Pet Insurance

Ratio 1. The number of claims closed without payment compared to the total number of claims closed.

\[
\frac{\text{ [#of claims closed without payment during the period (3-77)]}}{\text{ [#of claims closed during the period (3-68)]}}
\]

Ratio 2. The number of claims closed with partial payment compared to the total number of claims closed.

\[
\frac{\text{ [#of claims closed with partial payment during the period (3-72)]}}{\text{ [#of claims closed during the period (3-68)]}}
\]

Ratio 3. The number of claims closed with full payment compared to the total number of claims closed.

\[
\frac{\text{ [#of claims closed with full payment during the period (3-69)]}}{\text{ [#of claims closed during the period (3-68)]}}
\]

Ratio 4. Percentage of claims unprocessed at the end of the period

\[
\frac{\text{ Number of claims open at the beginning of period (3-66) + Number of claims opened during period (3-67) } - \text{ Number of claims closed during the period (3-68) }}{\text{ # of claims open at the beginning of period (3-66) + # of claims opened during the period (3-67) }}
\]

Ratio 5. Percentage paid on partial payments of the amount requested on partial payments

\[
\frac{\text{ Dollar amount of claims closed with partial payment during the period (3-74)]}}{\text{ Dollar amount requested for claims closed with partial payment during the period (3-73)]}}
\]

Ratio 6. Percentage of claims closed with full payment beyond 60 days

\[
\frac{\text{ [total #of claims closed during the period with full payment beyond 60 days (Σ 3-83 through 3-86)]}}{\text{ [total #of claims during the period with full payment closed over all durations (Σ 3-81 through 3-86) ]}}
\]
Ratio 7. **Percentage of claims closed with partial payment beyond 60 days**

\[
\frac{\text{[total # of claims closed during the period with partial payment beyond 60 days (∑ 3-89 through 3-92)]}}{\text{[total # of claims closed during the period with partial payment over all durations (∑ 3-87 through 3-92)]}}
\]

Ratio 8. **Percentage of claims closed without payment beyond 60 days**

\[
\frac{\text{[total # of claims closed during the period without payment beyond 60 days (∑ 3-95 through 3-98)]}}{\text{[total # of claims closed during the period without payment over all durations (∑ 3-93 through 3-98)]}}
\]

Ratio 9. **Pre-existing condition - closed without payments to total claims closed without payment**

\[
\frac{\text{[#of claims closed during the period without payment due to pre-existing condition exclusion (3 – 100)]}}{\text{[#of claims closed during the period without payment (3-77)]}}
\]

Ratio 10. **Inadequate documentation - closed with partial payments to total claims closed with partial payment**

\[
\frac{\text{[#of claims closed during the period with partial payment due to inadequate documentation (3 – 110)]}}{\text{[#of claims closed during the period with partial payment (3-72)]}}
\]

Ratio 11. **Percentage of policies in-force during the period that provided only accident coverage**

\[
\frac{\text{[#of policy/certificates in-force during the period that included accident-only coverage (2-28 + 2-29)]}}{\text{[#of policies/certificates in force during the period (∑ (2-28 through 2-37)])}}
\]

Ratio 12. **Non-renewals to policies in force**

\[
\frac{\text{[#of company initiated policy/certificates non-renewals during the period (2-46+2-47)]}}{\text{[#of policies/certificates in force during the period (∑ (2-28 through 2-37)])}}
\]

Ratio 13. **Percentage of policies returned under “Right to Examine and Return the Policy” provision**

\[
\frac{\text{[# of policies/certificates returned during the period under "Right to Examine" (2-38 + 2-39)]}}{\text{[total # of policies issued during the period (2-49 + 2-50)]}}
\]
Ratio 14. **Cancellations/terminations at the policy/certificate holders request**

\[
\frac{\text{[\# of cancellation/terminations during the period at the policy/certificate holders request (2-40+2-41)]}}{\text{[total \# of cancellation/terminations during the period (\(\sum 2-40 \text{ through } 2-45\) )]}}
\]

Ratio 15. **Applications denied for health status or condition to total applications received**

\[
\frac{\text{[# of applications denied for health status or condition during the period (2-61)]}}{\text{[# of applications received during the period (2-60)]}}
\]

Ratio 16. **Percentage of policies/certificates issued with a pre-existing condition exclusion**

\[
\frac{\text{[\# of policies/certificates issued with a pre-existing condition exclusion during the period (2-64)]]}}{\text{[total \# of policies issued during the period (2-49 + 2-50) ]}}
\]

Ratio 17. **Loss Ratio**

\[
\frac{\text{[Dollar amount of paid claims closed with full payment during the period (3-70)]}}{\text{[Dollar amount of claims closed with partial payment during the period (3-74)]}} + \frac{\text{[Direct earned premium during the period (2-58) ]}}{\}
\]

Ratio 18. **Average Dollars of Commission Per Policy/Certificate**

\[
\frac{\text{[Commissions incurred during the period (4-113)]}}{\text{[total \# of policies issued during the period (2-49 + 2-50) ]}} - \frac{\text{[Unearned commissions returned to company during the period (4-114)]}}{\}
\]

Ratio 19. **Percentage Commissions to Written Premium**

\[
\frac{\text{[Commissions incurred during the period (4-113)]}}{\text{[Direct written premium during the period (2-57) ]}} - \frac{\text{[Unearned commissions returned to company during the period (4-114)]}}{\}
\]

*Note: It is unclear to what extent commissions are paid on events other than new business (e.g., such as renewals)*
Ratio 20. **Lawsuits to Policies/Certificates in force during the period**

\[
\left( \frac{\text{# of lawsuits opened during the period (5-117)}}{\text{# of policies/certificates in force during the period (\(\sum (2-28 \text{ through } 2-37)\))}} \right)
\]

Ratio 21. **Lawsuits opened during the period to claims closed without payment**

\[
\left( \frac{\text{# of lawsuits opened during the period (5-117)}}{\text{# of claims closed during the period without payment (3-77)}} \right)
\]

Ratio 22. **Percentage of lawsuits closed with consideration for the consumer**

\[
\left( \frac{\text{Number of lawsuits closed with consideration for consumer (5-120)}}{\text{Number of lawsuits closed during the period (5-118)}} \right)
\]

Ratio 23. **The number of complaints per 1,000 policies in-force during the period**

\[
\left( \frac{\text{# of complaints received directly from any person or entity other than the DOI (5-115)}}{\left(\left[\text{# of policies/certificates in force during the period (\(\sum (2-28 \text{ through } 2-37)\))} \div 1,000\right]\right)} \right)
\]