



1. Replacements Issued to Policies Issued:

Statewide Average: **11.9%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
151	32	14	12	17	7	1	1	2	0	0	0

5. Claims Paid Beyond 60 Days to Total Claims Paid

Statewide Average: **1.6%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
213	11	6	2	0	3	0	0	0	0	2	0

6. Claims Denied, Resisted or Compromised to Total Claims Close

Statewide Average: **3.5%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
212	14	6	1	0	1	0	1	2	0	0	0

7. Complaints per 1,000 Lives:

Statewide Average: **0.0%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
195	13	4	7	0	7	3	2	1	0	0	5

Data Year: 2009