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

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

*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

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

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

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

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

Ratio 9. **Pre-existing condition - closed without payments to total claims closed without payment (inadequate documentation?)**

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

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**

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

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

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

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

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

\[
\left( \frac{\text{[# of cancellation/terminations during the period at the policy/certificate holders request (2-40+2-41)]}}{\text{[total # of cancellation/terminations during the period (Σ2-40 through 2-45)]}} \right)
\]

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

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

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**

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

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

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

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

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

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

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

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

**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**

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

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**

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