Memorandum

From: <u>Div 66 Actuarial</u>

Michael Tranfaglia Emily Turek

To: E. Allen, S. Leeret, B. Harris, R. D'Alfonso, J. Parker, V. Celona, M. Stembridge

CC: J. Johnson, K. Hanna, J. Heaney, C. Steinbach, B. McCoy,

I. Robbin, A. Markham, J. Stracher

Date: 10/22/2014

Re: Division 66 - 2014 Protek US Profitability Study

I. Executive Summary

A. Introduction -

The Protek program provides multiline coverage for independent Medical Device Sales and Service Organizations in the business of distributing, renting, servicing, repairing and adjustment or calibration of medical equipment and related supplies.

Last year's analysis resulted in an overall PY 2014 Ultimate Loss Ratio indication of 67.8% which yielded a RAP neutral rate need of 7.7% based on 2013 RAP values.

The year to date rate change for 2014 is <u>0.2%</u> for all lines of business.

B. Summary of Results

IL and LAE evaluated as of: 3rd Quarter 2014

Currency Employed: USD

Exhibit 1:

			2014	Projected		RAP		
			Budgeted	Ultimate		Breakeven		
Line of	Sub-	Policy	GWP	IL and LAE	Combined	Target	RAP Rate	Projected
Business	Segment	Year	(000)	Ratio*	Ratio*	Combined Ratio	Need	RAP \$ **
GL	N/A	2014	2,836	55.8%	88.4%	98.0%	-14.0%	181
AL	N/A	2014	220	44.0%	75.6%	98.0%	-32.3%	33
Property	N/A	2014	346	51.3%	81.0%	91.6%	-16.7%	26
APD	N/A	2014	45	53.0%	86.8%	97.4%	-15.4%	3
Excess Liability	N/A	2014	387	62.2%	90.3%	97.9%	-10.3%	19
TOTAL			3,833	55.3%	87.2%	97.4%	-14.9%	262

^{*} Includes PY 2014 rate change achieved

Discussion of Material FindingsThe program's results as it heads into its 5th year with AIG have remained consistently profitable for the first 4 years. There are no indications that the profitable trend will not continue into 2015 based on our review of the data. LDF and ELR selections were heavily reliant on Division 66 factors due to the young age of this program but the actual emergence of loss so far is below expectations. The improvement in the Excess was largely driven by a reduction in our Div 66 Excess loss ratio by 2%. The Div 66 ratio is used as the complement of credibility in our Excess selection process.

III. Assumptions/Limitations/Data Quality/Other

- A. <u>Assumptions</u> For purposes of this analysis, the loss ratio indications are based on a 3.5% trend assumption for GL, 4% for AL, 5% for XS and 0.0% for Property and APD. XS selected development factors were based on overall Division 66 factors.
- B. <u>Limitations/Weakness</u> The projected PY 2014 loss ratio shown in Exhibit 1 of this report assumes that the YTD rate change achieved in 2014 will be consistent throughout the remainder of the year. To the extent that the

^{**} Assumes a tax rate of 35%

annual rate change does not equal the YTD rate change, then the results of this report will vary. Besides that, there are no significant limitations/weaknesses with regards to this study outside of standard actuarial caveats that normally apply to projecting future losses. These include, but are not limited to, actual emerged actuarial parameters (LDF's, ILFs, ELR's, trend, etc.) not being in line with selected parameters; misscoding/inaccurate representation of the data relied upon in this analysis; and future regulatory/judicial changes affecting the frequency/severity of the results.

- C. <u>Data Quality</u> The data for all lines of business in this analysis is pulled from Sandbox which aggregates the data from CRS. There have been no material adjustments made to the data.
- D. Other None

IV. Methodology

A review of several claim diagnostics shows no clear evidence of case reserve strengthening for this book of business (no consistent increase in average outstanding or decrease in paid to incurred ratios). In addition, a review of implied claim disposal rate does not show any clear evidence of claims closure rate changes.

Several methodologies have been used to project loss & legal expenses to ultimate. This includes the following: paid and incurred loss development and Bornhuetter-Ferguson methods (on a paid and incurred basis) all for losses uncapped and at varying capped levels. Frequency and severity is employed along with ultimate ILAE ratio selections to select a final PY 2014 ultimate loss ratio. The selected frequency and severities are somewhat consistent in comparison to the prior profit study.

The commissions and underwriting expenses are program specific. The RAP neutral ratio is calculated based on program specific RAP profit loads. Rate need is based on a ratio of the ultimate ILAE ratio and the target ILAE ratio.

- V. Actuarial Next Steps We will continue to monitor these results through quarterly actual versus expected analyses.
- VI. Underwriting Action Plans -Below is the response provided by MaryAlice Stembridge from an email dated 01/09/2015.

This book continues to produce good results. We are working with the PA to expand the program in an effort to grow it profitably. We will sustain and achieve rate as needed.

Appendix - Methodology:

Please note that the analysis has five sections:

Section I - General Liability

Section II - Auto Liability

Section III - Property

Section IV - Auto Physical Damage

Section V - Excess

Exhibit 1 - Summarizes PY 2014 ultimate ILAE ratios and PY 2014 rate need.

Exhibit 2 - PY reported incurred and paid loss and LAE ratios in triangle format.

Exhibit 3 - Indexing PY 2004 - 2014 ultimate ILAE (incurred + LAE) ratios to PY 2014 and selection of PY 2014 ultimate ILAE ratios.

Exhibit 4 - Frequency/Severity method used to calculate an indicated PY 2014 ultimate ILAE ratio

Exhibit 5 - Summarizes various methods (Exhibit 6a - Exhibit 8f) used to calculate ultimate + LAE & ratios for PY's 2004 - 2014.

- a) Policy Limits
- b) Capped at \$250,000
- c) Capped at \$100,000

Exhibit 6 - Bornhuetter-Ferguson methods

- a) Methodology
- b) A Priori Loss Ratios

Exhibit 7 - ILF selections

<u>Exhibit 8</u> - Loss development methods. In general, the selected age to age loss development factors are determined by giving weight to the overall Division 66 loss development factors as well as historical results of the program.

- a) Uncapped Incurred
- b) Incurred Capped at \$250,000
- c) Incurred Capped at \$100,000
- d) Uncapped Paid
- e) Paid Capped at \$250,000
- f) Paid Capped at \$100,000

<u>Exhibit 9</u> - Gross Written Premium developed to an ultimate PY basis. In general, the selected age to age premium development factors are determined by giving weight to the overall Division 66 premium development factors as well as the historical results of the program.

<u>Exhibit 10</u> - Total claim counts (excluding closed w/no-pay) developed to ultimate. In general, the selected age to age loss development factors are determined by giving weight to the overall Division 66 claim development factors as well as the historical results of the program.

<u>Exhibit 11</u> - Open claim count, closed with payment claim count, closed without payment claim count and total claim count development.

Exhibits 12 - Key diagnostic triangles.

a) Case Reserves per Open Claim

Paid & Legal per Closed With Payment

Paid per Closed With Payment

b) Paid & Legal to Incurred & Legal

Paid to Incurred

Closed W/Pay to Total Claim Count (Ex CWNP)

- c) Legal to Indemnity
- d) Total Claim Count to Total Policy Count

Average Account Size - Total - GWP to Total Policy Count

Average Account Size - New- GWP to New Policy Count

Average Account Size - Renewal - GWP to Renewal Policy Count

Exhibit 13 - Large loss listing (Incurred + LAE > \$100,000 and >\$250,000 for Excess).

Please let me know if you have any questions or comments regarding this study.

Division 66 - Programs Protek Profitability Study PYG @ 2014/3 (000's omitted)

Program Summary by LOB - PY 2014

			Before 2014
			Rate Change
			PY 2014
	PY 2014		Ultimate
LOB	GWP	Direct	ILAE Ratio
GL	2,836	3.4%	55.1%
AL	220	3.0%	48.8%
Property	346	1.2%	50.2%
APD	45	5.3%	58.9%
Excess Liability	387	3.4%	66.1%
Total Casualty	3,443	3.4%	55.9%
Total Property	390	1.7%	51.2%
All Lines Combined	3,833	3.2%	55.4%

RAP Neutral	
	Before 2014
	Rate Change
Target	PY 2014
Ratio	Rate Need
65.4%	-15.09
66.4%	-25.3%
61.8%	-18.5%
63.6%	-6.8%
69.8%	-5.0%
66.0%	-14.5%
62.0%	-17.0%
65.6%	-14.7%

	After 2014
	Rate Change
PY 2014	PY 2014
Rate	Ultimate
Achieved	ILAE Ratio
-1.3%	55.8%
11.0%	44.0%
-2.1%	51.3%
11.1%	53.0%
6.2%	62.2%
0.3%	55.8%
-0.6%	51.5%
0.2%	55.3%
	Rate Achieved -1.3% 11.0% -2.1% 11.1% 6.2% 0.3% -0.6%

Division 66 - Programs Protek Profitability Study PYG @ 2014/3 (000's omitted)

Program Summary by LOB - PY 2015

			After 2014
			Rate Change
			PY 2015
	PY 2014		Ultimate
LOB	GWP	Direct	ILAE Ratio
GL	2,836	3.4%	57.8%
AL	220	3.0%	45.8%
Property	346	1.2%	51.3%
APD	45	5.3%	53.0%
Excess Liability	387	3.4%	65.4%
Total Casualty	3,443	3.4%	57.8%
Total Property	390	1.7%	51.5%
All Lines Combined	3,833	3.2%	57.2%

RAP Neutral	
	After 2014
	Rate Change
Target	PY 2015
Ratio	Rate Need
65.4%	-11.1%
66.4%	-29.8%
61.8%	-16.7%
63.6%	-15.4%
69.8%	-6.0%
66.0%	-11.7%
62.0%	-16.6%
65.6%	-12.2%

Program Summary by LOB

Property - ex Cat Load & Reinsurance Charges

APD

				Selected	
		Reported	Reported	Ultimate	Ultimate
PY	GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
2004	0	0	-	0	-
2005	0	0	-	0	-
2006	0	0	-	0	-
2007	0	0	-	0	-
2008	0	0	-	0	-
2009	0	0	-	0	-
2010	0	0	-	0	-
2011	2,177	215	9.9%	870	40.0%
2012	2,374	438	18.5%	1,230	51.8%
2013	2,656	148	5.6%	1,160	43.7%
2014	2,836	0	0.0%	1,503	53.0%

GL

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
17	0	0.0%	0	0.0%
59	11	19.1%	23	39.3%
99	11	10.6%	42	42.6%
220	1	0.3%	95	43.0%

AL

	Selected			
Ultimate	Ultimate	Reported	Reported	
ILAE Ratio	ILAE	ILAE Ratio	ILAE	GWP
-	0	-	0	0
-	0	-	0	0
-	0	-	0	0
-	0	-	0	0
-	0	-	0	0
-	0	-	0	0
-	0	-	0	0
0.0%	0	0.0%	0	4
0.0%	0	0.0%	0	39
36.9%	65	33.2%	58	176
47.0%	162	4.3%	15	346
47.0%	162	4.3%	15	346

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
2	1	37.0%	0	20.8%
10	5	46.3%	5	51.3%
16	12	74.1%	12	77.4%
45	10	21.8%	23	52.0%

Excess Liability

Total Casualty

Total Property - ex Cat Load & Reinsurance All Lines Combined

				Selected	
		Reported	Reported	Ultimate	Ultimate
PY	GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
2004	0	0	-	0	-
2005	0	0	-	0	-
2006	0	0	-	0	-
2007	0	0	-	0	-
2008	0	0	-	0	-
2009	0	0	-	0	-
2010	0	0	-	0	-
2011	20	0	0.0%	8	39.2%
2012	276	0	0.0%	128	46.3%
2013	363	0	0.0%	194	53.4%
2014	387	0	0.0%	241	62.2%
2015					

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
2,214	215	9.7%	878	39.7%
2,709	449	16.6%	1,381	51.0%
3,119	158	5.1%	1,396	44.8%
3,443	1	0.0%	1,839	53.4%

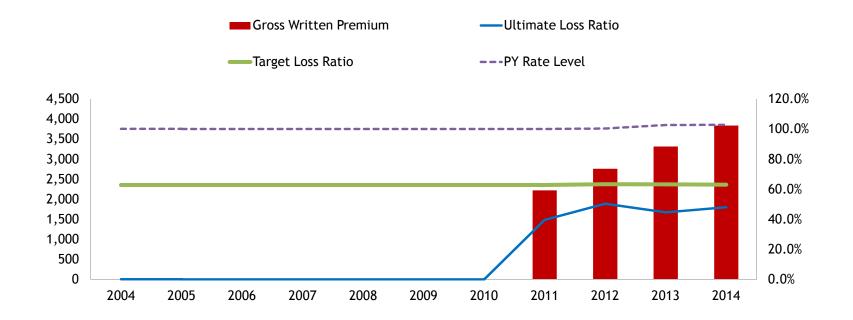
			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	
0	0	-	0	
0	0	-	0	
0	0	-	0	
6	1	12.6%	0	7.1%
49	5	9.9%	5	10.9%
192	70	36.6%	77	40.2%
390	25	6.3%	186	47.6%

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
0	0	-	0	-
2,220	215	9.7%	878	39.6%
2,758	454	16.5%	1,386	50.3%
3,311	228	6.9%	1,474	44.5%
3,833	25	0.7%	2,024	52.8%
,				

Protek Profitability Study PYG @ 2014/3 (000's omitted)

Total Program Summary

		Loss Ratio			Combined F	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	
2005	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2006	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2007	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2008	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2009	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2010	0	0.0%	0.0%	62.7%	74.9%	98.0%	0	0.0%	1.00	-
2011	2,220	9.7%	39.6%	62.7%	74.9%	98.0%	341	0.0%	1.00	22.4%
2012	2,758	16.5%	50.3%	63.2%	85.0%	97.9%	237	0.3%	1.00	22.0%
2013	3,311	6.9%	44.5%	63.1%	79.1%	97.7%	410	2.3%	1.03	22.0%
2014	3,833	0.7%	48.0%	63.0%	82.5%	97.4%	383	0.1%	1.03	22.0%
Total	12,122	7.6%	46.0%				1,371			



^{*} Target Ratio = 1 - (Expense Ratio) - (AAL) - (XOL) - (Corporate Cat Reinsurance) - (ULE) - (Claim Fees) - (Risk Load)

^{*} Ultimate Loss Ratios exclude modeled cats, ULE, non-machine claims fees and the impact of XOL/corporate cat reinsurance

Program Summary by LOB - Casualty Lines

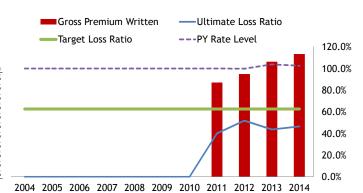
GL										
		L	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2005	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2006	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2007	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2008	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2009	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2010	0	0.0%	0.0%	62.6%	35.4%	98.0%	0	0.0%	1.00	22.5%
2011	2,177	9.9%	40.0%	62.6%	75.4%	98.0%	327	0.0%	1.00	22.5%
2012	2,374	18.5%	51.8%	62.6%	87.2%	98.0%	170	-0.2%	1.00	22.5%
2013	2,656	5.6%	43.7%	62.6%	79.1%	98.0%	334	4.0%	1.04	22.5%
2014	2,836	0.0%	46.6%	62.6%	82.0%	98.0%	302	-1.3%	1.02	22.5%
Total	10,042	8.0%	45.6%				1,133			

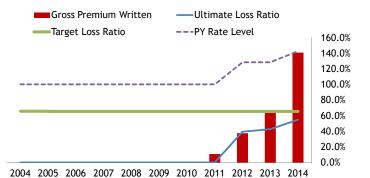
AL	1				Combined Ratio Normalize					
			Loss Ratio		Combined					
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2005	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2006	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2007	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2008	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2009	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2010	0	0.0%	0.0%	65.4%	32.6%	98.0%	0	0.0%	1.00	22.5%
2011	17	0.0%	0.0%	65.4%	32.6%	98.0%	7	0.0%	1.00	22.5%
2012	59	19.1%	39.3%	65.4%	71.9%	98.0%	10	28.3%	1.28	22.5%
2013	99	10.6%	42.6%	65.4%	75.1%	98.0%	15	0.0%	1.28	22.5%
2014	220	0.3%	54.8%	65.4%	87.4%	98.0%	16	11.0%	1.42	22.5%
Total	395	5.7%	47.1%				48			

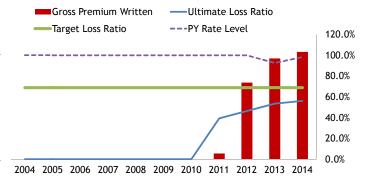
XS										
		L	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2005	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2006	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2007	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2008	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2009	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2010	0	0.0%	0.0%	68.8%	29.1%	97.9%	0	0.0%	1.00	18.0%
2011	20	0.0%	39.2%	68.8%	68.3%	97.9%	4	0.0%	1.00	18.0%
2012	276	0.0%	46.3%	68.8%	75.4%	97.9%	41	0.0%	1.00	18.0%
2013	363	0.0%	53.4%	68.8%	82.5%	97.9%	37	-7.4%	0.93	18.0%
2014	387	0.0%	56.0%	68.8%	85.1%	97.9%	33	6.2%	0.98	18.0%
Total	1,047	0.0%	52.2%				115			



^{*} Ultimate Loss Ratios exclude modeled cats, ULE, non-machine claims fees and the impact of XOL/corporate cat reinsurance







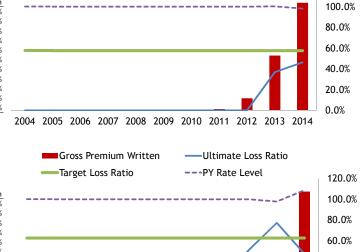
120.0%

40.0% 20.0% 0.0%

Program Summary by LOB - Property Lines

Property										
		Lo	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2005	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2006	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2007	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2008	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2009	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2010	0	0.0%	0.0%	57.6%	34.0%	91.6%	0	0.0%	1.00	22.5%
2011	4	0.0%	0.0%	57.6%	34.0%	91.6%	2	0.0%	1.00	22.5%
2012	39	0.0%	0.0%	57.6%	34.0%	91.6%	16	0.0%	1.00	22.5%
2013	176	33.2%	36.9%	57.6%	70.9%	91.6%	26	0.2%	1.00	22.5%
2014	346	4.3%	46.3%	57.6%	80.3%	91.6%	28	-2.1%	0.98	22.5%
Total	565	13.0%	39.8%				71			

APD										
		L	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2005	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2006	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2007	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2008	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2009	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2010	0	0.0%	0.0%	62.6%	34.8%	97.4%	0	0.0%	1.00	22.5%
2011	2	37.0%	20.8%	62.6%	55.6%	97.4%	1	0.0%	1.00	22.5%
2012	10	46.3%	51.3%	62.6%	86.1%	97.4%	1	0.0%	1.00	22.5%
2013	16	74.1%	77.4%	62.6%	112.2%	97.4%	-2	-2.2%	0.98	22.5%
2014	45	21.8%	47.5%	62.6%	82.3%	97.4%	5	11.1%	1.09	22.5%
Total	73	37.1%	53.7%				4			



2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014

Gross Premium Written — Ultimate Loss Ratio

---PY Rate Level

-Target Loss Ratio

^{*} Target Ratio = 1 - (Expense Ratio) - (AAL) - (XOL) - (Corporate Cat Reinsurance) - (ULE) - (Claim Fees) - (Risk Load)

^{*} Ultimate Loss Ratios <u>exclude</u> modeled cats, ULE, non-machine claims fees and the impact of XOL/corporate cat reinsurance

GL

Rate Need Indications

			Before 2014 After 2014					
			Rate Change	Before 2014		Rate Change		
	Target		PY 2014	Rate Change	PY 2014	PY 2014	PY 2015	
	Combined	Target	Ultimate	PY 2014	Rate	Ultimate	Ultimate	PY 2015
	Ratio	ILAE Ratio	ILAE Ratio	Rate Need	Achieved	ILAE Ratio	ILAE Ratio	Rate Need
RAP Neutral:	98.0%	65.4%	55.1%	-15.0%	-1.3%	55.8%	57.8%	-11.1%

Expense Ratio calculated as follows	<u>:</u>
Commission:	22.5%
Prem Tax:	2.4%
Other Acquisition Fees:	0.3%
Direct Expense:	3.4%
Indirect Expense:	4.0%
	32.6%

GL

Reported Incurred Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	2,177	0.0%	9.8%	9.9%	9.9%								9.9%
2012	2,374	0.3%	18.2%	18.5%									18.5%
2013	2,656	0.2%	5.6%										5.6%
2014	2,836	0.0%											0.0%

Reported Paid Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	2,177	0.0%	9.8%	9.9%	9.9%								9.9%
2012	2,374	0.2%	6.4%	7.9 %									7.9%
2013	2,656	0.0%	1.3%										1.3%
2014	2,836	0.0%											0.0%

GL

Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	0	0.0%	1.000	-
2005	0	0.0%	1.000	-
2006	0	0.0%	1.000	-
2007	0	0.0%	1.000	-
2008	0	0.0%	1.000	-
2009	0	0.0%	1.000	-
2010	0	0.0%	1.000	-
2011	2,177	0.0%	1.000	2,231
2012	2,374	-0.2%	0.998	2,437
2013	2,656	4.0%	1.038	2,621
2014	2,836	-1.3%	1.025	2,836
			All Yr Wtd ir	ncl 2014:
			Last 7 Wtd ir	ncl 2014:
			Last 5 Wtd ir	ncl 2014:
			Last 3 Wtd in	ncl 2014:
			Selected l	Jltimate: ILF:
			Policy Limits L	Iltimate:

Policy Limits		
	2 50/	
	3.5%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.411	-
-	1.363	-
-	1.317	-
-	1.272	-
-	1.229	-
-	1.188	-
-	1.148	-
40.0%	1.109	43.2%
51.8%	1.071	54.1%
43.7%	1.035	45.8%
46.6%	1.000	46.6%
40.0%	1.000	40.0%
		47.4%
		47.4%
		47.4%
		48.6%
	_	
		47.0%
		1.00
		47.0%
Weight:		22%

Capped @ 250k		
	3.3%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.377	-
-	1.334	-
-	1.292	-
-	1.251	-
-	1.212	-
-	1.173	-
-	1.136	-
28.9%	1.101	31.1%
39.2%	1.066	40.7%
31.3%	1.033	32.7%
34.6%	1.000	34.6%
		34.8%
		34.8%
		34.8%
		35.8%
		33.3/0
		35.0%
	_	1.32
		46.2%
		39%

Capped @ 100k		
	2.0%	On Lavel
	3.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.344	-
-	1.305	-
-	1.267	-
-	1.230	-
-	1.194	-
-	1.159	-
-	1.126	-
17.9%	1.093	19.1%
26.5%	1.061	27.4%
26.0%	1.030	27.1%
29.3%	1.000	29.3%
		26.0%
		26.0%
		26.0%
		28.0%
		29.0%
	<u> </u>	1.70
		49.4%
		39%
quency/Severity In	dication:	59.0%
•		

Frequency/Severity Indication:

Weighted Average: 47.6% PY 2014 Selected: 53.0%

> Adjustment: 0.0%

> > PY 2014: 53.0%

2.8% ULE: Claims Fees: 0.0%

PY 2014 Ultimate ILAE Ratio: 55.8%

GL

<u>Large Losses - Incurred + LAE > 100k</u>

P,	Y DSP	Policy #	Case #	DOL	Insured	Ind Paid	Ind OS	LAE	ILAE Acc State	Description
20	11 1-0-106	7564116	6090	11/19/2011	Coast TO Coast Med	189	0	3	192 Florida	Pipe In Ins Unit Broke And Damaged The
20	12 1-0-106	6479531	53	5/31/2012	Sterilizer Technic	0	250	10	260 Ohio	Flood From A Sterilizer
20	12 1-0-106	6481148	5795	8/10/2012	JDI Solutions, Inc	97	0	33	129 California	Magnet Quench AS A Result Of Insured's

AL

Rate Need Indications

			Before 2014			After 2014		
			Rate Change	Before 2014		Rate Change		
	Target		PY 2014	Rate Change	PY 2014	PY 2014	PY 2015	
	Combined	Target	Ultimate	PY 2014	Rate	Ultimate	Ultimate	PY 2015
	Ratio	ILAE Ratio	ILAE Ratio	Rate Need	Achieved	ILAE Ratio	ILAE Ratio	Rate Need
RAP Neutral:	98.0%	66.4%	48.8%	-25.3%	11.0%	44.0%	45.8%	-29.8%

Expense Ratio calculated as follo	WS:
Commission:	22.5%
Prem Tax:	2.4%
Other Acquisition Fees:	0.3%
Direct Expense:	3.0%
Indirect Expense:	3.4%
_	31.6%

ΑL

Reported Incurred Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	17	0.0%	0.0%	0.0%	0.0%								0.0%
2012	59	6.8%	24.4%	19.1%									19.1%
2013	99	0.0%	10.6%										10.6%
2014	220	0.3%											0.3%

Reported Paid Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	17	0.0%	0.0%	0.0%	0.0%								0.0%
2012	59	0.8%	12.5%	19.1%									19.1%
2013	99	0.0%	1.9%										1. 9 %
2014	220	0.3%											0.3%

Division 66 - Programs Protek Profitability Study PYG @ 2014/3 (000's omitted)

AL

Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	0	0.0%	1.000	-
2005	0	0.0%	1.000	-
2006	0	0.0%	1.000	-
2007	0	0.0%	1.000	-
2008	0	0.0%	1.000	-
2009	0	0.0%	1.000	-
2010	0	0.0%	1.000	-
2011	17	0.0%	1.000	24
2012	59	28.3%	1.283	65
2013	99	0.0%	1.283	110
2014	220	11.0%	1.425	220
			All Yr Wtd ir	ncl 2014:
			Last 7 Wtd ir	ncl 2014:
			Last 5 Wtd ir	ncl 2014:
			Last 3 Wtd in	ncl 2014:
			Selected l	Jltimate: ILF:
			Policy Limits U	Jltimate:

Policy Limits		
	4.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.480	-
-	1.423	-
-	1.369	-
-	1.316	-
-	1.265	-
-	1.217	-
-	1.170	-
0.0%	1.125	0.0%
39.3%	1.082	38.3%
42.6%	1.040	39.9%
54.8%	1.000	54.8%
		45.2%
		45.2%
		45.2%
		47.9%
	Γ	45.0%
		1.00
		45.0%
Weight:		2%

Capped @ 250k			
	3.5%	On-Level	
Ultimate	Trend to	Ultimate	
ILAE Ratio	PY 2014	ILAE Ratio	
-	1.411	-	
-	1.363	-	
-	1.317	-	
-	1.272	-	
-	1.229	-	
-	1.188	-	
-	1.148	-	
0.0%	1.109	-	
39.3%	1.071	38.0%	
32.4%	1.035	30.2%	
39.9%	1.000	39.9%	
		34.8%	
		34.8%	
		34.8%	
		36.9%	
	Ī	35.0%	
	_	1.35	
		47.3%	
		49%	

Capped @ 100k		
	3.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.344	-
-	1.305	-
-	1.267	-
-	1.230	-
-	1.194	-
-	1.159	-
-	1.126	-
0.0%	1.093	-
22.2%	1.061	21.2%
22.1%	1.030	20.5%
30.0%	1.000	30.0%
		24.4%
		24.4%
		24.4%
		25.9%
	Γ	25.0%
	_	1.67
		41.7%
		49%
nuency/Severity In	dication:	30 4%

Frequency/Severity Indication: 39.4%

Weighted Average: 44.5% PY 2014 Selected: 43.0%

Adjustment: 0.0%

PY 2014: 43.0%

ULE: 1.0% Claims Fees: 0.0%

PY 2014 Ultimate ILAE Ratio: 44.0%

Property

Rate Need Indications

			Before 2014			After 2014		
			Rate Change	Before 2014		Rate Change		
	Target		PY 2014	Rate Change	PY 2014	PY 2014	PY 2015	
	Combined	Target	Ultimate	PY 2014	Rate	Ultimate	Ultimate	PY 2015
	Ratio	ILAE Ratio	ILAE Ratio	Rate Need	Achieved	ILAE Ratio	ILAE Ratio	Rate Need
RAP Neutral:	91.6%	61.8%	50.2%	-18.5%	-2.1%	51.3%	51.3%	-16.7%

Expense Ratio calculated as follo	ows:
Commission:	22.5%
Prem Tax:	2.4%
Other Acquisition Fees:	0.3%
Reinsurance:	0.0%
Direct Expense:	1.2%
Indirect Expense:	3.4%
	29.8%

Property

Reported Incurred Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	=	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	4	0.0%	0.0%	0.0%	0.0%								0.0%
2012	39	0.0%	0.0%	0.0%									0.0%
2013	176	0.6%	33.2%										33.2%
2014	346	4.3%											4.3%

Reported Incurred Loss & LAE Ratios - Including Modeled Cats

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	4	0.0%	0.0%	0.0%	0.0%								0.0%
2012	39	0.0%	0.0%	0.0%									0.0%
2013	176	0.6%	33.2%										33.2%
2014	346	4.3%											4.3%

Property

Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	0	0.0%	1.000	-
2005	0	0.0%	1.000	-
2006	0	0.0%	1.000	-
2007	0	0.0%	1.000	-
2008	0	0.0%	1.000	-
2009	0	0.0%	1.000	-
2010	0	0.0%	1.000	-
2011	4	0.0%	1.000	4
2012	39	0.0%	1.000	38
2013	176	0.2%	1.002	173
2014	346	-2.1%	0.981	346
			All Yr Wtd in	ocl 2014:
			Last 7 Wtd in	
			Last 5 Wtd in	
			Last 3 Wtd in	
			Selected U	ltimate:
				ILF:
			Policy Limits U	ltimate:

Policy Limits		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
0.0%	1.000	0.0%
0.0%	1.000	0.0%
36.9%	1.000	37.7%
46.3%	1.000	46.3%
		40.1%
		40.1%
		40.1%
		40.5%
	Г	40.0%
		1.00
		40.0%
Weight:		3%

Cannad @ 111			Co
Capped @ 1M			Ca
	0.0%	On-Level	
Ultimate	Trend to	Ultimate	
ILAE Ratio	PY Rate Chg	ILAE Ratio	
-	1.000	-	
_	1.000	-	
_	1.000	-	
-	1.000	-	
-	1.000	-	
-	1.000	-	
-	1.000	-	
0.0%	1.000	0.0%	
0.0%	1.000	0.0%	
36.3%	1.000	37.1%	
40.2%	1.000	40.2%	
		36.2%	
		36.2%	
		36.2%	
		36.5%	
	_		
		37.0%	
		1.17	
		43.2%	
		32%	

Capped @ 250k		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
0.0%	1.000	-
0.0%	1.000	-
35.7%	1.000	36.5%
33.8%	1.000	33.8%
		32.1%
		32.1%
		32.1%
		32.4%
	1	33.0%
	Į.	1.42
		46.9%
		32%

Capped @ 100k		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
-	1.000	-
0.0%	1.000	-
0.0%	1.000	-
34.6%	1.000	35.3%
27.2%	1.000	27.2%
		27.7%
		27.7%
		27.7%
		27.9%
	_	
		28.0%
	-	1.84
		51.5%
·	•	32%

 Frequency/Severity Indication:
 46.6%

 Weighted Average:
 47.0%

 PY 2014 Selected:
 47.0%

Adjustment: 0.0%

PY 2014: 47.0%

All Year Avg Empirical Cat Load: 0.0%
Program Specific AAL Cat Load: 2.0%
Selected Cat Load: 2.0%

Corporate Cat Charge: 0.0%
XOL Loss Cost: 0.3%
Indicated XOL Cost: 0.0%

ULE: 1.9% Claims Fees: 0.0%

PY 2014 Ultimate ILAE Ratio Including AAL Cat Load and Cost of Reinsurance: 51.3%

Excess Liability

Rate Need Indications

			Before 2014			After 2014		
			Rate Change	Before 2014		Rate Change		
	Target		PY 2014	Rate Change	PY 2014	PY 2014	PY 2015	
	Combined	Target	Ultimate	PY 2014	Rate	Ultimate	Ultimate	PY 2015
	Ratio	ILAE Ratio	ILAE Ratio	Rate Need	Achieved	ILAE Ratio	ILAE Ratio	Rate Need
RAP Neutral:	97.9%	69.8%	66.1%	-5.0%	6.2%	62.2%	65.4%	-6.0%

Expense Ratio calculated as follo	ows:
Commission:	18.0%
Prem Tax:	2.4%
Other Acquisition Fees:	0.3%
Direct Expense:	3.4%
Indirect Expense:	4.0%
_	28.1%

Excess Liability

Reported Incurred Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	20	0.0%	0.0%	0.0%	0.0%								0.0%
2012	276	0.0%	0.0%	0.0%									0.0%
2013	363	0.0%	0.0%										0.0%
2014	387	0.0%											0.0%

Reported Paid Loss & LAE Ratios

PY	GWP	9	21	33	45	57	69	81	93	105	117	129	@ 2014/3
2004	0	-	-	-	-	-	-	-	-	-	-	-	-
2005	0	-	-	-	-	-	-	-	-	-	-		-
2006	0	-	-	-	-	-	-	-	-	-			-
2007	0	-	-	-	-	-	-	-	-				-
2008	0	-	-	-	-	-	-	-					-
2009	0	-	-	-	-	-	-						-
2010	0	-	-	-	-	-							-
2011	20	0.0%	0.0%	0.0%	0.0%								0.0%
2012	276	0.0%	0.0%	0.0%									0.0%
2013	363	0.0%	0.0%										0.0%
2014	387	0.0%											0.0%

Excess Liability

Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level		
PY	GWP	Rate Chg	PY Rate Chg	GWP		
2004	0	0.0%	1.000			
2005	0	0.0%	1.000	-		
2006	0	0.0%	1.000	-		
2007	0	0.0%	1.000	-		
2008	0	0.0%	1.000	-		
2009	0	0.0%	1.000	-		
2010	0	0.0%	1.000	-		
2011	20	0.0%	1.000	20		
2012	276	0.0%	1.000	272		
2013	363	-7.4%	0.926	386		
2014	387	6.2%	0.983	387		
			All Yr Wtd i	ncl 2014:		
			Last 7 Wtd i	ncl 2014:		
Last 5 Wtd incl 2014:						
	Last 3 Wtd incl 2014:					
	Selected Ultimate:					
ILF:						
Capped @ \$10M Ultimate:						

Capped @ \$10M		
	5.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.629	-
-	1.551	-
-	1.477	-
-	1.407	-
-	1.340	-
-	1.276	-
-	1.216	-
39.2%	1.158	46.2%
46.3%	1.103	52.0%
53.4%	1.050	52.8%
56.0%	1.000	56.0%
		53.6%
		53.6%
		53.6%
		53.8%
		53.6%
		1.00
		53.6%
Weight:		4%

Capped @ 2M		
	4.5%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.553	-
-	1.486	-
-	1.422	-
-	1.361	-
-	1.302	-
-	1.246	-
-	1.193	-
19.6%	1.141	22.8%
27.5%	1.092	30.6%
33.6%	1.045	33.0%
35.9%	1.000	35.9%
		33.3%
		33.3%
		33.3%
		33.5%
	Г	33.3%
		1.67
		55.4%
		48%

Capped @ 1M		
	_	
	4.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
-	1.480	-
-	1.423	-
-	1.369	-
-	1.316	-
-	1.265	-
-	1.217	-
-	1.170	-
14.7%	1.125	16.8%
17.4%	1.082	19.1%
21.7%	1.040	21.3%
23.0%	1.000	23.0%
		21.3%
		21.3%
		21.3%
		21.4%
		21.3%
	<u></u>	2.52
		53.6%
		48%
quency/Severity li	ndication:	50.0%

Frequency/Severity Indication: 50.0% Weighted Average: 54.5%

PY 2014 Selected - Capped @ \$10M: 52.0%

> Adjustment: 0.0%

PY 2014 - Capped @ \$10M: 52.0%

ILF: 1.000 Catastrophe/Latency Load: 5.0%

1.0% PY 2014 Ultimate ILAE Ratio: 58.0%

4% Credibility:

Complement of Credibility: 62.4%

Credibility Weighted PY 2014 Ultimate ILAE Ratio: 62.2%