# 2011

# ANNUAL COMPLIANCE REPORT

## STATE OF MAINE
## WORKERS' COMPENSATION BOARD

## JANUARY 1, 2011 - DECEMBER 31, 2011

## OFFICE OF MONITORING, AUDIT & ENFORCEMENT

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**MAINE WORKERS' COMPENSATION BOARD**
**2011 ANNUAL COMPLIANCE REPORT**

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# EXECUTIVE SUMMARY

I. On July 10, 2012, the Maine Workers' Compensation Board of Directors approved the 2011 Annual Compliance Report (**January 1, 2011** through **December 31, 2011**). This report represents the efforts of the Office of Monitoring, Audit and Enforcement (MAE Program) and the workers' compensation community.

## II. HISTORY

In 1997, the Maine Legislature, with the support of Governor Angus S. King, Jr., enacted Public Law 1997, Chapter 486 to establish the Office of Monitoring, Audit, and Enforcement with the goals of: (1) providing timely and reliable data to policymakers; (2) monitoring and auditing payments and filings; and (3) identifying those insurers, self-administered employers, and third-party administrators (collectively "insurers") not complying with minimum standards.

## III. COMPLIANCE OVERVIEW

The 2011 quarterly compliance in Table 1 represents static results based upon data received by the deadline for each quarter. This 2011 Annual Compliance Report represents static results based upon data received by February 17, 2012. Tables 2 and 3 show continued improvement in the performance of insurers since the pilot project.

### A. Lost Time First Report Filings

*The Board's benchmark for lost time first report filings within 7 days is 85%.*

**Benchmark Exceeded.** Eighty-seven percent (87%) of lost time first report filings were within 7 days.

### B. Initial Indemnity Payments

*The Board's benchmark for initial indemnity payments within 14 days is 87%.*

**Benchmark Exceeded.** Eighty-nine percent (89%) of initial indemnity payments were within 14 days.

### C. Initial Memorandum of Payment Filings

*The Board's benchmark for initial Memorandum of Payment (MOP) filings within 17 days is 85%.*

**Benchmark Exceeded.** Eighty-nine percent (89%) of initial MOP filings were within 17 days.

### D. Initial Indemnity Notice of Controversy Filings

*The Board's benchmark for initial indemnity Notice of Controversy (NOC) filings within 14 days is 90%.*

**Benchmark Exceeded.** Ninety-five percent (95%) of initial indemnity NOC filings were within 14 days.

### E. Wage Information

Seventy-six percent (76%) of Wage Statement(s) and eighty percent (80%) of the Schedule of Dependent(s) and Filing Status Statement(s) were filed within 30 days.

### F. Utilization Analysis

Eighteen percent (18%) of all lost time first reports were "denied" and thirty-nine percent (39%) of all claims for compensation were denied.

## IV. CAVEATS & EXPLANATIONS

### A. General

- Question marks ("?") within this report indicate that the insurer did not provide all the data required to measure compliance.

### B. Lost Time First Report Filings

- Compliance with the lost time first report filing obligation exists when the lost time first report is filed (accepted Electronic Data Interchange (EDI) transaction, with or without errors) within 7 days of the employer receiving notice or knowledge of an employee injury that has caused the employee to lose a day's work.
- When a medical only first report was received and later converted to a lost time first report, if the received date minus the date of the employer's notice or knowledge of incapacity was less than zero, the filing was considered compliant.

### C. Initial Indemnity Payments

Compliance with the Initial Indemnity Payment obligation exists when the check is mailed within the later of: (a) 14 days after the employer's notice or knowledge of incapacity or (b) the first day of compensability plus 6 days.

### D. Initial Memorandum of Payment (MOP) Filings

Compliance with the Initial Memorandum of Payment filing obligation exists when the MOP is received within 17 days of the employer's notice or knowledge of incapacity.

### E. Initial Indemnity Notice of Controversy (NOC) Filings

- Measurement excludes filings submitted with full denial reason codes 3A-3H (No Coverage).
- Compliance with the Initial Indemnity Notice of Controversy filing obligation exists when the NOC is filed (accepted EDI transaction, with or without errors) within 14 days of the employer receiving notice or knowledge of the incapacity or death.

## V. CORRECTIVE ACTION PLANS (CAPs)

Corrective Action Plans are implemented for insurers with chronic poor compliance. Elements of the CAPs are reviewed and updated each quarter to track compliance changes and ensure that the elements of the plan are being met.

The following insurers had CAPs in place for all or part of 2011:

| Insurer (alpha order) | Market Share by Premiums Written |
|---|---|
| AIG | 3% |
| Gallagher Bassett Services | Not Applicable - TPA |
| Liberty Mutual | 9% |
| Sentry | .32% |
| Zurich | 1% |

## VI. COMPLETED AUDITS

The Board conducts compliance audits of insurers, self-insurers and third-party administrators to ensure that all obligations under the Workers' Compensation Act are met. The functions of the audit program include, but are not limited to: ensuring that all reporting requirements of the Board are met, auditing the timeliness of benefit payments, auditing the accuracy of indemnity payments, evaluating claims-handling techniques, and determining whether claims are unreasonably contested.

The following had audits completed in 2011:

| Auditee (alpha order) | Total Penalties |
|---|---|
| Acadia | $2,850.00 |
| Amtrust North America | $1,600.00 |
| Cannon Cochran | $7,500.00 |
| Claims Management (Wal-Mart) | $2,025.00 |
| F.A. Richard | $1,000.00 |
| Fireman's Fund Insurance | $100.00 |
| GAB Robins | $105.00 |
| Gallagher Bassett | $7,650.00 |
| Guard Insurance | $4,300.00 |
| Hannaford Brothers | $6,245.00 |
| MAC | $3,350.00 |
| Maine Automobile Dealers | $3,100.00 |
| Safety National Insurance | $300.00 |
| Sedgwick | $7,100.00 |
| Sentry Insurance | $4,800.00 |
| Star Insurance | $1,400.00 |
| State of Maine | $5,900.00 |
| Synernet | $1,425.00 |
| Vanliner Insurance | $7,500.00 |
| XL Specialty | $11,100.00 |

**This 2011 Annual Compliance Report was prepared by the following MAE staff members:**

| Name | Position | Annual Report Role |
|---|---|---|
| Anne Poulin | Secretary Associate | Administrative Support |
| Kathleen Schulz | Management Analyst | Research & Compilation |
| Carrie Pelletier | Management Analyst | Research & Compilation |
| Rick Giffin | Director of Audits | Editor |
| Kimberlee Barriere | Deputy Director | Editor |

# Annual Compliance Summary

**Table 1** **Quarterly Compliance Reports**

| | Benchmark | First Quarter | Second Quarter | Third Quarter | Fourth Quarter |
|---|---|---|---|---|---|
| **Lost Time First Report Filings** Received within 7 Days | 85% | 88% | 89% | 87% | 87% |
| **Initial Indemnity Payments** Made within 14 Days | 87% | 90% | 88% | 91% | 88% |
| **Initial Memorandum of Payment Filings** Received within 17 Days | 85% | 90% | 87% | 91% | 86% |
| **Initial Indemnity Notice of Controversy Filings** Received within 14 Days | 90% | 95% | 96% | 94% | 95% |

**Table 2** **Annual Compliance**

| | 1997[1] | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Lost Time First Report Filings** Received within 7 Days | 37% | 82% | 82% | 86% | 86% | 84% | 87% | 89% | 84% | 86% | 87% |
| **Initial Indemnity Payments** Made within 14 Days | 59% | 85% | 86% | 85% | 87% | 87% | 87% | 89% | 89% | 89% | 89% |
| **Initial Memorandum of Payment Filings** Received within 17 Days | 57% | 81% | 82% | 83% | 84% | 84% | 85% | 88% | 87% | 86% | 89% |
| **Initial Indemnity Notice of Controversy Filings** Received within 14 Days[2] | | | | 91% | 92% | 89%[3] | 89% | 90% | 94% | 94% | 95% |

**Table 3** **Percentage Change Over Time**

| | 1997[1] | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Lost Time First Report Filings** Received within 7 Days | 0% | 122% | 124% | 133% | 134% | 130% | 136% | 141% | 127% | 132% | 135% |
| **Initial Indemnity Payments** Made within 14 Days | 0% | 44% | 44% | 44% | 46% | 46% | 47% | 49% | 49% | 51% | 51% |
| **Initial Memorandum of Payment Filings** Received within 17 Days | 0% | 42% | 44% | 46% | 48% | 49% | 49% | 55% | 54% | 51% | 56% |
| **Initial Indemnity Notice of Controversy Filings** Received within 14 Days[2] | | | | 0% | 1% | -2% | -3% | -1% | 2% | 3% | 4% |

[1] Based on sample data.
[2] Benchmark changed in 2007 from 17 days to 14 days.
[3] Second quarter excluded.

# High Compliance Performers

Entities large and small have developed the policies, processes and systems necessary to achieve or exceed the benchmark compliance levels relative to form filing, as well as the initial indemnity payments that put money into injured Maine employees' households. The Board wishes to recognize them for their excellence in these areas.

These high-performing entities run the gamut of size, location and organization type, i.e. insurer, TPA, self-insured self-administered employer.

| Benchmark Category: | First Report Filings | Initial Payments | Initial MOP Filings | Initial NOC Filings |
|---|---|---|---|---|
| **Insurers/TPAs** | | | | |
| Acadia Insurance | 89% | 98% | 100% | 97% |
| Argonaut Insurance | 96% | 100% | 93% | 100% |
| Broadspire Services | 85% | 96% | 92% | 100% |
| Chartis | 89% | 90% | 90% | 94% |
| Claims Management (Wal-Mart) | 95% | 98% | 98% | 93% |
| FutureComp | 92% | 95% | 94% | 90% |
| Liberty Mutual Insurance | 86% | 89% | 89% | 97% |
| Maine Employers' Mutual Insurance | 86% | 93% | 92% | 96% |
| Sedgwick Claims Management Services | 85% | 88% | 88% | 93% |
| Synernet | 94% | 92% | 94% | 95% |
| Trident Insurance Services | 92% | 92% | 85% | 100% |
| Willis of Northern New England | 94% | 93% | 91% | 98% |
| **Self-Insureds** | | | | |
| Bath Iron Works | 99% | 96% | 96% | 98% |
| City of Bangor | 100% | 97% | 100% | 100% |
| Hannaford Brothers | 90% | 91% | 91% | 100% |
| Maine Automobile Dealers Association | 92% | 89% | 95% | 100% |
| Maine Healthcare Association | 88% | 90% | 100% | 94% |
| Maine Motor Transport Association | 91% | 95% | 98% | 97% |
| Maine School Management Association | 92% | 90% | 96% | 98% |
| State of Maine Workers' Comp. Trust | 95% | 96% | 95% | 97% |

**Board Benchmarks:**

85% of Lost Time First Report filings received within 7 days

87% of Initial Indemnity Payments made within 14 days

85% of Initial Memorandum of Payment filings received within 17 days

90% of Initial Indemnity Notice of Controversy filings received within 14 days

**Qualifications:**

Must have filed more than one MOP in the year.

Must have filed more than one NOC in the year.

# LOST TIME FIRST REPORT FILINGS

**Chart 1 Timeliness Distribution**

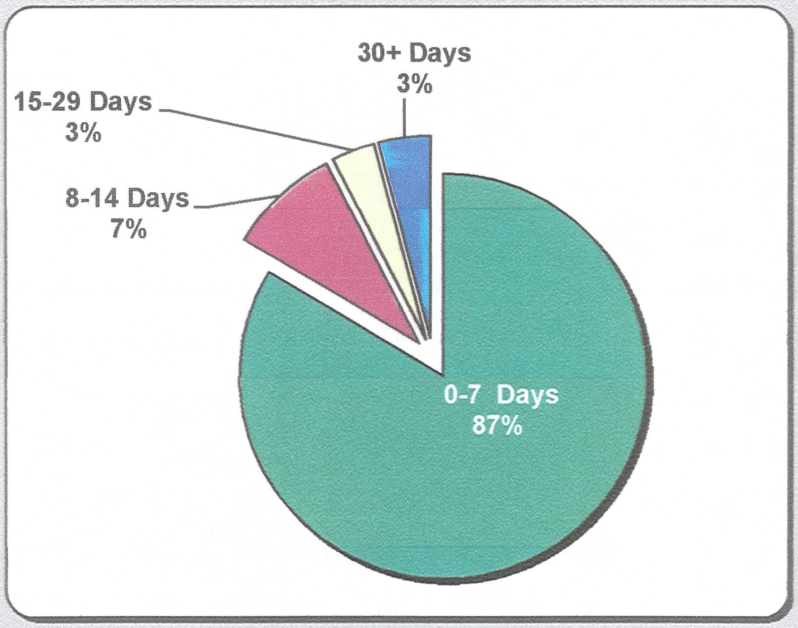



**Table 4**

| Received Within: | | | |
|---|---|---|---|
| 0-7 | Days | 11,759 | 87% |
| 8-14 | Days | 924 | 7% |
| 15-29 | Days | 395 | 3% |
| 30+ | Days | 392 | 3% |
| | **Total** | **13,470** | **100%** |

**Table 5**

| Above vs. Below Benchmark: | | |
|---|---|---|
| At / Above | 31 | 42% |
| Below | 43 | 58% |
| **Total** | **74** | **100%** |

**Chart 2 % of Insurers Above vs. Below 85% Benchmark**

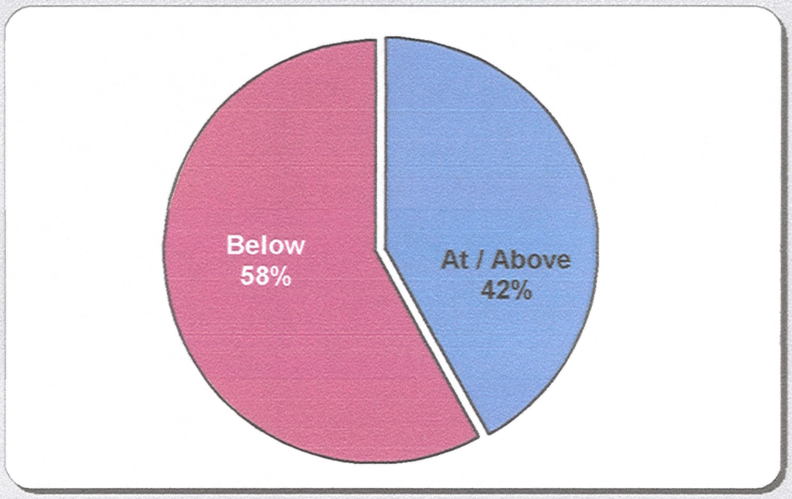
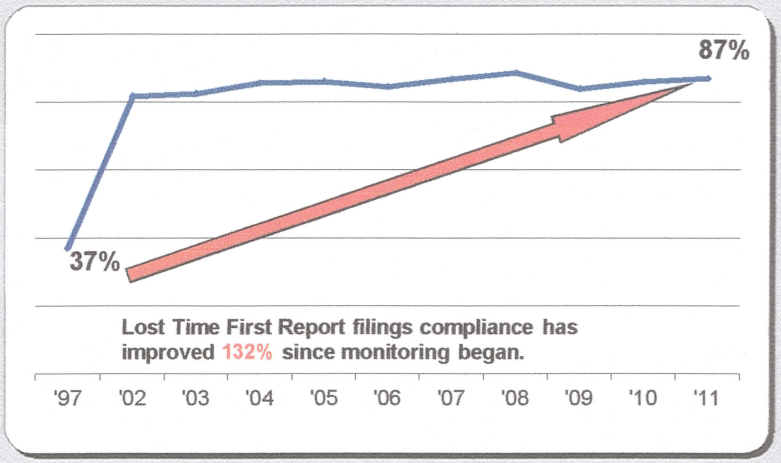



**Chart 3 Compliance Trend**




## Summary

The Board received 13,470 lost time first reports. This represents 459 fewer reports than in 2010.

The 2011 compliance rate of 87% for lost time first report filings has increased from the 2010 compliance rate. As can be seen in Chart 2, only 42% of insurers were at or above the benchmark in 2011, up significantly from the 28% in 2010; however, there is still room for improvement.

Incorrect or unknown employer UIAN numbers continue to be an issue. Accurate UIAN data ensures that claims received at the Board are linked to the appropriate insurance policy and claim administrator in a timely manner, thus reducing workloads for all parties. Attention will continue to be placed on improving this area.

# INITIAL INDEMNITY PAYMENTS

**Chart 4 Timeliness Distribution**

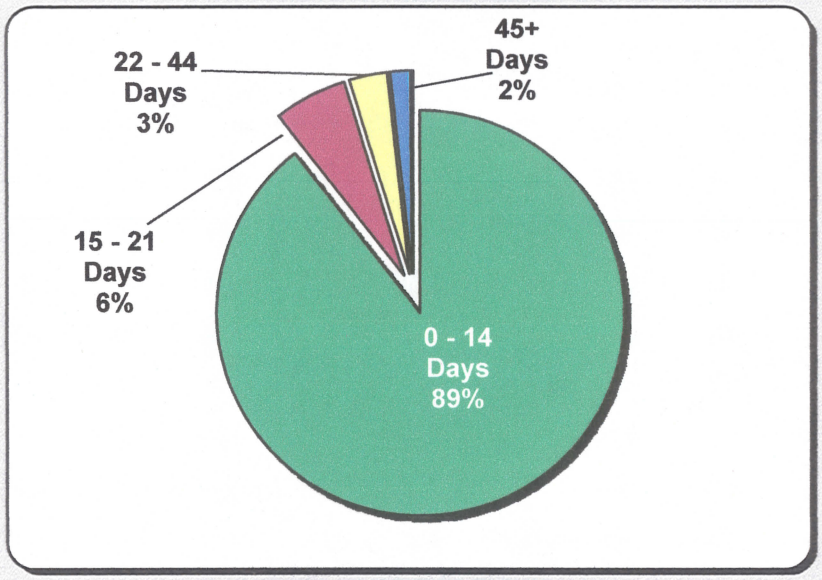



**Table 6**

| Made Within: | | |
|---|---|---|
| 0 - 14 Days | 3,471 | 89% |
| 15 - 21 Days | 226 | 6% |
| 22 - 44 Days | 129 | 3% |
| 45+ Days | 62 | 2% |
| ? Days | 5 | 0% |
| **Total** | **3,893** | **100%** |

**Table 7**

| Above vs. Below Benchmark: | | |
|---|---|---|
| At / Above | 35 | 52% |
| Below | 32 | 48% |
| **Total** | **67** | **100%** |

**Chart 5 % of Insurers Above vs. Below 87% Benchmark**

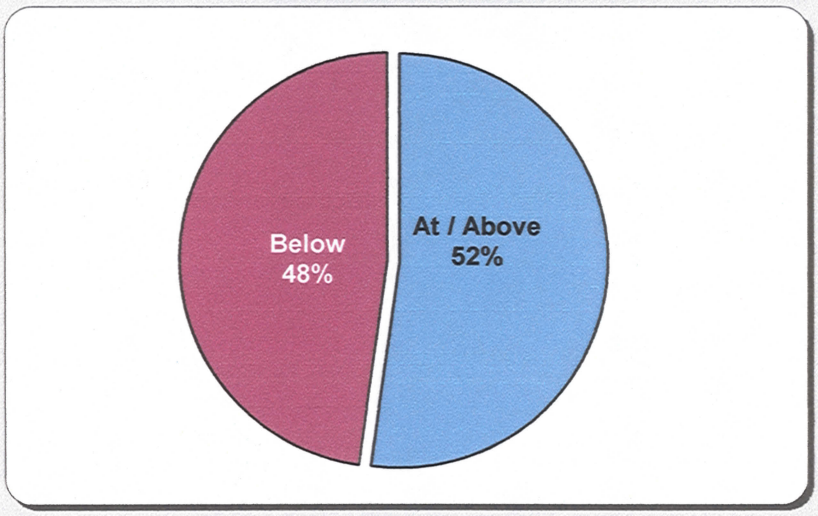
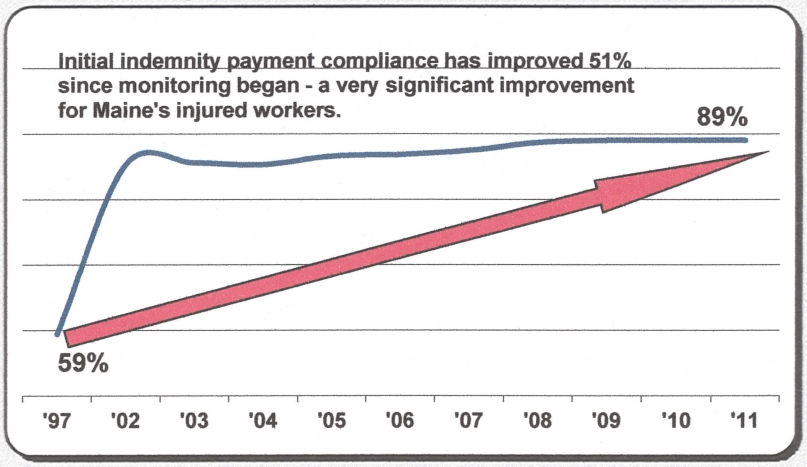



**Chart 6 Compliance Trend**




## Summary

Injured workers in the State of Maine continue to benefit from the high (89%) compliance rate of initial indemnity payments.

In fact, compliance has improved by 30 points since monitoring began, from 59% to 89%, resulting in Maine households receiving much-needed money on time.

On a broader level, timely initial indemnity payments are a key factor in controlling workers' compensation claim costs.

However, as can be seen in Chart 5, much work still remains in this area. Analysis will continue to focus on identifying best practices followed by those with high compliance rates in order to identify solutions that might help those at the other end of the spectrum to improve their results.

# INITIAL MEMORANDUM OF PAYMENT FILINGS

**Chart 7 Timeliness Distribution**

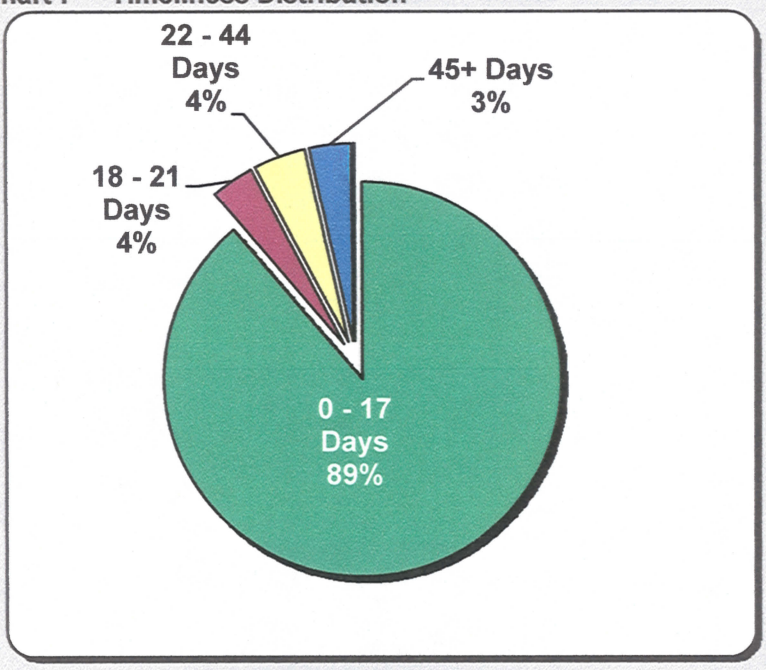



**Table 8**

| Received Within: | | | |
|---|---|---|---|
| 0 - 17 | Days | 3,454 | 89% |
| 18 - 21 | Days | 137 | 4% |
| 22 -44 | Days | 167 | 4% |
| 45+ | Days | 131 | 3% |
| ? | Days | 5 | 0% |
| | **Total** | **3,894** | **100%** |

**Table 9**

| Above vs. Below Benchmark: | | |
|---|---|---|
| At / Above | 37 | 55% |
| Below | 30 | 45% |
| **Total** | **67** | **100%** |

**Chart 8 % of Insurers Above vs. Below 85% Benchmark**

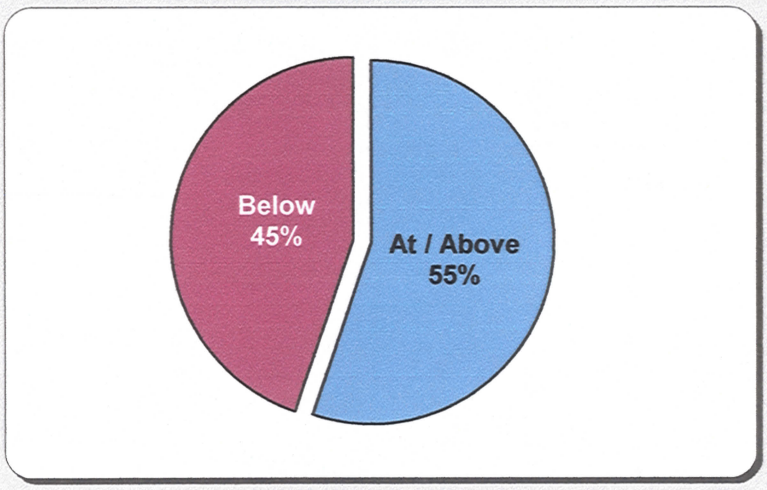
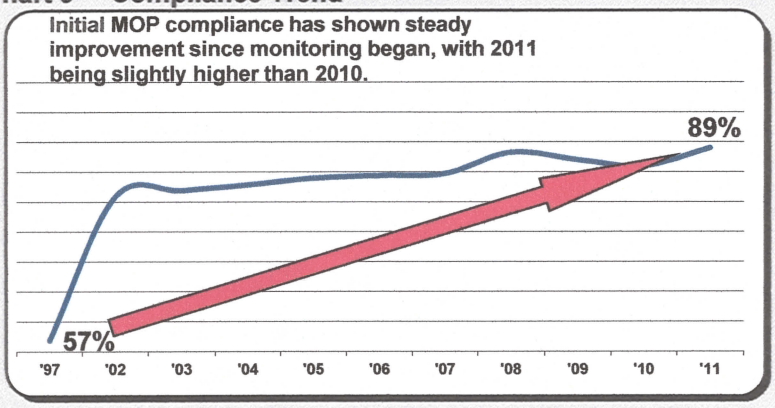



**Chart 9 Compliance Trend**




## Summary

While a Memorandum of Payment (MOP) filing does not have the same tangible benefit to the injured employee as the payment itself, it is a key indicator of how well insurers are complying with the administrative requirements of the Act.

Studies by the Workers' Compensation Research Institute indicate that proper claims administration and timely payment of claims reduces both the overall cost of claims and also the time required to process a claim through the dispute resolution system.

As can be seen in Chart 7, the MOP benchmark is being met at an aggregate level, but as Chart 8 indicates, nearly half of all insurers are below benchmark, a clear opportunity for improvement going forward.

# INITIAL INDEMNITY NOTICE OF CONTROVERSY FILINGS

**Chart 10 Timeliness Distribution**

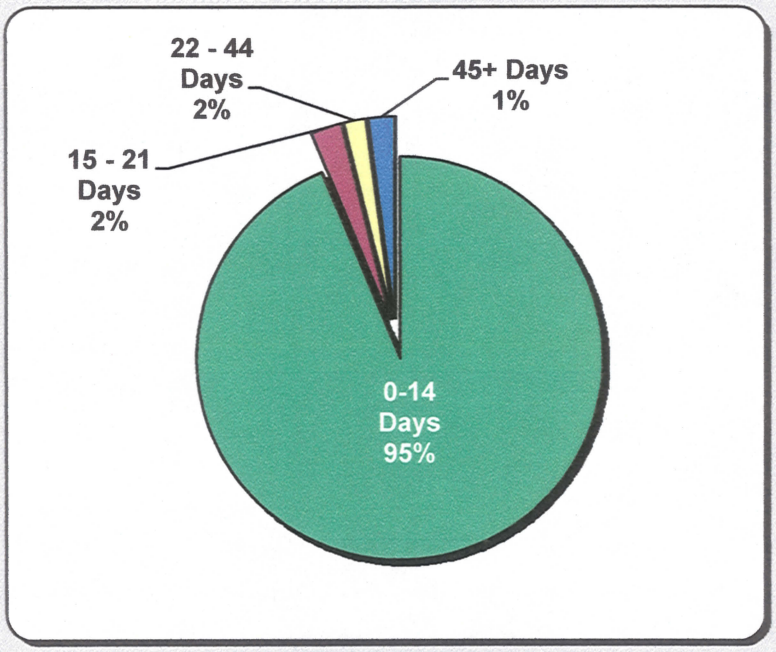



**Table 10**

| Received Within: | | | |
|---|---|---|---|
| 0 - 14 | Days | 2,339 | 95% |
| 15 - 21 | Days | 47 | 2% |
| 22 - 44 | Days | 49 | 2% |
| 45+ | Days | 30 | 1% |
| | **Total** | **2,465** | **100%** |

**Table 11**

| Above vs. Below Benchmark: | | |
|---|---|---|
| At / Above | 39 | 68% |
| Below | 18 | 32% |
| **Total** | **57** | **100%** |

**Chart 11 % of Insurers Above vs. Below 90% Benchmark**

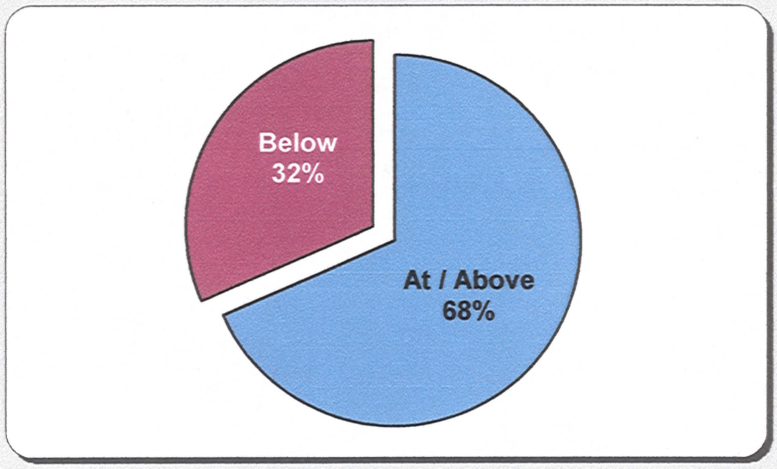
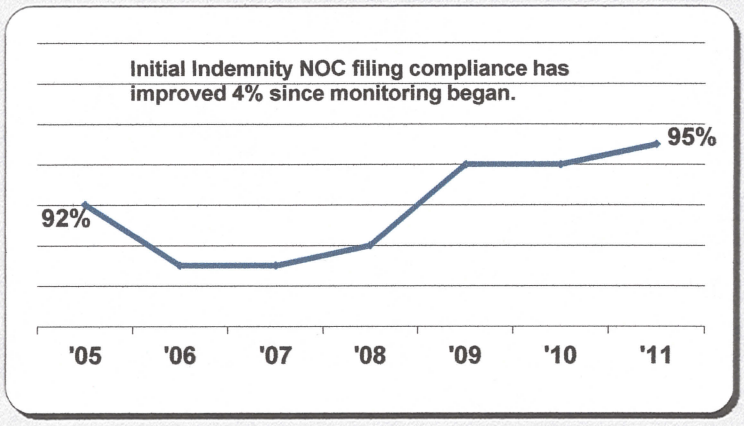



**Chart 12 Compliance Trend 2004 - 2011**




## Summary

The benchmark for the timely filing of the Initial Indemnity Notice of Controversy (NOC) was tightened from 17 to 14 days effective 2007.

In 2011 there were 3% fewer Initial Indemnity NOC filings in the dispute resolution system at the Board compared to 2010. Despite having fewer Initial Indemnity Notice of Controversy filings in the sytem, the compliance increased by 1% for this performance indicator.

67% of insurers were at or above benchmark last year, however that percentage has increased one point to 68% in 2011.

# WAGE INFORMATION

Wage information (WCB-2 and WCB 2A forms) must be filed within 30 days of an employer's notice or knowledge of a claim for compensation (Section 303, effective 8/10/00). This includes both compensated and controverted claims where a claim for compensation has been made.

**Chart 13 Wage Statement Timeliness Distribution**

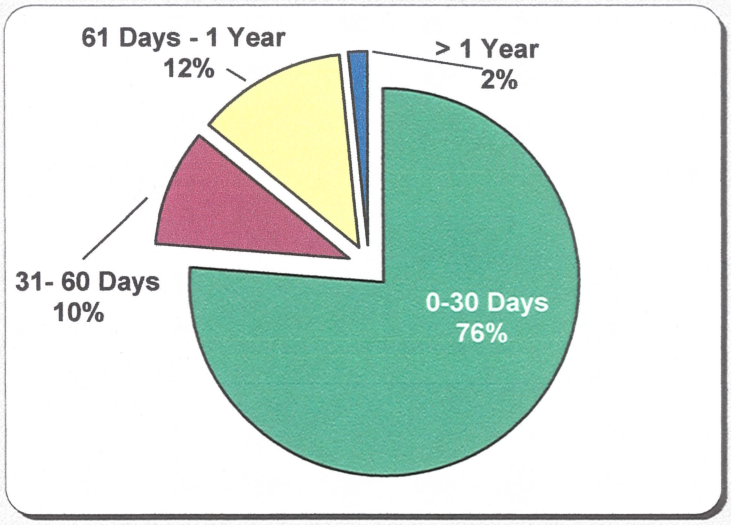



**Table 12**

| Received Within: | | |
|---|---|---|
| 0-30 Days | 5,862 | 76% |
| 31-60 Days | 748 | 10% |
| 61 Days-1 Year | 958 | 12% |
| > 1 Year | 122 | 2% |
| **Total** | **7,690** | **100%** |

**Wage Statement(s):** 5,835 (76%) of the 7,683 Wage Statement(s) that were due in 2011 were filed timely, 1,683 (22%) were filed late, and 165 (2%) remain outstanding.

**Chart 14 Schedule of Dependent(s) and Filing Status Statement Timeliness Distribution**

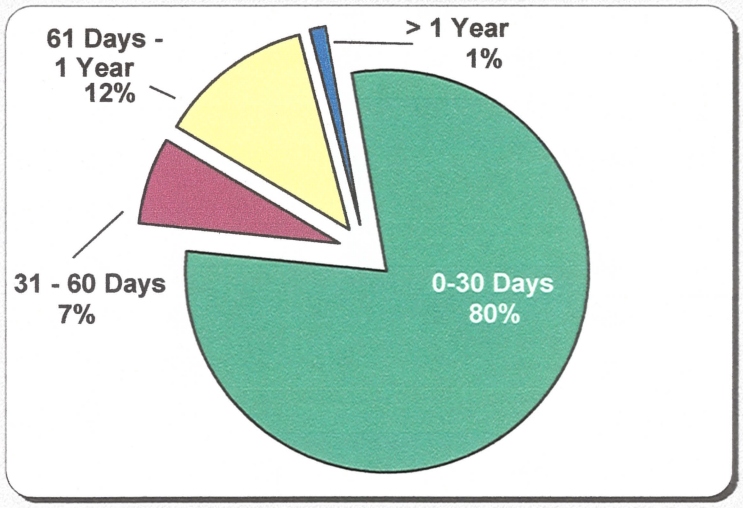



**Table 13**

| Received Within: | | |
|---|---|---|
| 0-30 Days | 6,095 | 80% |
| 31-60 Days | 496 | 7% |
| 61 Days-1 Year | 951 | 12% |
| > 1 Year | 96 | 1% |
| **Total** | **7,638** | **100%** |

**Schedule of Dependent(s) and Filing Status Statement(s):** 6,081 (79%) of the 7,683 Schedule of Dependent(s) and Filing Status Statement(s) due in 2011 were filed timely, 1,443 (19%) were filed late, and 159 (2%) remain outstanding.

# UTILIZATION ANALYSIS


**Summary**

Of the 13,470 lost time First Report filings in 2011, 53% resulted in the employee returning to work within the waiting period. Also, 18% of all lost time First Reports and 39% of all claims for compensation were "denied" in 2011. This represents an increase in the percent of claims for compensation denied.

The number of initial indemnity NOCs filed by an insurer, contrasted with the number of Initial MOPs filed by the insurer, may be used as one of many claims administration indicators that result in an insurer being referred for audit for possible violations of the Act.


**Chart 15 Distribution of Lost Time First Reports**

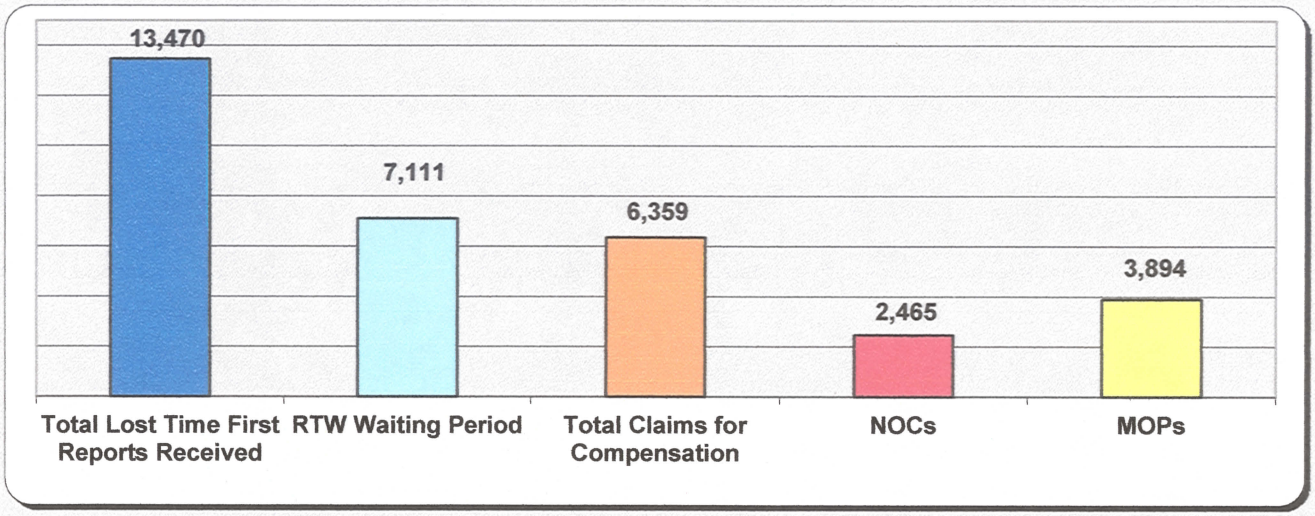



**Table 14 % of Lost Time First Reports Denied**

*(Initial Indemnity NOCs / Lost Time First Reports)*

| | |
|---|---|
| 2011 = | 18% |
| 2010 = | 18% |
| 2009 = | 18% |

**Table 15 % of Claims for Compensation Denied**

*(Initial Indemnity NOCs / Claims for Compensation)*

| | |
|---|---|
| 2011 = | 39% |
| 2010 = | 39% |
| 2009 = | 37% |

**Chart 16 Lost Time First Reports Analysis**

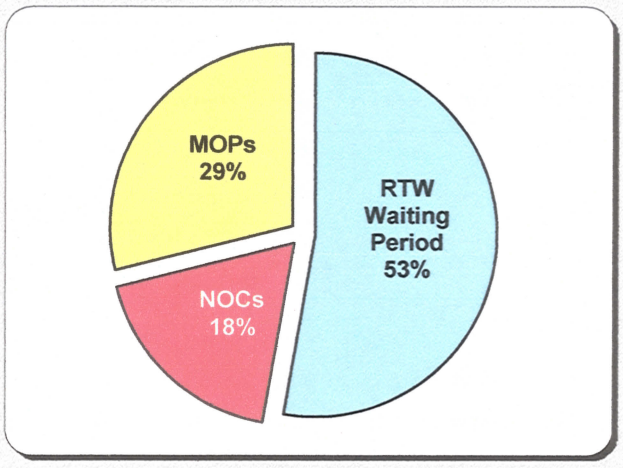
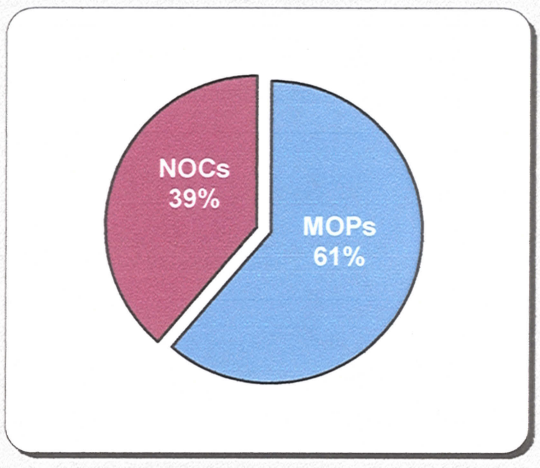


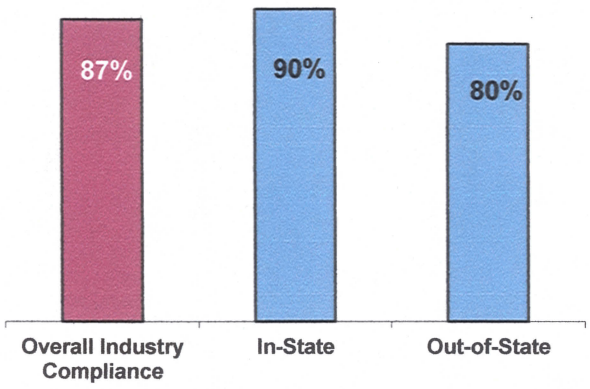

**Chart 17 Claims for Compensation Analysis**



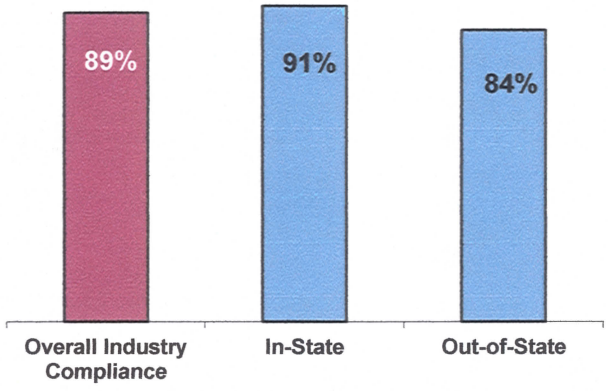
## In-State vs. Out-of-State Comparisons

As can be seen in the charts below, In-State insurers significantly out-perform their Out-of-State counterparts in all four benchmarks. In-State insurers also make up roughly two-thirds of the filings.

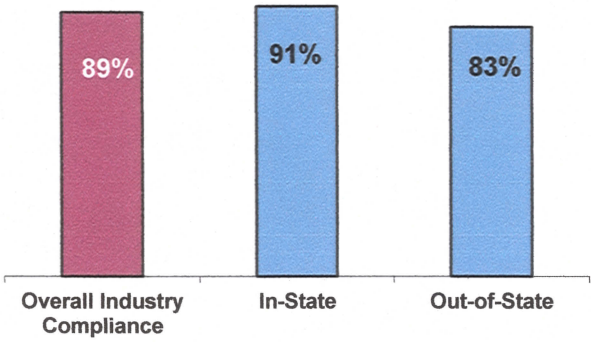
### Lost Time First Report Filings Compliance



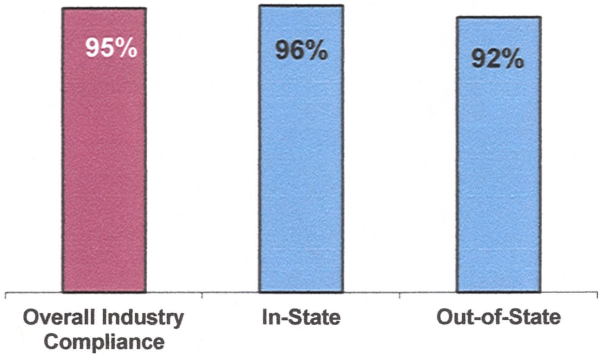

### Initial Indemnity Payments Compliance



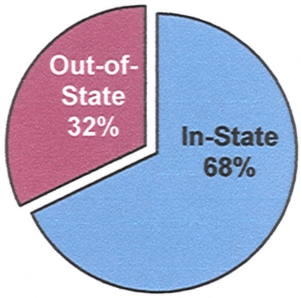

### Initial MOP Filings Compliance



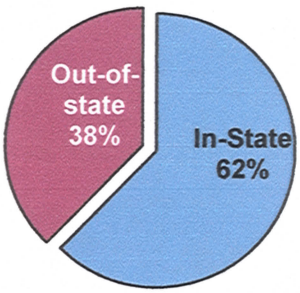

### Initial Indemnity NOC Filings Compliance



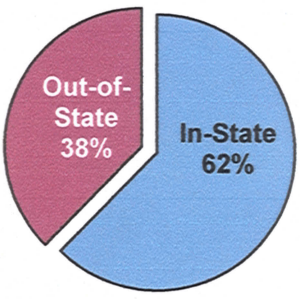

### % of Lost Time First Report Filings



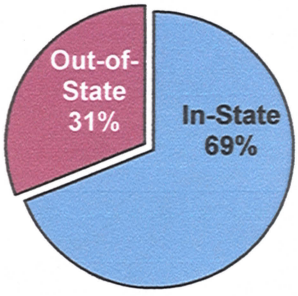

### % of Initial Indemnity Payments




### % of Initial MOP Filings

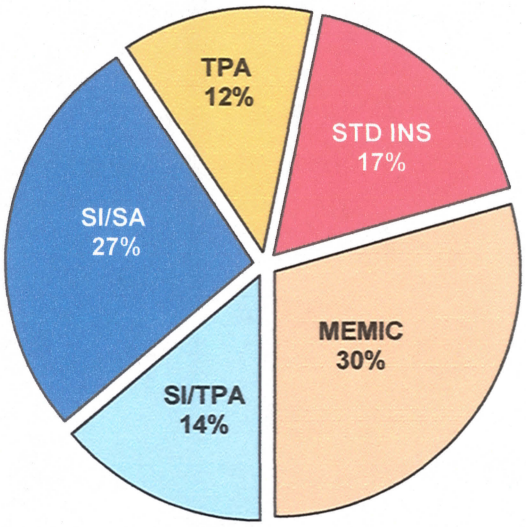



### % of Initial Indemnity NOC Filings

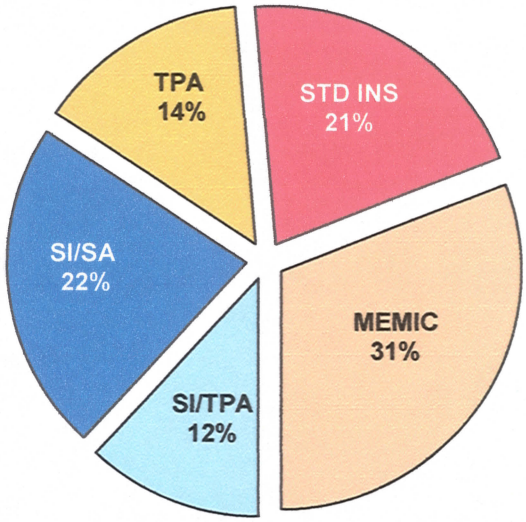


## Volume by Type of Insurer

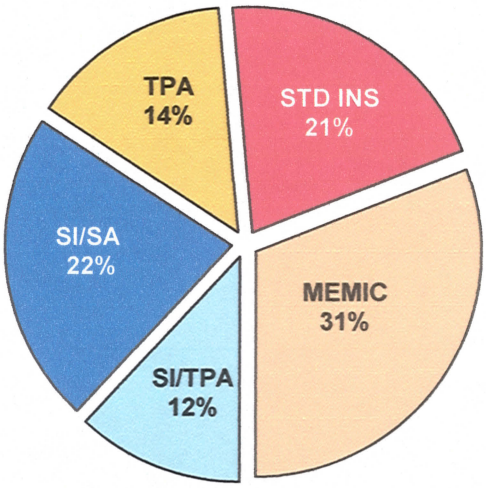
### Lost Time First Report Filings



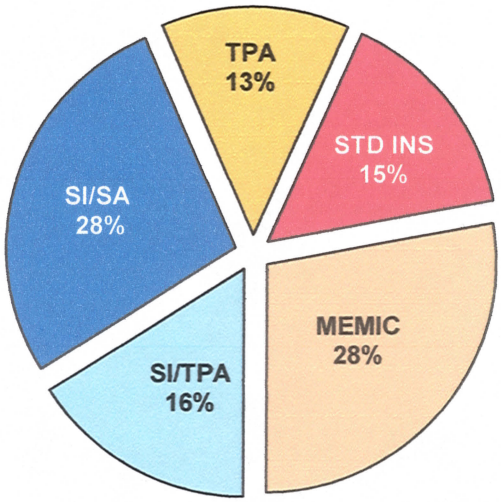

### Initial Indemnity Payments




### Initial Memorandum of Payment Filings



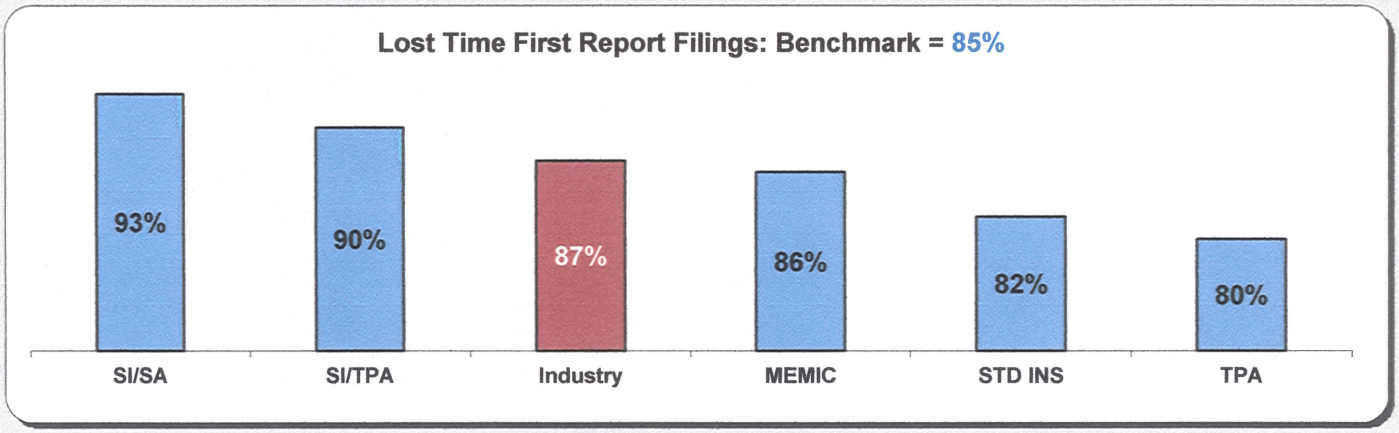

### Initial Indemnity Notice of Controversy Filings

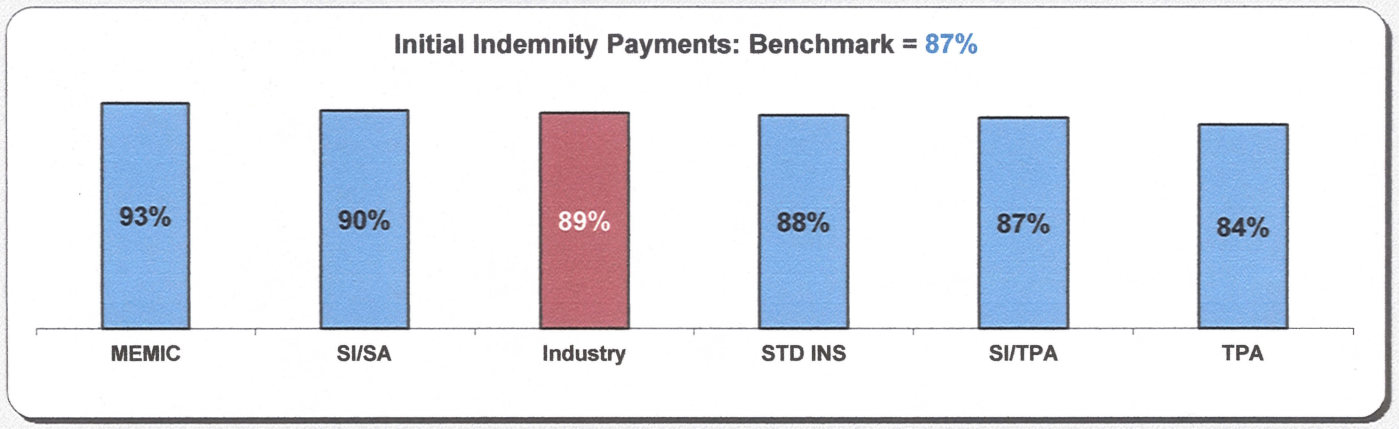


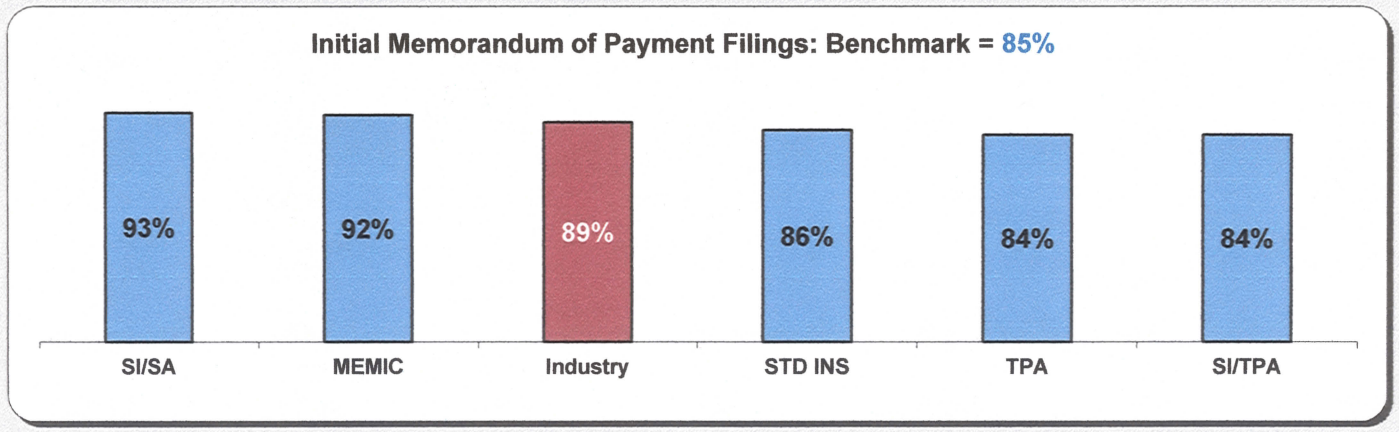

**KEY:**

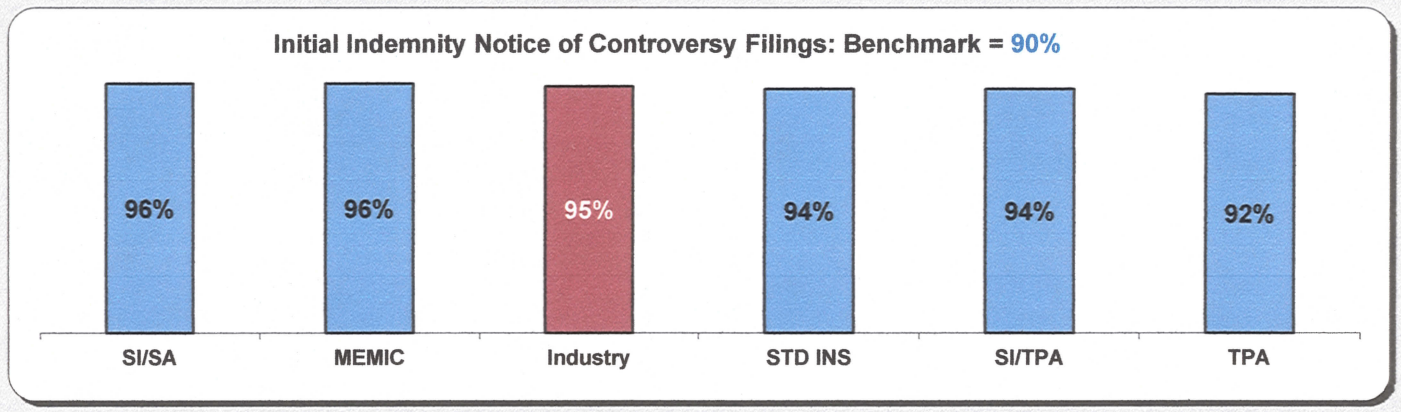
| | |
|---|---|
| **SI/SA** | Self-Insured, Self-Administered Employer |
| **SI/TPA** | Self-Insured, TPA-Administered Employer |
| **STD INS** | Standard Insurer (excluding MEMIC), Self-Administered |
| **TPA** | Standard Insurer (excluding MEMIC), TPA Administered |

## Compliance by Type of Insurer




**KEY:**

| | |
|---|---|
| **SI/SA** | Self-Insured, Self-Administered Employer |
| **SI/TPA** | Self-Insured, TPA-Administered Employer |
| **STD INS** | Standard Insurer (excluding MEMIC), Self-Administered |
| **TPA** | Standard Insurer (excluding MEMIC), TPA Administered |

## ENTITY OVERVIEW

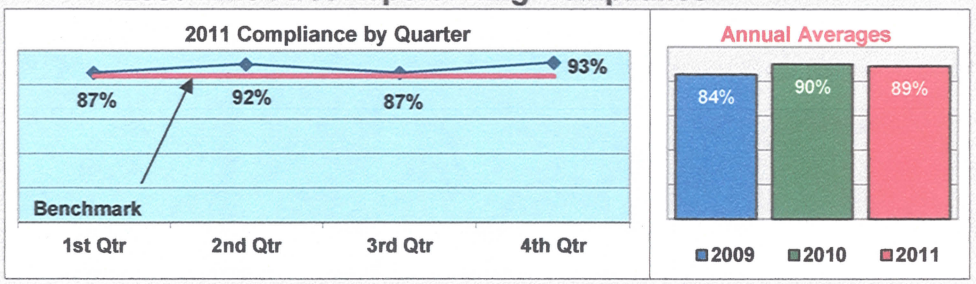
| INSURANCE GROUP | FROI Compliance Benchmark: 85% | PAY Compliance Benchmark: 87% | MOP Compliance Benchmark: 85% | NOC Compliance Benchmark: 90% |
|---|---|---|---|---|
| ACADIA INSURANCE | 89% | 98% | 100% | 97% |
| ACE INSURANCE | 76% | 79% | 84% | 96% |
| AMERICAN INTERSTATE INSURANCE* | 100% | No filings | No filings | No filings |
| AMTRUST NORTH AMERICA | 31% | 100% | 0% | 100% |
| ARCH INSURANCE | 81% | 74% | 74% | 93% |
| ARGONAUT INSURANCE | 96% | 100% | 93% | 100% |
| ARROW MUTUAL INSURANCE* | 100% | No filings | No filings | No filings |
| BATH IRON WORKS | 99% | 96% | 96% | 98% |
| BERKLEY RISK ADMINISTRATORS* | 100% | No filings | No filings | No filings |
| BROADSPIRE SERVICES | 85% | 96% | 92% | 100% |
| CAMBRIDGE INTEGRATED SERVICES* | 60% | 50% | 50% | No filings |
| CANNON COCHRAN MANAGEMENT SVS. | 84% | 78% | 74% | 89% |
| CHARTIS INSURANCE | 89% | 90% | 90% | 94% |
| CHESTERFIELD SERVICES | 78% | 100% | 100% | No filings |
| CHUBB INSURANCE | 43% | 70% | 30% | 67% |
| CHURCH MUTUAL INSURANCE* | 20% | 0% | 100% | 0% |
| CIANBRO CORPORATION | 57% | 100% | 50% | 100% |
| CITY OF BANGOR | 100% | 97% | 100% | 100% |
| CLAIMS MANAGEMENT (WAL-MART) | 95% | 98% | 98% | 93% |
| CNA INSURANCE | 77% | 100% | 100% | 50% |
| CONSTITUTION STATE SERVICES | 77% | 86% | 64% | 100% |
| CONTINENTAL INDEMNITY | 20% | 71% | 57% | No filings |
| COTTINGHAM & BUTLER SERVICES | 59% | 79% | 79% | 100% |
| CRAWFORD PROPERTY & CASUALTY* | 0% | 100% | 100% | No filings |
| CRUM & FORSTER* | 50% | 100% | 67% | No filings |
| ESIS | 60% | 80% | 88% | 95% |
| F.A. RICHARD | 0% | No filings | No filings | 0% |
| FEDERATED MUTUAL INSURANCE* | 33% | 100% | 100% | 100% |
| FIREMAN'S FUND INSURANCE* | 50% | 0% | 0% | 0% |
| FUTURECOMP | 92% | 95% | 94% | 90% |
| GALLAGHER BASSETT SERVICES | 80% | 79% | 81% | 91% |
| GRAPHIC ARTS MUTUAL INSURANCE* | 100% | 100% | 100% | No filings |
| GREAT DIVIDE INSURANCE* | 50% | 100% | 100% | 0% |
| GUARD INSURANCE | 71% | 92% | 82% | 58% |
| HANNAFORD BROTHERS | 90% | 91% | 91% | 100% |
| HANOVER INSURANCE | 81% | 90% | 93% | 100% |
| HARTFORD INSURANCE | 78% | 87% | 89% | 93% |
| HELMSMAN MANAGEMENT SERVICES | 82% | 81% | 88% | 100% |
| LIBERTY MUTUAL INSURANCE | 86% | 89% | 89% | 97% |
| MACY'S CORPORATE SERVICES | 25% | 60% | 100% | No filings |
| MAINE AUTOMOBILE DEALERS ASSOC. | 92% | 89% | 95% | 100% |
| MAINE EMPLOYERS' MUTUAL INSURANCE | 86% | 93% | 92% | 96% |
| MAINE HEALTHCARE ASSOCIATION | 88% | 90% | 100% | 94% |
| MAINE MOTOR TRANSPORT ASSOC. | 91% | 95% | 98% | 97% |
| MAINE MUNICIPAL ASSOCIATION | 93% | 84% | 87% | 95% |
| MAINE SCHOOL MANAGEMENT ASSOC. | 92% | 90% | 96% | 98% |
| MEADOWBROOK | 77% | 83% | 58% | 50% |
| NATIONAL INTERSTATE INSURANCE* | 100% | 100% | 100% | No filings |
| NATIONWIDE INSURANCE* | 0% | No filings | No filings | No filings |
| NGM INSURANCE | 46% | 83% | 83% | No filings |
| OLD REPUBLIC INSURANCE | 62% | 81% | 74% | 82% |
| PATRIOT INSURANCE | 86% | 100% | 100% | No filings |

## ENTITY OVERVIEW

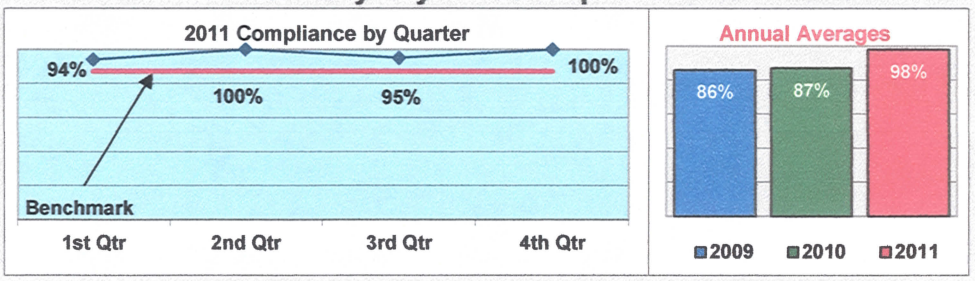
| INSURANCE GROUP | FROI Compliance Benchmark: 85% | PAY Compliance Benchmark: 87% | MOP Compliance Benchmark: 85% | NOC Compliance Benchmark: 90% |
|---|---|---|---|---|
| PEERLESS INSURANCE | 79% | 85% | 85% | 95% |
| PRAETORIAN INSURANCE* | 0% | 0% | No filings | 0% |
| PROTECTIVE INSURANCE | 29% | 50% | 0% | No filings |
| PUBLIC SERVICE MUTUAL INSURANCE* | 0% | 100% | 0% | 0% |
| RISK ENTERPRISE MANAGEMENT | 86% | 67% | 48% | 75% |
| RYDER SERVICES | 50% | 0% | 0% | 0% |
| SAFETY NATIONAL INSURANCE | 75% | 50% | 50% | 50% |
| SEDGWICK CLAIMS MANAGEMENT | 85% | 88% | 88% | 93% |
| SENTRY INSURANCE | 73% | 69% | 31% | 100% |
| SPARTA INSURANCE | 62% | 75% | 75% | 100% |
| SPECIALTY RISK SERVICES | 86% | 84% | 76% | 86% |
| STATE OF MAINE WC TRUST | 95% | 96% | 95% | 97% |
| SYNERNET | 94% | 92% | 94% | 95% |
| THE FRANK GATES SERVICE COMPANY | 50% | 33% | 33% | 0% |
| TOWER INSURANCE* | 0% | No filings | No filings | No filings |
| TRAVELERS INSURANCE | 82% | 85% | 82% | 91% |
| TRIDENT INSURANCE SERVICES | 92% | 92% | 85% | 100% |
| VANLINER INSURANCE* | 0% | 0% | 0% | No filings |
| WILLIS OF NORTHERN NEW ENGLAND | 94% | 93% | 91% | 98% |
| XL SPECIALTY INSURANCE* | 100% | 100% | 100% | 100% |
| YORK RISK SERVICES* | 0% | 0% | 0% | 0% |
| ZURICH INSURANCE | 87% | 82% | 84% | 96% |

# ACADIA INSURANCE

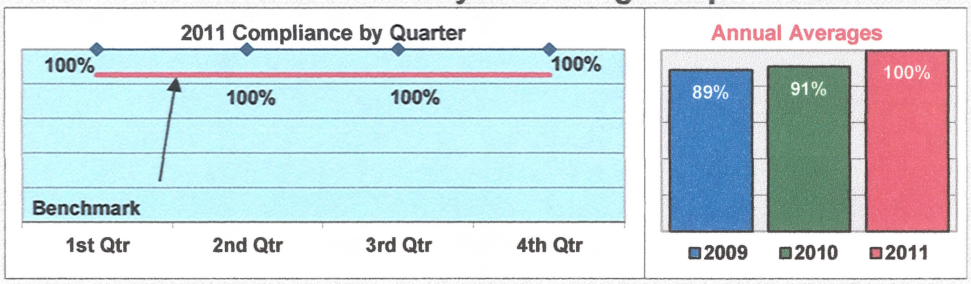
## Lost Time First Report Filing Compliance



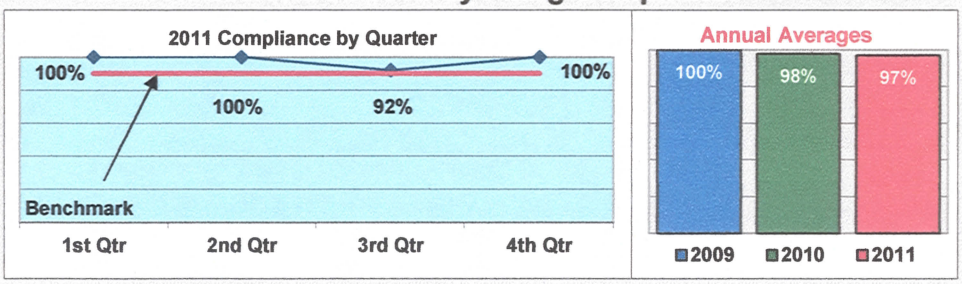

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



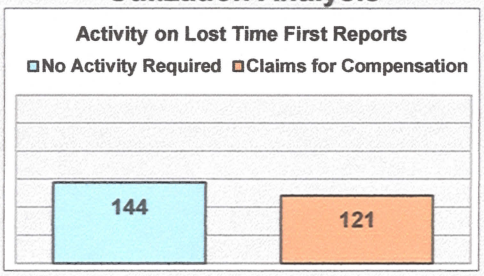

### Summary

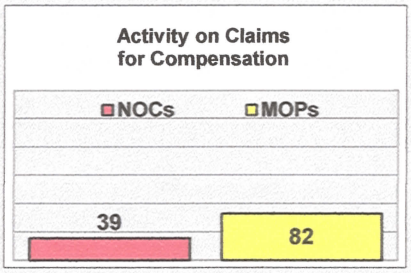
Acadia Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Acadia Insurance
Continental Western Insurance
Fireman's Ins. Co. of Wash. DC
Union Insurance

Acadia Insurance is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



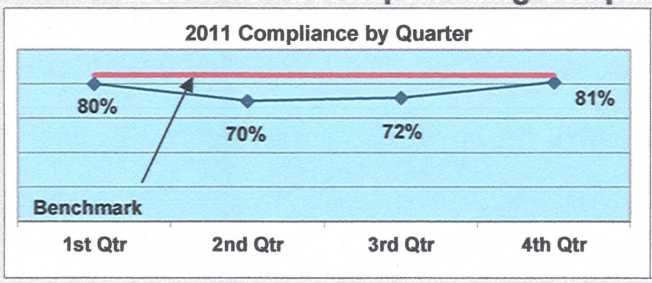



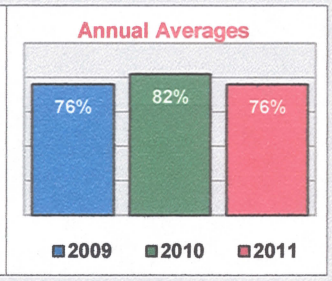

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
32%

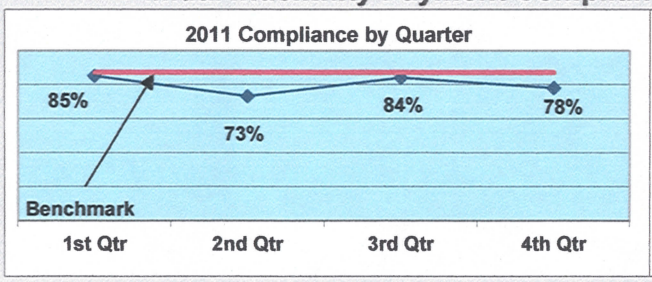
# ACE INSURANCE

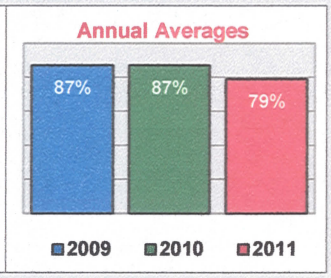
## Lost Time First Report Filing Compliance



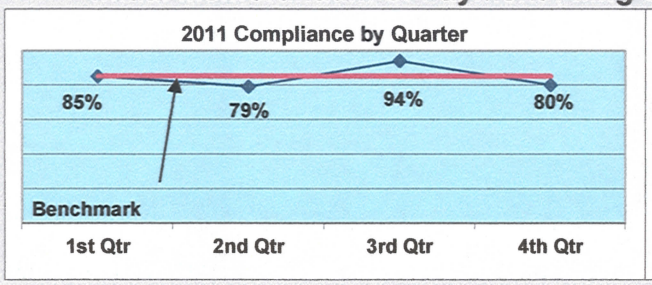



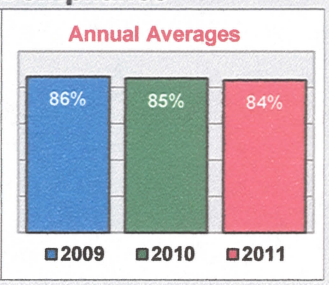

## Initial Indemnity Payment Compliance



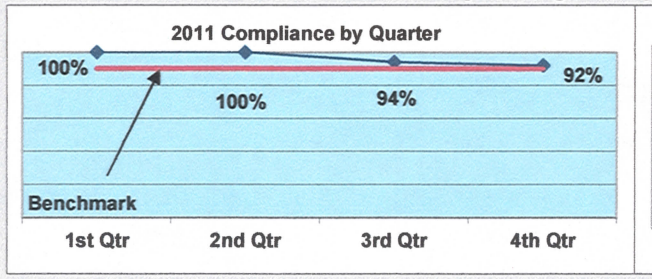



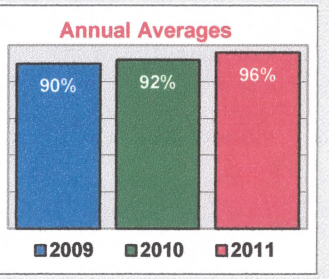

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

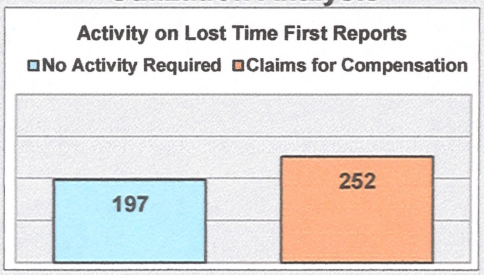
ACE Insurance is an insurer that used third parties to administer claims in 2011 under the following rating companies:

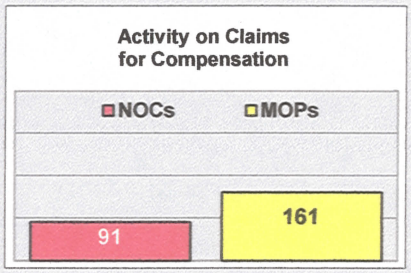
ACE American Insurance
ACE Property & Casualty Insurance
Indemnity Ins. Co. of No. America
Pacific Employers Insurance

ACE Insurance used the following third parties in 2011:

Broadspire Services
Cambridge Integrated Services
Cannon Cochran Management Svcs.
Constitution State Services
ESIS
Gallagher Bassett Services
Helmsman Management Services
Sedgwick Claims Management
Specialty Risk Services
York Risk Services

## Utilization Analysis



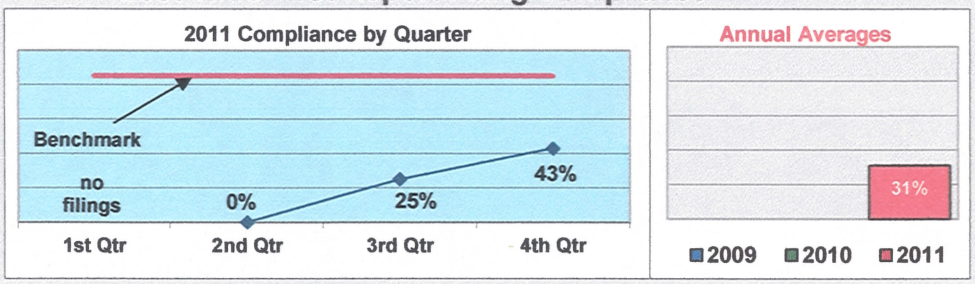

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
20%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
36%

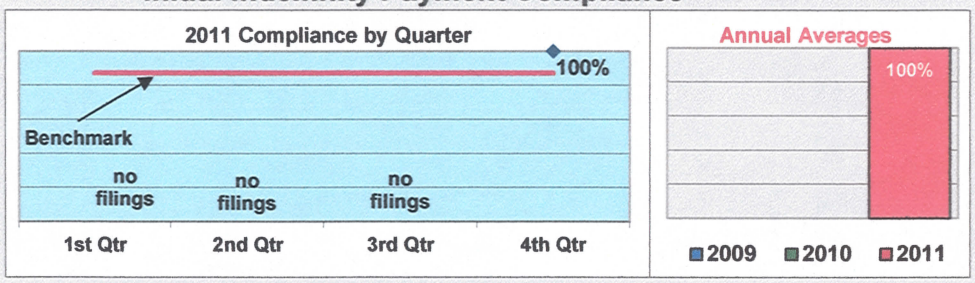
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## AMTRUST NORTH AMERICA

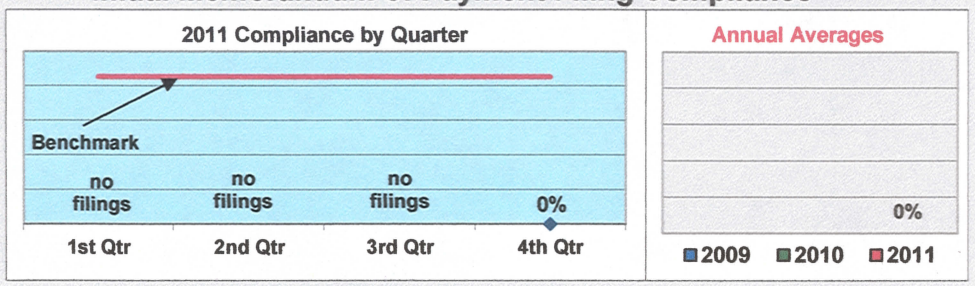
### Lost Time First Report Filing Compliance



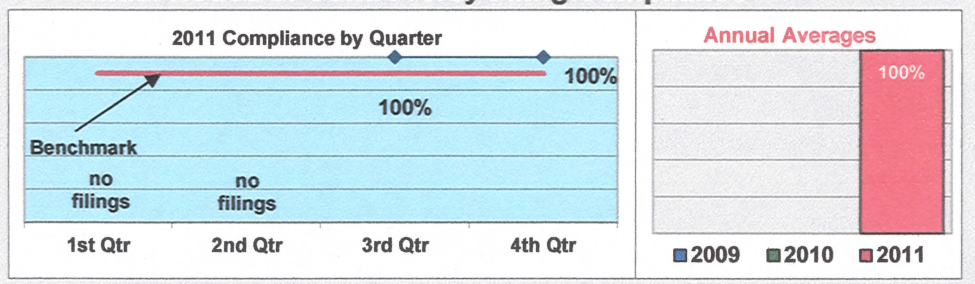

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance

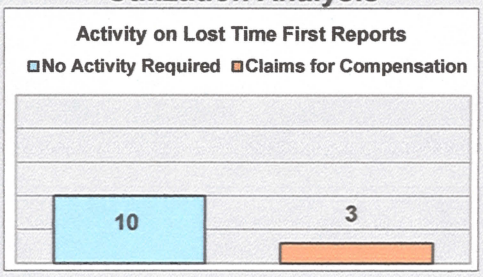


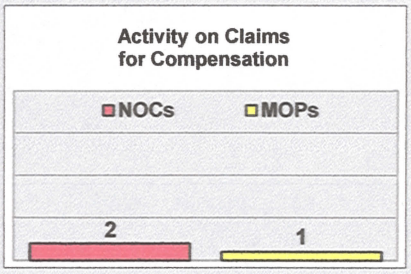

### Summary

Amtrust North America is an insurer that administered its own claims in 2011 under the following rating companies:

Technology Insurance
Wesco Insurance

### Utilization Analysis



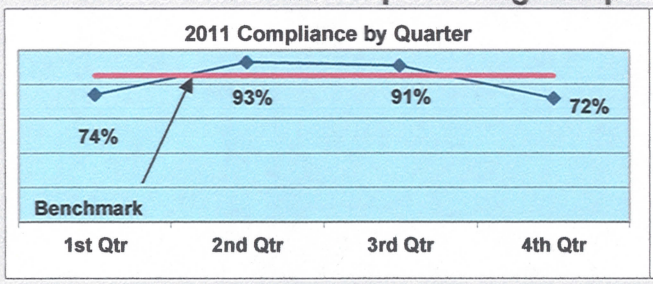



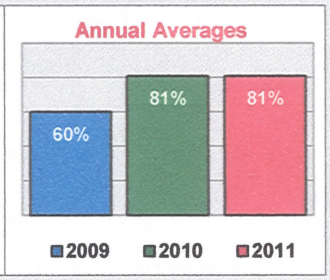

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
67%

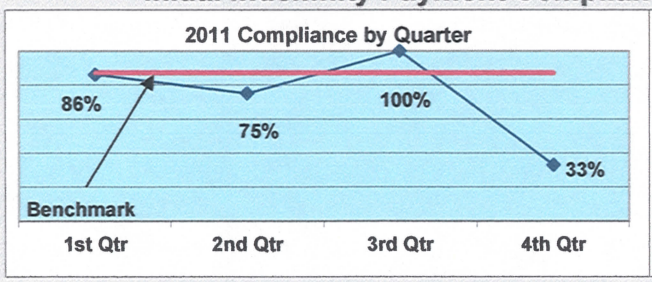
# ARCH INSURANCE

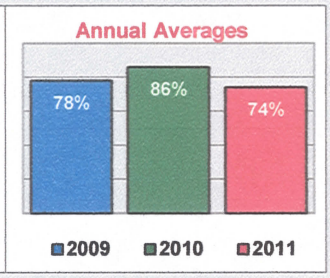
## Lost Time First Report Filing Compliance



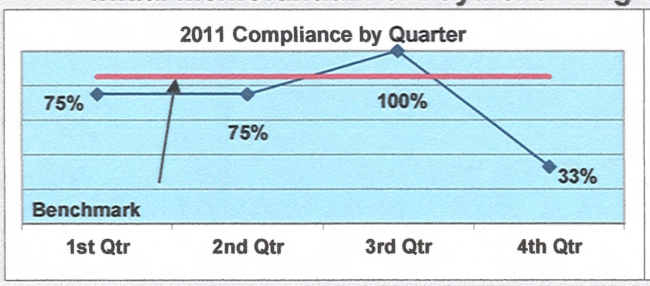



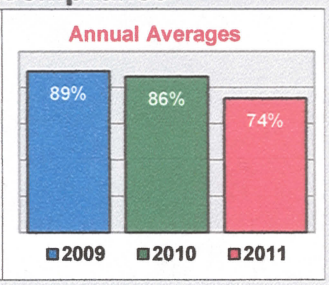

## Initial Indemnity Payment Compliance



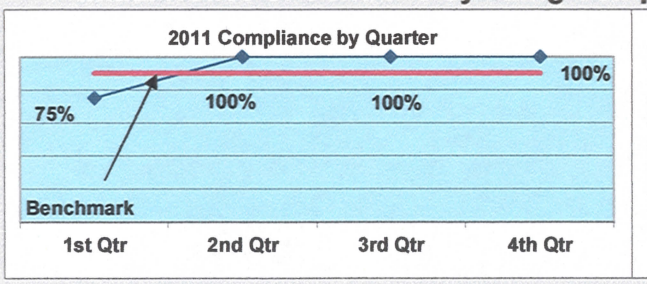



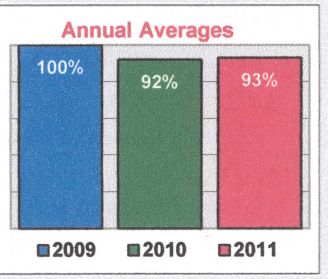

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

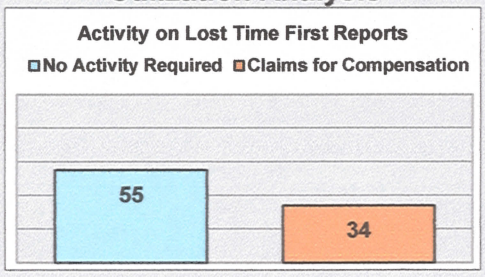
Arch Insurance is an insurer that used third parties to administer claims in 2011 under the following rating company:

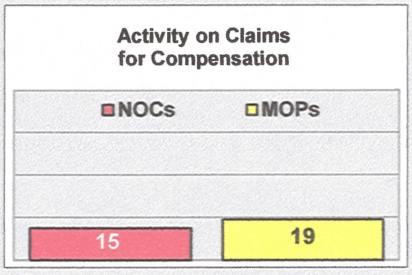
Arch Insurance Company

Arch Insurance used the following third parties in 2011:

ESIS
Gallagher Bassett Services
Sedgwick Claims Management
Specialty Risk Services
The Frank Gates Service Company

## Utilization Analysis



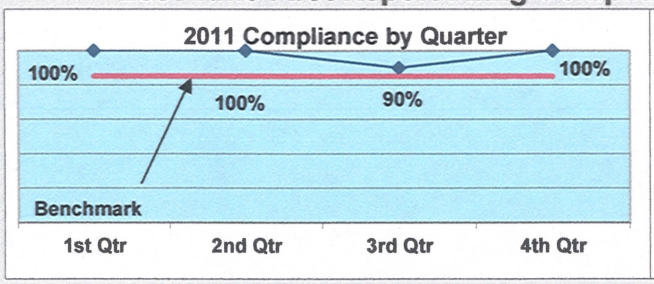



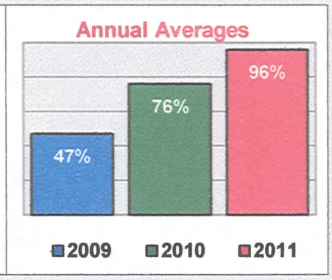

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
17%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
44%

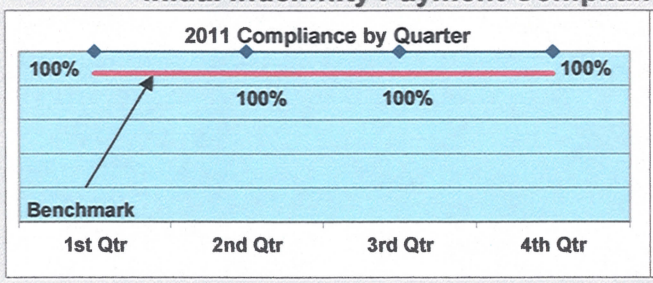
# ARGONAUT INSURANCE

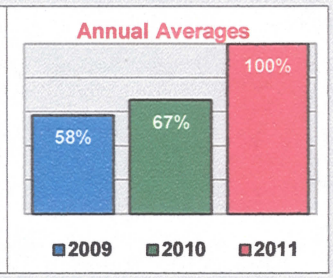
## Lost Time First Report Filing Compliance



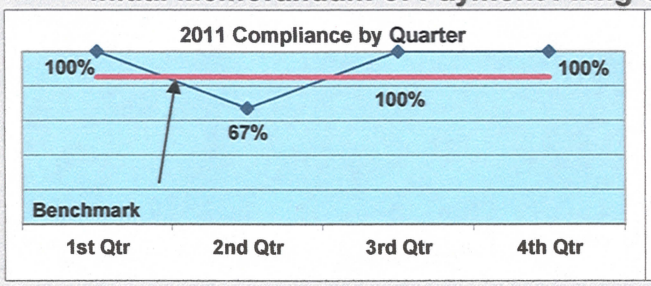



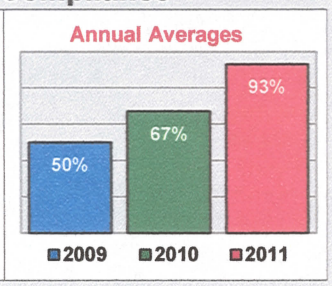

## Initial Indemnity Payment Compliance



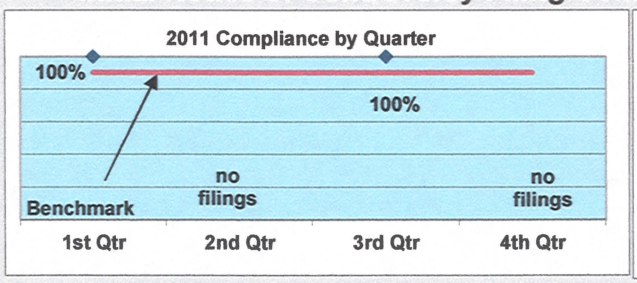



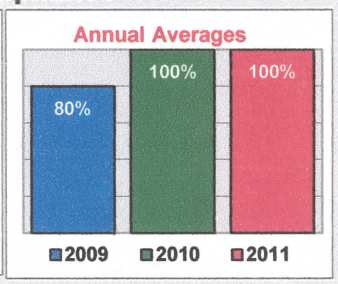

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

Argonaut Insurance is an insurer that administered its own claims in 2011 and used a third party to administer claims under the following rating company:

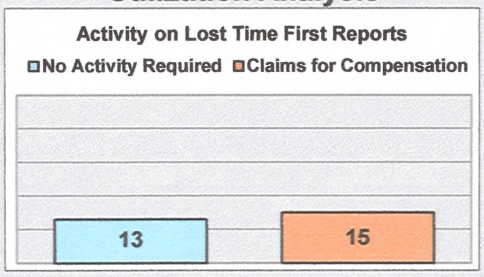
Argonaut Insurance

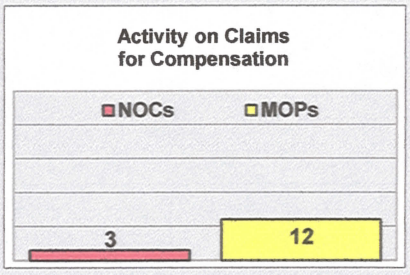
Argonaut Insurance used the following third party in 2011:

Trident Insurance Services

Argonaut Insurance is a High Complaince Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



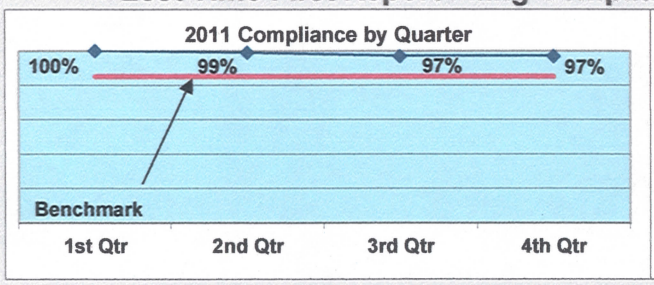



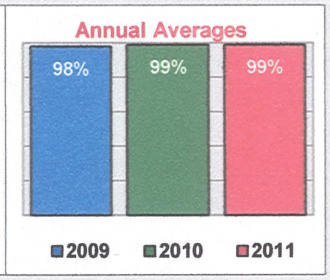

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
11%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
20%

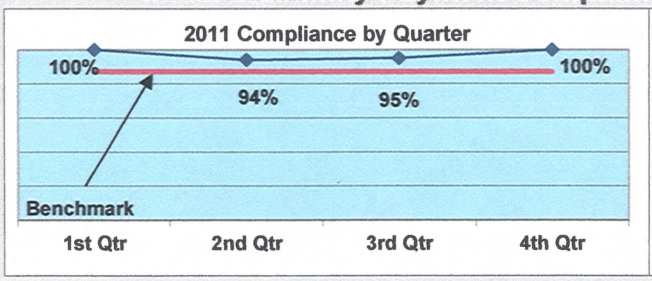
# BATH IRON WORKS

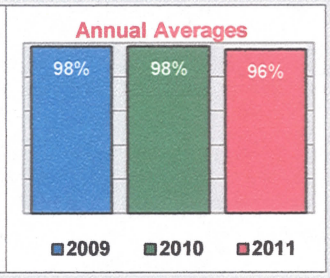
## Lost Time First Report Filing Compliance



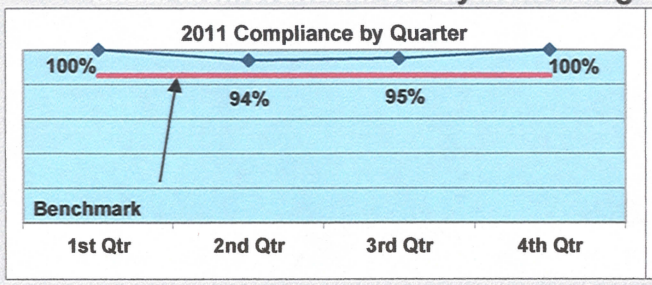



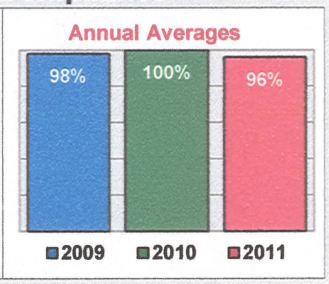

## Initial Indemnity Payment Compliance



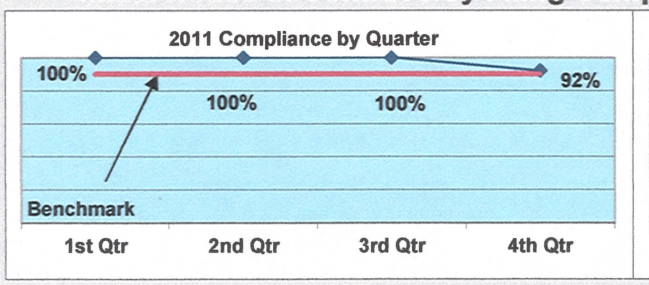



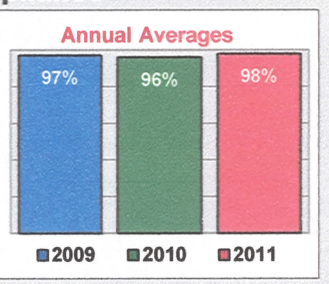

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



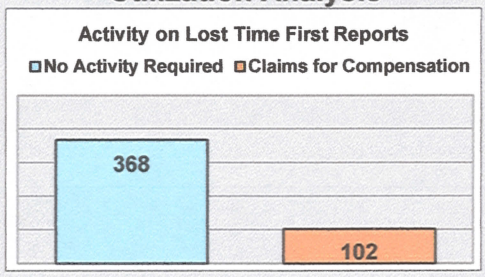

### Summary

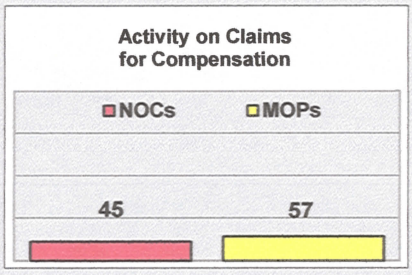
Bath Iron Works is a self-insured employer that administered its own claims in 2011 under the following name:

Bath Iron Works

Bath Iron Works is a High Complliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



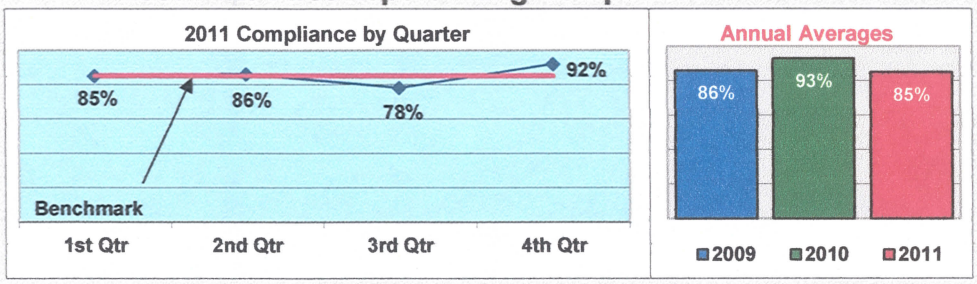




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
10%

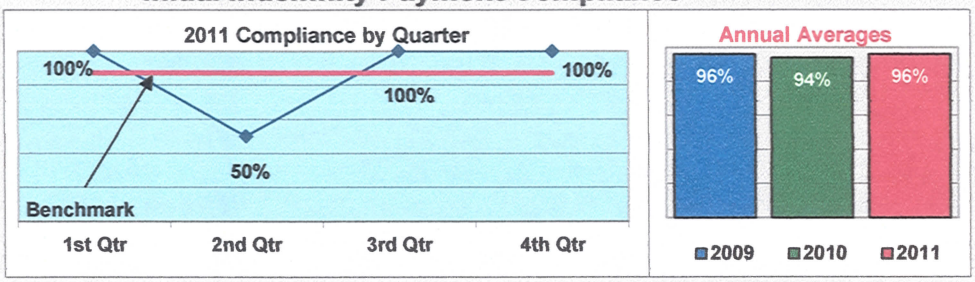
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
44%

# BROADSPIRE SERVICES

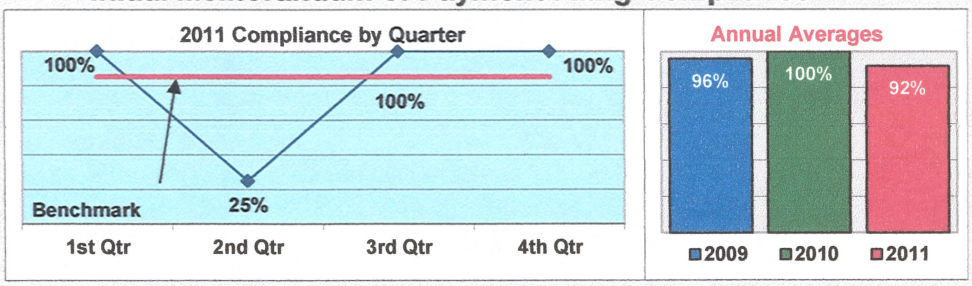
## Lost Time First Report Filing Compliance



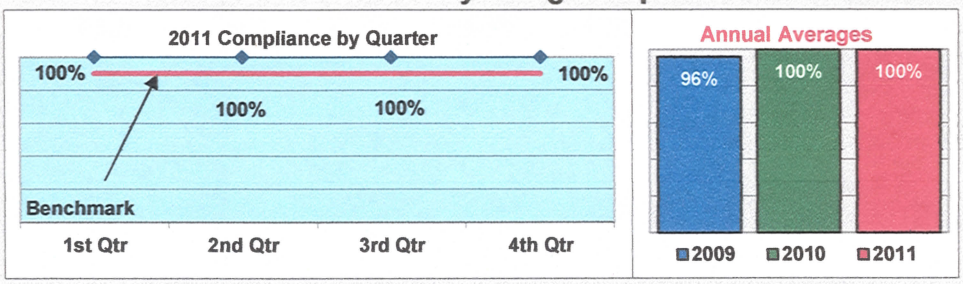

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

Broadspire Services is a third party administrator that administered claims in 2011 for the following insurers:

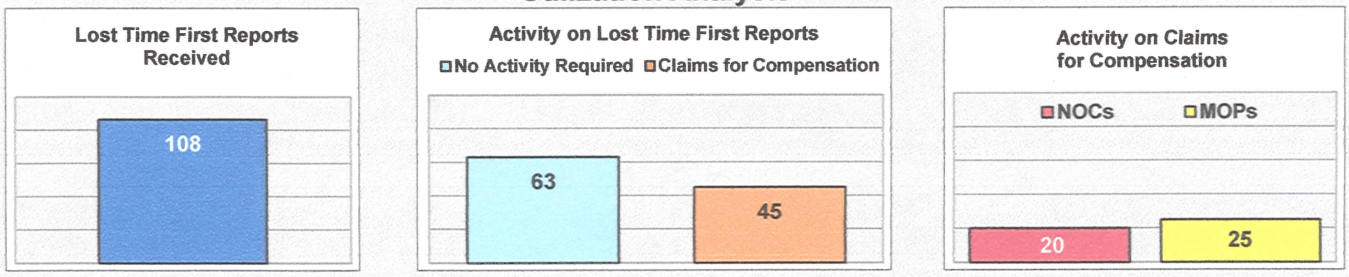
ACE American Insurance
American Home Assurance
American Zurich Insurance
Commerce & Industry Insurance
Hartford Ins. Co. of the Midwest
Indemnity Ins. Co. of No. America
Ins. Co. of the State of Pennsylvania
New Hampshire Insurance
Old Republic Insurance
Sequoia Insurance
United States Fidelity & Guaranty
Zenith Insurance
Zurich American Insurance

and self-insured employer:

Federal Express Corporation

Broadspire Services is a High Complaince Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



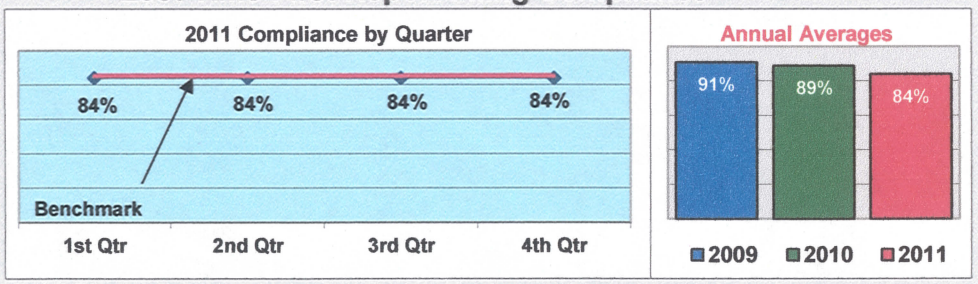

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
19%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
44%

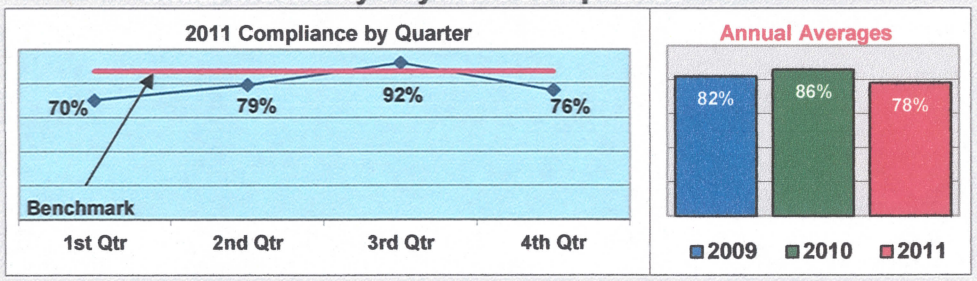
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## CANNON COCHRAN MANAGEMENT SERVICES

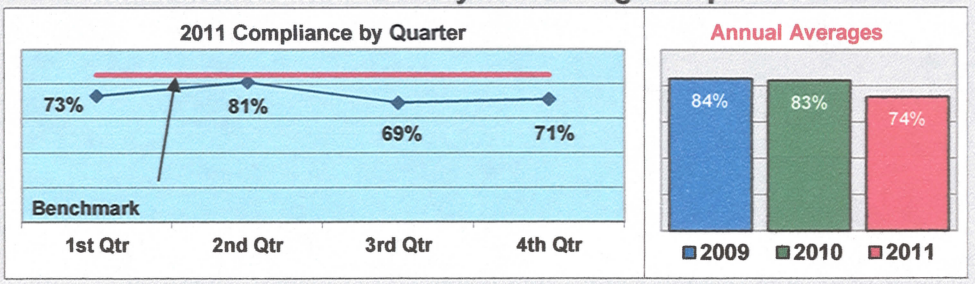
### Lost Time First Report Filing Compliance



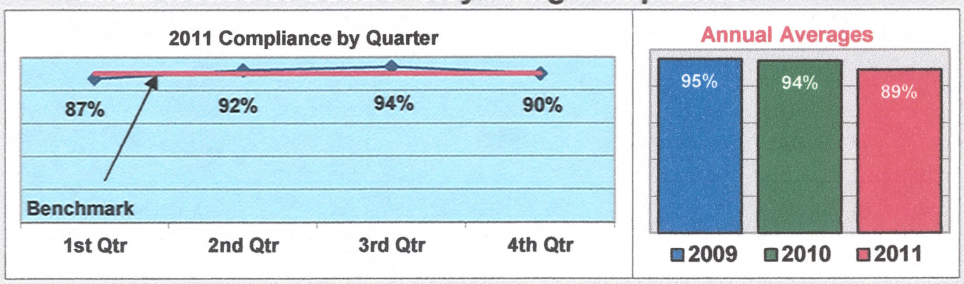

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance




### Summary

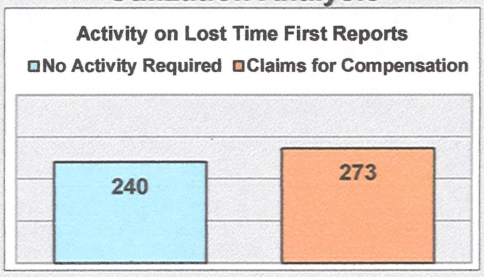
Cannon Cochran Management Services is a third party administrator that administered claims in 2011 for the following insurers:

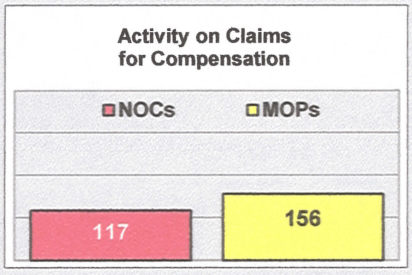
Great Falls Insurance
Hartford Ins. Co. of the Midwest
Indemnity Ins. Co. of No. America
Old Republic Insurance

and self-insured employers:

City of Lewiston
Greater Portland V
Huhtamaki FoodService
LePage Bakeries
Lewiston School Department
Maine McDonalds Operators
Maine Turnpike Authority
MaineGeneral Health
S.D. Warren
University of Maine System

### Utilization Analysis



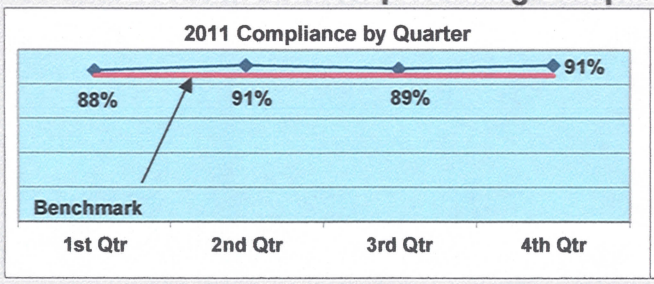



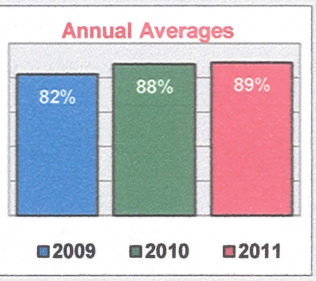

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
23%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
43%

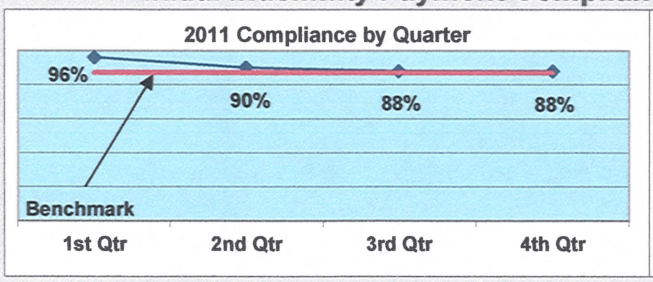
# CHARTIS INSURANCE

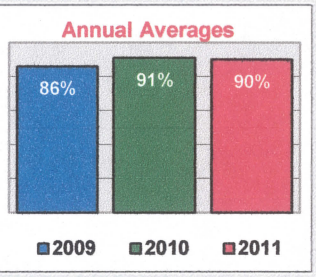
## Lost Time First Report Filing Compliance



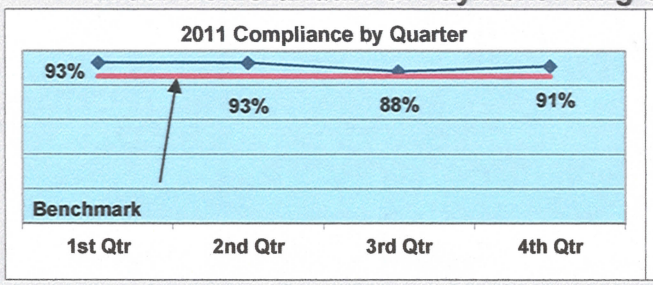



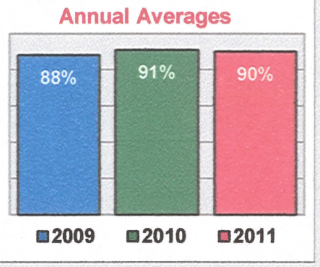

## Initial Indemnity Payment Compliance



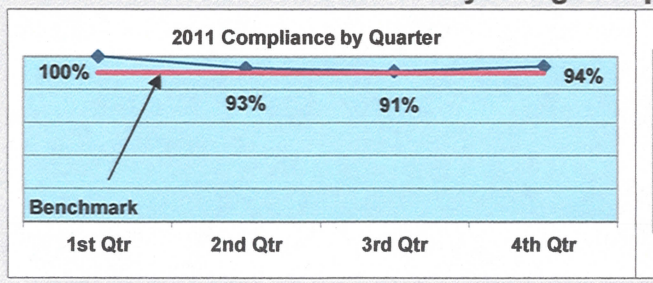



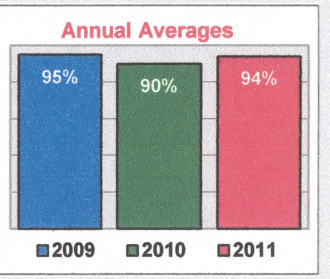

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

Chartis Insurance is an insurer that administered its own claims in 2011 and used third parties to administer claims under the following rating companies:

American Home Assurance
Commerce & Industry Insurance
Illinois National Insurance
Ins. Co. of the State of Pennsylvania
National Union Fire Ins. Co. of Pitt.
New Hampshire Insurance

and self-insured employers:

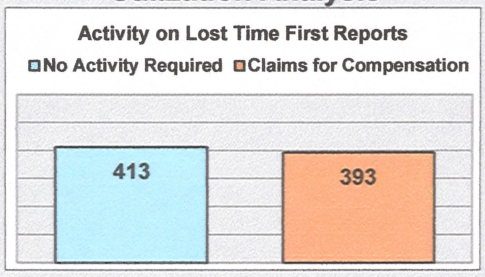
National Semi-Conductor
Pratt & Whitney

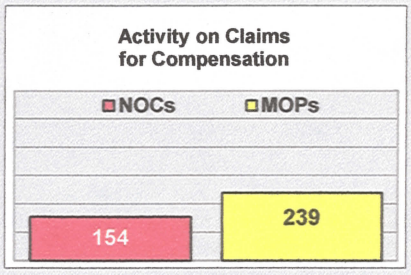
Chartis Insurance used the following third parties in 2011:

Broadspire Services
Cambridge Integrated Services
Claims Management (Wal-Mart)
Constitution State Services
ESIS
Gallagher Bassett Services
Helmsman Management Services
Sedgwick Claims Management
Specialty Risk Services

Chartis Insurance is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



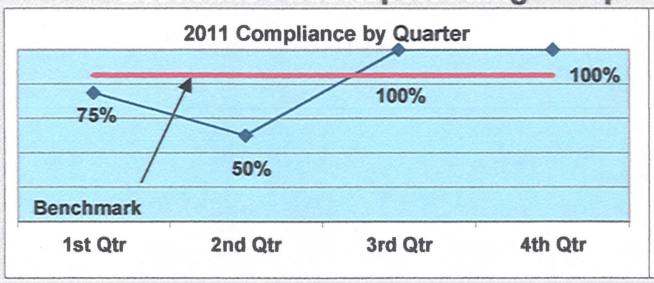



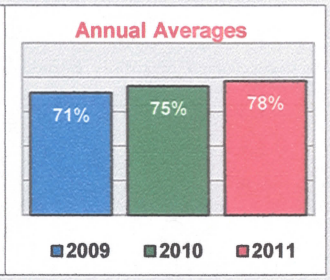

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
19%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
39%

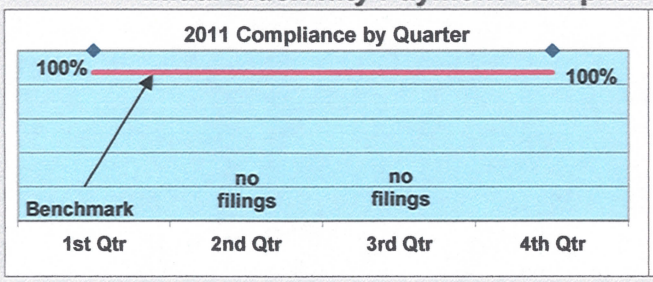
# CHESTERFIELD SERVICES

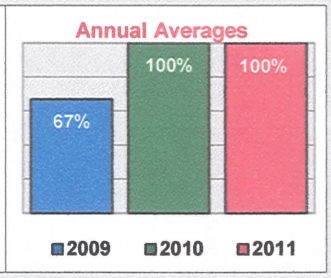
## Lost Time First Report Filing Compliance



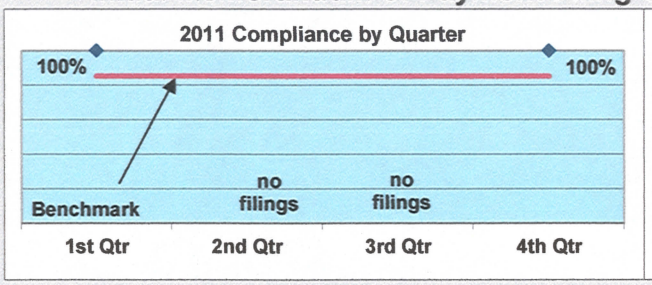



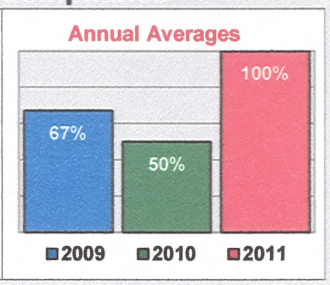

## Initial Indemnity Payment Compliance



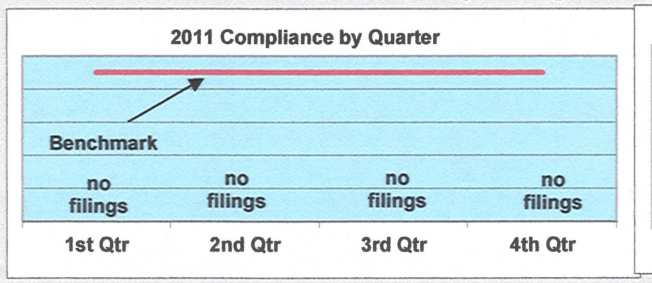



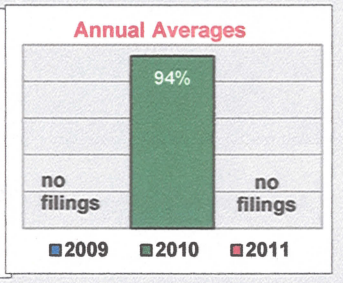

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



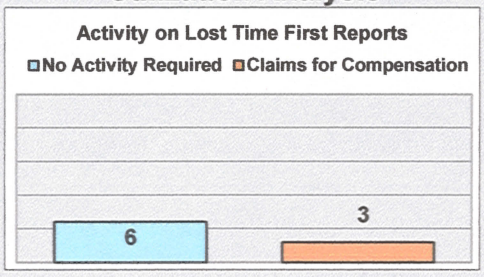



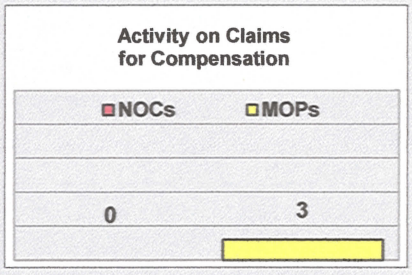

### Summary

Chesterfield Services is a third party administrator that administered claims in 2011 for the following insurer:

American Zurich Insurance

## Utilization Analysis



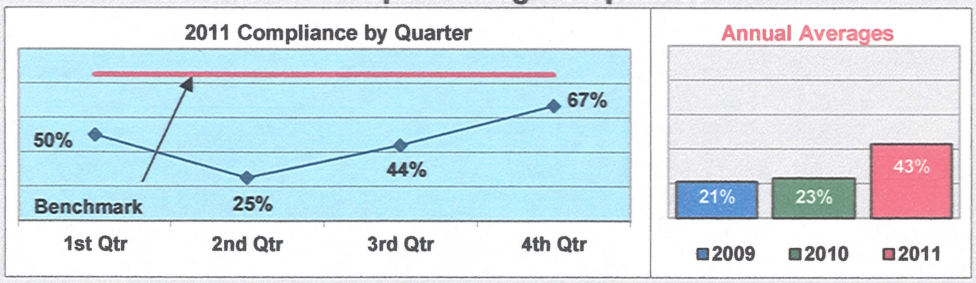




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

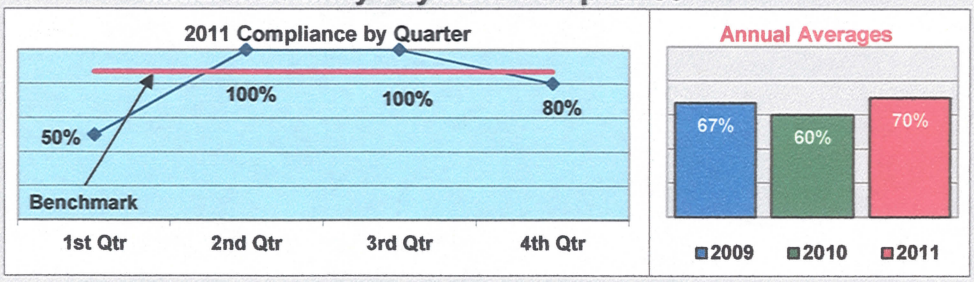
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

# CHUBB INSURANCE

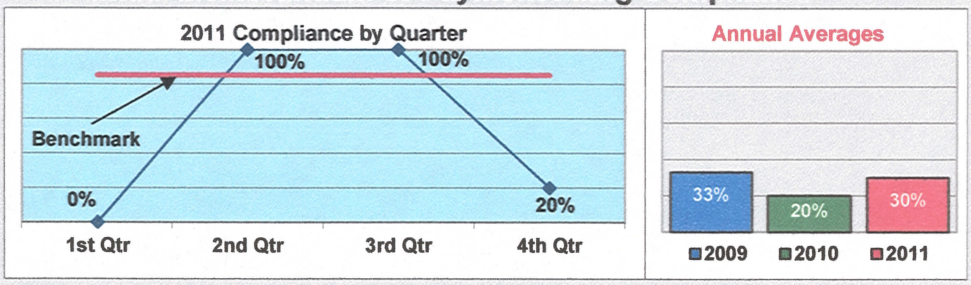
## Lost Time First Report Filing Compliance



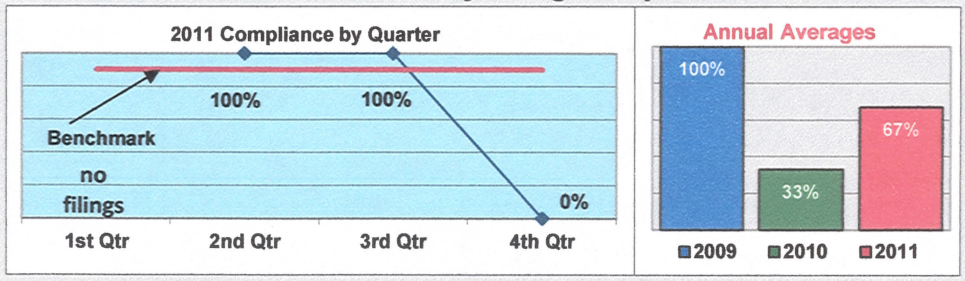

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

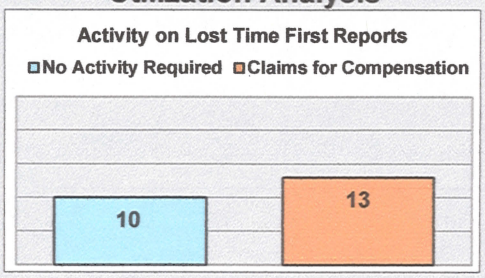
Chubb Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

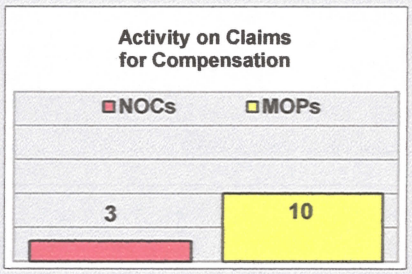
Chubb Indemnity Insurance
Federal Insurance
Pacific Indemnity
Vigilant Insurance

Chubb Insurance used the following third parties in 2011:

Gallagher Bassett Services
York Risk Services

## Utilization Analysis



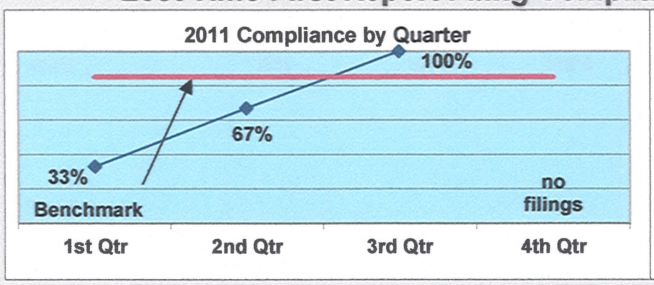



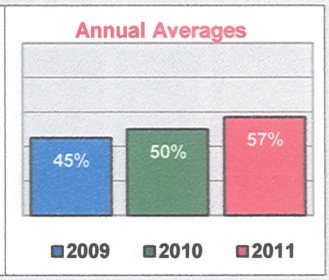

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
13%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
23%

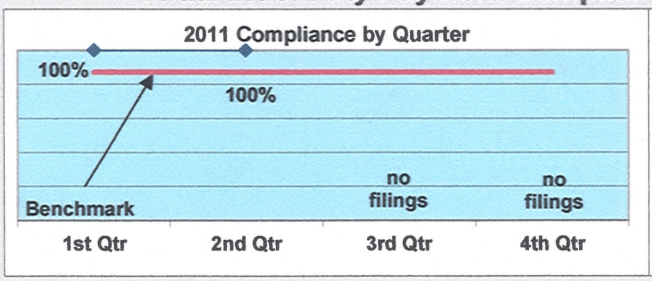
# CIANBRO CORPORATION

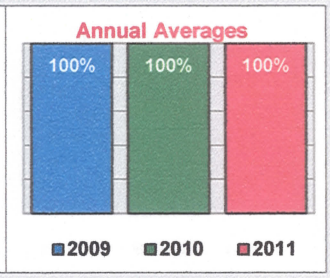
## Lost Time First Report Filing Compliance



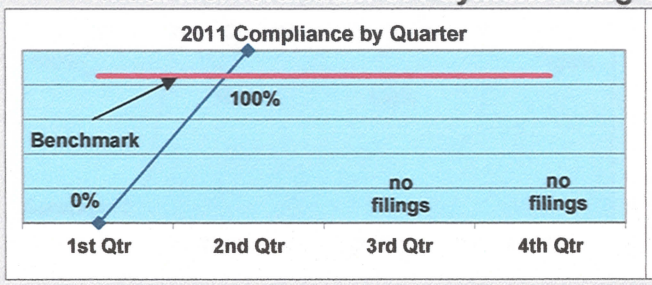



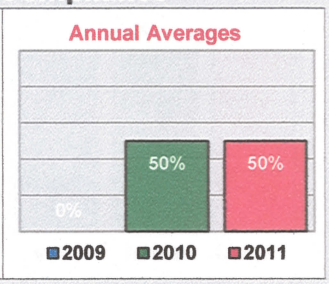

## Initial Indemnity Payment Compliance



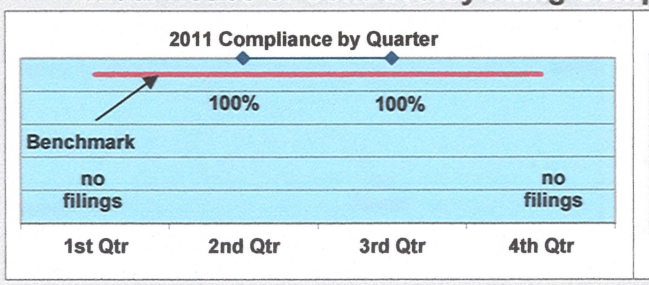



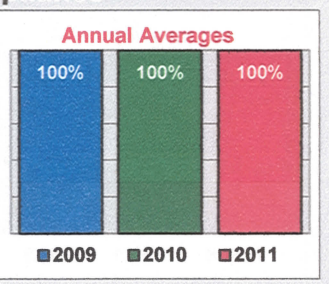

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



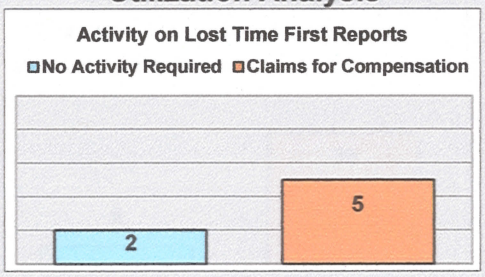



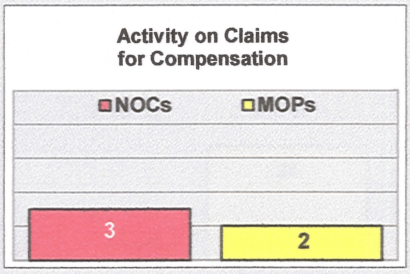

### Summary

Cianbro Corporation is a self-insured employer that administered its own claims in 2011 under the following name:

Cianbro Corporation

## Utilization Analysis



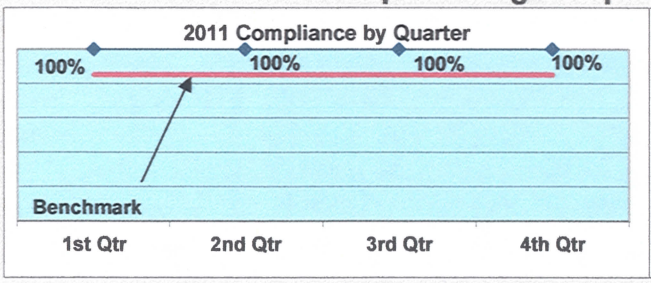



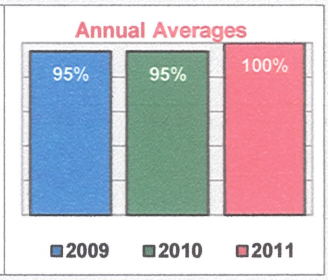

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
43%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
60%

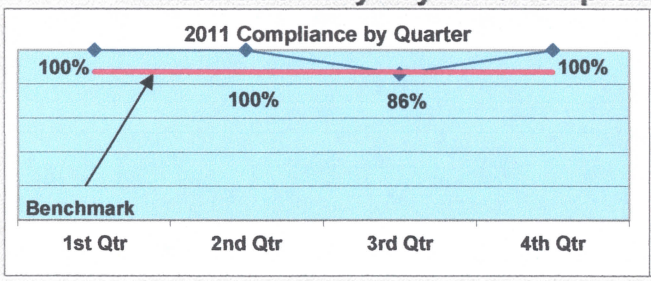
# CITY OF BANGOR

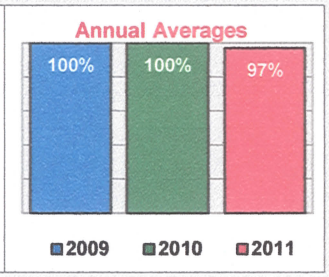
## Lost Time First Report Filing Compliance



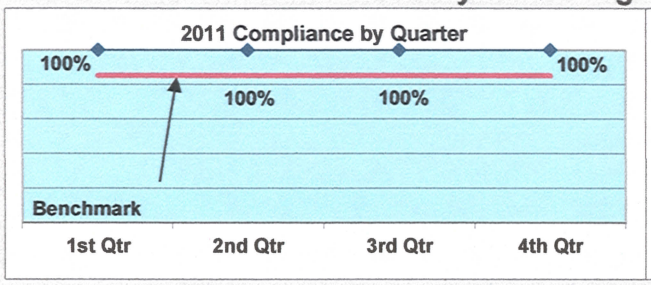



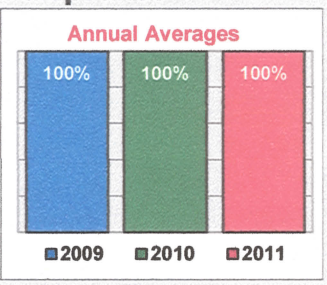

## Initial Indemnity Payment Compliance



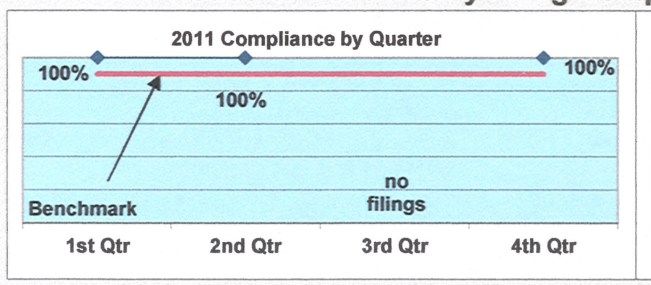



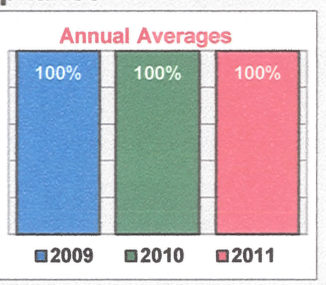

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



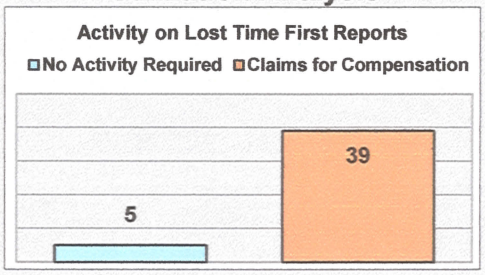

### Summary

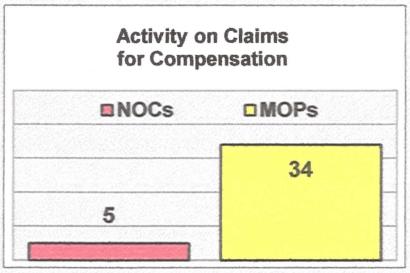
City of Bangor is a self-insured employer that administered its own claims in 2011 under the following name:

City of Bangor

City of Bangor is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



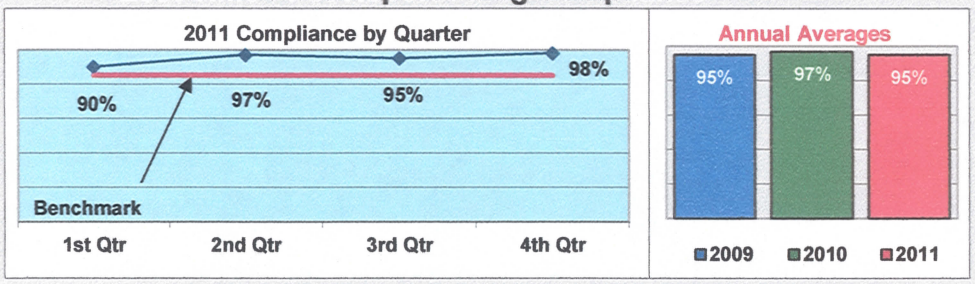




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
11%

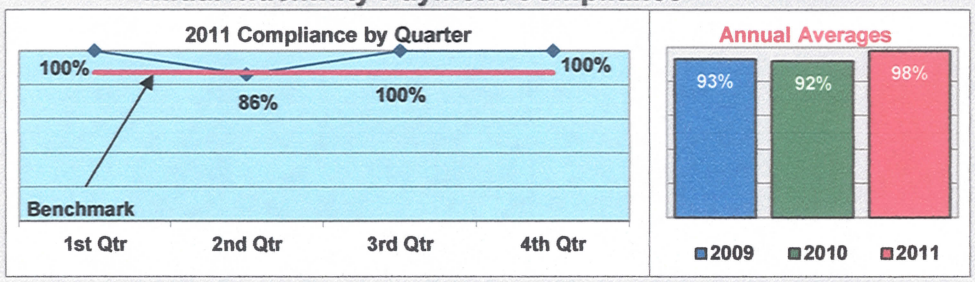
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
13%

# CLAIMS MANAGEMENT (WAL-MART)

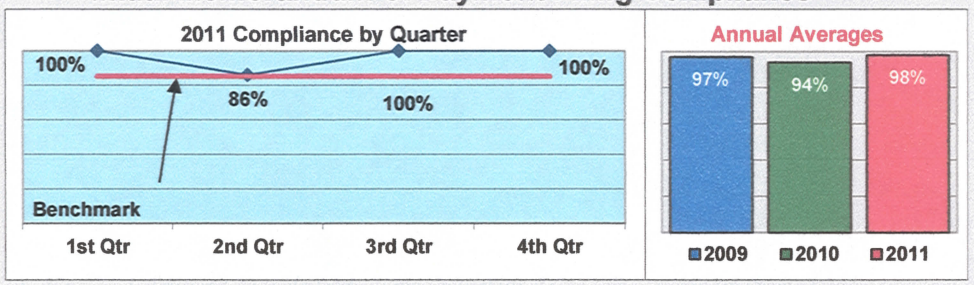
## Lost Time First Report Filing Compliance



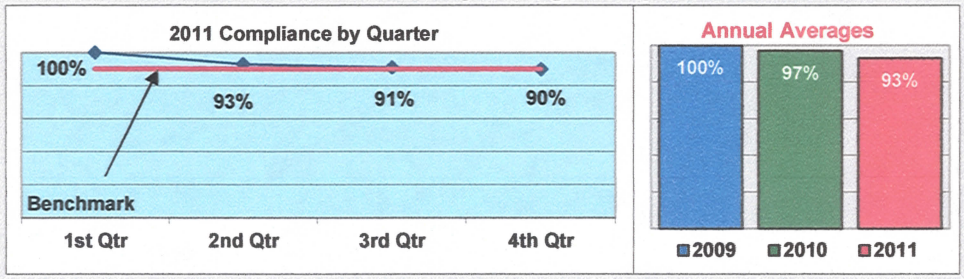

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



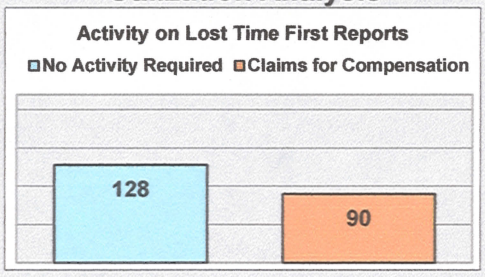

### Summary

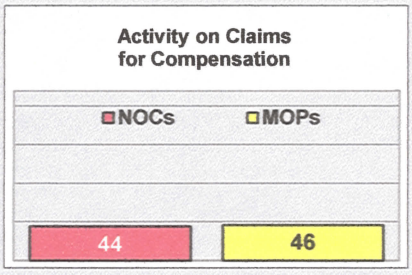
Claims Management (Wal-Mart) is a third party administrator that administered claims in 2011 for the following insurers:

American Home Assurance
Illinois National Insurance
Ins. Co. of the State of Pennsylvania

Claims Management is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



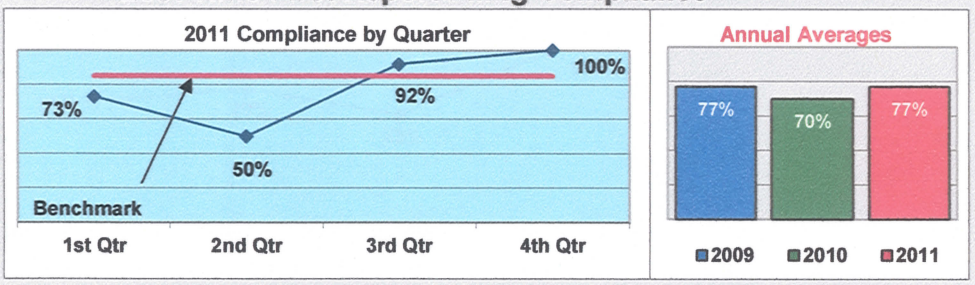




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
20%

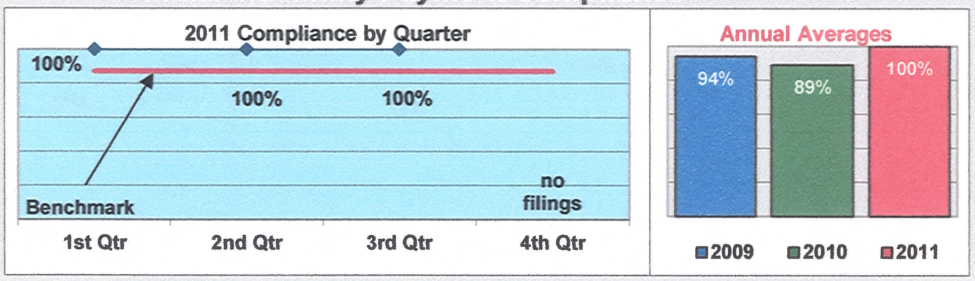
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
49%

# CNA INSURANCE

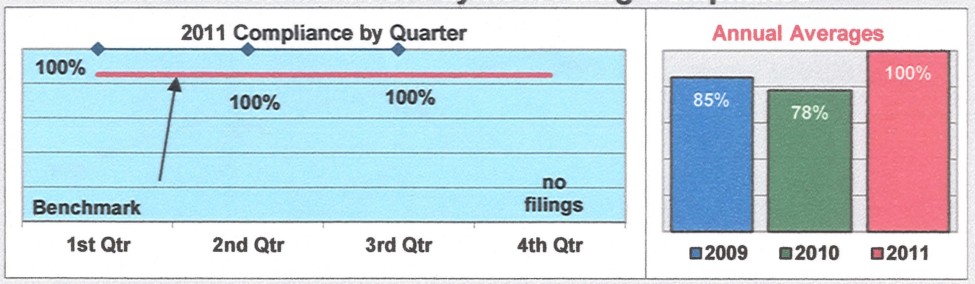
## Lost Time First Report Filing Compliance



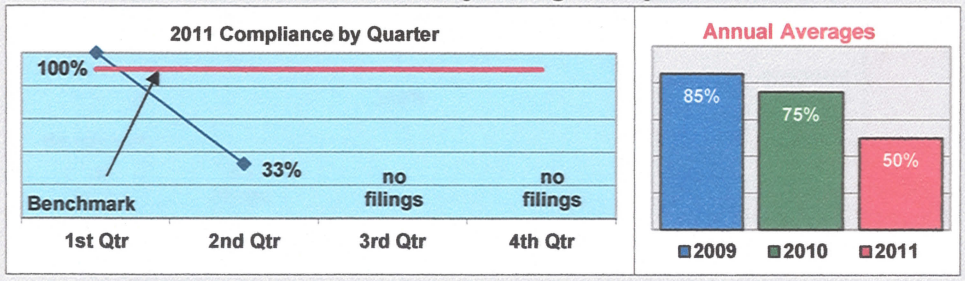

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

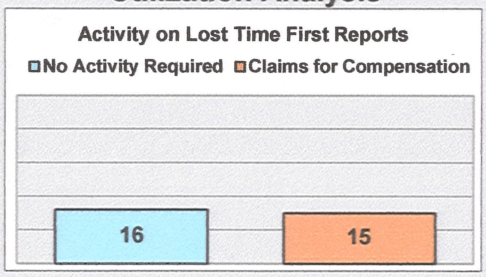


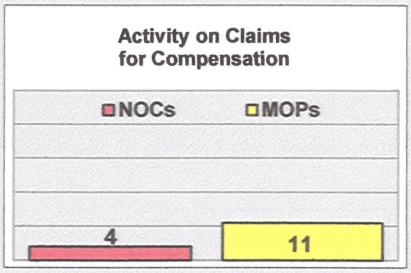

### Summary

CNA Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

American Casualty Co. of Reading
Continental Casualty
Continental Insurance
National Fire Ins. Co. of Hartford
Transportation Insurance
Valley Forge Insurance

## Utilization Analysis



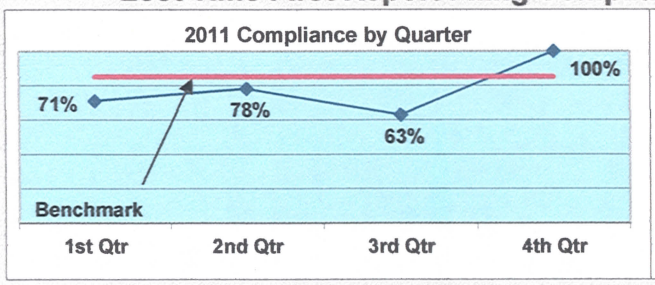



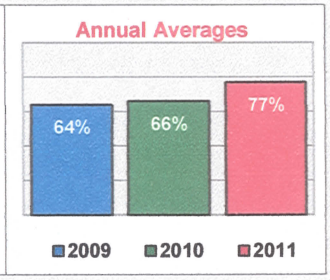

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
13%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
27%

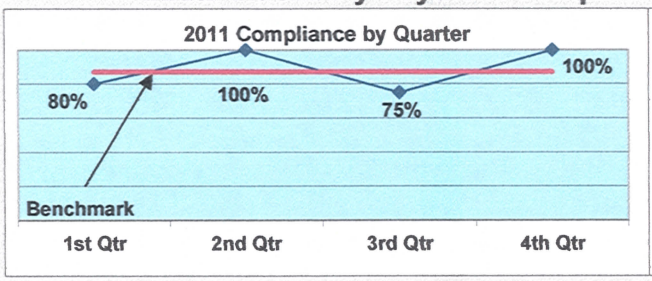
# CONSTITUTION STATE SERVICES

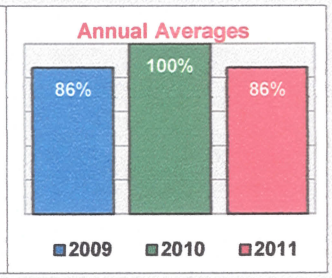
## Lost Time First Report Filing Compliance



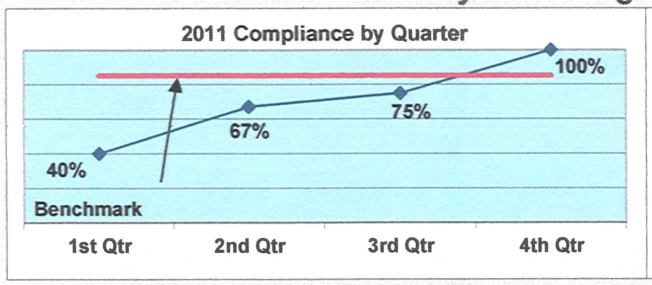



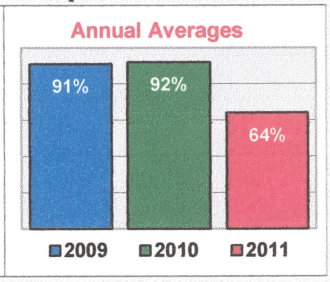

## Initial Indemnity Payment Compliance



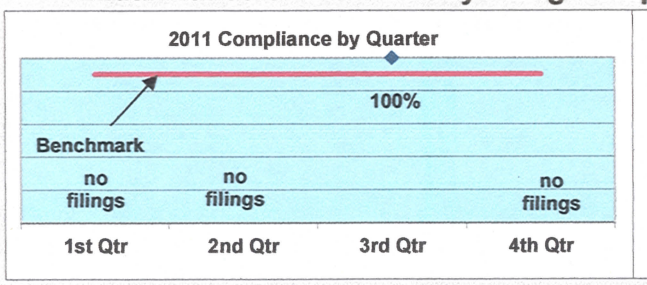



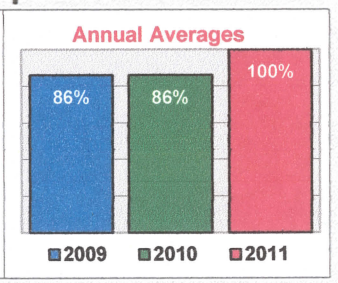

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

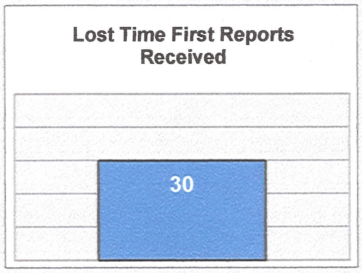
Constitution State Services is a third party administrator that administered claims in 2011 for the following insurers:

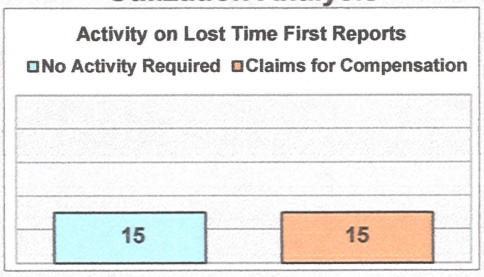
ACE American Insurance
Indemnity Ins. Co. of No. America
Ins. Co. of the State of Pennsylvania
National Union Fire Ins. Co. of Pitt.
New Hampshire Insurance
Old Republic Insurance

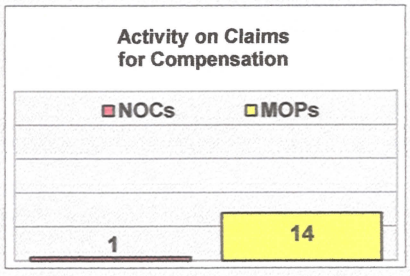
and self-insured employer:

S.D. Warren

## Utilization Analysis



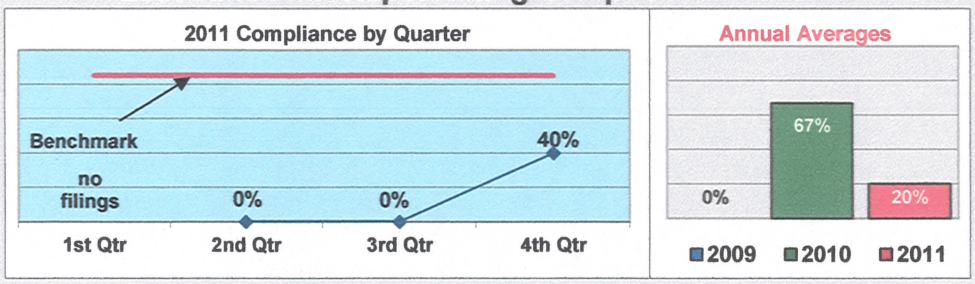




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
3%

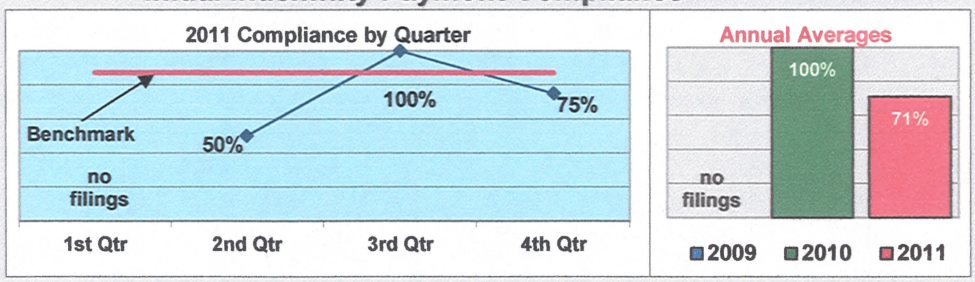
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
7%

# CONTINENTAL INDEMNITY

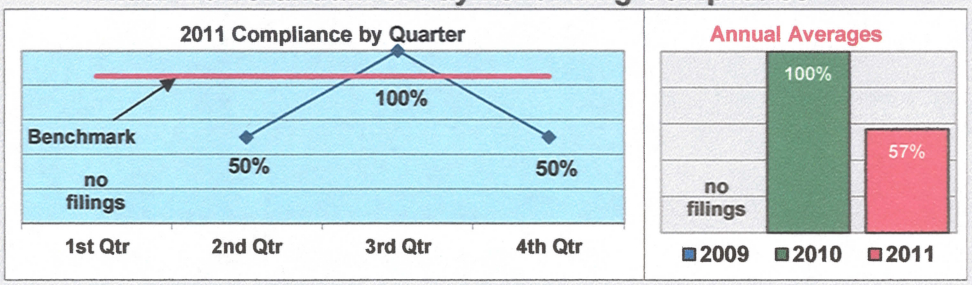
## Lost Time First Report Filing Compliance



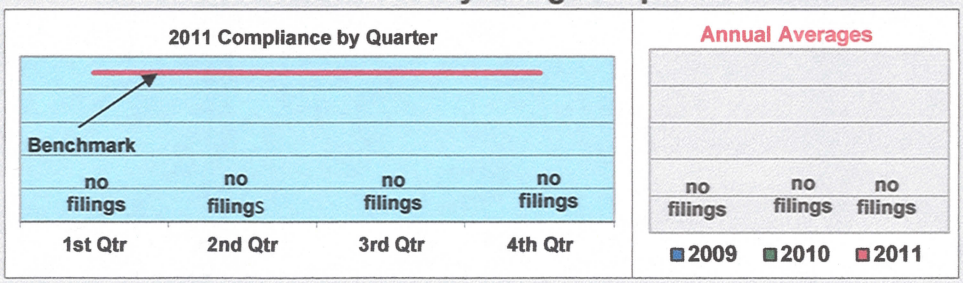

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

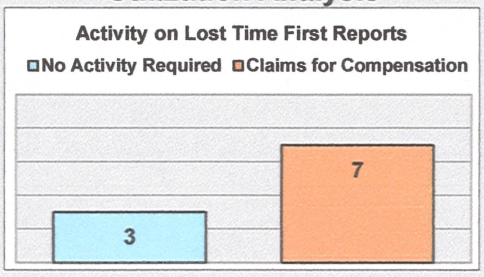


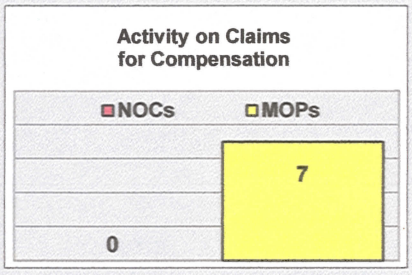

### Summary

Continental Indemnity is an insurer that administered its own claims in 2011 under the following rating companies:

Continental Indemnity

## Utilization Analysis



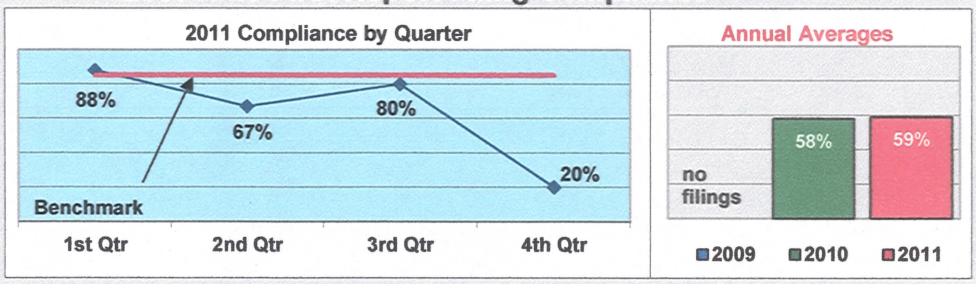




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

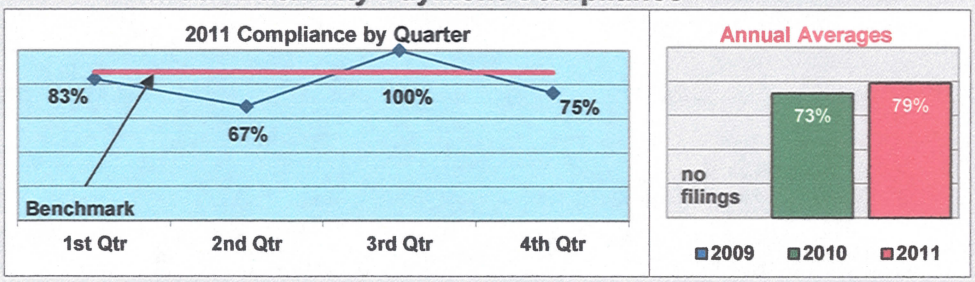
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

# COTTINGHAM AND BUTLER SERVICES

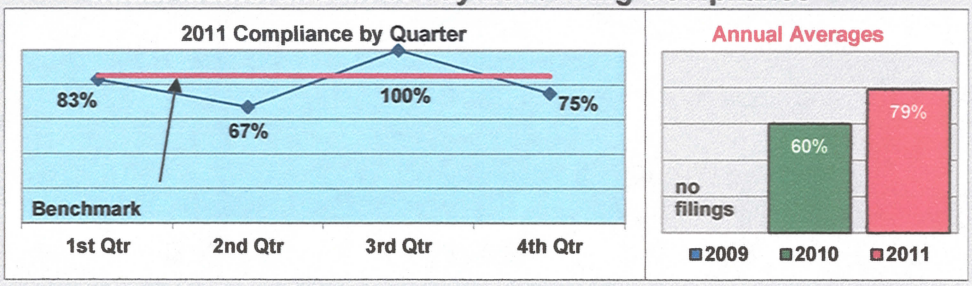
## Lost Time First Report Filing Compliance



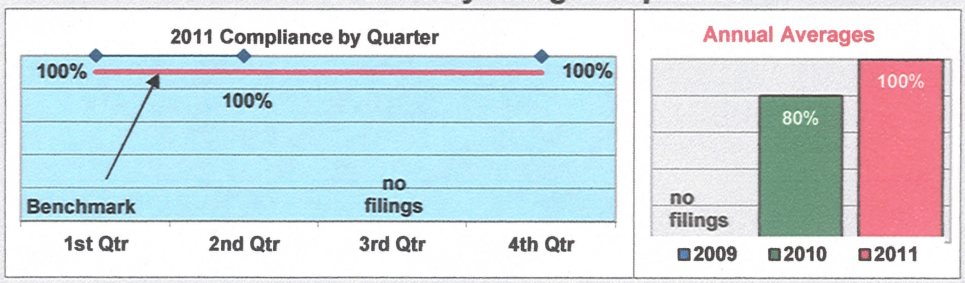

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

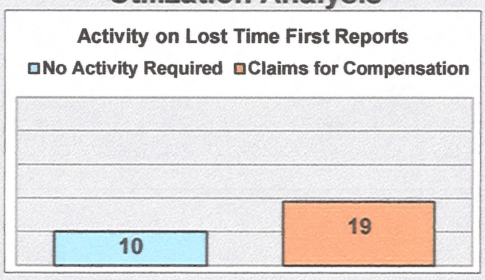


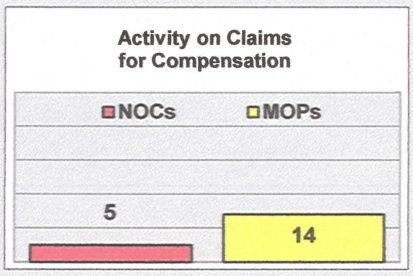

### Summary

Cottingham & Butler Services is a third party administrator that administered claims in 2011 for the following insurers:

American Employers Insurance
Sparta Insurance

## Utilization Analysis



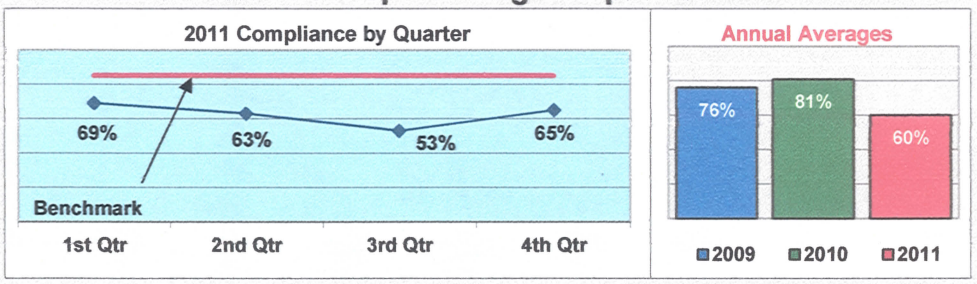




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
17%

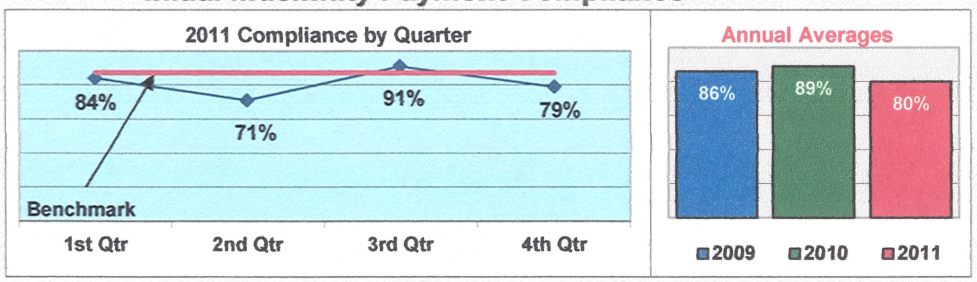
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
26%

# ESIS

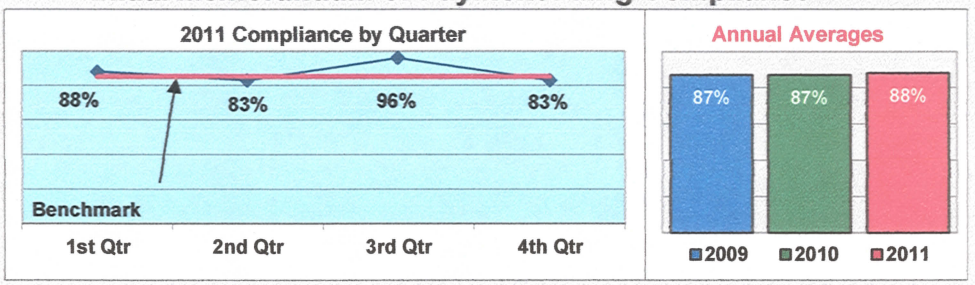
## Lost Time First Report Filing Compliance



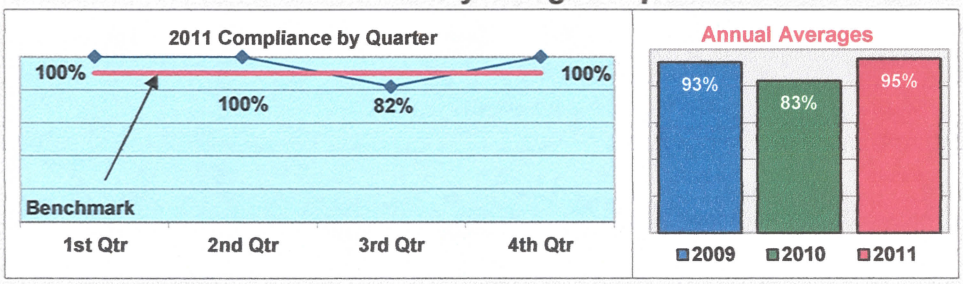

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

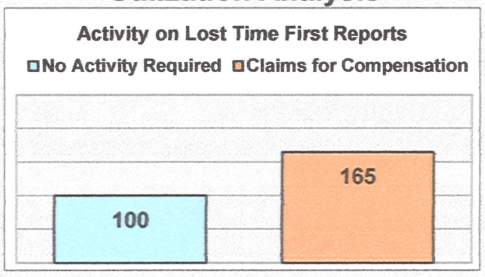
ESIS is a third party administrator that administered claims in 2011 for the following insurers:

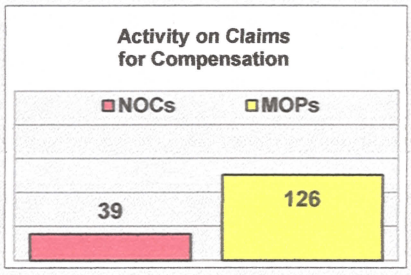
ACE American Insurance
ACE Property & Casualty Insurance
American Zurich Insurance
Arch Insurance
Indemnity Ins. Co. of No. America
Ins. Co. of the State of Pennsylvania
New Hampshire Insurance
Old Republic Insurance
Pacific Employers Insurance

and self-insured employers:

S.D. Warren
Shaw's Supermarket
Unifirst Corporation

## Utilization Analysis



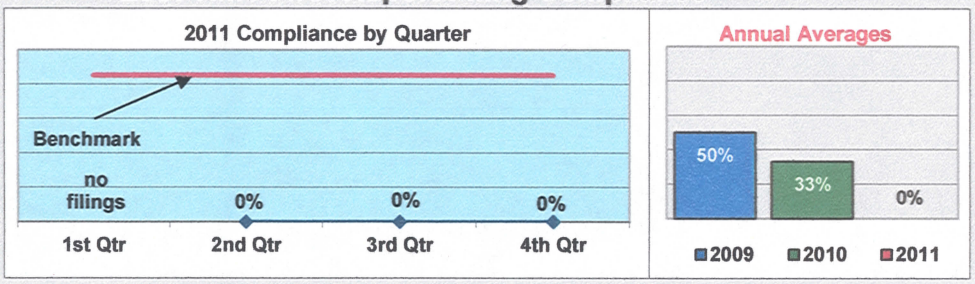




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

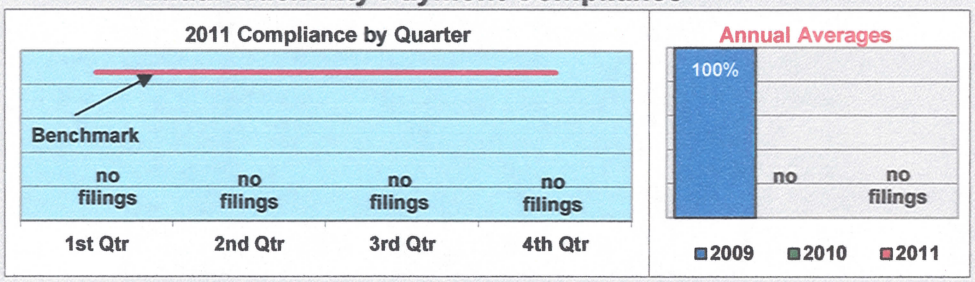
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
24%

# F.A. RICHARD

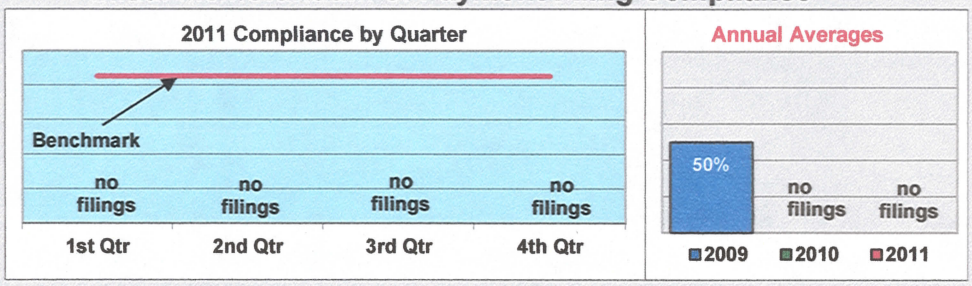
## Lost Time First Report Filing Compliance



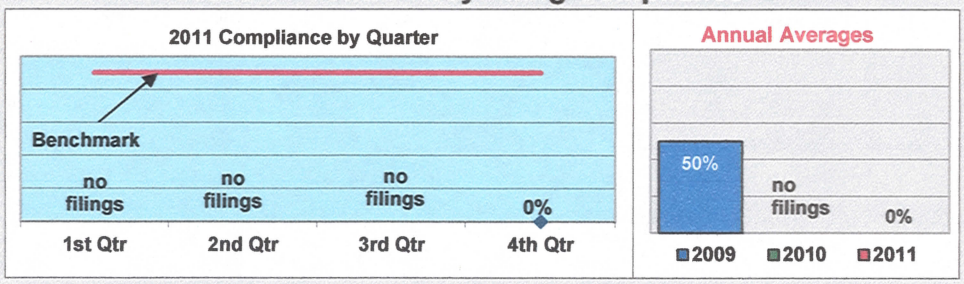

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

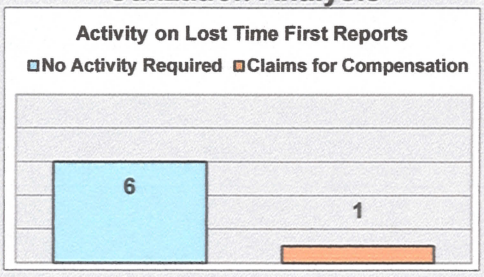


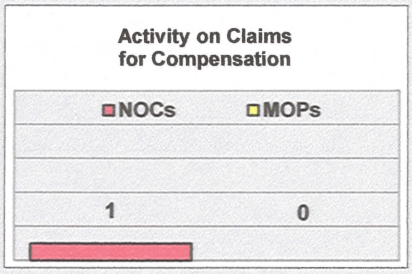

### Summary

F.A. Richard is a third party administrator that administered claims in 2011 for the following insurers:

Hartford Ins. Co. of the Midwest
Hartford Underwriters Insurance
Safety National Casualty Corp.
Twin City Fire Insurance
Zurich American Insurance

## Utilization Analysis



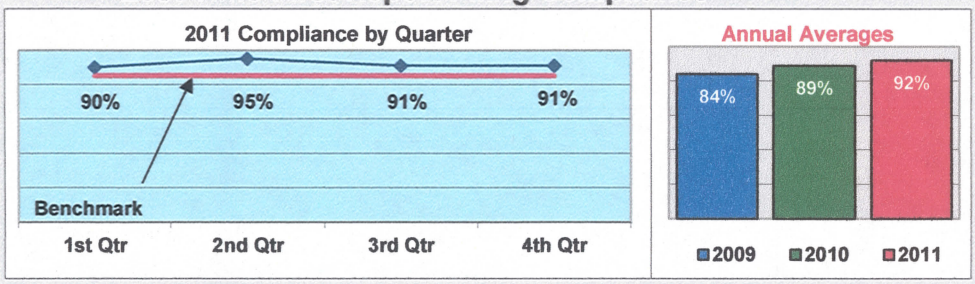




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
14%

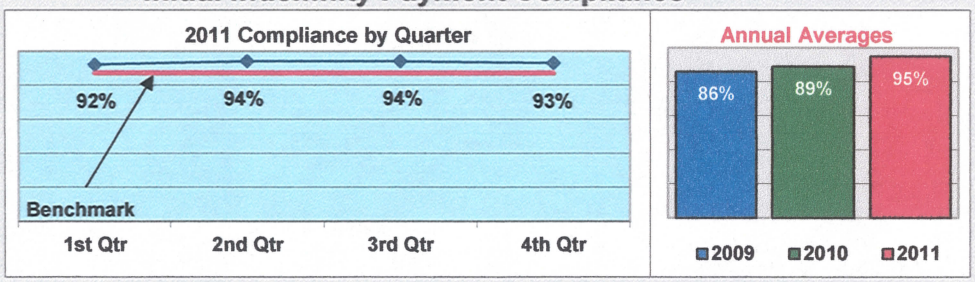
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
100%

# FUTURECOMP

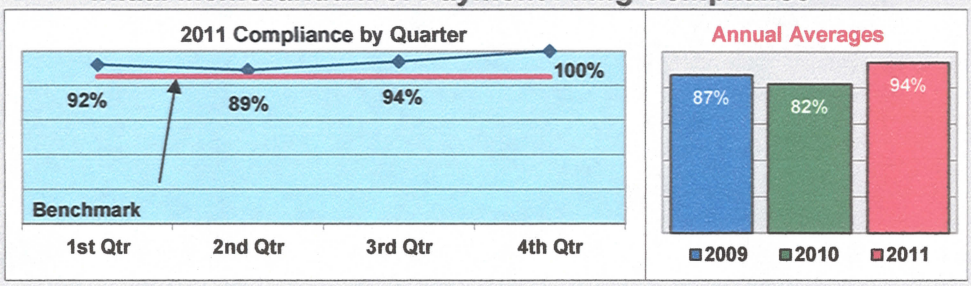
## Lost Time First Report Filing Compliance



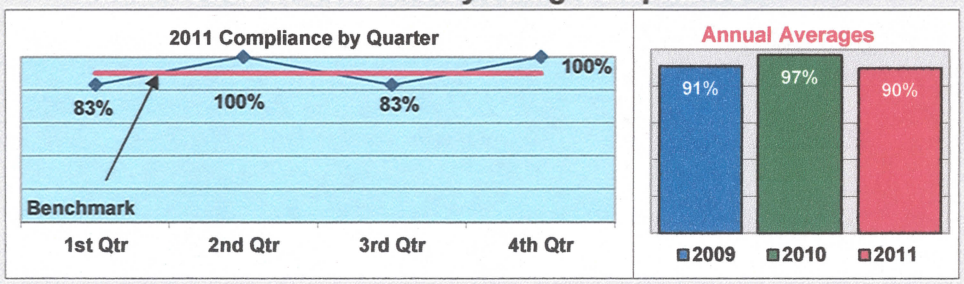

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



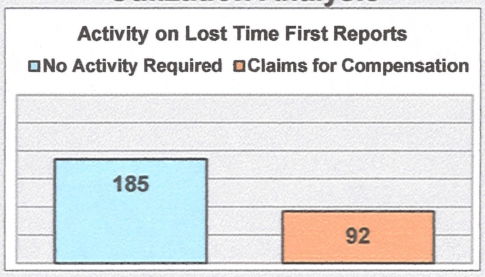

### Summary

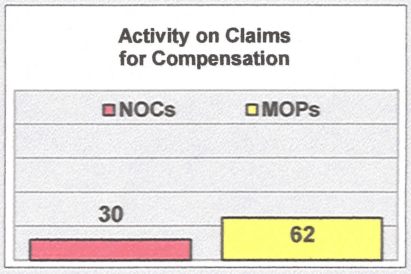
FutureComp is a third party administrator that administered claims in 2011 for the following self-insured employers:

Bridgton Hospital
Central Maine Healthcare Corp.
Central Maine Longterm Care
Maine Merchants WC Trust Fund
Technology Insurance

FutureComp is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



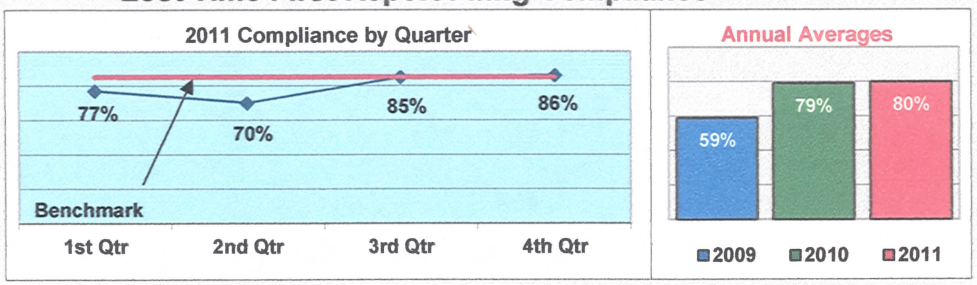




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
11%

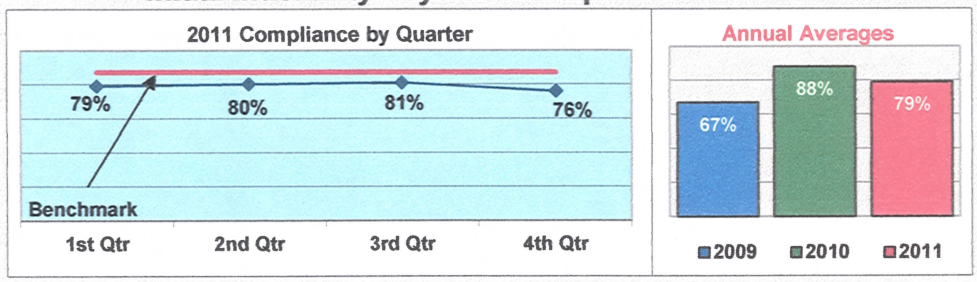
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
33%

# GALLAGHER BASSETT SERVICES

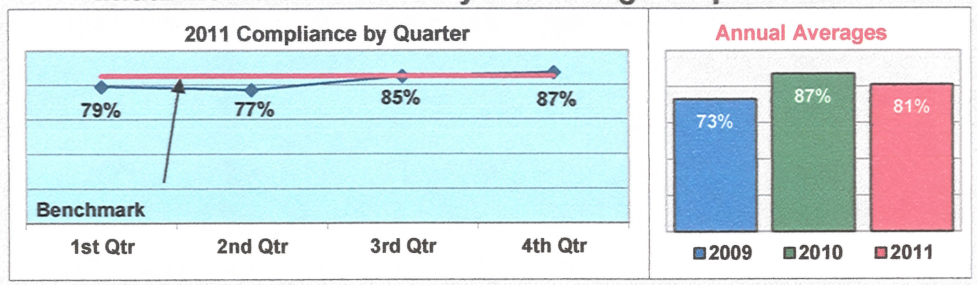
## Lost Time First Report Filing Compliance



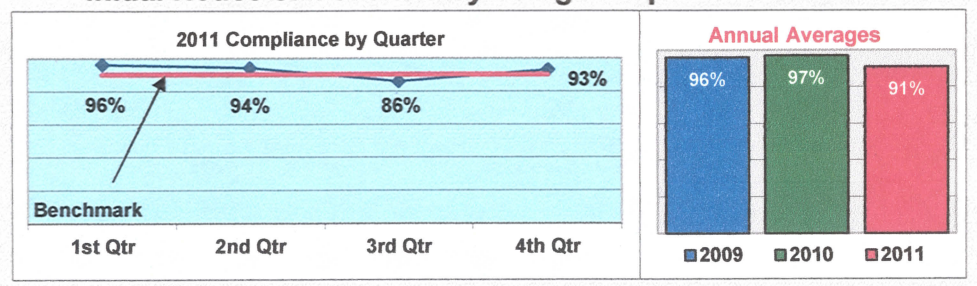

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

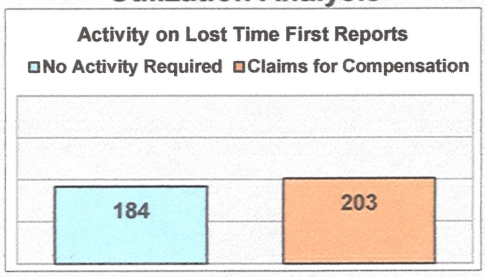
Gallagher Bassett Services is a third party administrator that administered claims in 2011 for the following insurers:

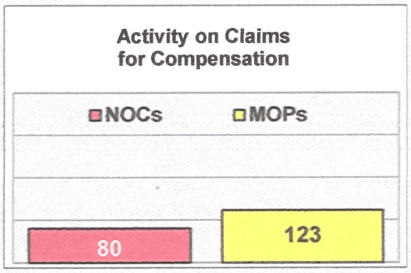
ACE American Insurance
American Zurich Insurance
Arch Insurance
Arrowood Indemnity
Chubb Indemnity Insurance
Employers Fire Insurance
Federal Insurance
Fidelity & Guaranty Insurance
Frankenmuth Mutual Insurance
Hartford Ins. Co. of the Midwest
Hartford Underwriters Insurance
Indemnity Ins. Co. of No. America
ins. Co. of the State of Pennsylvania
Manufacturers Alliance Insurance
New Hampshire Insurance
Old Republic General Insurance
Old Republic Insurance
OneBeacon America Insurance
PA Manufacturing Association Ins.
PA Manufacturing Indemnity
Safety National Casualty Co.
Sparta Insurance
Twin City Fire Insurance
United States Fidelity & Guaranty
XL Specialty Insurance
Zurich American Ins. Co. of Illinois
Zurich American Insurance

and the following self-insured employer:

Columbia Forest Products

## Utilization Analysis



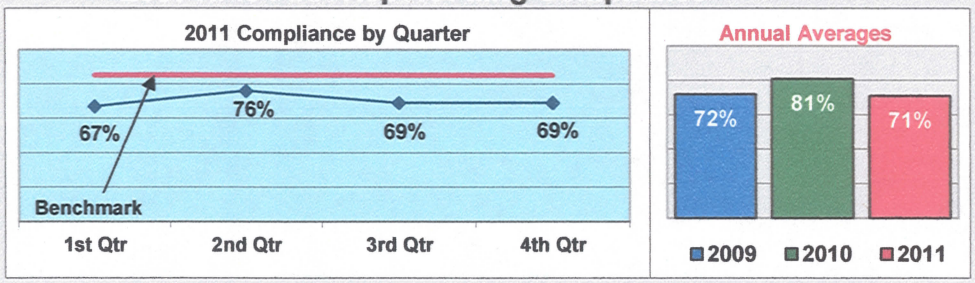




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
21%

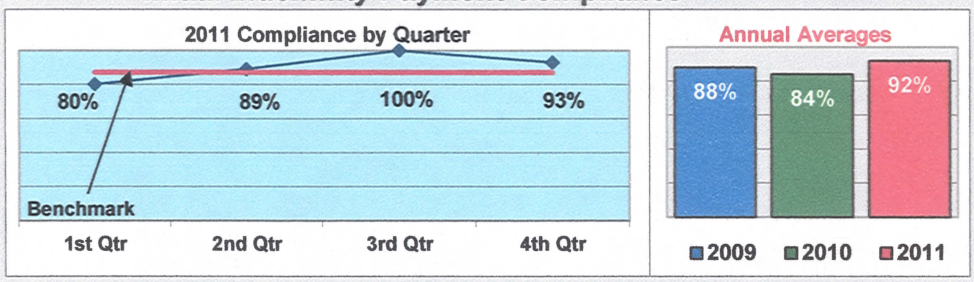
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
39%

# GUARD INSURANCE

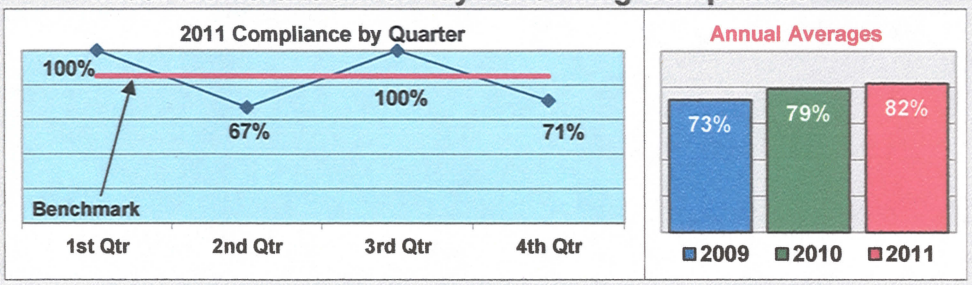
## Lost Time First Report Filing Compliance



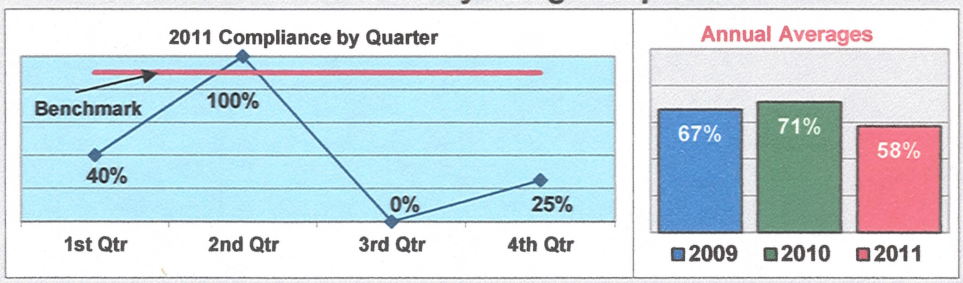

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

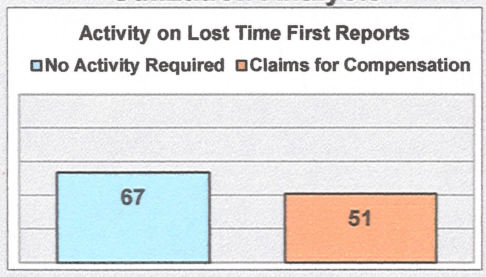


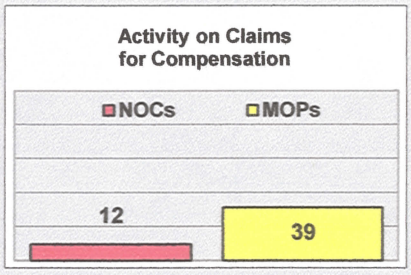

### Summary

Guard Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Amguard Insurance
Eastguard Insurance
Norguard Insurance

## Utilization Analysis



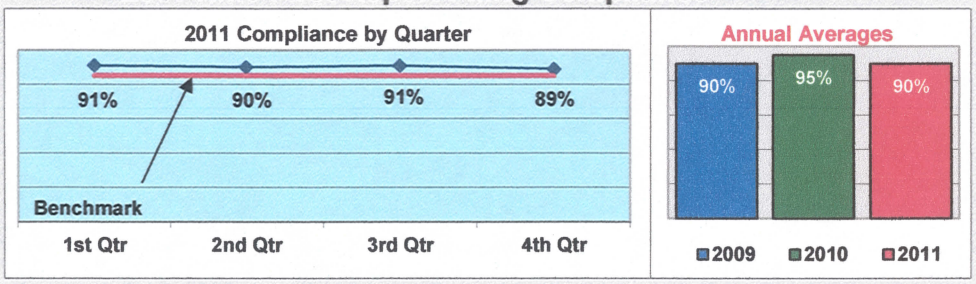




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
10%

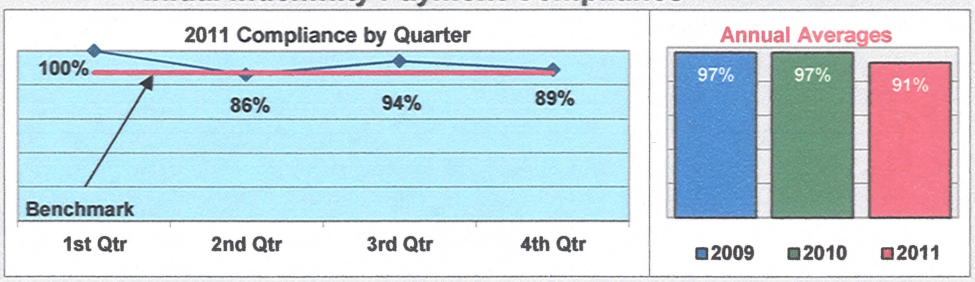
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
24%

# HANNAFORD BROTHERS

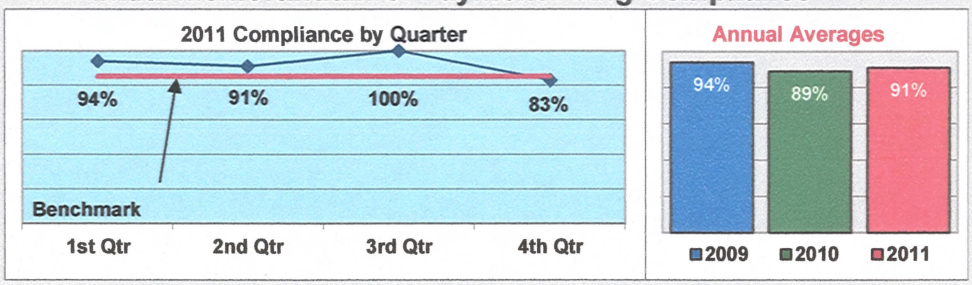
## Lost Time First Report Filing Compliance



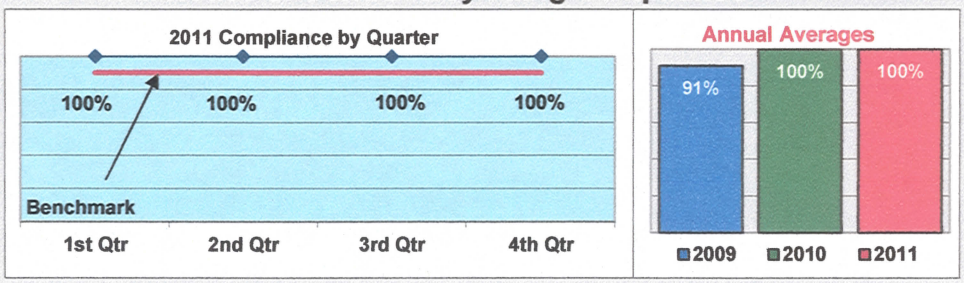

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



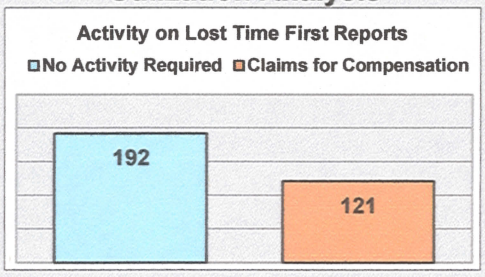

### Summary

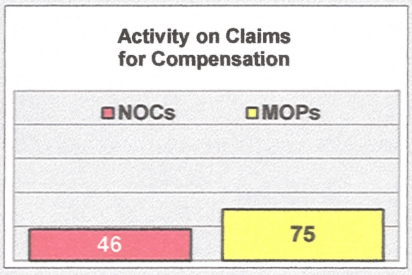
Hannaford Brothers is a self-insured employer that administered its own claims in 2011 under the following name:

Hannaford Brothers

Hannaford Brothers is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



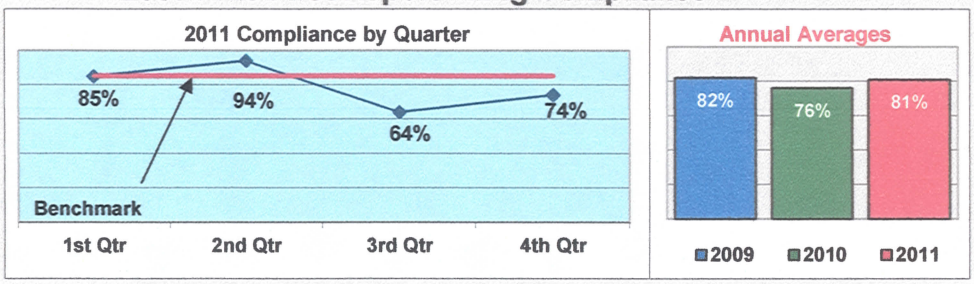




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

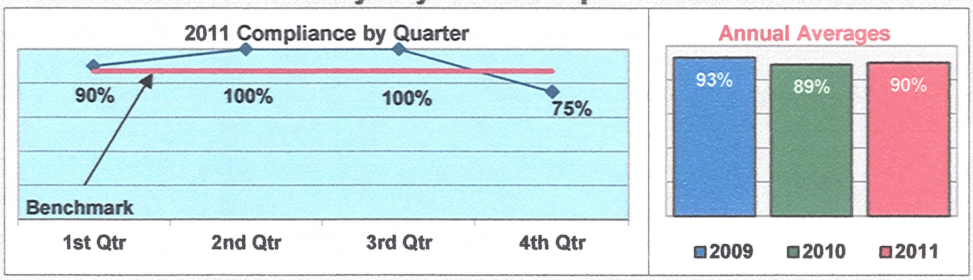
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
38%

# HANOVER INSURANCE

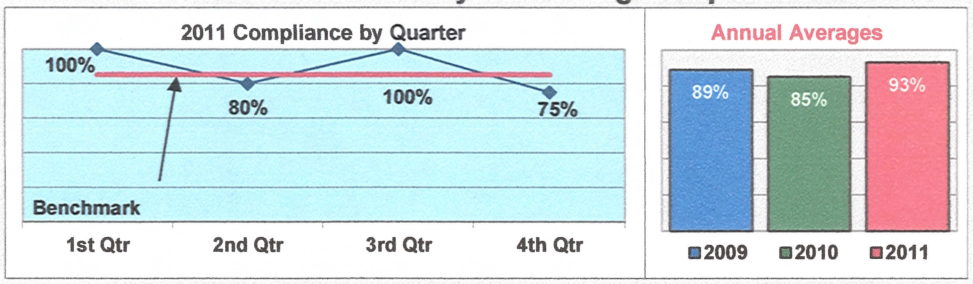
## Lost Time First Report Filing Compliance



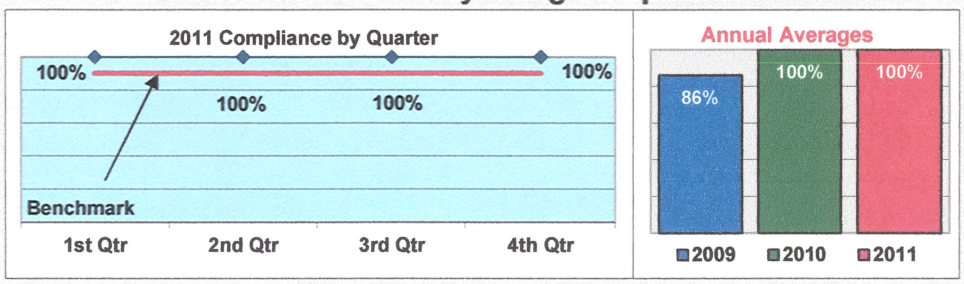

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

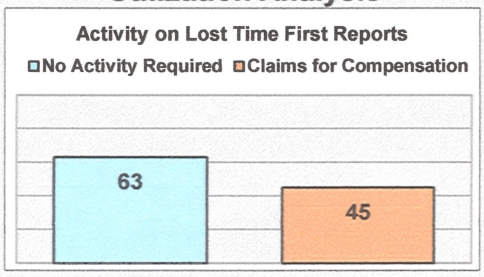


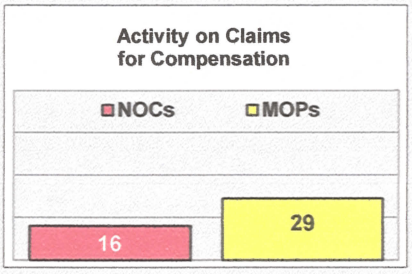

### Summary

Hanover Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Citizens Insurance Co. of America
Hanover Insurance
Massachusetts Bay Insurance

## Utilization Analysis



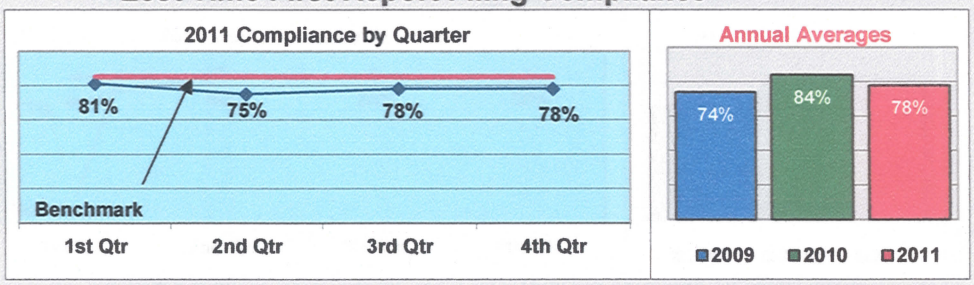




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

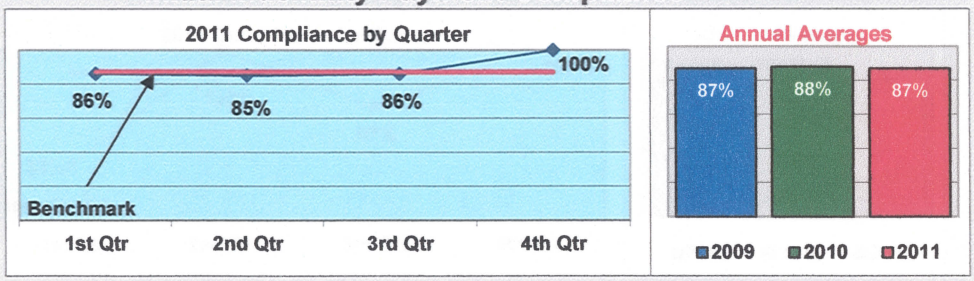
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
36%

# HARTFORD INSURANCE

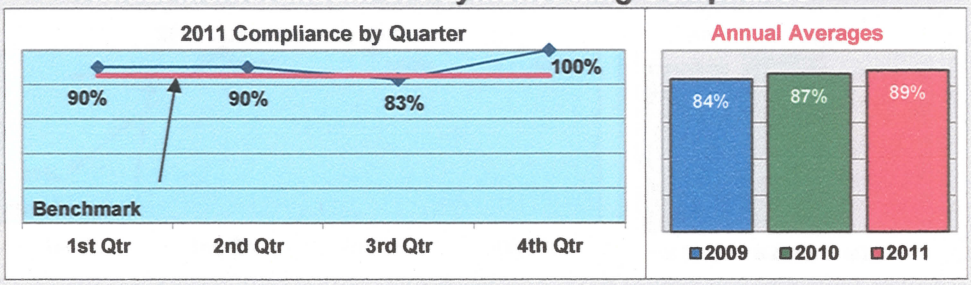
## Lost Time First Report Filing Compliance



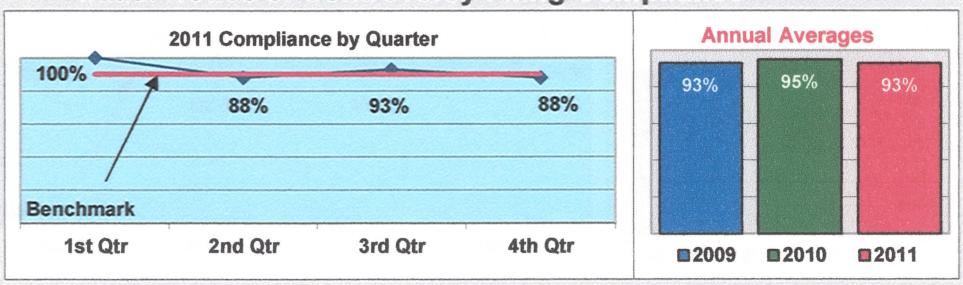

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

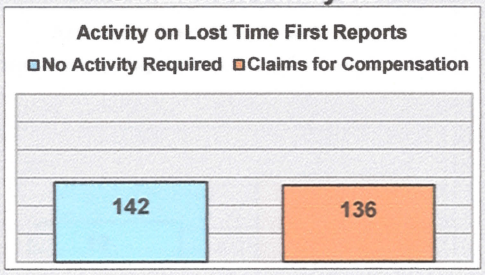
Hartford Insurance is an insurer that administered its own claims in 2011 and used third parties to administer claims under the following rating companies:

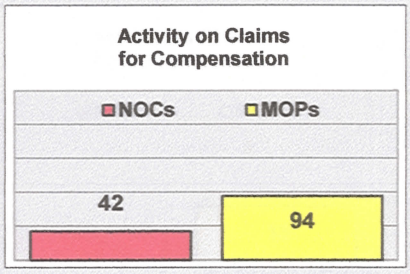
Hartford Accident & Indemnity
Hartford Casualty Insurance
Hartford Fire Insurance
Hartford Ins. Co. of the Midwest
Hartford Underwriters Insurance
Property & Casualty Ins. of Hartford
Sentinel Insurance Co. Ltd.
Trumbull Insurance
Twin City Fire Insurance

Hartford Insurance used the following third parties in 2011:

Broadspire Services
Cannon Cochran Management Svcs.
F.A. Richard
Gallagher Bassett Services
Sedgwick Claims Management
Specialty Risk Services

## Utilization Analysis



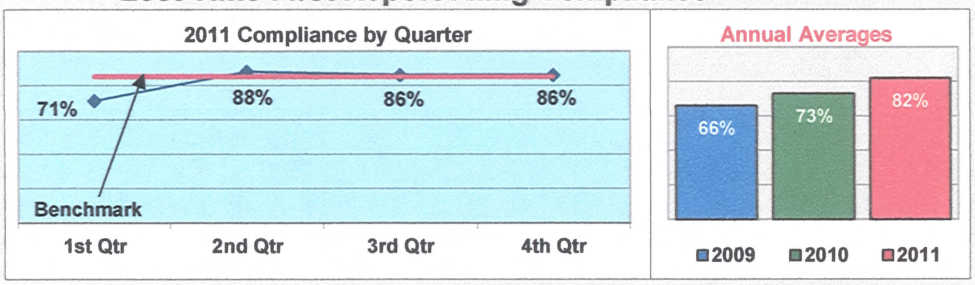




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
15%

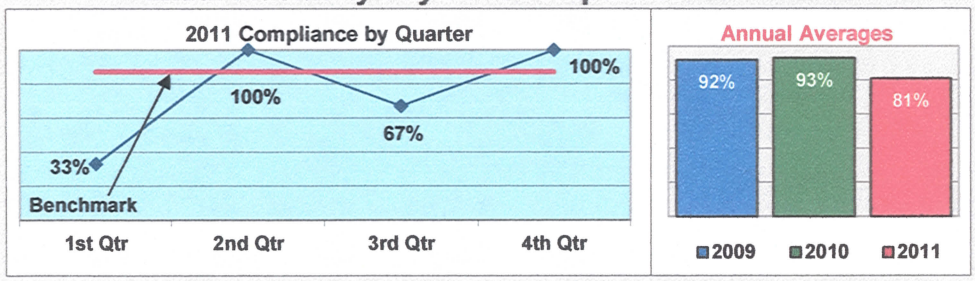
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
31%

# HELMSMAN MANAGEMENT SERVICES

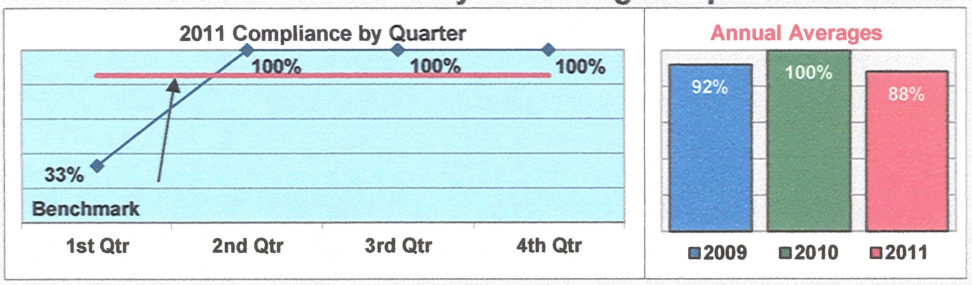
## Lost Time First Report Filing Compliance



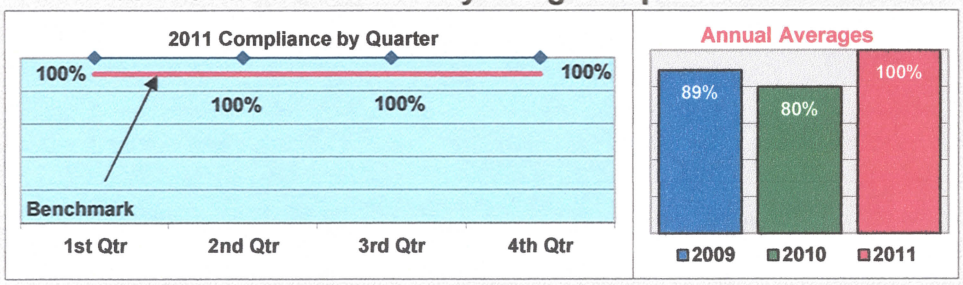

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

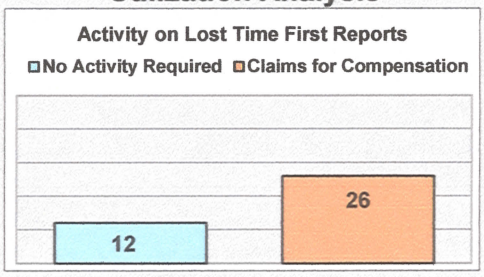
Helmsman Management Services is a third party administrator that administered claims in 2011 for the following insurers:

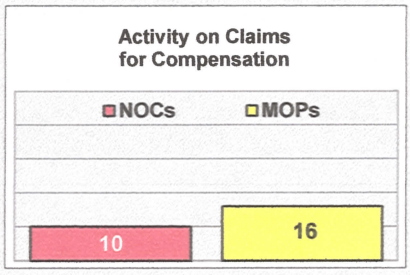
Indemnity Ins. Co. of No. America
New Hampshire Insurance

and self-insured employer:

Asplundh Tree Expert

## Utilization Analysis



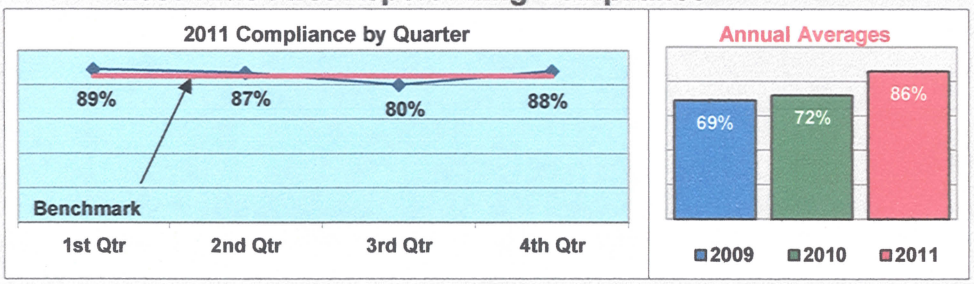




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
26%

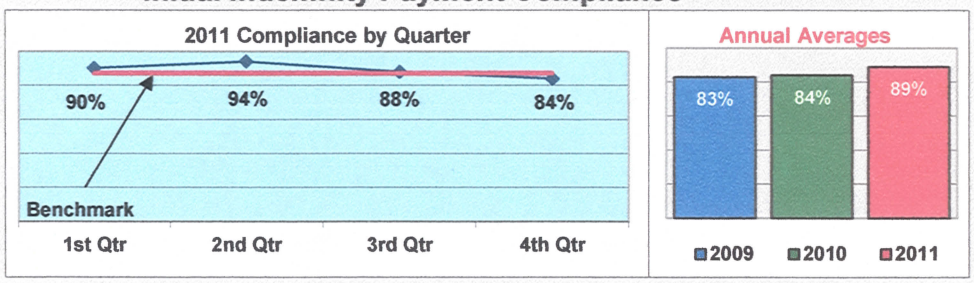
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
38%

# LIBERTY MUTUAL INSURANCE

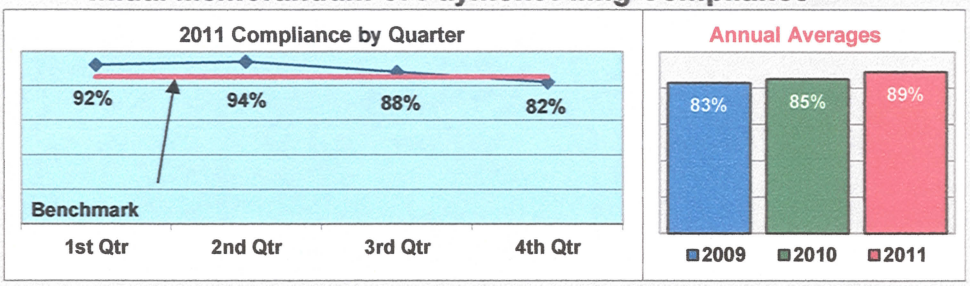
## Lost Time First Report Filing Compliance



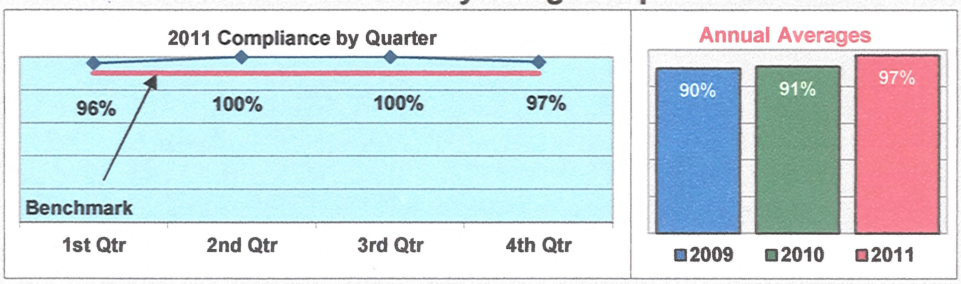

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



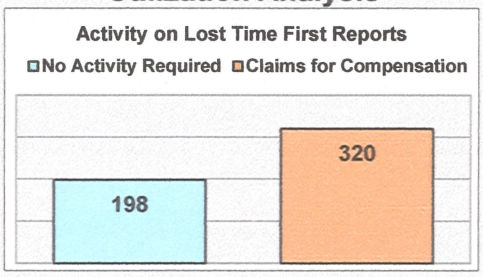

### Summary

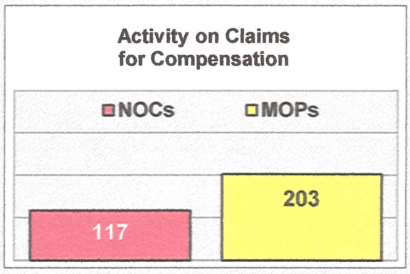
Liberty Mutual Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Employers Ins. Co. of Wausau
First Liberty Insurance Corp.
Liberty Insurance Corp.
Liberty Mutual Fire Insurance
Liberty Mutual Insurance
Liberty Mutual Insurance Corp.
Wausau Business Insurance
Wausau Underwriters Insurance

Liberty Mutual Insurance is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



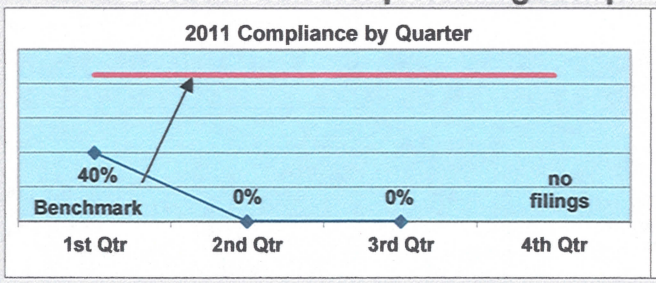



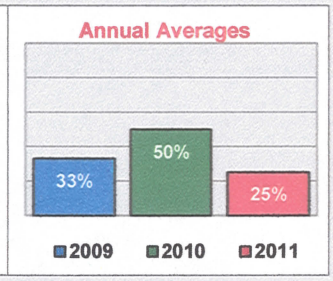

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
23%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
37%

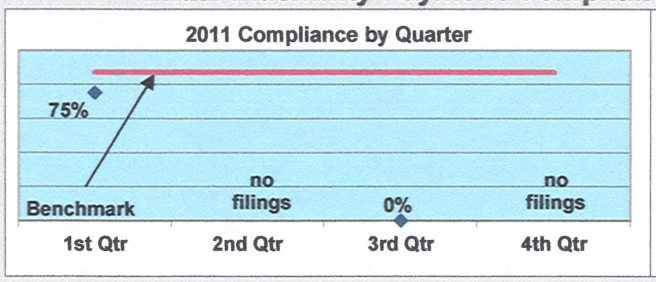
# MACY'S CORPORATE SERVICES

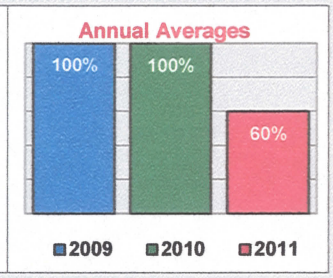
## Lost Time First Report Filing Compliance



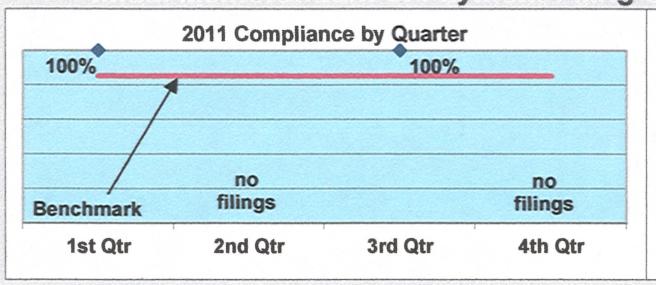



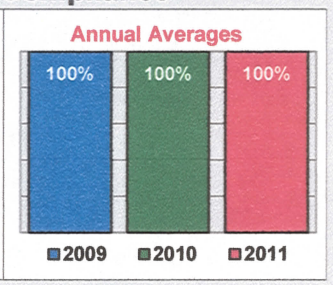

## Initial Indemnity Payment Compliance



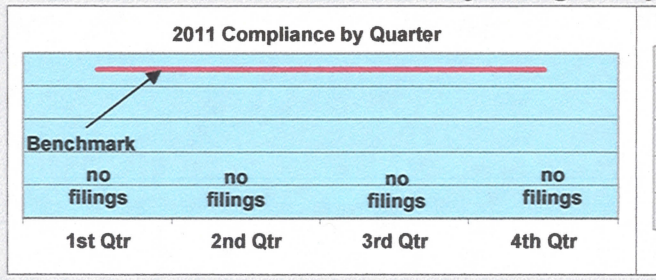



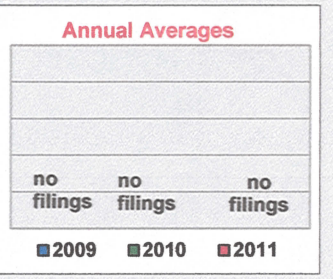

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



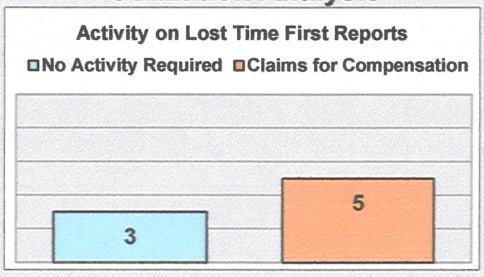



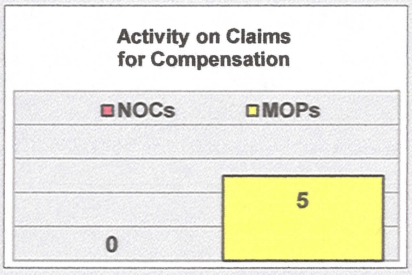

### Summary

Macy's Corporate Services is a self-insured employer that administered its own claims in 2011 under the following name:

Macy's Retail Holdings

## Utilization Analysis



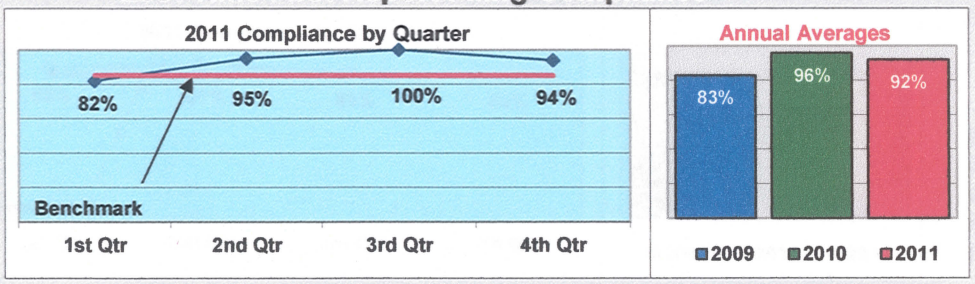




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

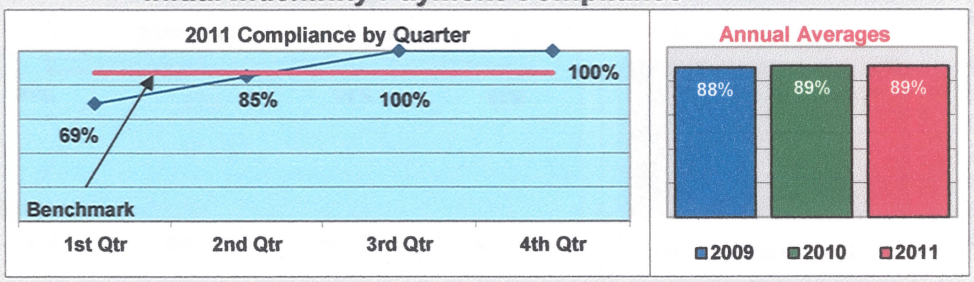
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

# MAINE AUTOMOBILE DEALERS ASSOCIATION

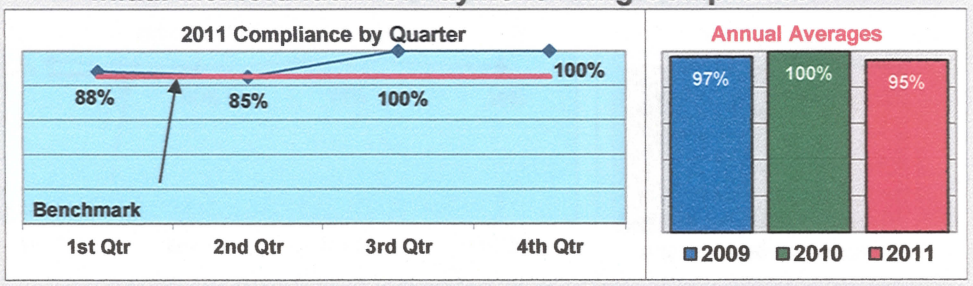
## Lost Time First Report Filing Compliance



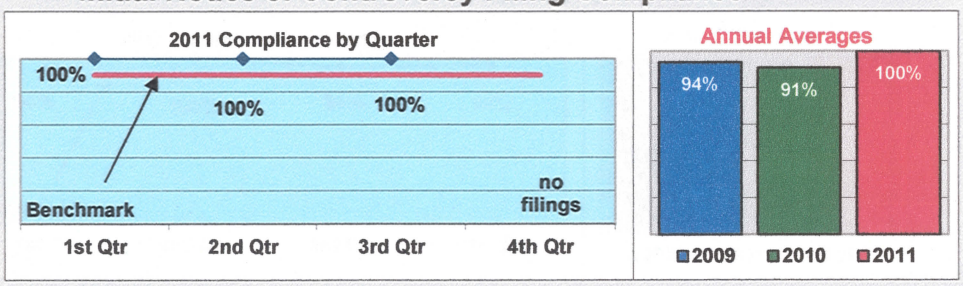

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



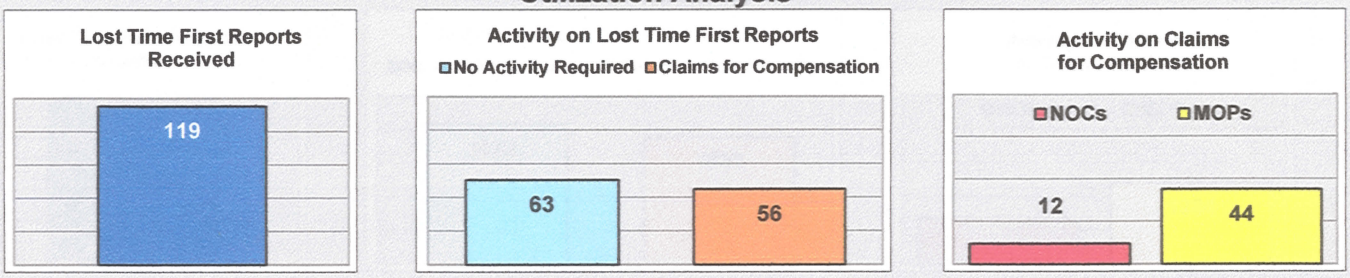

### Summary

Maine Automobile Dealers Association is a self-insured employer that administered its own claims in 2011 under the following names:

MAD Assoc. Workers' Comp Trust
Maine Automobile Dealers

Maine Automobile Dealers Association is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis

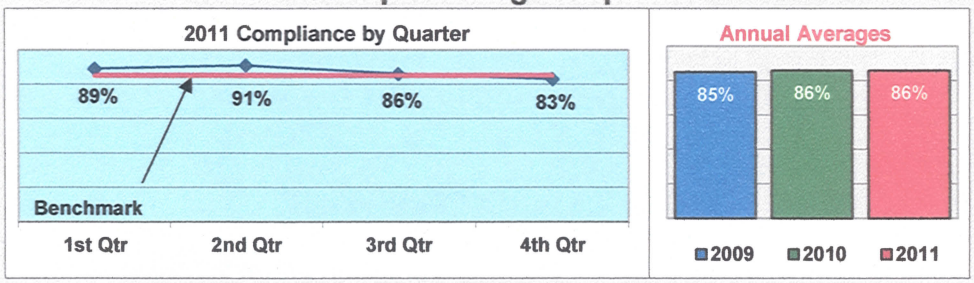



**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
10%

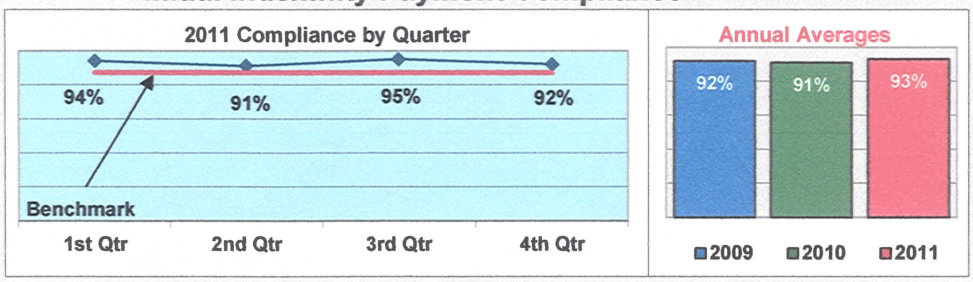
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
21%

# MAINE EMPLOYERS' MUTUAL INSURANCE

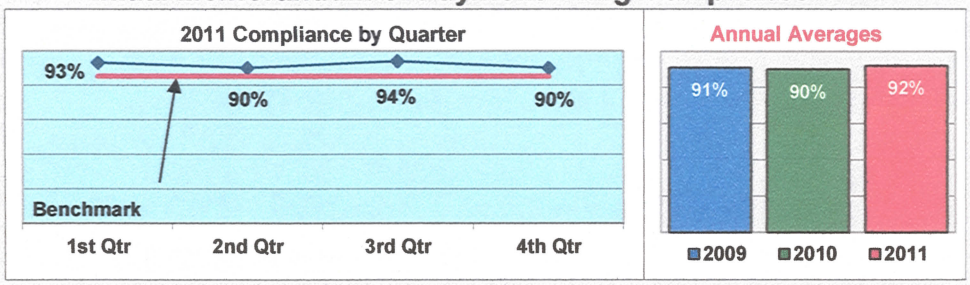
## Lost Time First Report Filing Compliance



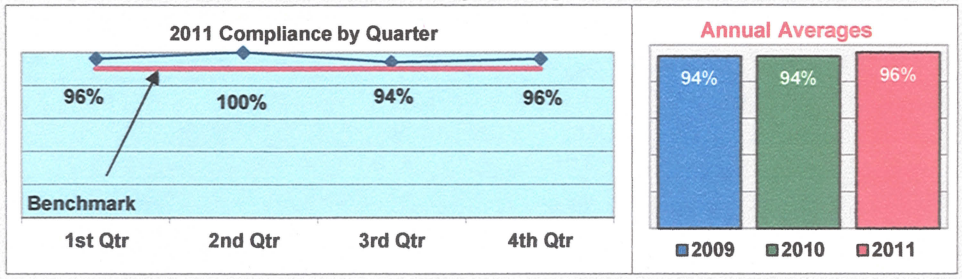

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



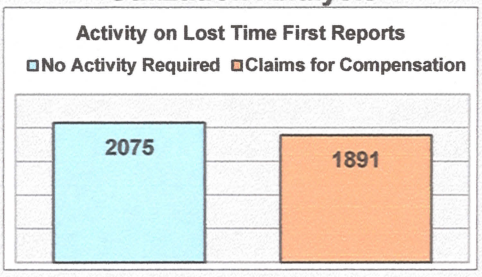

### Summary

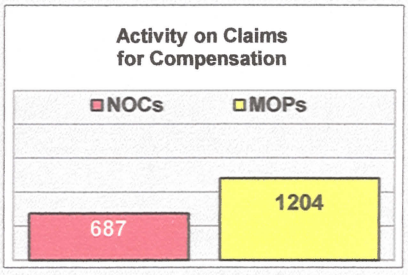
Maine Employers' Mutual Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Maine Employers' Mutual Ins.
MEMIC Indemnity Company

Maine Employers' Mutual Insurance is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



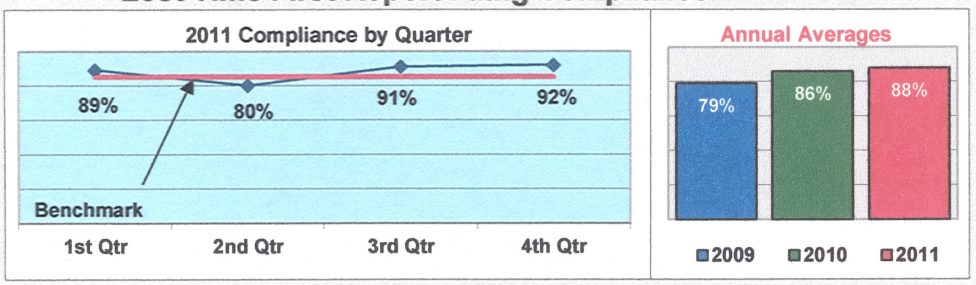




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
17%

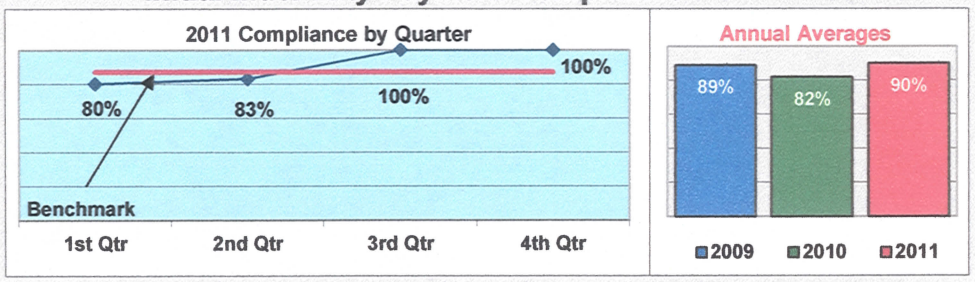
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
36%

# MAINE HEALTHCARE ASSOCIATION

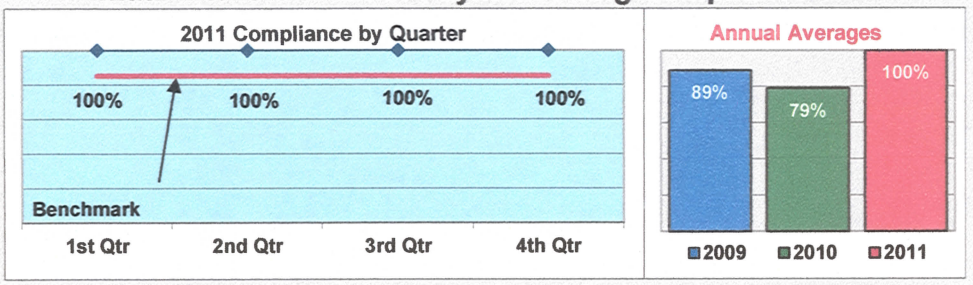
## Lost Time First Report Filing Compliance



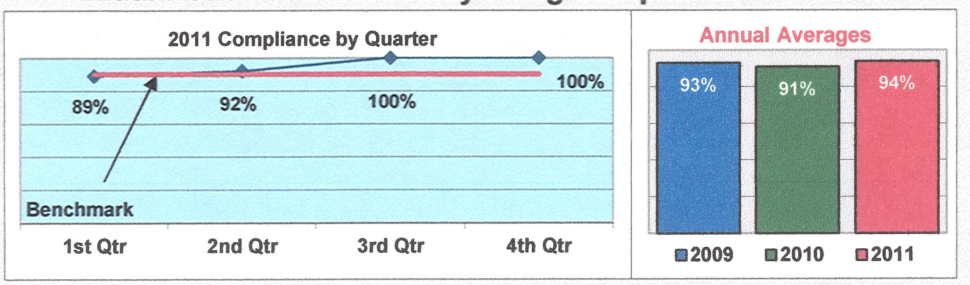

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



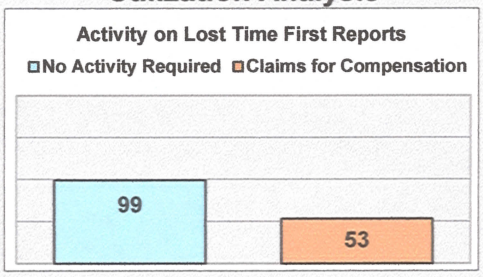

### Summary

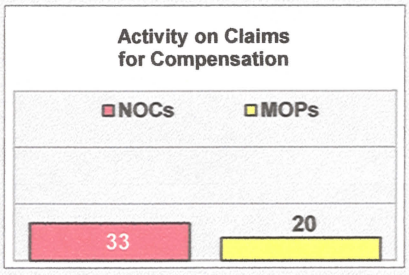
Maine HealthCare Association is a self-insured employer that administered its own claims in 2011 under the following name:

MHCA Workers' Comp Fund

Maine HealthCare Association is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



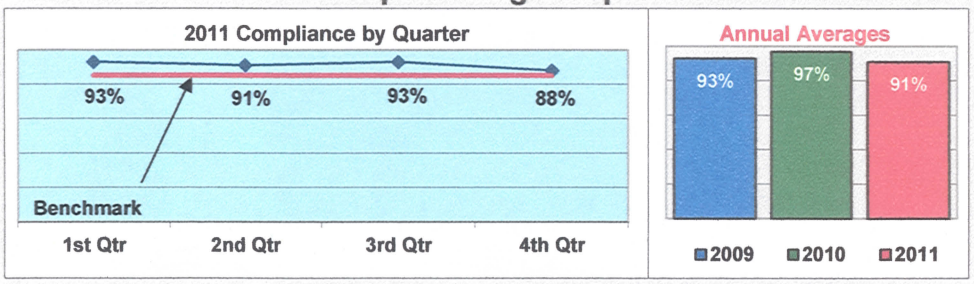




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
22%

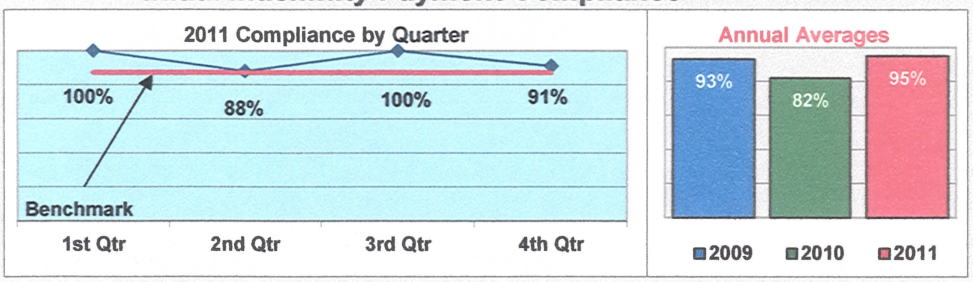
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
62%

# MAINE MOTOR TRANSPORT ASSOCIATION

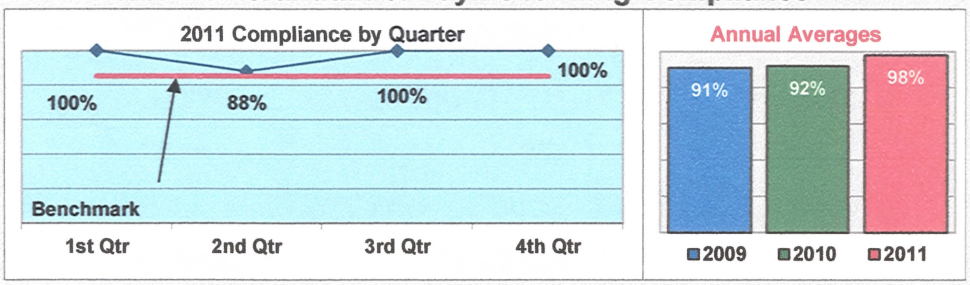
## Lost Time First Report Filing Compliance



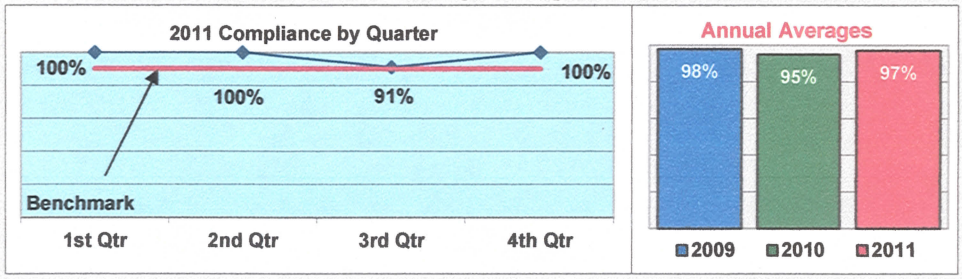

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



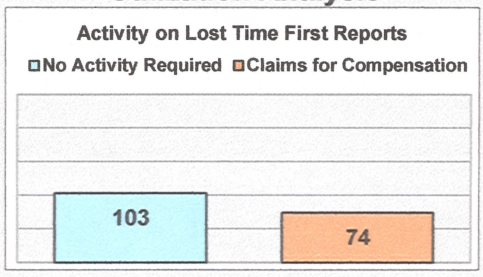

### Summary

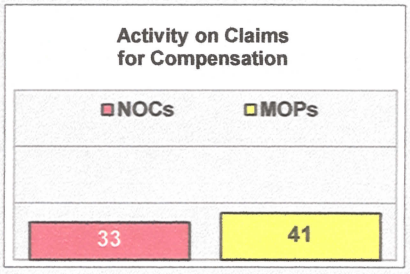
Maine Motor Transport Association is a self-insured employer that administered its own claims in 2011 under the following name:

Maine Motor Transport WC Trust

Maine Motor Transport Association is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



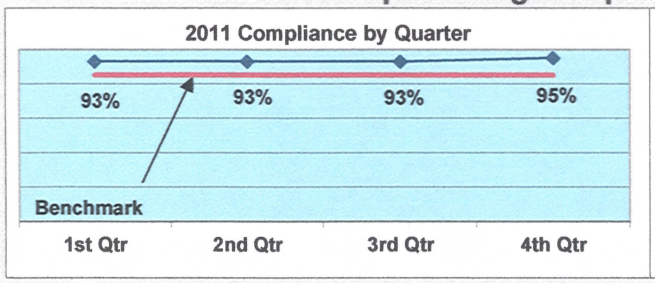



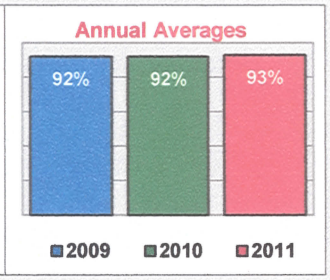

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
19%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
45%

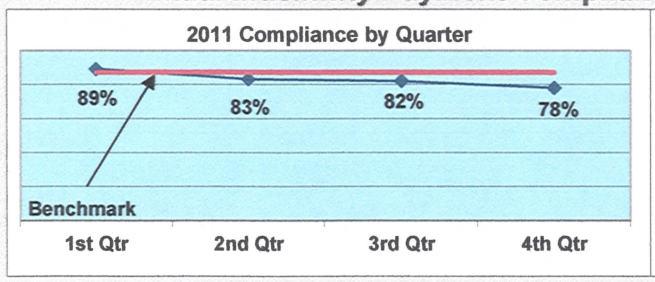
# MAINE MUNICIPAL ASSOCIATION

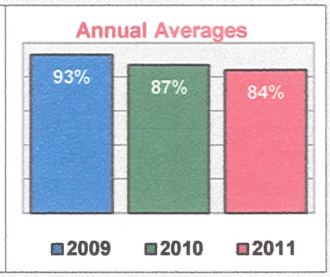
## Lost Time First Report Filing Compliance



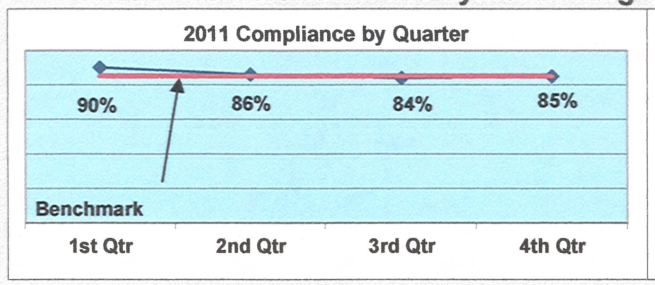



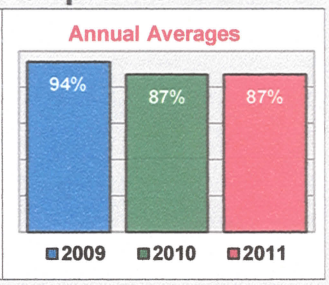

## Initial Indemnity Payment Compliance



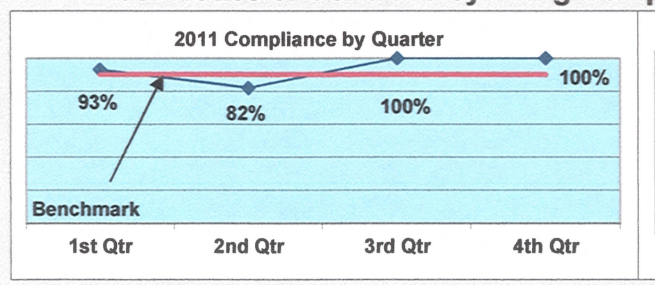



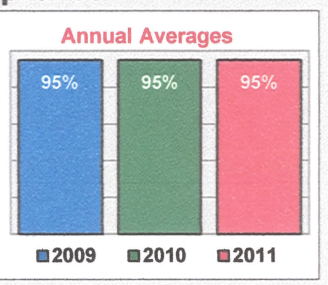

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



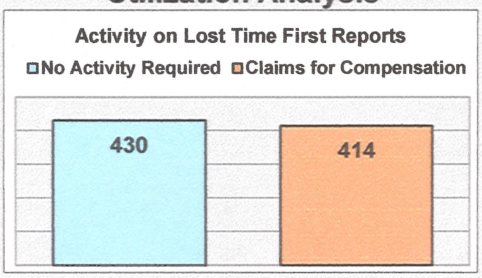



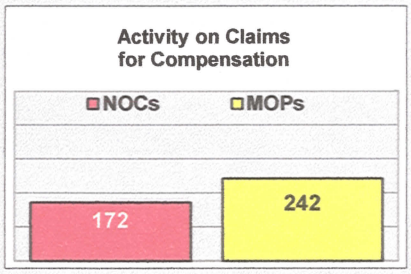

### Summary

Maine Municipal Association is a self-insured employer that administered its own claims in 2011 under the following names:

Maine Municipal Association
Portland, City of

## Utilization Analysis



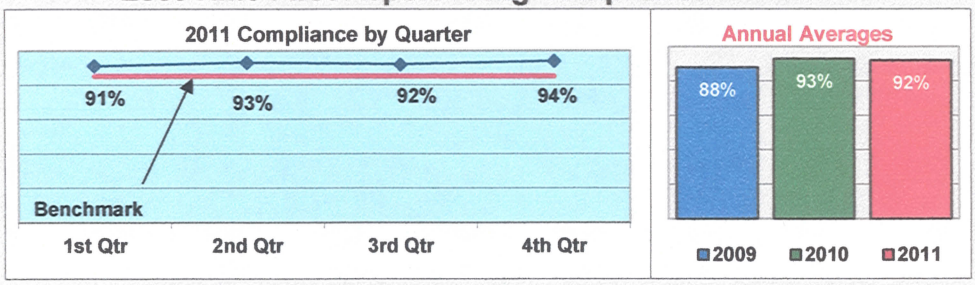




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
20%

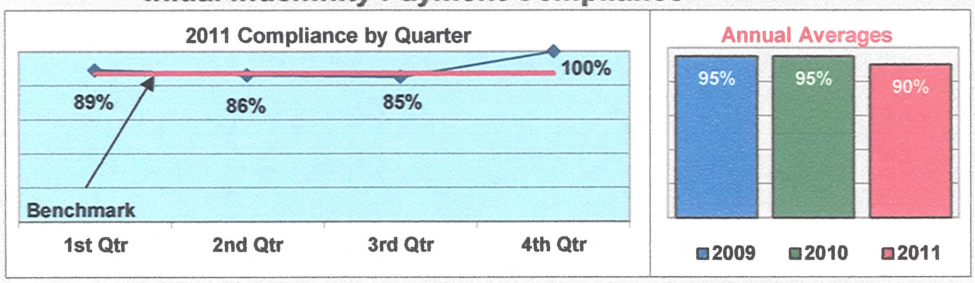
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
42%

# MAINE SCHOOL MANAGEMENT ASSOCIATION

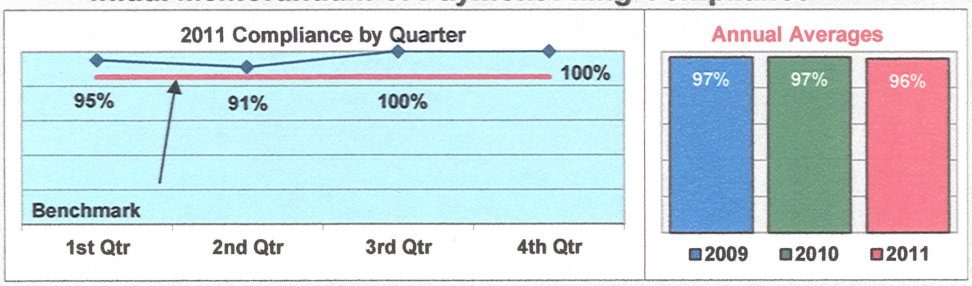
## Lost Time First Report Filing Compliance



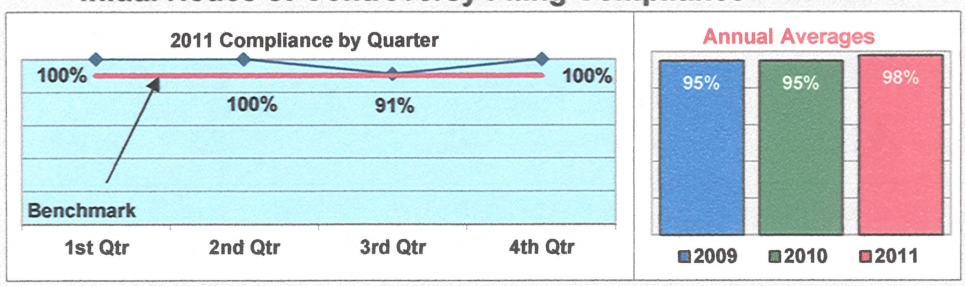

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



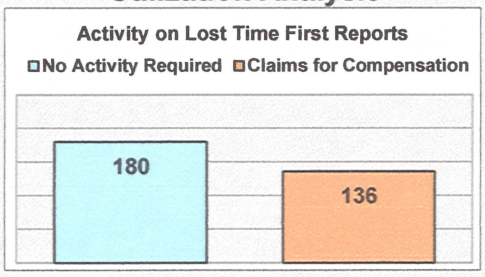

### Summary

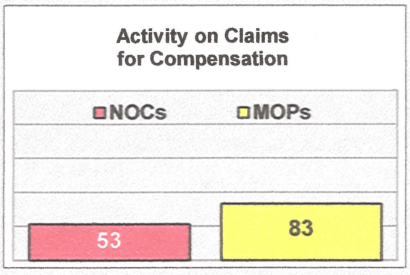
Maine School Management Association is a self-insured employer that administered its own claims in 2011 under the following name:

Maine School Management Assoc.

Maine School Management Association is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



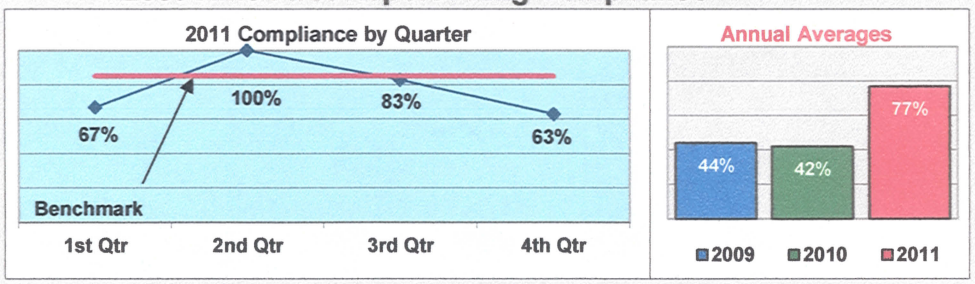

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
17%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
39%

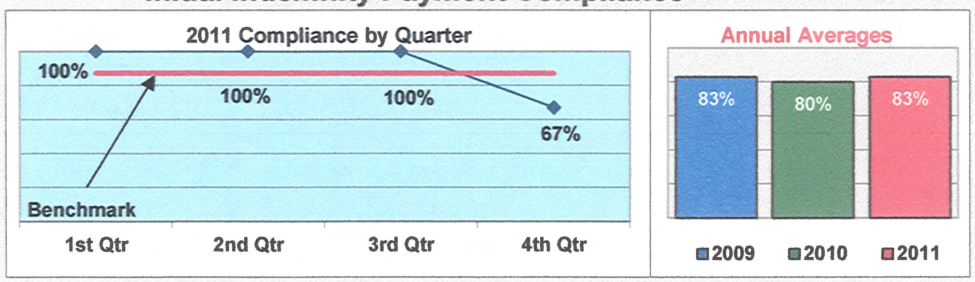
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## MEADOWBROOK

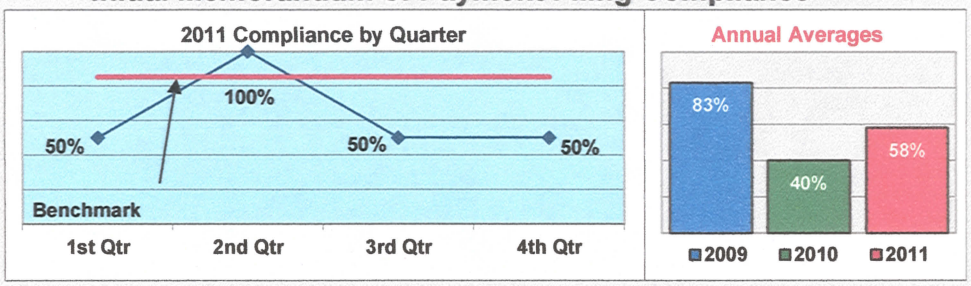
### Lost Time First Report Filing Compliance



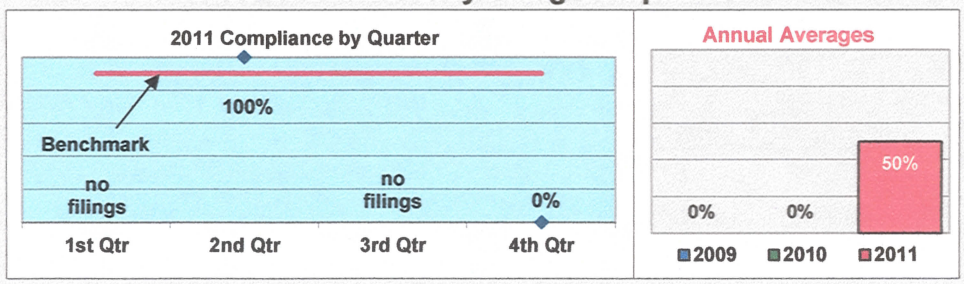

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance

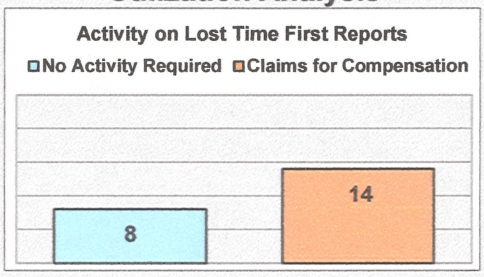


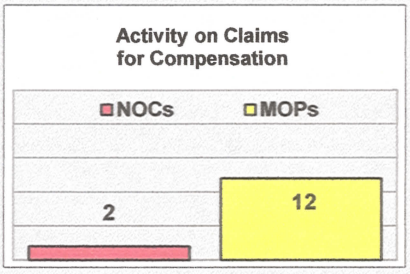

### Summary

Meadowbrook is a third party administrator that administered claims in 2011 for the following insurer:

Star Insurance

### Utilization Analysis



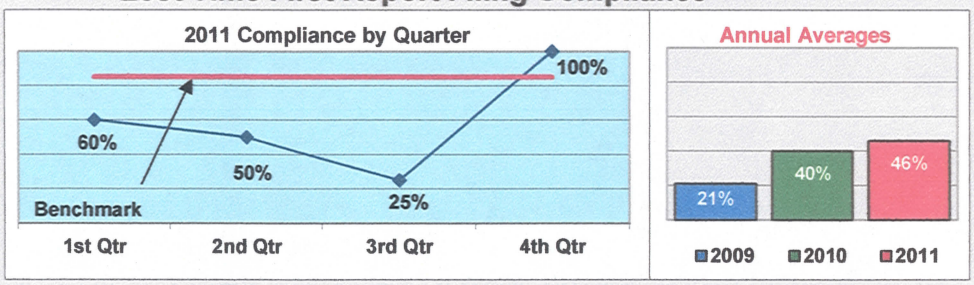




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
9%

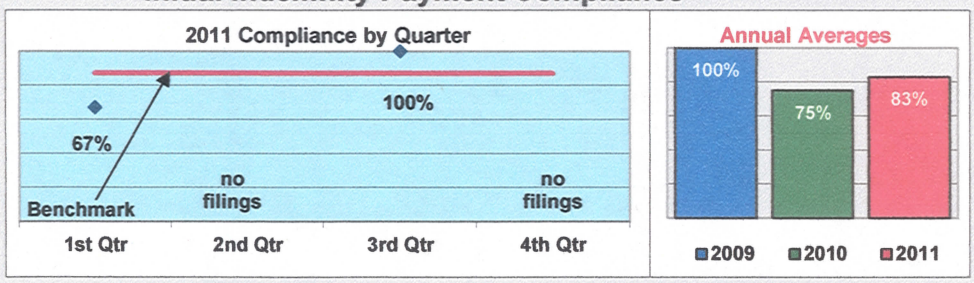
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
14%

# NGM INSURANCE

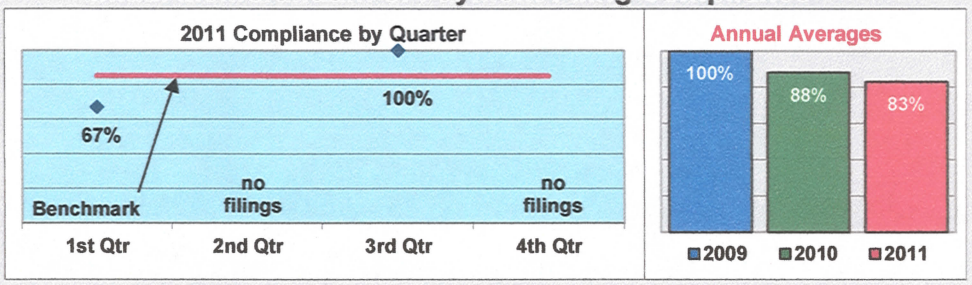
## Lost Time First Report Filing Compliance



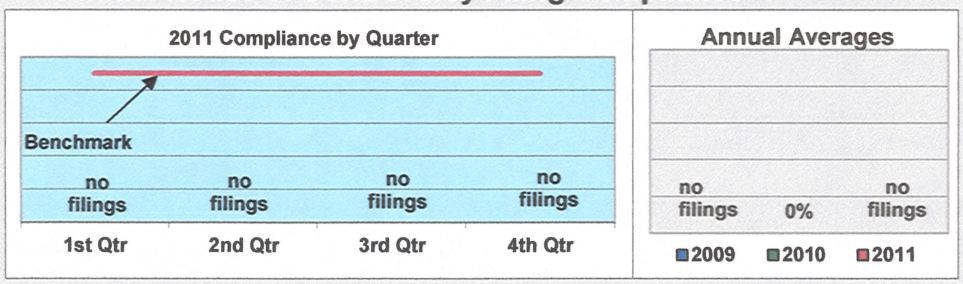

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

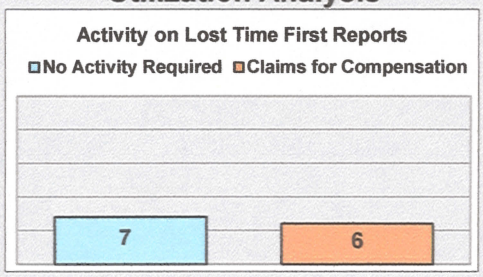


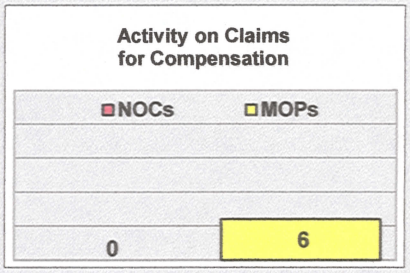

### Summary

NGM Insurance is an insurer that administered its own claims in 2011 under the following rating company:

NGM Insurance Company

## Utilization Analysis



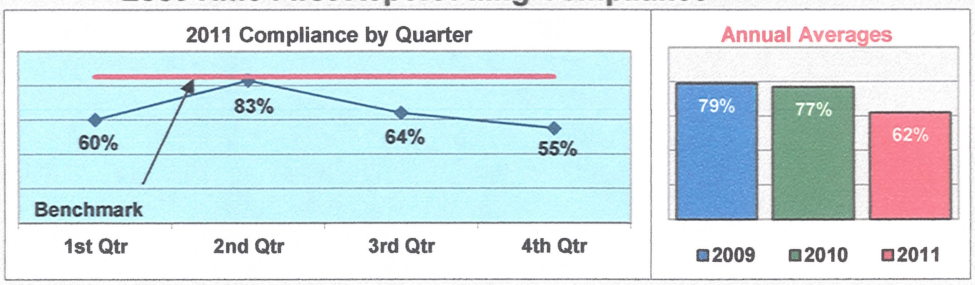




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

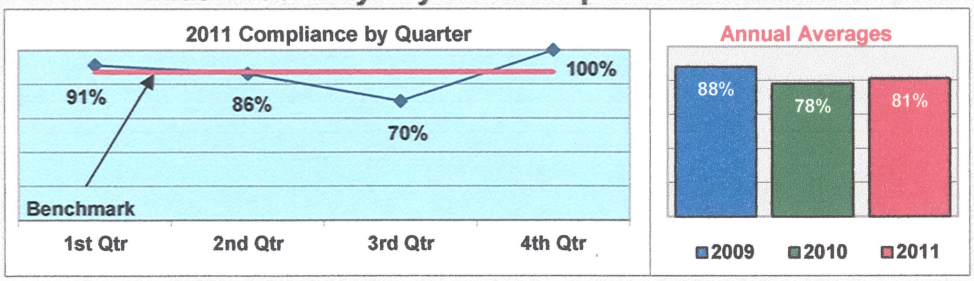
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

# OLD REPUBLIC INSURANCE

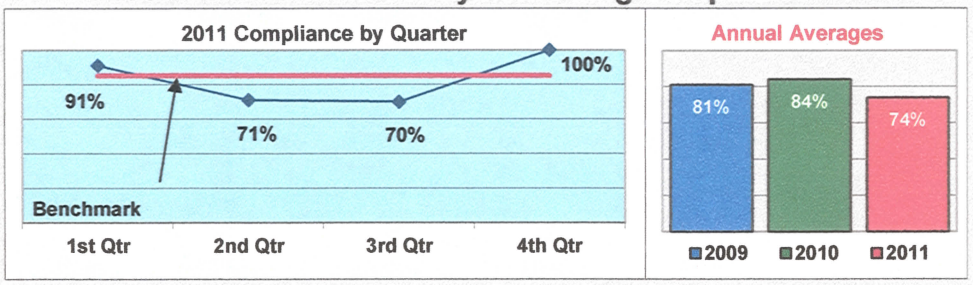
## Lost Time First Report Filing Compliance



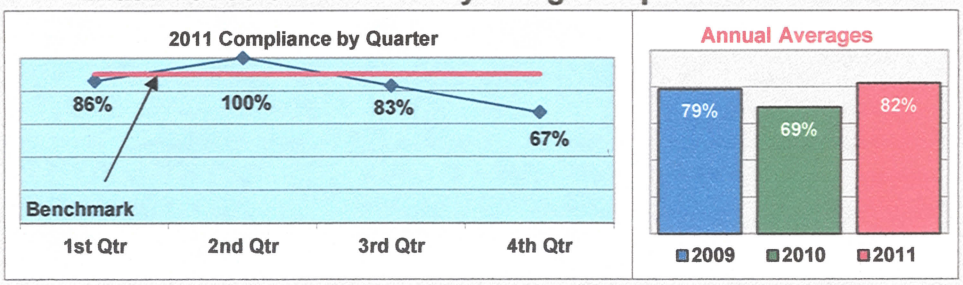

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

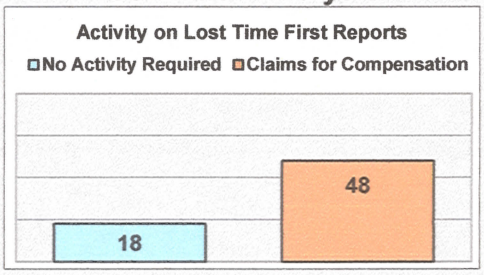
Old Republic Insurance is an insurer that used third parties to administer claims in 2011 under the following rating companies:

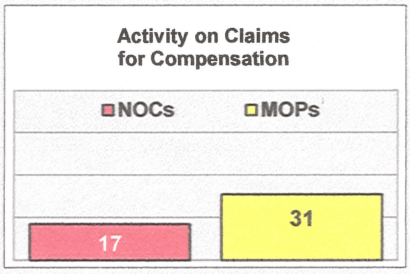
Old Republic General Insurance
Old Republic Insurance

Old Republic Insurance used the following third parties in 2011:

Berkley Admin. of Connecticut
Broadspire Services
Cannon Cochran Management Svcs.
Constitution State Services
ESIS
Gallagher Bassett Services
Ryder Services
Sedgwick Claims Management
Willis of Northern New England

## Utilization Analysis



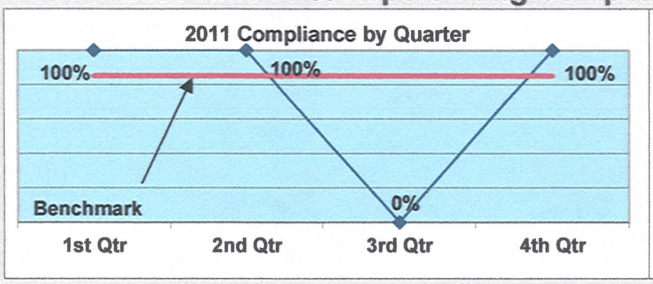



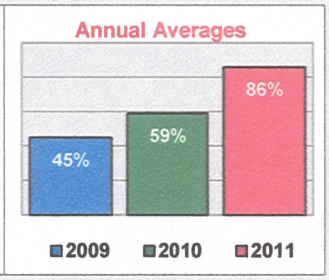

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
26%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
35%

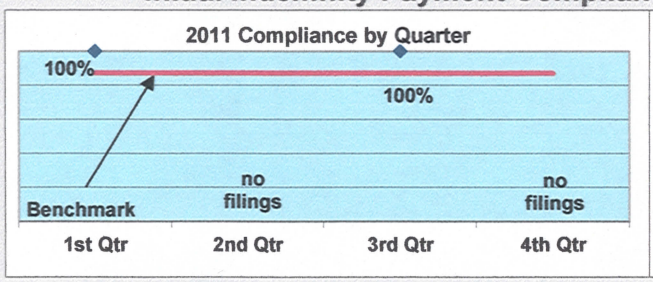
# PATRIOT INSURANCE

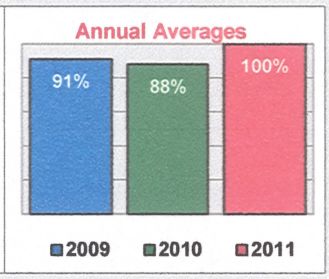
## Lost Time First Report Filing Compliance



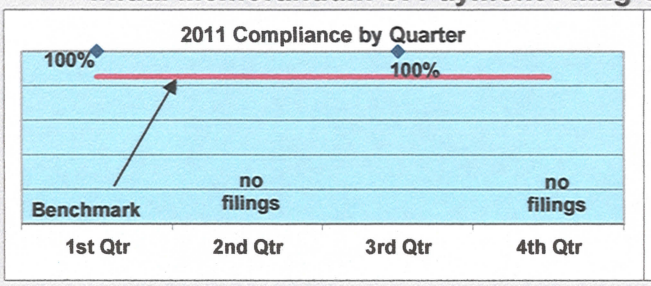



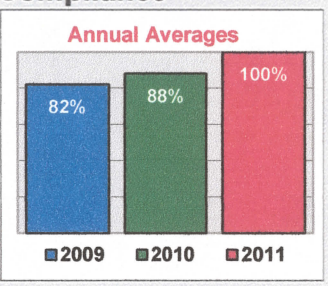

## Initial Indemnity Payment Compliance



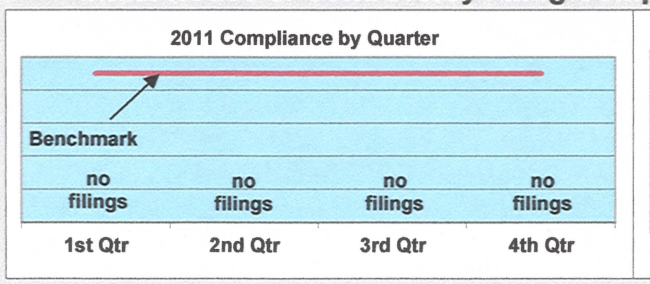



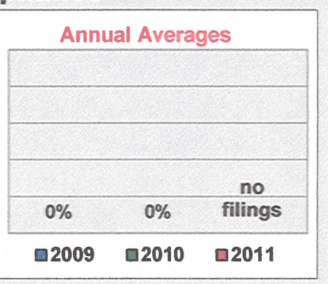

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



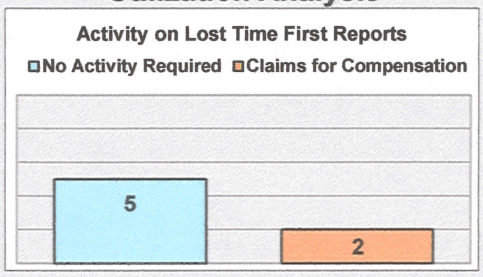



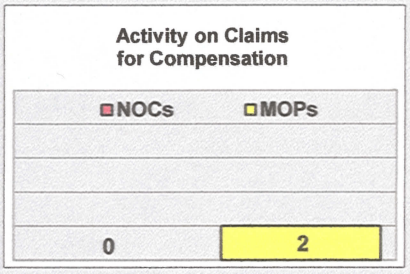

### Summary

Patriot Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Frankenmuth Mutual Ins.
Patriot Insurance

## Utilization Analysis



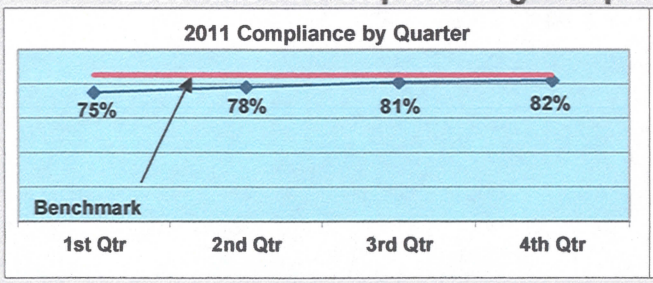



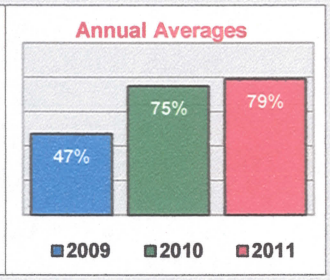

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

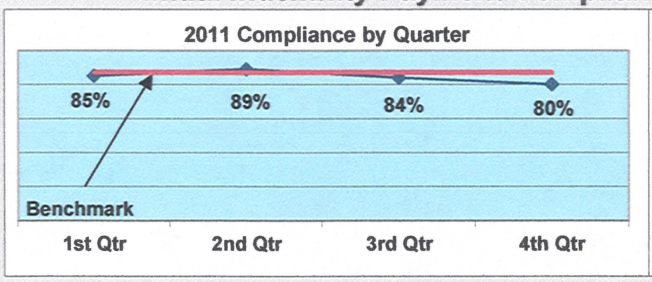
# PEERLESS INSURANCE

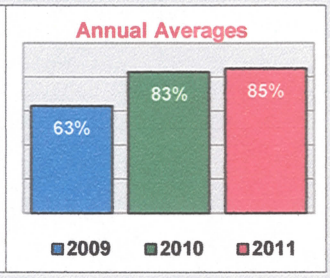
## Lost Time First Report Filing Compliance



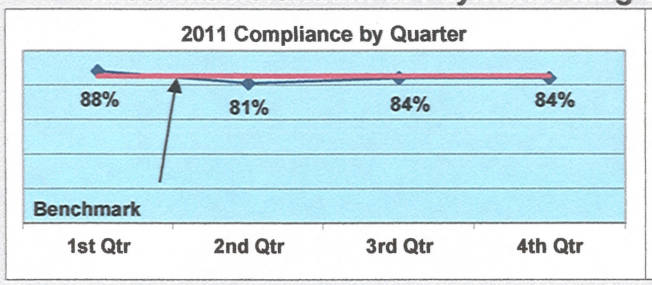



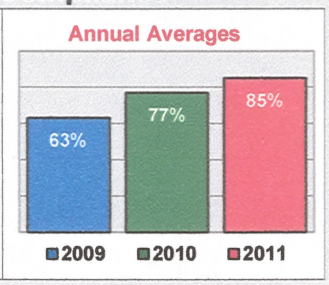

## Initial Indemnity Payment Compliance



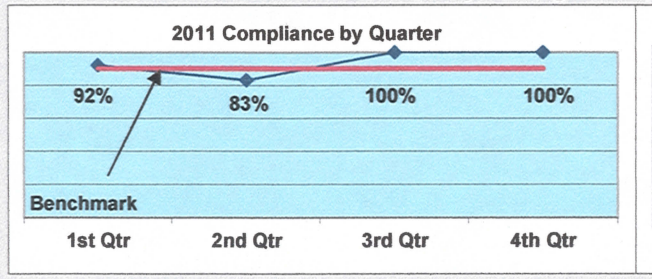



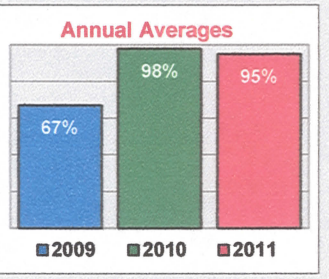

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



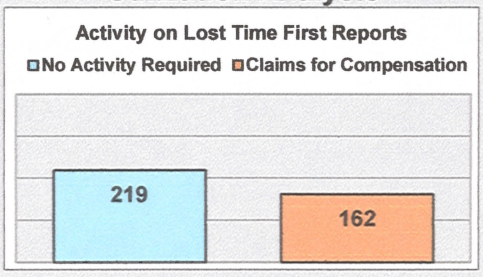



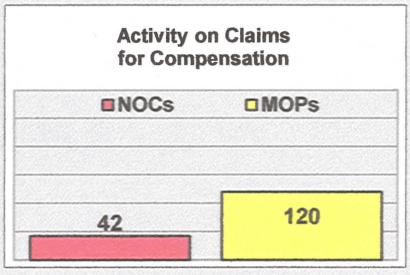

### Summary

Peerless Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Excelsior Insurance
Netherlands Insurance
Peerless Indemnity
Peerless Insurance

## Utilization Analysis



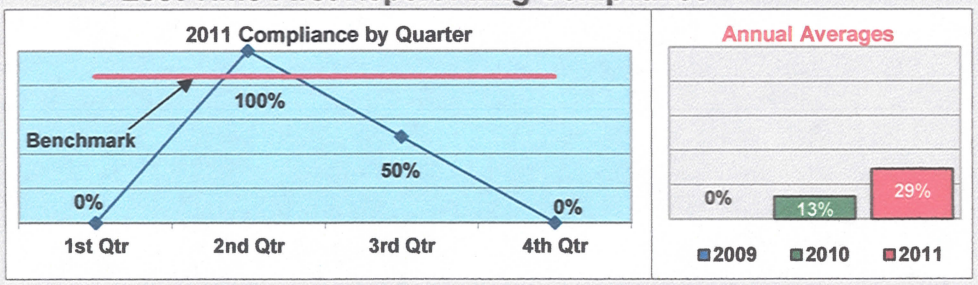




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
11%

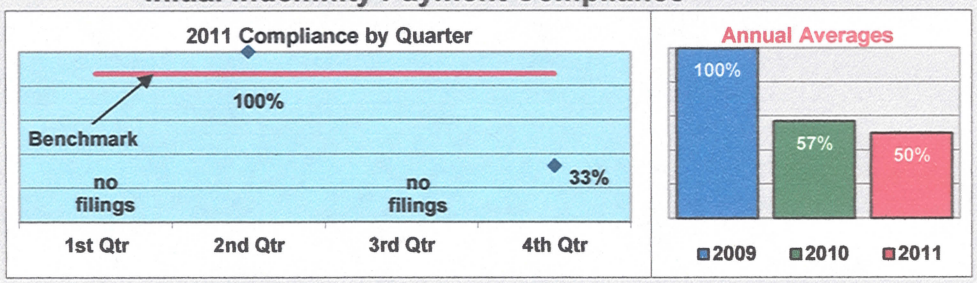
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
26%

# PROTECTIVE INSURANCE

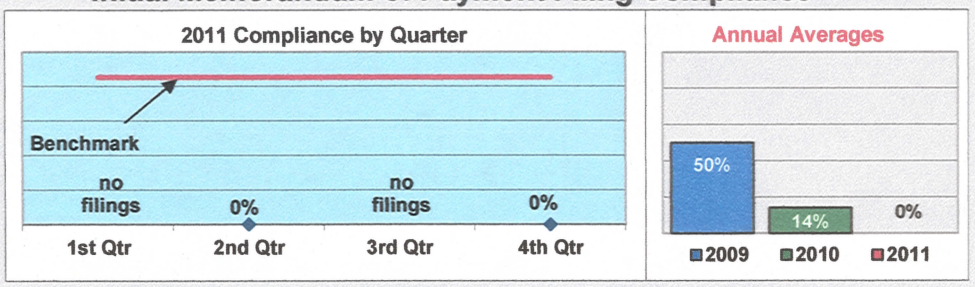
## Lost Time First Report Filing Compliance



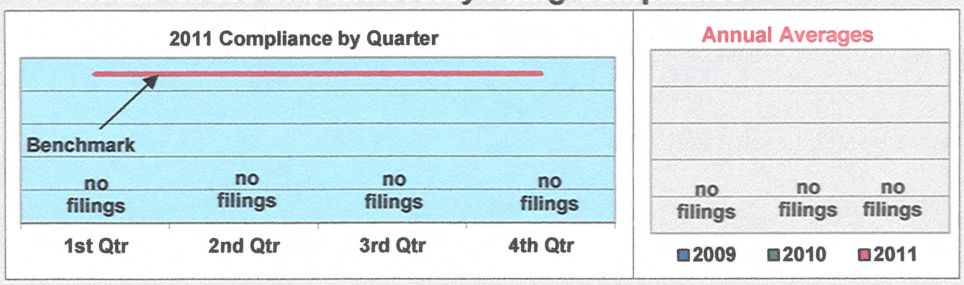

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

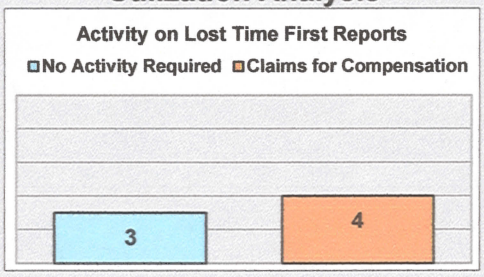


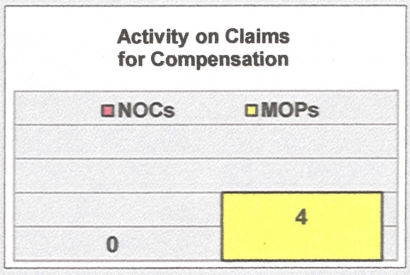

### Summary

Protective Insurance is an insurer that administered its own claims in 2011 under the following rating company:

Protective Insurance

## Utilization Analysis



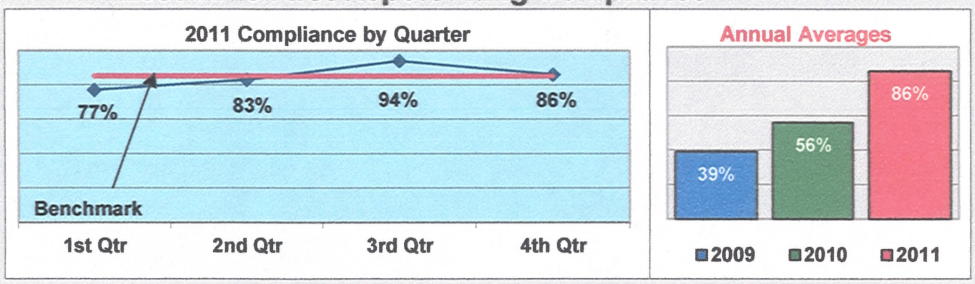




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
0%

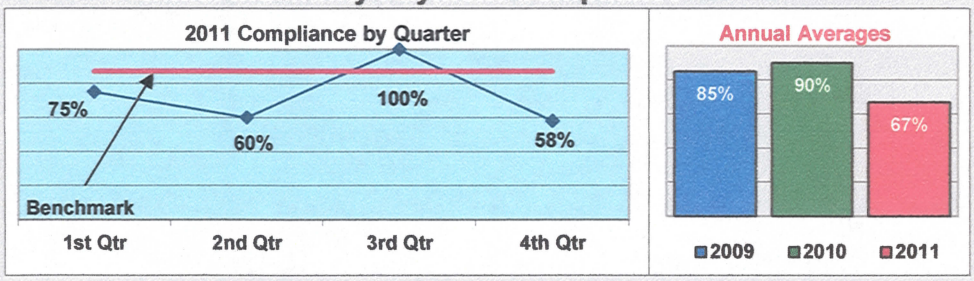
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
0%

# RISK ENTERPRISE MANAGEMENT

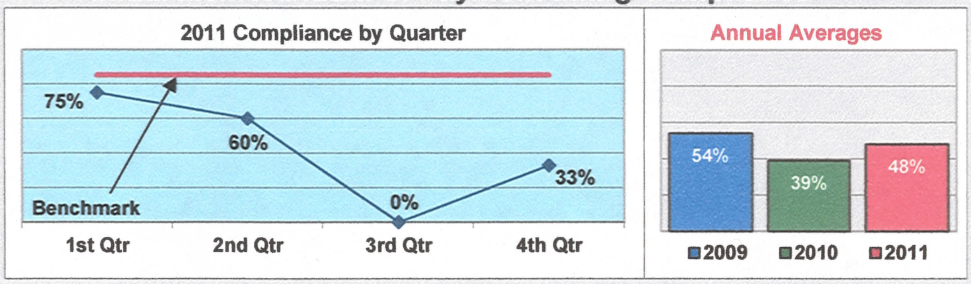
## Lost Time First Report Filing Compliance



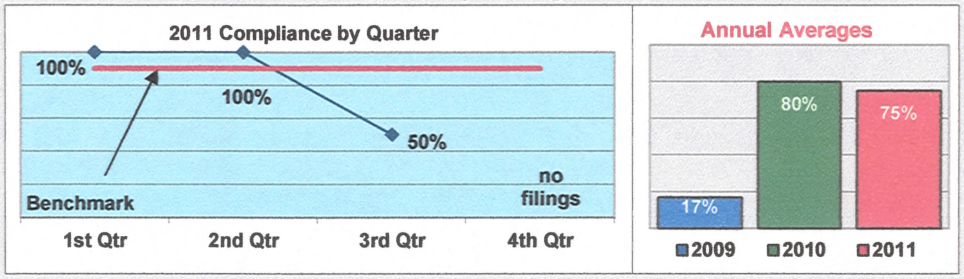

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

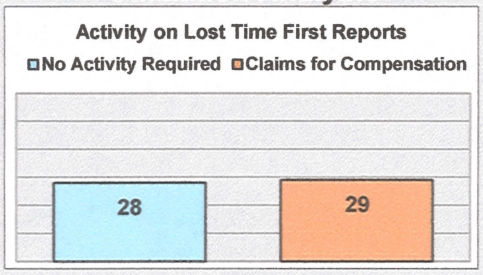
Risk Enterprise Management is a third party administrator that administered claims in 2011 for the following insurer:

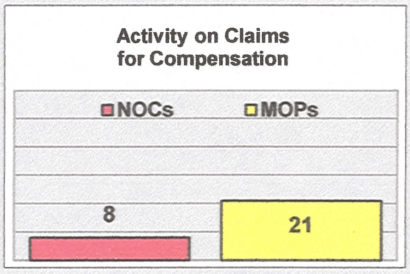
Atlantic Mutual Insurance

and self-insured employer:

Shaw's Supermarkets

## Utilization Analysis



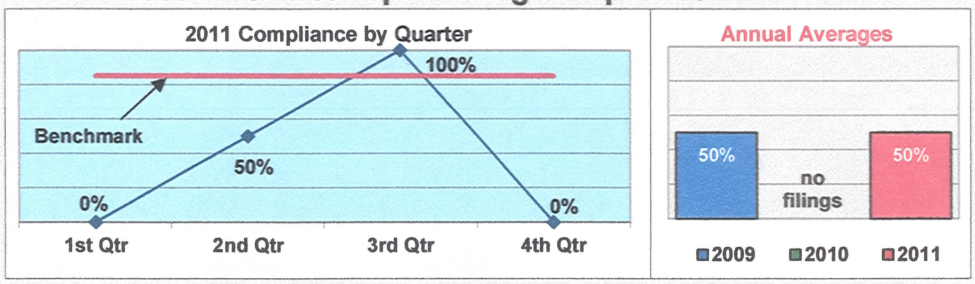




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
14%

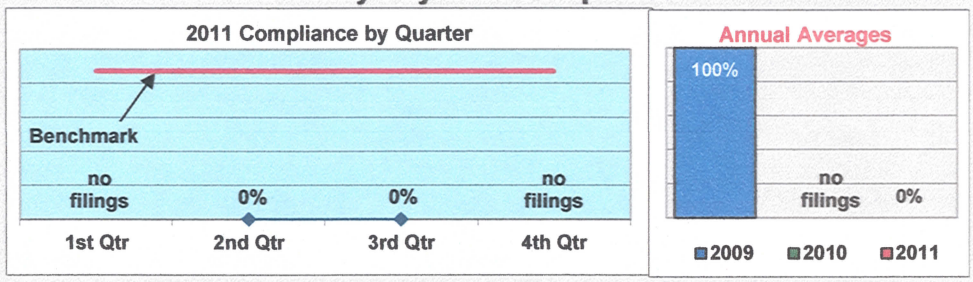
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
28%

# RYDER SERVICES

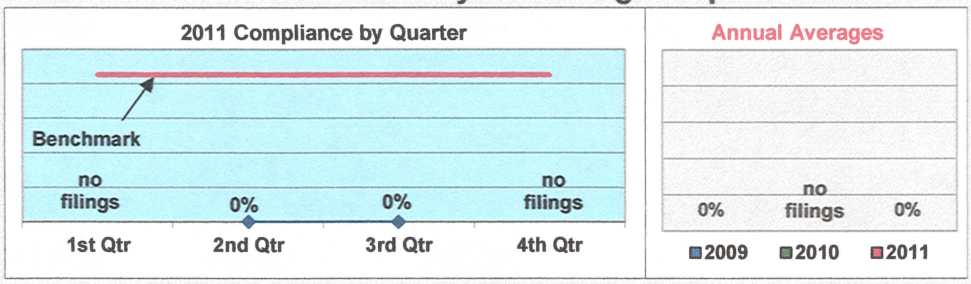
## Lost Time First Report Filing Compliance



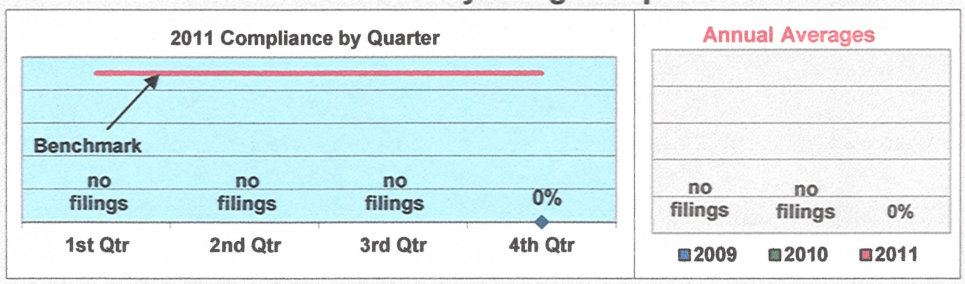

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance

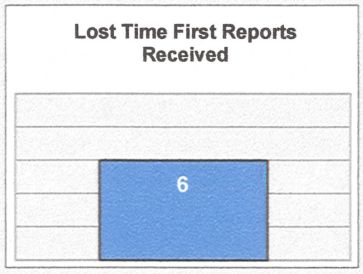


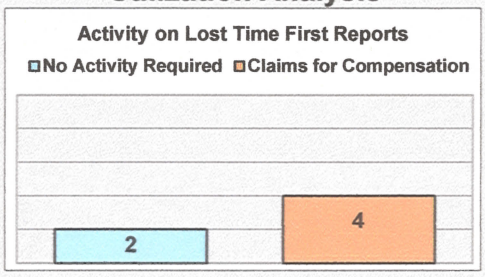

### Summary

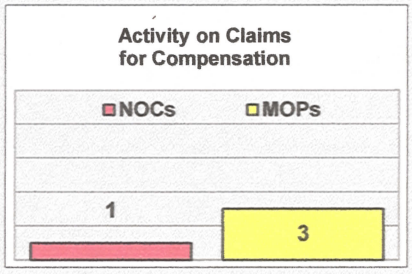
Ryder Services is third party administrator that administered claims in 2011 for the following insurer:

Old Republic Insurance

## Utilization Analysis



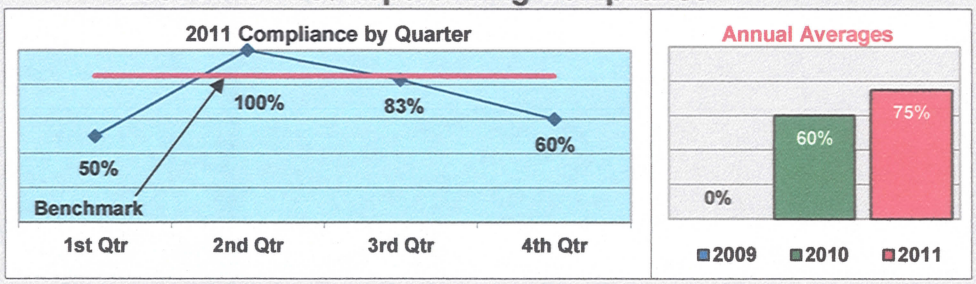




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
17%

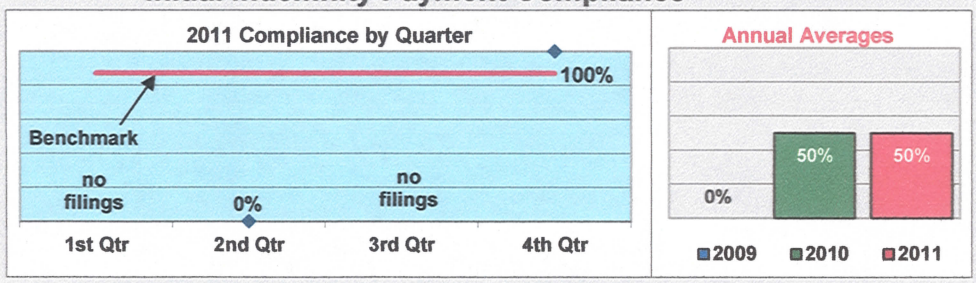
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
25%

# SAFETY NATIONAL INSURANCE

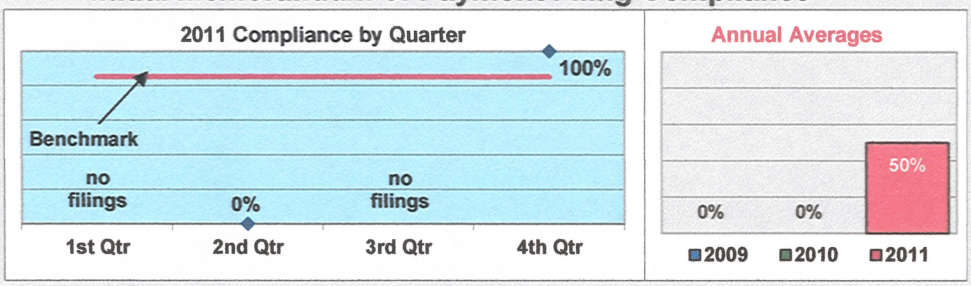
## Lost Time First Report Filing Compliance



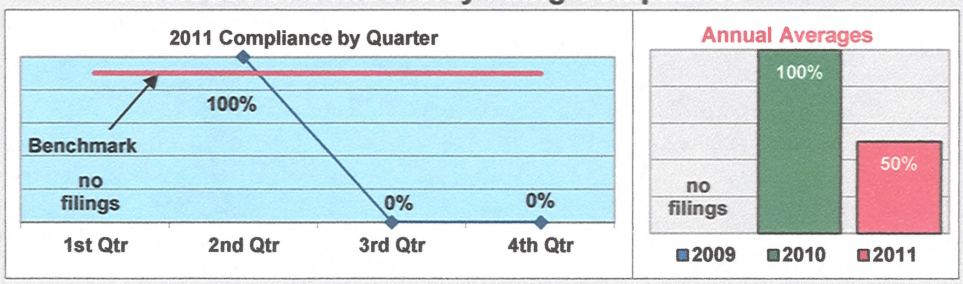

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

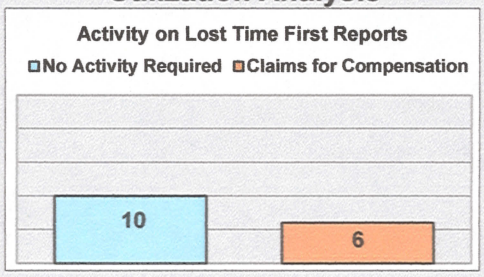
Safety National Insurance is an insurer that used third parties to administer claims in 2011 under the following rating company:

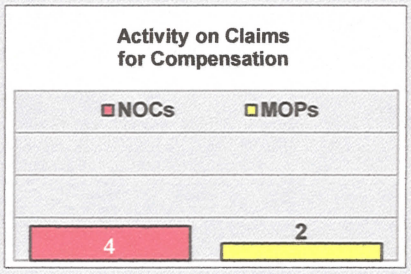
Safety National Casualty Co.

Safety National Insurance used the following third parties in 2011:

F.A. Richard
Gallagher Bassett Services
Sedgwick Claims Management
Specialty Risk Services

## Utilization Analysis



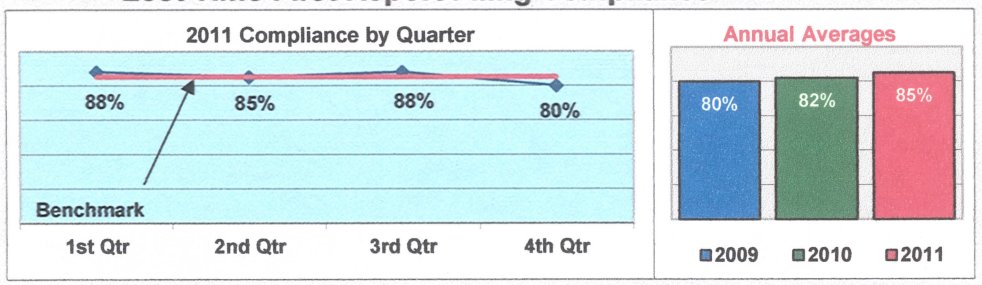




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
25%

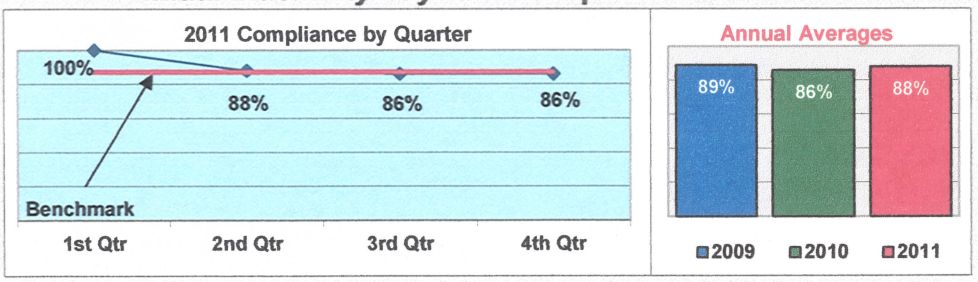
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
67%

# SEDGWICK CLAIMS MANAGEMENT SERVICES

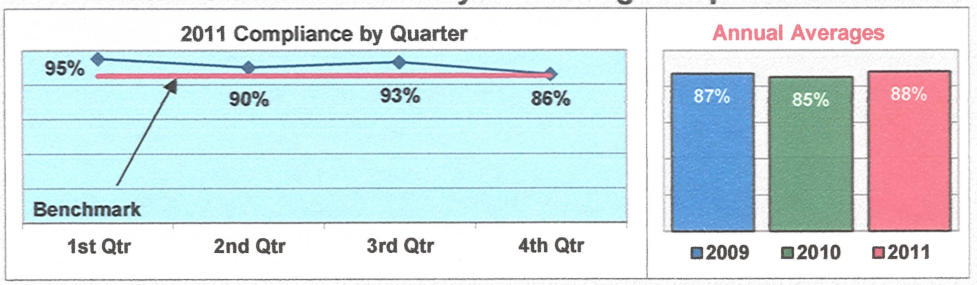
## Lost Time First Report Filing Compliance



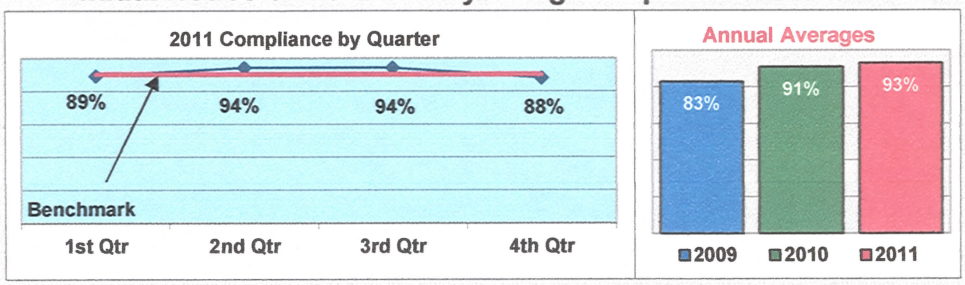

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

Sedgwick Claims Management is a third party administrator that administered claims in 2011 for the following insurers:

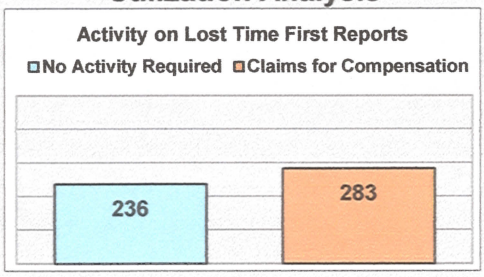
ACE American Insurance
American Home Assurance
American Zurich Insurance
Arch Insurance
Electric Insurance
Fidelity & Guaranty Insurance
Hartford Ins. Co. of the Midwest
Illinois National Insurance
Indemnity Ins. Co. of No. America
Ins. Co. of the State of Pennsylvania
National Union Fire Ins. Co. of Pitt.
New Hampshire Insurance
Old Republic Insurance
Safety National Casualty
Sparta Insurance
Standard Fire Insurance
Twin City Fire Insurance
Zurich American Insurance

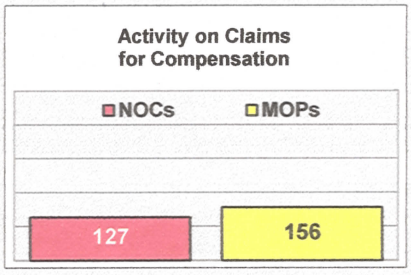
and self-insured employers:

BJME Operating Corporation
Federal Express Corporation
Fraser Paper Limited
Great Northern Nekoosa Corp.
NewPage Corporation
Prime Tanning Co.
Shaw's Supermarkets
Tambrands
Verizon

Sedgwick Claims Management is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



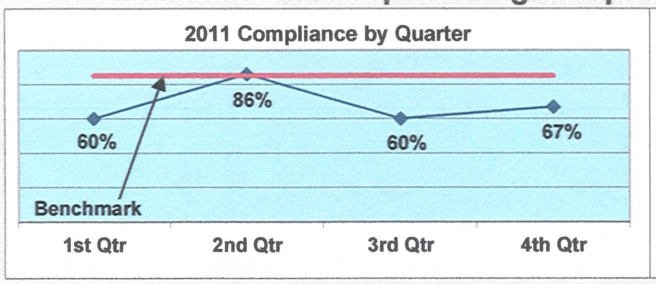



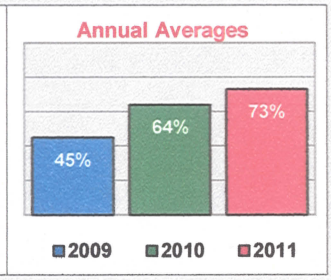

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
24%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
45%

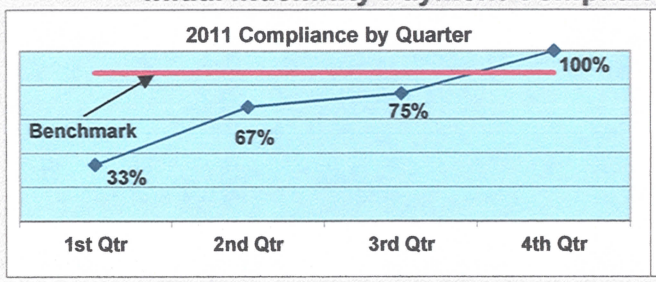
# SENTRY INSURANCE

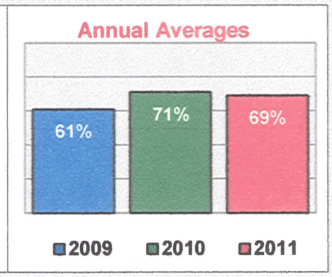
## Lost Time First Report Filing Compliance



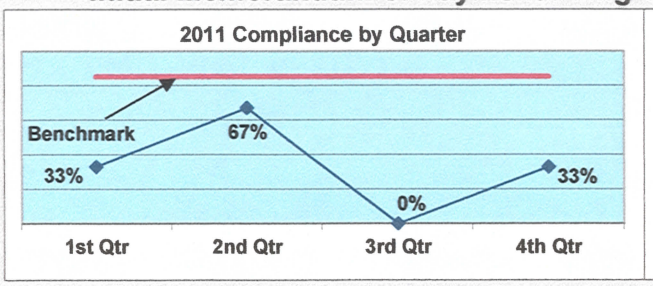



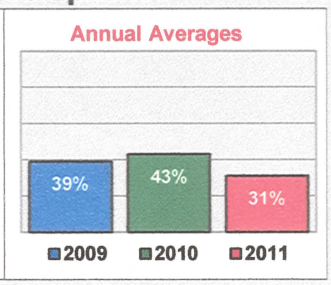

## Initial Indemnity Payment Compliance



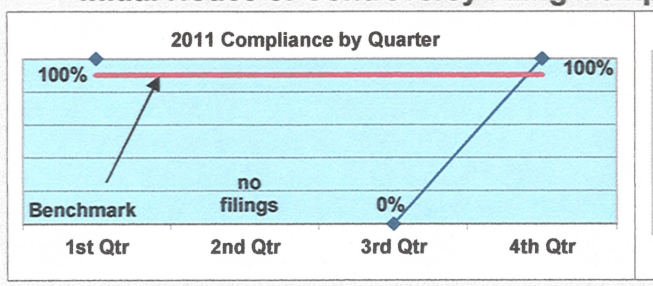



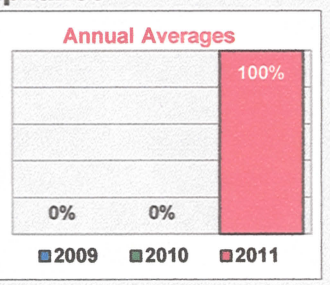

## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



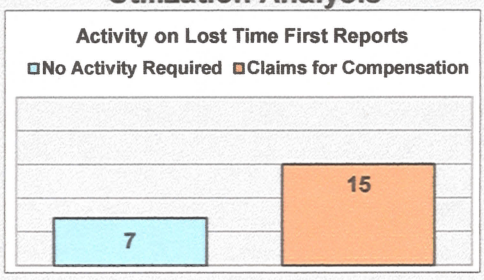



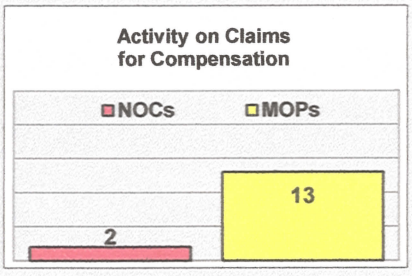

### Summary

Sentry Insurance is an insurer that administered its own claims in 2011 under the following rating companies:

Sentry Casualty Company
Sentry Insurance A Mutual Company
Sentry Select Insurance

## Utilization Analysis



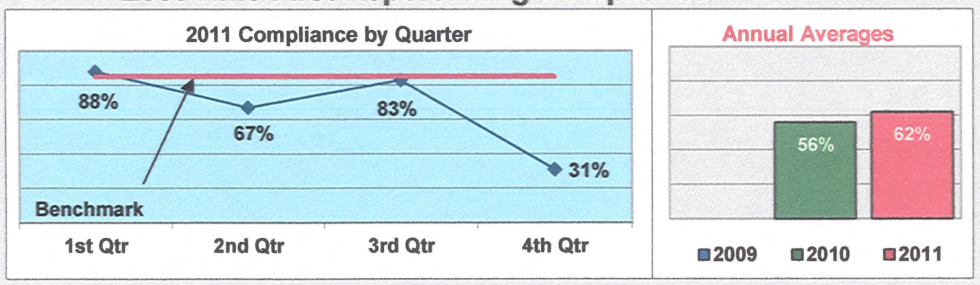




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
9%

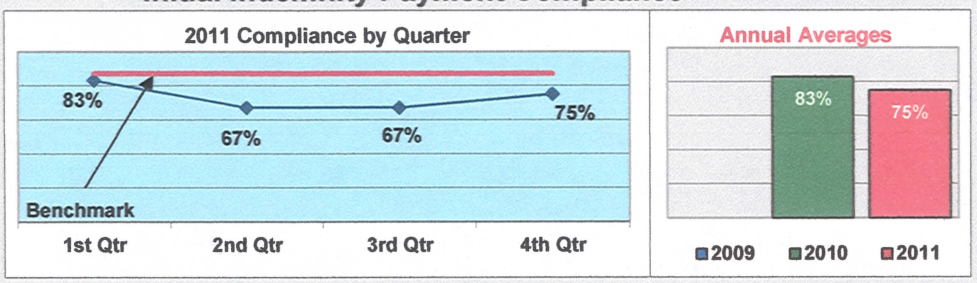
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
13%

# SPARTA INSURANCE

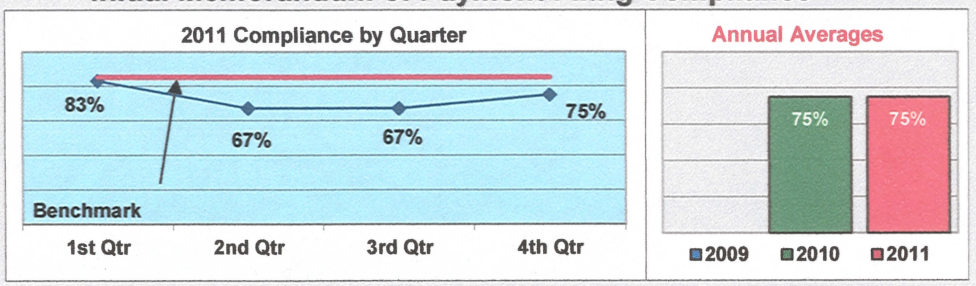
## Lost Time First Report Filing Compliance



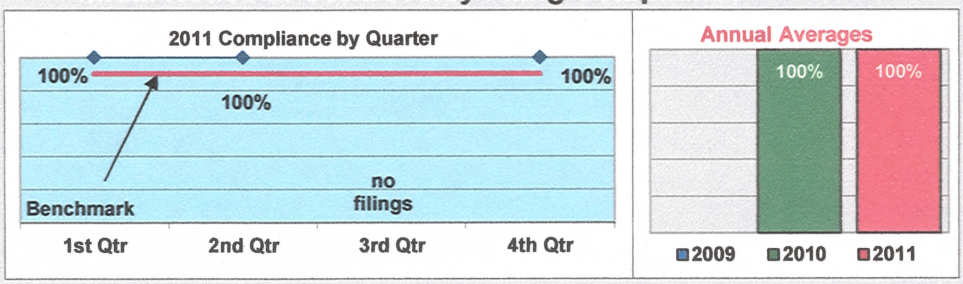

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

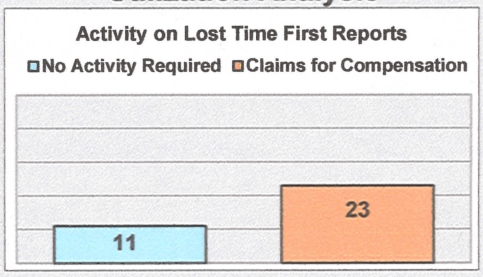
Sparta Insurance is an insurer that used third parties to administer claims in 2011 under the following rating companies:

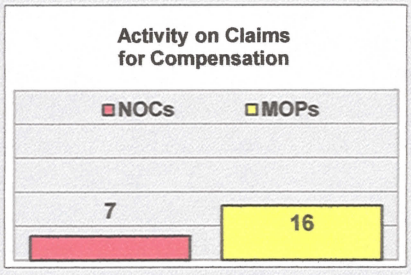
American Employers Insurance
Sparta Insurance

Sparta Insurance used the following third parties in 2011:

Cottingham & Butler Services
Gallagher Bassett Services
Sedgwick Claims Management

## Utilization Analysis



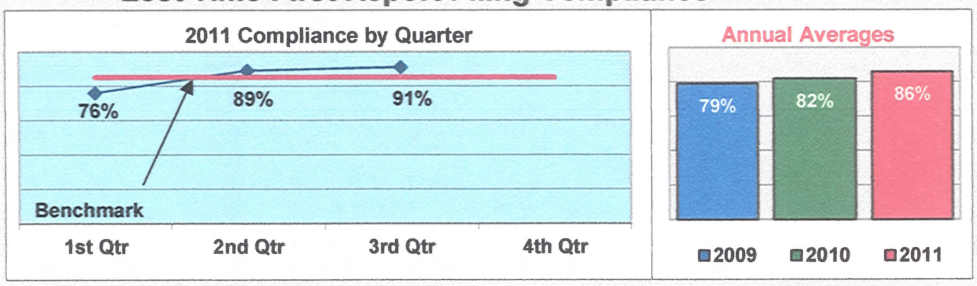




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
21%

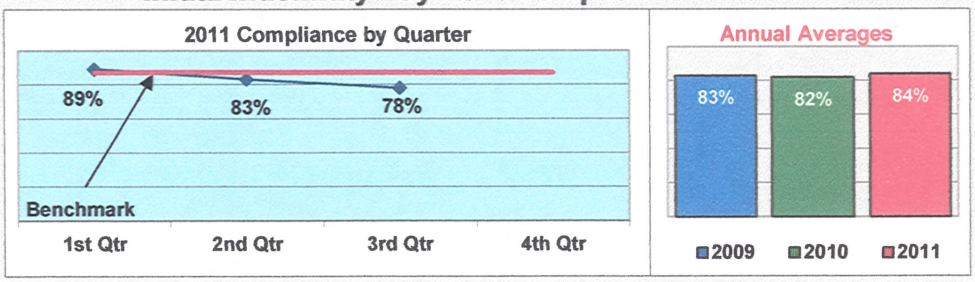
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
30%

# SPECIALTY RISK SERVICES

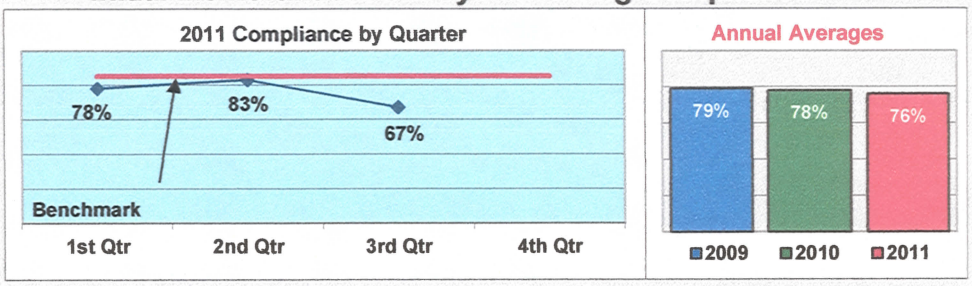
## Lost Time First Report Filing Compliance



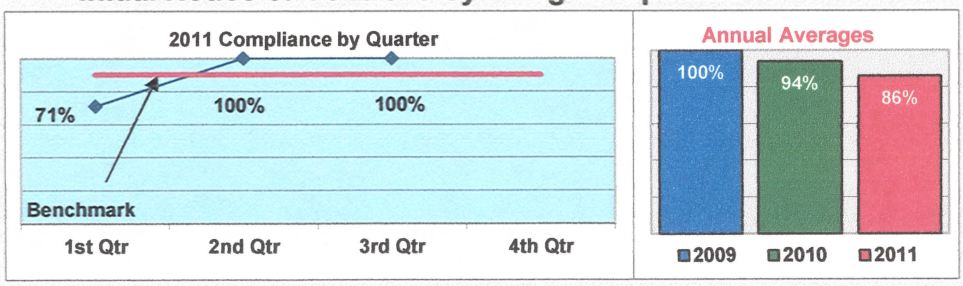

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

Specialty Risk Services is a third party administrator that administered claims in 2011 for the following insurers:

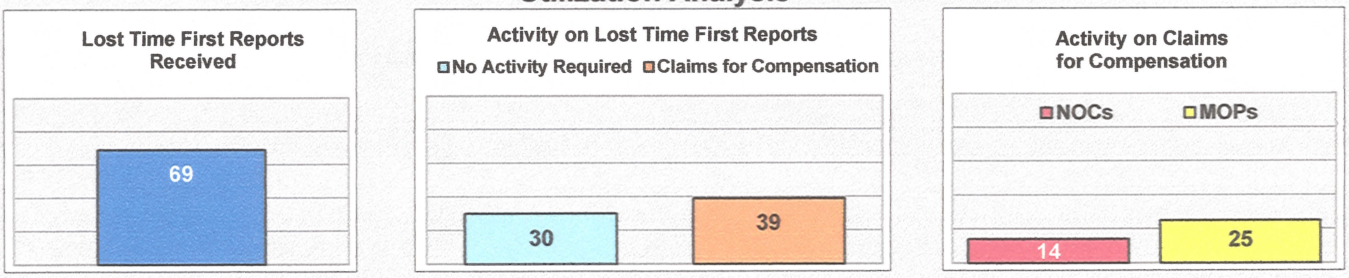
ACE American Insurance
American Zurich Insurance
Arch Insurance
Everest National Insurance
Hartford Insurance of the Midwest
Indemnity Ins. Co. of No. America
New Hampshire Insurance
Safety National Casualty
Sentinel Insurance Co.
Zurich American Insurance

and self-insured employer:

Shaw's Supermarkets

Specialty Risk Services was purchased by Sedgwick Claims Management Services in 2011.

## Utilization Analysis

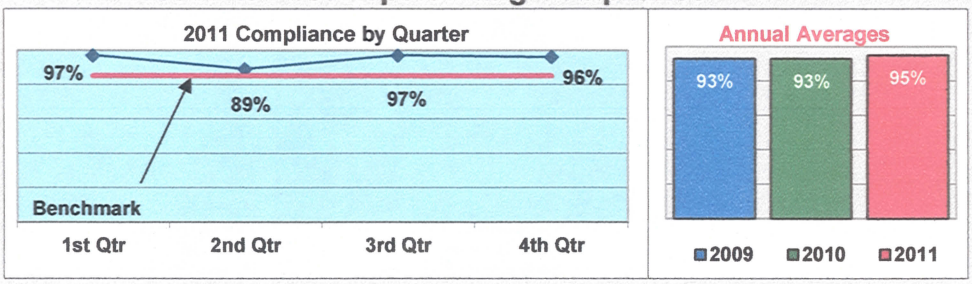



**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
20%

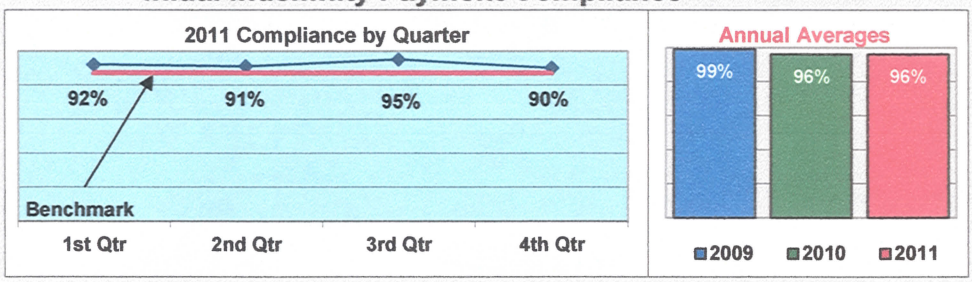
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
36%

# STATE OF MAINE WORKERS' COMPENSATION TRUST

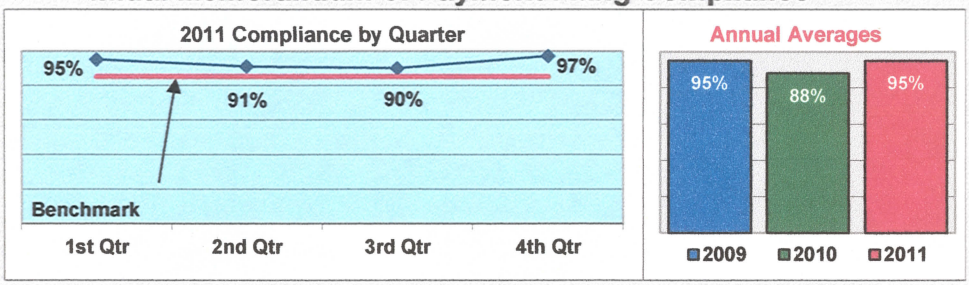
## Lost Time First Report Filing Compliance



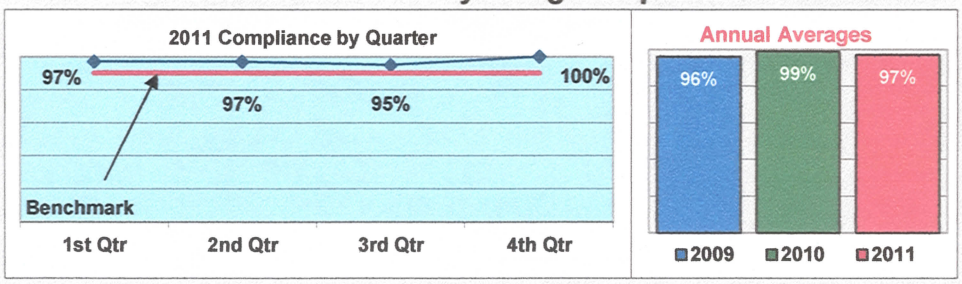

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



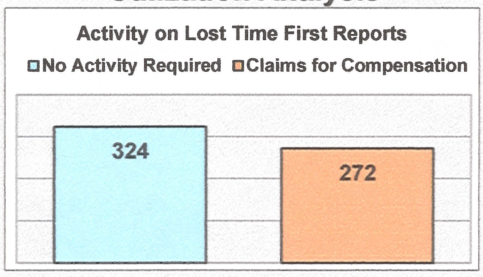

### Summary

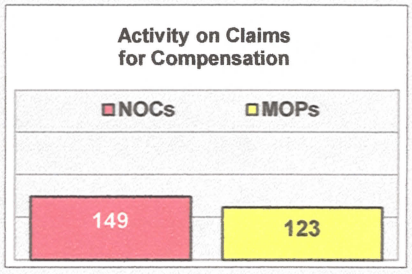
State of Maine Workers' Compensation Trust is a self-insured employer that administered its own claims in 2011 under the following name:

State of Maine Workers' Comp. Div.

State of Maine Workers' Compensation Trust is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



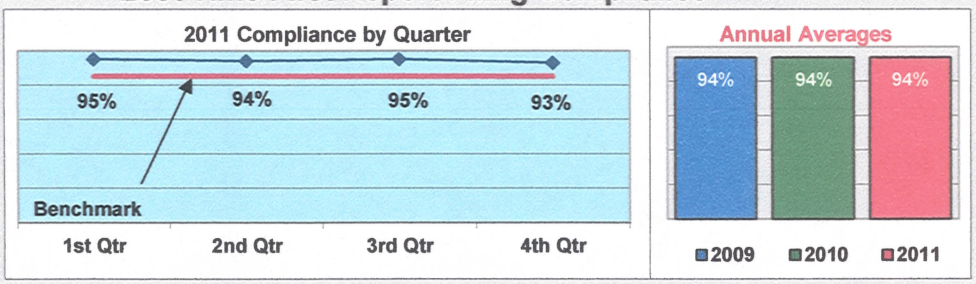




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
25%

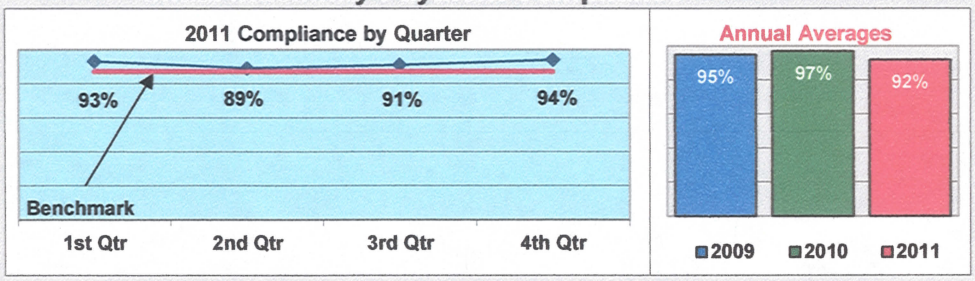
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
55%

# SYNERNET

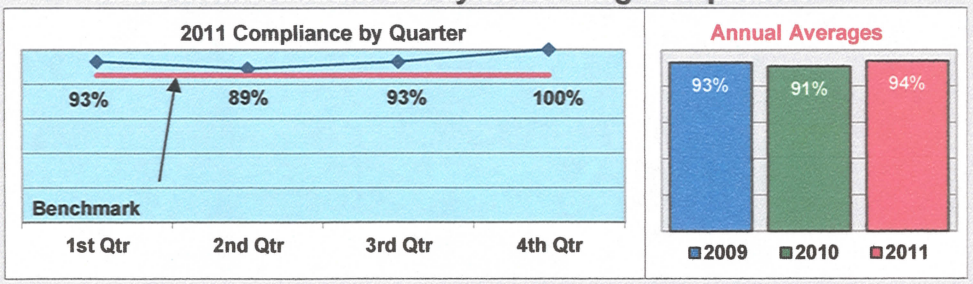
## Lost Time First Report Filing Compliance



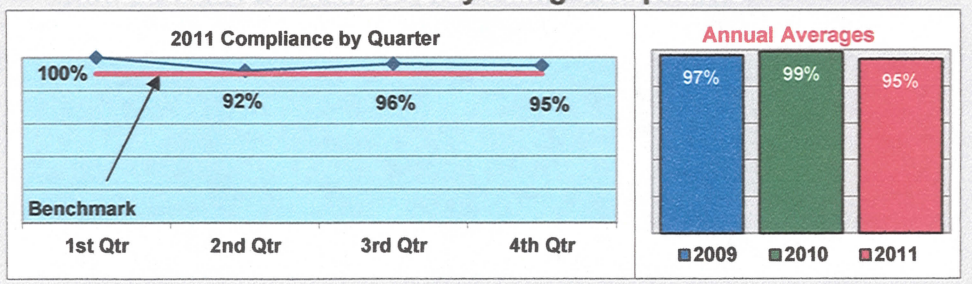

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



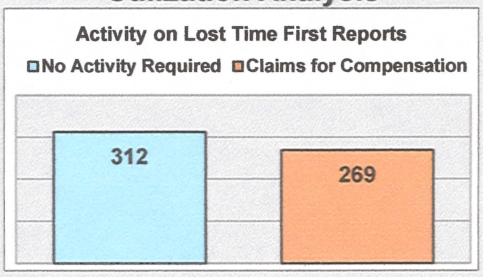

### Summary

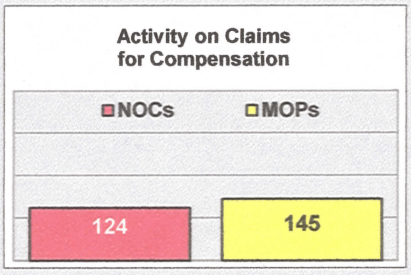
Synernet is a third party administrator that administered claims in 2011 for the following self-insured employers:

Maine Health Workers' Comp.
St. Mary's Health System
Synernet Workers Comp. Fund

Synernet is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



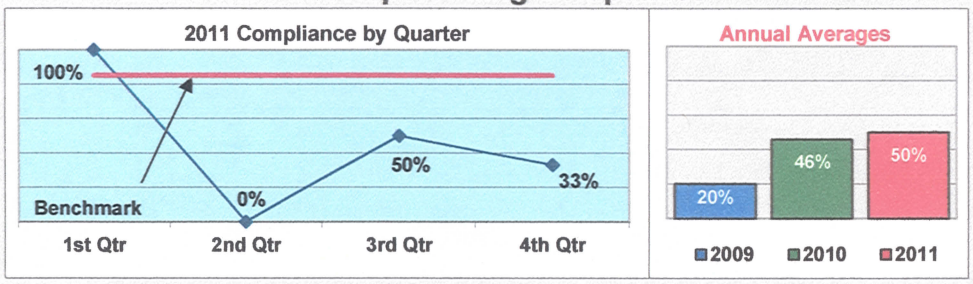

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
21%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
46%

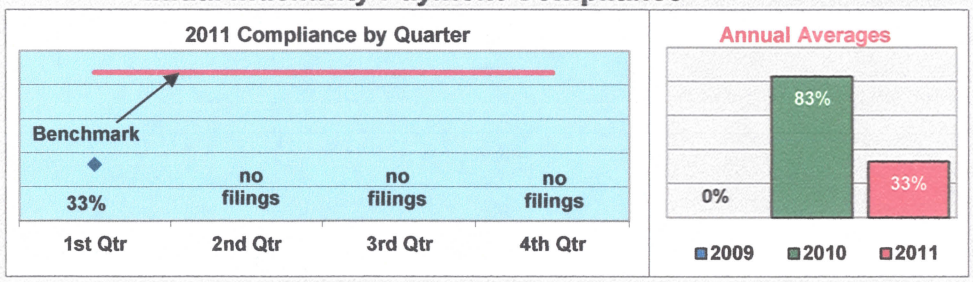
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## THE FRANK GATES SERVICE COMPANY

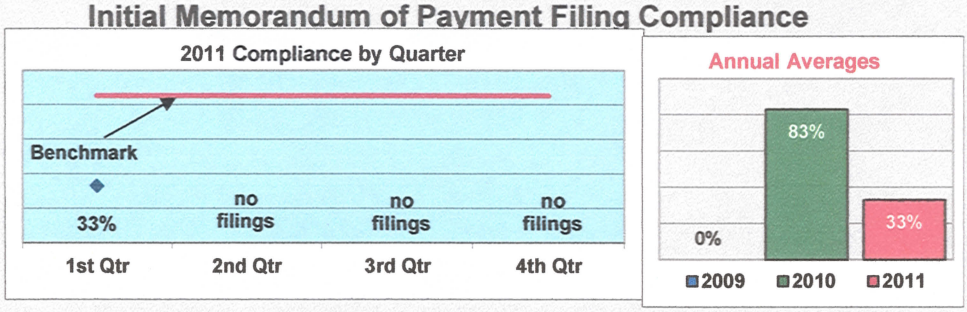
### Lost Time First Report Filing Compliance



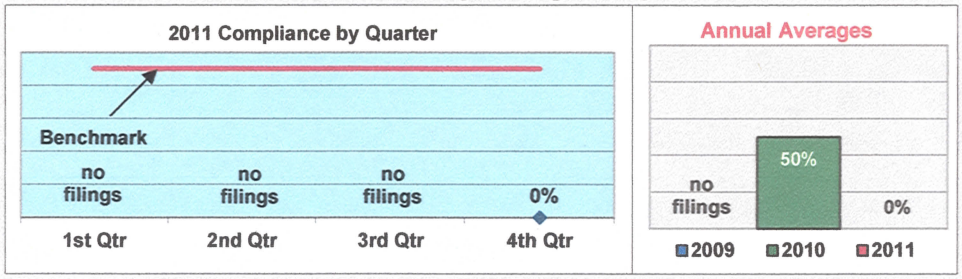

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance

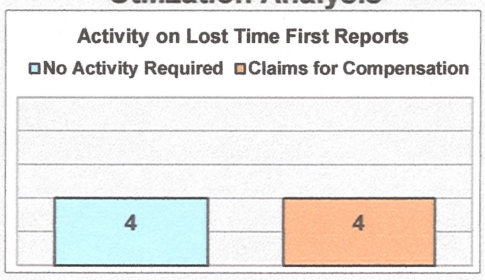


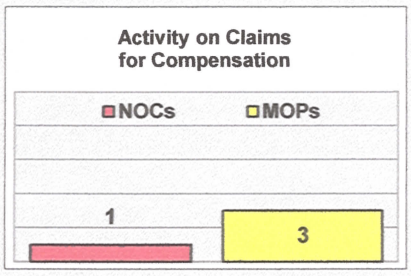

**Summary**

The Frank Gates Service Company is a third party administrator that administered claims in 2011 for the following insurers:

Arch Insurance
Fidelity & Guaranty Insurance
Praetorian Insurance

### Utilization Analysis



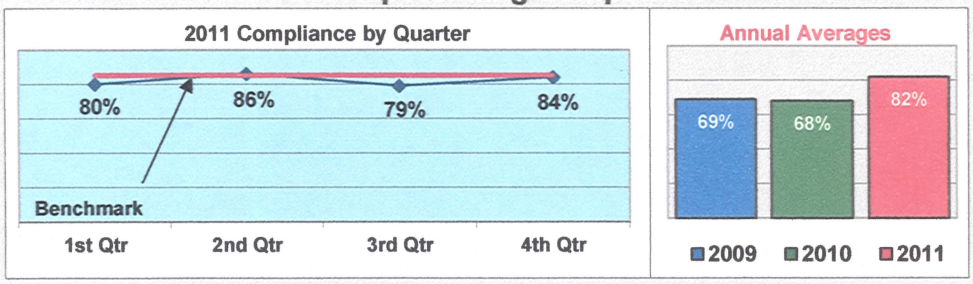




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
13%

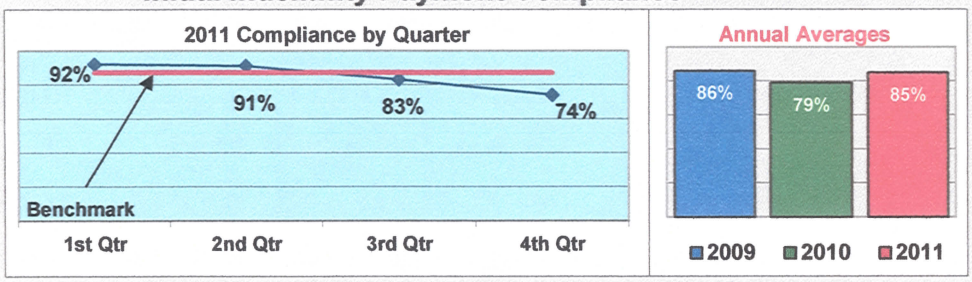
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
25%

# TRAVELERS INSURANCE

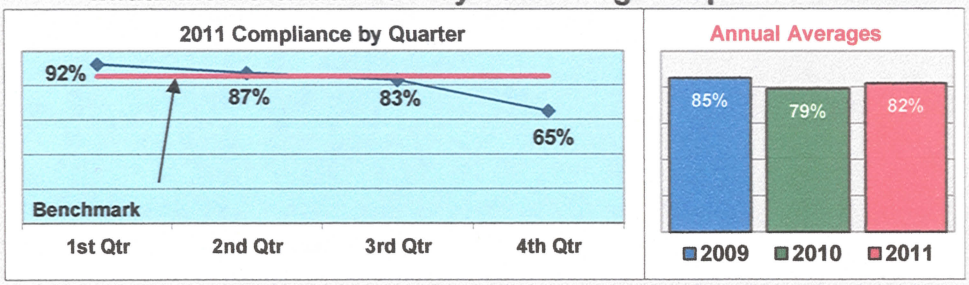
## Lost Time First Report Filing Compliance



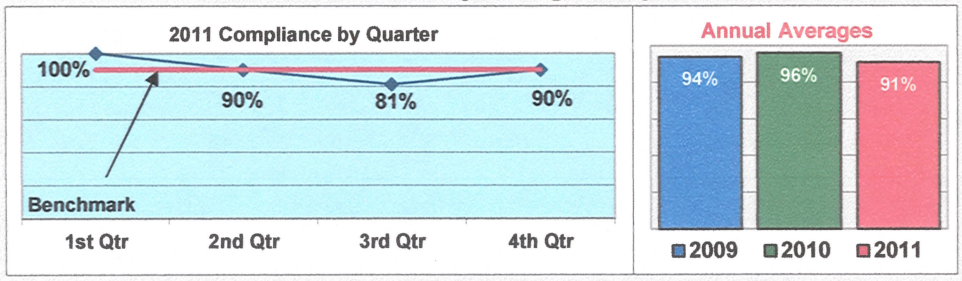

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance




### Summary

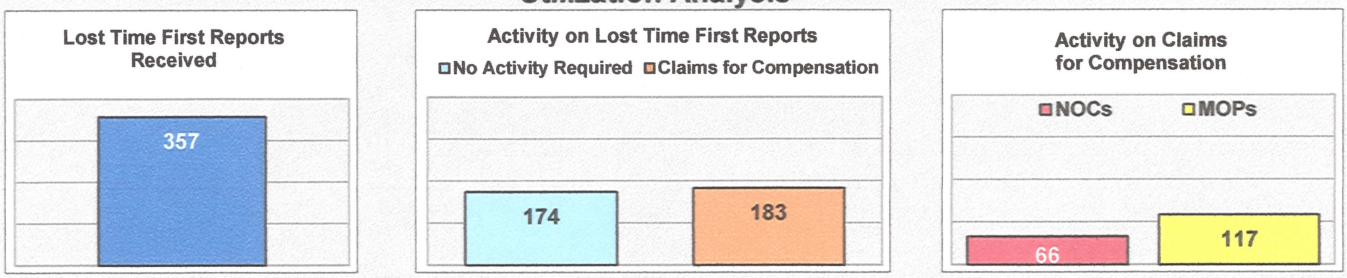
Travelers Insurance is an insurer that administered its own claims in 2011 and used third parties to administer claims under the following rating companies:

Charter Oak Fire Insurance
Farmington Casualty
Fidelity & Guaranty Insurance
Phoenix Insurance
Standard Fire Insurance
Travelers Casualty & Surety
Travelers Cas. Ins. Co. of America
Travelers Commercial Casualty
Travelers Indemnity Co. of America
Travelers Property Casualty
United States Fidelity & Guaranty

Travelers Insurance used the following third parties in 2011:

Broadspire Services
Gallagher Bassett Services
Sedgwick Claims Management
Specialty Risk Services
The Frank Gates Service Company
Willis of Northern New England

## Utilization Analysis

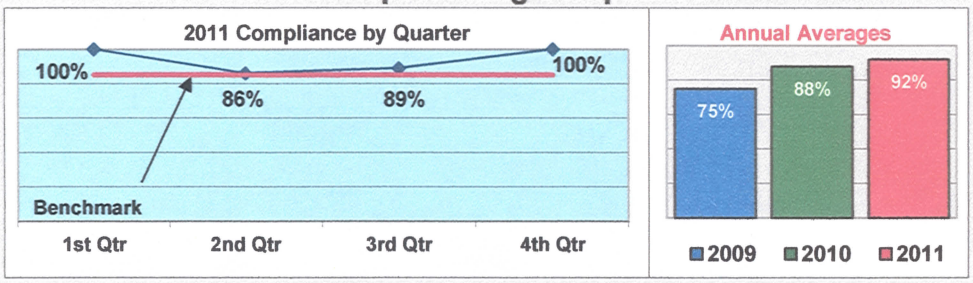



**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
18%

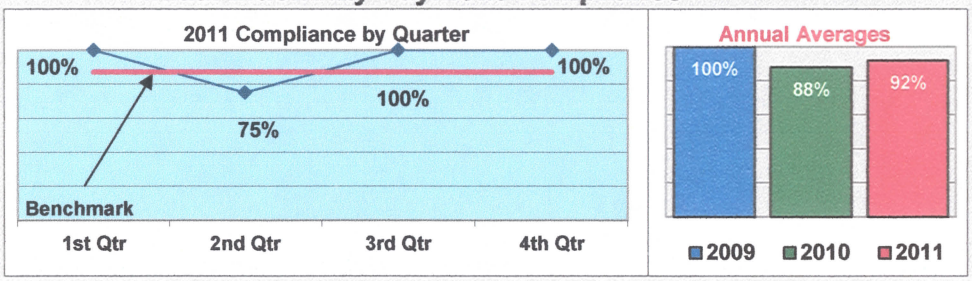
**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
36%

# TRIDENT INSURANCE SERVICES

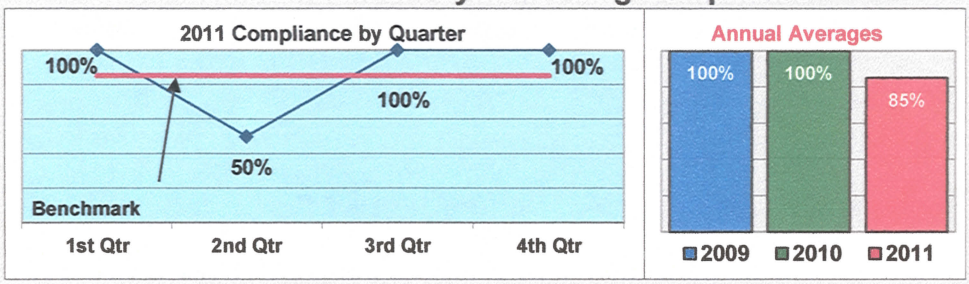
## Lost Time First Report Filing Compliance



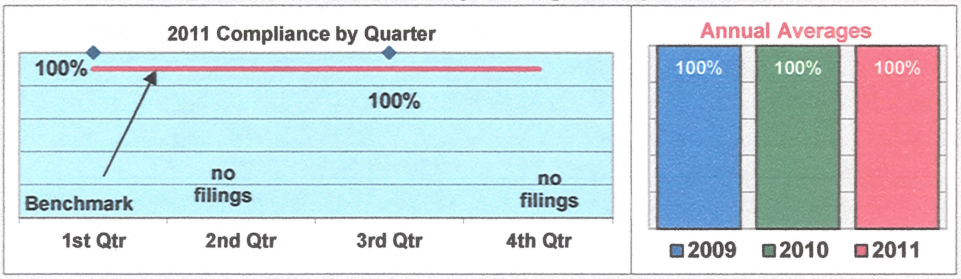

## Initial Indemnity Payment Compliance




## Initial Memorandum of Payment Filing Compliance




## Initial Notice of Controversy Filing Compliance



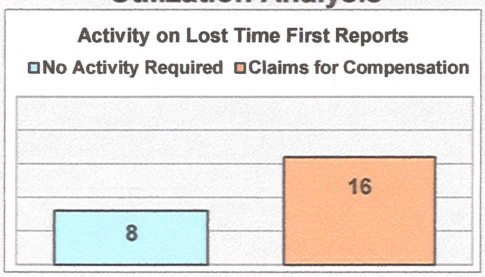

### Summary

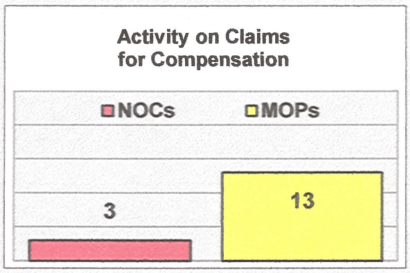
Trident Insurance Services is a third party administrator that administered claims in 2011 for the following insurers:

Argonaut Insurance
Praetorian Insurance

Trident Insurance Services is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

## Utilization Analysis



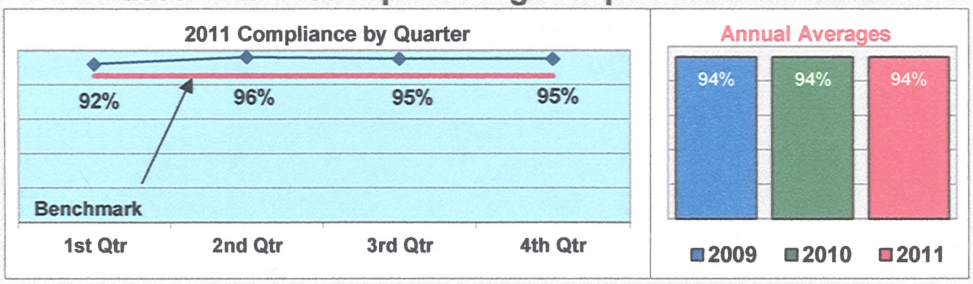

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
13%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
19%

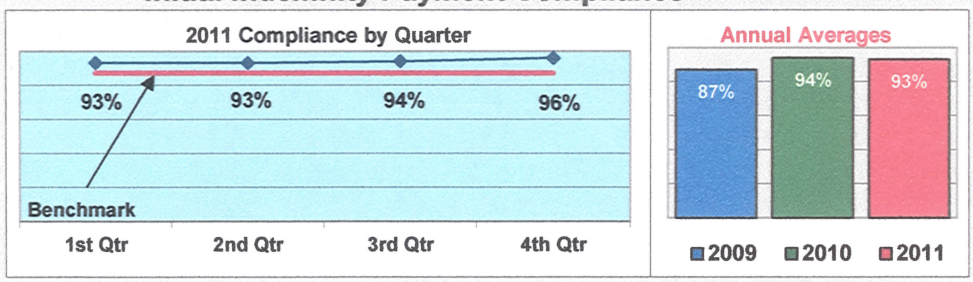
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## WILLIS OF NORTHERN NEW ENGLAND

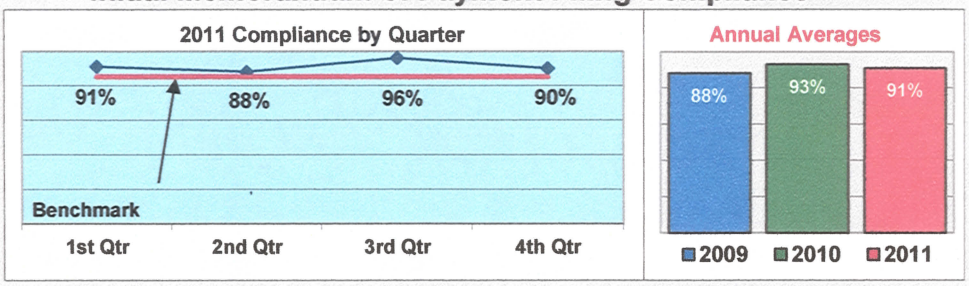
### Lost Time First Report Filing Compliance



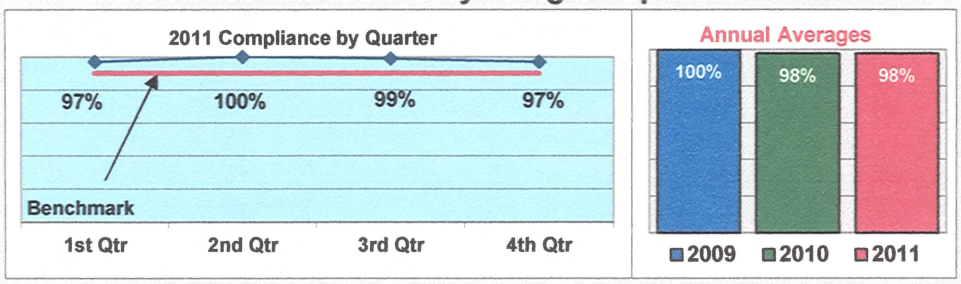

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance




### Summary

Willis of Northern New England is a third party administrator that administered claims in 2011 for the following insurers:

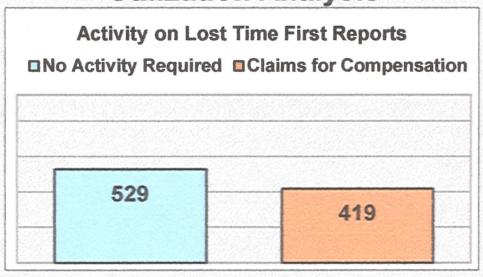
Charter Oak Insurance
Old Republic Insurance

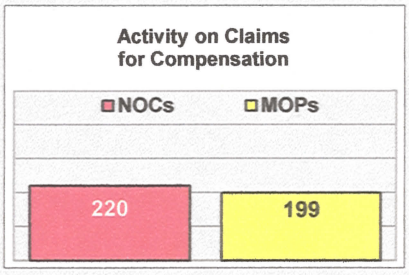
and self-insured employers:

Auburn, City of
Central Maine Power Co.
Construction Services Group Trust
Distributors Suppliers Group Trust
Eastern Maine Group
Forest Products Group Trust
Hussey Seating Company
Maine Oil Dealers Association
MaineGeneral Health
ME Chamber of Comm. & Industry
Mfg. of Maine Group Trust
Parker Hannifin Corporation
Pioneer Plastics Corporation
Social Services & Education

Willis of Northern New England is a High Compliance Performer for 2011. It has met or exceeded each of the Board's performance benchmarks.

### Utilization Analysis



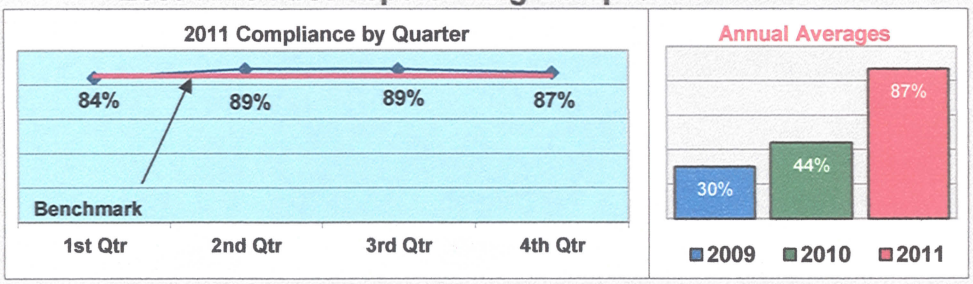

**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
23%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
53%

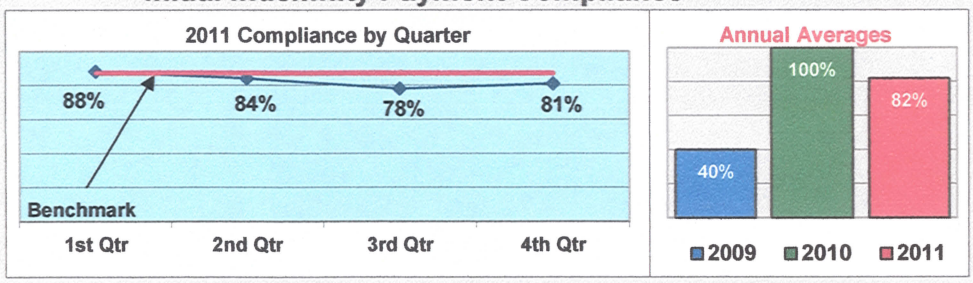
# Annual Compliance Report
# 01/01/2011 -12/31/2011

## ZURICH INSURANCE

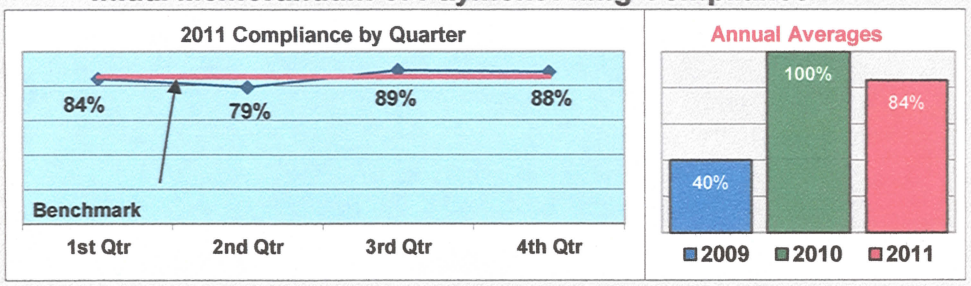
### Lost Time First Report Filing Compliance



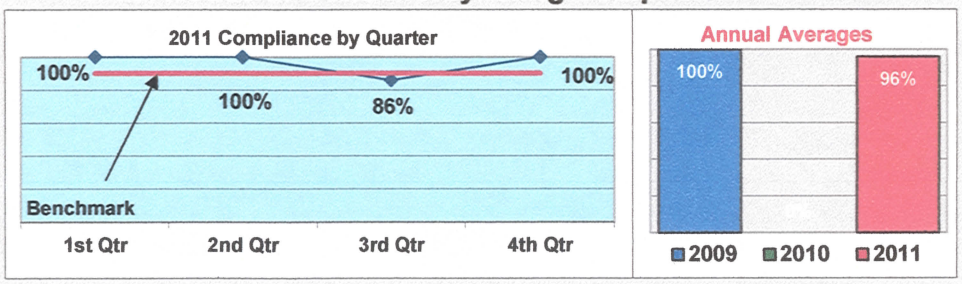

### Initial Indemnity Payment Compliance




### Initial Memorandum of Payment Filing Compliance




### Initial Notice of Controversy Filing Compliance




**Summary**

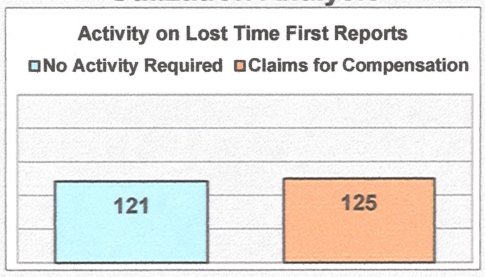
Zurich Insurance is an insurer that administered its own claims in 2011 and used third parties to administer claims under the following rating companies:

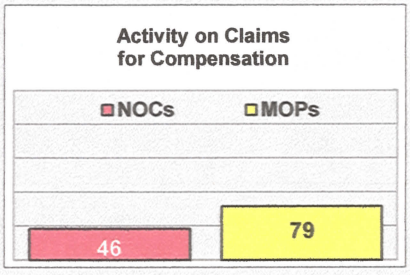
American Guaranty & Liability Co.
American Zurich Insurance
Maryland Casualty Co.
Northern Insurance Co. of NY
Zurich American Insurance
Zurich American Ins. Co. of Illinois

Zurich Insurance used the following third parties in 2011:

Broadspire Services
Cambridge Integrated Services
Chesterfield Services
ESIS
F.A. Richard
Gallagher Bassett Services
Sedgwick Claims Management
Specialty Risk Services

### Utilization Analysis




**Percent of Lost Time First Reports Denied**
*(Initial Indemnity NOCs / Lost Time First Reports)*
19%

**Percent of Claims for Compensation Denied**
*(Initial Indemnity NOCs / Claims for Compensation)*
37%

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **ACADIA INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA010 | **Group Total** | **265** | **237** | **89%** | **82** | **80** | **98%** |
| | **ACE INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **ACE TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 16 | 14 | 88% | 1 | 1 | 100% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 3 | 2 | 67% | 3 | 2 | 67% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 6 | 6 | 100% | 2 | 2 | 100% |
| CA110 | CONSTITUTION STATE SERVICES | 21 | 16 | 76% | 10 | 8 | 80% |
| CA160 | ESIS | 154 | 91 | 59% | 74 | 56 | 76% |
| CA190 | GALLAGHER BASSETT SERVICES | 76 | 64 | 84% | 22 | 18 | 82% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 12 | 11 | 92% | 6 | 6 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 150 | 128 | 85% | 38 | 33 | 87% |
| CA315 | SPECIALTY RISK SERVICES | 10 | 7 | 70% | 4 | 1 | 25% |
| CA340 | YORK RISK SERVICES | 1 | 0 | 0% | 1 | 0 | 0% |
| | **TPA Total** | **449** | **339** | **76%** | **161** | **127** | **79%** |
| | **ACE Group Total** | **449** | **339** | **76%** | **161** | **127** | **79%** |
| | **AMERICAN INTERSTATE INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA018 | **Total** | **1** | **1** | **100%** | **No filings** | **No filings** | **No filings** |
| | **AMTRUST NORTH AMERICA** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA381 | AMTRUST NORTH AMERICA | 3 | 1 | 33% | 1 | 1 | 100% |
| CA342 | AMTRUST NORTH AMERICA | 10 | 3 | 30% | No filings | No filings | No filings |
| | **Total** | **13** | **4** | **31%** | **1** | **1** | **100%** |
| | **ARCH INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **ARCH TPA Administered Claims** | | | | | | |
| CA160 | ESIS | 3 | 2 | 67% | 1 | 1 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 26 | 20 | 77% | 4 | 2 | 50% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 47 | 41 | 87% | 9 | 9 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 8 | 6 | 75% | 2 | 1 | 50% |
| CA168 | THE FRANK GATES SERVICE COMPANY | 5 | 3 | 60% | 3 | 1 | 33% |
| | **TPA Total** | **89** | **72** | **81%** | **19** | **14** | **74%** |
| | **ARCH Group Total** | **89** | **72** | **81%** | **19** | **14** | **74%** |
| | **ARGONAUT INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA020 | **Total** | **5** | **5** | **100%** | **2** | **2** | **100%** |
| | **ARGONAUT TPA Administered Claims** | | | | | | |
| CA240 | TRIDENT INSURANCE SERVICES | 23 | 22 | 96% | 12 | 12 | 100% |
| | **TPA Total** | **23** | **22** | **96%** | **12** | **12** | **100%** |
| | **ARGONAUT Group Total** | **28** | **27** | **96%** | **14** | **14** | **100%** |
| | **ARROW MUTUAL LIABILITY** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA032 | **Total** | **2** | **2** | **100%** | **No filings** | **No filings** | **No filings** |
| | **ARROWPOINT** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA031 | **Total** | **1** | **1** | **100%** | **No filings** | **No filings** | **No filings** |
| | **BATH IRON WORKS** | | | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA036 | **Group Total** | **470** | **463** | **99%** | **57** | **55** | **96%** |
| | **BERKLEY RISK ADMINISTRATORS** | | | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA038 | **Group Total** | **2** | **2** | **100%** | **No filings** | **No filings** | **No filings** |
| | **BROADSPIRE SERVICES** | | | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA040 | **Group Total** | **108** | **92** | **85%** | **25** | **24** | **96%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **CAMBRIDGE INTEGRATED SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA060 | **Group Total** | **5** | **3** | **60%** | **4** | **2** | **50%** |
| | **CANNON COCHRAN MANAGEMENT SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA070 | **Group Total** | **513** | **429** | **84%** | **156** | **122** | **78%** |
| | **CHARTIS INSURANCE (Formerly AIG)** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA015 | **Total** | **168** | **159** | **95%** | **58** | **52** | **90%** |
| | **CHARTIS TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 55 | 51 | 93% | 8 | 7 | 88% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | * | * | * | * | * | * |
| CA100 | CLAIMS MANAGEMENT (WAL-MART) | 218 | 208 | 95% | 46 | 45 | 98% |
| CA110 | CONSTITUTION STATE SERVICES | 5 | 4 | 80% | 4 | 4 | 100% |
| CA160 | ESIS | 80 | 51 | 64% | 41 | 38 | 93% |
| CA190 | GALLAGHER BASSETT SERVICES | 121 | 106 | 88% | 31 | 25 | 81% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 24 | 18 | 75% | 9 | 6 | 67% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 134 | 121 | 90% | 42 | 38 | 90% |
| CA315 | SPECIALTY RISK SERVICES | 1 | 1 | 100% | No filings | No filings | No filings |
| | **TPA Total** | **638** | **560** | **88%** | **181** | **163** | **90%** |
| | | | | | | | |
| | **CHARTIS Group Total** | **806** | **719** | **89%** | **239** | **215** | **90%** |
| | **CHESTERFIELD SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA080 | **Group Total** | **9** | **7** | **78%** | **3** | **3** | **100%** |
| | **CHUBB & SON, INC.** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA046 | CHUBB & SON, INC. | 1 | 0 | 0% | 1 | 1 | 100% |
| CA090 | CHUBB & SON, INC. | 16 | 6 | 38% | 8 | 5 | 63% |
| CA286 | CHUBB INSURANCE | 1 | 1 | 100% | 1 | 1 | 100% |
| | **Group Total** | **18** | **7** | **39%** | **10** | **7** | **70%** |
| | **CHUBB TPA Administered Claims** | | | | | | |
| CA190 | GALLAGHER BASSETT SERVICES | 4 | 3 | 75% | No filings | No filings | No filings |
| CA340 | YORK RISK SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| | **TPA Total** | **5** | **3** | **60%** | **No filings** | **No filings** | **No filings** |
| | | | | | | | |
| | **CHUBB Group Total** | **23** | **10** | **43%** | **10** | **7** | **70%** |
| | **CHURCH MUTUAL INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA080 | **Group Total** | **5** | **1** | **20%** | **1** | **0** | **0%** |
| | **CIANBRO CORPORATION** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA085 | **Group Total** | **7** | **4** | **57%** | **2** | **2** | **100%** |
| | **CITY OF BANGOR** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA033 | **Group Total** | **44** | **44** | **100%** | **34** | **33** | **97%** |
| | **CLAIMS MANAGEMENT (WAL-MART)** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA100 | **Group Total** | **218** | **208** | **95%** | **46** | **45** | **98%** |
| | **CNA INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA050 | **Group Total** | **31** | **24** | **77%** | **11** | **11** | **100%** |
| | **CONSTITUTION STATE SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA110 | **Group Total** | **30** | **23** | **77%** | **14** | **12** | **86%** |
| | **CONTINENTAL IND CO (formerly Virginia Surety)** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA115 | **Group Total** | **10** | **2** | **20%** | **7** | **5** | **71%** |
| | **COTTINGHAM AND BUTLER CLAIMS SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA117 | **Group Total** | **29** | **17** | **59%** | **14** | **11** | **79%** |

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **CRAWFORD US PROPERTY & CASUALTY** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA120 | **Group Total** | **2** | **0** | **0%** | **1** | **1** | **100%** |
| | **CRUM & FORSTER** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA375 | **Group Total** | **4** | **2** | **50%** | **3** | **3** | **100%** |
| | **ESIS** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA160 | **Group Total** | **265** | **159** | **60%** | **126** | **101** | **80%** |
| | **F.A. RICHARD** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA165 | **Group Total** | **7** | **0** | **0%** | **No filings** | **No filings** | **No filings** |
| | **FEDERATED MUTUAL INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA091 | **Group Total** | **3** | **1** | **33%** | **1** | **1** | **100%** |
| | **FIREMANS FUND INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA170 | **Group Total** | **2** | **1** | **50%** | **1** | **0** | **0%** |
| | **FUTURECOMP** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA175 | **Group Total** | **277** | **254** | **92%** | **62** | **59** | **95%** |
| | **GALLAGHER BASSETT SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA190 | **Group Total** | **387** | **311** | **80%** | **123** | **97** | **79%** |
| | **GRAPHIC ARTS MUTUAL INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA191 | **Group Total** | **2** | **2** | **100%** | **1** | **1** | **100%** |
| | **GREAT DIVIDE INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA189 | **Group Total** | **2** | **1** | **50%** | **1** | **1** | **100%** |
| | **GUARD INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA019 | AMGUARD INSURANCE COMPANY | 48 | 31 | 65% | 23 | 23 | 100% |
| CA140 | EASTGUARD INSURANCE COMPANY | 59 | 47 | 80% | 14 | 11 | 79% |
| CA205 | INTERGUARD | * | * | * | * | * | * |
| CA272 | NORGUARD INSURANCE COMPANY | 11 | 6 | 55% | 2 | 2 | 100% |
| | **Group Total** | **118** | **84** | **71%** | **39** | **36** | **92%** |
| | **HANNAFORD BROTHERS** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA201 | **Group Total** | **313** | **282** | **90%** | **75** | **68** | **91%** |
| | **HANOVER INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA048 | CITIZENS INSURANCE CO. OF AMERICA | 35 | 27 | 77% | 12 | 12 | 100% |
| CA202 | HANOVER INSURANCE COMPANY | 22 | 19 | 86% | 8 | 7 | 88% |
| CA228 | MASSACHUSETTS BAY INS. CO. | 51 | 41 | 80% | 9 | 7 | 78% |
| | **Group Total** | **108** | **87** | **81%** | **29** | **26** | **90%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **HARTFORD INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA188 | HARTFORD ACCIDENT & INDEMNITY | 12 | 11 | 92% | 2 | 2 | 100% |
| CA185 | HARTFORD CASUALTY INS CO. | 15 | 12 | 80% | 8 | 8 | 100% |
| CA203 | HARTFORD FINANCIAL | 103 | 88 | 85% | 41 | 35 | 85% |
| CA186 | HARTFORD INSURANCE OF THE MIDWEST | 36 | 32 | 89% | 10 | 10 | 100% |
| CA187 | HARTFORD UNDERWRITERS INSURANCE | 8 | 6 | 75% | 2 | 2 | 100% |
| CA288 | PROPERTY & CASUALTY INSURANCE COMPANY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA296 | SENTINEL INSURANCE CO. | 9 | 8 | 89% | 2 | 2 | 100% |
| CA319 | TRUMBULL INSURANCE CO. | 2 | 2 | 100% | 2 | 2 | 100% |
| CA321 | TWIN CITY FIRE INSURANCE CO. | 13 | 9 | 69% | 4 | 3 | 75% |
| | **Total** | **199** | **169** | **85%** | **71** | **64** | **90%** |
| | **HARTFORD TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 13 | 7 | 54% | 3 | 3 | 100% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 2 | 1 | 50% | No filings | No filings | No filings |
| CA165 | F.A. RICHARD | 6 | 0 | 0% | No filings | No filings | No filings |
| CA190 | GALLAGHER BASSETT SERVICES | 20 | 12 | 60% | 7 | 6 | 86% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 20 | 12 | 60% | 7 | 5 | 71% |
| CA315 | SPECIALTY RISK SERVICES | 18 | 15 | 83% | 6 | 4 | 67% |
| | **TPA Total** | **79** | **47** | **59%** | **23** | **18** | **78%** |
| | | | | | | | |
| | **HARTFORD Group Total** | **278** | **216** | **78%** | **94** | **82** | **87%** |

| | HELMSMAN MANAGEMENT SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA204 | **Group Total** | **38** | **31** | **82%** | **16** | **13** | **81%** |

| | LIBERTY MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA380 | EMPLOYERS INSURANCE OF WAUSAU | 130 | 108 | 83% | 46 | 38 | 83% |
| CA210 | LIBERTY MUTUAL INSURANCE COMPANY | 388 | 336 | 87% | 157 | 142 | 90% |
| | **Group Total** | **518** | **444** | **86%** | **203** | **180** | **89%** |

| | MACY'S CORPORATE SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA213 | **Group Total** | **8** | **2** | **25%** | **5** | **3** | **60%** |

| | MAINE AUTOMOBILE DEALERS ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA220 | **Group Total** | **119** | **109** | **92%** | **44** | **39** | **89%** |

| | MAINE EMPLOYERS' MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA260 | **Group Total** | **3966** | **3430** | **86%** | **1204** | **1116** | **93%** |

| | MAINE HEALTH CARE ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA234 | **Group Total** | **152** | **134** | **88%** | **20** | **18** | **90%** |

| | MAINE MOTOR TRANSPORT ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA230 | **Group Total** | **177** | **161** | **91%** | **41** | **39** | **95%** |

| | MAINE MUNICIPAL ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA225 | **Group Total** | **844** | **785** | **93%** | **242** | **203** | **84%** |

| | MAINE SCHOOL MANAGEMENT ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA250 | **Group Total** | **316** | **292** | **92%** | **83** | **75** | **90%** |

| | MEADOWBROOK | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA255 | **Group Total** | **22** | **17** | **77%** | **12** | **10** | **83%** |

| | NATIONAL INTERSTATE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA267 | **Group Total** | **4** | **4** | **100%** | **4** | **4** | **100%** |

| | NATIONWIDE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
|---|---|---|---|---|---|---|---|
| CA289 | NATIONAL CASUALTY COMPANY | 2 | 0 | 0% | No filings | No filings | No filings |
| CA291 | NATIONWIDE AGRIBUSINESS INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |
| | **Group Total** | **3** | **0** | **0%** | **No filings** | **No filings** | **No filings** |

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **NGM INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA265 | **Group Total** | **13** | **6** | **46%** | **6** | **5** | **83%** |
| | **OLD REPUBLIC INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **OLD REPUBLIC TPA Administered Claims** | | | | | | |
| CA038 | BERKLEY RISK ADMINISTRATORS | 2 | 2 | 100% | No filings | No filings | No filings |
| CA040 | BROADSPIRE SERVICES | 1 | 0 | 0% | 1 | 1 | 100% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 10 | 3 | 30% | 6 | 4 | 67% |
| CA110 | CONSTITUTION STATE SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| CA160 | ESIS | 2 | 1 | 50% | 1 | 1 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 12 | 6 | 50% | 6 | 5 | 83% |
| CA280 | RYDER SERVICES | 6 | 3 | 50% | 3 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 31 | 26 | 84% | 13 | 13 | 100% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 1 | 0 | 0% | 1 | 1 | 100% |
| | **TPA Total** | **66** | **41** | **62%** | **31** | **25** | **81%** |
| | **OLD REPUBLIC Group Total** | **66** | **41** | **62%** | **31** | **25** | **81%** |
| | **PATRIOT INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA274 | **Group Total** | **7** | **6** | **86%** | **2** | **2** | **100%** |
| | **PEERLESS INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA162 | EXCELSIOR INSURANCE CO. | 32 | 24 | 75% | 20 | 18 | 90% |
| CA309 | NETHERLANDS INSURANCE COMPANY | 111 | 86 | 77% | 32 | 25 | 78% |
| CA283 | PEERLESS INDEMNITY CO. | 9 | 8 | 89% | 1 | 0 | 0% |
| CA275 | PEERLESS INSURANCE CO. | 229 | 182 | 79% | 67 | 59 | 88% |
| | **Group Total** | **381** | **300** | **79%** | **120** | **102** | **85%** |
| | **PRAETORIAN INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **PRAETORIAN TPA Administered claims** | | | | | | |
| CA168 | THE FRANK GATES SERVICE COMPANY | 1 | 0 | 0% | No filings | No filings | No filings |
| CA240 | TRIDENT INSURANCE SERVICES | 1 | 0 | 0% | 1 | 0 | 0% |
| | **TPA Total** | **2** | **0** | **0%** | **1** | **0** | **0%** |
| | **PRAETORIAN Group Total** | **2** | **0** | **0%** | **1** | **0** | **0%** |
| | **PROTECTIVE INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA277 | **Group Total** | **7** | **2** | **29%** | **4** | **2** | **50%** |
| | **PUBLIC SERVICE MUTUAL** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA282 | **Group Total** | **1** | **0** | **0%** | **1** | **1** | **100%** |
| | **RISK ENTERPRISE MANAGEMENT** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA280 | **Group Total** | **57** | **49** | **86%** | **21** | **14** | **67%** |
| | **RYDER SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA280 | **Group Total** | **6** | **3** | **50%** | **3** | **0** | **0%** |
| | **SAFETY NATIONAL INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **SAFETY NATIONAL TPA Administered claims** | | | | | | |
| CA165 | F.A. RICHARD | 1 | 0 | 0% | No filings | No filings | No filings |
| CA190 | GALLAGHER BASSETT SERVICES | 10 | 9 | 90% | 1 | 1 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 3 | 3 | 100% | No filings | No filings | No filings |
| CA315 | SPECIALTY RISK SERVICES | 2 | 0 | 0% | 1 | 0 | 0% |
| | **TPA Total** | **16** | **12** | **75%** | **2** | **1** | **50%** |
| | **SAFETY NATIONAL Group Total** | **16** | **12** | **75%** | **2** | **1** | **50%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **SEDGWICK CLAIMS MANAGEMENT SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 506 | 434 | 86% | 151 | 136 | 90% |
| CA060 | SEDGWICK (formerly CAMBRIDGE) | 1 | 1 | 100% | 1 | 1 | 100% |
| CA315 | SEDGWICK (formerly SPECIALTY RISK SERVICES) | 12 | 7 | 58% | 4 | 1 | 25% |
| | **Group Total** | **519** | **442** | **85%** | **156** | **138** | **88%** |
| | **SENTRY INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA305 | **Group Total** | **22** | **16** | **73%** | **13** | **9** | **69%** |
| | **SPARTA INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **SPARTA TPA Administered claims** | | | | | | |
| CA060 | COTTINGHAM AND BUTLER CLAIMS SERVICES | 29 | 17 | 59% | 14 | 11 | 79% |
| CA190 | GALLAGHER BASSETT SERVICES | 4 | 4 | 100% | 2 | 1 | 50% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| | **TPA Total** | **34** | **21** | **62%** | **16** | **12** | **75%** |
| | **SPARTA Group Total** | **34** | **21** | **62%** | **16** | **12** | **75%** |
| | **SPECIALTY RISK SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA315 | **Group Total** | **69** | **59** | **86%** | **25** | **21** | **84%** |
| | **STATE OF MAINE WORKERS' COMPENSATION TRUST** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA307 | **Group Total** | **596** | **566** | **95%** | **123** | **118** | **96%** |
| | **SYNERNET** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA320 | **Group Total** | **581** | **548** | **94%** | **145** | **134** | **92%** |
| | **THE FRANK GATES SERVICE COMPANY** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA168 | **Group Total** | **8** | **4** | **50%** | **3** | **1** | **33%** |
| | **TOWER INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA356 | **Group Total** | **1** | **0** | **0%** | **No filings** | **No filings** | **No filings** |
| | **TRAVELERS INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA072 | CHARTER OAK FIRE INS. CO. | 155 | 134 | 86% | 41 | 36 | 88% |
| CA164 | FARMINGTON CASUALTY COMPANY | 5 | 4 | 80% | 1 | 0 | 0% |
| CA306 | STANDARD FIRE INS. CO. | 74 | 61 | 82% | 28 | 22 | 79% |
| CA284 | THE PHOENIX INSURANCE CO. | 2 | 2 | 100% | No filings | No filings | No filings |
| CA347 | TRAVELERS CASUALTY & SURETY COMPANY | 14 | 12 | 86% | 3 | 3 | 100% |
| CA348 | TRAVELERS CASUALTY INSURANCE CO. OF AMERICA | 48 | 31 | 65% | 19 | 16 | 84% |
| CA349 | TRAVELERS COMMERCIAL CASUALTY | 1 | 1 | 100% | 1 | 1 | 100% |
| CA343 | TRAVELERS INDEMNITY CO. | 1 | 1 | 100% | No filings | No filings | No filings |
| CA346 | TRAVELERS INDEMNITY CO. OF AMERICA | 4 | 4 | 100% | 2 | 2 | 100% |
| CA345 | TRAVELERS PROPERTY CASUALTY COMPANY | 8 | 6 | 75% | 7 | 5 | 71% |
| | **Total** | **312** | **256** | **82%** | **102** | **85** | **83%** |
| | **TRAVELERS TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 15 | 15 | 100% | 8 | 8 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 5 | 2 | 40% | 2 | 2 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 21 | 17 | 81% | 5 | 5 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 1 | 1 | 100% | No filings | No filings | No filings |
| CA168 | THE FRANK GATES SERVICE COMPANY | 2 | 1 | 50% | No filings | No filings | No filings |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 1 | 1 | 100% | No filings | No filings | No filings |
| | **TPA Total** | **45** | **37** | **82%** | **15** | **15** | **100%** |
| | **TRAVELERS Group Total** | **357** | **293** | **82%** | **117** | **100** | **85%** |
| | **TRIDENT INSURANCE SERVICES (Formerly MASSAMON** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA240 | **Group Total** | **24** | **22** | **92%** | **13** | **12** | **92%** |
| | **VANLINER INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA379 | **Group Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **WILLIS OF NORTHERN NEW ENGLAND** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA001 | HRH CLAIMS MANAGEMENT | 38 | 37 | 97% | 8 | 8 | 100% |
| CA360 | UNDERWRITERS SAFETY & CLAIMS | 1 | 0 | 0% | 1 | 1 | 100% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 909 | 852 | 94% | 190 | 177 | 93% |
| | **Group Total** | **948** | **889** | **94%** | **199** | **186** | **93%** |
| | **XL SPECIALTY INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA384 | **Total** | * | * | * | * | * | * |
| | **XL TPA Administered Claims** | | | | | | |
| CA190 | GALLAGHER BASSETT SERVICES | 4 | 4 | 100% | 2 | 2 | 100% |
| | **TPA Total** | **4** | **4** | **100%** | **2** | **2** | **100%** |
| | **XL Group Total** | **4** | **4** | **100%** | **2** | **2** | **100%** |
| | **YORK RISK SERVICES** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA340 | **Group Total** | **2** | **0** | **0%** | **1** | **0** | **0%** |
| | **ZURICH INSURANCE** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA021 | AMERICAN GUARANTEE & LIABILITY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA022 | AMERICAN ZURICH | 59 | 57 | 97% | 14 | 12 | 86% |
| CA227 | MARYLAND CASUALTY COMPANY | 2 | 2 | 100% | No filings | No filings | No filings |
| CA259 | NORTHERN INSURANCE CO. OF NEW YORK | 11 | 8 | 73% | 2 | 2 | 100% |
| CA400 | ZURICH AMERICAN INSURANCE CO. | 29 | 26 | 90% | 6 | 4 | 67% |
| | **Total** | **102** | **94** | **92%** | **22** | **18** | **82%** |
| | **ZURICH TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 2 | 1 | 50% | 1 | 1 | 100% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 1 | 1 | 100% | 1 | 1 | 100% |
| CA080 | CHESTERFIELD SERVICES | 9 | 7 | 78% | 3 | 3 | 100% |
| CA160 | ESIS | 9 | 7 | 78% | 2 | 2 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 70 | 55 | 79% | 35 | 25 | 71% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 48 | 46 | 96% | 15 | 15 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 5 | 3 | 60% | No filings | No filings | No filings |
| | **TPA Total** | **144** | **120** | **83%** | **57** | **47** | **82%** |
| | **ZURICH Group Total** | **246** | **214** | **87%** | **79** | **65** | **82%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **ACADIA INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA010 | **Group Total** | **82** | **82** | **100%** | **39** | **38** | **97%** |
| | **ACE INSURANCE** | **MOPs Filed** | **Timely MOPs** | | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **ACE TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 1 | 1 | 100% | 2 | 2 | 100% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 3 | 2 | 67% | No filings | No filings | No filings |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 2 | 1 | 50% | 5 | 5 | 100% |
| CA110 | CONSTITUTION STATE SERVICES | 10 | 6 | 60% | 1 | 1 | 100% |
| CA160 | ESIS | 74 | 64 | 86% | 21 | 20 | 95% |
| CA190 | GALLAGHER BASSETT SERVICES | 22 | 20 | 91% | 21 | 19 | 90% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 6 | 6 | 100% | 3 | 3 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 38 | 34 | 89% | 37 | 36 | 97% |
| CA315 | SPECIALTY RISK SERVICES | 4 | 1 | 25% | 1 | 1 | 100% |
| CA340 | YORK RISK SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| | **TPA Total** | **161** | **135** | **84%** | **91** | **87** | **96%** |
| | **ACE Group Total** | **161** | **135** | **84%** | **91** | **87** | **96%** |
| | **AMERICAN INTERSTATE INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA018 | **Group Total** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** |
| | **AMTRUST NORTH AMERICA** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA381 | AMTRUST NORTH AMERICA | 1 | 0 | 0% | 1 | 1 | 100% |
| CA342 | AMTRUST NORTH AMERICA | No filings | No filings | No filings | 1 | 1 | 100% |
| | **Group Total** | **1** | **0** | **0%** | **2** | **2** | **100%** |
| | **ARCH INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **ARCH TPA Administered Claims** | | | | | | |
| CA160 | ESIS | 1 | 1 | 100% | No filings | No filings | No filings |
| CA190 | GALLAGHER BASSETT SERVICES | 4 | 2 | 50% | 8 | 7 | 88% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 9 | 9 | 100% | 7 | 7 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 2 | 1 | 50% | No filings | No filings | No filings |
| CA168 | THE FRANK GATES SERVICE COMPANY | 3 | 1 | 33% | No filings | No filings | No filings |
| | **TPA Total** | **19** | **14** | **74%** | **15** | **14** | **93%** |
| | **ARCH Group Total** | **19** | **14** | **74%** | **15** | **14** | **93%** |
| | **ARGONAUT INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA020 | **Total** | **2** | **2** | **100%** | **1** | **1** | **100%** |
| | **ARGONAUT TPA Administered Claims** | | | | | | |
| CA240 | TRIDENT INSURANCE SERVICES | 12 | 11 | 92% | 3 | 3 | 100% |
| | **TPA Total** | **12** | **11** | **92%** | **3** | **3** | **100%** |
| | **ARGONAUT Group Total** | **14** | **13** | **93%** | **4** | **4** | **100%** |
| | **ARROW MUTUAL LIABILITY** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA32 | **Group Total** | **No filings** | **No filing** | **No filings** | **No filings** | **No filings** | **No filings** |
| | **ARROWPOINT** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA031 | **Group Total** | **No filings** | **No filing** | **No filings** | **No filings** | **No filings** | **No filings** |
| | **BATH IRON WORKS** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA036 | **Group Total** | **57** | **55** | **96%** | **45** | **44** | **98%** |
| | **BERKLEY RISK ADMINISTRATORS** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA038 | **Group Total** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** |
| | **BROADSPIRE SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA040 | **Group Total** | **25** | **23** | **92%** | **20** | **20** | **100%** |

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **CAMBRIDGE INTEGRATED SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA060 | **Group Total** | **4** | **2** | **50%** | **No filings** | **No filings** | **No filings** |
| | **CANNON COCHRAN MANAGEMENT SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA070 | **Group Total** | **156** | **115** | **74%** | **117** | **104** | **89%** |
| | **CHARTIS INSURANCE (Formerly AIG)** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA015 | **Total** | **58** | **50** | **86%** | **33** | **32** | **97%** |
| | **CHARTIS TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 8 | 7 | 88% | 11 | 11 | 100% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | * | * | * | * | * | * |
| CA100 | CLAIMS MANAGEMENT (WAL-MART) | 46 | 45 | 98% | 44 | 41 | 93% |
| CA110 | CONSTITUTION STATE SERVICES | 4 | 3 | 75% | No filings | No filings | No filings |
| CA160 | ESIS | 41 | 39 | 95% | 11 | 10 | 91% |
| CA190 | GALLAGHER BASSETT SERVICES | 31 | 25 | 81% | 27 | 26 | 96% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 9 | 7 | 78% | 6 | 6 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 42 | 39 | 93% | 22 | 19 | 86% |
| CA315 | SPECIALTY RISK SERVICES | No filings | No filings | No filings | No filings | No filings | No filings |
| | **TPA Total** | **181** | **165** | **91%** | **121** | **113** | **93%** |
| | | | | | | | |
| | **CHARTIS Group Total** | **239** | **215** | **90%** | **154** | **145** | **94%** |
| | **CHESTERFIELD SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA080 | **Group Total** | **3** | **3** | **100%** | **No filings** | **No filings** | **No filings** |
| | **CHUBB INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA046 | CHUBB & SON, INC. | 1 | 0 | 0% | No filings | No filings | No filings |
| CA090 | CHUBB & SON, INC. | 8 | 3 | 38% | 1 | 1 | 100% |
| CA286 | CHUBB INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |
| | **Group Total** | **10** | **3** | **30%** | **1** | **1** | **100%** |
| | **CHUBB TPA Administered Claims** | | | | | | |
| CA190 | GALLAGHER BASSETT SERVICES | No filings | No filings | No filings | 1 | 1 | 100% |
| CA340 | YORK RISK SERVICES | No filings | No filings | No filings | 1 | 0 | 0% |
| | **TPA Total** | **No filings** | **No filings** | **No filings** | **2** | **1** | **50%** |
| | | | | | | | |
| | **CHUBB Group Total** | **10** | **3** | **30%** | **3** | **2** | **67%** |
| | **CHURCH MUTUAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA084 | **Group Total** | **1** | **1** | **100%** | **1** | **0** | **0%** |
| | **CIANBRO CORPORATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA085 | **Group Total** | **2** | **1** | **50%** | **3** | **3** | **100%** |
| | **CITY OF BANGOR** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA033 | **Group Total** | **34** | **34** | **100%** | **5** | **5** | **100%** |
| | **CLAIMS MANAGEMENT (WAL-MART)** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA100 | **Group Total** | **46** | **45** | **98%** | **44** | **41** | **93%** |
| | **CNA INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA050 | **Group Total** | **11** | **11** | **100%** | **4** | **2** | **50%** |
| | **CONSTITUTION STATE SERVICE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA110 | **Group Total** | **14** | **9** | **64%** | **1** | **1** | **100%** |
| | **CONTINENTAL IND CO (formerly Virgina Surety)** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA375 | **Group Total** | **7** | **4** | **57%** | **No filings** | **No filings** | **No filings** |
| | **COTTINGHAM AND BUTLER CLAIMS SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA117 | **Group Total** | **14** | **11** | **79%** | **5** | **5** | **100%** |

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **CRAWFORD US PROPERTY & CASUALTY** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA120 | **Group Total** | **1** | **1** | **100%** | **No filings** | **No filings** | **No filings** |
| | **CRUM & FORSTER** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA375 | **Group Total** | **3** | **2** | **67%** | **No filings** | **No filings** | **No filings** |
| | **ESIS** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA160 | **Group Total** | **126** | **111** | **88%** | **39** | **37** | **95%** |
| | **F.A. RICHARD** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA165 | **Group Total** | **No filings** | **No filings** | **No filings** | **1** | **0** | **0%** |
| | **FEDERATED MUTUAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA091 | **Group Total** | **1** | **1** | **100%** | **1** | **1** | **100%** |
| | **FIREMANS FUND INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA170 | **Group Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |
| | **FUTURECOMP** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA175 | **Group Total** | **62** | **58** | **94%** | **30** | **27** | **90%** |
| | **GALLAGHER BASSETT SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA190 | **Group Total** | **123** | **100** | **81%** | **80** | **73** | **91%** |
| | **GRAPHIC ARTS MUTUAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA191 | **Group Total** | **1** | **1** | **100%** | **No filings** | **No filings** | **No filings** |
| | **GREAT DIVIDE INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA189 | **Group Total** | **1** | **1** | **100%** | **1** | **0** | **0%** |
| | **GUARD INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA019 | AMGUARD INSURANCE COMPANY | 23 | 20 | 87% | 5 | 3 | 60% |
| CA140 | EASTGUARD INSURANCE COMPANY | 14 | 10 | 71% | 3 | 2 | 67% |
| CA205 | INTERGUARD, LTD. | * | * | * | * | * | * |
| CA272 | NORGUARD INSURANCE COMPANY | 2 | 2 | 100% | 4 | 2 | 50% |
| | **Group Total** | **39** | **32** | **82%** | **12** | **7** | **58%** |
| | **HANNAFORD BROTHERS** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA201 | **Group Total** | **75** | **68** | **91%** | **46** | **46** | **100%** |
| | **HANOVER INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA048 | CITIZENS INSURANCE CO. OF AMERICA | 12 | 12 | 100% | 4 | 4 | 100% |
| CA202 | HANOVER INSURANCE COMPANY | 8 | 6 | 75% | 4 | 4 | 100% |
| CA228 | MASSACHUSETTS BAY INS. CO. | 9 | 9 | 100% | 8 | 8 | 100% |
| | **Group Total** | **29** | **27** | **93%** | **16** | **16** | **100%** |

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **HARTFORD INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA188 | HARTFORD ACCIDENT & INDEMNITY | 2 | 2 | 100% | 1 | 1 | 100% |
| CA185 | HARTFORD CASUALTY INS CO. | 8 | 8 | 100% | No filings | No filings | No filings |
| CA203 | HARTFORD FINANCIAL | 41 | 36 | 88% | 11 | 11 | 100% |
| CA186 | HARTFORD INSURANCE OF THE MIDWEST | 10 | 10 | 100% | 7 | 7 | 100% |
| CA187 | HARTFORD UNDERWRITERS INSURANCE | 2 | 2 | 100% | 3 | 2 | 67% |
| CA288 | PROPERTY & CASUALTY INSURANCE COMPANY | No filings | No filings | No filings | 1 | 1 | 100% |
| CA296 | SENTINEL INSURANCE CO. | 2 | 2 | 100% | 2 | 2 | 100% |
| CA319 | TRUMBULL INSURANCE CO. | 2 | 2 | 100% | No filings | No filings | No filings |
| CA321 | TWIN CITY FIRE INSURANCE CO. | 4 | 3 | 75% | 2 | 2 | 100% |
| | **Total** | **71** | **65** | **92%** | **27** | **26** | **96%** |
| | **HARTFORD TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 3 | 3 | 100% | 4 | 4 | 100% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | No filings | No filings | No filings | No filings | No filings | No filings |
| CA165 | F.A. RICHARD | No filings | No filings | No filings | No filings | No filings | No filings |
| CA190 | GALLAGHER BASSETT SERVICES | 7 | 6 | 86% | 4 | 3 | 75% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 7 | 6 | 86% | 3 | 3 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 6 | 4 | 67% | 4 | 3 | 75% |
| | **TPA Total** | **23** | **19** | **83%** | **15** | **13** | **87%** |
| | | | | | | | |
| | **HARTFORD Group Total** | **94** | **84** | **89%** | **42** | **39** | **93%** |
| | **HELMSMAN MANAGEMENT SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA204 | **Group Total** | **16** | **14** | **88%** | **10** | **10** | **100%** |
| | **LIBERTY MUTUAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA380 | EMPLOYERS INSURANCE OF WAUSAU | 46 | 38 | 83% | 32 | 30 | 94% |
| CA210 | LIBERTY MUTUAL INSURANCE COMPANY | 157 | 142 | 90% | 85 | 84 | 99% |
| | **Group Total** | **203** | **180** | **89%** | **117** | **114** | **97%** |
| | **MACY'S CORPORATE SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA213 | **Group Total** | **5** | **5** | **100%** | **No filings** | **No filings** | **No filings** |
| | **MAINE AUTOMOBILE DEALERS ASSOCIATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA220 | **Group Total** | **44** | **42** | **95%** | **12** | **12** | **100%** |
| | **MAINE EMPLOYERS' MUTUAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA260 | **Group Total** | **1204** | **1106** | **92%** | **687** | **662** | **96%** |
| | **MAINE HEALTH CARE ASSOCIATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA234 | **Group Total** | **20** | **20** | **100%** | **33** | **31** | **94%** |
| | **MAINE MOTOR TRANSPORT ASSOCIATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA230 | **Group Total** | **41** | **40** | **98%** | **33** | **32** | **97%** |
| | **MAINE MUNICIPAL ASSOCIATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA225 | **Group Total** | **242** | **211** | **87%** | **172** | **163** | **95%** |
| | **MAINE SCHOOL MANAGEMENT ASSOCIATION** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA250 | **Group Total** | **83** | **80** | **96%** | **53** | **52** | **98%** |
| | **MEADOWBROOK** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA255 | **Group Total** | **12** | **7** | **58%** | **2** | **1** | **50%** |
| | **NATIONAL INTERSTATE INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA267 | **Group Total** | **4** | **4** | **100%** | **No filings** | **No filings** | **No filings** |
| | **NATIONWIDE GROUP** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA289 | NATIONAL CASUALTY COMPANY | No filings | No filings | No filings | No filings | No filings | No filings |
| CA291 | NATIONWIDE AGRIBUSINESS INSURANCE | No filings | No filings | No filings | No filings | No filings | No filings |
| | **Group Total** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** |

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **NGM INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA265 | **Group Total** | **6** | **5** | **83%** | **No filings** | **No filings** | **No filings** |
| | **OLD REPUBLIC INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **OLD REPUBLIC TPA Administered Claims** | | | | | | |
| CA038 | BERKLEY RISK ADMINISTRATORS | No filings | No filings | No filings | No filings | No filings | No filings |
| CA040 | BROADSPIRE SERVICES | 1 | 1 | 100% | No filings | No filings | No filings |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 6 | 3 | 50% | 2 | 1 | 50% |
| CA110 | CONSTITUTION STATE SERVICES | No filings | No filings | No filings | No filings | No filings | No filings |
| CA160 | ESIS | 1 | 1 | 100% | No filings | No filings | No filings |
| CA190 | GALLAGHER BASSETT SERVICES | 6 | 5 | 83% | 2 | 2 | 100% |
| CA280 | RYDER SERVICES | 3 | 0 | 0% | 1 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 13 | 12 | 92% | 12 | 11 | 92% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 1 | 1 | 100% | No filings | No filings | No filings |
| | **TPA Total** | **31** | **23** | **74%** | **17** | **14** | **82%** |
| | **OLD REPUBLIC Group Total** | **31** | **23** | **74%** | **17** | **14** | **82%** |
| | **PATRIOT INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA274 | **Group Total** | **2** | **2** | **100%** | **No filings** | **No filings** | **No filings** |
| | **PEERLESS INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA162 | EXCELSIOR INSURANCE CO. | 20 | 17 | 85% | 3 | 3 | 100% |
| CA309 | NETHERLANDS INSURANCE COMPANY | 32 | 27 | 84% | 10 | 9 | 90% |
| CA283 | PEERLESS INDEMNITY CO. | 1 | 0 | 0% | No filings | No filings | No filings |
| CA275 | PEERLESS INSURANCE CO. | 67 | 58 | 87% | 29 | 28 | 97% |
| | **Group Total** | **120** | **102** | **85%** | **42** | **40** | **95%** |
| | **PRAETORIAN INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **PRAETORIAN TPA Administered claims** | | | | | | |
| CA168 | THE FRANK GATES SERVICE COMPANY | No filings | No filings | No filings | 1 | 0 | 0% |
| CA240 | TRIDENT INSURANCE SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| | **TPA Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |
| | **PRAETORIAN Group Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |
| | **PROTECTIVE INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA277 | **Group Total** | **4** | **0** | **0%** | **No filings** | **No filings** | **No filings** |
| | **PUBLIC SERVICE MUTUAL** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA282 | **Group Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |
| | **RISK ENTERPRISE MANAGEMENT** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA280 | **Group Total** | **21** | **10** | **48%** | **8** | **6** | **75%** |
| | **RYDER SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA280 | **Group Total** | **3** | **0** | **0%** | **1** | **0** | **0%** |
| | **SAFETY NATIONAL INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **SAFETY NATIONAL TPA Administered claims** | | | | | | |
| CA165 | F.A. RICHARD | No filings | No filings | No filings | 1 | 0 | 0% |
| CA190 | GALLAGHER BASSETT SERVICES | 1 | 1 | 100% | 1 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | No filings | No filings | No filings | 2 | 2 | 100% |
| CA315 | SPECIALTY RISK SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| | **TPA Total** | **2** | **1** | **50%** | **4** | **2** | **50%** |
| | **SAFETY NATIONAL Group Total** | **2** | **1** | **50%** | **4** | **2** | **50%** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **SEDGWICK CLAIMS MANAGEMENT SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 151 | 136 | 90% | 124 | 116 | 94% |
| CA060 | SEDGWICK (formerly CAMBRIDGE INTEG. SERVICES) | 1 | 1 | 100% | No filings | No filings | No filings |
| CA315 | SEDGWICK (formerly SPECIALTY RISK SERVICES) | 4 | 1 | 25% | 3 | 2 | 67% |
| | **Group Total** | **156** | **138** | **88%** | **127** | **118** | **93%** |
| | **SENTRY INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA305 | **Group Total** | **13** | **4** | **31%** | **2** | **2** | **100%** |
| | **SPARTA INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| | **Total** | * | * | * | * | * | * |
| | **SPARTA TPA Administered claims** | | | | | | |
| CA060 | COTTINGHAM AND BUTLER CLAIMS SERVICES | 14 | 11 | 79% | 5 | 5 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 2 | 1 | 50% | 1 | 1 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | No filings | No filings | No filings | 1 | 1 | 100% |
| | **TPA Total** | **16** | **12** | **75%** | **7** | **7** | **100%** |
| | **SPARTA Group Total** | **16** | **12** | **75%** | **7** | **7** | **100%** |
| | **SPECIALTY RISK SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA315 | **Group Total** | **25** | **19** | **76%** | **14** | **12** | **86%** |
| | **STATE OF MAINE WORKERS' COMPENSATION TRUST** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA307 | **Group Total** | **123** | **117** | **95%** | **149** | **145** | **97%** |
| | **SYNERNET** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA320 | **Group Total** | **145** | **137** | **94%** | **124** | **118** | **95%** |
| | **THE FRANK GATES SERVICE COMPANY** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA168 | **Group Total** | **3** | **1** | **33%** | **1** | **0** | **0%** |
| | **TOWER INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA356 | **Group Total** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** | **No filings** |
| | **TRAVELERS INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA072 | CHARTER OAK FIRE INS. CO. | 41 | 36 | 88% | 36 | 32 | 89% |
| CA164 | FARMINGTON CASUALTY COMPANY | 1 | 0 | 0% | No filings | No filings | No filings |
| CA306 | STANDARD FIRE INS. CO. | 28 | 22 | 79% | 8 | 8 | 100% |
| CA284 | THE PHOENIX INSURANCE CO. | No filings | No filings | No filings | No filings | No filings | No filings |
| CA347 | TRAVELERS CASUALTY & SURETY COMPANY | 3 | 3 | 100% | 1 | 1 | 100% |
| CA348 | TRAVELERS CASUALTY INSURANCE CO. OF AMERICA | 19 | 14 | 74% | 4 | 4 | 100% |
| CA349 | TRAVELERS COMMERCIAL CASUALTY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA343 | TRAVELERS INDEMNITY COMPANY | No filings | No filings | No filings | 1 | 1 | 100% |
| CA346 | TRAVELERS INDEMNITY CO OF AMERICA | 2 | 2 | 100% | No filings | No filings | No filings |
| CA345 | TRAVELERS PROPERTY CASUALTY COMPANY | 7 | 5 | 71% | No filings | No filings | No filings |
| | **Total** | **102** | **83** | **81%** | **50** | **46** | **92%** |
| | **TRAVELERS TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 8 | 8 | 100% | 2 | 2 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 2 | 1 | 50% | 1 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 5 | 4 | 80% | 12 | 11 | 92% |
| CA315 | SPECIALTY RISK SERVICES | No filings | No filings | No filings | No filings | No filings | No filings |
| CA168 | THE FRANK GATES SERVICE COMPANY | No filings | No filings | No filings | No filings | No filings | No filings |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | No filings | No filings | No filings | 1 | 1 | 100% |
| | **TPA Total** | **15** | **13** | **87%** | **16** | **14** | **88%** |
| | **TRAVELERS Group Total** | **117** | **96** | **82%** | **66** | **60** | **91%** |
| | **TRIDENT INSURANCE SERVICES (Formerly MASSAMON** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA240 | **Group Total** | **13** | **11** | **85%** | **3** | **3** | **100%** |
| | **VANLINER INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA379 | **Group Total** | **1** | **0** | **0%** | **No filings** | **No filings** | **No filings** |



***Indicates no claims activity this year**

# INSURANCE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **WILLIS OF NORTHERN NEW ENGLAND** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA001 | HRH CLAIMS MANAGEMENT | 8 | 6 | 75% | 7 | 7 | 100% |
| CA360 | UNDERWRITERS SAFETY & CLAIMS | 1 | 1 | 100% | No filings | No filings | No filings |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 190 | 174 | 92% | 213 | 209 | 98% |
| | **Group Total** | **199** | **181** | **91%** | **220** | **216** | **98%** |
| | **XL SPECIALTY INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA384 | **Total** | * | * | * | * | * | * |
| | **XL TPA Administered Claims** | | | | | | |
| CA180 | GAB ROBINS | * | * | * | * | * | * |
| CA190 | GALLAGHER BASSETT SERVICES | 2 | 2 | 100% | 1 | 1 | 100% |
| | **TPA Total** | **2** | **2** | **100%** | **1** | **1** | **100%** |
| | **XL Group Total** | **2** | **2** | **100%** | **1** | **1** | **100%** |
| | **YORK RISK SERVICES** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA340 | **Group Total** | **1** | **0** | **0%** | **1** | **0** | **0%** |
| | **ZURICH INSURANCE** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA021 | AMERICAN GUARANTEE & LIABILITY | No filings | No filings | No filings | No filings | No filings | No filings |
| CA022 | AMERICAN ZURICH | 14 | 14 | 100% | 14 | 14 | 100% |
| CA227 | MARYLAND CASUALTY COMPANY | No filings | No filings | No filings | No filings | No filings | No filings |
| CA259 | NORTHERN INSURANCE CO. OF NEW YORK | 2 | 1 | 50% | 2 | 2 | 100% |
| CA400 | ZURICH AMERICAN INSURANCE CO. | 6 | 5 | 83% | 10 | 9 | 90% |
| | **Total** | **22** | **20** | **91%** | **26** | **25** | **96%** |
| | **ZURICH TPA Administered Claims** | | | | | | |
| CA040 | BROADSPIRE SERVICES | 1 | 0 | 0% | No filings | No filings | No filings |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 1 | 1 | 100% | No filings | No filings | No filings |
| CA080 | CHESTERFIELD SERVICES | 3 | 3 | 100% | No filings | No filings | No filings |
| CA160 | ESIS | 2 | 2 | 100% | 1 | 1 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 35 | 25 | 71% | 5 | 5 | 100% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 15 | 15 | 100% | 14 | 13 | 93% |
| CA315 | SPECIALTY RISK SERVICES | No filings | No filings | No filings | No filings | No filings | No filings |
| | **TPA Total** | **57** | **46** | **81%** | **20** | **19** | **95%** |
| | **ZURICH Group Total** | **79** | **66** | **84%** | **46** | **44** | **96%** |



***Indicates no claims activity this year**

# IN-STATE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 -12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | ACADIA INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 265 | 237 | 89% | 82 | 80 | 98% |
| | ARROW MUTUAL LIABILITY | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 2 | 100% | No filings | No filings | No filings |
| | BATH IRON WORKS | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 470 | 463 | 99% | 57 | 55 | 96% |
| | BROADSPIRE SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 108 | 92 | 85% | 25 | 24 | 96% |
| | CANNON COCHRAN MANAGEMENT SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 513 | 429 | 84% | 156 | 122 | 78% |
| | CIANBRO CORPORATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 7 | 4 | 57% | 2 | 2 | 100% |
| | CITY OF BANGOR | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 44 | 44 | 100% | 34 | 33 | 97% |
| | CRAWFORD US PROPERTY & CASUALTY | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 0 | 0% | 1 | 1 | 100% |
| | FUTURECOMP | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 277 | 254 | 92% | 62 | 59 | 95% |
| | HANNAFORD BROTHERS | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 313 | 282 | 90% | 75 | 68 | 91% |
| | MAINE AUTOMOBILE DEALERS ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 119 | 109 | 92% | 44 | 39 | 89% |
| | MAINE EMPLOYERS' MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 3966 | 3430 | 86% | 1204 | 1116 | 93% |
| | MAINE HEALTH CARE ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 152 | 134 | 88% | 20 | 18 | 90% |
| | MAINE MOTOR TRANSPORT ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 177 | 161 | 91% | 41 | 39 | 95% |
| | MAINE MUNICIPAL ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 844 | 785 | 93% | 242 | 203 | 84% |
| | MAINE SCHOOL MANAGEMENT ASSOCIATION | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 316 | 292 | 92% | 83 | 75 | 90% |
| | PATRIOT INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 7 | 6 | 86% | 2 | 2 | 100% |
| | SEDGWICK CLAIMS MANAGEMENT SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 519 | 442 | 85% | 156 | 138 | 88% |
| | STATE OF MAINE WORKERS' COMPENSATION TRUST | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 596 | 566 | 95% | 123 | 118 | 96% |

# IN-STATE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 -12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | SYNERNET | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 581 | 548 | 94% | 145 | 134 | 92% |
| | VANLINER INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 0 | 0% |
| | WILLIS OF NORTHERN NEW ENGLAND | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 948 | 889 | 94% | 199 | 186 | 93% |
| | TOTAL IN-STATE | 10227 | 9169 | 90% | 2754 | 2512 | 91% |

# IN-STATE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | ACADIA INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 82 | 82 | 100% | 39 | 38 | 97% |
| | ARROW MUTUAL LIABILITY | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filing | No filings | No filings | No filings | No filings |
| | BATH IRON WORKS | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 57 | 55 | 96% | 45 | 44 | 98% |
| | BROADSPIRE SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 25 | 23 | 92% | 20 | 20 | 100% |
| | CANNON COCHRAN MANAGEMENT SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 156 | 115 | 74% | 117 | 104 | 89% |
| | CIANBRO CORPORATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 2 | 1 | 50% | 3 | 3 | 100% |
| | CITY OF BANGOR | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 34 | 34 | 100% | 5 | 5 | 100% |
| | CRAWFORD US PROPERTY & CASUALTY | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 1 | 100% | No filings | No filings | No filings |
| | FUTURECOMP | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 62 | 58 | 94% | 30 | 27 | 90% |
| | HANNAFORD BROTHERS | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 75 | 68 | 91% | 46 | 46 | 100% |
| | MAINE AUTOMOBILE DEALERS ASSOCIATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 44 | 42 | 95% | 12 | 12 | 100% |
| | MAINE EMPLOYERS' MUTUAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1204 | 1106 | 92% | 687 | 662 | 96% |
| | MAINE HEALTH CARE ASSOCIATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 20 | 20 | 100% | 33 | 31 | 94% |
| | MAINE MOTOR TRANSPORT ASSOCIATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 41 | 40 | 98% | 33 | 32 | 97% |
| | MAINE MUNICIPAL ASSOCIATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 242 | 211 | 87% | 172 | 163 | 95% |
| | MAINE SCHOOL MANAGEMENT ASSOCIATION | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 83 | 80 | 96% | 53 | 52 | 98% |
| | PATRIOT INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 2 | 2 | 100% | No filings | No filings | No filings |
| | SEDGWICK CLAIMS MANAGEMENT SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 156 | 138 | 88% | 127 | 119 | 94% |
| | STATE OF MAINE WORKERS' COMPENSATION TRUST | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 123 | 117 | 95% | 149 | 145 | 97% |

# IN-STATE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | SYNERNET | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 145 | 137 | 94% | 124 | 118 | 95% |
| | VANLINER INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | No filings | No filings | No filings |
| | WILLIS OF NORTHERN NEW ENGLAND | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 199 | 181 | 91% | 220 | 216 | 98% |
| | TOTAL IN-STATE | 2754 | 2511 | 91% | 1915 | 1837 | 96% |

# OUT-OF-STATE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | ACE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 449 | 339 | 76% | 161 | 127 | 79% |
| | AMERICAN INTERSTATE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 1 | 1 | 100% | No filings | No filings | No filings |
| | AMTRUST NORTH AMERICA | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 13 | 4 | 31% | 1 | 1 | 100% |
| | ARCH INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 89 | 72 | 81% | 19 | 14 | 74% |
| | ARGONAUT INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 28 | 27 | 96% | 14 | 14 | 100% |
| | BERKLEY RISK ADMINISTRATORS | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 2 | 100% | No filings | No filings | No filings |
| | CAMBRIDGE INTEGRATED SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 5 | 3 | 60% | 4 | 2 | 50% |
| | CHARTIS INSURANCE (Formerly AIG) | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 806 | 719 | 89% | 239 | 215 | 90% |
| | CHESTERFIELD SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 9 | 7 | 78% | 3 | 3 | 100% |
| | CHUBB & SON, INC. | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 23 | 10 | 43% | 10 | 7 | 70% |
| | CHURCH MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 5 | 1 | 20% | 1 | 0 | 0% |
| | CLAIMS MANAGEMENT (WAL-MART) | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 218 | 208 | 95% | 46 | 45 | 98% |
| | CNA INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 31 | 24 | 77% | 11 | 11 | 100% |
| | CONSTITUTION STATE SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 30 | 23 | 77% | 14 | 12 | 86% |
| | CONTINENTAL IND CO (formerly Virginia Surety) | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 10 | 2 | 20% | 7 | 5 | 71% |
| | COTTINGHAM AND BUTLER CLAIMS SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 29 | 17 | 59% | 14 | 11 | 79% |
| | CRUM & FORSTER | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 4 | 2 | 50% | 3 | 3 | 100% |
| | ESIS | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 265 | 159 | 60% | 126 | 101 | 80% |
| | F.A. RICHARD | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 7 | 0 | 0% | No filings | No filings | No filings |

# OUT-OF-STATE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | FEDERATED MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 3 | 1 | 33% | 1 | 1 | 100% |
| | FIREMANS FUND INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 1 | 50% | 1 | 0 | 0% |
| | GALLAGHER BASSETT SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 387 | 311 | 80% | 123 | 97 | 79% |
| | GRAPHIC ARTS MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 2 | 100% | 1 | 1 | 100% |
| | GREAT DIVIDE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 1 | 50% | 1 | 1 | 100% |
| | GUARD INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 118 | 84 | 71% | 39 | 36 | 92% |
| | HANOVER INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 108 | 87 | 81% | 29 | 26 | 90% |
| | HARTFORD INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 278 | 216 | 78% | 94 | 82 | 87% |
| | HELMSMAN MANAGEMENT SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 38 | 31 | 82% | 16 | 13 | 81% |
| | LIBERTY MUTUAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 518 | 444 | 86% | 203 | 180 | 89% |
| | MACY'S CORPORATE SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 8 | 2 | 25% | 5 | 3 | 60% |
| | MEADOWBROOK | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 22 | 17 | 77% | 12 | 10 | 83% |
| | NATIONAL INTERSTATE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 4 | 4 | 100% | 4 | 4 | 100% |
| | NATIONWIDE GROUP | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 3 | 0 | 0% | No filings | No filings | No filings |
| | NGM INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 13 | 6 | 46% | 6 | 5 | 83% |
| | OLD REPUBLIC INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 66 | 41 | 62% | 31 | 25 | 81% |
| | PEERLESS INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 381 | 300 | 79% | 120 | 102 | 85% |
| | PRAETORIAN INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 0 | 0% | 1 | 0 | 0% |
| | PROTECTIVE INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 7 | 2 | 29% | 4 | 2 | 50% |

# OUT-OF-STATE GROUP COMPLIANCE
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | PUBLIC SERVICE MUTUAL | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 1 | 100% |
| | RISK ENTERPRISE MANAGEMENT | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 57 | 49 | 86% | 21 | 14 | 67% |
| | RYDER SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 6 | 3 | 50% | 3 | 0 | 0% |
| | SAFETY NATIONAL INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 16 | 12 | 75% | 2 | 1 | 50% |
| | SENTRY INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 22 | 16 | 73% | 13 | 9 | 69% |
| | SPARTA INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 34 | 21 | 62% | 16 | 12 | 75% |
| | SPECIALTY RISK SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 69 | 59 | 86% | 25 | 21 | 84% |
| | THE FRANK GATES SERVICE COMPANY | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 8 | 4 | 50% | 3 | 1 | 33% |
| | TOWER INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 1 | 0 | 0% | No filings | No filings | No filings |
| | TRAVELERS INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 357 | 293 | 82% | 117 | 100 | 85% |
| | TRIDENT INSURANCE SERVICES (Formerly MASSAMON | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 24 | 22 | 92% | 13 | 12 | 92% |
| | XL SPECIALTY INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 4 | 4 | 100% | 2 | 2 | 100% |
| | YORK RISK SERVICES | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 2 | 0 | 0% | 1 | 0 | 0% |
| | ZURICH INSURANCE | FROIs Filed | Timely FROIs | Compliance | Payments Made | Timely Payments | Compliance |
| | Group Total | 246 | 214 | 87% | 79 | 65 | 82% |
| | TOTAL OUT-OF-STATE | 4833 | 3867 | 80% | 1660 | 1397 | 84% |

# OUT-OF-STATE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | ACE INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 161 | 135 | 84% | 91 | 87 | 96% |
| | AMERICAN INTERSTATE INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filings | No filings | No filings | No filings | No filings |
| | AMTRUST NORTH AMERICA | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | 2 | 2 | 100% |
| | ARCH INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 19 | 14 | 74% | 15 | 14 | 93% |
| | ARGONAUT INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 14 | 13 | 93% | 4 | 4 | 100% |
| | BERKLEY RISK ADMINISTRATORS | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filings | No filings | No filings | No filings | No filings |
| | CAMBRIDGE INTEGRATED SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 4 | 2 | 50% | No filings | No filings | No filings |
| | CHARTIS INSURANCE (Formerly AIG) | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 239 | 215 | 90% | 154 | 145 | 94% |
| | CHESTERFIELD SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 3 | 3 | 100% | No filings | No filings | No filings |
| | CHUBB INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 10 | 3 | 30% | 3 | 2 | 67% |
| | CHURCH MUTUAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 1 | 100% | 1 | 0 | 0% |
| | CLAIMS MANAGEMENT (WAL-MART) | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 46 | 45 | 98% | 44 | 41 | 93% |
| | CNA INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 11 | 11 | 100% | 4 | 2 | 50% |
| | CONSTITUTION STATE SERVICE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 14 | 9 | 64% | 1 | 1 | 100% |
| | CONTINENTAL IND CO (formerly Virgina Surety) | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 7 | 4 | 57% | No filings | No filings | No filings |
| | COTTINGHAM AND BUTLER CLAIMS SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 14 | 11 | 79% | 5 | 5 | 100% |
| | CRUM & FORSTER | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 3 | 2 | 67% | No filings | No filings | No filings |
| | ESIS | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 126 | 111 | 88% | 39 | 37 | 95% |
| | F.A. RICHARD | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filings | No filings | 1 | 0 | 0% |

# OUT-OF-STATE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | FEDERATED MUTUAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 1 | 100% | 1 | 1 | 100% |
| | FIREMANS FUND INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 0 | 0% |
| | GALLAGHER BASSETT SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 123 | 100 | 81% | 80 | 73 | 91% |
| | GRAPHIC ARTS MUTUAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 1 | 100% | No filings | No filings | No filings |
| | GREAT DIVIDE INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 1 | 100% | 1 | 0 | 0% |
| | GUARD INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 39 | 32 | 82% | 12 | 7 | 58% |
| | HANOVER INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 29 | 27 | 93% | 16 | 16 | 100% |
| | HARTFORD INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 94 | 84 | 89% | 42 | 39 | 93% |
| | HELMSMAN MANAGEMENT SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 16 | 14 | 88% | 10 | 10 | 100% |
| | LIBERTY MUTUAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 203 | 180 | 89% | 117 | 114 | 97% |
| | MACY'S CORPORATE SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 5 | 5 | 100% | No filings | No filings | No filings |
| | MEADOWBROOK | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 12 | 7 | 58% | 2 | 1 | 50% |
| | NATIONAL INTERSTATE INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 4 | 4 | 100% | No filings | No filings | No filings |
| | NATIONWIDE GROUP | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filings | No filings | No filings | No filings | No filings |
| | NGM INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 6 | 5 | 83% | No filings | No filings | No filings |
| | OLD REPUBLIC INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 31 | 23 | 74% | 17 | 14 | 82% |
| | PEERLESS INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 120 | 102 | 85% | 42 | 40 | 95% |
| | PRAETORIAN INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 0 | 0% |
| | PROTECTIVE INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 4 | 0 | 0% | No filings | No filings | No filings |

# OUT-OF-STATE GROUP COMPLIANCE
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | PUBLIC SERVICE MUTUAL | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 0 | 0% |
| | RISK ENTERPRISE MANAGEMENT | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 21 | 10 | 48% | 8 | 6 | 75% |
| | RYDER SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 3 | 0 | 0% | 1 | 0 | 0% |
| | SAFETY NATIONAL INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 2 | 1 | 50% | 4 | 2 | 50% |
| | SENTRY INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 13 | 4 | 31% | 2 | 2 | 100% |
| | SPARTA INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 16 | 12 | 75% | 7 | 7 | 100% |
| | SPECIALTY RISK SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 25 | 19 | 76% | 14 | 12 | 100% |
| | THE FRANK GATES SERVICE COMPANY | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 3 | 1 | 33% | 1 | 0 | 0% |
| | TOWER INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | No filings | No filings | No filings | No filings | No filings | No filings |
| | TRAVELERS INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 117 | 96 | 82% | 66 | 60 | 91% |
| | TRIDENT INSURANCE SERVICES (Formerly MASSAMON | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 13 | 11 | 85% | 3 | 3 | 100% |
| | XL SPECIALTY INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 2 | 2 | 100% | 1 | 1 | 100% |
| | YORK RISK SERVICES | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 1 | 0 | 0% | 1 | 0 | 0% |
| | ZURICH INSURANCE | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
| | Group Total | 79 | 66 | 84% | 46 | 44 | 96% |
| | TOTAL OUT-OF-STATE | 1660 | 1375 | 83% | 861 | 792 | 92% |

# TYPE OF INSURER ANALYSIS
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **STD INS** | | | | | | |
| CA010 | ACADIA INSURANCE | 265 | 237 | 89% | 82 | 80 | 98% |
| CA021 | AMERICAN GUARANTEE & LIABILITY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA018 | AMERICAN INTERSTATE INSURANCE | 1 | 1 | 100% | No filings | No filings | No filings |
| CA022 | AMERICAN ZURICH | 59 | 57 | 97% | 14 | 12 | 86% |
| CA019 | AMGUARD INSURANCE COMPANY | 48 | 31 | 65% | 23 | 23 | 100% |
| CA381 | AMTRUST NORTH AMERICA | 3 | 1 | 33% | 1 | 1 | 100% |
| CA342 | AMTRUST NORTH AMERICA | 10 | 3 | 30% | No filings | No filings | No filings |
| CA020 | ARGONAUT INSURANCE | 5 | 5 | 100% | 2 | 2 | 100% |
| CA032 | ARROW MUNTUAL LIABILITY | 2 | 2 | 100% | No filings | No filings | No filings |
| CA031 | ARROWPOINT CAPITAL | 1 | 1 | 100% | No filings | No filings | No filings |
| CA072 | CHARTER OAK FIRE INS. CO. | 155 | 134 | 86% | 41 | 36 | 88% |
| CA015 | CHARTIS INSURANCE | 168 | 159 | 95% | 58 | 52 | 90% |
| CA046 | CHUBB & SON, INC. | 1 | 0 | 0% | 1 | 1 | 100% |
| CA090 | CHUBB & SON, INC. | 16 | 6 | 38% | 8 | 5 | 63% |
| CA286 | CHUBB INSURANCE | 1 | 1 | 100% | 1 | 1 | 100% |
| CA080 | CHURCH MUTUAL INSURANCE | 5 | 1 | 20% | 1 | 0 | 0% |
| CA048 | CITIZENS INSURANCE CO. OF AMERICA | 35 | 27 | 77% | 12 | 12 | 100% |
| CA050 | CNA INSURANCE | 31 | 24 | 77% | 11 | 11 | 100% |
| CA115 | CONTINENTAL IND CO (formerly Virginia Surety) | 10 | 2 | 20% | 7 | 5 | 71% |
| CA375 | CRUM & FORSTER | 4 | 2 | 50% | 3 | 3 | 100% |
| CA140 | EASTGUARD INSURANCE COMPANY | 59 | 47 | 80% | 14 | 11 | 79% |
| CA380 | EMPLOYERS INSURANCE OF WAUSAU | 130 | 108 | 83% | 46 | 38 | 83% |
| CA162 | EXCELSIOR INSURANCE CO. | 32 | 24 | 75% | 20 | 18 | 90% |
| CA164 | FARMINGTON CASUALTY COMPANY | 5 | 4 | 80% | 1 | 0 | 0% |
| CA091 | FEDERATED MUTUAL INSURANCE | 3 | 1 | 33% | 1 | 1 | 100% |
| CA170 | FIREMANS FUND INSURANCE | 2 | 1 | 50% | 1 | 0 | 0% |
| CA191 | GRAPHIC ARTS MUTUAL INSURANCE | 2 | 2 | 100% | 1 | 1 | 100% |
| CA189 | GREAT DIVIDE INSURANCE | 2 | 1 | 50% | 1 | 1 | 100% |
| CA202 | HANOVER INSURANCE COMPANY | 22 | 19 | 86% | 8 | 7 | 88% |
| CA188 | HARTFORD ACCIDENT & INDEMNITY | 12 | 11 | 92% | 2 | 2 | 100% |
| CA185 | HARTFORD CASUALTY INS CO. | 15 | 12 | 80% | 8 | 8 | 100% |
| CA203 | HARTFORD FINANCIAL | 103 | 88 | 85% | 41 | 35 | 85% |
| CA186 | HARTFORD INSURANCE OF THE MIDWEST | 36 | 32 | 89% | 10 | 10 | 100% |
| CA187 | HARTFORD UNDERWRITERS INSURANCE | 8 | 6 | 75% | 2 | 2 | 100% |
| CA210 | LIBERTY MUTUAL INSURANCE COMPANY | 388 | 336 | 87% | 157 | 142 | 90% |
| CA227 | MARYLAND CASUALTY COMPANY | 2 | 2 | 100% | No filings | No filings | No filings |
| CA228 | MASSACHUSETTS BAY INS. CO. | 51 | 41 | 80% | 9 | 7 | 78% |
| CA289 | NATIONAL CASUALTY COMPANY | 2 | 0 | 0% | No filings | No filings | No filings |
| CA267 | NATIONAL INTERSTATE INSURANCE | 4 | 4 | 100% | 4 | 4 | 100% |
| CA291 | NATIONWIDE AGRIBUSINESS INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |
| CA309 | NETHERLANDS INSURANCE COMPANY | 111 | 86 | 77% | 32 | 25 | 78% |
| CA265 | NGM INSURANCE | 13 | 6 | 46% | 6 | 5 | 83% |
| CA272 | NORGUARD INSURANCE COMPANY | 11 | 6 | 55% | 2 | 2 | 100% |
| CA259 | NORTHERN INSURANCE CO. OF NEW YORK | 11 | 8 | 73% | 2 | 2 | 100% |
| CA274 | PATRIOT INSURANCE | 7 | 6 | 86% | 2 | 2 | 100% |
| CA283 | PEERLESS INDEMNITY CO. | 9 | 8 | 89% | 1 | 0 | 0% |
| CA275 | PEERLESS INSURANCE CO. | 229 | 182 | 79% | 67 | 59 | 88% |
| CA288 | PROPERTY & CASUALTY INSURANCE COMPANY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA277 | PROTECTIVE INSURANCE | 7 | 2 | 29% | 4 | 2 | 50% |
| CA282 | PUBLIC SERVICE MUTUAL | 1 | 0 | 0% | 1 | 1 | 100% |
| CA296 | SENTINEL INSURANCE CO. | 9 | 8 | 89% | 2 | 2 | 100% |
| CA305 | SENTRY INSURANCE | 22 | 16 | 73% | 13 | 9 | 69% |
| CA306 | STANDARD FIRE INS. CO. | 74 | 61 | 82% | 28 | 22 | 79% |
| CA284 | THE PHOENIX INSURANCE CO. | 2 | 2 | 100% | No filings | No filings | No filings |
| CA356 | TOWER INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |

# TYPE OF INSURER ANALYSIS
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| CA347 | TRAVELERS CASUALTY & SURETY COMPANY | 14 | 12 | 86% | 3 | 3 | 100% |
| CA348 | TRAVELERS CASUALTY INSURANCE CO. OF AMERICA | 48 | 31 | 65% | 19 | 16 | 84% |
| CA349 | TRAVELERS COMMERCIAL CASUALTY | 1 | 1 | 100% | 1 | 1 | 100% |
| CA343 | TRAVELERS INDEMNITY CO. | 1 | 1 | 100% | No filings | No filings | No filings |
| CA346 | TRAVELERS INDEMNITY CO. OF AMERICA | 4 | 4 | 100% | 2 | 2 | 100% |
| CA345 | TRAVELERS PROPERTY CASUALTY COMPANY | 8 | 6 | 75% | 7 | 5 | 71% |
| CA319 | TRUMBULL INSURANCE CO. | 2 | 2 | 100% | 2 | 2 | 100% |
| CA321 | TWIN CITY FIRE INSURANCE CO. | 13 | 9 | 69% | 4 | 3 | 75% |
| CA379 | VANLINER INSURANCE | 1 | 0 | 0% | 1 | 0 | 0% |
| CA400 | ZURICH AMERICAN INSURANCE CO. | 29 | 26 | 90% | 6 | 4 | 67% |
| | **TOTAL STD INS** | **2329** | **1918** | **82%** | **796** | **698** | **88%** |
| **CA260** | **MAINE EMPLOYERS' MUTUAL INSURANCE** | **3966** | **3430** | **86%** | **1204** | **1116** | **93%** |
| | GRAND TOTAL STD INS | 6295 | 5348 | 85% | 2000 | 1814 | 91% |
| | **TPA** | | | | | | |
| CA038 | BERKLEY RISK ADMINISTRATORS | 2 | 2 | 100% | No filings | No filings | No filings |
| CA040 | BROADSPIRE SERVICES | 107 | 91 | 85% | 25 | 24 | 96% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 4 | 3 | 75% | 4 | 3 | 75% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 33 | 21 | 64% | 15 | 11 | 73% |
| CA080 | CHESTERFIELD SERVICES | 9 | 7 | 78% | 3 | 3 | 100% |
| CA100 | CLAIMS MANAGEMENT (WAL-MART) | 218 | 208 | 95% | 46 | 45 | 98% |
| CA110 | CONSTITUTION STATE SERVICES | 27 | 20 | 74% | 14 | 12 | 86% |
| CA060 | COTTINGHAM AND BUTLER CLAIMS SERVICES | 29 | 17 | 59% | 14 | 11 | 79% |
| CA120 | CRAWFORD US PROPERTY & CASUALTY | 2 | 0 | 0% | 1 | 1 | 100% |
| CA160 | ESIS | 251 | 154 | 61% | 120 | 99 | 83% |
| CA165 | F.A. RICHARD | 7 | 0 | 0% | No filings | No filings | No filings |
| CA175 | FUTURECOMP | 5 | 0 | 0% | 1 | 1 | 100% |
| CA190 | GALLAGHER BASSETT SERVICES | 382 | 307 | 80% | 120 | 94 | 78% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 36 | 29 | 81% | 15 | 12 | 80% |
| CA255 | MEADOWBROOK | 22 | 17 | 77% | 12 | 10 | 83% |
| CA280 | RYDER SERVICES | 6 | 3 | 50% | 3 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 466 | 402 | 86% | 136 | 123 | 90% |
| CA315 | SPECIALTY RISK SERVICES | 45 | 33 | 73% | 13 | 6 | 46% |
| CA168 | THE FRANK GATES SERVICE COMPANY | 8 | 4 | 50% | 3 | 1 | 33% |
| CA240 | TRIDENT INSURANCE SERVICES | 24 | 22 | 92% | 13 | 12 | 92% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND, INC. | 2 | 2 | 100% | No filings | No filings | No filings |
| CA340 | YORK RISK SERVICES | 2 | 0 | 0% | 1 | 0 | 0% |
| | **TOTAL TPA** | **1687** | **1342** | **80%** | **559** | **468** | **84%** |
| | **SI/SA** | | | | | | |
| CA036 | BATH IRON WORKS | 470 | 463 | 99% | 57 | 55 | 96% |
| CA085 | CIANBRO CORPORATION | 7 | 4 | 57% | 2 | 2 | 100% |
| CA033 | CITY OF BANGOR | 44 | 44 | 100% | 34 | 33 | 97% |
| CA201 | HANNAFORD BROTHERS | 313 | 282 | 90% | 75 | 68 | 91% |
| CA213 | MACY'S CORPORATE SERVICES | 8 | 2 | 25% | 5 | 3 | 60% |
| CA220 | MAINE AUTOMOBILE DEALERS ASSOCIATION | 119 | 109 | 92% | 44 | 39 | 89% |
| CA234 | MAINE HEALTH CARE ASSOCIATION | 152 | 134 | 88% | 20 | 18 | 90% |
| CA230 | MAINE MOTOR TRANSPORT ASSOCIATION | 177 | 161 | 91% | 41 | 39 | 95% |
| CA225 | MAINE MUNICIPAL ASSOCIATION | 844 | 785 | 93% | 242 | 203 | 84% |
| CA250 | MAINE SCHOOL MANAGEMENT ASSOCIATION | 316 | 292 | 92% | 83 | 75 | 90% |
| CA307 | STATE OF MAINE WORKERS' COMPENSATION TRUST | 596 | 566 | 95% | 123 | 118 | 96% |
| CA320 | SYNERNET | 581 | 548 | 94% | 145 | 134 | 92% |
| | **TOTAL SI/SA** | **3627** | **3390** | **93%** | **871** | **787** | **90%** |

# TYPE OF INSURER ANALYSIS
## Lost Time FROI Filings and Initial Indemnity Payments
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Lost Time FROIs Filed | Lost Time FROIs Filed Timely | Compliance Percentage | Total Initial Indemnity Payments Made | Initial Indemnity Payments Made Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **SI/TPA** | **FROIs Filed** | **Timely FROIs** | **Compliance** | **Payments Made** | **Timely Payments** | **Compliance** |
| CA040 | BROADSPIRE SERVICES | 1 | 1 | 100% | No filings | No filings | No filings |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 480 | 408 | 85% | 141 | 111 | 79% |
| CA110 | CONSTITUTION STATE SERVICES | 3 | 3 | 100% | No filings | No filings | No filings |
| CA160 | ESIS | 14 | 5 | 36% | 6 | 2 | 33% |
| CA175 | FUTURECOMP | 272 | 254 | 93% | 61 | 58 | 95% |
| CA190 | GALLAGHER BASSETT SERVICES | 5 | 4 | 80% | 3 | 3 | 100% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 2 | 2 | 100% | 1 | 1 | 100% |
| CA280 | RISK ENTERPRISE MANAGEMENT | 57 | 49 | 86% | 21 | 14 | 67% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 40 | 32 | 80% | 15 | 13 | 87% |
| CA060 | SEDGWICK (formerly CAMBRIDGE INTEG. SERVICES) | 2 | 1 | 50% | 1 | 0 | 0% |
| CA315 | SEDGWICK (formerly SPECIALTY RISK SERVICES) | 36 | 33 | 92% | 16 | 16 | 100% |
| CA360 | UNDERWRITERS SAFETY & CLAIMS | 1 | 0 | 0% | 1 | 1 | 100% |
| CA001 | WILLIS HRH CLAIMS MANAGEMENT | 38 | 37 | 97% | 8 | 8 | 100% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND, INC. | 907 | 850 | 94% | 190 | 177 | 93% |
| | **TOTAL SI/TPA** | **1858** | **1679** | **90%** | **464** | **404** | **87%** |
| | **GRAND TOTAL** | **13467** | **11759** | **87%** | **3894** | **3473** | **89%** |

# TYPE OF INSURER ANALYSIS
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **STD INS** | | | | | | |
| CA010 | ACADIA INSURANCE | 82 | 82 | 100% | 39 | 38 | 97% |
| CA022 | AMERICAN ZURICH | 14 | 14 | 100% | 14 | 14 | 100% |
| CA019 | AMGUARD INSURANCE COMPANY | 23 | 20 | 87% | 5 | 3 | 60% |
| CA381 | AMTRUST NORTH AMERICA | 1 | 0 | 0% | 1 | 1 | 100% |
| CA342 | AMTRUST NORTH AMERICA | No filings | No filings | No filings | 1 | 1 | 100% |
| CA020 | ARGONAUT INSURANCE | 2 | 2 | 100% | 1 | 1 | 100% |
| CA072 | CHARTER OAK FIRE INS. CO. | 41 | 36 | 88% | 36 | 32 | 89% |
| CA015 | CHARTIS INSURANCE (Formerly AIG) | 58 | 50 | 86% | 33 | 32 | 97% |
| CA046 | CHUBB & SON, INC. | 1 | 0 | 0% | No filings | No filings | No filings |
| CA090 | CHUBB & SON, INC. | 8 | 3 | 38% | 1 | 1 | 100% |
| CA286 | CHUBB INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |
| CA084 | CHURCH MUTUAL INSURANCE | 1 | 1 | 100% | 1 | 0 | 0% |
| CA048 | CITIZENS INSURANCE CO. OF AMERICA | 12 | 12 | 100% | 4 | 4 | 100% |
| CA050 | CNA INSURANCE | 11 | 11 | 100% | 4 | 2 | 50% |
| CA375 | CONTINENTAL IND CO (formerly Virgina Surety) | 7 | 4 | 57% | No filings | No filings | No filings |
| CA375 | CRUM & FORSTER | 3 | 2 | 67% | No filings | No filings | No filings |
| CA140 | EASTGUARD INSURANCE COMPANY | 14 | 10 | 71% | 3 | 2 | 67% |
| CA380 | EMPLOYERS INSURANCE OF WAUSAU | 46 | 38 | 83% | 32 | 30 | 94% |
| CA162 | EXCELSIOR INSURANCE CO. | 20 | 17 | 85% | 3 | 3 | 100% |
| CA164 | FARMINGTON CASUALTY COMPANY | 1 | 0 | 0% | No filings | No filings | No filings |
| CA091 | FEDERATED MUTUAL INSURANCE | 1 | 1 | 100% | 1 | 1 | 100% |
| CA170 | FIREMANS FUND INSURANCE | 1 | 0 | 0% | 1 | 0 | 0% |
| CA191 | GRAPHIC ARTS MUTUAL INSURANCE | 1 | 1 | 100% | No filings | No filings | No filings |
| CA189 | GREAT DIVIDE INSURANCE | 1 | 1 | 100% | 1 | 0 | 0% |
| CA202 | HANOVER INSURANCE COMPANY | 8 | 6 | 75% | 4 | 4 | 100% |
| CA188 | HARTFORD ACCIDENT & INDEMNITY | 2 | 2 | 100% | 1 | 1 | 100% |
| CA185 | HARTFORD CASUALTY INS CO. | 8 | 8 | 100% | No filings | No filings | No filings |
| CA203 | HARTFORD FINANCIAL | 41 | 36 | 88% | 11 | 11 | 100% |
| CA186 | HARTFORD INSURANCE OF THE MIDWEST | 10 | 10 | 100% | 7 | 7 | 100% |
| CA187 | HARTFORD UNDERWRITERS INSURANCE | 2 | 2 | 100% | 3 | 2 | 67% |
| CA210 | LIBERTY MUTUAL INSURANCE COMPANY | 157 | 142 | 90% | 85 | 84 | 99% |
| CA228 | MASSACHUSETTS BAY INS. CO. | 9 | 9 | 100% | 8 | 8 | 100% |
| CA267 | NATIONAL INTERSTATE INSURANCE | 4 | 4 | 100% | No filings | No filings | No filings |
| CA309 | NETHERLANDS INSURANCE COMPANY | 32 | 27 | 84% | 10 | 9 | 90% |
| CA265 | NGM INSURANCE | 6 | 5 | 83% | No filings | No filings | No filings |
| CA272 | NORGUARD INSURANCE COMPANY | 2 | 2 | 100% | 4 | 2 | 50% |
| CA259 | NORTHERN INSURANCE CO. OF NEW YORK | 2 | 1 | 50% | 2 | 2 | 100% |
| CA274 | PATRIOT INSURANCE | 2 | 2 | 100% | No filings | No filings | No filings |
| CA283 | PEERLESS INDEMNITY CO. | 1 | 0 | 0% | No filings | No filings | No filings |
| CA275 | PEERLESS INSURANCE CO. | 67 | 58 | 87% | 29 | 28 | 97% |
| CA288 | PROPERTY & CASUALTY INSURANCE COMPANY | No filings | No filings | No filings | 1 | 1 | 100% |
| CA277 | PROTECTIVE INSURANCE | 4 | 0 | 0% | No filings | No filings | No filings |
| CA282 | PUBLIC SERVICE MUTUAL | 1 | 0 | 0% | 1 | 0 | 0% |
| CA296 | SENTINEL INSURANCE CO. | 2 | 2 | 100% | 2 | 2 | 100% |
| CA305 | SENTRY INSURANCE | 13 | 4 | 31% | 2 | 2 | 100% |
| CA306 | STANDARD FIRE INS. CO. | 28 | 22 | 79% | 8 | 8 | 100% |

***Indicates no claims activity this year**

# TYPE OF INSURER ANALYSIS
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| CA347 | TRAVELERS CASUALTY & SURETY COMPANY | 3 | 3 | 100% | 1 | 1 | 100% |
| CA348 | TRAVELERS CASUALTY INSURANCE CO. OF AMERICA | 19 | 14 | 74% | 4 | 4 | 100% |
| CA349 | TRAVELERS COMMERCIAL CASUALTY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA343 | TRAVELERS INDEMNITY COMPANY | No filings | No filings | No filings | 1 | 1 | 100% |
| CA346 | TRAVELERS INDEMNITY CO OF AMERICA | 2 | 2 | 100% | No filings | No filings | No filings |
| CA345 | TRAVELERS PROPERTY CASUALTY COMPANY | 7 | 5 | 71% | No filings | No filings | No filings |
| CA319 | TRUMBULL INSURANCE CO. | 2 | 2 | 100% | No filings | No filings | No filings |
| CA321 | TWIN CITY FIRE INSURANCE CO. | 4 | 3 | 75% | 2 | 2 | 100% |
| CA379 | VANLINER INSURANCE | 1 | 0 | 0% | No filings | No filings | No filings |
| CA400 | ZURICH AMERICAN INSURANCE CO. | 6 | 5 | 83% | 10 | 9 | 90% |
| | **TOTAL STD INS** | **796** | **682** | **86%** | **377** | **353** | **94%** |
| **CA260** | **MAINE EMPLOYERS' MUTUAL INSURANCE** | **1204** | **1106** | **92%** | **687** | **662** | **96%** |
| | GRAND TOTAL STD INS | 2000 | 1788 | 89% | 1064 | 1015 | 95% |

| | TPA | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
|---|---|---|---|---|---|---|---|
| CA040 | BROADSPIRE SERVICES | 25 | 23 | 92% | 19 | 19 | 100% |
| CA060 | CAMBRIDGE INTEGRATED SERVICES | 4 | 3 | 75% | No filings | No filings | No filings |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 15 | 6 | 40% | 9 | 8 | 89% |
| CA080 | CHESTERFIELD SERVICES | 3 | 3 | 100% | No filings | No filings | No filings |
| CA100 | CLAIMS MANAGEMENT (WAL-MART) | 46 | 45 | 98% | 44 | 41 | 93% |
| CA110 | CONSTITUTION STATE SERVICES | 14 | 9 | 64% | 1 | 1 | 100% |
| CA060 | COTTINGHAM AND BUTLER CLAIMS SERVICES | 14 | 11 | 79% | 5 | 5 | 100% |
| CA120 | CRAWFORD US PROPERTY & CASUALTY | 1 | 1 | 100% | No filings | No filings | No filings |
| CA160 | ESIS | 120 | 108 | 90% | 34 | 32 | 94% |
| CA165 | F.A. RICHARD | No filings | No filings | No filings | 1 | 0 | 0% |
| CA175 | FUTURECOMP | 1 | 1 | 100% | 1 | 0 | 0% |
| CA190 | GALLAGHER BASSETT SERVICES | 120 | 97 | 81% | 79 | 72 | 91% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 15 | 13 | 87% | 9 | 9 | 100% |
| CA255 | MEADOWBROOK | 12 | 7 | 58% | 2 | 1 | 50% |
| CA280 | RYDER SERVICES | 3 | 0 | 0% | 1 | 0 | 0% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 136 | 124 | 91% | 112 | 105 | 94% |
| CA315 | SPECIALTY RISK SERVICES | 13 | 6 | 46% | 5 | 4 | 80% |
| CA168 | THE FRANK GATES SERVICE COMPANY | 3 | 1 | 33% | 1 | 0 | 0% |
| CA240 | TRIDENT INSURANCE SERVICES | 13 | 11 | 85% | 3 | 3 | 100% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | No filings | No filings | No filings | 1 | 1 | 100% |
| CA340 | YORK RISK SERVICES | 1 | 0 | 0% | 1 | 0 | 0% |
| | **TOTAL TPA** | **559** | **469** | **84%** | **328** | **301** | **92%** |

| | SI/SA | MOPs Filed | Timely MOPs | Compliance | NOCs Filed | Timely NOCs | Compliance |
|---|---|---|---|---|---|---|---|
| CA036 | BATH IRON WORKS | 57 | 55 | 96% | 45 | 44 | 98% |
| CA085 | CIANBRO CORPORATION | 2 | 1 | 50% | 3 | 3 | 100% |
| CA033 | CITY OF BANGOR | 34 | 34 | 100% | 5 | 5 | 100% |
| CA201 | HANNAFORD BROTHERS | 75 | 68 | 91% | 46 | 46 | 100% |
| CA213 | MACY'S CORPORATE SERVICES | 5 | 5 | 100% | No filings | No filings | No filings |
| CA220 | MAINE AUTOMOBILE DEALERS ASSOCIATION | 44 | 42 | 95% | 12 | 12 | 100% |
| CA234 | MAINE HEALTH CARE ASSOCIATION | 20 | 20 | 100% | 33 | 31 | 94% |
| CA230 | MAINE MOTOR TRANSPORT ASSOCIATION | 41 | 40 | 98% | 33 | 32 | 97% |
| CA225 | MAINE MUNICIPAL ASSOCIATION | 242 | 211 | 87% | 172 | 163 | 95% |
| CA250 | MAINE SCHOOL MANAGEMENT ASSOCIATION | 83 | 80 | 96% | 53 | 52 | 98% |
| CA307 | STATE OF MAINE WORKERS' COMPENSATION TRUST | 123 | 117 | 95% | 149 | 145 | 97% |
| CA320 | SYNERNET | 145 | 137 | 94% | 124 | 118 | 95% |
| | **TOTAL SI/SA** | **871** | **810** | **93%** | **675** | **651** | **96%** |

***Indicates no claims activity this year**

# TYPE OF INSURER ANALYSIS
## Initial MOP and Initial Indemnity NOC Filings
## 2011
## 1/1/2011 - 12/31/2011

| | NAME | Total Initial MOPs Filed | Initial MOPs Filed Timely | Compliance Percentage | Total Initial Indemnity NOCs Filed | Initial Indemnity NOCs Filed Timely | Compliance Percentage |
|---|---|---|---|---|---|---|---|
| | **SI/TPA** | **MOPs Filed** | **Timely MOPs** | **Compliance** | **NOCs Filed** | **Timely NOCs** | **Compliance** |
| CA040 | BROADSPIRE SERVICES | No filings | No filings | No filings | 1 | 1 | 100% |
| CA070 | CANNON COCHRAN MANAGEMENT SERVICES | 141 | 109 | 77% | 108 | 96 | 89% |
| CA160 | ESIS | 6 | 3 | 50% | 5 | 5 | 100% |
| CA175 | FUTURECOMP | 61 | 57 | 93% | 29 | 27 | 93% |
| CA190 | GALLAGHER BASSETT SERVICES | 3 | 3 | 100% | 1 | 1 | 100% |
| CA204 | HELMSMAN MANAGEMENT SERVICES | 1 | 1 | 100% | 1 | 1 | 100% |
| CA280 | RISK ENTERPRISE MANAGEMENT | 21 | 10 | 48% | 8 | 6 | 75% |
| CA300 | SEDGWICK CLAIMS MANAGEMENT SERVICES | 15 | 12 | 80% | 12 | 11 | 92% |
| CA060 | SEDGWICK (formerly CAMBRIDGE INTEG. SERVICES) | 1 | 0 | 0% | No filings | No filings | No filings |
| CA315 | SEDGWICK (formerly SPECIALTY RISK SERVICES) | 16 | 14 | 88% | 12 | 10 | 83% |
| CA360 | UNDERWRITERS SAFETY & CLAIMS | 1 | 1 | 100% | No filings | No filings | No filings |
| CA001 | WILLIS HRH CLAIMS MANAGEMENT | 8 | 6 | 75% | 7 | 7 | 100% |
| CA382 | WILLIS OF NORTHERN NEW ENGLAND | 190 | 174 | 92% | 212 | 208 | 98% |
| | **TOTAL SI/TPA** | **464** | **390** | **84%** | **396** | **373** | **94%** |
| | **GRAND TOTAL** | **3894** | **3457** | **89%** | **2463** | **2340** | **95%** |

***Indicates no claims activity this year**