### Closed Claim Ratios, Payout Ratios and Average Claim Costs

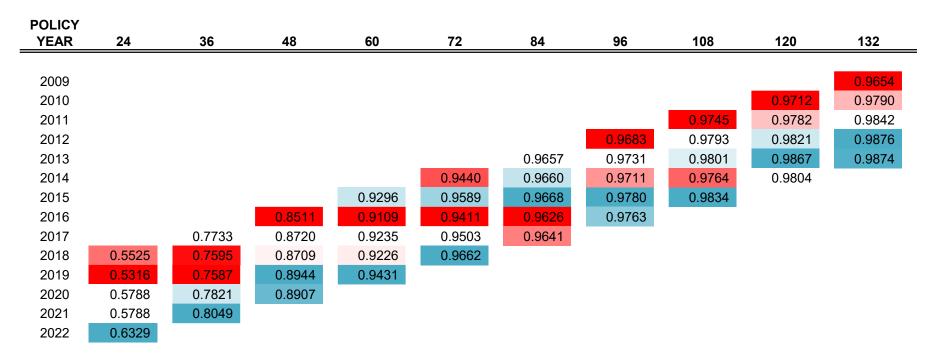
Page 1 represents the ratio of the number of closed indemnity claims to the number of reported indemnity claims by policy year from data collected from financial calls.

Page 2 lists the ratio of the number of closed indemnity claims to the number of reported indemnity claims – by policy year and report level.

Pages 3 through 6 list the ratios of reported paid losses to incurred losses, by policy year and maturity level separately for indemnity and medical (adjusted to a post-House Bill 373 basis) losses. These values are calculated from financial call data. Pages 3 and 4 relate paid losses to reported case incurred losses. Losses on page 3 are unlimited and losses on page 4 are limited. Pages 5 and 6 relate payments to projected ultimate incurred losses with ultimate losses derived using the average of paid and incurred methods for indemnity and medical, which is the basis for staff loss development projections in this proposal. Losses on page 5 are unlimited and losses on page 6 are limited.

Pages 7 through 10 show the average costs for open, closed and incurred claims by policy year and report level. Pages 7 and 8 are for indemnity and pages 9 and 10 are for medical on indemnity. These values are calculated from unit statistical data and have not been adjusted for the effects of legislation.

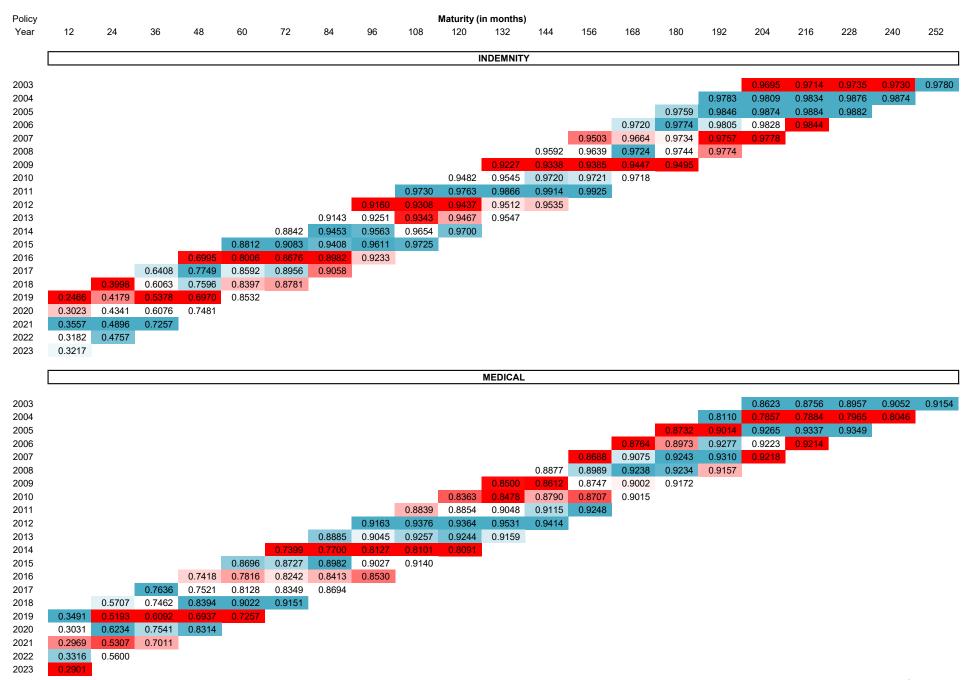
# RATIO OF NUMBER OF CLOSED INDEMNITY CLAIMS TO NUMBER OF REPORTED INDEMNITY CLAIMS BASED ON FINANCIAL DATA



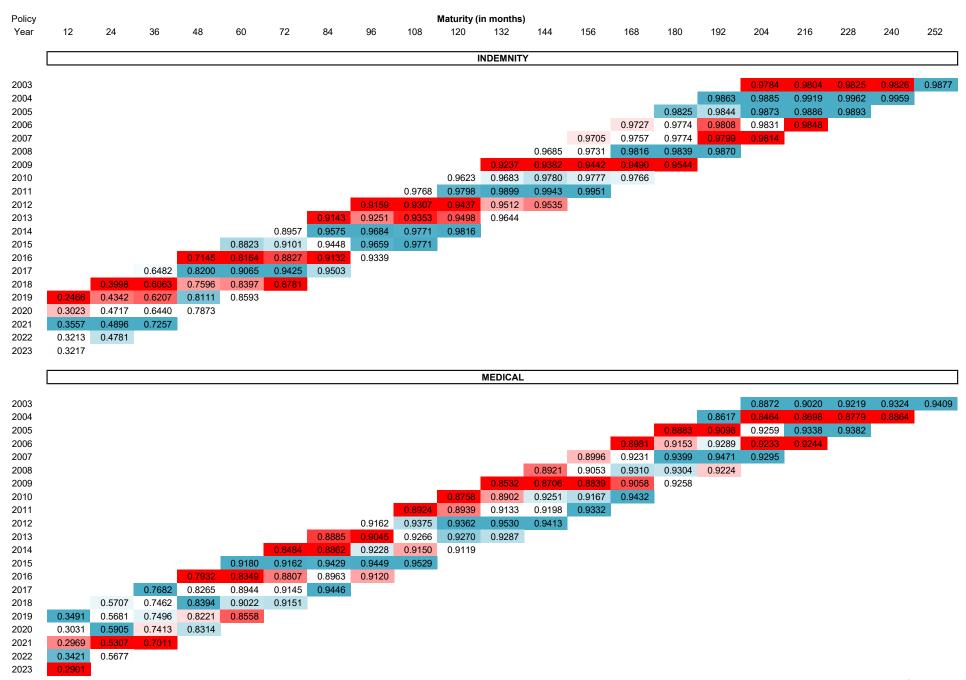
# RATIO OF NUMBER OF CLOSED INDEMNITY CLAIMS TO NUMBER OF REPORTED INDEMNITY CLAIMS BASED ON UNIT STATISTICAL DATA

POLICY YEAR	FIRST	SECOND	THIRD	FOURTH	FIFTH	SIXTH	SEVENTH	EIGHTH	NINTH	TENTH
2008	0.5667	0.7280	0.8176	0.8756	0.9101	0.9348	0.9411	0.9478	0.9560	0.9646
2009	0.5437	0.7143	0.8196	0.8733	0.8980	0.9241	0.9406	0.9494	0.9636	0.9690
2010	0.5703	0.7103	0.8140	0.8792	0.9124	0.9315	0.9461	0.9629	0.9702	0.9739
2011	0.5641	0.7243	0.8284	0.8903	0.9199	0.9439	0.9599	0.9694	0.9753	0.9772
2012	0.5594	0.7254	0.8365	0.8956	0.9256	0.9465	0.9587	0.9706	0.9736	0.9774
2013	0.5430	0.7246	0.8252	0.8929	0.9318	0.9509	0.9644	0.9725	0.9750	
2014	0.5410	0.7351	0.8372	0.9052	0.9282	0.9466	0.9592	0.9647		
2015	0.5460	0.7362	0.8656	0.9262	0.9520	0.9600	0.9719			
2016	0.5419	0.7459	0.8580	0.9135	0.9477	0.9646				
2017	0.5838	0.7650	0.8717	0.9226	0.9507					
2018	0.5761	0.7745	0.8746	0.9246						
2019	0.5735	0.7725	0.8848							
2020	0.5777	0.7787								
2021	0.5920									

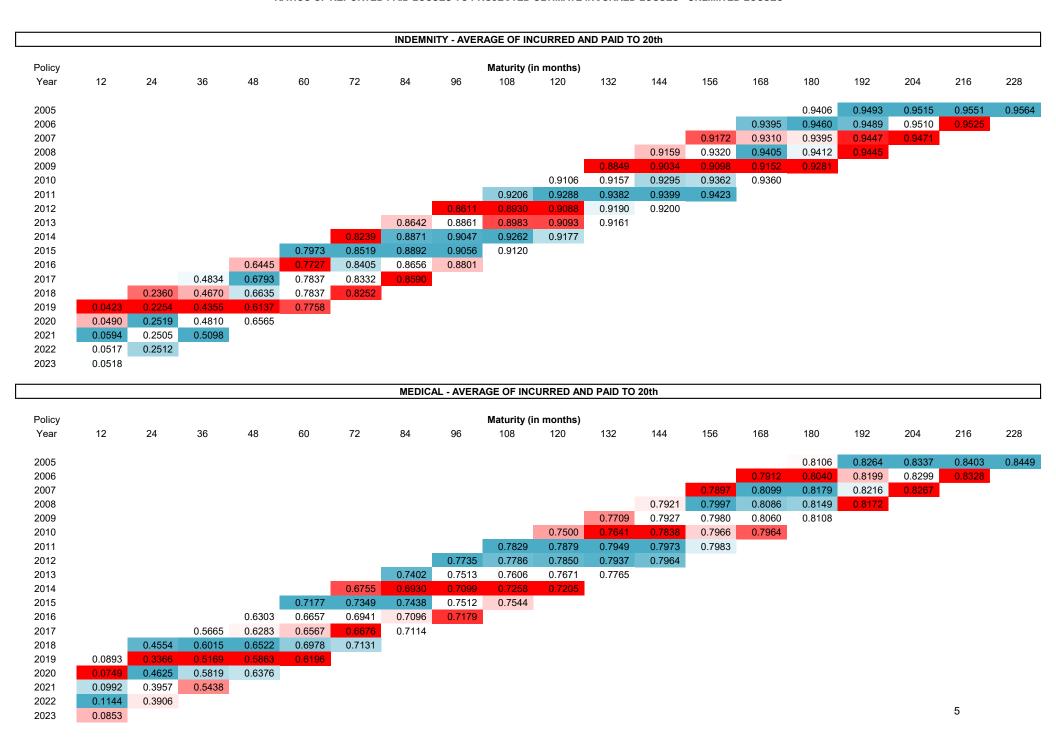
#### RATIO OF PAID LOSSES TO REPORTED INCURRED LOSSES - UNLIMITED LOSSES



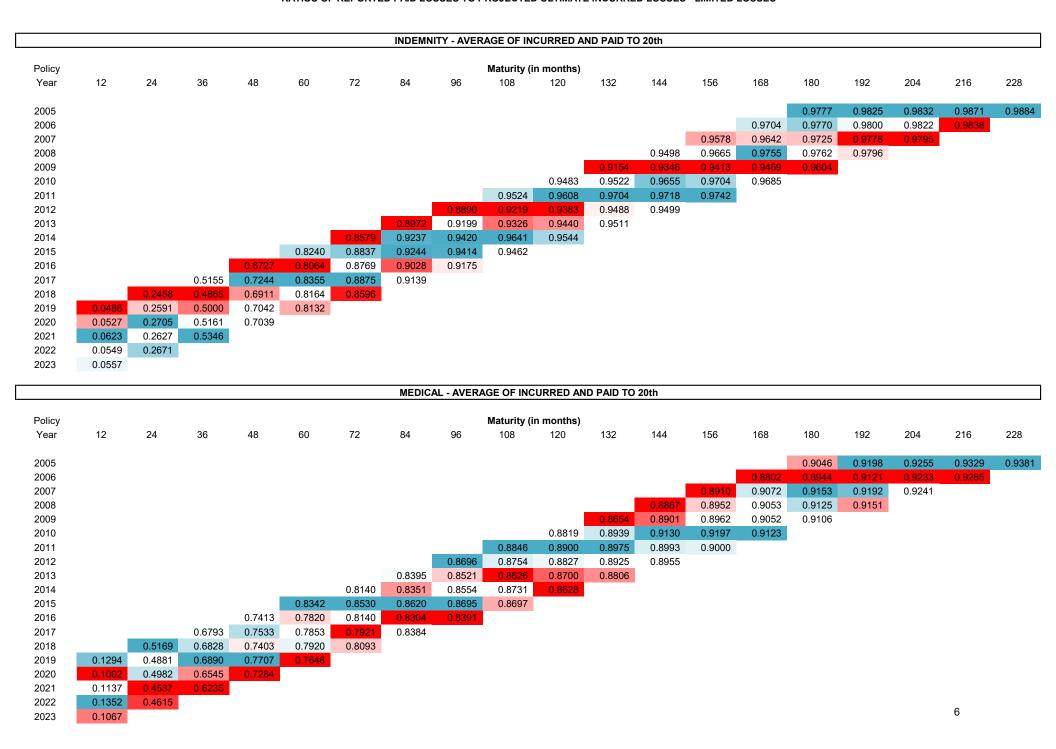
#### RATIO OF PAID LOSSES TO REPORTED INCURRED LOSSES - LIMITED LOSSES



#### RATIOS OF REPORTED PAID LOSSES TO PROJECTED ULTIMATE INCURRED LOSSES - UNLIMITED LOSSES



#### RATIOS OF REPORTED PAID LOSSES TO PROJECTED ULTIMATE INCURRED LOSSES - LIMITED LOSSES



## AVERAGE CLOSED, OPEN & INCURRED INDEMNITY CLAIMS

POLICY YEAR	AVERAGE CLOSED	% CHANGE	AVERAGE OPEN	% CHANGE	AVERAGE INCURRED	% CHANGE
*****	*****	*****	FIRST REPORT	*****	*****	*****
2014	4,133		29,160		15,620	
2015	4,512	9.17%	30,976	6.23%	16,526	5.80%
2016	4,063	-9.95%	30,661	-1.02%	16,247	-1.69%
2017	5,173	27.32%	29,334	-4.33%	15,228	-6.27%
2018	4,943	-4.45%	32,043	9.24%	16,432	7.91%
2019	5,074	2.65%	34,175	6.65%	17,486	6.41%
2020	5,228	3.04%	32,015	-6.32%	16,539	-5.42%
2021	6,286	20.24%	30,248	-5.52%	16,061	-2.89%
******	*****	*****	SECOND REPORT	*****	******	******
2013	9,696		51,069		21,090	
2014	9,398	-3.07%	53,118	4.01%	20,978	-0.53%
2015	9,380	-0.19%	57,304	7.88%	22,023	4.98%
2016	9,393	0.14%	65,006	13.44%	23,522	6.81%
2017	10,533	12.14%	53,548	-17.63%	20,642	-12.24%
2018	10,656	1.17%	63,952	19.43%	22,674	9.84%
2019	12,372	16.10%	73,245	14.53%	26,220	15.64%
2020	12,283	-0.72%	57,034	-22.13%	22,186	-15.39%
*****	******	*****	THIRD REPORT	*****	******	*****
2012	13,393		75,706		23,582	
2013	13,922	3.95%	74,574	-1.50%	24,524	3.99%
2014	15,161	8.90%	73,789	-1.05%	24,707	0.75%
2015	14,186	-6.43%	92,939	25.95%	24,770	0.25%
2016	15,042	6.03%	95,700	2.97%	26,493	6.96%
2017	15,971	6.18%	85,092	-11.08%	24,840	-6.24%
2018	14,922	-6.57%	99,540	16.98%	25,532	2.79%
2019	17,868	19.74%	112,148	12.67%	28,726	12.51%
******	******	*****	FOURTH REPORT	******	******	*****
2011	17,193		95,833		25,820	
2012	16,694	-2.90%	100,972	5.36%	25,495	-1.26%
2013	17,142	2.68%	103,347	2.35%	26,371	3.44%
2014	18,273	6.60%	100,393	-2.86%	26,057	-1.19%
2015	18,583	1.70%	112,120	11.68%	25,485	-2.20%
2016	18,727	0.77%	128,390	14.51%	28,207	10.68%
2017	19,112	2.06%	107,112	-16.57%	25,923	-8.10%
2018	18,392	-3.77%	143,817	34.27%	27,846	7.42%
******	******	******	FIFTH REPORT	******	******	******
2010	16,817		117,511		25,642	
2011	18,960	12.74%	109,153	-7.11%	26,184	2.11%
2012	18,874	-0.45%	122,139	11.90%	26,555	1.42%
2013	20,377	7.96%	127,339	4.26%	27,676	4.22%
2014	19,917	-2.26%	121,646	-4.47%	27,216	-1.66%
2015	20,516	3.01%	149,036	22.52%	26,686	-1.95%
2016	21,723	5.88%	154,693	3.80%	28,681	7.48%
2017	21,302	-1.94%	131,828	-14.78%	26,750	-6.73%

## AVERAGE CLOSED, OPEN & INCURRED INDEMNITY CLAIMS

POLICY YEAR	AVERAGE CLOSED	% CHANGE	AVERAGE OPEN	% CHANGE	AVERAGE INCURRED	% CHANGE
*****	******	*****	SIXTH REPORT	*****	*****	******
2009	19,022		144,197		28,519	
2010	18,369	-3.43%	138,760	-3.77%	26,616	-6.67%
2011	20,835	13.42%	122,311	-11.85%	26,524	-0.35%
2012	20,983	0.71%	137,776	12.64%	27,234	2.68%
2013	21,079	0.46%	148,820	8.02%	27,348	0.42%
2014	21,640	2.66%	149,171	0.24%	28,445	4.01%
2015	21,386	-1.17%	173,111	16.05%	27,460	-3.46%
2016	23,132	8.16%	172,981	-0.08%	28,443	3.58%
******	******	*****	SEVENTH REPORT	*****	******	******
2008	20,214		168,704		28,963	
2009	20,643	2.12%	165,571	-1.86%	29,246	0.98%
2010	20,116	-2.55%	148,908	-10.06%	27,062	-7.47%
2011	21,960	9.17%	147,203	-1.15%	26,977	-0.31%
2012	22,090	0.59%	160,562	9.08%	27,810	3.09%
2013	22,755	3.01%	169,840	5.78%	27,991	0.65%
2014	23,341	2.58%	156,952	-7.59%	28,796	2.88%
2015	22,363	-4.19%	205,847	31.15%	27,521	-4.43%
******	******	*****	EIGHTH REPORT	*****	******	*****
2007	17,806		194,090		26,848	
2008	20,977	17.81%	174,493	-10.10%	28,990	7.98%
2009	21,752	3.69%	181,953	4.28%	29,865	3.02%
2010	21,548	-0.94%	176,142	-3.19%	27,283	-8.65%
2011	22,474	4.30%	169,469	-3.79%	26,979	-1.11%
2012	23,566	4.86%	182,995	7.98%	28,251	4.71%
2013	23,640	0.31%	209,633	14.56%	28,757	1.79%
2014	24,291	2.75%	176,047	-16.02%	29,653	3.12%
******	*******	*****	NINTH REPORT	*****	******	******
2006	18,009		182,310		25,074	
2007	19,490	8.22%	215,902	18.43%	27,055	7.90%
2008	22,169	13.75%	181,551	-15.91%	29,185	7.87%
2009	24,111	8.76%	199,186	9.71%	30,476	4.42%
2010	22,635	-6.12%	188,790	-5.22%	27,589	-9.47%
2011	23,688	4.65%	161,342	-14.54%	27,086	-1.82%
2012	24,334	2.73%	200,624	24.35%	28,982	7.00%
2013	24,127	-0.85%	201,484	0.43%	28,563	-1.45%
******	*******	*****	TENTH REPORT	*****	******	******
2005	17,181		186,227		23,522	
2006	18,428	7.26%	200,412	7.62%	25,410	8.03%
2007	20,369	10.53%	214,024	6.79%	27,361	7.68%
2008	22,794	11.91%	218,025	1.87%	29,709	8.58%
2009	24,946	9.44%	207,841	-4.67%	30,609	3.03%
2010	22,740	-8.84%	214,037	2.98%	27,724	-9.43%
2011	24,370	7.17%	145,378	-32.08%	27,130	-2.14%
2012	24,988	2.54%	202,456	39.26%	29,000	6.89%

**SOURCE**: UNIT STATISTICAL DATA

# AVERAGE CLOSED, OPEN & INCURRED MEDICAL CLAIMS (EXCLUDING "MEDICAL ONLY" CLAIMS)

POLICY YEAR	AVERAGE CLOSED	% CHANGE	AVERAGE OPEN	% CHANGE	AVERAGE INCURRED	% CHANGE
*****	*****	*****	FIRST REPORT	*****	*****	*****
2014	6,641		44,327		23,937	
2015	6,696	0.83%	51,421	16.00%	27,000	12.80%
2016	5,641	-15.76%	43,853	-14.72%	23,144	-14.28%
2017	5,657	0.28%	37,004	-15.62%	18,702	-19.19%
2018	5,284	-6.59%	36,838	-0.45%	18,661	-0.22%
2019	5,246	-0.72%	38,462	4.41%	19,413	4.03%
2020	5,261	0.29%	40,713	5.85%	20,231	4.21%
2021	4,965	-5.63%	37,252	-8.50%	18,137	-10.35%
*****	******	*****	SECOND REPORT	*****	******	*****
2013	11,728		63,191		25,901	
2014	10,389	-11.42%	74,199	17.42%	27,291	5.37%
2015	10,435	0.44%	73,092	-1.49%	26,965	-1.19%
2016	9,600	-8.00%	75,928	3.88%	26,451	-1.91%
2017	8,884	-7.46%	55,155	-27.36%	19,758	-25.30%
2018	8,298	-6.60%	56,578	2.58%	19,184	-2.91%
2019	7,981	-3.82%	81,959	44.86%	24,810	29.33%
2020	8,336	4.45%	62,557	-23.67%	20,335	-18.04%
*****	*****	*****	THIRD REPORT	*****	*****	******
2012	15,304		103,395		29,708	
2013	15,662	2.34%	86,691	-16.16%	28,077	-5.49%
2014	14,134	-9.76%	102,879	18.67%	28,584	1.81%
2015	13,734	-2.83%	109,892	6.82%	26,657	-6.74%
2016	12,085	-12.01%	124,557	13.34%	28,052	5.23%
2017	11,836	-2.06%	92,857	-25.45%	22,232	-20.75%
2018	10,677	-9.79%	79,966	-13.88%	19,365	-12.90%
2019	10,378	-2.80%	136,435	70.62%	24,896	28.56%
******	******	*****	FOURTH REPORT	*****	******	*****
2011	19,033		171,309		35,737	
2012	18,044	-5.20%	136,538	-20.30%	30,418	-14.88%
2013	17,990	-0.30%	123,021	-9.90%	29,234	-3.89%
2014	16,327	-9.24%	155,509	26.41%	29,519	0.97%
2015	17,830	9.21%	125,175	-19.51%	25,751	-12.76%
2016	14,627	-17.96%	171,341	36.88%	28,176	9.42%
2017	13,164	-10.00%	127,582	-25.54%	22,020	-21.85%
2018	13,217	0.40%	97,296	-23.74%	19,555	-11.19%
*******	******	*****	FIFTH REPORT	*****	******	******
2010	21,274		206,728		37,527	
2011	21,362	0.41%	197,422	-4.50%	35,463	-5.50%
2012	20,079	-6.01%	168,429	-14.69%	31,114	-12.26%
2013	20,723	3.21%	158,280	-6.03%	30,110	-3.23%
2014	18,299	-11.70%	193,982	22.56%	30,906	2.64%
2015	19,082	4.28%	164,799	-15.04%	26,077	-15.62%
2016	16,370	-14.21%	243,542	47.78%	28,258	8.36%
2017	14,934	-8.77%	154,181	-36.69%	21,798	-22.86%

# AVERAGE CLOSED, OPEN & INCURRED MEDICAL CLAIMS (EXCLUDING "MEDICAL ONLY" CLAIMS)

POLICY YEAR	AVERAGE CLOSED	% CHANGE	AVERAGE OPEN	% CHANGE	AVERAGE INCURRED	% CHANGE
*****	*****	*****	SIXTH REPORT	*****	*****	*****
2009	21,009		199,702		34,567	
2010	23,265	10.74%	257,305	28.84%	39,297	13.68%
2011	23,852	2.52%	230,962	-10.24%	35,463	-9.76%
2012	22,488	-5.72%	184,230	-20.23%	31,145	-12.18%
2013	21,773	-3.18%	198,399	7.69%	30,441	-2.26%
2014	19,854	-8.81%	242,331	22.14%	31,725	4.22%
2015	19,932	0.39%	172,964	-28.62%	26,059	-17.86%
2016	17,975	-9.82%	294,618	70.33%	27,780	6.60%
*****	******	******	SEVENTH REPORT	*****	******	******
2008	20,657		257,162		34,592	
2009	22,749	10.13%	233,010	-9.39%	35,230	1.84%
2010	25,286	11.15%	283,585	21.71%	39,216	11.31%
2011	25,079	-0.82%	295,654	4.26%	35,917	-8.41%
2012	24,551	-2.11%	199,804	-32.42%	31,791	-11.49%
2013	23,258	-5.27%	242,364	21.30%	31,057	-2.31%
2014	20,907	-10.11%	280,014	15.53%	31,485	1.38%
2015	20,646	-1.25%	218,354	-22.02%	26,203	-16.78%
*****	******	*****	EIGHTH REPORT	*****	******	*****
2007	18,692		303,521		33,301	
2008	21,292	13.91%	290,718	-4.22%	35,356	6.17%
2009	24,352	14.37%	255,752	-12.03%	36,070	2.02%
2010	27,146	11.47%	355,259	38.91%	39,319	9.01%
2011	25,808	-4.93%	355,255	0.00%	35,905	-8.68%
2012	26,072	1.02%	216,414	-39.08%	31,665	-11.81%
2013	24,725	-5.17%	277,251	28.11%	31,672	0.02%
2014	22,413	-9.35%	306,558	10.57%	32,454	2.47%
*****	******	*****	NINTH REPORT	*****	******	******
2006	18,419		311,156		31,006	
2007	20,863	13.27%	349,657	12.37%	33,527	8.13%
2008	22,628	8.46%	308,784	-11.69%	35,223	5.06%
2009	26,391	16.63%	292,083	-5.41%	36,050	2.35%
2010	28,655	8.58%	378,530	29.60%	39,086	8.42%
2011	26,914	-6.08%	396,697	4.80%	36,044	-7.78%
2012	26,614	-1.11%	233,475	-41.15%	32,068	-11.03%
2013	25,155	-5.48%	284,663	21.92%	31,646	-1.32%
*****	*******	*****	TENTH REPORT	******	******	*****
2005	19,543		324,730		30,992	
2006	18,974	-2.91%	331,932	2.22%	30,981	-0.04%
2007	22,024	16.07%	348,930	5.12%	33,828	9.19%
2008	23,593	7.12%	358,803	2.83%	35,466	4.84%
2009	27,301	15.72%	314,387	-12.38%	36,190	2.04%
2010	28,953	6.05%	423,289	34.64%	39,228	8.39%
2011	27,528	-4.92%	388,760	-8.16%	35,768	-8.82%
2012	27,009	-1.89%	243,191	-37.44%	31,897	-10.82%

SOURCE: UNIT STATISTICAL DATA