Pet Insurance

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

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

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

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

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

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

**Ratio 4. Percentage of claims unprocessed (open?) at the end of the period**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Ratio 17. **Loss Ratio**

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

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

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

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

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

*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**

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