

Schedule 1: Interrogatories

1. Has the company had a significant event/business strategy that would affect data for this reporting period? (Y/N)
2. If yes, add additional comments.
3. Has this block of business or part of this block of business been sold, closed or moved to another company during the reporting period? (Y/N)
4. If yes, add additional comments.
5. Was the Company still actively writing policies in the state at year end? (Y/N)
6. Does the company use third party administrators (TPAs) for purposes of supporting the pet insurance business being reported? (Y/N)
7. If yes, provide the names and functions for each TPA.
8. Does the company use managing general agents (MGAs) in it's pet insurance business being reported? (Y/N)
9. If yes, provide the names and functions allowed for each MGA.
10. Does the Company or any of it's MGAs (if applicable) offer a non-insurance wellness program to the consumers of the Company's Pet Insurance product? (Y/N)
11. Additional state specific Underwriting comments (optional)
12. Additional state specific Claims comments (optional)
13. Additional state specific Lawsuit and Complaints comments (optional)

Schedule 2: Underwriting Activity

Number of policies in force at the beginning of the period
Number of policies in force that included accident-only coverage
Number of policies in force that included accident and illness, coverage
Number of policies in force that included wellness coverages
Number of policies cancelled by the consumer during the period
Number of policies cancelled by the insurer during the period
Number of cancellations for non-pay or non-sufficient funds
Number of Company-Initiated non-renewals during the period
Number of policies expired during the period
Number of policies in force at end of the period
Number of new policies issued during the period
Number of renewal policies issued during the period
Dollar amount of direct premium written during the period
Number of Policies returned under the consumer's "Right to Examine and Return the Policy"

Schedule 3: Claims Activity

Dollar amount of claims paid during the policy period
Number of claims open at the beginning of the period
Number of claims opened during the period
Number of claims closed during the period, with payment
Number of claims closed during the period, without payment
Number of claims open at the end of the period

Number of claims denied including a denial code for a Preexisting Condition
Number of claims denied including a denial code for a hereditary disorder
Number of claims denied including a denial code for a congenital anomaly or disorder
Number of claims denied including a denial code for a chronic condition.
Number of claims denied including a denial code for waiting periods
Median days to final payment
Median days to claims closure when claim closed without payment
Number of claims closed with payment within 0-30 days
Number of claims closed with payment within 31-90 days
Number of claims closed with payment beyond 90 days
Number of claims closed without payment within 0-30 days
Number of claims closed without payment within 31-90 days
Number of claims closed without payment beyond 90 days

Schedule 4: Complaints and Lawsuits Activity

Number of complaints received directly from the DOI
Number of complaints received directly from any person or entity other than the DOI
Number of lawsuits open at the beginning of the period
Number of lawsuits opened during the period
Number of lawsuits closed during the period
Number of lawsuits open at the end of the period
Number of lawsuits closed with consideration for the consumer