers may choose from among many companies competing for their business.

**In 2018,
Massachusetts
was the
Principal
Regulator for:
81 Insurance
Companies
&
173 Related
Organizations**

Top 10 Companies of Selected Market Sectors

Top 10 Accident & Health Insurance Companies*

United Healthcare Insurance Co	34.0%
Aetna Life Insurance Co	8.5%
Cigna Health & Life Ins Co	7.7%
Metropolitan Life Insurance Co	6.3%
Unum Life Ins Co of America	4.7%
Guardian Life Ins Co of America	2.4%

Top 10 Auto Insurance Companies

Commerce Insurance Co	23.3%
Government Employees Ins Co	9.7%
Safety Insurance Co	8.4%
Arbella Mutual Insurance Co	7.7%
Plymouth Rock Assurance Co	6.3%
Liberty Mutual Insurance Co	5.4%
LM Gen Insurance Co	4.5%

Top 10 Home Insurance Companies

Citation Insurance Co	8.4%
Arbella Mutual Insurance Co	5.4%
Commerce Insurance Co	5.0%
Merrimack Mutual Fire Insurance Co	4.3%
Safety Indemnity Insurance Co	4.3%
Amica Mutual Insurance Co	4.1%
Vermont Mutual Insurance Co	3.7%

Top 10 Workers' Compensation Insurance Companies

Associated Industries of MA Mut Ins	7.5%
ACE America Insurance Co	4.6%
New Hampshire Insurance Co	4.1%
Travelers Indemnity Co of CT	3.7%
Travelers Indemnity Co of Amer	3.3%
Atlantic Charter Insurance Co	2.8%
Anguard Insurance Co	2.7%

Top 10 Life Insurance Companies

Northwestern Mutual Life Ins Co	7.6%
New York Life Ins Co	6.2%
Metropolitan Life Ins Co	6.0%
Massachusetts Mut Life Ins Co	5.4%
Lincoln National Life Ins Co	5.1%
John Hancock Life Ins Co (USA)	4.5%
Guardian Life Ins Co	4.3%
The Savings Bank Mut Life Ins Co of MA	4.1%

Top 10 Total Property & Casualty Insurance Companies

Commerce Insurance Co	10.6%
Safety Insurance Co	4.4%
Arbella Mutual Insurance Co	3.9%
Government Employees Ins Co	3.6%
Liberty Mutual Insurance Co	2.8%
Plymouth Rock Assurance Corp	2.4%
LM Gen Insurance Co	2.1%
Amica Mutual Insurance Co	1.9%

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 2018 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 engage in 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, issuance of surplus notes, surplus note 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

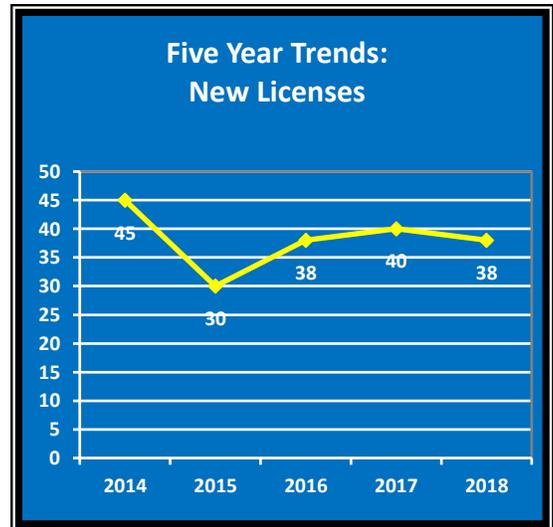
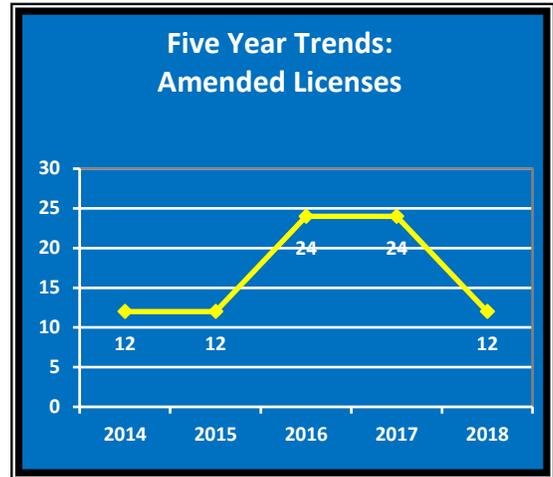
The Financial Surveillance and Company Licensing staff analyzes company annual statement findings, processes license certifications, and manages the collection of related revenue, which totaled approximately \$660,000 in 2018.

Financial Surveillance

The Financial Surveillance Section monitors the solvency of domestic and foreign (domiciled in another state) insurance companies. There are currently 1,786 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
- Life settlement companies.

As of December 31, 2018, there were 81 insurance companies domiciled in Massachusetts. Of the 81 Massachusetts domestic insurers, there were 48 property and casualty insurers, 16 life insurers, 13 health insurers, 2 fraternal benefit societies and 1 title insurer. These insurers wrote gross premiums of approximately \$69 billion during 2018.



In 2018, a Division financial analyst completed a comprehensive desk audit of each of these Massachusetts' domestic companies that was reviewed by a manager. These desk audits consist of over 20 detailed analyses for each company, including an in-depth review of the Annual Statement and their investment and reinsurance portfolios, reserving analysis, income and cash flow statements and balance sheets. The Division reviews the Statement of Actuarial Opinion, the Management's Discussion and Analysis, holding company filings, and independent CPA Audit in great detail. Lastly, Division staff and managers review each domestic insurer's quarterly statement, which is similar to the Annual Statement, and tracks each domestic insurer's national ratings. Each of these tasks helps the Division to closely monitor the solvency of each company

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 process consists of 14 parts, which 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 2018, the Company Licensing Section:

- Issued sixteen new insurance company licenses and twelve amended insurance company licenses;
- Approved five companies as eligible to accept surplus lines placements;
- Approved five companies as accredited reinsurers; and
- Issued Certificates of Authority to three home service contract providers.

In addition, eight companies became eligible alien unauthorized insurers.

New Licenses, Authority or Eligibility		
Accredited Reinsurers	Life, Accident & Health Insurers	Property & Casualty Insurers
Glencar Insurance Company	Atlantic Coast Life Insurance Company	Amica Property and Casualty Insurance Company
John Hancock Reassurance Company, Ltd.	Continental Life Insurance Co. of Brentwood, Tennessee	Concord General Mutual Insurance
LifeCare Assurance Company	Home Service Contract Providers	EMC Property & Casualty Company
Optimum Re Insurance Company	Aftercare, Inc.	EMCASCO Insurance Company
ProTucket Insurance Company	America's Preferred Home Warranty, Inc.	Granite Re, Inc.
Surplus Lines	CounterSure LLC	GuideOne Elite Insurance Company
Falls Lake Fire & Casualty Company	Fortress Warranty Corporation	Indemnity National Insurance Company
Mercer Insurance Company	Guardsman US LLC	Intrepid Insurance Company
TOPA Insurance Company	Home Advocate, LLC	MMIC Insurance Inc
Trisura Specialty Insurance Company	Home Service Club Warranty Corp	Partners Healthcare Insurance Company
Vault E&S Insurance Company	National Home Repair Warranty, Inc.	State Mutual Insurance Company
Eligible Alien Unauthorized Insurers	Omnidian, Inc	Sunapee Mutual Fire Insurance Company
CNA Insurance Company (Europe) S.A.	Polaris Sales, Inc	Vermont Accident Insurance Company, Inc.
Lloyd's Syndicate #1947	Service Contract Specialists, Inc.	Viking Insurance Company of Wisconsin
Mapfre Espana, Compania de Seguros y Reaseguros, S.A.	United States Warranty Corporation	
Markei Insurance S.E.		
SI Insurance (Europe) S.A.		
Argo Re, Ltd.		
Aviva Insurance Limited		
American International Group UK Limited		

2.3 Notable Transactions

There were several changes to the composition of the Massachusetts domestic insurance market in 2018. These included the following:

AllWays Health Partners, Inc. (formerly known as Neighborhood Health Plan, Inc.)

- In March 2018 the Company lost the MassHealth contract to manage the MassHealth Managed Care Organization program for the 5-year period that began that same month.
- In October 2018 the Company received approval from MA-DOI to pay \$100mm in extraordinary dividends to Partners HealthCare System, Inc.; to be paid in the following increments: \$25mm in October 2018, \$25mm in December 2018, and \$50mm in March 2019.
- In October 2019 - December 2018 the Company rebranded to AllWays Health Partners, Inc., with the Company's name changed to AllWays Health Partners, Inc. effective January 8, 2019.
- In December 2018 the Company underwent a corporate restructuring which resulted in a new intermediate holding company, Partners HealthCare Insurance Holding Company, LLC becoming the sole corporate member of the Company.

AllWays Health Partners Insurance Company

- In October 2018 the Company became licensed as Partners HealthCare Insurance Company, a new MA domestic health insurer, and a subsidiary of Partners HealthCare System, Inc. and an affiliate of AllWays Health Partners, Inc. (formerly known as Neighborhood Health Plan, Inc.); with the Company's name changing to AllWays Health Partners Insurance Company effective October 31, 2018.

Associated Industries of Massachusetts Mutual Insurance Co

- The Company provided an additional \$150,000 of paid in capital to New Hampshire Employers Insurance Company in the first quarter of 2018.
- On September 2, 2018, the Company sold the EAIA LLC health and benefits book of business to One Digital Inc.
- On October 1, 2018, the Company completed the acquisition of Fairway Agency Inc.

Atlantic Charter Insurance Company

- The Company paid an extraordinary dividend of \$15mm and an ordinary dividend of \$3.5mm to stockholders in 2018.

Blue Cross Blue Shield of Massachusetts, Inc.

- Termination of Dental Reinsurance and Administrative Agreements with US Able Life and withdrawal of Zaffre Affiliated Services as a member of Life and Specialty Ventures.

Bunker Hill Insurance Company

- The Company received a \$4M of paid in capital from its parent company, the Plymouth Rock Company.
- The Company non-renewed its 50% quota share treaty in June 2018.

CeltiCare Health Plan of Massachusetts, Inc.

- The Company paid an extraordinary dividend of \$22 million.

Commonwealth Annuity & Life Insurance Company

- On December 26, 2018, the Company received a \$130mm capital contribution from its parent company.
- In June 2018 the Company entered into a coinsurance agreement with Talcott Resolution Life and Annuity Insurance Company (“TRLIAC”) and Talcott Resolution Life Insurance Company (“TRLIC”) whereby it assumed \$7.9B of fixed annuity and payout annuity reserves; the Company retroceded \$6.3B of the same reserves to GA Re, an affiliate reinsurer, on a funds withheld modified coinsurance basis.

Dental Service of Massachusetts, Inc.

- On June 6, 2018, the Company transferred ownership of DentaQuest to its sole member, Catalyst. As such, Catalyst is now the ultimate parent of the Company.
- On January 1, 2018, the Company transferred sole membership of the two not-for-profit organizations, the Institute and DQ care Group, to its sole member, Catalyst.

Electric Insurance Company

- The Company paid dividends of \$ 100mm during 2018 to stockholders (\$ 49 Million Ordinary and \$ 51 Million Extraordinary).

Harvard Pilgrim Health Care, Inc.

- On March 21, 2018, the Company received approval from the Commissioner to pay off in full the Massachusetts Health and Education Facilities Revenue Bonds issue 1998 Series A (the “HEFA Bonds”) dated July 15, 1998, which was settled on July 1, 2018. The payment was \$20.5mm including interest of \$487.6 thousand.
- In August 2018, the Harvard Pilgrim board of directors approved certain changes to the Company’s governance structure to dissolve HPHC Holding Corporation, and transfer its subsidiary, MedWatch LLC, to Health Plans Inc. effective January 1, 2019.

Liberty Mutual Insurance Company

- On May 1, 2018, the Company closed on the sale of Liberty Life Assurance Company of Boston to Lincoln Financial Group for \$3.3B. The transaction included reinsuring Liberty's Individual Life and Annuity.

Massachusetts Mutual Life Insurance Company

- In November 2018, the Company announced its 2019 policyholder dividend policy. It expects to pay policyholder dividends of \$1.72 billion in 2019. The all-time high estimated dividend payout represents an increase of more than \$125 million over 2018, and marks the 151st consecutive year that MassMutual will be paying a dividend.
- On May 31, 2018, MassMutual International LLC (MassMutual International) – Massachusetts Mutual Life Insurance Company's (MassMutual) international insurance holding company – and Nippon Life Insurance Co. (Nippon Life), Japan's leading life insurer, today announced the completion of the sale of 85.1 percent of MassMutual Japan, MassMutual International's wholly owned life insurance and wealth management affiliate, to Nippon Life. With this transaction – announced on March 2, 2018, when the two companies first struck an agreement – MassMutual International will retain 14.9 percent of the company, and will receive approximately \$960mm in cash consideration for the sale of the remainder. Further, MassMutual Japan now becomes an affiliate of the Osaka-based mutual life insurer Nippon Life, and will be known as Nippon Wealth Life Insurance Company Ltd., effective on January 1, 2019.
- On November 16, 2018, MassMutual International LLC (MassMutual International) – Massachusetts Mutual Life Insurance Company's (MassMutual) holding company for its international operations – and Yunfeng Financial Group announced today the completion of the sale of Hong Kong-based MassMutual Asia Ltd. (MassMutual Asia) to Yunfeng FG and several Asia-based investors. With this transaction, which was originally announced on August 17, 2017 when the two companies and the other investors signed the agreement, MassMutual International received approximately \$1.01B and 800 million shares of Yunfeng FG, equivalent to approximately 24.8 percent of the expanded share capital of Yunfeng FG. In turn, Yunfeng FG will hold a 60 percent stake in MassMutual Asia, with seven other investors holding the remaining interest.
- On October 18, 2018, Invesco Ltd. agreed to buy rival Massachusetts Mutual Life Insurance Co.'s Oppenheimer Funds Inc. unit for \$5.7 billion. Invesco will pay for the deal with 81.9 million common shares and another \$4 billion in preferred shares, making MassMutual the firm's largest stockholder. Including.
- The Company contributed additional capital of \$214 million to MassMutual International in 2018; the Company received a return of capital of \$1.6B in 2018.
- The Company contributed additional capital of \$343 million to MassMutual Holding LLC in 2018.

Neighborhood Health Plan, Inc.

- The Company returned \$50 million of paid in capital to its parent in 2018.

New England Life Insurance Company

- The Company paid an ordinary cash dividend of \$65 million and an extraordinary dividend of \$335 million (comprised of \$135 million in cash and \$200 million in a surplus note to its parent, Brighthouse Holdings LLC, on December 21, 2018).

Plymouth Rock Assurance Company

- On April 2, 2018, for \$5 million the Company acquired from 21st Century Security Insurance Company all of the outstanding shares of 21st Century National Insurance Company, now known as Plymouth Rock Assurance Preferred Corporation (“PRAPC”) a NY domestic.

Tufts Associated Health Maintenance Organization, Inc.

- In February 2018 the Company created a new subsidiary, CarePartners of Connecticut, Inc., a joint venture between Tufts Health Plan and Hartford HealthCare; CarePartners of Connecticut, Inc., is licensed as an HMO in Connecticut.

United Casualty and Surety Insurance Company

- Effective December 28, 2018, the Company redomesticated from Massachusetts to Nebraska.

3 -- Financial Examinations

3.1 Mission

The Financial Examination Section’s mission is to ensure the financial health of insurance companies, and thereby protect consumers who purchase insurance, by conducting statutory examinations of Massachusetts domestic insurers.

3.2 2018 Goals



Complete

- Conduct financial examinations of domestic insurance companies, in order to ensure that policyholder and claimant 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. 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 examinations in compliance with the NAIC Financial Condition Examiners Handbook to ensure timely and regular examination reviews that are based on a substantive “risk-focused” exam approach toward proper allocation of examination resources within the financial operations of our domestic insurance companies.

3.3 Primary Activities

Financial Examinations

The Division conducts financial examinations in accordance with standards established by the Financial Condition (E) Committee of the NAIC, 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 when deemed appropriate.

In addition to reviewing an insurer’s financial condition, the examination also includes a review of the company’s:

- Business Plans and Policies;
- Corporate Governance;
- Corporate Records;
- Reinsurance Programs;
- Systems and Controls Environment;
- Current and Prospective Risks; and
- Disaster Recovery Plan.

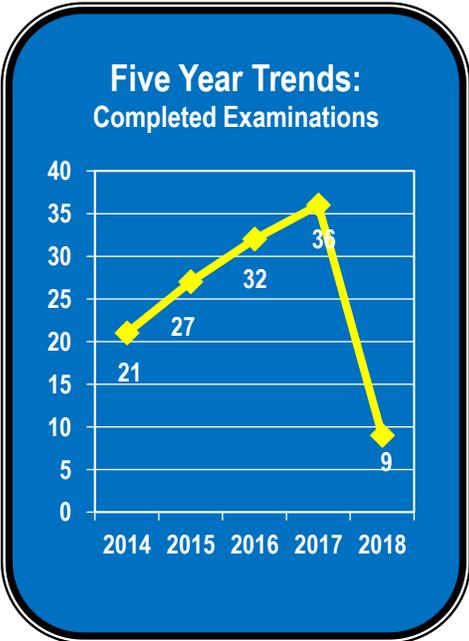
In addition to this list, the review also includes other pertinent matters, so to provide a reasonable assurance that the company is in compliance with applicable laws, rules and regulations. The Division considers the concepts of materiality and risk in planning and conducting an examination, and directs its examination efforts accordingly.

In 2018, the Financial Examination Section completed routine statutory examinations of 9 insuring organizations. These companies produced \$3.6 billion in premium nationwide ----\$2 billion in Massachusetts.

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 eighteen months of the “as of” date of the examination.

Exceptions to this rule are permitted with reasonable justification, and an extension of up to twenty-two months is allowed before the state is required to roll the “as of” date of a re-initiated exam forward one year.

The Financial Examination Section conducted 8 full-scope financial examinations with an “as of” date of December 31, 2016, and one examinations with an “as of” date of December 31, 2017. All of these examinations were completed by June 30, 2018, within the “18 Month Rule” timeframe noted above.



Thirty-two financial examinations were in progress at year’s end, representing approximately \$11.7 billion in premium nationwide - \$11 billion in Massachusetts.

Examination Reports Issued in 2018			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Coface North America Insurance Company	103,764,000	2,447,000	46,109,000
Electric Insurance Company	305,533,000	24,188,000	534,058,000
Hospitality Mutual Insurance Company	11,323,000	11,323,000	26,111,000
Health Insurers			
Harvard Pilgrim Health Care of New England, Inc.	480,048,000	0	60,086,000
Harvard Pilgrim Health Care, Inc.	1,774,580,000	1,558,978,000	456,802,000
HPHC Insurance Company, Inc.	753,810,000	394,999,000	70,610,000
Life, Accident & Health Insurers			
Boston Mutual Life Insurance Company	223,212,000	45,917,000	177,994,000
Fraternal Insurers			
Catholic Association of Foresters	147,000	120,000	5,704,000
Residual Market			
Workers Compensation Rating & Inspection Bureau	0	0	0
TOTALS	\$3,652,417,000	\$2,037,972,000	\$1,377,474,000

Examinations in Progress 12/31/2018			
	US Direct Premium	MA Direct Premium	Surplus

Property & Casualty Insurers			
Arrow Mutual Liability Insurance Company	6,258,000	5,757,000	30,428,000
Bunker Hill Insurance Casualty Company	8,472,000	8,471,000	6,389,000
Bunker Hill Insurance Company	47,104,000	36,481,000	34,641,000
Bunker Hill Preferred Insurance Company	1,515,000	1,515,000	5,894,000
Bunker Hill Property Insurance Company	1,653,000	1,653,000	5,894,000
Bunker Hill Security Insurance Company	1,849,000	1,849,000	5,894,000
Pilgrim Insurance Company	74,615,000	74,615,000	21,421,000
Plymouth Rock Assurance Corp.	370,232,000	335,353,000	222,536,000
Health Insurers			
Boston Medical Center Health Plan	1,620,771,000	1,282,119,000	233,237,000
Fallon Community Health Plan	1,242,326,000	1,242,326,000	163,119,000
Fallon Health and Life Assurance Company	28,726,000	28,726,000	6,463,000
Health New England, Inc.	899,905,000	895,486,000	83,924,000
HNE Insurance Company	664,000	664,000	5,009,000
Neighborhood Health Plan, Inc.	2,424,164,000	2,424,164,000	337,126,000
Tufts Associated HMO, Inc.	2,555,327,000	2,515,245,000	644,286,000
Tufts Health Public Plans, Inc.	1,830,683,000	1,825,826,000	247,330,000
Tufts Insurance Company	278,781,000	247,851,000	52,607,000
Life, Accident & Health Insurers			
New England Life Insurance Company	232,706,000	23,809,000	482,528,000
Self-Insured Groups			
Associated Builders & Contractors MA Workers' Comp. Corp Self-Insurance Group	0	3,461,000	0
Automotive Industries Compensation Corp.	0	8,560,000	0
Heating Ventilation Air Conditioning Compensation Corp.	0	1,175,000	0
Independent Schools Compensation Corp.	0	9,516,000	0

Massachusetts Catholic Self-Insurance Group	0	3,096,000	8,357,000
Massachusetts McDonald Operators Workers' Compensation Group, Inc.	0	1,934,000	0
Massachusetts High Technology Self-Insurance Group	0	919,000	0
New England Educators Insurance Assoc. Compensation	0	8,609,000	0
Self-Insured Lumber Business Association, Inc.	0	3,890,000	42,000
School Transportation Association of MA Workers' Compensation Self-Insurance Group	0	3,813,000	0
Residual Market			
Massachusetts Medical Malpractice Reinsurance Plan	0	0	0
Workers Compensation Rating and Inspection Bureau	0	0	0
Fraternal Insures			
Catholic Association of Foresters	135,000	110,000	5,579,000
Supreme Council of the Royal Arcanum	6,858,000	3,501,000	12,419,000
TOTALS	\$11,632,744,000	\$11,000,494,000	\$2,615,123,000

4– Market Conduct

4.1 Mission

The Market Conduct Section investigates the manner in which insurance companies treat policyholders, in order to ensure that such treatment is fair, in compliance with the terms and conditions of insurance contracts, and complies with state laws, regulations and bulletins. This is accomplished through a number of processes, primary of which is to conduct comprehensive and limited scope examinations and market analysis reviews of insurance companies.

Comprehensive examinations involve interviews of 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 Division issues a report based on the examination results, which includes observations and recommendations, and, when necessary, findings and required actions to correct company procedures which adversely affect insurance consumers or do not comply with law. Significant findings may result in further administrative action and may lead to fines, payments to consumers or other benefits to policyholders.

The Market Conduct 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.

The Market Conduct Section also uses information provided by, and shares information with, the NAIC, and actively participates in multi-state examinations.

4.2 2018 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 Division 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 

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 2018, the Market Conduct Section completed comprehensive and limited scope examinations evaluating the following business practices of 10 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.

The Market Conduct Section completed a limited scope examination of USAA (4 companies) in 2018, as well as comprehensive examinations of the following companies:

- Centre Life Insurance Company
- Norfolk and Dedham Group (3 companies)
- Quincy Mutual Group (2 companies)

Market Analysis

In 2018, the Market Conduct Section completed 75 market analysis reviews on 63 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; Examination Tracking System; and insurance company-submitted financial statements. The Market Conduct Section also 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 trends which may impact future claim payments.

Consumer Restitution

The Market Conduct Section's examination and multi-state regulatory settlement agreement with UNUM Group detailing UNUM's improper claim handling practices, including denials and terminations of

payments on group and individual disability income policies, continued to provide restitution to disabled Massachusetts claimants. As of December 31, 2018, over \$16.6 million has been paid or reserved for payment to future claimants.

Monetary Fines

In 2018, the Market Conduct Section collected over \$950,000 in fines as a result of regulatory settlement agreements entered into with one domestic insurance company and several multi-state regulatory settlement agreements.

5- Producer Licensing

5.1 Mission

License Types

- Producers
- Advisers
- Auto Clubs & Auto Club Agents
- Bank Insurance Licenses
- Life Settlement Brokers
- Motor Vehicle Damage Appraisers
- Portable Electronics Limited Lines Licenses
- Public Insurance Adjusters
- Reinsurance Intermediaries (brokers & managers)
- Surplus Lines Brokers

The Producer Licensing Section licenses all individuals and business entities conducting the business of insurance in Massachusetts, ensuring that they are qualified and in good standing, and that they conduct business within the requirements of the Commonwealth's laws and regulations. This Section also ensures that all insurers who appoint licensed producers annually renew or non-renew their appointments. The Section approves all business names (including DBA names), processes all name and address changes, as well as license terminations and voluntary license surrenders, and issues certification letters, clearance letters and duplicate or replacement licenses. The Section ensures that all resident individual producer licensees, and all resident individual public insurance adjusters, adhere to the continuing education requirements for each license type. In addition, the Section responds to written inquiries from multiple sources and monitors and responds to two electronic mailboxes--one for producer questions and updates and one for appointment renewal questions--and handles approximately 2,500 phone calls per month.

5.2 2018 Goals

- 

Complete

 - Improve consumer, applicant and licensee knowledge of all processes related to individual and business entity licensing and provide excellent customer service to our licensees by timely and accurately processing all licensing applications and responding to all licensing inquiries.

- 

Complete

 - Continuance of efforts to upgrade and enhance the Division's licensing systems for all individual and business entity license types.

- 

Complete

 - Enforcement of continuing education license requirements. In 2018, more than 450 licensed producers failed to comply with continuing education requirements.

- 

Complete

 - Coordinate Division's annual examination review workshop with Prometric, the Division's exam vendor and maintainer of our continuing education database. Invite subject matter experts from within the Division and the insurance industry.

5.3 Primary Activities

Enforcement of Continuing Education (CE) Requirements

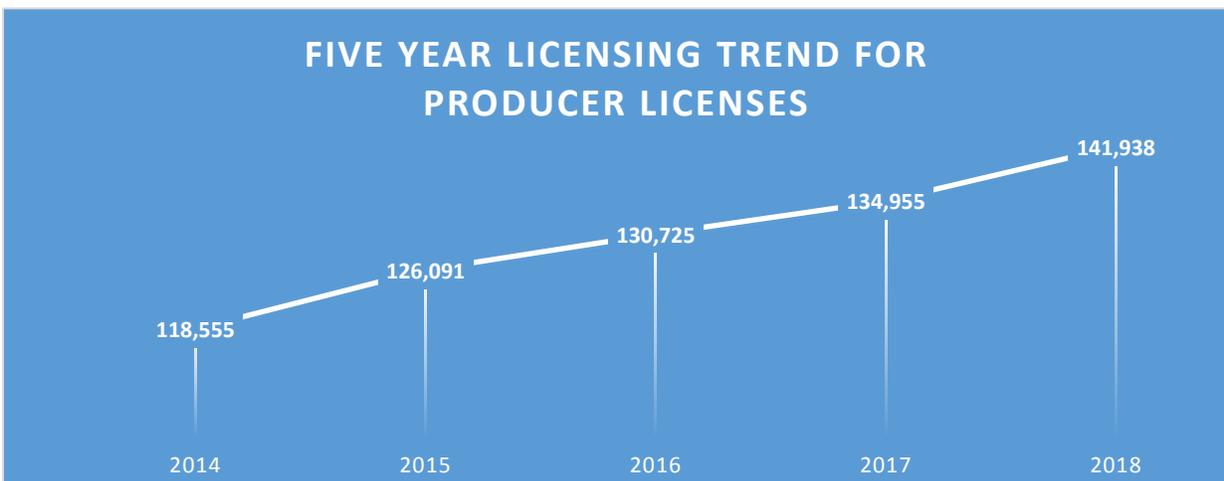
The Division has continued to enforce the CE law since it went into effect in 2014. As a result of this law, resident producers who are required to complete CE hours prior to their license renewal dates are not able to renew their licenses until they comply. Licensees are also required to complete 3 CE hours in a Massachusetts approved Ethics course. This Ethics course is not in addition to the required hours, but rather must be included in the total required hours. To be compliant, all producers must complete 60 CE hours for the first time renewal of their license, or 45 CE hours for every subsequent renewal.

The Division undertook a major project when it acted to prevent producers from renewing their license due to CE non-compliance. Licensees who are late in renewing their license are assessed a late renewal fee, and must pay a fine based upon the number of CE hours the licensee owed at renewal. In 2018, more than 450 licensed producers failed to comply with our CE requirements.

Prometric Exam Review Workshop

A number of Division staff and insurance industry personnel participated as subject matter experts at the annual Prometric Exam Review Workshop, where they reviewed examination questions and evaluated the overall quality of the exams. The workshop was a success and new examinations were ready for August 25, 2018. The workshop also resulted in changes to the Candidate Licensing Handbook, for exams to be given after August 25, 2018.

Licenses Issued and/or Renewed in 2016– 2018 by Type			
License Type	2016	2017	2018
Insurance Producers	130,725	134,955	141,938
Motor Vehicle Damage Appraisers	4,992	5,034	4,945
Surplus Lines Brokers	2,689	2,796	2,948
Public Insurance Adjusters	322	319	309
Insurance Advisors	624	626	642
Life Settlement or Loan Brokers	82	105	122
Portable Electronics Limited Lines Licenses	37	16	16
Reinsurance Intermediaries	182	221	242
Auto Club Agents	496	824	833
Auto Clubs	27	27	27
Banks in the Business of Insurance	98	93	91



6 - State Rating Bureau

6.1 Mission

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

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

The SRB participates on behalf of the Commissioner in numerous intra-governmental and public policy groups that 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 2018 Goals

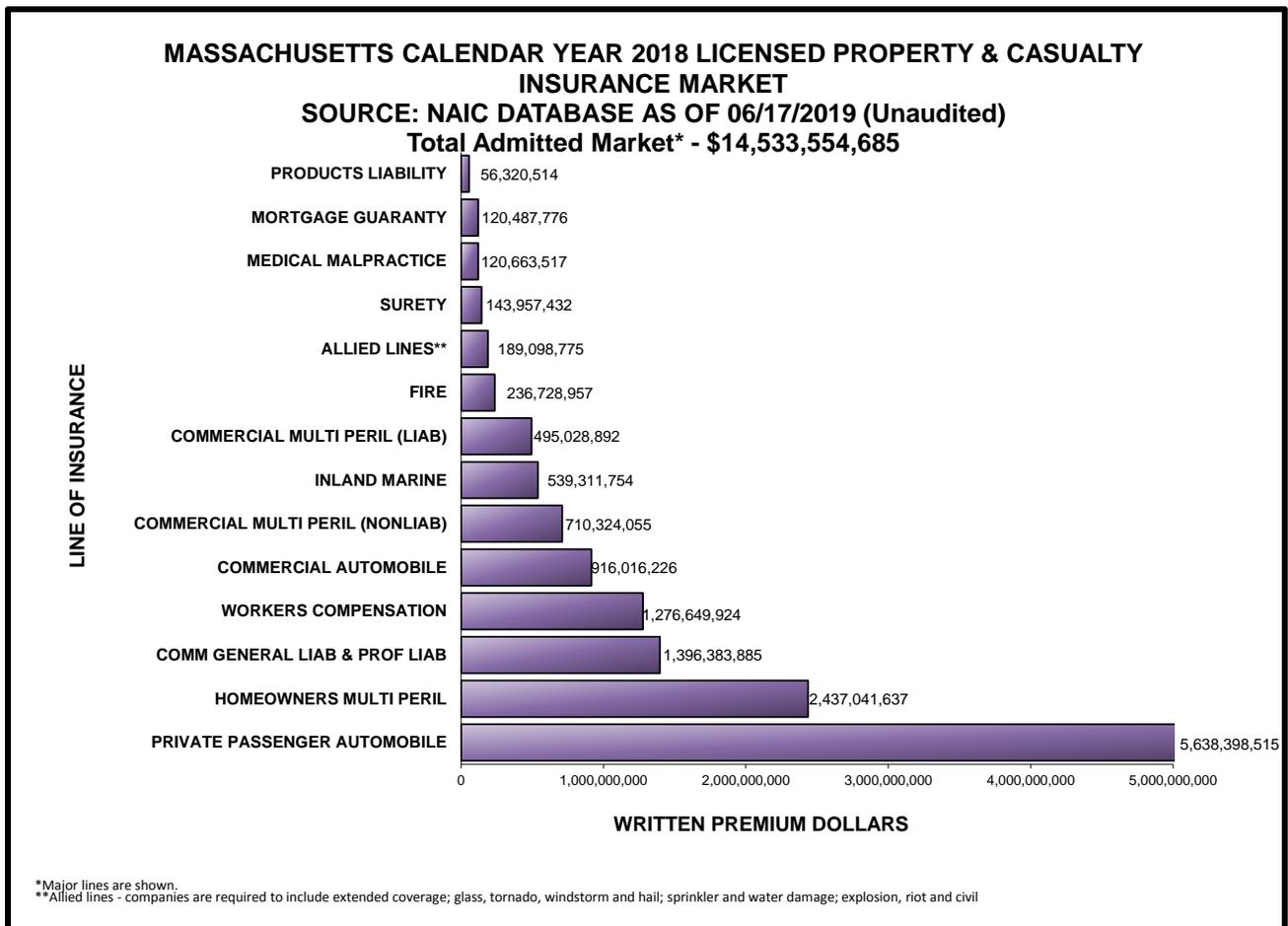
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|---|---|
| <ul style="list-style-type: none"> • Continue to facilitate the implementation of the reformed private passenger auto insurance market, by establishing guidelines which promote the entrance of new insurers to the market, greater diversity of products, and rates that improve the availability of choices for Massachusetts’ consumers. | <p>Complete </p> |
| <ul style="list-style-type: none"> • Quantify the impact of the Tax Cuts and Jobs Act of 2017 on workers’ compensation rates, and establish benchmarks for rate savings. | <p>In Progress </p> |
| <ul style="list-style-type: none"> • Continue making appropriate updates to the newly redesigned disaster preparedness page on the DOI website. | <p>Complete </p> |

6.3 Primary Activities

As the technical advisor to the Commissioner, the SRB’s work covers many different areas of the insurance marketplace. In 2018, the SRB performed reviews and analyses in the following lines of insurance:

- Private passenger automobile;
- Homeowners;
- Workers’ compensation;
- Medical malpractice;
- Life; and
- Accident and Sickness.

The following chart illustrates 2018 premium for the Massachusetts property and casualty market.



6.31 Private Passenger Automobile

Private passenger automobile insurance accounted for approximately \$4.92 billion in Massachusetts written premium in calendar year 2018, more than twice the total premium collected for any other line of property and casualty insurance.

The SRB is responsible for:

- 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.

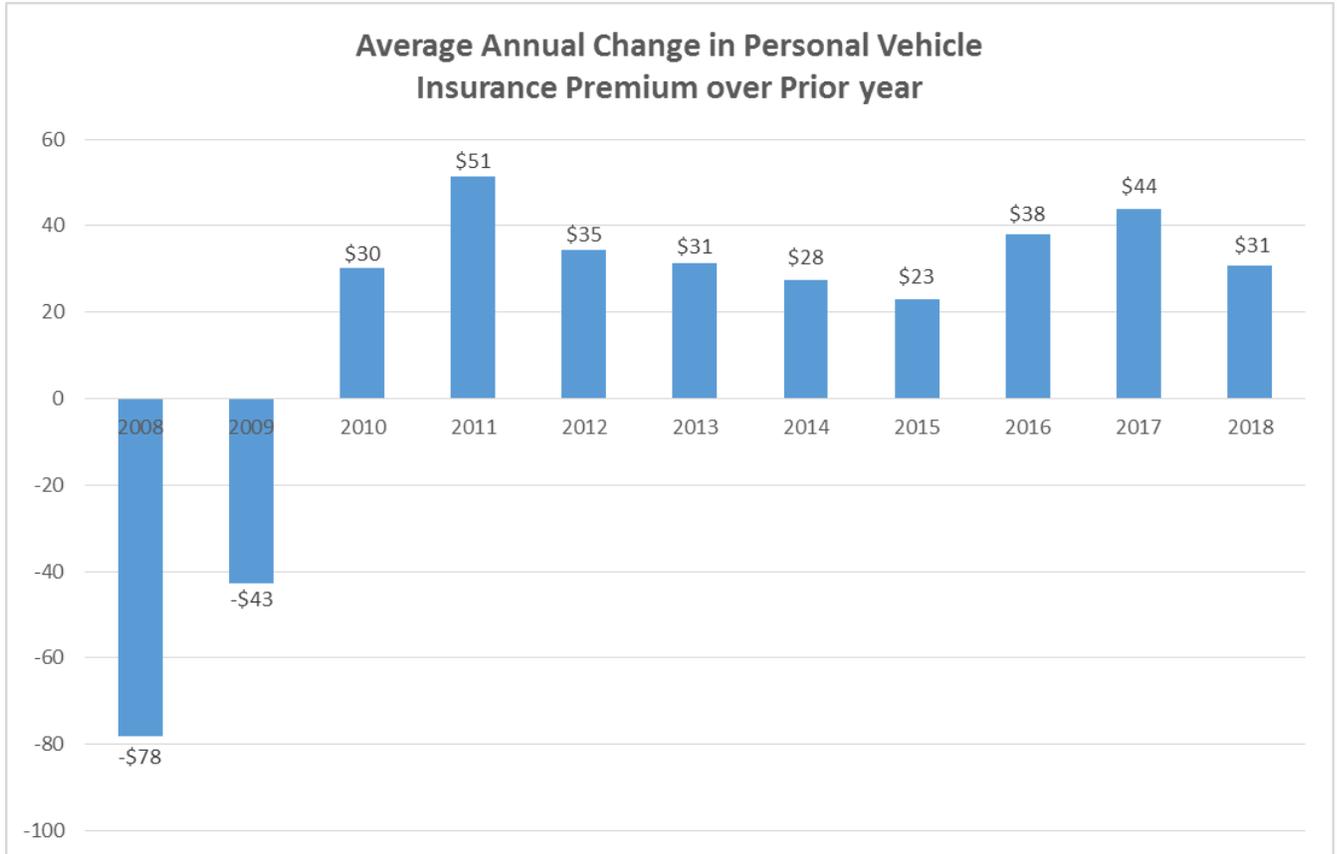
Transition to Competitive Rate Regulation

Since the move to managed competition in the private passenger automobile insurance market on April 1, 2008, 17 new insurance companies have started writing private passenger auto insurance in Massachusetts. Twelve of the 17 new companies market their products through independent agents.

The average annual personal automobile expenditure per vehicle has risen an average of 3.5% per year since 2010.

**Automobile Insurers Entering
MA Since
April 1, 2008**

- **AIG Private Client**
- **Allstate**
- **Ameriprise**
- **Cincinnati**
- **Bankers Standard**
- **Esurance**
- **GEICO**
- **Green Mountain**
- **Harleysville**
- **Midvale (American Family)**
- **Occidental**
- **Peerless**
- **Praetorian**
- **Preferred Mutual**
- **Progressive**
- **PURE**
- **Vermont Mutual**

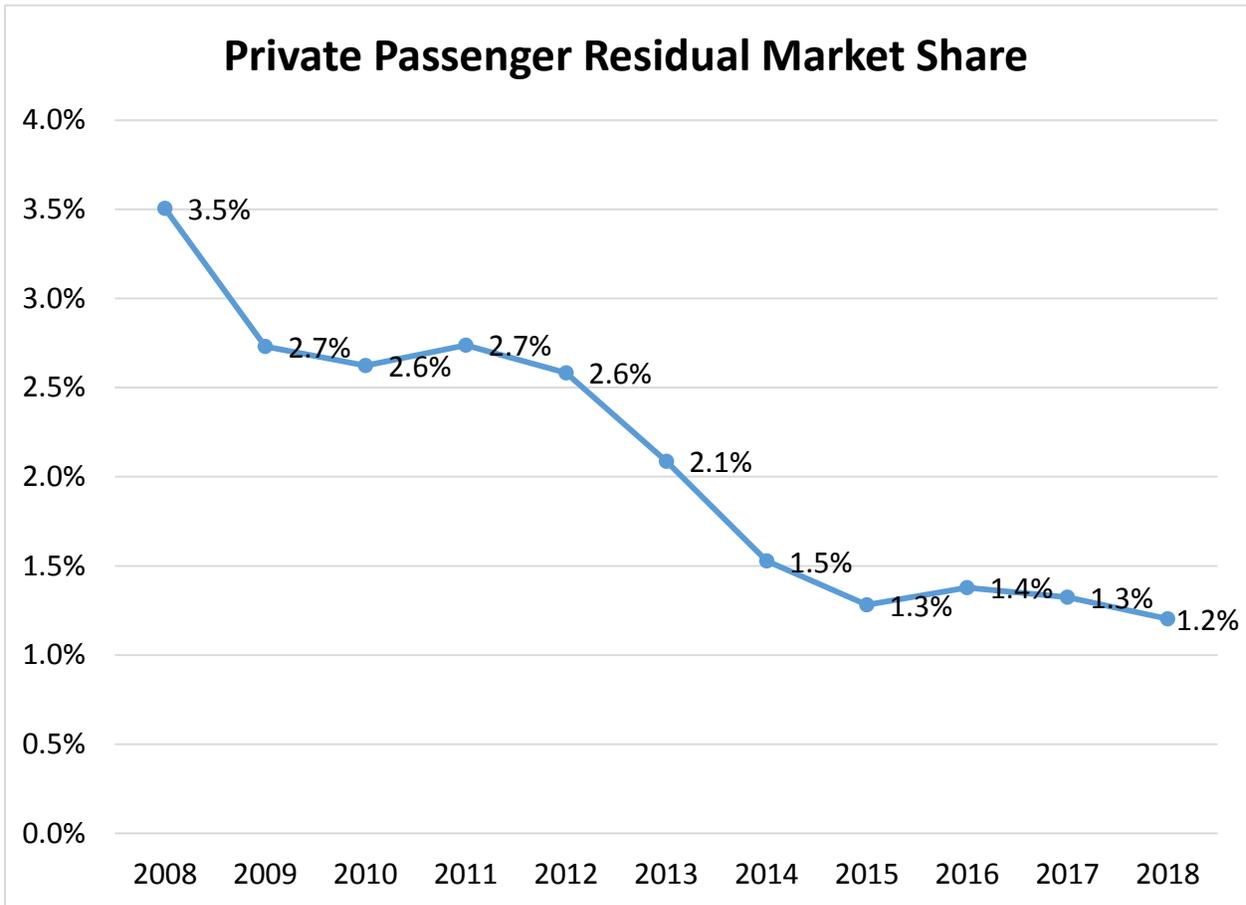


The 2018 estimated average personal automobile premium per vehicle is \$191 more than it was in 2007, prior to the introduction of competitive rate regulation.

Residual Market Reform

The final transition year to an assigned risk plan for the private passenger automobile residual market began on April 1, 2009. The residual market declined from 2.7% of the total market at year end 2009 to 1.2% by year end 2018.

Significant procedural changes were implemented at CAR for the purpose of developing and maintaining credits for insurance companies that voluntarily insure policies that otherwise would likely be insured through the MAIP. Actual changes in residual market share continued to drive the indicated and actual credits in the market, which is a more transparent and objective process than had been followed in the past.



6.32 Homeowners' Insurance

Homeowners' insurance covers the cost of damage to one's home, and personal liability claims that may be filed against the homeowner. The SRB is responsible for:

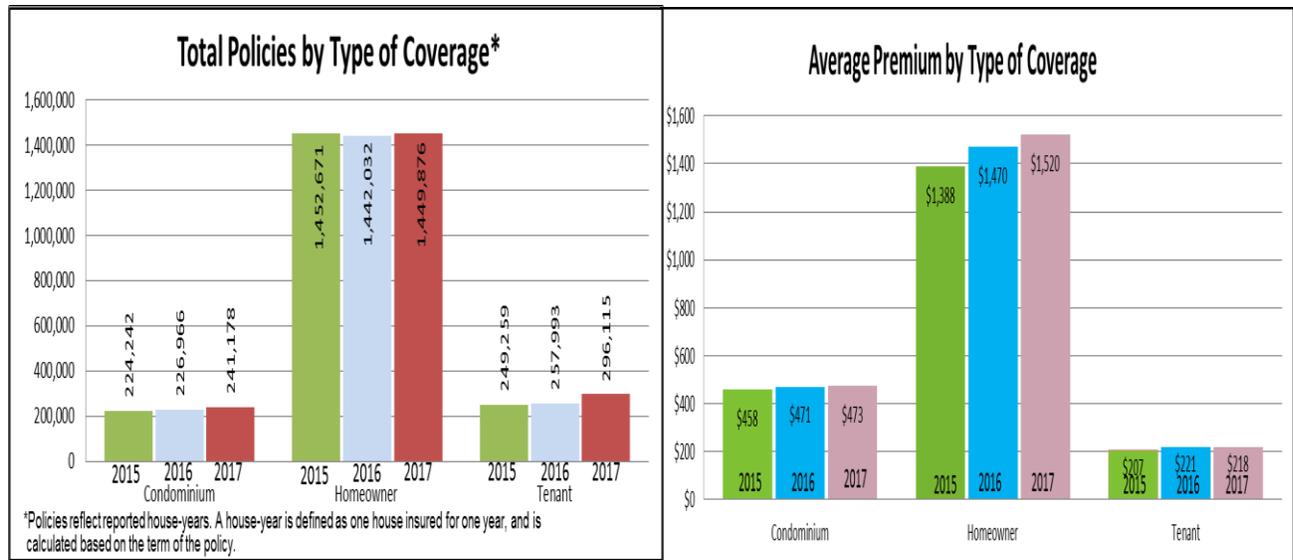
- Monitoring the market for coverage;
- Reviewing the activities of the residual market administered through the Massachusetts Property Insurance Underwriting Association (the "FAIR Plan"); and
- Reviewing all company and FAIR Plan form, rule and rate submissions.

Commissioner's Report on Home Insurance

In 2018, SRB staff completed a report required by M.G.L. c. 175, §§ 4A and 4B, that examines the market for home insurance, the causes of home insurance losses, trends in policy cancellations and non-renewals, and emerging trends in the availability of coverage, especially in coastal areas. A copy of the report is available on the Division's website at www.mass.gov/doi.

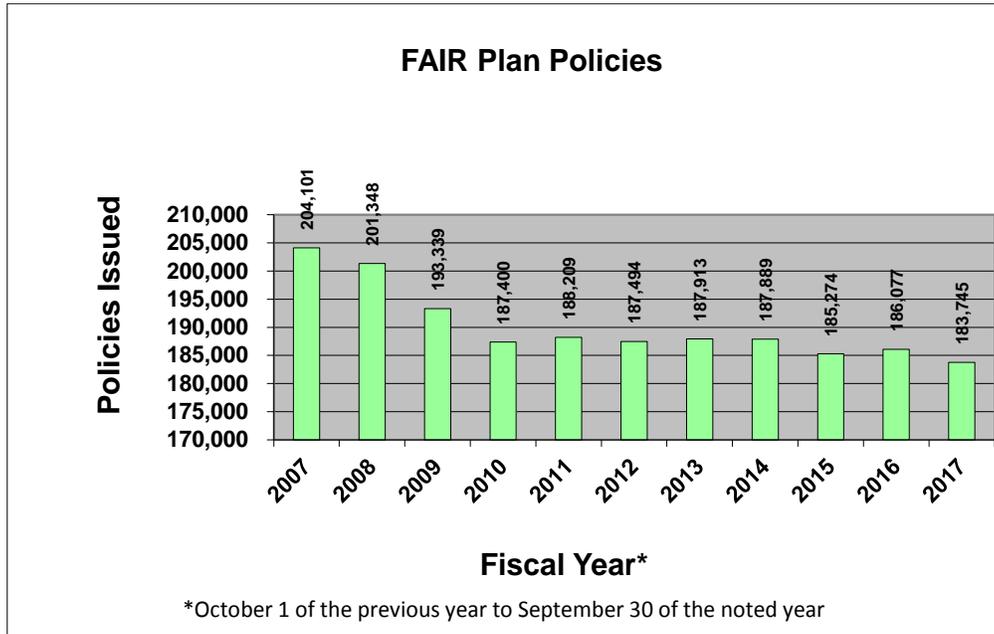
The report noted that the number of Massachusetts homeowners' insurance policies written between 2015 and 2017 increased by approximately 60,996 policies.

Between 2015 and 2017, the average premium for homeowners' and condominium policies increased from \$1,388 to \$1,520 per policy and from \$458 to \$473 respectively.

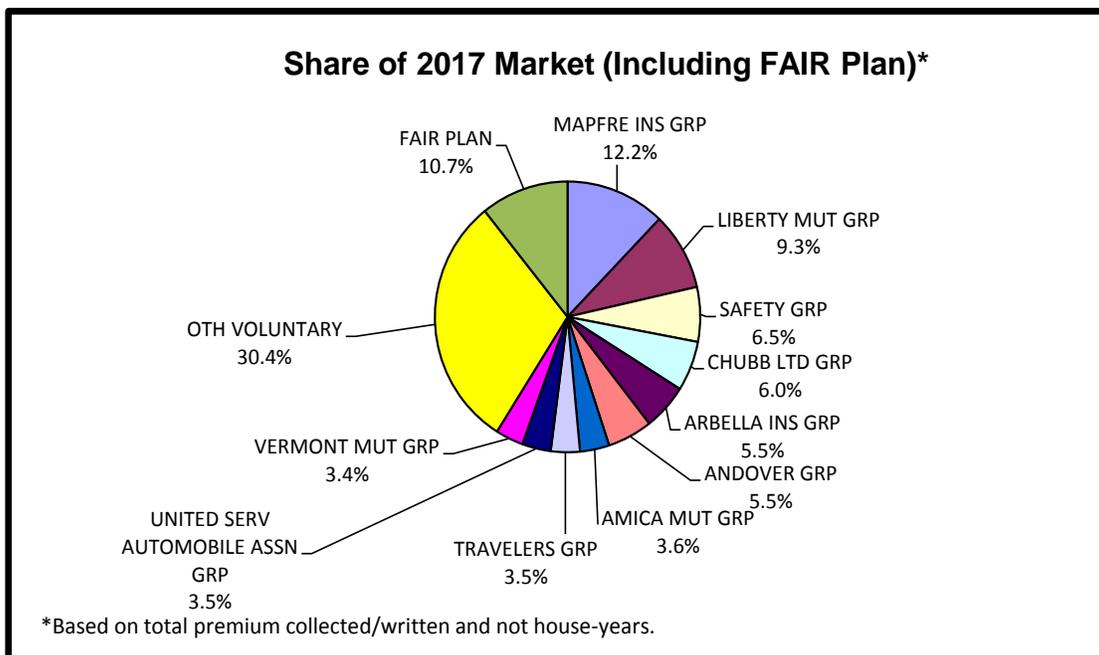


Availability of Coverage

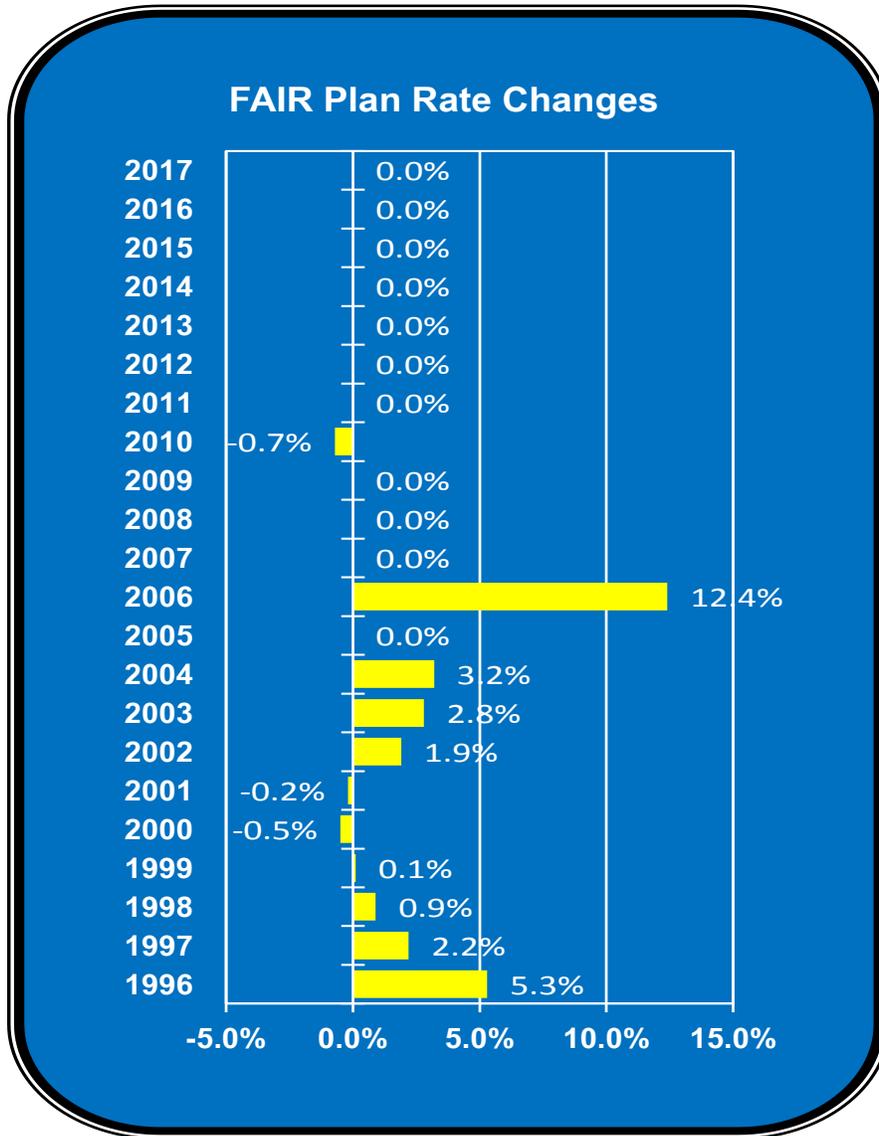
In Massachusetts, the FAIR Plan provides coverage for homeowners; insurance when a homeowner cannot obtain coverage from licensed home insurance companies. In 2005, the number of policies covered under the FAIR Plan began to increase, though the SRB believes that the FAIR Plan’s overall market share has reached its plateau. By the end of 2017, the FAIR Plan had decreased from a high of 204,101 policies in 2007 to 183,745 in 2017.



At 10.7%, the FAIR Plan writes the second largest share of the homeowners’ market, but this is lower than the high of 15.4% share that the FAIR Plan wrote in 2008.



The following chart identifies the FAIR Plan rate changes since 1996, but there have been no rate changes since 2011.



6.33 Workers' Compensation Insurance

Workers' compensation insurance covers lost wages and medical / 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 reviews all rule, rate, form and rate deviation filings submitted by industry bureaus, individual companies and self-insurance groups. The coverage and rates are determined 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

The WCRIB filed for an 11.1% decrease in average rates for industrial classes in December 2017, with a proposed effective date of July 1, 2018. Hearings were initiated in the spring of 2018.

The hearing was resolved on March 21, 2018 by a stipulation entered into by all parties, the result of which was a further reduction in the overall average rate to -12.9%. This represented an annual savings of approximately \$165 million for Massachusetts policyholders, and an added savings of approximately \$24 million attributable to the change from -11.1% to -12.9%

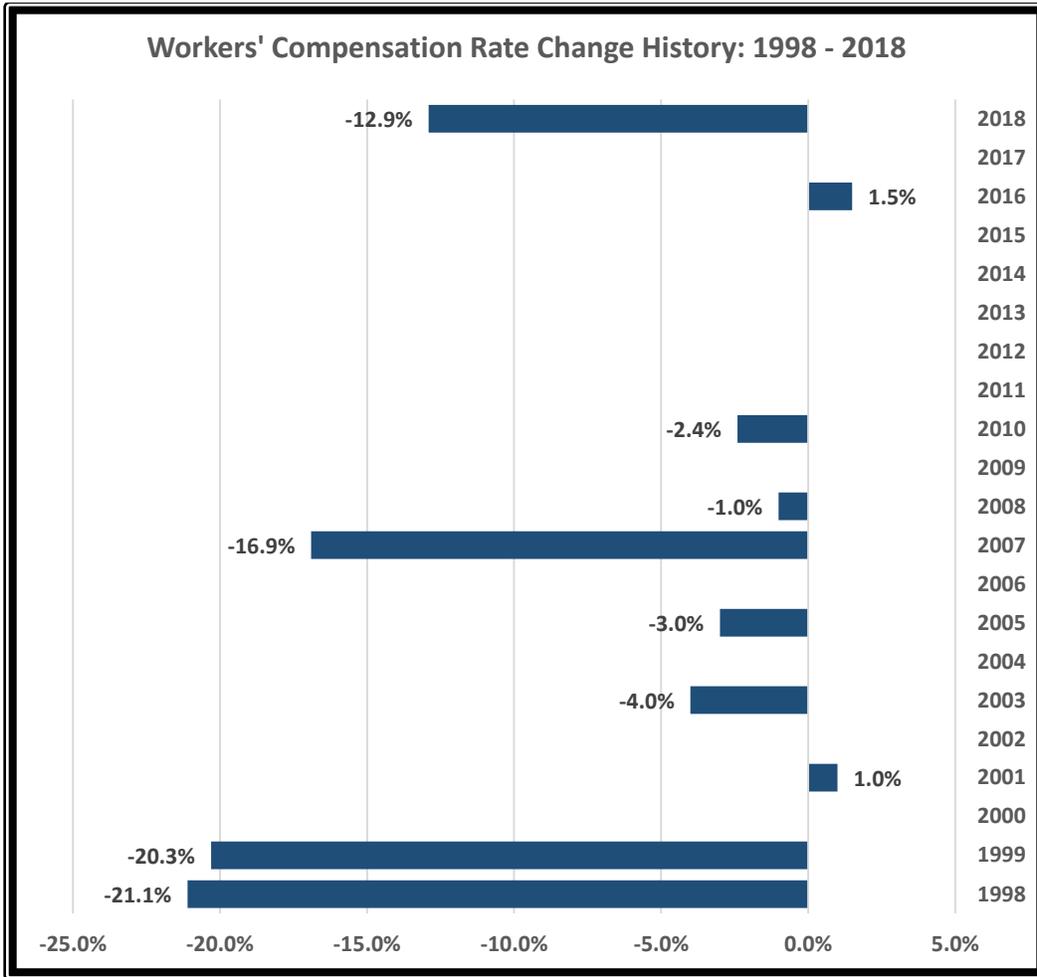
Carrier groups and 10 Self-Insurance Groups have retained downward deviations since the 2018 rate stipulation of -12.9% overall, with 12 individual companies offering discounts of 25%. Many companies have also made individual filings of various non-standard rating plans, rules and forms. When such filings comport with Massachusetts' law and are deemed to be actuarially sound and not unfairly discriminatory, these submissions have been approved.

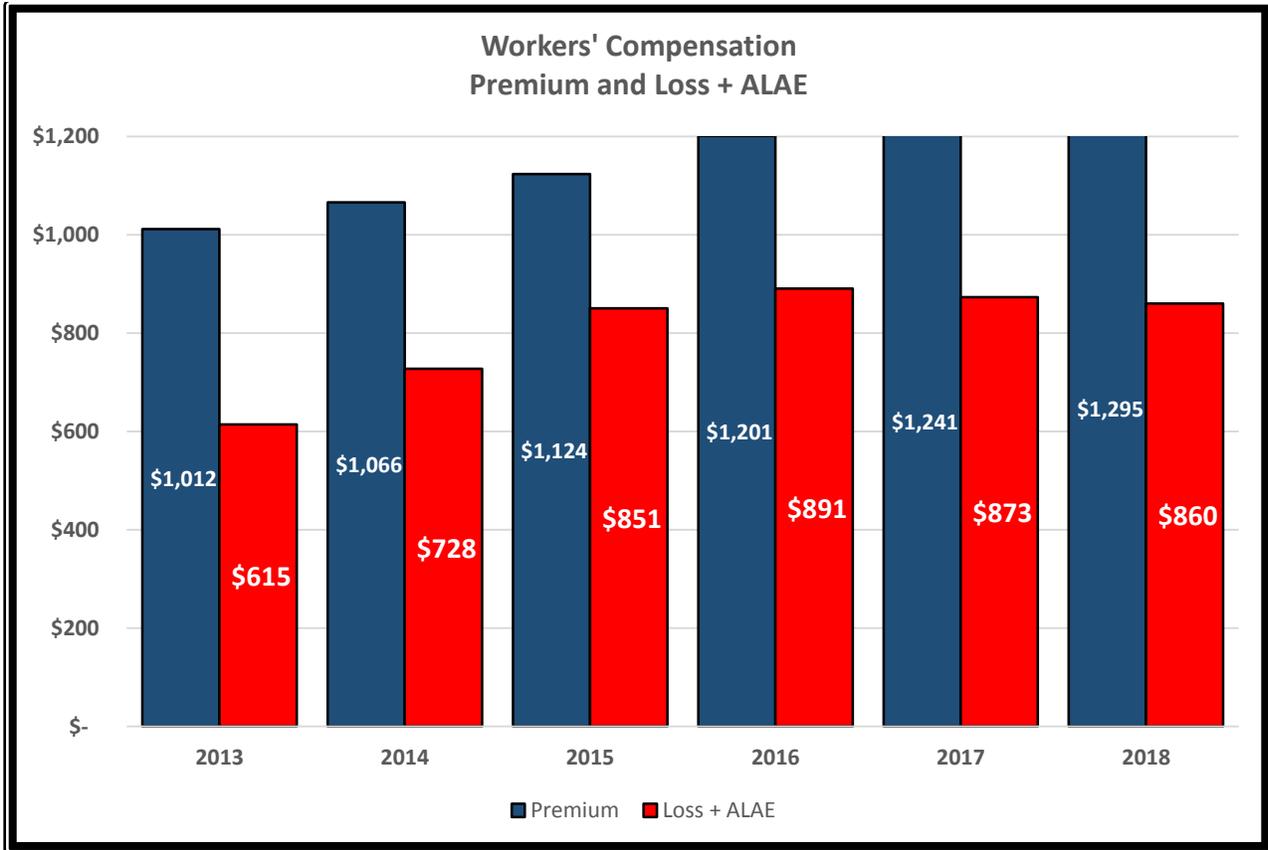
It is worth noting that the calendar year information displayed below suggests that, in spite of the many rate reductions and downward company deviations over the last two decades, workers' compensation insurance continues to be a profitable line in Massachusetts.

Workers' Compensation

The State Rating Bureau is responsible for monitoring:

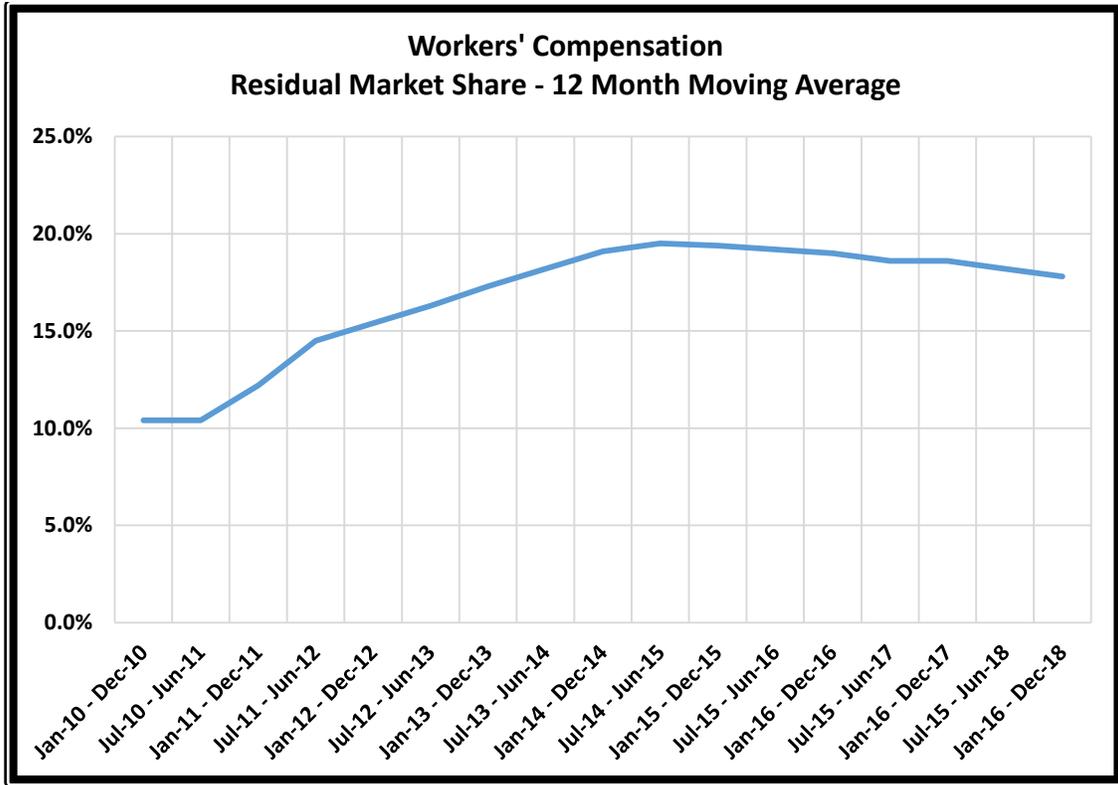
- Market-wide alterations in availability of coverage.
- The structure of the statistical plan documenting insurer loss and premium experience.
- The health and efficiency of residual market pool.
- Industry-wide rates and rating programs for non-discrimination and actuarial appropriateness.





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.



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.

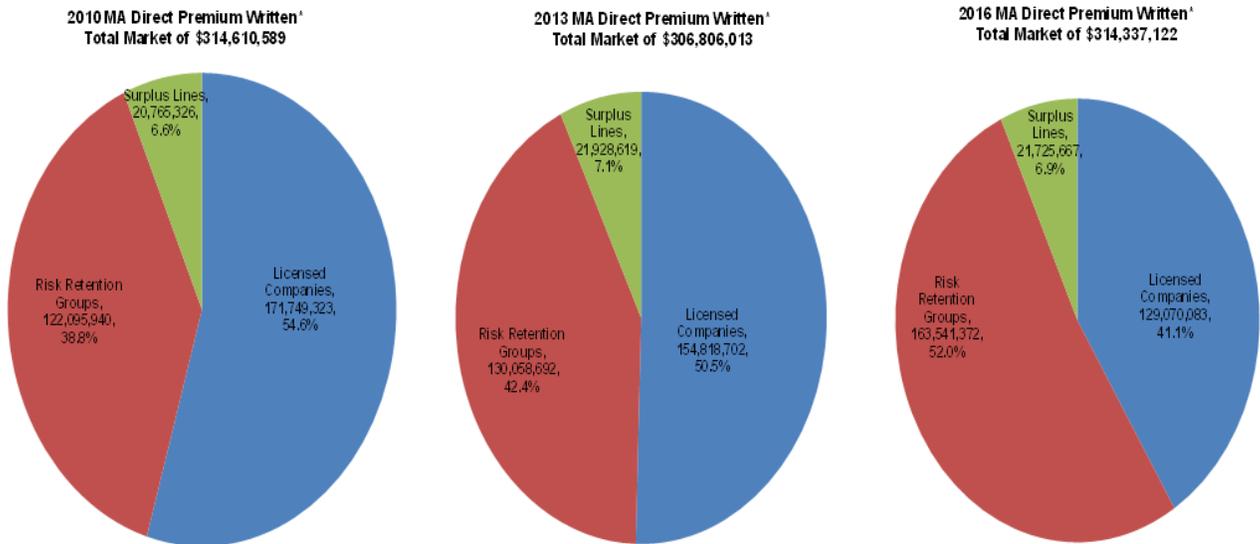
In 2018, SRB staff completed the “Medical Malpractice Insurance in the Massachusetts Market 2016” report, which is available on the Division’s website at www.mass.gov/doi.¹

Annual Medical Malpractice Report 2016 Findings

- Premium dollars written for medical malpractice coverage decreased from \$314.6M in 2010 to \$314.4M in 2016.
- Proportion of coverage written in regulated market dropped from 54.6% in 2010 to 41.1% in 2016.
- Proportion of coverage written in unregulated surplus lines and risk retention markets grew from 45.4% in 2010 to 58.9% in 2016.

¹ The “Medical Malpractice Insurance in the Massachusetts Market 2017” was not available at the time this report was printed.

Total Market 2010, 2013, 2016



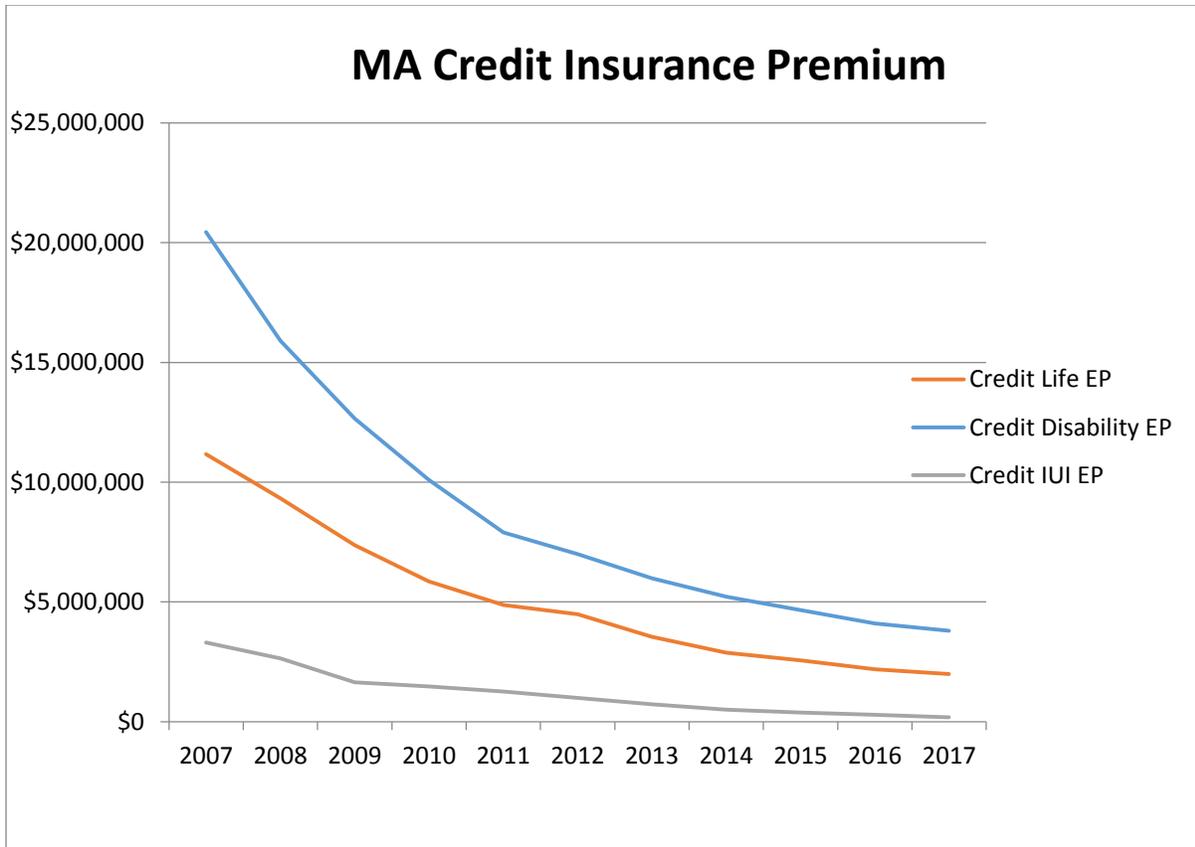
*Based on unaudited NAIC data - direct premium written

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 which 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 by the individual carriers. In the course of reviewing the data, the SRB determines whether companies continue to satisfy the statutory minimum loss ratios required 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 2007 and 2017, total reported credit insurance premium for Massachusetts fell from \$35 to \$6 million, a reduction of over 80%.



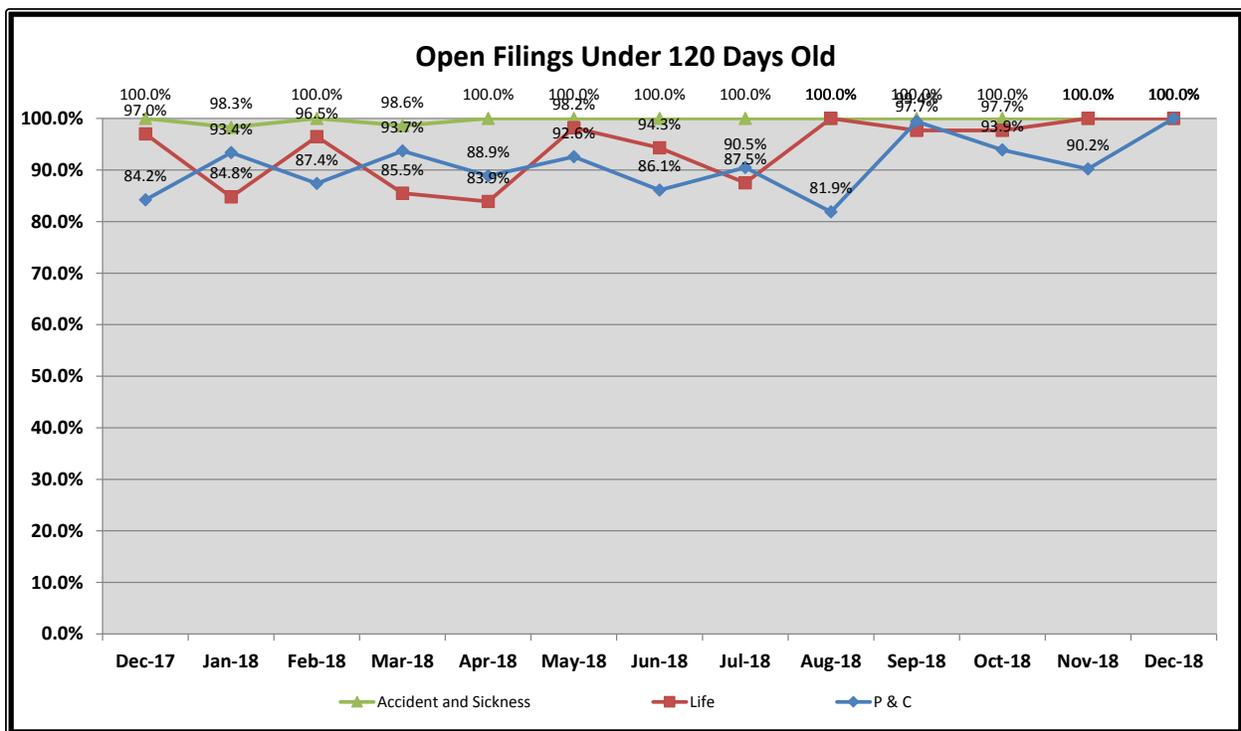
6.36 Life Insurance

The Division promulgated no new life insurance regulations nor issued any new life insurance bulletins during calendar year 2018.

7 - Policy Form Review

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

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



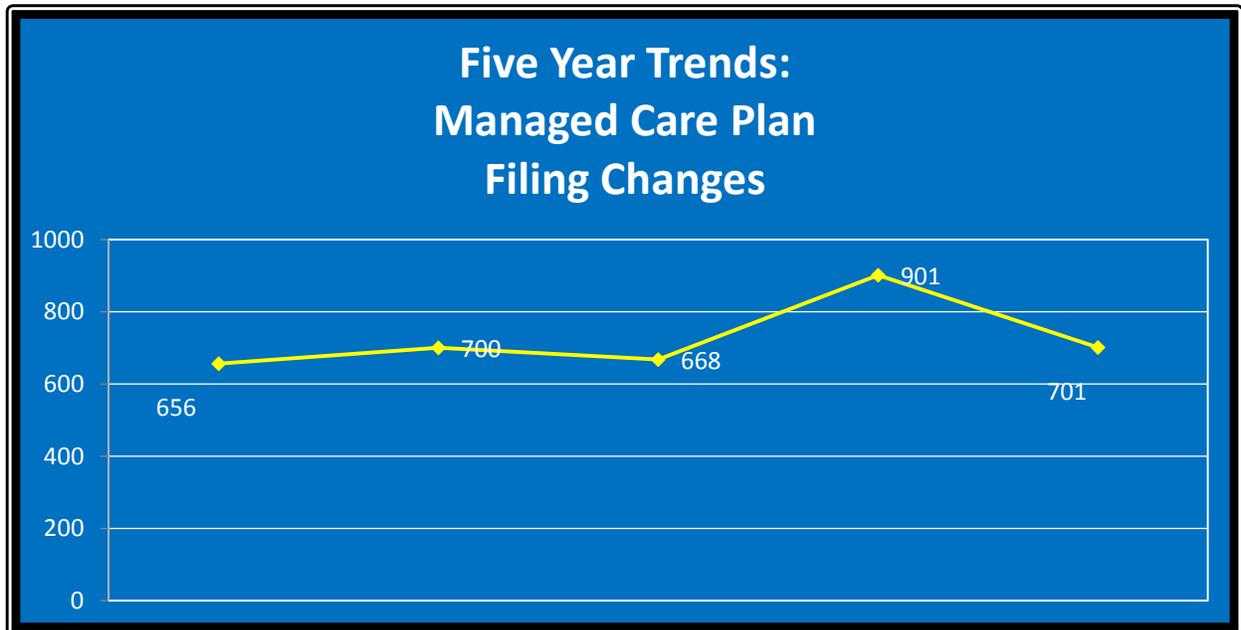
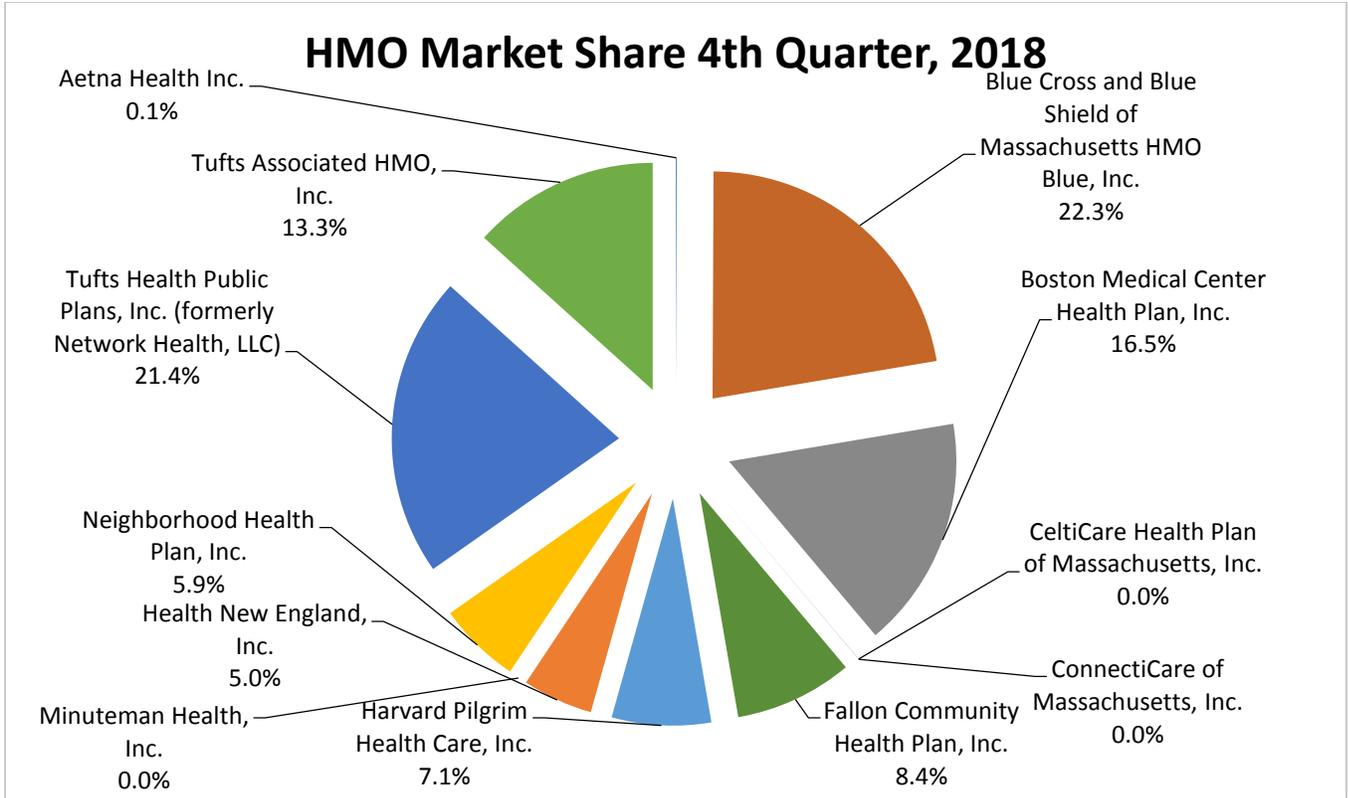
8 – Bureau of Managed Care

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 appeal systems.

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

Health maintenance organizations (“HMO”) provide the vast majority of all insured health plan coverage in Massachusetts. More than 2 million people receive health care coverage through an HMO plan provided by one of 12 companies. Relative market share during the 4th quarter of 2018 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 2018 the BMC completed the review of 701 filings that were new or were submissions of material changes to previously submitted filings.

Federal Grant Initiatives

Existing Grant

As was noted in the most recent past report, CMS approved a grant for the Division to plan and implement insurance market reforms under Part A of Title XXVII of the Public Health Service Act, Cycle I. With these funds, the Division can review carriers' preventive care benefits, Medical Loss Ratio rebate filings and mental health parity compliance for the period between October 31, 2016 and October 30, 2018. The Division also received a no-cost extension, allowing the Division until October 30, 2019 to complete any unfinished project.

Study of Provider Networks

In the first project funded under the grant, the DOI commissioned a study of provider directory information made available by carriers, in order to ensure the accuracy of information shared with insureds. During 2018, the Division utilized consultants to complete the work on both phases of the project. For phase 1, consultants conducted "secret shopper" phone calls to providers, in order to determine the accuracy of information contained in carriers' provider directories, with a heavy focus on information related to behavioral health providers. For phase 2, consultants reviewed the administrative and information processes carriers use to collect, store and monitor provider information. Division staff worked with the consultants on both phases, and on writing reports to share the findings of their work.

Preventive Services

As part of the Division's review and enforcement of Section 2713 of the Public Health Services Act, the Division looked during 2017 to examine carriers within the market for compliance with Federal and State requirements related to the coverage of certain preventive health services, including evidence-based screenings and counseling, routine immunizations, and preventive

services for children, youth and women. During 2018, the Division worked with consultants to complete their review of carriers to determine whether they were appropriately applying cost-sharing to these preventive services. The consultants subsequently completed their findings and issued a report.

Medical Loss Ratio

The Division commissioned a study during 2017 to review carrier compliance with required submission of Medical Loss Ratio information under Section 2718 of the Public Health Services Act. During 2018, the Division's consultant reviewed Medical Loss Ratio information provided by one carrier to determine compliance with applicable law. The consultant subsequently issued a report of their findings.

New Federal Grant

In addition to the existing grant work, the Division applied and was approved for a new federal government grant initiative. The Division is looking to hire a consultant, who will review whether carriers are providing essential health benefits that cover at least the greater of (1) one drug in every United States Pharmacopeia (USP) category and class, or (2) the same number of prescription drugs in each USP category and class as the State's EHB-Benchmark plan.

Collaborative Work on Expedited Inpatient Psychiatric Admissions

The Division jointly issued a Bulletin in 2018 with the Department of Public Health and the Department of Mental Health, to assist patients presenting at emergency departments who need care in an inpatient psychiatric facility. As part of this process, the Division oversaw joint efforts among Massachusetts health carriers, emergency departments, and the Department of Mental Health to shorten the amount of time it takes health care providers to find appropriate inpatient beds for patients with severe mental illness.

9 - Health Care Access Bureau

The Health Care Access Bureau (“HCAB”) is responsible for monitoring the market for health insurance coverage, concentrating on the availability and affordability of coverage. Members of the HCAB work with many other state agencies, including the Health Policy Commission, Group Insurance Commission, Center for Health Information and Analysis, Executive Office of Health and Human Services, Department of Public Health, Department of Mental Health, the Attorney General’s Office and the Commonwealth Health Insurance Connector Authority, to ensure that regulations and bulletins follow consistent approaches across state agencies.

Mental Health Parity

The Division continued to collect annual filings from carriers to verify compliance with federal and state mental health parity laws. The Division published an aggregate report showing carrier responses, including 2017 data on behavioral health and medical requests for prior authorization of services.

Chapter 224 Implementation

The Division previously held listening sessions to gather information regarding implementation of several requirements of Chapter 224 of the Acts of 2012, including uniform prior authorization and summary of payments forms, and miscellaneous other issues. The Division continues to gather input from various constituents on these issues and is working with the Massachusetts Administrative Simplification Collaborative on certain uniform formats.

Risk Bearing Provider Organizations (RBPOs)

HCAB staff worked closely with the Legal and Financial staff to review 12 risk certification waiver applications as well as 33 risk certification applications to be effective in 2018.

ACA Implementation

In 2018, the Division continued to work closely with other state agencies and the federal government to determine how rules governing ACA implementation would be applied in Massachusetts, so to guide carriers as they continued to develop products and rates for the Massachusetts’ merged market.

Medical loss ratio (“MLR”) rebate filings for calendar year 2017 were reviewed, with an overall rebate amount of over \$24 million to be returned to policyholders. In 2018, the HCAB used federal grant funds to hire an outside firm to audit the carrier that issued the largest rebate, in order to ensure accuracy in the calculations and to test the waters for similar audits in the future.

Small Group Rate Review

During calendar year 2018, the Division reviewed Massachusetts small group carriers’ filings submitted for the 2nd, 3rd and 4th quarter 2018 rates, and the rates to be effective for the 1st quarter of 2019. Rate filings for dental insurance were also reviewed. All rate filings were reviewed for completeness by the Division’s internal actuary and five external consulting actuaries, according to the filing standards identified in 211 CMR 66.00; to verify that the filings triggered none 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. The final approved statewide average rate changes are set forth in the table below:

Quarter	Statewide Average Rate change
2Q18	+5.4
3Q18	+4.0
4Q18	+3.3
1Q19	+4.2

To assist with the improvement of the rate review process, the HCAB completed several research projects conducted by external consultants as part of a federal grant program, including studies of risk adjustment, prescription drugs, behavioral health provider risk sharing and IT systems costs – and thus health insurance rate – increases.

Administrative Simplification

HCAB staff continued in 2018 to work with the Center for Health Information and Analysis (“CHIA”) toward the goal of sourcing health and dental insurance data from CHIA’s All Payers Claim Database (“APCD”) instead of from insurer-generated data calls and reports. Federal grant funding will be used to formalize the rest of this long term joint project. The focus in 2018 was to finalize the process of transitioning membership reports to the APCD, and to begin reviewing the process of transitioning utilization and claims reporting to the APCD. The HCAB used federal funds to engage a consultant to assist with creating the programming logic required for this project. It is hoped that, once the HCAB is satisfied that the APCD data is sufficiently accurate for its reporting purposes, other state agencies will follow suit and use the APCD data for their information needs, with the goal of reducing the volume of data reporting by carriers, leading to associated administrative cost savings and, thus, rate reductions.

Substance Use Disorder Treatment Initiatives

HCAB staff were responsible for implementing several initiatives related to the Administration’s efforts to address the behavioral health crisis. The DOI issued bulletins on such subjects as “Prevention of Emergency Department Boarding of Patients with Acute Behavioral Health and/or Substance Abuse Disorder Emergencies” and “Access to Services to Treat Child-Adolescent Mental Health Disord

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 2018 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 proposed financial transactions such as acquisitions.
- 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 Hearings and Appeals

Massachusetts statutes require the Division to conduct hearings on a variety of matters. The Hearings and Appeals Unit consists of two hearing officers and a docket clerk 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 insurance coverage;
- Insurance rates for property insured through the Massachusetts Property Insurance Underwriting Association (the "FAIR Plan");
- Proposed new regulations or amendments to current regulations;
- Disciplinary actions initiated by the Division against licensees;
- Appeals from Division decisions denying license applications;
- Matters relating to the residual market for automobile insurance managed by Commonwealth Automobile Reinsurers ("CAR"), including CAR's Rules of Operation and appeals from decisions of CAR's Governing Committee;
- Appeals from employers about their workers' compensation insurance premiums;
- Appeals from FAIR Plan decisions denying insurance coverage;
- Insurance company mergers or acquisitions; and
- The state of the market for Medicare supplement insurance.

In addition, a Hearings and Appeals staff attorney is the Commissioner's designee to serve as chair of the Board of the Review in the Division of Insurance. That Board is authorized to hear disputes between medical service corporations and providers of health care services (M.G.L. c. 176A, §12), dental service corporations and participating dentists (M.G.L. c. 176E, §12), and optometric service corporations and participating optometrists (M.G.L. c. 176F, §12), as well as disputes involving legal service plans (M.G.L. c. 176H, §12.).

2018 Hearings and Appeals Highlights

The Workers' Compensation Rating and Inspection Bureau of Massachusetts ("WCRIBMA") filed for an Audit Noncompliance Charge in 2018. A hearing took place on May 3, 2018; the parties thereafter negotiated a settlement. A decision approving the stipulation was issued in March 2019.

No proposals to promulgate, amend or repeal Division regulations were filed in 2018. A regulatory hearing was conducted on a June 2018 filing by Dental Service of Massachusetts, Inc., d/b/a Delta Dental, seeking approval of a new methodology for reimbursing the dentists who participate in Delta Dental's Premier and PPO dental benefit plans for services provided to plan members. A hearing took place in July, and a substantial number of comments were submitted to the record. A partial decision was issued in 2018.

The Division filed eleven enforcement cases in 2018, and three individuals filed appeals of Division decisions denying license applications. Three enforcement cases were settled and eight resulted in a decision revoking the producer's license. Of the appeals to the Division, one was settled, one dismissed for failure to prosecute and one, at the request of the petitioner, remains open. Eight enforcement cases filed in 2017 were decided in 2018. In all but one, the producer's license was revoked.

On November 26, 2018, Commonwealth Automobile Reinsurers (“CAR”) submitted proposed changes to Massachusetts Automobile Insurance Plan (“MAIP”) Rule 29. At an insurer’s request, a hearing took place in January, 2019; a decision disapproving the proposed changes was issued on April 3, 2019. An insurance agency appealed from a CAR decision upholding a servicing carrier’s termination of its appointment as an exclusive representative producer and, in a second appeal, requested a hearing on allegations that it had been the target of unfair practices by a motor vehicle insurer.

Other matters handled by Hearings and Appeals in 2018 included the annual hearing on the Massachusetts market for Medicare supplement insurance.

10.32 Litigation

In 2018, two decisions from the prior year were appealed to the Division. The Board of Review’s October 23, 2017 dismissal of a petition submitted by a group of dentists pursuant to M.G.L. c. 176E was appealed and the matter is now under review in the Superior Court for Suffolk County. In addition, a 2017 Division decision on an employer’s appeal of its workers compensation insurance rates was appealed to the Superior Court for Bristol County.

In January 2017, an insurer sought a judicial declaration relative to the application of M.G.L. c. 175, § 108(2)(a) to certain of its long-term care insurance rate increase filings. In September 2017, the Superior Court entered judgment in favor of the Division, concluding that the insurer’s requested rate increases were not deemed approved, and because the rate increase filings were specifically disapproved by the Division, the rate increases could not be implemented by the insurer. The Superior Court determined that the Division’s sub-regulatory guidance about M.G.L. c. 175, § 108(2)(a) was valid and did not conflict with the statute. The insurer appealed the Superior Court’s decision and sought direct appellate review to the Supreme Judicial Court. After the Supreme Judicial Court denied the insurer’s request for direct appellate review, the appeal was briefed and argued before the Appeals Court.

10.33 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 Commenced	Company	Status	
03/09/1989	American Mutual Liability Insurance Company and American Mutual Insurance Company of Boston	In Liquidation	
11/01/2000	Lumber Mutual Insurance Companies	In Rehabilitation	
06/09/1994	Monarch Life Insurance Company	In Rehabilitation	
05/12/2009	Eastern Casualty Insurance Company	In Liquidation	
08/02/2017	Minuteman Health, Inc.	In Liquidation	
Closed Domestic Receiverships			
None in 2018			
Active Ancillary Receiverships			
Date Commenced	Company	State	Estimated Assets (market value as of 12/31/18)
10/03/2001	Reliance Insurance Company	PA	\$29,754,560
06/06/2005	Home Insurance Company	NH	\$2,604,746
Closed Ancillary Receiverships			
None in 2018			

Distributions to Creditors

Approximately \$3 million in Class 2 distributions were made to Minuteman Health, Inc. policyholders and their providers in 2018.

10.4 Other Activities

Public Records Requests

The OGC provides the Records Access Officer for the Division, and supervised and assisted in responding to more than 435 public records requests in 2018 and maintained agency compliance with the data collection requirements of the public records law. The OGC provides public records law education and training to all new employees and interns at the start of their Division employment.

Section 1033 Committee Reviews

In 2018, Division attorneys and other Division staff continued to serve as the Commissioner's appointees to an advisory committee that reviews all applications for written consent to engage or participate in the business of insurance in Massachusetts 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 the disposition of such applications. In 2018, the § 1033 Committee responded to a number of inquiries and received two completed applications for written consent to engage in the business of insurance that the Commissioner granted at the recommendation of the Committee

11 – Special Investigations

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 the SIU during the investigation. Enforcement case results are reported on the Division’s website and to the NAIC’s Regulatory Information Retrieval System database (“RIRS”), which is accessible by insurance regulators in other jurisdictions.

2018 Accomplishments

- The SIU and enforcement sections closed a total of 88 cases in calendar year 2018. 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.
- Of the 88 closed cases in 2018, 64 of them resulted in enforcement action including the revocation of 14 individual producer licenses. There were 18 settlement agreements to cease and desist from improper conduct and/or from transacting insurance business in Massachusetts. There was 1 additional cease and desist order issued by a Hearing Officer.
- Opened 184 new investigations and referred 99 cases from the SIU to Enforcement.
- Obtained restitution for consumers in the amount of \$97,822.36 and assessed financial penalties in the amount of \$317,450.00.
- Worked with producers to reinstate their individual licenses upon completion of the continuing education required by M.G.L. 175, § 177E. In 2018, 427 producers entered into settlement agreements with the Division that allowed their licenses to be reinstated.
- Scanned approximately 262 closed cases in its on-going attempts to digitize its closed inventory.

12 - Board of Appeal

Primary Activities

The Board of Appeal (the “Board”) was created by M.G.L. c. 26 § 8A, and conducts hearings for consumers who are appealing:

- The determination by an insurer that the insured was primarily at fault for a motor vehicle accident;
- Any decision of the Registry of Motor Vehicles (“RMV”); or
- An insurance cancellation issued to a consumer by his or her insurance company.

On average, the Board’s hearing officers annually hear approximately 25,000 – 40,000 appeals of at-fault accident determination and 2,500 – 4,000 appeals of RMV actions. In 2018, the Board received 28,767 new appeals, with 24,489 live hearings scheduled. The Board also responds to consumer inquiries, researches legal issues, proposes new legislation and works with the Office of the Attorney General to defend the Board’s decisions in Superior Court.

Hearings before the Board of Appeal are conducted in accordance with M.G.L. c. 30A, although the Board has also promulgated its own Practice and Procedure regulations for accident surcharge appeals – 211 C.M.R. 88.00.

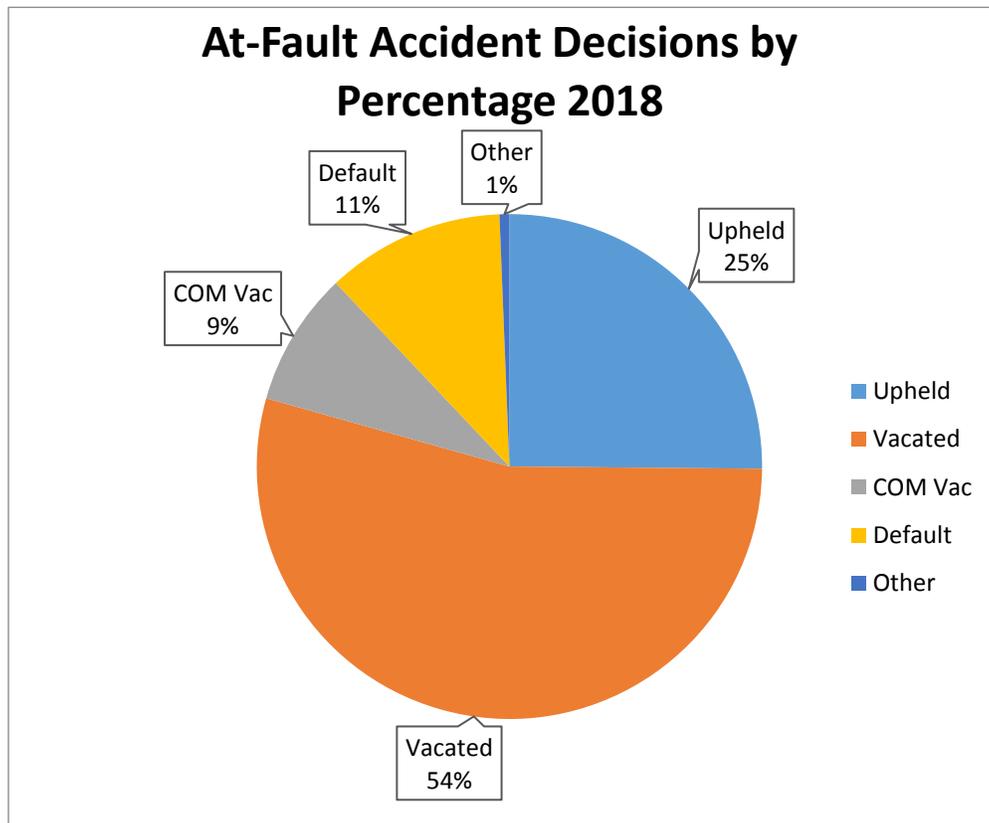
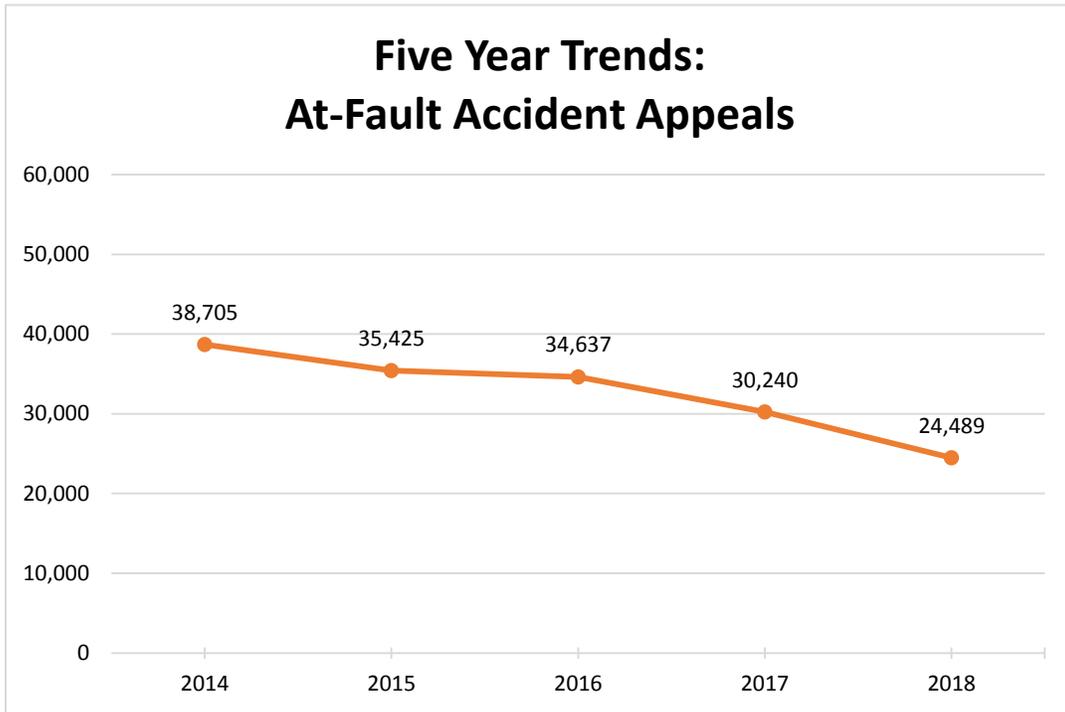
Each automobile insurance carrier administers a unique system of adjusting premium based on an operator’s driving record. Typically, these merit rating plans decrease premiums for years of incident-free driving and increase premiums for operators with at-fault accidents or traffic citations. These premium 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 by documentary evidence, as well as to present witnesses and question any testimony offered by the other party. The appellant may elect not to appear at a hearing and instead may 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 pursuant to 211 CMR 74.00, the at-fault determination is vacated. The insurer must then refund to the appellant any additional 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 24,489 hearings on appeals of at-fault accident determinations in 2018.

Hearings on At-fault Accident Determinations



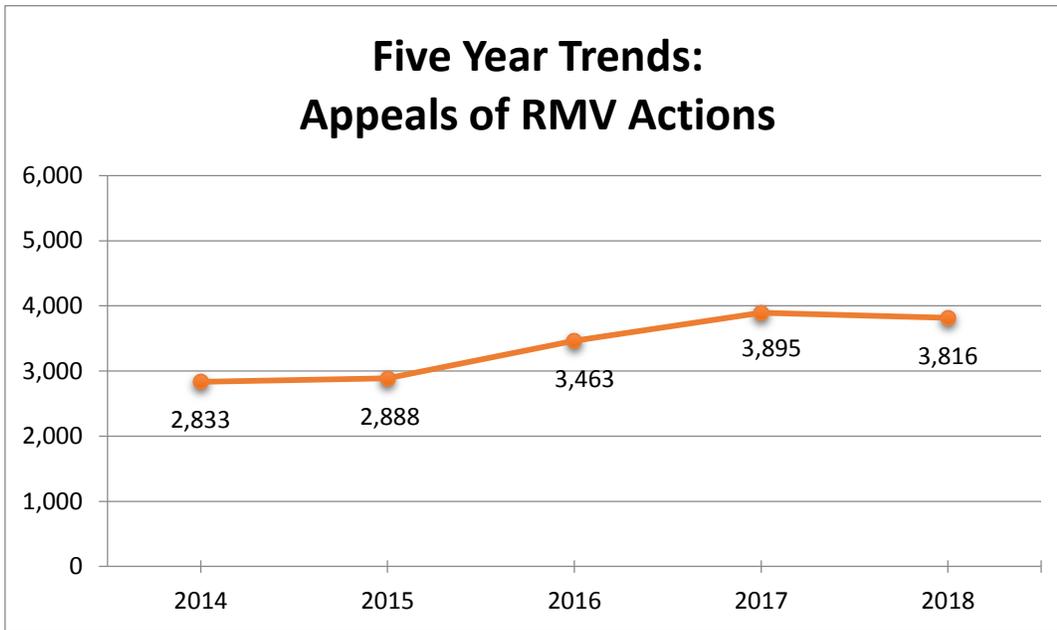
Hearing Locations

In order to provide greater convenience to consumers who need to schedule an appeal hearing, the Board held hearings at eleven satellite locations throughout the Commonwealth in addition to its primary office in Boston. In 2018, satellite locations included Dedham, Leominster, Marlboro, Peabody, Plymouth, Somerville, Somerset, Springfield, South Yarmouth, Waltham and Worcester.

BOSTON	2,880
DEDHAM	2,978
LEOMINSTER	1,448
MARLBORO	756
PEABODY	3,223
PLYMOUTH	1,340
SOMERVILLE	3,165
SOMERSET	1,922
SPRINGFIELD	3,641
SOUTH YARMOUTH	315
WALTHAM	2,133
WORCESTER	1,561
Total	24,489

RMV Appeal Hearings

The Board is given broad discretion through M.G.L. c. 90 § 28 to entertain appeals from any decision made by the RMV. The majority of the appeals the Board hears involve driver’s license suspensions, inspection station suspensions, school bus operator 7D certificates and ignition interlock violations. 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 Registry’s decision or ruling, or whether to modify their decision in any way. If the decision allows a license privilege to be reinstated partially or fully, to become reinstated the appellant must take the decision to the RMV to complete the required administrative procedures. A favorable decision is not equivalent to an operator’s license being reinstated; it authorizes the appellant to go 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 2018, the Board received 4,015 RMV hearing appeal requests and conducted and decided 3,816 hearings on appeals from RMV decisions.



Breakdown of Types of RMV Appeals Heard and Decided by the Board in 2018

Interlock Violations	70
Interlock Device	168
Operating Under the Influence	1,149
4 yr. loss Habitual Traffic Offender	174
Immediate Threat	684
Drug Charge	37
30 day suspension/Handicap Placard Misuse	2
30 day suspension/3 Speeding Tickets	17
45 day suspension/5 Surchargeable Events	1
60 day suspension/Driving to Endanger/Recklessly	105
60 day suspension/7 Surchargeable Events	84
CDL Loss	136
Complaint Fraudulent License	211
Operating After Suspension	44
Inspection Sticker	5
Inspector	1
Dealer/Repair/Farm	7
Handicap Placard Refusal	48
Fatal Accident Preliminary	14

Vehicular Homicide	35
Leaving the Scene/Property damage	24
Leaving the Scene/Personal injury	9
Medical Problem	118
Student Transport 7D License	15
JOL Speeding	155
No Insurance	3
Tinted Windows	6
<u>Other</u>	<u>494</u>
Total:	3,816

Note: Total number of RMV decisions rendered in 2018 will vary from total number of RMV appeal requests received in 2018 based on appeal requests received in 2017 that were decided in 2018 or appeal requests received in 2018 that were not decided in 2018.

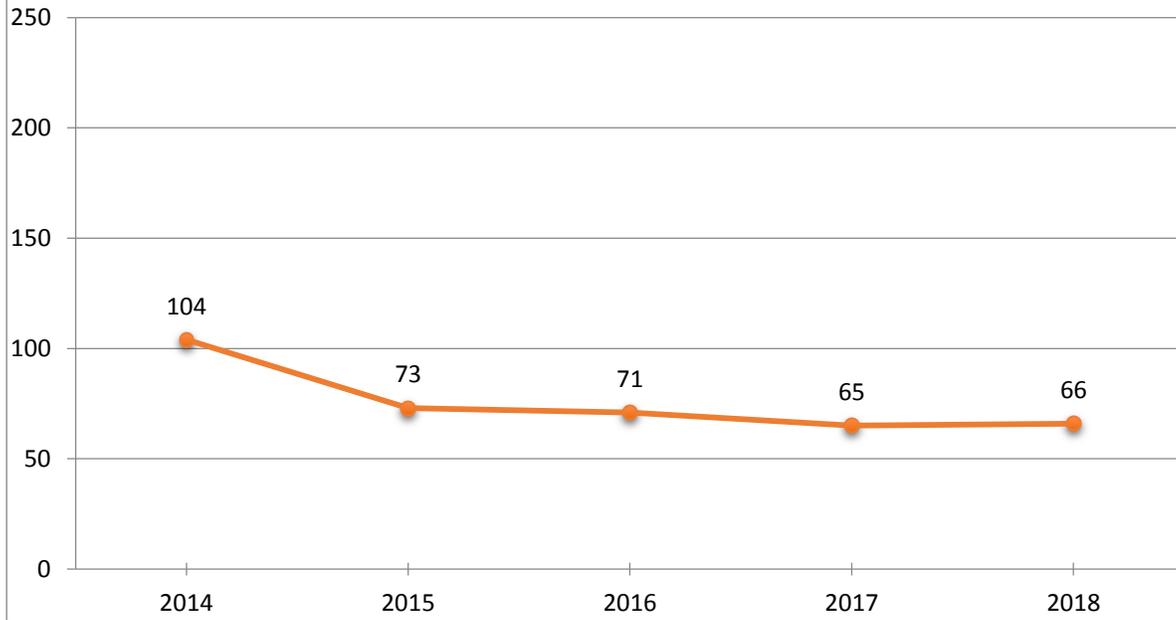
Automobile Insurance Cancellation

The Board also hears complaints arising from automobile insurance cancellations. If a cancellation is at issue, the complaint must be filed with the Board before the cancellation date. If the complaint is timely filed, the policy will remain in effect until the Board has issued its decision. If an appeal is filed after the cancellation date, but within 10 days of cancellation, the appeal will be heard by the Board, but the cancellation nevertheless will take effect. There were 66 insurance cancellations appeals heard in 2018.

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.

Five Year Trends: Insurance Cancellation Appeals



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” or “Board”). The ADALB is responsible for regulating motor vehicle damage appraisers in Massachusetts. Four of the 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, who is not affiliated with the auto body industry or insurance industry, 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. The Board can suspend, cancel, and revoke damage appraiser licenses, following a hearing process that originates from complaints that are filed before the ADALB. The Board also may decline to renew licenses when allegations of misconduct have been brought against licensees. The ADALB sets licensing eligibility requirements, approves training programs, administers the practical portion of the license examination (Part-II), and establishes license revocation guidelines. It also holds frequent public meetings throughout the year.

In 2018, the ADALB issued 153 new licenses and approved 4,915 license renewals. There were a total of 16 complaints filed against licensees, and no licenses were suspended, revoked, or cancelled. It held four exams in 2018, which were taken by 186 applicants.

14 - Consumer Services

Mission

The Consumer Services Unit (“CSU”) responds to inquiries and assists consumers in resolving insurance complaints or disputes against insurers, producers and other licensees. The Unit works to ensure that consumers are being treated in a fair and consistent manner by licensees. CSU helps consumers resolve various issues including claims, billing, benefits, underwriting and misrepresentation of policies, premium refunds, and cancellation concerns. The Unit protects policyholders by empowering and educating the public about insurance coverage, laws, and regulations. Unit personnel work to provide consumer education through available Consumer Alerts and publications. When appropriate, the Unit offers referral services to other organizations and state agencies, including the Massachusetts Health Connector, US Department of Labor, and Office of Patient Protection.

2018 Goals

- 
Complete
 - Investigate the majority of complaints within eight months of receipt.
- 
Complete
 - Provide in a timely manner a customized and comprehensive response to all consumer inquiries.
- 
Complete
 - Respond to formal complaints with a customized letter detailing findings and, whenever applicable, assist consumers in receiving justifiable recoveries, such as required claim payments and premium refunds.
- 
Complete
 - Monitor reported consumer complaints for issue trends or patterns of improper business practices. Collaborate with Market Conduct and Special Investigation Units on notable concerns.

2018 Accomplishments

- CSU staff handled approximately 220 formal written information requests. The majority of questions from consumers concerned insurance cancellations, continuation of coverage, company contact information, denied claims, claim settlement delays, and premium rates.
- Insurance examiners received 2,005 new formal complaints, and investigated and closed 2,201 cases.
- CSU resolved most complaint investigations within an average of 240 days of receiving the full complaint file, and obtained \$3,201,524 in recovered funds on behalf of consumers for the people of Massachusetts.

Primary Activities

Consumer Hotline

Insurance consumers can receive personal assistance from the CSU by calling the Consumer hotline Monday through Friday, 8:45 am to 5:00 pm. CSU 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.

- CSU staff provided personalized assistance to consumers and responded to over 12,000 hotline calls in 2018.

Complaint Investigations: Protecting Policyholders

When a consumer files a formal complaint with CSU, an insurance examiner is assigned to the matter. The examiner then contacts the licensee named in the complaint to gather and review information, to investigate the allegations and to work with the consumer and licensee toward 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. CSU closely monitors and tracks complaints in order to detect possible systemic concerns. Consistently, the top three common types of insurance coverage which the CSU receives complaints in regard to are auto, home, and health insurance. Some formal complaint investigations may have findings that the concern was unjustified; namely, when there is no apparent violation of a policy provision, contract provision, rule or statute, or there is no valid concern that a prudent layperson would regard as a practice or service that is below customary business practice.

Complaint resolution may result in recovered monies or realized coverage for consumers. The Division receives an average of 160 formal written complaints each month. Below are the 5 top reasons for complaints, as well as the top 5 companies complained against in 2018:

Top 5 Reasons for Complaints in 2018 – All Complaints

- 1) *Denial of Claim*
- 2) *Claim Delay*
- 3) *Unsatisfactory Settlement/Offer*
- 4) *Adjuster Handling*
- 5) *Delays/No Response*

Top 5 Companies Complained Against in 2018– All Complaints

- 1) *Commerce Insurance Company*
- 2) *Blue Cross and Blue Shield of Massachusetts, Inc.*
- 3) *Liberty Mutual Insurance Company*
- 4) *GEICO*
- 5) *Safety Insurance Company*

Online Consumer Publications

As part of its mission to provide insurance consumers with accurate and useful information, the Division produced a variety of consumer advisories and informational blogs in 2018. These materials deliver information on relatively complicated insurance topics in a manner that is accessible and easily understood by consumers.

Consumer alerts include:

- Insurance needs for individuals who work from home
- Flood Insurance
- Wedding Insurance
- Pet Insurance
- Renters Insurance
- Life Insurance
- The role of public insurance adjusters

Special Activities

Life Insurance Policy Locator

The NAIC introduced a free national locator service to make it easier to connect consumers with lost life insurance policies or annuities. The CSU assists consumers by educating them on how to search for a life insurance policy using this tool. In 2018, the locator matched Massachusetts consumers with policies whose benefits totaled \$2,133,064 million.

Merrimack Valley Gas Explosions

The Division of Insurance hosted a series of information sessions in Andover, North Andover and Lawrence, to provide consumers and businesses affected by the September 13th fires and gas explosions with information on how to file disaster-related insurance claims. Division officials summarized the efforts taken by the Division in the aftermath of the explosions, and answered questions regarding how carriers should be responding to a homeowner or business filing an insurance claim. Division staff were also on site at recovery centers for several weeks, assisting consumers in the three communities with questions and concerns about the claim filing process.

15 - Administration

The Administration Unit is responsible for providing Division employees with various operational and administrative services related to the Division’s budget; supply procurement, personnel and hiring; and building safety and comfort. It ensures that other agency departments have the necessary resources to carry out the Division’s regulatory mission.

15.1 Mission

The Administration Department’s mission is to ensure:

- The availability of adequate funding to carry out the Division’s 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’s 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 2018 Goals

- Complete billing of assessments according to timelines, so to ensure collection of all open receivables before year-end and ensure compliance with state Comptroller guidelines and Division internal control plan.

Complete 

- Timely and accurately collect all revenue while ensuring compliance with state Comptroller guidelines and the Division internal control plan.

Complete 

- Timely complete all hiring and staffing requests to ensure sufficient available human resources to carry out the Division’s mission.

Complete 

- Guide agency users in drafting and issuing requests 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

2018 Acts

Chapter 63 – AN ACT TO PROTECT ACCESS TO CONFIDENTIAL HEALTHCARE

This Act added a new section 27 to M.G.L. c. 176O that requires the Division to develop a summary of payment form to be used by all carriers in the state, and sets out when carriers issue the form, to whom it should be issued, how to deliver the form and other requirements. The Act also requires the Division in collaboration with the Department of Public Health to develop a plan to educate providers and consumers about compliance with the new section.

Chapter 89 – AN ACT RELATIVE TO SAVINGS BANK LIFE INSURANCE

This Act removed the requirement that The Savings Bank Mutual Life Insurance Company of Massachusetts have a policyholder advisory board in recognition of the Company's recent conversion to a mutual insurance company owned by its policyholders.

Chapter 208 – AN ACT FOR PREVENTION AND ACCESS TO APPROPRIATE CARE AND TREATMENT OF ADDICTION

Section 24 of the Act amended M.G.L. c. 32A by requiring that the Group Insurance Commission develop a plan for active and retired state employees to provide coverage and access to a broad spectrum of pain management services, including alternates to opioids. The plan must be in accordance with guidelines created by the Division, and is subject to review by the Division.

Sections 79-81 and 83-92 of the Act amended M.G.L. c. 175, M.G.L. c. 176A, M.G.L. c. 176B, and M.G.L. c. 176G by changing "substance abuse disorder" to "substance use disorder" throughout these chapters, and mandating that if a prescription is filled for less than the prescribed amount, no additional copay can be charged if the remainder of the prescription is later filled. In addition, carriers must provide coverage and access to a spectrum of pain management services including alternatives to opioids, in accordance with guidelines developed by the Division.

Sections 93 and 94 of the Act amended M.G.L. c. 176O, § 2 to reflect the change in name of the Center for Health Care Finance and Policy to the Center for Health Information and Analysis and to add a requirement that, for the purposes of accreditation review in the area of pain management, the Division must consult with the Health Policy Commission to assist in determining standards for pain management, including non-opioid management products. In addition, the Division must publish guidelines to assist and evaluate carriers' pain management access plans.

Section 102 of the Act created a commission, members of which shall include the Commissioner of Insurance or a designee, to review evidence-based treatment for people with substance use disorder, mental illness or co-occurring substance use disorders and mental illness. The commission shall also recommend a taxonomy of licensed behavioral health clinician specialties for use by insurance carriers in developing their provider networks, as well as recommend a process that may be used by carriers to validate a licensed behavioral health clinician's specialty. The commission shall file a report of its findings and recommendations, including any proposed legislation necessary to implement its recommendations, with the clerk of the Massachusetts Senate and House of Representatives.

Section 106 of the Act requires that the Division and the Office of Medicaid jointly develop healthcare procedure coding system codes that are used by carriers and providers.

Chapter 228 – AN ACT RELATIVE TO ECONOMIC DEVELOPMENT IN THE COMMONWEALTH

Sections 27 and 28 of the Act amended M.G.L. c. 175, § 20A by providing for the suspension or revocation of an accredited or certified reinsurer's accreditation or certification if the reinsurer no longer meets the requirements for accreditation or certification and granting the Commissioner the authority to promulgate regulations in regard to reinsurance for certain life, annuity, long-term care and health policies.

Sections 29 and 30 of the Act amended M.G.L. c. 175, § 168 by changing the method by which surplus lines brokers report surplus lines premium fees to the Commonwealth.

Sections 31 and 32 of the Act added definitions of "Group-wide supervisor" and "Internationally active insurance group" to M.G.L. c. 175, § 206C. Section 33 of the Act amended M.G.L. 175, § 206C(v)(1) to make clear that information reported to the Division pursuant to M.G.L. c. 175, § 206C shall be considered confidential and privileged and not subject to the Commonwealth's public records laws. In addition, Section 34 of the Act gives the Commissioner the authority to act as the group-wide supervisor for any Massachusetts insurance group which has been determined to be an internationally active insurance group.

Section 43 of the Act amended M.G.L. c. 176O, § 6 by removing from evidence of coverage requirements the involuntary disenrollment rate among insureds of health, dental and vision care providers.

Sections 44 and 45 of the Act amended M.G.L. c. 176O, § 21 by removing the requirement that health insurers, including Blue Cross and Blue Shield MA, HMOs and commercial carriers file an annual comprehensive financial statement with the Division detailing carrier costs from the previous calendar year, and changing what information companies providing administrative services to self-insured groups must report to the Division. Additionally, Section 46 of the Act amended M.G.L. c. 176O, § 21(d) by specifying how the Division shall determine if a carrier's risk-based capital ratio exceeds 700% for purposes of the public hearing requirements of M.G.L. c. 176O, § 21.

Section 48 of the Act created a new M.G.L. c. 176W which requires Massachusetts domestic insurers to annually file a corporate governance annual disclosure with the Division.

Chapter 337 – AN ACT REGULATING AND INSURING SHORT TERM RENTALS

Section 9 of the Act amended M.G.L. c. 175 by adding a new section 4F, which sets forth insurance requirements for short-term rentals offered through hosting platforms available on both online and mobile phone apps. The new section requires operators of short-term rentals to maintain at least \$1,000,000 of liability insurance on each rental unless the rental is offered through a hosting platform that maintains equal or greater coverage. In addition, the new section requires that the hosting platform inform operators that standard homeowners and renters insurance may not cover damages to a third-party. Insurers, however, may exclude any claim resulting from the rental of a M.G.L. c. 64G accommodation from coverage of homeowners or renters insurance. Further, Section 9 requires that any policy covering short-term rentals must be filed according to the Division's instructions. Finally, short-term rental operators must give insurers writing a homeowners or renters insurance policy notice they intend to operate a short-term rental.

Chapter 367 – AN ACT RELATIVE TO PRINCIPLE-BASED RESERVING FOR LIFE INSURANCE

This Act changed the way Massachusetts life insurers calculate their reserves by adopting the NAIC's Valuation Manual for use in Massachusetts. The former approach for calculating life insurance reserves used formulas that are static and are not adjusted for future events such as economic factors or interest rate fluctuations. Principle-based reserving as provided for by the Valuation Manual utilizes individual company experience and economic conditions, which allows reserve requirements to adapt to changes in an evolving financial landscape and makes reserves self-adjusting based on changing experience and economic conditions.

Chapter 441 – AN ACT PROVIDING EQUITABLE COVERAGE IN DISABILITY POLICIES

This Act amended M.G.L. c. 175 by inserting a new section 108N. Effective January 1, 2020, it will be an unfair method of competition or unfair or deceptive act or practice in violation of M.G.L. c. 176D for an insurer to discriminate between persons, reject an applicant, cancel a policy, or charge a higher rate of premium for a group or individual disability policy on the basis of race, color, religion, national origin, sex, pregnancy, gender identity, sexual orientation, or marital status.

2018 Regulations

The Division promulgated no regulations in 2018.

2018 Bulletins

Bulletin 2018-01 – Prevention of Emergency Department Boarding of Patients with Acute Behavioral Health and/or Substance Use Disorder Emergencies

This Bulletin was issued jointly with the Department of Mental Health and the Department of Public Health regarding changes to carriers' systems for coordinating inpatient admissions from emergency departments. The Bulletin reminds carriers that, among other issues, covered insureds with acute behavioral health conditions requiring hospitalizations should not spend extended periods of time in hospital emergency departments waiting for admission and that the facility and carrier should communicate to expedite the admission.

Bulletin 2018-02 – Addendum to “2018 Guide to Health Insurance for People with Medicare”

This Bulletin was issued to provide a downloadable PDF version of the “Massachusetts Bulletin for People with Medicare” to be provided by carriers with the annual federal publication “Choosing a MediGap Policy: A Guide to Health Insurance for People with Medicare” to persons eligible for Medicare.

Bulletin 2018-03 – Continuing Applicability of Massachusetts Health Insurance Legal Requirements to Association Health Plans

This Bulletin was issued to remind health insurance carriers of the continuing applicability of Massachusetts legal requirements to health coverage products offered to Massachusetts individuals and employer groups with 50 or fewer employees.

Bulletin 2018-04 – Guidance Regarding Open Enrollment Period for Benefit Year 2019

This Bulletin was issued in collaboration with the Commonwealth Health Insurance Connector Authority to provide guidance to consumers regarding the 2019 open enrollment period and the special open enrollment for Massachusetts.

Bulletin 2018-05 – Emergency Procedures Related to the Damages Arising from the Gas Line Explosions and Fires Occurring on September 13, 2018 in Andover, North Andover and Lawrence, Massachusetts

This Bulletin was issued to provide claims handling guidance to companies in connection with the gas line explosions and fires which occurred on September 13, 2018 in Andover, North Andover and Lawrence. The Bulletin also encourages temporary suspension of premium payments and suspension of vacancy provisions for those temporarily displaced, and informs carriers that the Division would not find it reasonable for them to use this event to re-rate, cancel, non-renew or refuse to provide coverage based solely on an insured's status as a victim of this event.

Bulletin 2018-06 – Accessing Care with Network Providers

This Bulletin was issued to remind managed care carriers to take appropriate steps to ensure that their provider directory systems can be used to locate providers to provide or arrange for the delivery of medically necessary covered health care. Carriers must provide accurate information and have dedicated staff available to help members who are not able to locate a network provider through the carrier's directories to obtain needed healthcare.

Bulletin 2018-07 – Access to Services to Treat Child-Adolescent Mental Health Disorders

This Bulletin was issued jointly with the Department of Mental Health to clarify for carriers certain statutorily mandated benefits for child-adolescent services. The Bulletin provides specific guidance on intermediate care and outpatient services, the required level of benefits and clarification for determining medical necessity. Carriers are expected to amend documents so that benefits for child-adolescent services are described in a manner consistent with the Bulletin.

Appendix B – Select 2018 Financial Information from Massachusetts Domestic Insurance Companies

Property & Casualty Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2018	Total Premium Written 2018	Total Net Assets as of 12/31/2018	Total Liabilities as of 12/31/2018	Total Surplus as of 12/31/2018
10017	Arbella Ind Ins Co	18,841,449	20,403,459	55,197,516	36,973,347	18,224,169
10206	Medical Professional Mut Ins Co	72,511,199	72,511,199	3,298,338,124	1,711,700,799	1,586,637,326
10394	Bunker Hill Ins Co	36,582,787	48,082,657	66,623,657	28,591,393	38,032,264
10664	Endeavour Ins Co	2,529,793	2,529,793	6,427,103	12,302	6,414,801
11104	Associated Employers Ins Co	34,618,222	36,419,873	6,806,232	744,453	6,061,780
11984	Independence Cas Ins Co	22,161,613	22,161,613	4,830,148	9,000	4,821,148
16375	Allways Heath Partners Ins Co	-	-	4,017,223	-	4,017,223
12154	Encompass Ins Co of MA	(163,055)	(163,055)	6,172,914	77,044	6,095,870
12484	Liberty Mut Personal Ins Co	2,146,852	5,623,150	13,001,417	18,450	12,982,967
12725	New England Mut Ins Co	10,328,206	13,249,510	46,514,780	3,731,545	42,783,235
12808	Safety Prop & Cas Ins Co	24,317,682	25,021,731	49,187,429	27,342,784	21,844,645
12886	Massachusetts Employers Ins Co	15,520,165	15,520,165	4,456,322	720,411	3,735,911
13163	Hospitality Mut Ins Co	9,011,816	9,011,816	66,738,999	44,251,172	22,487,827
13374	Arrow Mut Liab Ins Co	6,671,270	7,123,790	45,938,609	15,410,290	30,528,319
13463	Barnstable Cnty Mut Ins Co	26,519,355	26,519,355	109,511,846	20,425,488	89,086,358
13643	Bunker Hill Ins Cas Co	9,082,409	9,082,409	19,801,738	13,504,308	6,297,430
13706	Dorchester Mut Ins Co	39,138,600	39,361,764	101,537,930	56,167,662	45,370,268
13943	Fitchburg Mut Ins Co	1,631	38,894,046	140,255,295	75,987,067	64,268,228
14192	Hingham Mut Fire Ins Co	9,358,398	9,357,738	71,013,118	23,526,872	47,486,246
14486	Liberty Mut Mid Atlantic Ins Co	-	186,495,475	21,391,390	351,340	21,040,051
14613	Montgomery Mut Ins Co	-	111,147,971	57,025,462	3,211,876	53,813,586
14737	Plymouth Rock Assur Corp	345,912,981	380,076,328	721,278,079	477,006,788	244,271,291

15067	Quincy Mut Fire Ins Co	164,669,996	214,287,807	1,724,405,180	615,813,660	1,108,591,520
16035	Bunker Hill Preferred Ins Co	4,145,508	4,145,508	17,634,385	11,926,483	5,707,902
16036	Bunker Hill Prop Ins Co	4,053,098	4,053,098	17,495,563	11,787,630	5,707,933
16037	Bunker Hill Security Ins Co	4,674,881	4,674,881	17,690,532	11,983,332	5,707,200
17000	Arbella Mut Ins Co	565,440,925	565,440,925	1,499,240,809	849,746,534	649,494,276
19763	Bay State Ins Co	53,298,046	81,862,074	547,819,844	215,907,758	331,912,086
19771	Cambridge Mut Fire Ins Co	5,805,268	115,790,022	1,007,411,161	466,436,985	540,974,176
19798	Merrimack Mut Fire Ins Co	158,533,935	358,054,616	1,658,181,613	679,348,494	978,833,119
21261	Electric Ins Co	24,561,115	287,784,494	1,308,443,355	903,892,062	404,551,293
21750	Pilgrim Ins Co	72,002,049	72,002,049	103,341,227	78,470,427	24,870,800
23043	Liberty Mut Ins Co	401,788,161	2,088,674,850	48,830,564,857	32,465,234,407	16,365,330,449
23965	Norfolk & Dedham Mut Fire Ins Co	160,795,469	167,271,207	461,196,918	254,419,252	206,777,666
31887	Coface N Amer Ins Co	2,021,523	110,092,570	148,546,487	100,490,180	48,056,307
33618	Safety Ind Ins Co	152,136,171	159,058,136	132,880,241	65,995,154	66,885,086
33758	Associated Industries Of MA Mut Ins	95,873,791	103,619,504	645,786,801	387,967,247	257,819,554
34754	Commerce Ins Co	1,539,169,534	1,565,649,740	2,216,185,120	1,660,139,719	556,045,401
37346	Danbury Ins Co	1,613,104	1,613,104	12,482,429	4,814,621	7,667,808
39454	Safety Ins Co	637,403,471	659,594,938	1,541,835,616	895,015,756	646,819,860
40274	Citation Ins Co	230,043,108	230,043,108	254,387,396	188,464,825	65,922,571
41360	Arbella Protection Ins Co	186,771,350	216,587,606	337,296,898	227,842,650	109,454,248
41955	Barnstable Cnty Ins Co	2,729,354	2,729,354	24,993,173	2,075,207	22,917,966
44326	Atlantic Charter Ins Co	36,098,821	39,197,535	167,013,902	109,344,439	57,669,463
TOTAL		5,188,720,051	8,130,657,913	67,590,898,838	42,746,881,213	24,844,017,627

Life Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2018	Total Premium Written 2018	Total Net Assets as of 12/31/2018	Total Liabilities as of 12/31/2018	Total Surplus as of 12/31/2018
61476	Boston Mut Life Ins Co	39,005,269	175,329,364	1,465,056,984	1,245,972,634	219,084,351
65935	Massachusetts Mut Life Ins Co	204,455,315	8,019,468,251	243,646,846,820	228,037,060,151	15,609,786,669
66265	Monarch Life Ins Co	35,104	955,171	622,097,439	617,819,074	4,278,364
67598	Paul Revere Life Ins Co	443,439	14,199,269	3,410,167,467	3,219,039,302	191,128,165
69140	First Allmerica Fin Life Ins Co	686,822	65,955,145	3,264,605,579	3,040,579,320	224,026,259
70435	The Savings Bank Mut Life Ins Co of	155,685,125	351,763,985	3,066,541,946	2,864,742,779	201,799,168
71714	Berkshire Life Ins Co of Amer	589,547	9,585,918	3,927,638,422	3,734,979,686	192,658,737
74920	Regal Reins Co	-	-	6,676,891	224,024	6,452,867
80896	Centre Life Ins Co	-	-	1,680,204,409	1,586,291,594	93,912,814
84824	Commonwealth Ann & Life Ins Co	4,847,799	51,270,941	19,255,382,010	16,467,380,345	2,788,001,665
91626	New England Life Ins Co	13,723,049	181,247,634	8,500,669,704	8,287,533,089	213,136,615
93610	John Hancock Life & Hlth Ins Co	72,666	865,910	13,819,768,728	12,826,976,383	992,792,345
TOTAL		419,544,135	8,870,641,588	302,665,656,399	281,928,598,381	20,737,058,019

Health Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2018	Total Premium Written 2018	Total Net Assets as of 12/31/2018	Total Liabilities as of 12/31/2018	Total Surplus as of 12/31/2018
11109	Always Hlth Partners Inc	1,045,908,240	1,045,908,240	412,967,113	141,545,677	271,421,437
12210	Dentegra Ins Co of New England	3,170,124	3,199,828	6,650,349	510,927	6,139,422
12219	BCBS of MA HMO Blue Inc	5,094,091,242	5,094,091,242	2,266,462,239	852,706,909	1,413,755,330
13203	Boston Medical Center Hlth Plan Inc	1,945,659,482	2,293,083,387	474,523,302	257,108,742	217,414,560
13632	Celticare Hlth Plan of MA Inc	29,607,091	29,607,091	23,637,876	10,025,056	13,612,820
14131	Tufts Hlth Public Plans Inc	2,133,930,683	2,173,137,975	653,961,794	375,232,331	278,729,459
14198	HNE Ins Co	1,398,182	1,398,182	5,404,613	353,716	5,050,897
15497	DSM MA Ins Co Inc	15,267,825	15,267,825	11,194,193	1,276,495	9,917,697
52060	Dental Service of MA Inc	1,127,064,615	1,172,117,043	1,085,064,306	442,607,567	642,456,738
18975	HPHC Ins Co Inc	349,627,672	754,323,102	255,553,235	154,776,244	100,776,991
53228	BCBS of MA	3,000,606,507	3,000,606,507	2,386,129,513	1,606,831,878	779,297,635
60117	Tufts Ins Co Inc	267,077,808	294,435,615	113,491,153	42,703,131	70,788,023
66828	Fallon Hlth & Life Assur Co	23,619,983	23,619,983	18,846,245	11,999,002	6,847,243
95299	Connecticare Of MA Inc	3,213,167	3,213,167	3,761,756	1,057,325	2,704,431
95541	Fallon Comm Hlth Plan Inc	1,514,983,657	1,514,983,657	401,194,571	240,858,303	160,336,268
95673	Health New England Inc	768,208,950	772,614,647	185,688,742	104,824,912	80,863,830
95688	Tufts Associated Hlth Maintenance Or	2,536,906,466	2,581,958,895	1,085,064,306	442,607,567	642,456,738
96717	Harvard Pilgrim Health Care New Eng	-	552,569,748	154,494,698	95,563,864	58,930,834
96911	Harvard Pilgrim Hlth Care Inc	1,344,633,989	1,825,510,856	970,728,081	417,980,122	552,747,959
TOTAL		21,204,975,683	23,151,646,990	10,514,818,085	5,200,569,768	5,314,248,312

Fraternal Organizations

NAIC#	Company Name	Total Premium Written in MA 2018	Total Premium Written 2018	Total Net Assets as of 12/31/2018	Total Liabilities as of 12/31/2018	Total Surplus as of 12/31/2018
58130	Catholic Assn Of Foresters	109,179	131,780	12,216,195	6,742,570	5,473,625
58181	Supreme Council The Royal Arcanum	3,320,158	6,965,238	108,837,581	97,215,444	11,622,137
TOTAL		3,429,337	7,097,018	121,053,776	103,958,014	17,095,762

Workers' Compensation Self-Insured Groups

Self-Insurance Group Name	Gross Premium Written 2018	Net Premium Written 2018	Total Assets as of 12/31/2018	Total Liabilities as of 12/31/2018	Total Surplus as of 12/31/2018
ABC Massachusetts Workers Compensation Self-Insurance Group, Inc.	\$3,556,849	\$2,878,616	\$4,941,443	\$4,941,443	\$-
Automotive Industries Compensation Corp.	9,252,806	8,557,853	5,760,035	5,760,035	1
Commonwealth Manufacturers Compensation Corporation (runoff since 1/1/1996)	-	-	110,474	110,475	(1)
Commonwealth Transportation Compensation Corporation (runoff since 1/31/2016)	591,405	591,405	853,661	853,661	-
Construction Industries Compensation Corporation (runoff since 1/1/2010)	-	-	1,068,850	1,073,230	(4,380)
Diocesan Facilities Self-Insurance Group, Inc.	-	(30,056)	926,019	907,498	18,521
HVAC Compensation Corp.	1,307,770	1,186,566	3,042,767	3,042,766	1
Independent Schools Compensation Corporation	9,518,160	9,041,516	21,735,183	21,735,183	-
Manufacturers of Massachusetts Compensation Group (runoff since 1/1/2012)	-	-	1,356,454	1,361,645	(5,187)
Massachusetts Bay Self-Insurance Group, Inc. .	3,184,511	2,855,735	7,341,870	5,924,159	1,417,711

Massachusetts Care Self-Insurance Group, Inc.	5,114,890	4,703,247	7,110,801	7,120,706	(9,905)
Massachusetts Catholic Self-Insurance Group, Inc. Y/E- 3/31/2018	3,179,552	2,949,076	16,446,070	6,809,130	9,636,940
Massachusetts Education and Government Assn. Property-Casualty Group (MEGA) Y/E- 6/30/2018"	15,173,762	14,233,157	26,826,832	22,875,161	3,951,671
Massachusetts Healthcare Self-Insurance Group, Inc.	7,013,620	6,164,271	5,733,777	5,905,992	(172,215)
Massachusetts High Technology Self-Insurance Group	806,933	647,665	1,450,048	1,450,048	1
Massachusetts Manufacturing Self-Insurance Group, Inc.	3,725,316	3,415,562	7,614,309	7,488,808	125,501
Massachusetts McDonald's Operators Workers' Compensation Group, Inc.	1,976,483	1,796,836	3,568,315	3,568,315	-
Massachusetts NAHRO Insurance Group, Inc.	5,596,511	4,872,843	12,343,424	9,588,163	2,755,261
Massachusetts Retail Merchants Workers' Comp. Self-Insurance Group, Inc.	23,933,018	22,378,063	37,724,618	37,855,143	(130,525)
Massachusetts Trade Self-Insurance Group, Inc.	5,855,639	5,193,494	8,125,975	8,156,137	(30,162)
MIIA Property-Casualty Group, Inc. Y/E- 6/30/2018	85,861,530	68,339,585	286,341,716	160,488,470	125,853,246
NEEIA Compensation, Inc.	8,486,716	8,153,140	24,821,683	24,821,683	-
Self Insured Lumber Businesses Assn, Inc.	3,953,496	3,572,889	6,432,762	6,390,795	41,967
(STAM) School Transportation Assn. of MA Self-Insurance Group, Inc.	3,972,121	3,528,487	6,780,255	6,780,255	-
Wholesale/Retail Suppliers Compensation Corporation (runoff since 1/1/2010)	-	-	226,242	226,242	-
TOTAL	\$202,061,088	\$175,029,950	\$498,683,583	\$355,235,143	\$143,448,446

Appendix C – 2018 Direct Written Premium by Line of Insurance

ACCIDENT & HEALTH INSURANCE

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
79413	Unitedhealthcare Ins Co	CT	1,216,728,541	33.96%	
60054	Aetna Life Ins Co	CT	303,036,404	8.46%	
67369	Cigna Hlth & Life Ins Co	CT	276,137,694	7.71%	
65978	Metropolitan Life Ins Co	NY	225,909,906	6.30%	
62235	Unum Life Ins Co Of Amer	ME	167,121,942	4.66%	
64246	Guardian Life Ins Co Of Amer	NY	85,306,334	2.38%	
80802	Us Br Sun Life Assur Co Of Canada	MI	77,154,809	2.15%	
70025	Genworth Life Ins Co	DE	71,287,605	1.99%	
65315	Liberty Life Assur Co Of Boston	NH	67,750,001	1.89%	
60380	American Family Life Assur Co Of Col	NE	58,925,692	1.64%	
65838	John Hancock Life Ins Co Usa	MI	56,521,692	1.58%	
65498	Life Ins Co Of N Amer	PA	47,730,431	1.33%	
62049	Colonial Life & Accident Ins Co	SC	46,901,764	1.31%	
70815	Hartford Life & Accident Ins Co	CT	45,343,195	1.27%	
68241	Prudential Ins Co Of Amer	NJ	44,327,878	1.24%	
68381	Reliance Standard Life Ins Co	IL	40,765,455	1.14%	
61271	Principal Life Ins Co	IA	38,406,953	1.07%	
69019	Standard Ins Co	OR	34,775,742	0.97%	
65935	Massachusetts Mut Life Ins Co	MA	33,157,578	0.93%	
67091	Northwestern Mut Life Ins Co	WI	33,148,187	0.93%	
Total Companies					
Writing in Massachusetts					211
Top 20 Companies					\$2,970,437,803
Direct Written Premium					82.9%
Remaining Companies					
Direct Written Premium					\$612,808,765
					17.1%
Total					
Direct Written Premium					\$3,583,246,568

AIRCRAFT (ALL PERILS)

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
38318	Starr Ind & Liab Co	TX	3,152,703	18.92%	
19445	National Union Fire Ins Co Of Pitts	PA	2,243,574	13.47%	
35300	Allianz Global Risks Us Ins Co	IL	1,984,281	11.91%	
20052	National Liab & Fire Ins Co	CT	1,169,542	7.02%	
22667	Ace Amer Ins Co	PA	1,169,536	7.02%	
37885	XI Specialty Ins Co	DE	1,072,794	6.44%	
24147	Old Republic Ins Co	PA	995,042	5.97%	
10641	Endurance Amer Ins Co	DE	758,564	4.55%	
19720	American Alt Ins Corp	DE	712,506	4.28%	
34274	Central States Ind Co Of Omaha	NE	394,206	2.37%	
10945	Tokio Marine Amer Ins Co	NY	375,640	2.25%	
40045	Starnet Ins Co	IA	342,138	2.05%	
20362	Mitsui Sumitomo Ins Co Of Amer	NY	309,686	1.86%	
39217	Qbe Ins Corp	PA	305,377	1.83%	
10367	Avemco Ins Co	MD	301,100	1.81%	
29599	Us Specialty Ins Co	TX	237,413	1.43%	
29700	North Amer Elite Ins Co	NH	225,139	1.35%	
34037	Hallmark Ins Co	AZ	224,561	1.35%	
19941	American Commerce Ins Co	OH	185,201	1.11%	
16691	Great Amer Ins Co	OH	112,496	0.68%	
					Total Companies
					Writing in Massachusetts
					30
					Top 20 Companies
					\$16,271,499
					Direct Written Premium
					97.7%
					Remaining Companies
					Direct Written Premium
					\$388,328
					2.3%
					Total
					Direct Written Premium
					\$16,659,827

ANNUITIES

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
69345	Teachers Ins & Ann Assoc Of Amer	NY	694,243,771	8.91%	
91596	New York Life Ins & Ann Corp	DE	533,464,592	6.85%	
65056	Jackson Natl Life Ins Co	MI	509,349,056	6.54%	
65935	Massachusetts Mut Life Ins Co	MA	476,141,855	6.11%	
86509	Voya Retirement Ins & Ann Co	CT	408,308,981	5.24%	
65676	Lincoln Natl Life Ins Co	IN	367,435,821	4.72%	
61689	Athene Ann & Life Co	IA	337,576,131	4.33%	
61271	Principal Life Ins Co	IA	320,760,015	4.12%	
90611	Allianz Life Ins Co Of N Amer	MN	269,176,034	3.46%	
62944	AXA Equitable Life Ins Co	NY	263,109,650	3.38%	
91642	Forethought Life Ins Co	IN	245,983,218	3.16%	
60488	American Gen Life Ins Co	TX	234,994,181	3.02%	
65005	RiverSource Life Ins Co	MN	192,886,911	2.48%	
68322	Great W Life & Ann Ins Co	CO	183,381,339	2.35%	
67466	Pacific Life Ins Co	NE	176,350,624	2.26%	
79227	Pruco Life Ins Co	AZ	169,538,907	2.18%	
84786	Colorado Bankers Life Ins Co	NC	167,804,936	2.15%	
65978	Metropolitan Life Ins Co	NY	162,458,484	2.09%	
68241	Prudential Ins Co Of Amer	NJ	117,528,093	1.51%	
79065	Delaware Life Ins Co	DE	110,411,313	1.42%	
Total Companies					
Writing in Massachusetts					169
Top 20 Companies					\$5,940,903,912
Direct Written Premium					76.3%
Remaining Companies					
Direct Written Premium					\$1,849,428,731
					23.7%
Total					
Direct Written Premium					\$7,790,332,643

BOILER & MACHINERY

NAIC#	Company Name	State	Premium		Market Share
			Written in MA	in MA	
21482	Factory Mut Ins Co	RI	12,073,675	32.75%	
20281	Federal Ins Co	IN	2,971,502	8.06%	
25674	Travelers Prop Cas Co Of Amer	CT	2,328,427	6.32%	
10014	Affiliated Fm Ins Co	RI	1,975,307	5.36%	
20443	Continental Cas Co	IL	1,376,444	3.73%	
19445	National Union Fire Ins Co Of Pitts	PA	1,241,611	3.37%	
35300	Allianz Global Risks Us Ins Co	IL	1,120,838	3.04%	
16535	Zurich Amer Ins Co	NY	975,518	2.65%	
43001	Narragansett Bay Ins Co	RI	841,422	2.28%	
29700	North Amer Elite Ins Co	NH	738,206	2.00%	
19380	American Home Assur Co	NY	719,543	1.95%	
20303	Great Northern Ins Co	IN	709,886	1.93%	
11452	Hartford Steam Boil Inspec & Ins Co	CT	703,440	1.91%	
25658	Travelers Ind Co	CT	697,916	1.89%	
23035	Liberty Mut Fire Ins Co	WI	624,484	1.69%	
19259	Selective Ins Co Of Sc	IN	580,471	1.57%	
24554	XI Ins Amer Inc	DE	518,787	1.41%	
26247	American Guar & Liab Ins	NY	481,829	1.31%	
31325	Acadia Ins Co	IA	436,160	1.18%	
25844	Union Ins Co	IA	381,080	1.03%	
Total Companies					
Writing in Massachusetts					112
Top 20 Companies					\$31,496,546
Direct Written Premium					85.4%
Remaining Companies					
Direct Written Premium					\$5,366,005
					14.6%
Total					
Direct Written Premium					\$36,862,551

BURGLARY & THEFT

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
31194	Travelers Cas & Surety Co Of Amer	CT	2,289,778	29.70%	
20281	Federal Ins Co	IN	1,011,235	13.12%	
10200	Hiscox Ins Co Inc	IL	653,780	8.48%	
19445	National Union Fire Ins Co Of Pitts	PA	579,738	7.52%	
16535	Zurich Amer Ins Co	NY	547,121	7.10%	
22292	Hanover Ins Co	NH	318,766	4.13%	
20443	Continental Cas Co	IL	295,503	3.83%	
29599	Us Specialty Ins Co	TX	265,793	3.45%	
37885	XI Specialty Ins Co	DE	251,409	3.26%	
23647	Ironshore Ind Inc	MN	173,085	2.24%	
29700	North Amer Elite Ins Co	NH	152,990	1.98%	
10030	Westchester Fire Ins Co	PA	113,862	1.48%	
19682	Hartford Fire Ins Co	CT	97,655	1.27%	
29459	Twin City Fire Ins Co	IN	95,998	1.25%	
32603	Berkley Ins Co	DE	79,603	1.03%	
18058	Philadelphia Ind Ins Co	PA	76,156	0.99%	
20346	Pacific Ind Co	WI	75,559	0.98%	
27154	Atlantic Specialty Ins Co	NY	58,149	0.75%	
25976	Utica Mut Ins Co	NY	45,572	0.59%	
20303	Great Northern Ins Co	IN	45,570	0.59%	
Total Companies					
Writing in Massachusetts					99
Top 20 Companies					\$7,227,322
Direct Written Premium					93.7%
Remaining Companies					
Direct Written Premium					\$483,061
					6.3%
Total					
Direct Written Premium					\$7,710,383

COMMERCIAL AUTO

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
34754	Commerce Ins Co	MA	125,719,443	13.72%	
39454	Safety Ins Co	MA	92,887,263	10.14%	
41360	Arbella Protection Ins Co	MA	86,792,036	9.47%	
21750	Pilgrim Ins Co	MA	52,163,473	5.69%	
33618	Safety Ind Ins Co	MA	38,553,280	4.21%	
18058	Philadelphia Ind Ins Co	PA	36,290,556	3.96%	
41840	Allmerica Fin Benefit Ins Co	MI	19,951,306	2.18%	
24260	Progressive Cas Ins Co	OH	18,318,475	2.00%	
19046	Travelers Cas Ins Co Of Amer	CT	16,881,018	1.84%	
31325	Acadia Ins Co	IA	15,858,847	1.73%	
16535	Zurich Amer Ins Co	NY	15,407,450	1.68%	
14788	Ngm Ins Co	FL	14,025,232	1.53%	
23035	Liberty Mut Fire Ins Co	WI	13,768,129	1.50%	
25658	Travelers Ind Co	CT	12,070,181	1.32%	
24082	Ohio Security Ins Co	NH	11,939,686	1.30%	
32620	National Interstate Ins Co	OH	11,926,567	1.30%	
25615	Charter Oak Fire Ins Co	CT	11,782,101	1.29%	
40274	Citation Ins Co	MA	11,753,774	1.28%	
21415	Employers Mut Cas Co	IA	8,585,104	0.94%	
25674	Travelers Prop Cas Co Of Amer	CT	8,368,334	0.91%	
Total Companies					
Writing in Massachusetts					193
Top 20 Companies					\$623,042,255
Direct Written Premium					68.0%
Remaining Companies					
Direct Written Premium					\$292,984,586
Total					32.0%
Direct Written Premium					\$916,026,841

COMMERCIAL MULTI-PERIL

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
18058	Philadelphia Ind Ins Co	PA	78,712,429	6.53%	
41360	Arbella Protection Ins Co	MA	76,624,012	6.36%	
25992	Northern Security Ins Co Inc	VT	66,483,801	5.51%	
23965	Norfolk & Dedham Mut Fire Ins Co	MA	53,869,622	4.47%	
20281	Federal Ins Co	IN	42,890,111	3.56%	
24082	Ohio Security Ins Co	NH	36,781,665	3.05%	
31534	Citizens Ins Co Of Amer	MI	34,858,386	2.89%	
29939	Main St Amer Assur Co	FL	29,180,720	2.42%	
19046	Travelers Cas Ins Co Of Amer	CT	26,022,105	2.16%	
15067	Quincy Mut Fire Ins Co	MA	24,946,555	2.07%	
25623	Phoenix Ins Co	CT	23,680,361	1.96%	
25666	Travelers Ind Co Of Amer	CT	22,525,577	1.87%	
26018	Vermont Mut Ins Co	VT	22,314,382	1.85%	
25674	Travelers Prop Cas Co Of Amer	CT	22,121,709	1.83%	
22292	Hanover Ins Co	NH	21,807,212	1.81%	
23876	Mapfre Ins Co	NJ	21,646,725	1.80%	
22306	Massachusetts Bay Ins Co	NH	21,530,939	1.79%	
25615	Charter Oak Fire Ins Co	CT	18,674,889	1.55%	
19720	American Alt Ins Corp	DE	18,294,592	1.52%	
11000	Sentinel Ins Co Ltd	CT	17,495,986	1.45%	
Total Companies					
Writing in Massachusetts					217
Top 20 Companies					\$680,461,778
Direct Written Premium					56.4%
Remaining Companies					
Direct Written Premium					\$525,143,310
Total					43.6%
Direct Written Premium					\$1,205,605,088

CREDIT

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
27154	Atlantic Specialty Ins Co	NY	7,412,013	19.04%	
16691	Great Amer Ins Co	OH	7,354,847	18.89%	
20516	Euler Hermes N Amer Ins Co	MD	6,022,911	15.47%	
26565	Ohio Ind Co	OH	3,878,663	9.96%	
26344	Great Amer Assur Co	OH	2,622,778	6.74%	
31887	Coface N Amer Ins Co	MA	2,021,523	5.19%	
25422	Atradius Trade Credit Ins Co	MD	1,758,537	4.52%	
29980	First Colonial Ins Co	FL	1,509,563	3.88%	
23728	National Gen Ins Co	MO	1,464,440	3.76%	
25011	Wesco Ins Co	DE	1,447,081	3.72%	
39217	Qbe Ins Corp	PA	998,152	2.56%	
11150	Arch Ins Co	MO	927,540	2.38%	
29599	Us Specialty Ins Co	TX	685,981	1.76%	
24147	Old Republic Ins Co	PA	421,774	1.08%	
10847	Cumis Ins Society Inc	IA	146,899	0.38%	
20699	Ace Prop & Cas Ins Co	PA	59,207	0.15%	
22667	Ace Amer Ins Co	PA	58,586	0.15%	
10111	American Bankers Ins Co Of Fl	FL	56,587	0.15%	
13722	Knightbrook Ins Co	DE	52,505	0.13%	
16667	United Guar Residential Ins Co Of Nc	NC	19,660	0.05%	
Total Companies					
Writing in Massachusetts					23
Top 20 Companies					\$38,919,247
Direct Written Premium					100.0%
Remaining Companies					
Direct Written Premium					\$16,451
Total					0.0%
Direct Written Premium					\$38,935,698

DEPOSIT FUNDS

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
86509	Voya Retirement Ins & Ann Co	CT	755,284,842	42.64%	
65935	Massachusetts Mut Life Ins Co	MA	341,671,701	19.29%	
65056	Jackson Natl Life Ins Co	MI	250,440,088	14.14%	
61271	Principal Life Ins Co	IA	178,106,750	10.06%	
93629	Prudential Retirement Ins & Ann Co	CT	70,508,895	3.98%	
69019	Standard Ins Co	OR	39,733,112	2.24%	
88072	Talcott Resolution Life Ins Co	CT	28,201,697	1.59%	
69345	Teachers Ins & Ann Assoc Of Amer	NY	14,360,098	0.81%	
91596	New York Life Ins & Ann Corp	DE	8,458,158	0.48%	
66583	National Guardian Life Ins Co	WI	8,367,454	0.47%	
69868	United Of Omaha Life Ins Co	NE	7,794,397	0.44%	
68241	Prudential Ins Co Of Amer	NJ	7,345,449	0.41%	
70238	Variable Ann Life Ins Co	TX	7,169,010	0.40%	
60488	American Gen Life Ins Co	TX	6,023,366	0.34%	
68608	Symetra Life Ins Co	IA	5,027,594	0.28%	
66168	Minnesota Life Ins Co	MN	3,283,169	0.19%	
91642	Forethought Life Ins Co	IN	2,910,783	0.16%	
60054	Aetna Life Ins Co	CT	2,840,108	0.16%	
92622	Western Southern Life Assur Co	OH	2,686,837	0.15%	
67172	Ohio Natl Life Ins Co	OH	2,331,466	0.13%	
Total Companies					
Writing in Massachusetts					74
Top 20 Companies					\$1,742,544,974
Direct Written Premium					98.4%
Remaining Companies					
Direct Written Premium					\$28,717,184
					1.6%
Total					
Direct Written Premium					\$1,771,262,158

FIDELITY & SURETY

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
23043	Liberty Mut Ins Co	MA	30,721,740	16.47%	
31194	Travelers Cas & Surety Co Of Amer	CT	27,028,823	14.49%	
20281	Federal Ins Co	IN	16,258,349	8.71%	
39306	Fidelity & Deposit Co Of Md	IL	15,373,607	8.24%	
13188	Western Surety Co	SD	15,031,958	8.06%	
29874	North Amer Specialty Ins Co	NH	4,102,145	2.20%	
19682	Hartford Fire Ins Co	CT	3,851,100	2.06%	
16691	Great Amer Ins Co	OH	3,826,462	2.05%	
19445	National Union Fire Ins Co Of Pitts	PA	3,804,242	2.04%	
22292	Hanover Ins Co	NH	3,772,562	2.02%	
32603	Berkley Ins Co	DE	3,770,801	2.02%	
24074	Ohio Cas Ins Co	NH	3,708,105	1.99%	
14788	Ngm Ins Co	FL	3,683,086	1.97%	
11150	Arch Ins Co	MO	3,349,710	1.80%	
18058	Philadelphia Ind Ins Co	PA	3,184,110	1.71%	
26921	Everest Reins Co	DE	2,473,454	1.33%	
27154	Atlantic Specialty Ins Co	NY	2,427,610	1.30%	
11592	International Fidelity Ins Co	NJ	2,105,139	1.13%	
10030	Westchester Fire Ins Co	PA	2,100,046	1.13%	
36226	United Cas & Surety Ins Co	NE	2,083,471	1.12%	
Total Companies					
Writing in Massachusetts					167
Top 20 Companies					\$152,656,520
Direct Written Premium					81.8%
Remaining Companies					
Direct Written Premium					\$33,903,141
					18.2%
Total					
Direct Written Premium					\$186,559,661

FIRE

NAIC#	Company Name	State	Premium	Market Share		
			Written in MA	in MA		
34754	Commerce Ins Co	MA	23,084,711	9.75%		
19798	Merrimack Mut Fire Ins Co	MA	14,454,237	6.11%		
26018	Vermont Mut Ins Co	VT	14,242,443	6.02%		
10014	Affiliated Fm Ins Co	RI	13,636,078	5.76%		
29700	North Amer Elite Ins Co	NH	11,514,528	4.86%		
21482	Factory Mut Ins Co	RI	10,998,053	4.65%		
25658	Travelers Ind Co	CT	9,118,244	3.85%		
16535	Zurich Amer Ins Co	NY	8,576,637	3.62%		
23035	Liberty Mut Fire Ins Co	WI	7,981,356	3.37%		
42978	American Security Ins Co	DE	7,890,344	3.33%		
17000	Arbella Mut Ins Co	MA	5,836,242	2.47%		
11185	Foremost Ins Co Grand Rapids Mi	MI	5,408,094	2.28%		
26298	Metropolitan Prop & Cas Ins Co	RI	4,950,828	2.09%		
13604	Starr Surplus Lines Ins Co	TX	4,869,983	2.06%		
19380	American Home Assur Co	NY	4,603,850	1.94%		
13803	Farm Family Cas Ins Co	NY	4,588,372	1.94%		
39454	Safety Ins Co	MA	4,377,106	1.85%		
35300	Allianz Global Risks Us Ins Co	IL	4,326,275	1.83%		
25674	Travelers Prop Cas Co Of Amer	CT	3,935,939	1.66%		
21458	Employers Ins Co Of Wausau	WI	3,708,810	1.57%		
					Total Companies	
					Writing in Massachusetts	191
					Top 20 Companies	\$168,102,130
					Direct Written Premium	71.0%
					Remaining Companies	
					Direct Written Premium	\$68,634,379
						29.0%
					Total	
					Direct Written Premium	\$236,736,509

FRATERNALS

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
58033	Knights Of Columbus	CT	44,848,705	56.11%	
56014	Thrivent Financial For Lutherans	WI	16,863,407	21.10%	
58068	Independent Order Of Foresters Us Br	NY	9,287,280	11.62%	
58181	Supreme Council The Royal Arcanum	MA	3,310,647	4.14%	
57541	Modern Woodmen Of Amer	IL	2,608,322	3.26%	
57487	Catholic Order Of Foresters	IL	605,412	0.76%	
56030	Catholic Financial Life	WI	492,821	0.62%	
57622	Polish Natl Alliance Us Of Na	IL	385,941	0.48%	
57967	Luso Amer Life Ins Society	CA	322,215	0.40%	
57630	Polish Roman Catholic Union Of Amer	IL	296,711	0.37%	
56820	Polish Falcons Of Amer	PA	261,937	0.33%	
57010	William Penn Assn	PA	211,475	0.26%	
57320	Woodmen World Life Ins Soc	NE	154,446	0.19%	
58130	Catholic Assn Of Foresters	MA	108,972	0.14%	
57770	Catholic Holy Family Society	IL	87,097	0.11%	
57142	Sons Of Norway	MN	26,650	0.03%	
56758	Loyal Christian Benefit Assn	PA	16,897	0.02%	
57193	Slovak Catholic Sokol	NJ	9,283	0.01%	
57215	Ukrainian Natl Assn Inc	NJ	9,119	0.01%	
56340	First Cath Slovak Union Of Us & Cn	OH	8,831	0.01%	
Total Companies					
Writing in Massachusetts					25
Top 20 Companies					\$79,916,168
Direct Written Premium					100.0%
Remaining Companies					
Direct Written Premium					\$14,017
					0.0%
Total					
Direct Written Premium					\$79,930,185

HEALTH

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
12219	Bcbs Of Ma Hmo Blue Inc	MA	5,094,091,242	24.05%	
53228	Bcbs Of Ma	MA	3,000,606,507	14.16%	
95688	Tufts Associated Hlth Maintenance Or	MA	2,536,906,466	11.98%	
14131	Tufts Hlth Public Plans Inc	MA	2,403,930,683	11.35%	
13203	Boston Medical Center Hlth Plan Inc	MA	1,945,659,482	9.18%	
95541	Fallon Comm Hlth Plan Inc	MA	1,514,983,657	7.15%	
96911	Harvard Pilgrim Hlth Care Inc	MA	1,344,633,989	6.35%	
11109	Neighborhood Hlth Plan Inc	MA	1,045,908,240	4.94%	
95673	Health New England Inc	MA	771,147,965	3.64%	
18975	Hphc Ins Co Inc	MA	349,627,672	1.65%	
60117	Tufts Ins Co Inc	MA	267,077,808	1.26%	
52060	Dental Serv Of Ma Inc	MA	244,228,707	1.15%	
95149	Unitedhealthcare Of New England Inc	RI	175,792,176	0.83%	
12575	Silverscript Ins Co	TN	99,032,228	0.47%	
73288	Humana Ins Co	WI	85,799,153	0.40%	
52632	Altus Dental Ins Co Inc	RI	66,710,722	0.31%	
39616	Vision Serv Plan Ins Co	OH	40,094,511	0.19%	
10155	Wellcare Prescription Ins Inc	FL	35,143,441	0.17%	
13632	Celticare Hlth Plan Of Ma Inc	MA	29,607,091	0.14%	
84549	Symphonix Hlth Ins Inc	IL	25,076,572	0.12%	
Total Companies					
Writing in Massachusetts					35
Top 20 Companies					\$21,076,058,312
Direct Written Premium					99.5%
Remaining Companies					\$108,957,516
Direct Written Premium					0.5%
Total					
Direct Written Premium					\$21,185,015,828

HOMEOWNERS' MULTI-PERIL

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
40274	Citation Ins Co	MA	205,569,771	8.44%	
17000	Arbella Mut Ins Co	MA	131,655,130	5.40%	
34754	Commerce Ins Co	MA	121,654,369	4.99%	
19798	Merrimack Mut Fire Ins Co	MA	105,887,603	4.34%	
33618	Safety Ind Ins Co	MA	104,951,343	4.31%	
19976	Amica Mut Ins Co	RI	99,992,448	4.10%	
26018	Vermont Mut Ins Co	VT	90,157,015	3.70%	
23035	Liberty Mut Fire Ins Co	WI	79,786,797	3.27%	
36447	Lm Gen Ins Co	IL	62,473,538	2.56%	
43001	Narragansett Bay Ins Co	RI	56,173,724	2.30%	
26298	Metropolitan Prop & Cas Ins Co	RI	53,552,499	2.20%	
23043	Liberty Mut Ins Co	MA	53,538,480	2.20%	
39454	Safety Ins Co	MA	53,284,274	2.19%	
10969	United Prop & Cas Ins Co	FL	49,895,412	2.05%	
15067	Quincy Mut Fire Ins Co	MA	49,868,061	2.05%	
20346	Pacific Ind Co	WI	46,303,311	1.90%	
31534	Citizens Ins Co Of Amer	MI	45,737,019	1.88%	
25941	United Serv Automobile Assn	TX	43,833,956	1.80%	
19763	Bay State Ins Co	MA	43,740,708	1.79%	
15024	Preferred Mut Ins Co	NY	42,935,225	1.76%	
Total Companies					
Writing in Massachusetts					155
Top 20 Companies					\$1,540,990,683
Direct Written Premium					63.2%
Remaining Companies					
Direct Written Premium					\$896,089,327
Total					36.8%
Direct Written Premium					\$2,437,080,010

LIABILITY OTHER THAN AUTO

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
20281	Federal Ins Co	IN	111,313,699	7.65%	
19445	National Union Fire Ins Co Of Pitts	PA	100,374,572	6.90%	
20443	Continental Cas Co	IL	66,343,984	4.56%	
37885	XI Specialty Ins Co	DE	61,676,297	4.24%	
22667	Ace Amer Ins Co	PA	58,244,553	4.00%	
31194	Travelers Cas & Surety Co Of Amer	CT	42,092,842	2.89%	
18058	Philadelphia Ind Ins Co	PA	33,633,775	2.31%	
25674	Travelers Prop Cas Co Of Amer	CT	31,087,834	2.14%	
16535	Zurich Amer Ins Co	NY	27,984,797	1.92%	
22292	Hanover Ins Co	NH	26,069,383	1.79%	
10120	Everest Natl Ins Co	DE	23,806,094	1.64%	
37273	Axis Ins Co	IL	20,156,677	1.39%	
26247	American Guar & Liab Ins	NY	19,845,159	1.36%	
10641	Endurance Amer Ins Co	DE	19,189,460	1.32%	
38318	Starr Ind & Liab Co	TX	19,112,886	1.31%	
37540	Beazley Ins Co Inc	CT	19,105,070	1.31%	
11150	Arch Ins Co	MO	18,795,540	1.29%	
29599	Us Specialty Ins Co	TX	18,743,618	1.29%	
25658	Travelers Ind Co	CT	17,906,087	1.23%	
23043	Liberty Mut Ins Co	MA	16,878,090	1.16%	
Total Companies					
Writing in Massachusetts					348
Top 20 Companies					\$752,360,417
Direct Written Premium					51.7%
Remaining Companies					
Direct Written Premium					\$702,001,166
Total					48.3%
Direct Written Premium					\$1,454,361,583

LIFE

NAIC#	Company Name	State	Premium	Market Share		
			Written in MA	in MA		
67091	Northwestern Mut Life Ins Co	WI	288,956,201	7.61%		
66915	New York Life Ins Co	NY	234,183,856	6.17%		
65978	Metropolitan Life Ins Co	NY	225,735,321	5.95%		
65935	Massachusetts Mut Life Ins Co	MA	204,455,315	5.39%		
65676	Lincoln Natl Life Ins Co	IN	193,261,559	5.09%		
65838	John Hancock Life Ins Co Usa	MI	168,752,533	4.45%		
64246	Guardian Life Ins Co Of Amer	NY	162,830,961	4.29%		
70435	The Savings Bank Mut Life Ins Co Of	MA	155,685,125	4.10%		
79227	Pruco Life Ins Co	AZ	124,541,631	3.28%		
68241	Prudential Ins Co Of Amer	NJ	112,838,900	2.97%		
87726	BrightHouse Life Ins Co	DE	92,218,660	2.43%		
65315	Liberty Life Assur Co Of Boston	NH	80,803,569	2.13%		
70815	Hartford Life & Accident Ins Co	CT	75,133,307	1.98%		
91596	New York Life Ins & Ann Corp	DE	57,483,076	1.51%		
60488	American Gen Life Ins Co	TX	56,713,104	1.49%		
67466	Pacific Life Ins Co	NE	51,810,932	1.36%		
62235	Unum Life Ins Co Of Amer	ME	50,842,928	1.34%		
66168	Minnesota Life Ins Co	MN	49,284,846	1.30%		
65498	Life Ins Co Of N Amer	PA	48,785,692	1.29%		
65005	Riversource Life Ins Co	MN	48,762,655	1.28%		
					Total Companies	
					Writing in Massachusetts	281
					Top 20 Companies	\$2,483,080,171
					Direct Written Premium	65.4%
					Remaining Companies	
					Direct Written Premium	\$1,313,076,681
						34.6%
					Total	
					Direct Written Premium	\$3,796,156,852

LIFE ALL LINES

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
65935	Massachusetts Mut Life Ins Co	MA	2,132,566,147	12.70%	
86509	Voya Retirement Ins & Ann Co	CT	1,216,314,152	7.24%	
65978	Metropolitan Life Ins Co	NY	859,558,493	5.12%	
65838	John Hancock Life Ins Co USA	MI	857,557,320	5.11%	
65056	Jackson Natl Life Ins Co	MI	776,419,662	4.62%	
69345	Teachers Ins & Ann Assoc Of Amer	NY	722,617,003	4.30%	
91596	New York Life Ins & Ann Corp	DE	599,405,826	3.57%	
65676	Lincoln Natl Life Ins Co	IN	560,697,380	3.34%	
61271	Principal Life Ins Co	IA	522,519,689	3.11%	
68241	Prudential Ins Co Of Amer	NJ	389,074,269	2.32%	
67091	Northwestern Mut Life Ins Co	WI	352,870,405	2.10%	
66915	New York Life Ins Co	NY	345,906,596	2.06%	
61689	Athene Ann & Life Co	IA	339,801,650	2.02%	
60488	American Gen Life Ins Co	TX	297,730,651	1.77%	
79227	Pruco Life Ins Co	AZ	295,251,015	1.76%	
62944	AXA Equitable Life Ins Co	NY	295,139,311	1.76%	
66869	Nationwide Life Ins Co	OH	294,153,726	1.75%	
90611	Allianz Life Ins Co Of N Amer	MN	275,636,198	1.64%	
91642	Forethought Life Ins Co	IN	253,453,888	1.51%	
65005	RiverSource Life Ins Co	MN	242,869,068	1.45%	
Total Companies					
Writing in Massachusetts					287
Top 20 Companies					\$11,629,542,449
Direct Written Premium					69.2%
Remaining Companies					
Direct Written Premium					\$5,165,275,576
					30.8%
Total					
Direct Written Premium					\$16,794,818,025

LIFE / OTHER FUNDS

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
65935	Massachusetts Mut Life Ins Co	MA	1,110,297,276	32.29%	
65838	John Hancock Life Ins Co USA	MI	686,042,242	19.95%	
65978	Metropolitan Life Ins Co	NY	471,364,688	13.71%	
66869	Nationwide Life Ins Co	OH	240,200,603	6.99%	
92657	Nationwide Life & Ann Ins Co	OH	157,392,971	4.58%	
68241	Prudential Ins Co Of Amer	NJ	151,361,827	4.40%	
70688	Transamerica Financial Life Ins Co	NY	110,819,261	3.22%	
66915	New York Life Ins Co	NY	98,132,455	2.85%	
86231	Transamerica Life Ins Co	IA	89,468,065	2.60%	
88668	Mutual Of Amer Life Ins Co	NY	57,979,676	1.69%	
86509	Voya Retirement Ins & Ann Co	CT	50,821,027	1.48%	
62626	CMFG Life Ins Co	IA	49,063,008	1.43%	
69019	Standard Ins Co	OR	43,597,373	1.27%	
93629	Prudential Retirement Ins & Ann Co	CT	41,800,798	1.22%	
88072	Talcott Resolution Life Ins Co	CT	25,998,865	0.76%	
66281	Transamerica Premier Life Ins Co	IA	22,730,714	0.66%	
66168	Minnesota Life Ins Co	MN	21,860,182	0.64%	
62944	AXA Equitable Life Ins Co	NY	6,760,352	0.20%	
67172	Ohio Natl Life Ins Co	OH	1,168,305	0.03%	
71153	Talcott Resolution Life & Ann Ins Co	CT	660,334	0.02%	
Total Companies					
Writing in Massachusetts					23
Top 20 Companies					\$3,437,520,022
Direct Written Premium					100.0%
Remaining Companies					
Direct Written Premium					\$499,819
					0.0%
Total					
Direct Written Premium					\$3,438,019,841

MEDICAL MALPRACTICE

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
10206	Medical Professional Mut Ins Co	MA	71,580,081	59.32%	
11843	Medical Protective Co	IN	13,699,059	11.35%	
15890	Connecticut Medical Ins Co	CT	8,101,276	6.71%	
20427	American Cas Co Of Reading Pa	PA	8,091,191	6.71%	
10638	Proselect Ins Co	NE	7,240,145	6.00%	
34495	Doctors Co An Interins Exch	CA	2,568,641	2.13%	
19917	Liberty Ins Underwriters Inc	IL	1,850,155	1.53%	
14460	Podiatry Ins Co Of Amer	IL	1,797,486	1.49%	
22667	Ace Amer Ins Co	PA	1,514,256	1.25%	
15865	Ncmic Ins Co	IA	1,353,215	1.12%	
35157	Fair Amer Ins & Reins Co	NY	888,230	0.74%	
22730	Allied World Ins Co	NH	357,091	0.30%	
10801	Fortress Ins Co	IL	311,213	0.26%	
13714	Pharmacists Mut Ins Co	IA	238,186	0.20%	
36277	Medical Mut Ins Co Of Me	ME	202,537	0.17%	
43460	Aspen Amer Ins Co	TX	159,794	0.13%	
19720	American Alt Ins Corp	DE	148,668	0.12%	
18767	Church Mut Ins Co	WI	137,919	0.11%	
25224	Great Divide Ins Co	ND	77,778	0.06%	
27154	Atlantic Specialty Ins Co	NY	76,710	0.06%	
Total Companies					
Writing in Massachusetts					35
Top 20 Companies					\$120,393,631
Direct Written Premium					99.8%
Remaining Companies					
Direct Written Premium					\$274,202
					0.2%
Total					
Direct Written Premium					\$120,667,833

MORTGAGE & FINANCIAL GUARANTY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
29858	Mortgage Guar Ins Corp	WI	25,891,916	21.20%	
40266	Arch Mortgage Ins Co	WI	22,566,840	18.48%	
33790	Radian Guar Inc	PA	19,661,670	16.10%	
38458	Genworth Mortgage Ins Corp	NC	17,541,288	14.37%	
13634	Essent Guar Inc	PA	13,636,425	11.17%	
15873	United Guar Residential Ins Co	NC	13,463,088	11.03%	
13695	National Mortgage Ins Corp	WI	5,411,228	4.43%	
28452	Republic Mortgage Ins Co	NC	1,632,163	1.34%	
18708	Ambac Assur Corp	WI	1,452,033	1.19%	
18732	Arch Mortgage Guar Co	WI	667,526	0.55%	
18287	Assured Guar Municipal Corp	NY	82,144	0.07%	
30180	Assured Guar Corp	MD	58,239	0.05%	
12041	Mbia Ins Corp	NY	21,033	0.02%	
29114	Arch Mortgage Assur Co	WI	15,632	0.01%	
20311	Syncora Guar Inc	NY	4,042	0.00%	
14380	Build Amer Mut Assur Co	NY	2,750	0.00%	
Total Companies					
Writing in Massachusetts					16
Top 20 Companies					\$122,108,017
Direct Written Premium					100.0%
Remaining Companies					
Direct Written Premium					\$-
					0.0%
Total					
Direct Written Premium					\$122,108,017

OCEAN & INLAND MARINE

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
19917	Liberty Ins Underwriters Inc	IL	78,913,306	12.42%	
20443	Continental Cas Co	IL	61,893,812	9.74%	
19445	National Union Fire Ins Co Of Pitts	PA	29,115,107	4.58%	
11630	Jefferson Ins Co	NY	25,133,260	3.96%	
11991	National Cas Co	OH	20,576,439	3.24%	
21113	United States Fire Ins Co	DE	19,468,742	3.06%	
12190	American Pet Ins Co	NY	17,274,334	2.72%	
22667	Ace Amer Ins Co	PA	15,705,918	2.47%	
25674	Travelers Prop Cas Co Of Amer	CT	14,968,315	2.36%	
21482	Factory Mut Ins Co	RI	13,093,151	2.06%	
27154	Atlantic Specialty Ins Co	NY	12,302,766	1.94%	
22292	Hanover Ins Co	NH	11,972,953	1.88%	
20346	Pacific Ind Co	WI	9,488,597	1.49%	
38318	Starr Ind & Liab Co	TX	8,908,233	1.40%	
10111	American Bankers Ins Co Of Fl	FL	8,850,940	1.39%	
37923	Geico Marine Ins Co	MD	8,442,051	1.33%	
31325	Acadia Ins Co	IA	8,385,502	1.32%	
19402	Aig Prop Cas Co	PA	7,996,821	1.26%	
10014	Affiliated Fm Ins Co	RI	7,607,830	1.20%	
20281	Federal Ins Co	IN	7,549,534	1.19%	
					Total Companies
					Writing in Massachusetts 271
					Top 20 Companies \$387,647,611
					Direct Written Premium 61.0%
					Remaining Companies
					Direct Written Premium \$247,568,212
					39.0%
					Total
					Direct Written Premium \$635,215,823

PRIVATE PASSENGER AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	1,257,331,943	23.28%	
22063	Government Employees Ins Co	MD	522,326,745	9.67%	
39454	Safety Ins Co	MA	454,157,280	8.41%	
17000	Arbella Mut Ins Co	MA	415,596,320	7.69%	
14737	Plymouth Rock Assur Corp	MA	340,512,119	6.30%	
23043	Liberty Mut Ins Co	MA	293,799,839	5.44%	
36447	Lm Gen Ins Co	IL	240,558,820	4.45%	
26298	Metropolitan Prop & Cas Ins Co	RI	202,261,346	3.74%	
16322	Progressive Direct Ins Co	OH	200,791,676	3.72%	
19070	Standard Fire Ins Co	CT	170,903,627	3.16%	
35882	Geico Gen Ins Co	MD	160,690,946	2.97%	
19976	Amica Mut Ins Co	RI	157,293,932	2.91%	
31534	Citizens Ins Co Of Amer	MI	154,902,970	2.87%	
19232	Allstate Ins Co	IL	78,611,802	1.46%	
15067	Quincy Mut Fire Ins Co	MA	77,853,331	1.44%	
25968	Usaa Cas Ins Co	TX	58,540,789	1.08%	
23965	Norfolk & Dedham Mut Fire Ins Co	MA	56,149,262	1.04%	
26018	Vermont Mut Ins Co	VT	54,319,969	1.01%	
24260	Progressive Cas Ins Co	OH	54,223,501	1.00%	
25941	United Serv Automobile Assn	TX	46,327,416	0.86%	
					Total Companies
					Writing in Massachusetts 52
					Top 20 Companies \$4,997,153,633
					Direct Written Premium 92.5%
					Remaining Companies
					Direct Written Premium \$404,647,111
					7.5%
					Total
					Direct Written Premium \$5,401,800,744

PROPERTY & CASUALTY TOTAL

NAIC#	Company Name	State	Premium	Market Share	
			Written in MA	in MA	
34754	Commerce Ins Co	MA	1,539,169,534	10.59%	
39454	Safety Ins Co	MA	637,403,471	4.39%	
17000	Arbella Mut Ins Co	MA	565,440,925	3.89%	
22063	Government Employees Ins Co	MD	526,080,089	3.62%	
23043	Liberty Mut Ins Co	MA	401,788,161	2.76%	
14737	Plymouth Rock Assur Corp	MA	345,912,981	2.38%	
36447	Lm Gen Ins Co	IL	304,448,269	2.09%	
19976	Amica Mut Ins Co	RI	270,616,915	1.86%	
26298	Metropolitan Prop & Cas Ins Co	RI	270,052,829	1.86%	
31534	Citizens Ins Co Of Amer	MI	248,759,663	1.71%	
20281	Federal Ins Co	IN	236,398,706	1.63%	
40274	Citation Ins Co	MA	230,043,108	1.58%	
19070	Standard Fire Ins Co	CT	204,673,046	1.41%	
16322	Progressive Direct Ins Co	OH	202,869,300	1.40%	
26018	Vermont Mut Ins Co	VT	199,164,366	1.37%	
41360	Arbella Protection Ins Co	MA	186,771,350	1.29%	
19445	National Union Fire Ins Co Of Pitts	PA	170,132,858	1.17%	
20443	Continental Cas Co	IL	165,486,166	1.14%	
15067	Quincy Mut Fire Ins Co	MA	164,669,996	1.13%	
22667	ACE Amer Ins Co	PA	163,147,666	1.12%	
Total Companies					
Writing in Massachusetts					558
Top 20 Companies					\$7,033,029,399
Direct Written Premium					48.4%
Remaining Companies					
Direct Written Premium					\$7,500,729,869
					51.6%
Total					
Direct Written Premium					\$14,533,759,268

SURPLUS LINES

NAIC#	Company Name	State	Premium	Market Share		
			Written in MA	in MA		
19437	Lexington Ins Co	DE	63,138,283	8.26%		
36940	Indian Harbor Ins Co	DE	43,248,437	5.66%		
35378	Evanston Ins Co	IL	42,676,327	5.58%		
17370	Nautilus Ins Co	AZ	37,524,371	4.91%		
25445	Ironshore Specialty Ins Co	AZ	33,320,067	4.36%		
20079	National Fire & Marine Ins Co	NE	31,226,061	4.09%		
26883	AIG Specialty Ins Co	IL	27,569,780	3.61%		
41297	Scottsdale Ins Co	OH	24,279,819	3.18%		
27960	Illinois Union Ins Co	IL	21,143,829	2.77%		
12203	James River Ins Co	OH	19,757,604	2.58%	Total Companies	
13196	Western World Ins Co	NH	18,748,641	2.45%	Writing in Massachusetts	107
41718	Endurance Amer Specialty Ins Co	DE	17,294,691	2.26%		
25038	North Amer Capacity Ins Co	NH	16,478,146	2.16%	Top 20 Companies	\$486,641,677
31127	Columbia Cas Co	IL	15,262,760	2.00%	Direct Written Premium	63.7%
26387	Steadfast Ins Co	IL	14,736,601	1.93%	Remaining Companies	
24856	Admiral Ins Co	DE	14,410,836	1.89%	Direct Written Premium	\$277,738,508
37532	Great Amer E&S Ins Co	DE	12,731,863	1.67%		36.3%
32859	Penn Amer Ins Co	PA	11,995,724	1.57%	Total	
10717	Aspen Specialty Ins Co	ND	10,701,304	1.40%	Direct Written Premium	\$764,380,185
10172	Westchester Surplus Lines Ins Co	GA	10,396,533	1.36%		

TITLE INSURANCE

NAIC#	Company Name	State	Premium	Market Share		
			Written in MA	in MA		
50016	First Amer Title Ins Co	TX	89,194,203	29.99%		
50050	Connecticut Attorneys Title Ins Co	SC	50,964,692	17.14%		
50083	Old Republic Natl Title Ins Co	FL	42,479,194	14.28%		
50121	Chicago Title Ins Co	TX	35,577,544	11.96%		
50130	Commonwealth Land Title Ins Co	CA	22,900,459	7.70%		
50229	Fidelity Natl Title Ins Co	FL	22,786,838	7.66%		
50369	Stewart Title Guar Co	NC	18,000,168	6.05%		
50520	Westcor Land Title Ins Co	FL	6,816,867	2.29%		
50814	WFG Natl Title Ins Co	NE	3,985,860	1.34%		
51020	Title Resources Guar Co	NY	3,336,283	1.12%		
51152	North Amer Title Ins Co	SC	769,508	0.26%		
51268	American Guar Title Ins Co	VT	539,327	0.18%		
51411	National Title Ins Of NY Inc	OK	49,700	0.02%		
51578	Radian Title Ins Inc	NY	9,275	0.00%		
51586	AmTrust Title Ins Co	FL	1,897	0.00%		
51624	Investors Title Ins Co	TX	323	0.00%		
					Total Companies	
					Writing in Massachusetts	16
					Top 14 Companies	\$297,412,138
					Direct Written Premium	100.0%
					Remaining Companies	
					Direct Written Premium	\$-
						0.0%
					Total	
					Direct Written Premium	\$297,412,138

WORKERS' COMPENSATION

NAIC#	Company Name	State	Premium	Market Share		
			Written in MA	in MA		
33758	Associated Industries Of Ma Mut Ins	MA	95,873,791	7.51%		
22667	Ace Amer Ins Co	PA	58,845,653	4.61%		
23841	New Hampshire Ins Co	IL	52,055,789	4.08%		
25682	Travelers Ind Co Of Ct	CT	47,547,273	3.72%		
25666	Travelers Ind Co Of Amer	CT	42,515,081	3.33%		
44326	Atlantic Charter Ins Co	MA	36,098,821	2.83%		
42390	Amguard Ins Co	PA	34,713,014	2.72%		
11104	Associated Employers Ins Co	MA	34,618,222	2.71%		
30104	Hartford Underwriters Ins Co	CT	34,196,497	2.68%		
25658	Travelers Ind Co	CT	33,027,788	2.59%		
40142	American Zurich Ins Co	IL	32,945,995	2.58%		
33600	Lm Ins Corp	IL	28,742,411	2.25%		
25674	Travelers Prop Cas Co Of Amer	CT	28,121,656	2.20%		
31470	Norguard Ins Co	PA	25,968,799	2.03%		
23035	Liberty Mut Fire Ins Co	WI	25,377,549	1.99%		
16535	Zurich Amer Ins Co	NY	25,285,186	1.98%		
31325	Acadia Ins Co	IA	23,829,565	1.87%		
29459	Twin City Fire Ins Co	IN	23,286,275	1.82%		
42404	Liberty Ins Corp	IL	23,061,056	1.81%		
25011	Wesco Ins Co	DE	22,976,972	1.80%		
					Total Companies	
					Writing in Massachusetts	252
					Top 20 Companies	\$729,087,393
					Direct Written Premium	57.1%
					Remaining Companies	
					Direct Written Premium	\$547,767,638
						42.9%
					Total	
					Direct Written Premium	\$1,276,855,031