## Memorandum

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

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Date: 9/12/2014

Re: Division 66 - 2014 SBT Social Services US Profitability Study

### I. Executive Summary

#### A. Introduction -

The SBT Social Services program provides coverage for Non-Profit and For-Profit social service agencies. This includes accounts such as developmentally disabled, mental and behavioral health, adult day care, addiction treatment, and shelters.

Last year's analysis resulted in an overall PY 2014 Ultimate Loss Ratio indication of 55.1% which yielded a RAP neutral rate need of -11.7% based on 2013 RAP values.

The year to date rate change for 2014 is 0.6% for all lines of business.

### B. Summary of Results

IL and LAE evaluated as of: 2<sup>nd</sup> Quarter 2014

Currency Employed: <u>USD</u>

### 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	796	58.8%	92.0%	98.0%	-8.8%	32
AL	N/A	2014	817	56.0%	89.2%	97.9%	-12.9%	47
Property	N/A	2014	303	39.0%	72.2%	92.7%	-32.9%	44
APD	N/A	2014	82	76.0%	109.8%	97.1%	18.6%	(7)
Excess Liability	N/A	2014	217	59.9%	93.1%	98.0%	-7.2%	7
TOTAL			2,215	55.8%	89.0%	97.2%	-12.2%	123

<sup>\*</sup> Includes PY 2014 rate change achieved

Discussion of Material FindingsThe program experienced significant relative growth in 2014 across all lines, up over \$500K from PY 2013. Prior year loss ratio development remained relatively flat in total for PY's 04-13. For the last five (5) policy years, three (3) had favorable development, leading to a slight reduction in our PY14 selection(s). Lastly, PY13 will show an increase in this analysis by over 5% from our prior evaluation but this due to the Property line which had a large loss and higher than expected frequency for that year. We largely treated it as an anomaly on a go-forward basis.

<sup>\*\*</sup> Assumes a tax rate of 35%

### II. 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. LDF and ILF selections were supplemented by the Division 66 and combined Social Services 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 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.

<u>Data Quality</u> - The data for all lines of business in this analysis is pulled from Sandbox which aggregates the data from CRS.

C. Other - N/A.

### III. 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 program specific RAP profit loads. Rate need is based on a ratio of the ultimate ILAE ratio and the target ILAE ratio.

- IV. Actuarial Next Steps We will continue to monitor these results through quarterly actual versus expected analyses.
- V. Underwriting Action Plans -N/A.

#### Appendix - Methodology:

Please note that the analysis has seven 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 SBT Social Services- Profitability Study PYG @ 2014/2 (000's omitted)

## Program Summary by LOB - PY 2014

			Before 2014
			Rate Change
			PY 2014
	PY 2014		Ultimate
LOB	GWP	Direct	ILAE Ratio
GL	796	2.9%	60.0%
AL	817	2.9%	55.8%
Property	303	2.9%	38.6%
APD	82	4.8%	76.0%
Excess Liability	217	3.0%	60.8%
Total Casualty	1,830	2.9%	58.2%
Total Property	385	3.3%	46.5%
All Lines Combined	2,215	3.0%	56.2%

RAP Neutral	
	Before 2014
	Rate Change
Target	PY 2014
Ratio	Rate Need
64.8%	-7.0%
64.7%	-13.2%
59.5%	-33.5%
63.3%	18.79
64.7%	-5.8%
64.7%	-9.6%
60.3%	-21.6%
64.0%	-11.6%

	After 2014
	Rate Change
PY 2014	PY 2014
Rate	Ultimate
Achieved	ILAE Ratio
2.1%	58.8%
-0.4%	56.0%
-1.0%	39.0%
0.0%	76.0%
1.6%	59.9%
0.9%	57.7%
-0.8%	46.9%
0.6%	55.8%

Division 66 - Programs SBT Social Services- Profitability Study PYG @ 2014/2 (000's omitted)

## Program Summary by LOB - PY 2015

			After 2014
			Rate Change
			PY 2015
	PY 2014		Ultimate
LOB	GWP	Direct	ILAE Ratio
		_	
GL	796	2.9%	60.9%
AL	817	2.9%	58.2%
Property	303	2.9%	39.0%
APD	82	4.8%	76.0%
Excess Liability	217	3.0%	62.9%
Total Casualty	1,830	2.9%	59.9%
Total Property	385	3.3%	46.9%
All Lines Combined	2,215	3.0%	57.7%

RAP Neutral	
	After 2014
	Rate Change
Target	PY 2015
Ratio	Rate Need
64.8%	-5.8%
64.7%	-9.6%
59.5%	-32.9%
63.3%	18.6%
64.7%	-2.8%
64.7%	-7.1%
60.3%	-21.2%
64.0%	-9.4%

#### Program Summary by LOB

#### Property - ex Cat Load & Reinsurance Charges

APD

		Reported	Reported	Selected Ultimate	Ultimate
PY	GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
2004	4,403	998	22.7%	1,019	23.1%
2005	3,586	1,314	36.6%	1,350	37.6%
2006	3,130	420	13.4%	440	14.1%
2007	2,952	1,966	66.6%	2,110	71.5%
2008	2,017	551	27.3%	630	31.2%
2009	1,475	563	38.2%	690	46.8%
2010	1,403	688	49.0%	920	65.6%
2011	987	177	18.0%	420	42.5%
2012	809	22	2.8%	340	42.0%
2013	758	8	1.1%	400	52.8%
2014	796	0	0.0%	446	56.0%

GL

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
1,085	1,361	125.3%	1,364	125.7%
947	299	31.5%	301	31.8%
529	223	42.3%	225	42.6%
768	215	28.0%	221	28.8%
517	147	28.4%	151	29.3%
352	177	50.3%	194	55.2%
354	171	48.3%	203	57.3%
213	174	81.7%	194	91.3%
139	16	11.4%	53	37.9%
243	2	0.7%	102	41.9%
817	0	0.0%	449	55.0%

AL

		Selected	
Reported	Reported	Ultimate	Ultimate
ILAE	ILAE Ratio	ILAE	ILAE Ratio
143	14.7%	143	14.7%
142	17.5%	142	17.5%
76	11.6%	76	11.5%
328	45.8%	328	45.9%
208	35.3%	208	35.3%
162	41.1%	162	41.1%
149	39.3%	149	39.3%
15	5.1%	15	5.1%
23	9.3%	23	9.2%
242	84.5%	260	90.7%
0	0.0%	112	37.0%
	143 142 76 328 208 162 149 15 23	ILAE   ILAE Ratio	Reported ILAE         Reported ILAE Ratio         Ultimate ILAE           143         14.7%         143           142         17.5%         142           76         11.6%         76           328         45.8%         328           208         35.3%         208           162         41.1%         162           149         39.3%         149           15         5.1%         15           23         9.3%         23           242         84.5%         260

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
197	99	50.4%	99	50.4%
118	135	114.3%	135	114.7%
88	28	31.9%	28	32.1%
113	70	62.1%	70	61.7%
85	27	31.7%	27	31.3%
62	28	44.5%	28	45.3%
53	43	80.6%	43	81.0%
32	58	182.4%	58	183.4%
24	8	31.2%	8	31.2%
28	8	27.6%	10	35.2%
82	6	7.3%	61	75.0%

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	1,042	2	0.2%	10	1.0%
2005	888	0	0.0%	0	0.0%
2006	760	0	0.0%	10	1.3%
2007	690	0	0.0%	10	1.4%
2008	431	0	0.0%	0	0.0%
2009	287	0	0.0%	60	20.9%
2010	292	0	0.0%	90	30.8%
2011	184	0	0.0%	70	38.0%
2012	143	2	1.6%	70	49.0%
2013	141	0	0.0%	80	56.7%
2014	217	0	0.0%	87	40.0%
2015					

Reported   Reported   Ultimate   Comparison   Comparison					
GWP         IIAE         ILAE Ratio         ILAE         ILAE Ratio           6,531         2,360         36.1%         2,393         36.6%           5,421         1,612         29.7%         1,651         30.5%           4,418         643         14.6%         675         15.3%           4,410         2,182         49.5%         2,341         53.1%           2,964         698         23.5%         781         26.4%           2,113         740         35.0%         944         44.7%           2,048         859         41.9%         1,213         59.2%           1,384         351         25.4%         684         49.4%           1,091         40         3.7%         463         42.4%           1,142         10         0.9%         582         51.0%				Selected	
6,531 2,360 36.1% 2,393 36.6% 5,421 1,612 29.7% 1,651 30.5% 4,418 643 14.6% 675 15.3% 4,410 2,182 49.5% 2,341 53.1% 2,964 698 23.5% 781 26.4% 2,113 740 35.0% 944 44.7% 2,048 859 41.9% 1,213 59.2% 1,384 351 25.4% 684 49.4% 1,091 40 3.7% 463 42.4% 1,142 10 0.9% 582 51.0%		Reported	Reported	Ultimate	Ultimate
5,421         1,612         29.7%         1,651         30.5%           4,418         643         14.6%         675         15.3%           4,410         2,182         49.5%         2,341         53.1%           2,964         698         23.5%         781         26.4%           2,113         740         35.0%         944         44.7%           2,048         859         41.9%         1,213         59.2%           1,384         351         25.4%         684         49.4%           1,091         40         3.7%         463         42.4%           1,142         10         0.9%         582         51.0%	GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
4,418         643         14.6%         675         15.3%           4,410         2,182         49.5%         2,341         53.1%           2,964         698         23.5%         781         26.4%           2,113         740         35.0%         944         44.7%           2,048         859         41.9%         1,213         59.2%           1,384         351         25.4%         684         49.4%           1,091         40         3.7%         463         42.4%           1,142         10         0.9%         582         51.0%	6,531	2,360	36.1%	2,393	36.6%
4,410         2,182         49.5%         2,341         53.1%           2,964         698         23.5%         781         26.4%           2,113         740         35.0%         944         44.7%           2,048         859         41.9%         1,213         59.2%           1,384         351         25.4%         684         49.4%           1,091         40         3.7%         463         42.4%           1,142         10         0.9%         582         51.0%	5,421	1,612	29.7%	1,651	30.5%
2,964     698     23.5%     781     26.4%       2,113     740     35.0%     944     44.7%       2,048     859     41.9%     1,213     59.2%       1,384     351     25.4%     684     49.4%       1,091     40     3.7%     463     42.4%       1,142     10     0.9%     582     51.0%	4,418	643	14.6%	675	15.3%
2,113     740     35.0%     944     44.7%       2,048     859     41.9%     1,213     59.2%       1,384     351     25.4%     684     49.4%       1,091     40     3.7%     463     42.4%       1,142     10     0.9%     582     51.0%	4,410	2,182	49.5%	2,341	53.1%
2,048     859     41.9%     1,213     59.2%       1,384     351     25.4%     684     49.4%       1,091     40     3.7%     463     42.4%       1,142     10     0.9%     582     51.0%	2,964	698	23.5%	781	26.4%
1,384 351 25.4% 684 49.4% 1,091 40 3.7% 463 42.4% 1,142 10 0.9% 582 51.0%	2,113	740	35.0%	944	44.7%
1,091 40 3.7% 463 42.4% 1,142 10 0.9% 582 51.0%	2,048	859	41.9%	1,213	59.2%
1,142 10 0.9% 582 51.0%	1,384	351	25.4%	684	49.4%
,	1,091	40	3.7%	463	42.4%
1 830 0 0.0% 982 53.7%	1,142	10	0.9%	582	51.0%
1,000 0 0.0% 702 55.7%	1,830	0	0.0%	982	53.7%

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
1,170	242	20.7%	242	20.7%
927	277	29.8%	277	29.9%
746	104	14.0%	104	14.0%
828	398	48.0%	398	48.0%
675	235	34.9%	235	34.8%
456	189	41.5%	190	41.7%
432	192	44.4%	192	44.5%
323	73	22.5%	73	22.6%
273	31	11.3%	31	11.2%
314	250	79.5%	270	85.8%
385	6	1.6%	174	45.1%

			Selected	
	Reported	Reported	Ultimate	Ultimate
GWP	ILAE	ILAE Ratio	ILAE	ILAE Ratio
7,701	2,602	33.8%	2,635	34.2%
6,348	1,889	29.8%	1,928	30.4%
5,164	747	14.5%	780	15.1%
5,238	2,580	49.3%	2,739	52.3%
3,639	933	25.6%	1,016	27.9%
2,569	929	36.2%	1,134	44.2%
2,481	1,051	42.4%	1,405	56.6%
1,708	424	24.8%	757	44.4%
1,364	71	5.2%	493	36.2%
1,457	260	17.8%	852	58.5%
2,215	6	0.3%	1,155	52.2%

### Program Summary by LOB - Prior Profitability Study Indications

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#### AL

#### Property - ex Cat Load & Reinsurance Charges APD

ſ		ı
١		
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	PY	
ĺ	2004	
	2005	
	2006	
	2007	
	2008	
	2009	
	2010	
	2011	
	2012	

2013 2014

PY

2004

2005

2006

2007

2008

2009

2010

2011

2012

2013

2014

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE Ratio</b>	ILAE Ratio
4,403	23.4%	23.1%
3,586	37.4%	37.6%
3,130	14.4%	14.1%
2,952	68.8%	71.5%
2,017	32.3%	31.2%
1,475	51.1%	46.8%
1,403	38.5%	65.6%
987	39.5%	42.5%
809	43.0%	42.0%
758	57.0%	52.8%
796		56.0%

	2013	2014
	Ultimate	Ultimate
GWP	ILAE Ratio	ILAE Ratio
1,085	126.0%	125.7%
947	31.9%	31.8%
529	43.0%	42.6%
768	28.9%	28.8%
517	28.7%	29.3%
352	58.3%	55.2%
354	64.1%	57.3%
213	109.2%	91.3%
139	43.9%	37.9%
243	51.0%	41.9%
817		55.0%

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE Ratio</b>	ILAE Ratio
974	14.7%	14.7%
810	17.5%	17.5%
658	11.5%	11.5%
715	70.9%	45.9%
590	35.3%	35.3%
394	41.1%	41.1%
379	39.3%	39.3%
291	5.1%	5.1%
249	11.9%	9.2%
287	36.0%	90.7%
303		37.0%
•		

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE Ratio</b>	ILAE Ratio
197	50.4%	50.4%
118	114.7%	114.7%
88	32.1%	32.1%
113	61.7%	61.7%
85	31.3%	31.3%
62	45.3%	45.3%
53	81.0%	81.0%
32	183.4%	183.4%
24	34.1%	31.2%
28	77.5%	35.2%
82		75.0%

Excess	Liability

**GWP** 

888

760

690

431

287

292

184

143

141

217

1,042

2013

1.0%

0.0%

1.3%

1.4%

18.6%

24.4%

34.2%

48.8%

55.5%

60.0%

Ultimate

**ILAE Ratio** 

2014

1.0%

0.0%

1.3%

1.4%

0.0%

20.9%

30.8%

38.0%

49.0%

56.7%

40.0%

Ultimate

**ILAE Ratio** 

Total
Casualty

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE</b> Ratio	ILAE Ratio
6,531	36.9%	36.6%
5,421	30.3%	30.5%
4,418	15.6%	15.3%
4,410	51.3%	53.1%
2,964	29.7%	26.4%
2,113	48.7%	44.7%
2,048	42.3%	59.2%
1,384	51.5%	49.4%
1,091	44.8%	42.4%
1,142	56.1%	51.0%
1,830		53.7%

Total
Property - ex Cat Load & Reinsurance

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE</b> Ratio	ILAE Ratio
1,170	20.7%	20.7%
927	29.9%	29.9%
746	14.0%	14.0%
828	69.6%	48.0%
675	34.8%	34.8%
456	41.7%	41.7%
432	44.5%	44.5%
323	22.6%	22.6%
273	13.8%	11.2%
314	39.7%	85.8%
385		45.1%

All L	ines
Comb	ined

	2013	2014
	Ultimate	Ultimate
GWP	<b>ILAE Ratio</b>	<b>ILAE</b> Ratio
7,701	34.4%	34.2%
6,348	30.3%	30.4%
5,164	15.4%	15.1%
5,238	54.2%	52.3%
3,639	30.6%	27.9%
2,569	47.4%	44.2%
2,481	42.7%	56.6%
1,708	46.0%	44.4%
1,364	38.6%	36.2%
1,457	52.5%	58.5%
2,215		52.2%

### **Total Program Summary**

			-Loss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	7,701	33.8%	34.2%	61.9%	69.6%	97.3%	1,425	5.6%	1.06	0.22
2005	6,348	29.8%	30.4%	61.9%	65.7%	97.3%	1,338	1.8%	1.07	0.22
2006	5,164	14.5%	15.1%	61.9%	50.6%	97.3%	1,613	-2.0%	1.05	0.22
2007	5,238	49.3%	52.3%	61.9%	87.7%	97.3%	335	-6.5%	0.99	0.22
2008	3,639	25.6%	27.9%	61.7%	63.3%	97.1%	823	-7.5%	0.91	0.22
2009	2,569	36.2%	44.2%	61.7%	79.6%	97.2%	302	-9.4%	0.83	0.22
2010	2,481	42.4%	56.6%	61.8%	92.0%	97.2%	85	-2.5%	0.81	0.22
2011	1,708	24.8%	44.4%	61.6%	79.8%	97.1%	198	-1.0%	0.80	0.22
2012	1,364	5.2%	36.2%	61.5%	71.6%	97.0%	232	2.7%	0.82	0.22
2013	1,457	17.8%	58.5%	61.6%	93.8%	96.9%	30	2.6%	0.84	0.22
2014	2,215	0.3%	47.1%	62.2%	82.1%	97.2%	224	0.6%	0.85	0.22
Total	39,882	28.8%	37.1%				6,605			



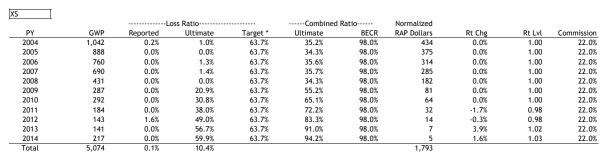
<sup>\*</sup> Target Ratio = 1 - (Expense Ratio) - (AAL) - (XOL) - (Corporate Cat Reinsurance) - (ULE) - (Claim Fees) - (Risk Load) \* Ultimate Loss Ratios <u>exclude</u> modeled cats, ULE, non-machine claims fees and the impact of XOL/corporate cat reinsurance

#### Program Summary by LOB - Casualty Lines

GL										
		Lo	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	4,403	22.7%	23.1%	62.0%	59.2%	98.0%	1,134	5.5%	1.06	22.0%
2005	3,586	36.6%	37.6%	62.0%	73.7%	98.0%	579	3.0%	1.09	22.0%
2006	3,130	13.4%	14.1%	62.0%	50.1%	98.0%	995	-3.7%	1.05	22.0%
2007	2,952	66.6%	71.5%	62.0%	107.5%	98.0%	-186	-8.6%	0.96	22.0%
2008	2,017	27.3%	31.2%	62.0%	67.3%	98.0%	411	-7.0%	0.89	22.0%
2009	1,475	38.2%	46.8%	62.0%	82.8%	98.0%	149	-13.6%	0.77	22.0%
2010	1,403	49.0%	65.6%	62.0%	101.6%	98.0%	-33	-4.3%	0.74	22.0%
2011	987	18.0%	42.5%	62.0%	78.6%	98.0%	127	-0.8%	0.73	22.0%
2012	809	2.8%	42.0%	62.0%	78.1%	98.0%	107	2.2%	0.75	22.0%
2013	758	1.1%	52.8%	62.0%	88.8%	98.0%	46	-1.8%	0.73	22.0%
2014	796	0.0%	50.2%	62.0%	86.3%	98.0%	62	2.1%	0.75	22.0%
Total	22,315	30.1%	39.1%				3,391			

PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	4,403	22.7%	23.1%	62.0%	59.2%	98.0%	1,134	5.5%	1.06	22.0%
2005	3,586	36.6%	37.6%	62.0%	73.7%	98.0%	579	3.0%	1.09	22.0%
2006	3,130	13.4%	14.1%	62.0%	50.1%	98.0%	995	-3.7%	1.05	22.0%
2007	2,952	66.6%	71.5%	62.0%	107.5%	98.0%	-186	-8.6%	0.96	22.0%
2008	2,017	27.3%	31.2%	62.0%	67.3%	98.0%	411	-7.0%	0.89	22.0%
2009	1,475	38.2%	46.8%	62.0%	82.8%	98.0%	149	-13.6%	0.77	22.0%
2010	1,403	49.0%	65.6%	62.0%	101.6%	98.0%	-33	-4.3%	0.74	22.0%
2011	987	18.0%	42.5%	62.0%	78.6%	98.0%	127	-0.8%	0.73	22.0%
2012	809	2.8%	42.0%	62.0%	78.1%	98.0%	107	2.2%	0.75	22.0%
2013	758	1.1%	52.8%	62.0%	88.8%	98.0%	46	-1.8%	0.73	22.0%
2014	796	0.0%	50.2%	62.0%	86.3%	98.0%	62	2.1%	0.75	22.0%
Total	22,315	30.1%	39.1%				3,391			

AL										
		L	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	1,085	125.3%	125.7%	63.7%	159.8%	97.9%	-447	9.7%	1.10	22.0%
2005	947	31.5%	31.8%	63.7%	65.9%	97.9%	201	11.0%	1.22	22.0%
2006	529	42.3%	42.6%	63.7%	76.8%	97.9%	74	11.7%	1.36	22.0%
2007	768	28.0%	28.8%	63.7%	63.0%	97.9%	178	-0.2%	1.36	22.0%
2008	517	28.4%	29.3%	63.7%	63.4%	97.9%	118	-12.1%	1.19	22.0%
2009	352	50.3%	55.2%	63.7%	89.3%	97.9%	20	0.0%	1.19	22.0%
2010	354	48.3%	57.3%	63.7%	91.5%	97.9%	15	0.5%	1.20	22.0%
2011	213	81.7%	91.3%	63.7%	125.5%	97.9%	-39	-0.3%	1.20	22.0%
2012	139	11.4%	37.9%	63.7%	72.1%	97.9%	24	7.7%	1.29	22.0%
2013	243	0.7%	41.9%	63.7%	76.1%	97.9%	35	16.6%	1.50	22.0%
2014	817	0.0%	51.0%	63.7%	85.2%	97.9%	69	-0.4%	1.49	22.0%
Total	5,963	46.7%	57.4%				248			





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

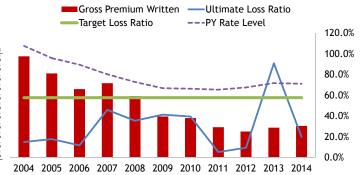




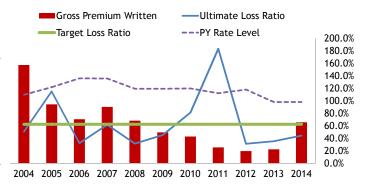


#### Program Summary by LOB - Property Lines

Property										
		Lo	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	974	14.7%	14.7%	57.5%	49.9%	92.7%	292	7.5%	1.08	22.0%
2005	810	17.5%	17.5%	57.5%	52.7%	92.7%	227	-11.0%	0.96	22.0%
2006	658	11.6%	11.5%	57.5%	46.8%	92.7%	212	-6.7%	0.89	22.0%
2007	715	45.8%	45.9%	57.5%	81.1%	92.7%	58	-10.3%	0.80	22.0%
2008	590	35.3%	35.3%	57.5%	70.5%	92.7%	92	-9.3%	0.73	22.0%
2009	394	41.1%	41.1%	57.5%	76.3%	92.7%	45	-8.2%	0.67	22.0%
2010	379	39.3%	39.3%	57.5%	74.5%	92.7%	48	-0.7%	0.66	22.0%
2011	291	5.1%	5.1%	57.5%	40.4%	92.7%	107	-1.4%	0.65	22.0%
2012	249	9.3%	9.2%	57.5%	44.4%	92.7%	84	3.3%	0.67	22.0%
2013	287	84.5%	90.7%	57.5%	125.9%	92.7%	-67	6.2%	0.72	22.0%
2014	303	0.0%	19.8%	57.5%	55.0%	92.7%	80	-1.0%	0.71	22.0%
Total	5,649	26.3%	27.7%				1,180			



		Lo	oss Ratio		Combined	Ratio	Normalized			
PY	GWP	Reported	Ultimate	Target *	Ultimate	BECR	RAP Dollars	Rt Chg	Rt Lvl	Commission
2004	197	50.4%	50.4%	62.3%	85.2%	97.1%	16	9.7%	1.10	22.0%
2005	118	114.3%	114.7%	62.3%	149.5%	97.1%	-41	11.0%	1.22	22.0%
2006	88	31.9%	32.1%	62.3%	66.8%	97.1%	18	11.7%	1.36	22.0%
2007	113	62.1%	61.7%	62.3%	96.5%	97.1%	0	-0.2%	1.36	22.0%
2008	85	31.7%	31.3%	62.3%	66.0%	97.1%	18	-12.1%	1.19	22.0%
2009	62	44.5%	45.3%	62.3%	80.1%	97.1%	7	0.0%	1.19	22.0%
2010	53	80.6%	81.0%	62.3%	115.8%	97.1%	-7	0.5%	1.20	22.0%
2011	32	182.4%	183.4%	62.3%	218.1%	97.1%	-26	-6.5%	1.12	22.0%
2012	24	31.2%	31.2%	62.3%	66.0%	97.1%	5	5.4%	1.18	22.0%
2013	28	27.6%	35.2%	62.3%	70.0%	97.1%	5	-17.0%	0.98	22.0%
2014	82	7.3%	44.1%	62.3%	78.8%	97.1%	10	0.0%	0.98	22.0%
Total	881	57.7%	61 4%				5			



<sup>\*</sup> Target Ratio = 1 - (Expense Ratio) - (AAL) - (XOL) - (Corporate Cat Reinsurance) - (ULE) - (Claim Fees) - (Risk Load)

<sup>\*</sup> 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	<b>ILAE</b> Ratio	<b>ILAE</b> Ratio	Rate Need	Achieved	<b>ILAE Ratio</b>	ILAE Ratio	Rate Need
RAP Neutral:	98.0%	64.8%	60.0%	-7.0%	2.1%	58.8%	60.9%	-5.8%

Expense Ratio calculated as follows:	Expense	Ratio	calculated	as	follows:
--------------------------------------	---------	-------	------------	----	----------

Commission:	22.0%
Prem Tax:	3.4%
Other Acquisition Fees:	0.3%
Direct Expense:	2.9%
Indirect Expense:	4.7%
	33.2%

GL

## Reported Incurred Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	4,403	0.8%	7.0%	9.2%	16.0%	21.0%	22.8%	22.7%	22.7%	22.7%	22.7%	22.7%	22.7%
2005	3,586	0.3%	2.9%	7.5%	13.5%	20.9%	29.8%	31.5%	34.4%	35.8%	36.6%		36.6%
2006	3,130	0.0%	2.2%	5.9%	9.2%	13.1%	13.3%	13.4%	13.4%	13.4%			13.4%
2007	2,952	0.1%	12.6%	30.5%	37.4%	46.8%	51.8%	56.8%	66.6%				66.6%
2008	2,017	0.0%	12.4%	15.7%	21.4%	25.8%	27.5%	27.3%					27.3%
2009	1,475	0.1%	15.2%	31.8%	34.3%	39.0%	38.2%						38.2%
2010	1,403	0.0%	16.6%	23.6%	11.9%	49.0%							49.0%
2011	987	1.1%	3.6%	3.9%	18.0%								18.0%
2012	809	0.0%	2.8%	2.8%									2.8%
2013	758	0.3%	1.1%										1.1%
2014	796	0.0%											0.0%

## Reported Paid Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	4,403	0.0%	0.6%	3.1%	9.0%	15.8%	22.8%	22.7%	22.7%	22.7%	22.7%	22.7%	22.7%
2005	3,586	0.0%	0.1%	1.8%	6.1%	11.6%	29.4%	29.7%	31.2%	32.5%	33.4%		33.4%
2006	3,130	0.0%	0.0%	2.8%	8.4%	13.1%	13.3%	13.4%	13.4%	13.4%			13.4%
2007	2,952	0.1%	0.7%	18.6%	29.5%	33.7%	40.0%	46.6%	<b>52.2</b> %				52.2%
2008	2,017	0.0%	0.7%	8.5%	18.4%	23.0%	24.7%	26.9%					26.9%
2009	1,475	0.0%	4.0%	27.2%	31.8%	33.8%	36.2%						36.2%
2010	1,403	0.0%	2.9%	6.5%	7.3%	39.1%							39.1%
2011	987	0.1%	1.9%	2.2%	10.9%								10.9%
2012	809	0.0%	2.1%	2.6%									2.6%
2013	758	0.0%	0.5%										0.5%
2014	796	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	4,403	5.5%	1.055	3,122
2005	3,586	3.0%	1.087	2,468
2006	3,130	-3.7%	1.046	2,237
2007	2,952	-8.6%	0.956	2,309
2008	2,017	-7.0%	0.889	1,696
2009	1,475	-13.6%	0.769	1,435
2010	1,403	-4.3%	0.735	1,427
2011	987	-0.8%	0.730	1,012
2012	809	2.2%	0.746	812
2013	758	-1.8%	0.732	774
2014	796	2.1%	0.748	796
			All Yr Wtd	ex 2014:
			Last 7 Wtd	ex 2014:
			Last 5 Wtd	ex 2014:
			Last 3 Wtd	ex 2014:
			Selected l	Jltimate: ILF:
			Policy Limits L	Iltimate:

Policy Limits		
	3 F0/	0 11
	3.5%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
23.1%	1.411	46.0%
37.6%	1.363	74.5%
14.1%	1.317	25.9%
71.5%	1.272	116.3%
31.2%	1.229	45.7%
46.8%	1.188	57.1%
65.6%	1.148	74.0%
42.5%	1.109	46.0%
42.0%	1.071	44.9%
52.8%	1.035	53.5%
50.2%	1.000	50.2%
		60.3%
		69.5%
		57.1%
		47.9%
		55.0%
		1.00
		55.0%
Weight:		7%

Capped @ 250k		
	3.3%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
23.0%	1.377	44.7%
33.7%	1.334	65.4%
14.1%	1.292	25.4%
63.3%	1.251	101.3%
30.2%	1.212	43.6%
43.4%	1.173	52.3%
42.8%	1.136	47.8%
34.4%	1.101	37.0%
30.9%	1.066	32.8%
39.6%	1.033	40.0%
37.7%	1.000	37.7%
		52.3%
		57.7%
		43.7%
		36.6%
	_	
		42.0%
		1.41
		59.1%
		46%

Capped @ 100k		
	2.00/	0.11
	3.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
18.6%	1.344	35.3%
21.8%	1.305	41.2%
9.9%	1.267	17.6%
39.0%	1.230	61.3%
28.3%	1.194	40.1%
33.9%	1.159	40.4%
25.7%	1.126	28.4%
26.3%	1.093	28.1%
22.2%	1.061	23.5%
26.4%	1.030	26.6%
25.1%	1.000	25.1%
		36.3%
		39.7%
		30.5%
		26.2%
		30.0%
	L	1.98
		59.3%
L		46%

Frequency/Severity Indication: 53.0%

Weighted Average: 58.9% PY 2014 Selected: 56.0%

> Adjustment: 0.0%

> > PY 2014: 56.0%

2.8% ULE: Claims Fees: 0.0% 58.8%

PY 2014 Ultimate ILAE Ratio:

Division 66 - Programs SBT Social Services- Profitability Study PYG @ 2014/2 (000's omitted)

GL

Large Losses - Incurred + LAE > 100k

PY	DSP	Policy #	Case #	DOL	Insured	Ind Paid	Ind OS	LAE	ILAE	Acc State	Description
2004	2-6-210	7508791	7578	1/10/2005	Bert Nash Communit	70	-	183	253	Kansas	Clmt Committed Suicide
2004	2-6-210	6344592	3642	5/11/2005	Park County Mental	25	-	109	134	Wyoming	Violation Of Constitutional Rights F
2004	2-6-210	3296109	3865	3/8/2005	Family Connections	105	-	-	105	New Jersey	Claimant Fell ON ICE/Snow In Parki
2005	2-6-210	902935	6520	5/30/2006	Glenwood, Inc.	240	-	140	380	Alabama	Resident W/Respiratory Problems [
2005	2-6-210	4258161	3185	2/16/2006	Youth & Family Alt	-	100	137	237	Florida	Adoptive Parents Were Allegedly N
2005	2-6-210	7509335	4880	2/1/2006	Psch, Inc.	190	-	23	213	New York	Alleged Serious And Permanent Inju
2005	2-6-210	902945	6145	4/5/2006	Hillcrest Family S	43	-	96	139	Iowa	Suicide. D/L 4/1/04.
2007	2 ( 240	0272000	2444	42 /40 /2004	V .1 C E .1 A1.	0.5		07	400	EL	D
2006	2-6-210	9272900	2441		Youth & Family Alt	95	-	87	182	Florida —	Request For Defense & Indemnifica
2006	2-6-210	9270997	1497	3/11/2007	Clover House, Inc.	135	-	5	140	Texas	A Client Slipped And Fell To The Gr
2007	2-6-210	9272900	1276	12/20/2008	Youth & Family Alt	(0)	250	173	423	Florida	Alleged Abuse
2007	2-6-210	9272900	6242		Youth & Family Alt	-	150	121	271	Florida	Alleged Worngful Death
2007	2-6-210	6343210	5337		Rehabilitation Ent	240	-	21	261	Wyoming	Insured Allegedly Administered Inco
2007	2-6-210	7508900	8800	7/1/2007	Gandara Mental Hea	-	25	179	204	, ,	Alleged Sexual Assault
2007	2-6-210	4069358	5492	3/9/2008	AmericanWork, Inc.	175	-	13	188		Alleged Sexual Assault Of Resident
					,		-			Georgia	5
2007	2-6-210	3294892	2917	2/13/2008	Valeo Behavioral H	125	-	16	141	Kansas	Claimant WAS Struck By A Truck
2008	2-6-210	9273082	3540	9/10/2008	Mary Lind Recovery	65	-	56	121	California	Alleged Breach Of Contract Implied
					,						
2009	2-6-210	7308378	2913	8/10/2009	Puerto Rican Actio	200	-	5	205	New Jersey	Clmt Fell ON Front Steps Of Insured
2010	2-6-210	2850851	9916	12/2/2010	First House, LLC	380	0	34	414	California	Clmt WAS Bitten By PIT Bull DOG A
2010	2-6-210	3321302	7322	4/1/2010	Renaissance Behavi	-	75	45	120	Florida	Alleged Foster Home Abuse
2011	2-6-210	2850851	733	4/21/2011	First House, LLC;	-	30	85	115	California	Consumer Died Of A Heart Attack A

## ΑL

## 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	<b>ILAE</b> Ratio	<b>ILAE Ratio</b>	Rate Need	Achieved	<b>ILAE Ratio</b>	ILAE Ratio	Rate Need
RAP Neutral:	97.9%	64.7%	55.8%	-13.2%	-0.4%	56.0%	58.2%	-9.6%

Expense Ratio calculated as follows
-------------------------------------

Commission:	22.0%
Prem Tax:	3.4%
Other Acquisition Fees:	0.3%
Direct Expense:	2.9%
Indirect Expense:	4.7%
	33.2%

ΑL

## Reported Incurred Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	1,085	0.7%	24.4%	113.7%	120.6%	122.2%	123.1%	123.7%	125.3%	125.3%	125.3%	125.3%	125.3%
2005	947	1.3%	14.9%	19.3%	31.9%	31.5%	31.5%	31.5%	31.5%	31.5%	31.5%		31.5%
2006	529	1.2%	14.2%	21.2%	52.4%	45.2%	41.6%	42.3%	42.3%	42.3%			42.3%
2007	768	0.2%	9.4%	14.7%	35.3%	35.6%	28.0%	28.0%	28.0%				28.0%
2008	517	0.3%	11.6%	14.9%	16.0%	21.2%	27.4%	28.4%					28.4%
2009	352	0.3%	19.4%	22.0%	50.3%	50.3%	50.3%						50.3%
2010	354	0.1%	43.4%	48.3%	48.3%	48.3%							48.3%
2011	213	0.2%	33.3%	79.8%	81.7%								81.7%
2012	139	1.2%	10.8%	11.4%									11.4%
2013	243	0.4%	0.7%										0.7%
2014	817	0.0%											0.0%

### Reported Paid Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	1,085	0.3%	7.9%	109.1%	119.2%	120.3%	122.6%	123.3%	125.3%	125.3%	125.3%	125.3%	125.3%
2005	947	0.2%	11.7%	<b>15.9</b> %	31.5%	31.5%	31.5%	31.5%	31.5%	31.5%	31.5%		31.5%
2006	529	0.3%	8.6%	12.8%	38.2%	39.6%	41.6%	42.3%	42.3%	42.3%			42.3%
2007	768	0.1%	5.8%	10.2%	22.2%	22.5%	28.0%	28.0%	28.0%				28.0%
2008	517	0.3%	9.9%	13.5%	14.6%	17.3%	19.6%	28.4%					28.4%
2009	352	0.1%	4.9%	6.1%	50.3%	50.3%	50.3%						50.3%
2010	354	0.1%	14.6%	45.4%	48.3%	48.3%							48.3%
2011	213	0.2%	25.2%	46.9%	63.1%								63.1%
2012	139	1.2%	10.8%	11.4%									11.4%
2013	243	0.0%	0.7%										0.7%
2014	817	0.0%											0.0%

ΑL

#### Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	1,085	9.7%	1.097	1,479
2005	947	11.0%	1.218	1,163
2006	529	11.7%	1.360	581
2007	768	-0.2%	1.357	845
2008	517	-12.1%	1.193	647
2009	352	0.0%	1.193	441
2010	354	0.5%	1.199	441
2011	213	-0.3%	1.195	266
2012	139	7.7%	1.287	161
2013	243	16.6%	1.501	242
2014	817	-0.4%	1.495	817
			All Yr Wtd	ex 2014:
			Last 7 Wtd	ex 2014:
			Last 5 Wtd	ex 2014:
			Last 3 Wtd	ex 2014:
			Selected L	Jltimate:
				ILF:
			Policy Limits L	Iltimate:

4.0%	On-Level
Trend to	Ultimate
PY 2014	ILAE Ratio
1.480	136.5%
1.423	36.8%
1.369	53.1%
1.316	34.4%
1.265	29.6%
1.217	53.6%
1.170	53.8%
1.125	82.2%
1.082	35.3%
1.040	43.8%
1.000	51.0%
	65.3%
	44.0%
	55.1%
	57.0%
Ī	52.0%
L	1.00
	52.0%
	8%
	Trend to PY 2014  1.480 1.423 1.369 1.316 1.265 1.217 1.170 1.125 1.082 1.040

Capped @ 250k		
	2 = 0/	
	3.5%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
56.4%	1.411	58.4%
31.6%	1.363	35.1%
42.6%	1.317	51.1%
28.8%	1.272	33.3%
29.3%	1.229	28.7%
52.3%	1.188	49.6%
54.5%	1.148	50.2%
81.9%	1.109	72.7%
30.7%	1.071	28.3%
41.9%	1.035	43.6%
38.2%	1.000	38.2%
		45.0%
		41.1%
		50.6%
		51.5%
	_	
		44.0%
		1.29
		56.8%
	•	46%

Capped @ 100k		
	3.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
38.9%	1.344	38.3%
27.6%	1.305	29.4%
40.7%	1.267	47.0%
28.8%	1.230	32.2%
29.3%	1.194	27.9%
38.1%	1.159	35.3%
51.7%	1.126	46.7%
72.5%	1.093	63.4%
23.5%	1.061	21.5%
41.9%	1.030	43.4%
38.2%	1.000	38.2%
		36.8%
		36.9%
		43.2%
		46.1%
		38.0%
	_	1.57
		59.8%
		46%

Frequency/Severity Indication:

 Weighted Average:
 57.8%

 PY 2014 Selected:
 55.0%

Adjustment: 0.0%

52.5%

PY 2014: 55.0%

ULE: 1.0% Claims Fees: 0.0%

PY 2014 Ultimate ILAE Ratio: 56.0%

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

AL

Large Losses - Incurred + Legal > 100k

PY	DSP	Policy #	Case #	DOL	Insured	Ind Paid	Ind OS	Legal	I+Legal	Acc State	Description
2004	2-6-210	9382388	3805	2/22/200	05 Broward House, Inc	1,000	-	14	1,014	Florida	IV HIT Claimant WHO WAS Riding A
2004	2-6-210	6267592	2842	6/13/200	04 Circle Of Friends	120	-	9	129	California	Insured And OV Collided
2005	2-6-210	6268697	4405	11/11/20	05 East Central Menta	133	-	1	134	Alabama	Insured HIT Clmt Vcehicle In The Ro
2006	2-6-210	4078293	3339	5/9/200	6 Alternative Care,	93	-	16	109	New Jersey	Insured Stopped AT Stop Sign And S
2009	2-6-210	9655490	9176	6/16/200	9 Community Aging &	135	-	16	151	Florida	Insd Employee Driving HER Persona
2011	2-6-207	6143527	5964	3/7/201	2 Land Manor, Inc.	71	40	6	117	Texas	Insured Driver RAN Stop Sign And W

## 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	<b>ILAE Ratio</b>	<b>ILAE</b> Ratio	Rate Need	Achieved	<b>ILAE Ratio</b>	ILAE Ratio	Rate Need
RAP Neutral:	92.7%	59.5%	38.6%	-33.5%	-1.0%	39.0%	39.0%	-32.9%

Expense Ratio calculated as follows:	
Commission:	22.0%
Prem Tax:	3.4%
Other Acquisition Fees:	0.3%
Reinsurance:	0.0%
Direct Expense:	2.9%
Indirect Expense:	4.7%
	33.2%

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

### Property

### Reported Incurred Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	974	0.5%	11.8%	15.0%	15.2%	15.2%	14.7%	14.7%	14.7%	14.7%	14.7%	14.7%	14.7%
2005	810	1.0%	18.4%	17.5%	17.5%	17.5%	17.5%	17.5%	17.5%	17.5%	17.5%		17.5%
2006	658	0.1%	8.6%	11.5%	11.5%	11.5%	11.5%	11.6%	11.6%	11.6%			11.6%
2007	715	0.0%	32.0%	64.4%	65.5%	66.0%	66.5%	69.4%	45.8%				45.8%
2008	590	0.3%	16.2%	37.5%	35.3%	35.3%	35.3%	35.3%					35.3%
2009	394	16.1%	15.9%	41.1%	41.1%	41.1%	41.1%						41.1%
2010	379	14.0%	24.3%	33.2%	33.9%	39.3%							39.3%
2011	291	5.1%	4.7%	5.1%	5.1%								5.1%
2012	249	6.8%	7.5%	9.3%									9.3%
2013	287	0.3%	84.5%										84.5%
2014	303	0.0%											0.0%

### Reported Incurred Loss & LAE Ratios - Including Modeled Cats

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	974	0.5%	14.5%	16.4%	16.6%	16.6%	16.1%	16.1%	16.1%	16.1%	16.1%	16.1%	16.1%
2005	810	1.0%	20.6%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%	19.7%		19.7%
2006	658	0.1%	8.6%	11.5%	11.5%	11.5%	11.5%	11.6%	11.6%	11.6%			11.6%
2007	715	0.0%	32.0%	64.4%	65.5%	66.0%	66.5%	69.4%	45.8%				45.8%
2008	590	0.3%	16.2%	37.5%	35.3%	35.3%	35.3%	35.3%					35.3%
2009	394	16.1%	15.9%	41.1%	41.1%	41.1%	41.1%						41.1%
2010	379	14.0%	24.3%	33.2%	33.9%	39.3%							39.3%
2011	291	5.1%	10.2%	10.5%	10.5%								10.5%
2012	249	6.8%	36.3%	77.1%									77.1%
2013	287	0.3%	84.5%										84.5%
2014	303	0.0%											0.0%

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

Property

#### Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	974	7.5%	1.075	642
2005	810	-11.0%	0.957	600
2006	658	-6.7%	0.893	523
2007	715	-10.3%	0.801	633
2008	590	-9.3%	0.726	576
2009	394	-8.2%	0.667	419
2010	379	-0.7%	0.662	406
2011	291	-1.4%	0.653	316
2012	249	3.3%	0.675	262
2013	287	6.2%	0.716	284
2014	303	-1.0%	0.709	303
			All Yr Wtd	ex 2014:
			Last 7 Wtd	ex 2014:
			Last 5 Wtd	ex 2014:
			Last 3 Wtd	ex 2014:
			Selected L	Iltimate:

ILF:

Policy Limits Ultimate:

Policy Limits		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
14.7%	1.000	22.3%
17.5%	1.000	23.7%
11.5%	1.000	14.5%
45.9%	1.000	51.8%
35.3%	1.000	36.1%
41.1%	1.000	38.7%
39.3%	1.000	36.7%
5.1%	1.000	4.7%
9.2%	1.000	8.8%
90.7%	1.000	91.6%
19.8%	1.000	19.8%
		32.3%
		39.5%
		36.1%
		34.6%
		36.0%
		1.00
		36.0%
Weight:		3%

Capped @ 1M		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY Rate Chg	ILAE Ratio
14.7%	1.000	22.3%
17.5%	1.000	23.7%
11.5%	1.000	14.5%
45.9%	1.000	51.8%
35.3%	1.000	36.1%
41.1%	1.000	38.7%
39.3%	1.000	36.7%
5.1%	1.000	4.7%
9.2%	1.000	8.8%
87.2%	1.000	88.1%
19.8%	1.000	19.8%
		32.1%
		39.2%
		35.5%
		33.4%
	Γ	35.0%
	_	1.05
		36.8%
		32%

Capped @ 250k		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
14.7%	1.000	22.3%
17.5%	1.000	23.7%
11.5%	1.000	14.5%
45.9%	1.000	51.8%
35.3%	1.000	36.1%
41.1%	1.000	38.7%
39.3%	1.000	36.7%
5.1%	1.000	4.7%
9.2%	1.000	8.8%
87.2%	1.000	88.1%
19.8%	1.000	19.8%
		32.1%
		39.2%
		35.5%
		33.4%
		33.4%
	Γ	32.0%
	-	1.10
		35.2%
		32%

Capped @ 100k		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
14.7%	1.000	22.3%
17.5%	1.000	23.7%
11.5%	1.000	14.5%
27.4%	1.000	31.0%
33.9%	1.000	34.7%
41.1%	1.000	38.7%
39.6%	1.000	37.0%
3.4%	1.000	3.2%
8.0%	1.000	7.6%
80.2%	1.000	81.1%
16.5%	1.000	16.5%
		28.5%
		33.4%
		33.9%
		30.2%
	ſ	28.0%
	L	1.20
		33.6%
		32%
		32/0

 Frequency/Severity Indication:
 38.0%

 Weighted Average:
 35.2%

 PY 2014 Selected:
 37.0%

Adjustment: 0.0%

PY 2014: 37.0%

All Year Avg Empirical Cat Load: 3.8%
Program Specific AAL Cat Load: 0.1%
Selected Cat Load: 0.1%

Corporate Cat Charge: 0.0% XOL Loss Cost: 0.0% 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: 39.0%

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

### Property

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

PY	DSP	Cat #	Policy #	Case #	DOL Insured	Ind Paid	Ind OS	LAE	ILAE	Acc State	Description
2007	2-6-210		2826426	8629	1/2/2008 Lifeline Youth and	171	-	63	234	Indiana	Fire In The Attic Caused Damage To
2008	2-6-210		3296066	5412	5/3/2009 Alabama Sheriff's	109	-	-	109	Alabama	Heavy Storm Came Through The Are
2012	2-6-207	9012	6478522	9115	10/29/2012Lorain County Alco	165	-	3	167	Ohio	Heavy Winds Blew Roof OFF Of Buil
2013	2-6-207	1513	2850982	1575	5/28/2013 Alcoholic Recovery	127	-	5	132	Texas	Extensive Hail And Wind Damage To

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

## APD

## 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	<b>ILAE</b> Ratio	<b>ILAE</b> Ratio	Rate Need	Achieved	<b>ILAE Ratio</b>	ILAE Ratio	Rate Need
RAP Neutral:	97.1%	63.3%	76.0%	18.7%	0.0%	76.0%	76.0%	18.6%

Expense Ratio calculated as followed	ows:
Commission:	22.0%
Prem Tax:	3.4%
Other Acquisition Fees:	0.3%
Direct Expense:	4.8%
Indirect Expense:	3.4%
	33.8%

APD

# Reported Incurred Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	197	1.0%	46.5%	53.9%	50.4%	50.4%	50.4%	50.4%	50.4%	50.4%	50.4%	50.4%	50.4%
2005	118	16.8%	90.8%	115.1%	114.3%	114.3%	114.3%	114.3%	114.3%	114.3%	114.3%		114.3%
2006	88	0.8%	6.2%	31.9%	31.9%	31.9%	31.9%	31.9%	31.9%	31.9%			31.9%
2007	113	0.0%	53.9%	62.1%	62.1%	<b>62.1</b> %	62.1%	62.1%	62.1%				62.1%
2008	85	0.0%	29.4%	31.7%	31.7%	31.7%	31.7%	31.7%					31.7%
2009	62	0.0%	43.4%	47.2%	44.5%	44.5%	44.5%						44.5%
2010	53	8.2%	84.2%	80.6%	80.6%	80.6%							80.6%
2011	32	0.0%	193.2%	182.4%	182.4%								182.4%
2012	24	1.9%	30.7%	31.2%									31.2%
2013	28	0.5%	27.6%										27.6%
2014	82	7.3%											7.3%

APD

Indexing - PY 2014 Ultimate Loss & LAE Selection

		Annual PY	Cumulative	On-Level
PY	GWP	Rate Chg	PY Rate Chg	GWP
2004	197	9.7%	1.097	176
2005	118	11.0%	1.218	95
2006	88	11.7%	1.360	63
2007	113	-0.2%	1.357	81
2008	85	-12.1%	1.193	70
2009	62	0.0%	1.193	51
2010	53	0.5%	1.199	44
2011	32	-6.5%	1.121	28
2012	24	5.4%	1.182	20
2013	28	-17.0%	0.981	28
2014	82	0.0%	0.981	82
			All Yr Wtd	ex 2014:
			Last 7 Wtd	ex 2014:
			Last 5 Wtd	ex 2014:
			Last 3 Wtd	ex 2014:
		Freque	ncy/Severity In	dication:

Policy Limits		
	0.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
50.4%	1.000	56.4%
114.7%	1.000	142.4%
32.1%	1.000	44.5%
61.7%	1.000	85.4%
31.3%	1.000	38.0%
45.3%	1.000	55.1%
81.0%	1.000	99.0%
183.4%	1.000	209.5%
31.2%	1.000	37.6%
35.2%	1.000	35.2%
44.1%	1.000	44.1%
		77.1%
		75.5%
		86.2%
		99.7%
		77.1/0
		75.0%

PY 2014 Selected: 75.0%

Adjustment: 0.0%

PY 2014: 75.0%

ULE: 1.0%

Claims Fees: 0.0%

PY 2014 Ultimate ILAE Ratio: 76.0%

## **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	<b>ILAE</b> Ratio	<b>ILAE</b> Ratio	Rate Need	Achieved	<b>ILAE Ratio</b>	ILAE Ratio	Rate Need
RAP Neutral:	98.0%	64.7%	60.8%	-5.8%	1.6%	59.9%	62.9%	-2.8%

Expense Ratio calculated as follo	ows:
Commission:	22.0%
Prem Tax:	3.4%
Other Acquisition Fees:	0.3%
Direct Expense:	3.0%
Indirect Expense:	4.7%
	33.3%

## **Excess Liability**

## Reported Incurred Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	1,042	0.0%	0.2%	0.2%	1.0%	1.2%	3.8%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
2005	888	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%
2006	760	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
2007	690	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%
2008	431	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					0.0%
2009	287	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%
2010	292	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
2011	184	0.0%	0.0%	0.0%	0.0%								0.0%
2012	143	0.0%	0.0%	1.6%									1.6%
2013	141	0.0%	0.0%										0.0%
2014	217	0.0%											0.0%

### Reported Paid Loss & LAE Ratios

PY	GWP	6	18	30	42	54	66	78	90	102	114	126	@ 2014/2
2004	1,042	0.0%	0.2%	0.2%	0.3%	0.5%	3.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
2005	888	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%
2006	760	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
2007	690	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%
2008	431	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					0.0%
2009	287	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%
2010	292	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
2011	184	0.0%	0.0%	0.0%	0.0%								0.0%
2012	143	0.0%	0.0%	0.9%									0.9%
2013	141	0.0%	0.0%										0.0%
2014	217	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	1,042	0.0%	1.000	1,078
2005	888	0.0%	1.000	918
2006	760	0.0%	1.000	785
2007	690	0.0%	1.000	713
2008	431	0.0%	1.000	446
2009	287	0.0%	1.000	296
2010	292	0.0%	1.000	302
2011	184	-1.7%	0.983	194
2012	143	-0.3%	0.980	151
2013	141	3.9%	1.018	143
2014	217	1.6%	1.034	217
			All Yr Wtd	ex 2014:
			Last 7 Wtd	ex 2014:
			Last 5 Wtd	ex 2014:
			Last 3 Wtd	ex 2014:
			Selected l	Jltimate: ILF:
		С	apped @ \$10M l	Jltimate:

Capped @ \$10M		
	·	
	5.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
1.0%	1.629	1.5%
0.0%	1.551	0.0%
1.3%	1.477	1.9%
1.4%	1.407	2.0%
0.0%	1.340	0.0%
20.9%	1.276	25.8%
30.8%	1.216	36.2%
38.0%	1.158	41.8%
49.0%	1.103	51.2%
56.7%	1.050	58.6%
59.9%	1.000	59.9%
		9.4%
		19.7%
		39.4%
		49.6%
		40.0%
		1.00
		40.0%
Weight:		2%

Capped @ 2M			
	·		
	4.5%	On-Level	
Ultimate	Trend to	Ultimate	
ILAE Ratio	PY 2014	ILAE Ratio	
1.0%	1.553	1.4%	
0.0%	1.486	-	
1.3%	1.422	1.8%	
1.4%	1.361	1.9%	
0.0%	1.302	-	
10.5%	1.246	12.6%	
17.1%	1.193	19.7%	
21.7%	1.141	23.5%	
35.0%	1.092	36.2%	
35.4%	1.045	36.5%	
36.9%	1.000	36.9%	
		5.00/	
		5.8%	
		11.7%	
		23.0%	
		31.3%	
	Г	22.0%	
	L	23.0%	
		1.65	
		38.0%	
		49%_	

Capped @ 1M		·
	4.0%	On-Level
Ultimate	Trend to	Ultimate
ILAE Ratio	PY 2014	ILAE Ratio
1.0%	1.480	1.4%
0.0%	1.423	-
1.3%	1.369	1.7%
1.4%	1.316	1.8%
0.0%	1.265	-
7.0%	1.217	8.2%
10.3%	1.170	11.6%
16.3%	1.125	17.4%
21.0%	1.082	21.5%
28.4%	1.040	29.0%
23.1%	1.000	23.1%
		4.2%
		8.0%
		15.4%
		22.1%
		<b>LL. 1</b> /0
		15.0%
		2.45
		36.8%
		49%
		45 00/

Frequency/Severity Indication: 45.0% Weighted Average: 37.4%

PY 2014 Selected - Capped @ \$10M: 40.0%

Adjustment: 0.0%

PY 2014 - Capped @ \$10M: 40.0%

ILF: 1.000 Catastrophe/Latency Load: 5.0%

ULE: 1.0%
PY 2014 Ultimate ILAE Ratio: 46.0%

Credibility: 5%

Complement of Credibility: 60.5%

Credibility Weighted PY 2014 Ultimate ILAE Ratio: 59.9%

Division 66 - Programs SBT Social Services - Profitability Study PYG @ 2014/2 (000's omitted)

### **Excess Liability**

### <u>Large Losses - Incurred + LAE</u>

	PY	DSP	Policy #	Case #	DOL	Insured	Ind Paid	Ind OS	LAE	ILAE	Acc State	Description
_	2004	2-6-260	4657900	1104	11/23/200	4 National Deaf Acad	-	-	2	2	Florida	Claimants Allege Breach Of Contrac
	2006	2-6-260	4069624	1348	7/1/2006	Gandara Mental Hea	-	-	0	0	Massachusetts	Clmt Alleges Sexual Assault By Insu
	2007	2-6-260	4069624	1349	7/1/2007	Gandara Mental Hea	-	-	0	0	Massachusetts	Clmt Alleges Sexual Assault By Insu
	2010	2-6-260	9657019	280	3/8/2010	Proctor Health Car	-	-	0	0	Illinois	Evacuation Required DUE To Smoke
	2012	2-6-260	273555	4927	6/22/2012	2 Southern Seven Hea	-	1	1	2	Illinois	IVD Allegedly Struck The ATV Driver