

Market Conduct Annual Statement

2018 Data Year Filings

Lender -Placed Auto and Lender-Placed Homeowners Data Elements



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MCAS Resources

Visit the 2018 MCAS Web page at:
https://www.naic.org/mcas_main.htm

- Important Dates
- Participation Requirements
- Frequently Asked Questions
- Reporting Blanks
- Data Call and Definitions
- MCAS User Guide
- CSV Data Upload Instructions

Remember

The filing deadline is

June 30th, 2019

Market Conduct Data

Lender-Placed Insurance

- Single-Interest Auto
- Dual-Interest Auto
- Single-Interest Home Hazard
- Dual-Interest Home Hazard
- Single-Interest Home Flood
- Dual-Interest Home Flood
- Single-Interest Home Wind-Only
- Dual-Interest Home Wind-Only

Lender-Placed Data Call & Definitions

- Lender-placed insurance has the same meaning as “Creditor-placed insurance” to be reported in the Credit Insurance Experience Exhibit (CIEE) of the Statutory Annual Statement

Lender-Placed Data Call & Definitions

- Single Interest - insurance that protects only the creditor's interest in the collateral securing the debtor's credit
- Dual-interest - insurance that protects the creditor's and the debtor's interest in the collateral securing the debtor's credit transaction.

Lender-Placed Data Call & Definitions

- Lender-placed auto includes insurance on automobiles, boats or other vehicles
- Lender-placed homeowners includes insurance on homes, mobile homes and other real estate.
- Real Estate Owned coverages are NOT to be included in MCAS reporting.

Data Reporting Methodology

Use the methodology and definitions used to file the CIEE of the Statutory Annual Statement.

Lender Placed MCAS Threshold

All companies licensed and reporting at least \$50,000 of lender-placed auto or \$50,000 of lender-placed homeowners (hazard, wind-only and flood collectively) gross premium within any of the participating MCAS jurisdictions

Threshold Example

- Kansas: Company direct premium:
 - \$70,000 for Lender-placed Auto (**Meets Threshold**)
 - \$45,000 for Lender-placed Home
- Missouri: Company direct premium:
 - \$0 for Lender-placed Auto
 - \$25,000 Lender-placed Home

Report Auto Data in KS and no data in MO

Threshold Example



\$50K LPI Home Premium



\$40K LPI Auto Premium

Lender-Placed Insurance Interrogatories

		Yes No Response	Explanation
01	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed auto coverage? (Y/N)		--
02	If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were single-interest lender-placed auto.	--	
03	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed auto coverage? (Y/N)		

Lender-Placed Claims Activity

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
29	Number of claims open at the beginning of the period.							
30	Number of claims opened during the period.							

Lender-Placed Underwriting Activity

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
52	Number of master policies in-force at beginning of the period							
53	Number of master policies added during the period							
54	Number of master policies canceled for any reason during the period							
55	Number of master policies in-force at the end of the period							

Lender-Placed Insurance Interrogatories

		Yes No Response	Explanation
01	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed auto coverage? (Y/N)		--
02	If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were single-interest lender-placed auto.	--	
03	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed auto coverage? (Y/N)		
04	If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were dual-interest lender-placed auto.	--	
05	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners hazard coverage? (Y/N)		--
06	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners hazard coverage.	--	
07	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners hazard coverage? (Y/N)		--
08	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners hazard coverage.	--	
09	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners flood coverage? (Y/N)		--
10	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners flood coverage.	--	
11	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners flood coverage? (Y/N)		--
12	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners flood coverage.	--	
13	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners wind-only coverage? (Y/N)		--
14	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners wind-only coverage.	--	
15	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners wind-only coverage? (Y/N)		--
16	If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners wind-only coverage.	--	
17	Was the company still actively writing policies/certificates in the state at year end? (Y/N)		--
18	Has the company had a significant event/business strategy that would affect data for this reporting period? (Y/N)		--
19	If yes, add additional comments	--	
20	Has all or part of this block of business been sold, closed or moved to another company during the year? (Y/N)		--
21	If yes, add additional comments	--	
22	How does the company treat subsequent supplemental payments on previously closed claims (or additional payments on a previously reported claim)? For example: Reopen original claim/open new claim	--	
23	Does the company require third parties it contracts with to forward insurance-related complaints to the company so the company may report the complaints in its complaints logs? (Y/N)		--
24	Additional comments if desired	--	
25	Does the company monitor third parties it contracts with to ensure insurance complaints are forwarded to the company? (Y/N)		--
26	Additional comments if desired	--	
27	Additional state specific Claims comments (optional):	--	
28	Additional state specific Underwriting comments (optional):	--	

January 1st, 2018 – December 31st, 2018

Lender-Placed Insurance Interrogatories

- 01 Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed auto coverage? (Y/N)
- 02 If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were single-interest lender-placed auto.
- 03 Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed auto coverage? (Y/N)
- 04 If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were dual-interest lender-placed auto.
- 05 Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners hazard coverage? (Y/N)
- 06 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners hazard coverage.
- 07 Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners hazard coverage? (Y/N)
- 08 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners hazard coverage.
- 09 Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners flood coverage? (Y/N)
- 10 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners flood coverage.
- 11 Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners flood coverage? (Y/N)
- 12 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners flood coverage.
- 13 Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed homeowners wind-only coverage? (Y/N)
- 14 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were single-interest lender-placed homeowners wind-only coverage.

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Home Hazard
+ Home Flood
+ Home Wind-Only

Greater than or Equal to \$50,000

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Home Hazard \$35,000 – Respond “Yes”
+ Home Flood \$75,000 – Respond “Yes”
+ Home Wind-Only \$5,000 – Respond “Yes”
\$115,000 (meets threshold)

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Home Hazard \$100,000 – Respond “Yes”
+ Home Flood \$0 – Respond “No”
+ Home Wind-Only \$0 – Respond “No”
Greater than or Equal to \$50,000

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Auto \$125,000 – Respond “Yes”

Home Hazard \$100,000 – Respond “Yes”

Home Flood \$0 – Respond “No”

Home Wind-Only \$0 – Respond “No”

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Auto \$15,000 – Respond “No”

Home Hazard \$100,000 – Respond “Yes”

Home Flood \$0 – Respond “No”

Home Wind-Only \$0 – Respond “No”

Interrogatory In-Force Coverage Questions

Collective premium threshold for lender placed home:

Auto \$125,000 – Respond “Yes”

Home Hazard \$10,000 – Respond “No”

Home Flood \$20,000 – Respond “No”

Home Wind-Only \$10,000 – Respond “No”

Interrogatories

Lender-Placed Insurance Interrogatories

		Yes	No	
		Response	Explanation	
01	Were there policies/certificates in-force during the reporting period that provided single-interest lender-placed auto coverage? (Y/N)	Y	-	
02	If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were single-interest lender-placed auto.	-	%	
03	Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed auto coverage? (Y/N)	N	-	
04	If Yes, enter the percentage of all lender-placed auto policies/certificates issued during the period which were dual-interest lender-placed auto.	-	Leave blank	

Interrogatories

Lender-Placed Claims Activity

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
29		X						
30								
31								
32								
33								
34								
35								
36								

Interrogatories

- 15 Were there policies/certificates in-force during the reporting period that provided dual-interest lender-placed homeowners wind-only coverage? (Y/N)
- 16 If Yes, enter the percentage of all lender-placed home policies/certificates issued during the period which were dual-interest lender-placed homeowners wind-only coverage.
- 17 Was the company still actively writing policies/certificates in the state at year end? (Y/N)
- 18 Has the company had a significant event/business strategy that would affect data for this reporting period? (Y/N)
- 19 If yes, add additional comments
- 20 Has all or part of this block of business been sold, closed or moved to another company during the year? (Y/N)

Interrogatories

- 18 Has the company had a significant event/business strategy that would affect data for this reporting period? (Y/N)
- 19 If yes, add additional comments
- 20 Has all or part of this block of business been sold, closed or moved to another company during the year? (Y/N)
- 21 If yes, add additional comments
- 22 How does the company treat subsequent supplemental payments on previously closed claims (or additional payments on a previously reported claim)?
For example: Reopen original claim/open new claim
- 23 Does the company require third parties it contracts with to forward insurance-related complaints to the company so the company may report the complaints in its complaints logs? (Y/N)
- 24 Additional comments if desired
- 25 Does the company monitor third parties it contracts with to ensure insurance complaints are forwarded to the company? (Y/N)
- 26 Additional comments if desired
- 27 Additional state specific Claims comments (optional):
- 28 Additional state specific Underwriting comments (optional):

Interrogatories

- 24 Additional comments if desired
- 25 Does the company monitor third parties it contracts with to ensure insurance complaints are forwarded to the company? (Y/N)
- 26 Additional comments if desired
- 27 Additional state specific Claims comments (optional):
- 28 Additional state specific Underwriting comments (optional):



Lender Placed Insurance Claims Data Elements



Lender-Placed Claim Activity

Claim - A request or demand for payment of a loss that may be included within the terms of coverage of an insurance policy. Each claimant/insured reporting a loss is counted separately.

Include:

- Both first and third party claims.

Lender-Placed Claim Activity

Claim

Exclude:

- An event reported for “information only”.
- An inquiry of coverage if a claim has not actually been presented (opened) for payment.
- A potential claimant if that individual has not made a claim nor had a claim made on his or her behalf.

Precautionary Reserves



Do Not Count as Opened or Closed Claims

Lender Placed Data Call & Definitions

Claims Closed with Payment – Claims closed with payment where the claim was closed during the reporting period regardless of the date of loss or when the claim was received.



Lender Placed Data Call & Definitions

Final Claim Payment made December 20, 2018

**Claim closed in company's claims system
January 5, 2019**

**Report as Open at
end of 2018**

**Report as Closed With
Payment in 2019**

Total Payment to Insured = \$50,000
Subrogation Recovered = \$50,000
Net Loss = 0



Lender-Placed Data Call & Definitions

Claims Closed WITHOUT Payment –
Include:

- Claims that are closed because the amount claimed is below the insured's deductible.



1025

DATE: _____

Loss Adjustment

PAY TO THE ORDER OF: _____ \$ _____

DOLLARS

MEMO: _____

0000000000 *0000000000*

Closed without payment

INSURANCE CLAIM FORM

Closed without payment

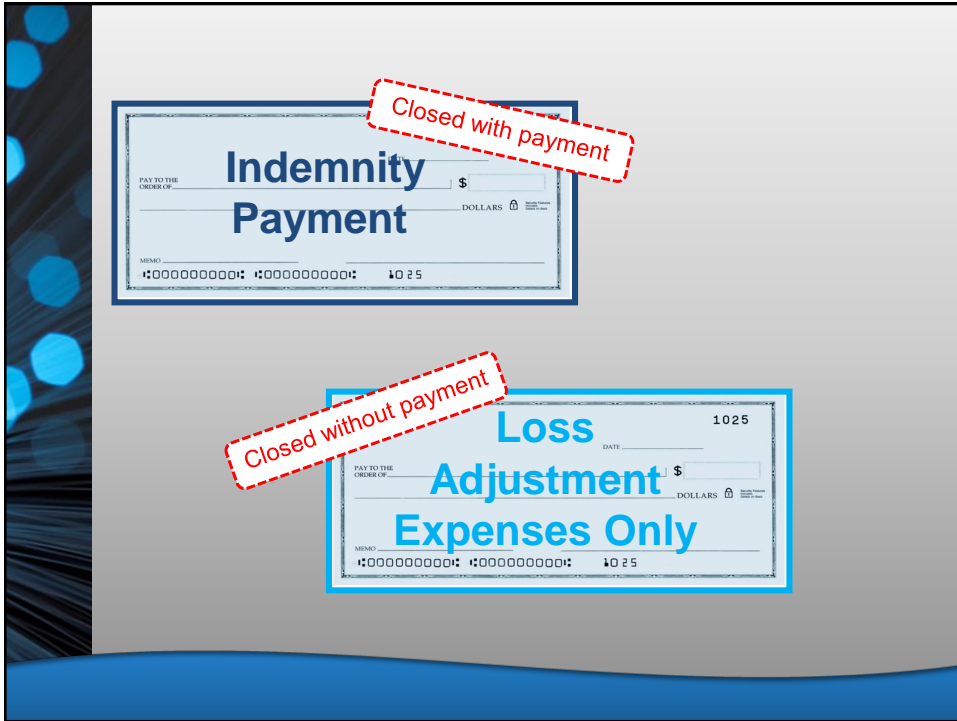
No policy in-force

28

25

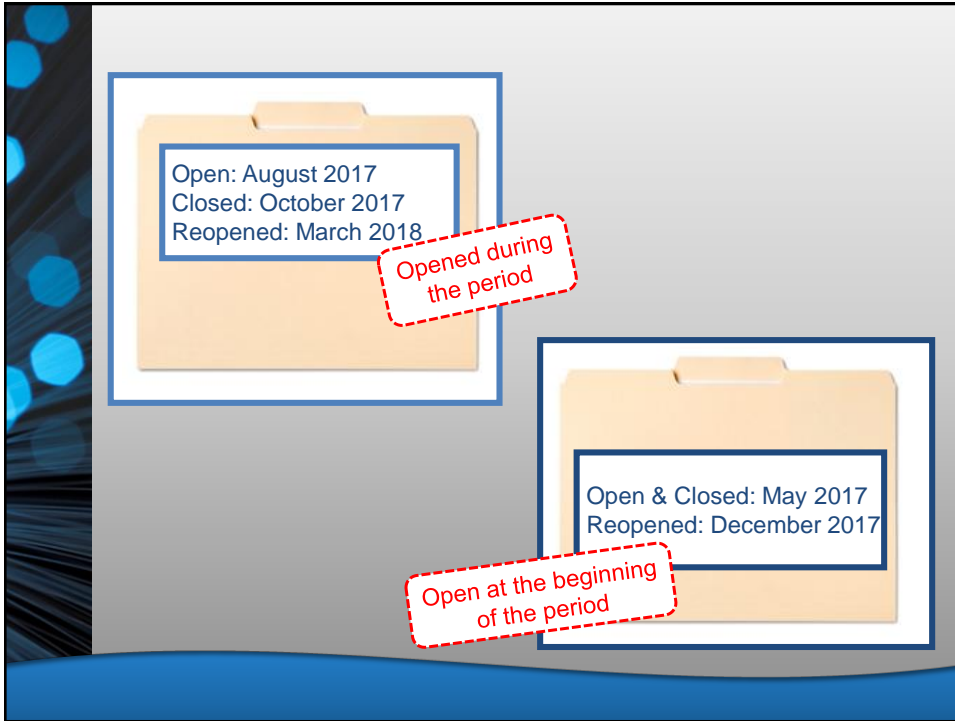
During the reporting period

Claims closed with and without payment should include all claims that were closed DURING the reporting period regardless of the date of loss or when the claim was received



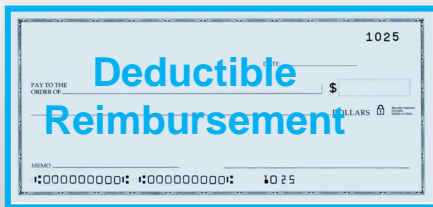
Reopened Claims

If a claim is closed and is later re-opened, the re-opened claim should be counted as a new and distinct claim.



Reopened Claims

- Closed With Payment
- Or
- Closed Without Payment



Do not report a claim as opened and closed:

- **If the claim is reopened to reimburse an insured's deductible**
- **or to process a subrogation recovery**



Subrogation Recovery

Always Remember...

You cannot close more claims than you have received.

Speed of Claim Settlements

34	Number of claims closed with payment within 0-30 days.
35	Number of claims closed with payment within 31-60 days.
36	Number of claims closed with payment within 61-90 days.
37	Number of claims closed with payment within 91-180 days.
38	Number of claims closed with payment within 181-365 days.
39	Number of claims closed with payment beyond 365 days.
40	Number of claims closed without payment within 0-30 days.
41	Number of claims closed without payment within 31-60 days.
42	Number of claims closed without payment within 61-90 days.
43	Number of claims closed without payment within 91-180 days.
44	Number of claims closed without payment within 181-365 days.
45	Number of claims closed without payment beyond 365 days.
46	Median days to final payment.

Claims Closed With & Without Payment

34	Number of claims closed with payment within 0-30 days.
35	Number of claims closed with payment within 31-60 days.
36	Number of claims closed with payment within 61-90 days.
37	Number of claims closed with payment within 91-180 days.
38	Number of claims closed with payment within 181-365 days.
39	Number of claims closed with payment beyond 365 days.
40	Number of claims closed without payment within 0-30 days.
41	Number of claims closed without payment within 31-60 days.
42	Number of claims closed without payment within 61-90 days.
43	Number of claims closed without payment within 91-180 days.
44	Number of claims closed without payment within 181-365 days.
45	Number of claims closed without payment beyond 365 days.

January 1, 2018 – December 31, 2018

Number of days to settlement

- The number of days from when the claim was reported



Reported

Aging on supplemental payments

- The time the request for supplemental payment was received to the date of payment of the supplement



Request Received

Claims Closed With & Without Payment

29	Number of claims open at the beginning of the period.
30	Number of claims opened during the period.
31	Number of claims closed during the period, with payment
32	Number of claims closed during the period, without payment
33	Number of claims remaining open at the end of the period
34	Number of claims closed with payment within 0-30 days.
35	Number of claims closed with payment within 31-60 days.
36	Number of claims closed with payment within 61-90 days.
37	Number of claims closed with payment within 91-180 days.
38	Number of claims closed with payment within 181-365 days.
39	Number of claims closed with payment beyond 365 days.
40	Number of claims closed without payment within 0-30 days.
41	Number of claims closed without payment within 31-60 days.
42	Number of claims closed without payment within 61-90 days.
43	Number of claims closed without payment within 91-180 days.
44	Number of claims closed without payment within 181-365 days.
45	Number of claims closed without payment beyond 365 days.

Number of claims closed with payment during the period

Number of claims closed without payment during the period

Median Days

34	Number of claims closed with payment within 0-30 days.
35	Number of claims closed with payment within 31-60 days.
36	Number of claims closed with payment within 61-90 days.
37	Number of claims closed with payment within 91-180 days.
38	Number of claims closed with payment within 181-365 days.
39	Number of claims closed with payment beyond 365 days.
40	Number of claims closed without payment within 0-30 days.
41	Number of claims closed without payment within 31-60 days.
42	Number of claims closed without payment within 61-90 days.
43	Number of claims closed without payment within 91-180 days.
44	Number of claims closed without payment within 181-365 days.
45	Number of claims closed without payment beyond 365 days.
46	Median days to final payment.

Lender Placed Data Call & Definitions

Median Days to Final Payment – The median value for all claims closed with payment during the period.

Calculation for losses with one final payment date during the reporting period:

- Date the loss was reported to the company to the date of final payment.

Calculation for losses with multiple final payment dates during the reporting period:

- Date the request for supplemental payment received to the date of final payment (for each different final payment date.)

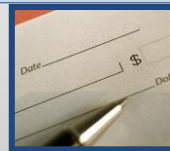
Exclude:

- Subrogation payments should not be included.

Calculation Clarification / Example:

- To determine the Median Days to Final Payment you must first determine the number of days it took to settle each claim. This is the difference between the date the loss was reported to the company, or the date the request for supplemental payment was received, to the date of final payment. The Median Days to Final Payment is the median value of the number of days it took to settle all claims closed with payment during the period.

SPEED OF CLAIM SETTLEMENT



The median is the value above which and below which there are an equal number of values.

30 days to settlement

45 days to settlement

60 days to settlement

Subrogation claims

- Should be removed from set of claims used to calculate median

SPEED OF CLAIM SETTLEMENT

The median is the value above which and below which there are an equal number of values.

- 30 days to settlement
- 45 days to settlement**
- 60 days to settlement

Not Included in Median Count

100 Closed Claims

20 Claims Closed 0-30 days

40 Claims Closed 31-60 days

40 Claims Closed 61-90 days

Median Value = 31 - 60 days

		Single-Interest	Dual-Interest	Single-Interest	Dual-Interest	Single-Interest	Dual-Interest	Single-Interest	Dual-Interest
		Auto	Auto	Home Hazard	Home Hazard	Home Flood	Home Flood	Home Wind-Only	Home Wind-Only
29	Number of claims open at the beginning of the period.								
30	Number of claims opened during the period.								
31	Number of claims closed during the period, with payment								
32	Number of claims closed during the period, without payment								
33	Number of claims remaining open at the end of the period								
34	Number of claims closed with payment within 0-30 days.								
35	Number of claims closed with payment within 31-60 days.								
36	Number of claims closed with payment within 61-90 days.								
37	Number of claims closed with payment within 91-180 days.								
38	Number of claims closed with payment within 181-365 days.								
39	Number of claims closed with payment beyond 365 days.								
40	Number of claims closed without payment within 0-30 days.								
41	Number of claims closed without payment within 31-60 days.								
42	Number of claims closed without payment within 61-90 days.								
43	Number of claims closed without payment within 91-180 days.								
44	Number of claims closed without payment within 181-365 days.								
45	Number of claims closed without payment beyond 365 days.								
46	Median days to final payment.								
47	Number of suits open at beginning of the period.								
48	Number of suits opened during the period.								
49	Number of suits closed during the period.								
50	Number of suits closed during the period with consideration for the borrower.								
51	Number of suits open at end of period.								

LAW SUIT



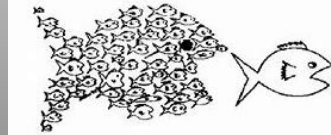
Lender Placed Lawsuits

- Include only lawsuits brought by an applicant for insurance, a policyholder or a beneficiary as a plaintiff against the reporting insurer or its agent as a defendant
- Include all lawsuits, whether or not a hearing or proceeding before the court occurred
- Do **not** include arbitrations of any sort
- If one lawsuit seeks damages under two or more policies, count the number of policies involved as the number of lawsuits.
 - For example, if one lawsuit seeks damages under three policies, count the action as three lawsuits
- If one lawsuit has two or more complainants, report the number of complainants as the number of lawsuits.
- Report a lawsuit in the jurisdiction in which the policy was issued with the exception of class action lawsuits.

Treatment of Class Action Lawsuits

- Report the opening and closing of a class action lawsuit once in each state in which a potential class member resides.
- Include an explanatory note with your submission stating the number of class action lawsuits included in the data and the general cause of action.

CLASS ACTION



Lender-Placed Data Call & Definitions

Lawsuits Closed During the Period with Considerations for the Borrower

- A lawsuit closed during the reporting period in which a court order, jury verdict, or settlement resulted in payment, benefits, or other thing of value, such as consideration to the applicant, policyholder, or beneficiary, in an amount greater than offered by the reporting company before the lawsuit was brought.

Lender-Placed Insurance (2018)

Lender-Placed Underwriting Activity

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
52								
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71								

January 1st, 2018 – December 31st, 2018

Lender Placed Underwriting Data Elements

Lender-Placed Data Call & Definitions

Master Policy

A Master Policy is a group policy providing coverage for the vehicles or property serving as collateral for a portfolio of loans. Individual coverage, typically in the form of a certificate, is issued from the Master Policy at the direction of the lender or servicer or automatically at the point in time when the borrower's required voluntary insurance ceases to be in force.

Individual Policy

An Individual Policy is lender-placed insurance issued for an individual vehicle or property, respectively.

Lender-Placed Data Call & Definitions

Certificate

A Certificate is lender-placed insurance issued under a master policy for an individual vehicle or property, respectively.

-For example, if the insurer issues 300 certificates under a lender-placed master policy or policies, report 300

In-Force

In-Force refers to a master policy, individual policy or certificate in effect during the reporting period.

Lender-Placed Data Call & Definitions

Cancellations

- Cancellations include all cancellations of the policies and certificates where the cancellation was executed during the reporting year, regardless of the date of placement of the coverage.

Flat Cancellations

- A flat cancellation is when the coverage was cancelled effective the date of coverage with 100% refund of premium.

Lender-Placed Insurance (2018)

Lender-Placed Underwriting Activity (Continued)

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
72	Average gross placement rate during period							
73	Dollar amount of gross written premium during the period							
74	Dollar amount of net written premium during the period							
75	Net written premium during period for policies/certificates for which no separate charge is made to the borrower							
76	Dollar amount of premium earned during the period							
77	Dollars of claims paid during the period							
78	Dollars of claims incurred during the period							
79	Number of complaints received directly from the DOI							
80	Number of complaints received directly from any person or entity other than the DOI							

Average Gross Placement Rate

- Average gross placement rate is the total number of coverages placed before cancellations during the reporting period, **divided** by the average number of exposures during the reporting period
- Average number of exposures means the average number of vehicles covered by lender-placed auto policies, or the average number of properties covered by lender-placed home policies during the reporting period.

Lender-Placed Underwriting Activity (Continued)

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
72	Average gross placement rate during period							
73	Dollar amount of gross written premium during the period							
74	Dollar amount of net written premium during the period							
75	Net written premium during period for policies/certificates for which no separate charge is made to the borrower							
76	Dollar amount of premium earned during the period							
77	Dollars of claims paid during the period							
78	Dollars of claims incurred during the period							
79	Number of complaints received directly from the DOI							
80	Number of complaints received directly from any person or entity other than the DOI							

Lender-Placed Data Call & Definitions

Gross Premium Written During Period

- The total premium written before any reductions for refunds for the particular type of lender-placed insurance during the reporting period.
- Include premium only for lender-placed insurance for which a separate charge is made to the borrower.

Net Premium Written During Period

- Gross premium written less refunds for the particular type of lender-placed insurance during the reporting period.
- Include premium only for lender-placed insurance for which a separate charge is made to the borrower.

Lender-Placed Data Call & Definitions

Net Premium Written During Period for Policies/Certificates for Which No Separate Charge is Made to the Borrower

- Gross premium written less refunds for the particular type of lender-placed insurance during the reporting period.
- Include premium only for lender-placed insurance for which no separate charge is made to the borrower.

Premiums Earned During Period

- Earned premiums for the particular type of lender-placed insurance during the reporting period.
- Include premium only for lender-placed insurance for which a separate charge is made to the borrower.

Lender-Placed Underwriting Activity (Continued)

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
72	Average gross placement rate during period							
73	Dollar amount of gross written premium during the period							
74	Dollar amount of net written premium during the period							
75	Net written premium during period for policies/certificates for which no separate charge is made to the borrower							
76	Dollar amount of premium earned during the period							
77	Dollars of claims paid during the period							
78	Dollars of claims incurred during the period							
79	Number of complaints received directly from the DOI							
80	Number of complaints received directly from any person or entity other than the DOI							

Lender-Placed Data Call & Definitions

Dollars of Claims Paid During Period

- The total dollars paid for claims for the particular type of lender-placed insurance during the period.
- Include paid claim dollars only for lender-placed insurance for which a separate charge is made to the borrower.

Dollars of Claims Incurred During Period

- The total dollars incurred for claims for the particular type of lender-placed insurance during the period.
- Include incurred claim dollars only for lender-placed insurance for which there is a separate charge to the borrower

Lender-Placed Underwriting Activity (Continued)

	Single-Interest Auto	Dual-Interest Auto	Single-Interest Home Hazard	Dual-Interest Home Hazard	Single-Interest Home Flood	Dual-Interest Home Flood	Single-Interest Home Wind- Only	Dual-Interest Home Wind- Only
72	Average gross placement rate during period							
73	Dollar amount of gross written premium during the period							
74	Dollar amount of net written premium during the period							
75	Net written premium during period for policies/certificates for which no separate charge is made to the borrower							
76	Dollar amount of premium earned during the period							
77	Dollars of claims paid during the period							
78	Dollars of claims incurred during the period							
79	Number of complaints received directly from the DOI							
80	Number of complaints received directly from any person or entity other than the DOI							

Lender-Placed Data Call & Definitions

Complaints Received Directly from the Department of Insurance

All complaints:

- As identified by the DOI as a complaint
- Related to LPI or insurance tracking
- Sent or otherwise forwarded by the DOI to the reporting company



Lender-Placed Data Call & Definitions

Complaints Received Directly from any Person or Entity Other than the Dept. of Insurance

Any written communication that expresses dissatisfaction with a specific person or entity subject to regulation under the state's insurance laws. An oral communication, which is subsequently converted to a written form in order to be analyzed and acted upon

Includes:

- Any complaint regardless of the subject of the complaint (claims, underwriting, marketing, etc.)
- Complaints received from third parties, including, but not limited to, lenders or servicers
- From social media sites if specific enough to meet the definition of complaint

Concludes

Market Conduct Annual Statement

2018 Data Year Filings

Lender-Placed Insurance

Data Elements



Market Conduct Annual Statement 2019 Data Year Filings

Validation and Review



MCAS Validations

MCAS Validations are data checks programmed within the MCAS data submission application.

- Errors - Some validations are considered to be Errors and must be corrected before submission of data is allowed.
- Warnings – Other validations are considered to be Warnings. Filings containing Warnings can be successfully submitted.



MCAS Validation Warnings

- MCAS Validations assist insurers in the review of their data within the MCAS application to ensure their data is accurate and entered as intended.
- MCAS Validations assist state insurance regulators and NAIC staff in reviewing submitted MCAS data.



MCAS Validation Warnings

It is understood that some validation warning failures may be generated on accurate data that is the result of valid circumstances.

Filing Matrix for [Company] - 2018

Expand All

Alaska					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Homeowners	Filed	4	0		

Total Warnings: 4

California					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Lender-Placed insurance	Filed	0	0		

Maryland					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Lender-Placed insurance	Filed	0	0		

Filing Matrix for [Company] - 2018

Expand All

Alaska					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Homeowners	Filed	4	0		

Total Warnings: 4

California					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Lender-Placed insurance	Filed	0	0		

Maryland					
	STATUS	WARNINGS	ERRORS	WAIVER	EXTENSION
Lender-Placed insurance	Filed	0	0		

Private Passenger Auto Interrogatories

		Yes No Response	Explanation
01	Were there policies in force during the reporting period that provided Collision coverage?	--	
02	Were there policies in force during the reporting period that provided Comprehensive coverage?	--	
03	Were there policies in force during the reporting period that provided Bodily Injury coverage?	--	
04	Were there policies in force during the reporting period that provided Property Damage coverage?	--	
05	Were there policies in force during the reporting period that provided Uninsured Motorists and Underinsured Motorists (UMBI) coverage?	--	
06	Were there policies in force during the reporting period that provided Uninsured Motorists and Underinsured Motorists (UMPD) coverage?	--	
07	Were there policies in force during the reporting period that provided Medical Payments coverage?	--	
08	Were there policies in force during the reporting period that provided Combined Single Limits coverage?	--	
09	Were there policies in force during the reporting period that provided Personal Injury Protection coverage?	--	
10	Was the company actively writing policies in the state at year end?	--	
11	Does the company write in the non-standard market?	--	
12	If Yes, what percentage of your business is non-standard?	--	
13	If Yes, how is non-standard defined?	--	
14/15	Has the company had a significant event/business strategy that would affect data for this reporting period?	--	
16/17	Has all or part of this block of business been sold, closed or moved to another company during the year?	--	Comments
18	How does the company treat subsequent supplemental or additional payments on previously closed claims?	--	
19	Additional state specific Claims comments (optional):	--	
20	Additional state specific Underwriting comments (optional):	--	

By checking the "I attest" box below, I understand, agree and certify on behalf of the named company that:

1. I am authorized to submit the Market Conduct Annual Statement on behalf of the named company and to bind the company to the statements in this attestation;
2. I am knowledgeable of the information required to be provided in the Market Conduct Annual Statement filed by this company and have reviewed this filing;
3. To the best of my knowledge and belief, this filing represents a full and accurate statement of the information required to be provided in the Market Conduct Annual Statement pursuant to the applicable instructions; and
4. I am aware that the state insurance department(s) receiving the data may initiate regulatory action as authorized by law in a specific jurisdiction if the data submitted in the MCAS is inaccurate, incomplete, or found to be materially false, misleading or omissive.
5. I affirm that the company is able to accurately trace the data as reported to its source within the company and if necessary recreate the MCAS results as reported in this filing.

I Attest

I Attest

NOTE: The company must provide the name for at least two individuals who are able to attest that the criteria listed above have been met, and attest to the overall accuracy of the MCAS filing. Both attestors should have participated in the review and validation of the filing. We recommend that one person be the individual with operational responsibility for the source data such as a responsible individual from claims, underwriting or compliance. We recommend that the second person should be a responsible IT person that participated in the creation of the data in the filing.

Overall comments for the filing year 2018

[Log In](#)

Don't have an MCAS login?
[Click Here to get it.](#)

[Help](#) | [FAQ \(PDF\)](#) | [Contact](#)

GENERAL FILING INFORMATION

[Participation Requirements \(PDF\)](#)

RESOURCES

Data Collection Worksheets (Blanks)

- Annuity (PDF)
- Health (PDF)
- Homeowners (PDF)
- Lender-Placed Home and Auto (PDF)
- Life (PDF)
- Long-Term Care (PDF)
- Private Passenger Auto (PDF)

Data Call and Definitions (Instructions)

- Health (PDF)
- Homeowners (PDF)
- Lender-Placed Home and Auto (PDF)
- Life & Annuity (PDF)
- Long-Term Care - Hybrid (PDF)
- Long-Term Care - Stand-Alone (PDF)
- Private Passenger Auto (PDF)

Summary of 2018 Changes (PDF)

2018 MCAS User Guide (PDF)

- CSV Instructions and Resources
- CSV Data Upload Instructions (PDF)
- CSV Assistant Instruction (PDF)

CSV Assistant Files

- Annuity
- Health

Key 2018 MCAS Dates

December 14, 2018	Call letters to companies
Mid-January 2019	Last day to submit 2017 corrections (See FAQ Document)
February - March, 2019	MCAS training webinars (Webinar information coming later)
April 30, 2019	MCAS submissions due for all lines of business except Health and Lender-Placed
June 30, 2019	MCAS submissions due for Lender-Placed and Health
July 1, 2019	MCAS industry scorecards posted to MCAS Web page for all lines of business except Health and Lender-Placed
August 1, 2019	MCAS industry scorecards posted to MCAS Web page for Health Only
September 1, 2019	MCAS industry scorecards posted to MCAS Web page for Lender-Placed Only

New for 2018 Data Year

- The lender-placed auto and homeowners MCAS was adopted on August 9, 2017 at the NAIC Executive/Plenary session during the NAIC Summer National Meeting. Lender-placed auto and homeowners MCAS data will be collected for the first time beginning with the 2018 data year. The reporting deadline for the first filing year will be June 30, 2019.

What Do Documents Found on this Web Page Tell Me?

General Filing Information

- Participation Requirements - Detailed information to assist in determining if your company is required to submit MCAS data

Resources

- Data Collection Worksheets (Blanks) - Table layout representation of the required data elements
- Data Call and Definitions (Instructions) - Listing of MCAS data elements and definitions to follow when preparing data for submission
- MCAS User Guide - Information about how to use the MCAS application and a listing of data validations used within the application
- CSV Data Upload Instructions - Layout guidelines for preparing a CSV file for uploading to the MCAS application (The use of a CSV file is not required).
- CSV Assistant Instructions - Guidance for using the CSV Assistance Files
- CSV Assistant Files - Templates to assist in the creation of CSV data files
- Scorecard Ratio Formulas - Listing of standard scorecard ratios calculated for each MCAS lines of business

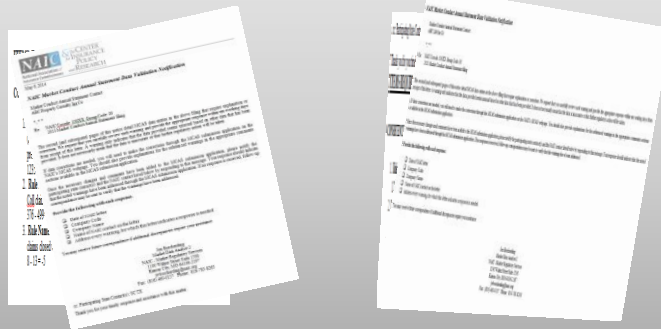
Additional Information

- FAQ (Frequently Asked Questions) - Contains both technical and definitional information not located in the other Help documents (Located just under the MCAS "Log In" icon) You will find answers to questions regarding...

State Regulators have Oversight



Data Validation Notifications



The ABC Group

Company A

Company B

Company C



Questions

Comments

Concerns



**Concludes
Market Conduct Annual Statement
2018 Data Year Filings**

Validation and Review

