

2015

Report on
Review of the
2015 Assignment
of Benefits
Data Call

February 8, 2016



FLORIDA OFFICE OF
INSURANCE REGULATION

Kevin M. McCarty, Insurance Commissioner

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Introduction and Scope

Pursuant to Section 624.316 Florida Statutes, the Florida Office of Insurance Regulation (Office) collected data from insurers that write certain types of personal residential property policies in Florida. A copy of this data call may be found in Appendix A. The top 25 insurers writing Homeowners/HO-3 (Owners policy type) and Dwelling Fire (DF) policies were required to submit data to the Office; however, any insurer could voluntarily submit data.

The top 25 insurers, based on policies in force as of June 30, 2015, were determined based on data submitted to the Office through the Quarterly and Supplemental Reporting System – Next Generation (QUASRng). A list of all insurers that submitted data may be found in Appendix B of this report. The responding insurers represent approximately 80.5% of the HO-3 and DF policies in force as of June 30, 2015.

The data call was developed after multiple discussions with representatives from insurers and trade groups. It was understood the data call requested information that may not be contained in an insurer's claims database. In order to facilitate a quicker submission, the Office requested that companies only submit the data currently in their computer systems and not conduct a manual claim review to complete all of the requested data points.

The insurers were required to respond by December 7, 2015. Due to system constraints and policy procedures, three insurer/insurer groups submitted the data via delivery service rather than through email. The last of the original submissions was received by the Office on December 10, 2015.

The data call encompassed two sets of data:

- **Section A** - Detailed claim information for each claims for water or roof damage which were closed between January 1, 2010 and September 30, 2015.
- **Section B** - Summary information by county for closed claims during that same time period for all other perils (AOP), excluding hurricane and sinkhole, as well as open claims as of October 1, 2015 for both AOP and Water/Roof claims.

This report relies upon the data provided by the insurers being accurate and complete. The submitted data was checked for reasonability and obvious errors; however, this report is based on the information as received and no audit of the data has been

performed. Based on the reasonability checks, there were several data quality issues that were raised with the insurers. Some of the issues were minor and did not require resubmissions, such as:

- The city provided was based on the mailing address and not the location of the loss.

Some data quality issues resulted in certain claims being removed from the detailed claim data, such as:

- Claims for property located in South Carolina
- Claims where the data closed was after September 30, 2015, or;
- Claims where the type of policy could not be identified or was not an HO-3 or DF policy.

Other data issues were more significant and required the insurers to resubmit the data call; one insurer required multiple resubmissions. The most recent re-submissions were received on January 4, 2016.

Citizens Property Insurance Corporation (Citizens) issued an analysis performed on its own data on January 21, 2016. That report concluded, “water loss claims, exacerbated by assignment of benefits, are driving higher rates in South Florida and increasingly across the state.” More information on this analysis may be found on the Citizens website (www.citizensfla.com) under the Media Resources section.

As Citizens’ data has already been examined and reported on, this report will instead focus on the data provided by voluntary carriers.

Data and Findings

Data Used in the Analysis

Detailed information for 561,763 water or roof damage claims was submitted as part of Section A of the data call. Of these claims, the following were removed:

| | |
|---|----------------|
| Claims submitted by Citizens Property Insurance Corporation | 152,187 |
| Claims with incorrect or unavailable policy types (mobile home, condo unit owners, unknown or N/A) | 2,125 |
| Claims closed on or after October 1, 2015 | 825 |
| Claims still open as of October 1, 2015 | 335 |
| Claims associated with a loss in a county unable to be identified | 9 |
| Claims associated with losses occurring in another state | 5 |
| Claim with no closed date listed | 1 |
| Total claims eliminated from this analysis | 155,487 |

To simplify this report, the analysis will focus on water claims rather than claims from roof damage. Similar trends to those shown in this report were also observed for roof damage claims. Of the remaining 406,276 claims after the adjustments shown above, 259,742 were considered water claims (damage that resulted from water pipes busting, leaks from appliances, etc.).

The data was grouped based on the year in which the claim was closed. When the year closed of 2015 is referenced in this report, it represents all claims closed between January 1, 2015 and September 30, 2015.

Summary of the Findings for Water Claims

Based on the 259,742 water claims¹ reported by the insurers:

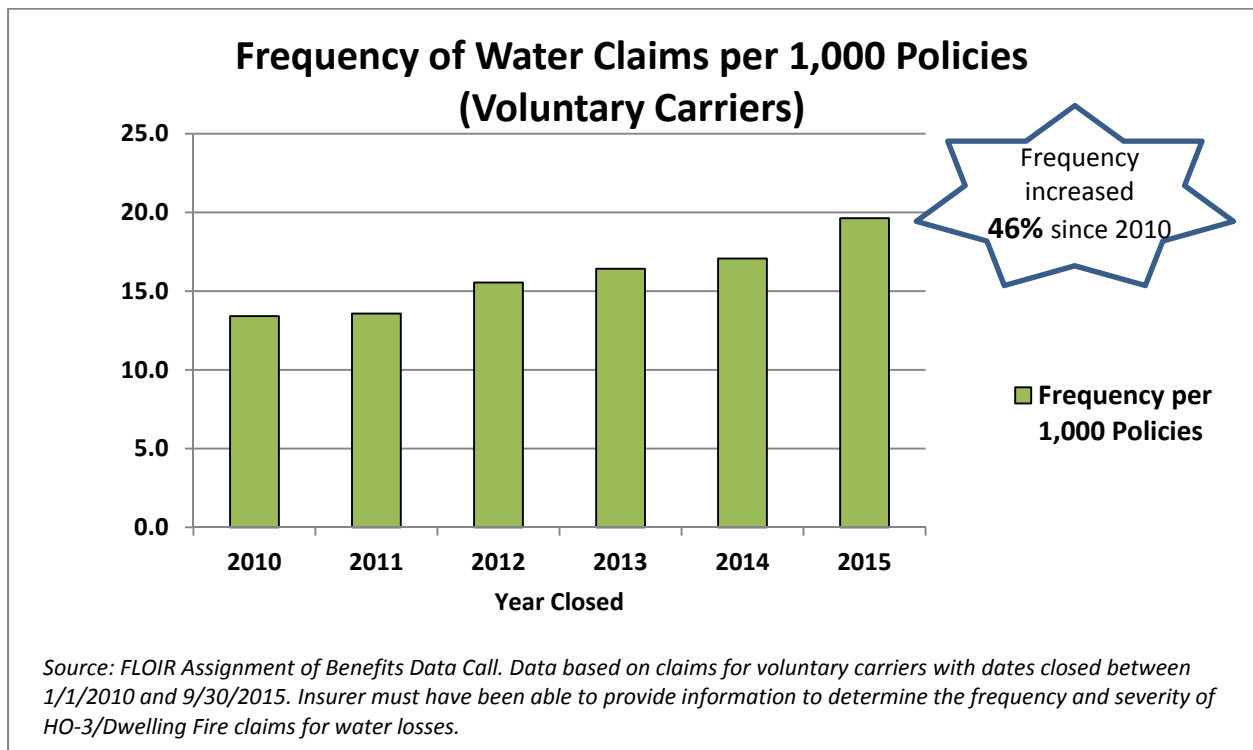
- The HO-3/DF frequency of water claims per 1,000 policies has increased by **46%** since 2010. This represents an average annual increase in frequency of water claims of **8.3%** each year.
- The average severity of HO-3/DF water claims increased by **28%** since 2010. This represents an average annual increase in the severity of water claims of **5.4%** each year.
- The combined impact of changes in frequency and severity result in an average **14.2%** increase in water losses each year.
- Southeast Florida has the highest frequency and severity of HO-3/DF water losses; however, the highest combined change in frequency and severity actually occurred in Central Florida. All regions are seeing significant increases in water losses.
- Claims with an Assignment of Benefit (AOB) generally have a higher severity than claims without an AOB; however, the cause of this cannot be determined by this data call.
- There has been a significant increase in the use of AOBs since 2010, from 5.7% of the claims to 15.9% of the claims. This increase in the use of AOBs is being seen across all regions.
- With the exception of Southeast Florida, all regions have at least 50% of the water claims being reported to the insurer within three days.

¹ The number of claims in each analysis will vary based on the level of complete information that each insurer was able to supply for the necessary data points. Each section will discuss what data, of the 259,742 claims, was removed from the analysis.

Frequency/Severity Analysis

The first analysis involved examining the changes in frequency² and severity³ of water claims. Frequency was calculated based on the number of claims divided by “earned house years”⁴ in thousands. The number of earned house years by county was provided in Section B of the data call. There were three insurers excluded from this analysis: two insurers were unable to provide the earned house years information by county and one insurer included claims from policy types that should not have been contemplated in this analysis (such as mobile homes). The excluded insurers represented 31,030 claims.

The chart below shows the HO-3/DF frequency of water claims per 1,000 policies has increased by **46%** since 2010:



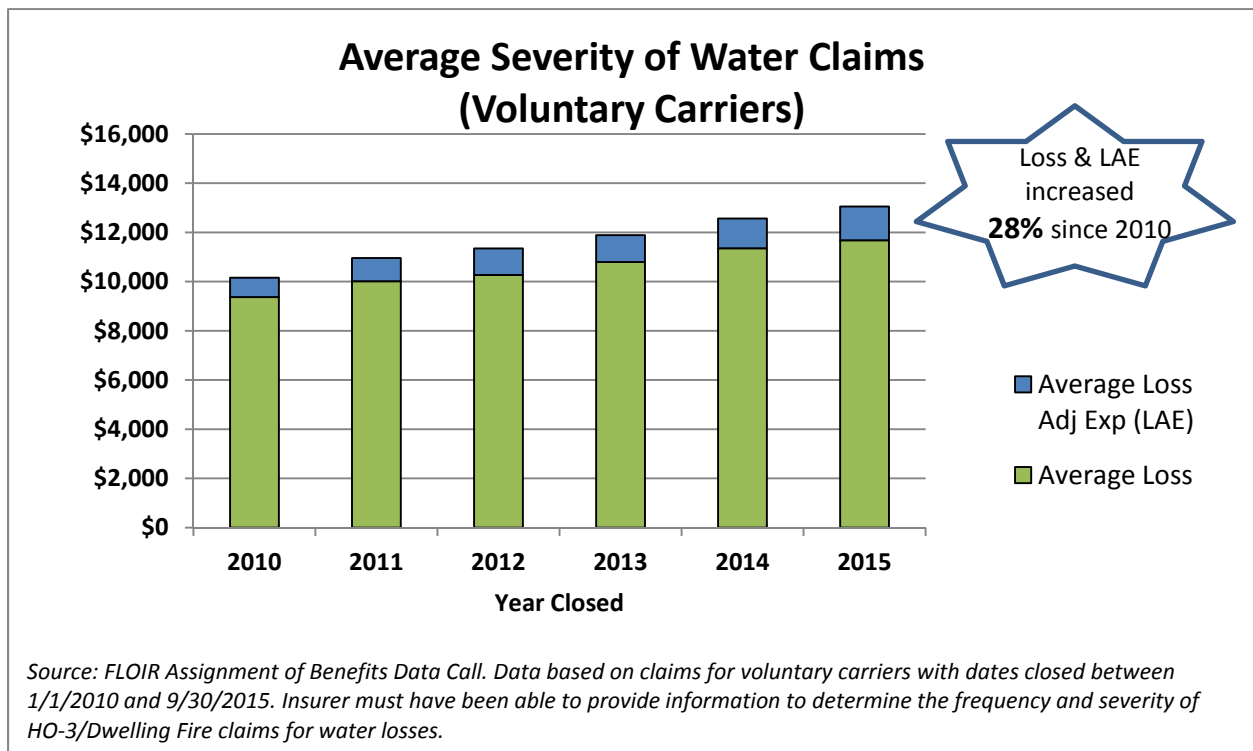
This represents an average annual increase in the frequency of water claims of **8.3%** each year.

² Frequency is the likelihood that a loss will occur. It is calculated as the number of claims that occur divided by exposure base. In this report, the frequency is expressed as the number of claims that occur per every 1,000 policies.

³ Severity is the amount of losses paid for a claim.

⁴ “Earned house years” is an exposure base used in personal residential ratemaking. It represents one house insured for one year.

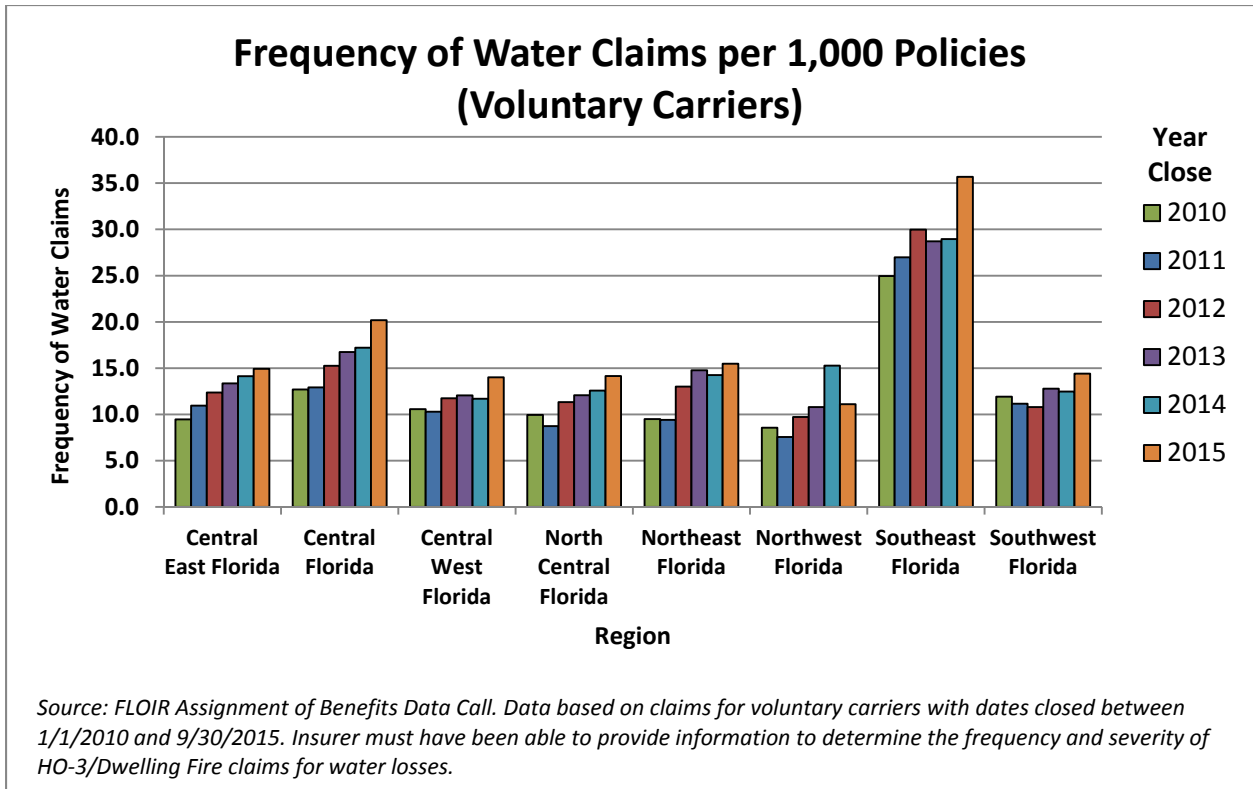
Using the same subset of policies, the average severity of HO-3/DF water claims during this period increased by **28%**, as shown below:



This represents an average annual increase in the severity of water claims of **5.4%** each year. The combined impact of changes in frequency and severity result in an average **14.2%** increase in water losses each year. If there were no other perils covered under the policy and no changes in expenses from year to year, an insurer may need to increase its rates by **10%** or more each year (depending on the insurer's expenses) just to break-even due to the increase in water losses.

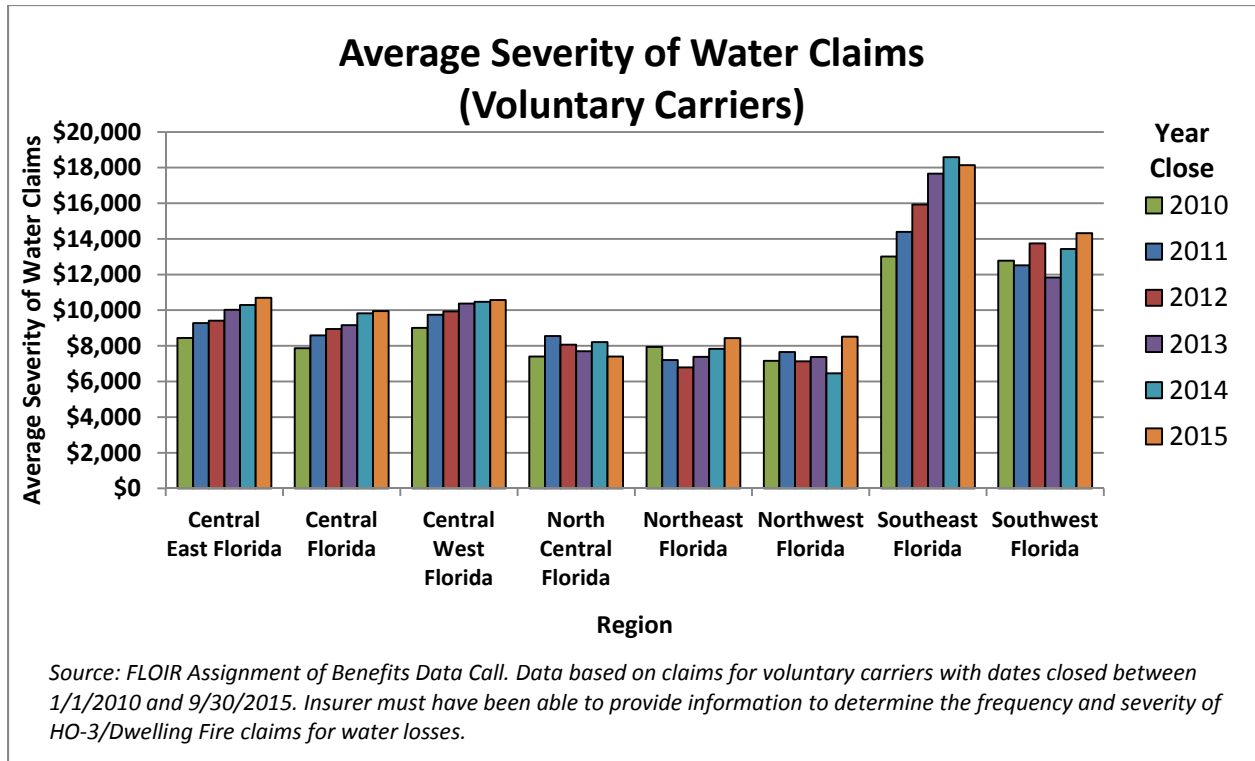
Data presented by Citizens at the 2015 Public Rate Hearing indicated there was a concentration of water losses in the southeast region of the state. Subsequent information from Citizens would suggest the increases in water losses are starting to be felt in other regions of the state.

The next set of charts examines the changes in frequency and severity of water losses by region for voluntary writers. A breakdown of the counties that would comprise each region may be found in Appendix C.



Southeast Florida has, by far, the largest frequency of water claims than any other region of the state. Between claims closed in 2010 and claims closed in the first three quarters of 2015, Southeast Florida experienced an increase in water claim frequency of 43%. While this is a significant increase in claim frequency, all regions of the state experienced double-digit increases between 2010 and 2015.

Southeast Florida also has the highest average severity of water claims and the highest increase in claim severity (39%), of any region in the state. All regions of the state experienced increases in the claim severity between 2010 and 2015. Most regions received double-digit increases, with the exception of North Central Florida (+0.1%) and Northeast Florida (+6.2%).



| Region | Change from 2010 - 2015 | | | Average Annual Trend | | |
|-----------------------|-------------------------|--------------|--------------|----------------------|-------------|--------------|
| | Frequency | Severity | Combined | Frequency | Severity | Combined |
| Central East Florida | 57.5% | 26.7% | 99.6% | 10.0% | 5.1% | 15.7% |
| Central Florida | 58.9% | 26.4% | 101.0% | 10.2% | 5.1% | 15.8% |
| Central West Florida | 32.6% | 17.3% | 55.6% | 6.1% | 3.4% | 9.8% |
| North Central Florida | 42.2% | 0.1% | 42.3% | 7.7% | 0.0% | 7.7% |
| Northeast Florida | 62.9% | 6.2% | 73.1% | 10.8% | 1.3% | 12.2% |
| Northwest Florida | 29.6% | 19.0% | 54.3% | 5.6% | 3.7% | 9.6% |
| Southeast Florida | 43.0% | 39.4% | 99.3% | 7.8% | 7.2% | 15.6% |
| Southwest Florida | 20.9% | 12.1% | 35.5% | 4.1% | 2.4% | 6.6% |
| Statewide | 46.3% | 28.5% | 88.0% | 8.3% | 5.4% | 14.2% |

Assignment of Benefits

Many insurers have attributed the rising costs of water claims to an increase in the use of assignment of benefits (AOBs) in which the insured assigns its rights and benefits under its insurance policy to a third-party contractor, water mitigation company, etc. Unfortunately, very few of the insurers actually were able to consistently track the use of AOBs over the period of the data call. Some insurers were able to provide partial information - indicating the use of AOBs on certain claims but not able to provide a consistent indicator when there was not an AOB present on the claim.

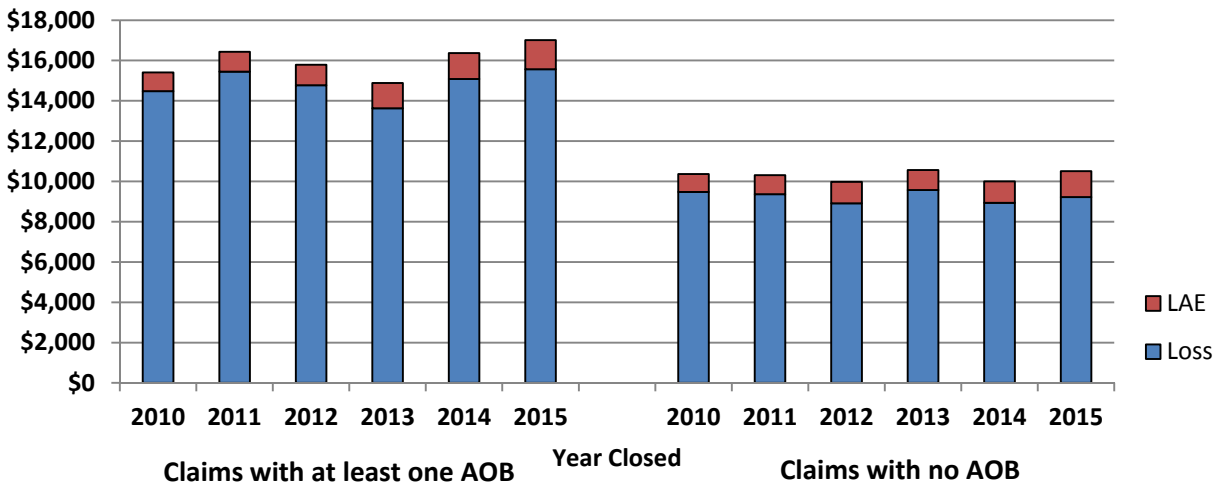
There were only four companies that were able to provide consistent indicators across all years. Two additional companies could provide consistent indicators for the more recent years and were included in the analysis since it would only be examining the percentage of claims with an AOB and the average severity of the claims and a partial inclusion of the data for only certain years would not likely bias the analysis.

The data in this analysis involved 84,453 claims. While this would appear to be a large number of claims for such analysis, one should still be careful about relying too heavily on the results, particularly in regards to the individual breakdowns (such as claims with an AOB that were closed in 2010 in Northeast Florida). The more granular that you get into the data, the less likely the data would be fully credible.

The chart on the next page compares the average severity for water claims where there is at least one AOB associated with the claim or when there are no AOBs associated with the claim. There has been an increase of approximately 10% in the claim severity from 2010 to 2015 for claims with an AOB, while the claim severity for claims without an AOB only increased 1%.

The data does show that claims with an AOB have a much higher severity than claims without an AOB (generally at least 50% more). The cause of this cannot be determined from the information collected in this data call. One partial explanation may be that the AOBs could be generally used on the more serious claims. Others might argue that the costs are inflated for claims with an AOB.

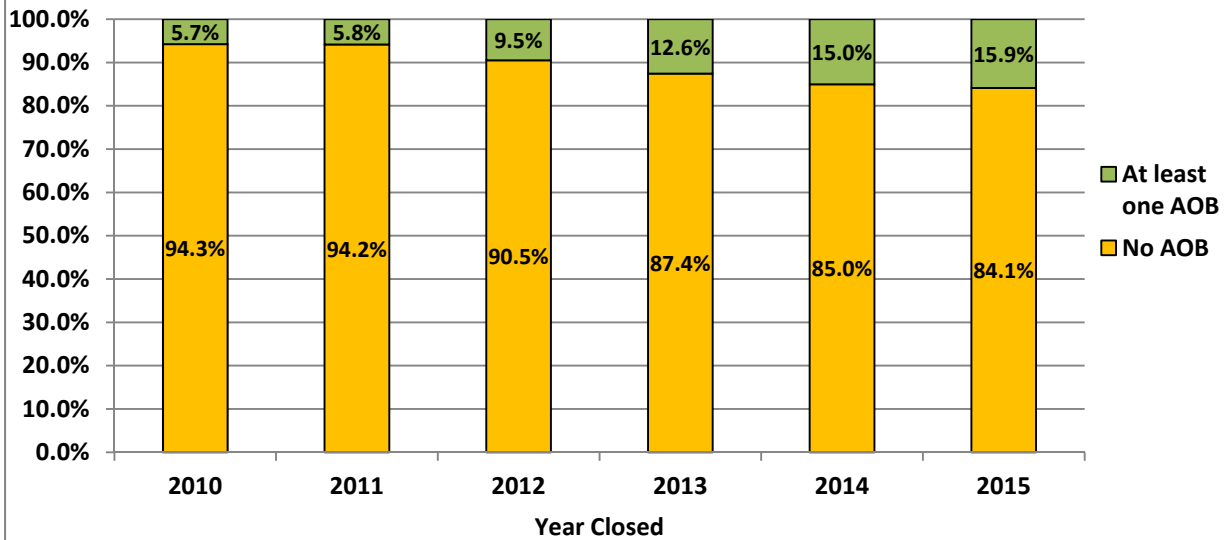
Average Severity of Water Claims - With and Without AOB (Voluntary Carriers)



Source: FLOIR Assignment of Benefits Data Call. Data based on claims for voluntary carriers with dates closed between 1/1/2010 and 9/30/2015. Data is only shown for insurers that were able to consistently indicate for a given year that a claim had or did not have an assignment of benefits (AOB).

While the claim severity has not changed significantly over the years within the two groups of claims (those with and without at least one AOB), the percentage of claims that utilize an AOB has grown dramatically since 2010:

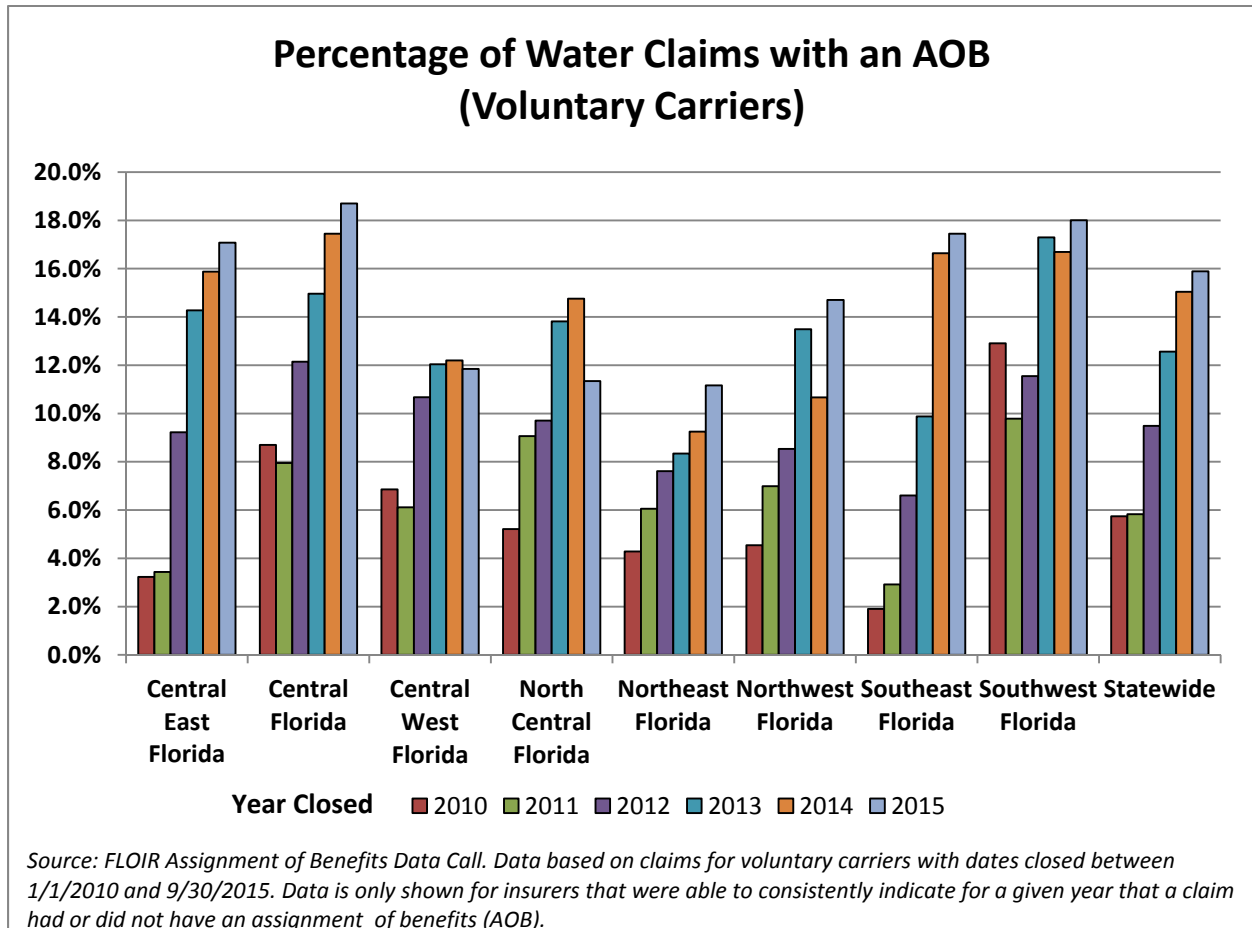
Percentage of Water Claims With an AOB (Voluntary Carriers)



Source: FLOIR Assignment of Benefits Data Call. Data based on claims for voluntary carriers with dates closed between 1/1/2010 and 9/30/2015. Data is only shown for insurers that were able to consistently indicate for a given year that a claim had or did not have an assignment of benefits (AOB).

In 2010, almost 6% of the claims utilized an AOB. In 2015, that percentage is now approximately 16%. Since there are more claims with an AOB, and the severity of claims with an AOB are much higher, the overall water losses have increased rapidly.

While Southeast Florida has had the largest increase in the use of AOBs, other regions - Central Florida and Southwest Florida - actually have a higher percentage of claims with an AOB. These two regions have historically, when compared with the rest of the state, had a large percentage of claims with an AOB.



Average Days to Report a Claim

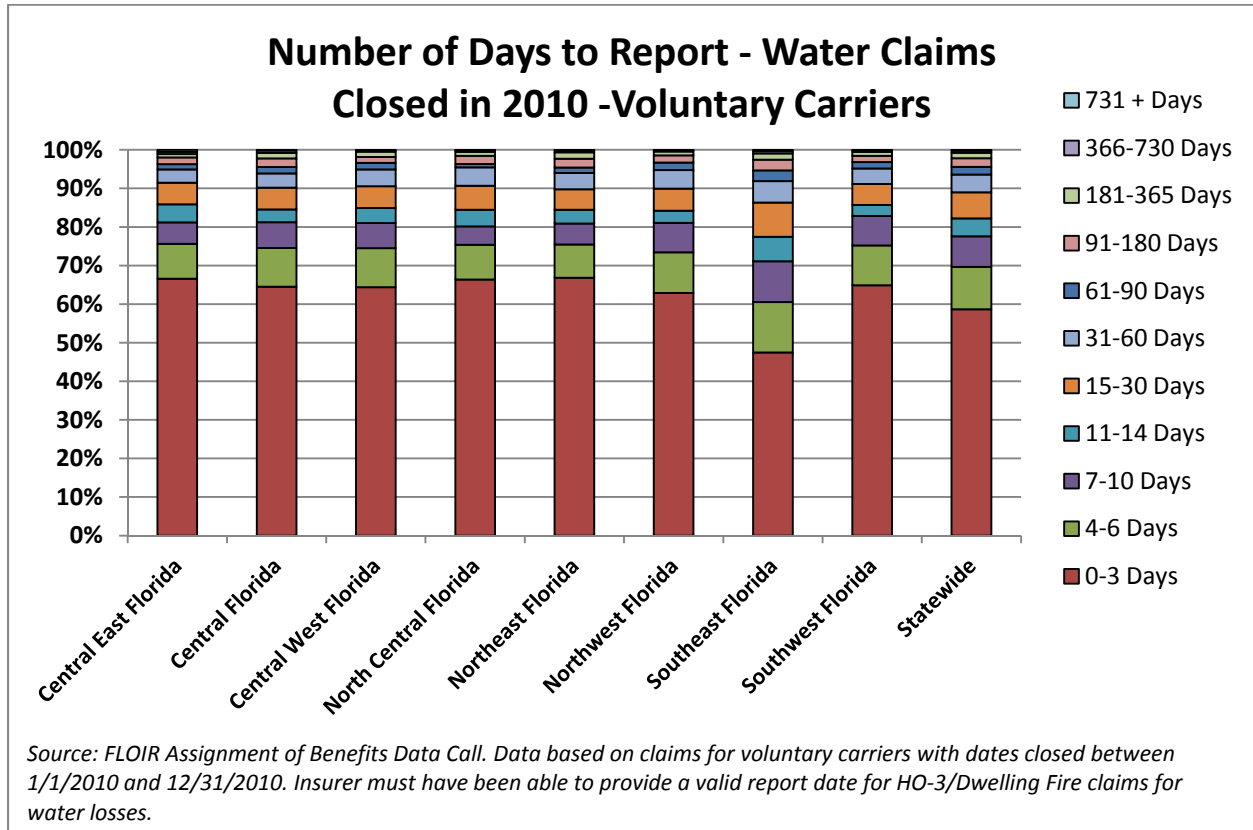
Many insurers have stated there are instances where there are significant delays in the notification the insurer gets that there is a claim and that this impedes the insurer’s investigation into the claim and the resulting damages. Anecdotally, the insurers have stated that in many cases they are not finding out about the claim until all of the final repairs have been made or when an attorney files a suit against the insurer.

As part of the data call, the insurers reported both the date of the loss and the date that the claim was reported to the insurer. During this analysis, one insurer had to be removed due to the fact that every date in the “Date Reported” column matched the “Date Closed” column, which made the data suspect. Given the amount of time between the date of the loss and the date received/closed for that insurer, it was felt that the date was likely the date closed.

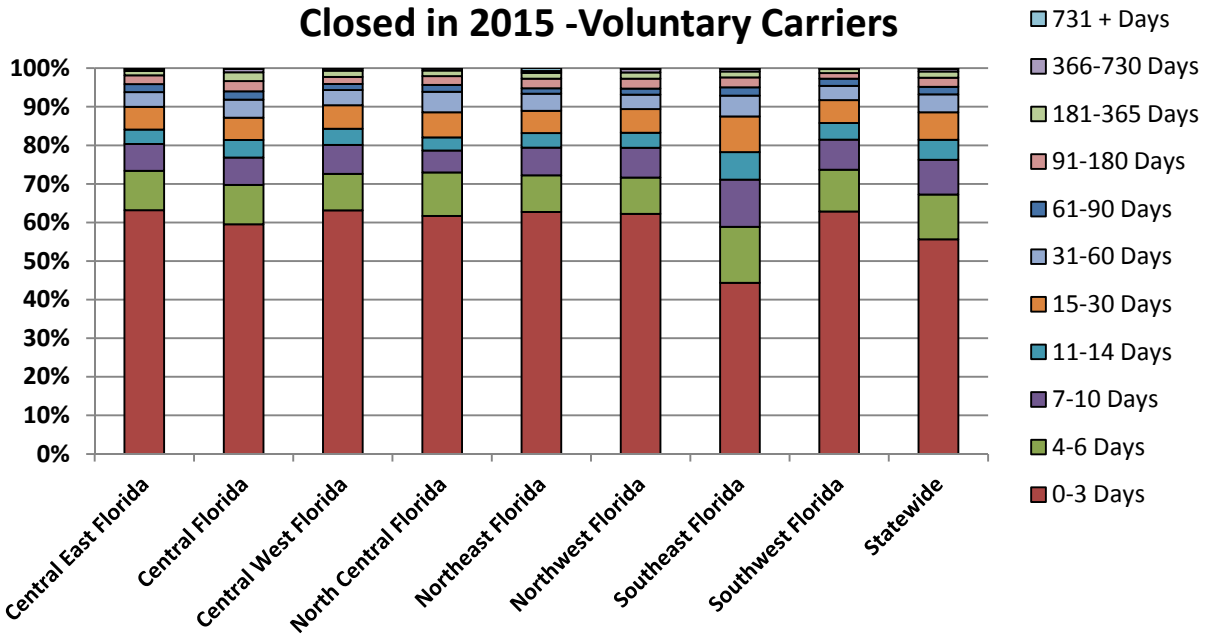
In addition, 22 claims were removed due to the fact that the date the loss was reported to the insurer was prior to the date that the loss occurred. The total number of claims involved in this analysis was 240,005.

There were 1,946 claims where the number of days to report was over one year. The maximum number of days to report was over 7,000 days. It is not clear if these are correct numbers; the dates may have somehow been miscoded or the claims may have been re-opened.

Due to these extreme values, calculating an average number of days to report a water claim would be misleading. Instead, below are two charts that compare by region, for claims closed in 2010 and 2015, the percentages of claims reported within given ranges of days.

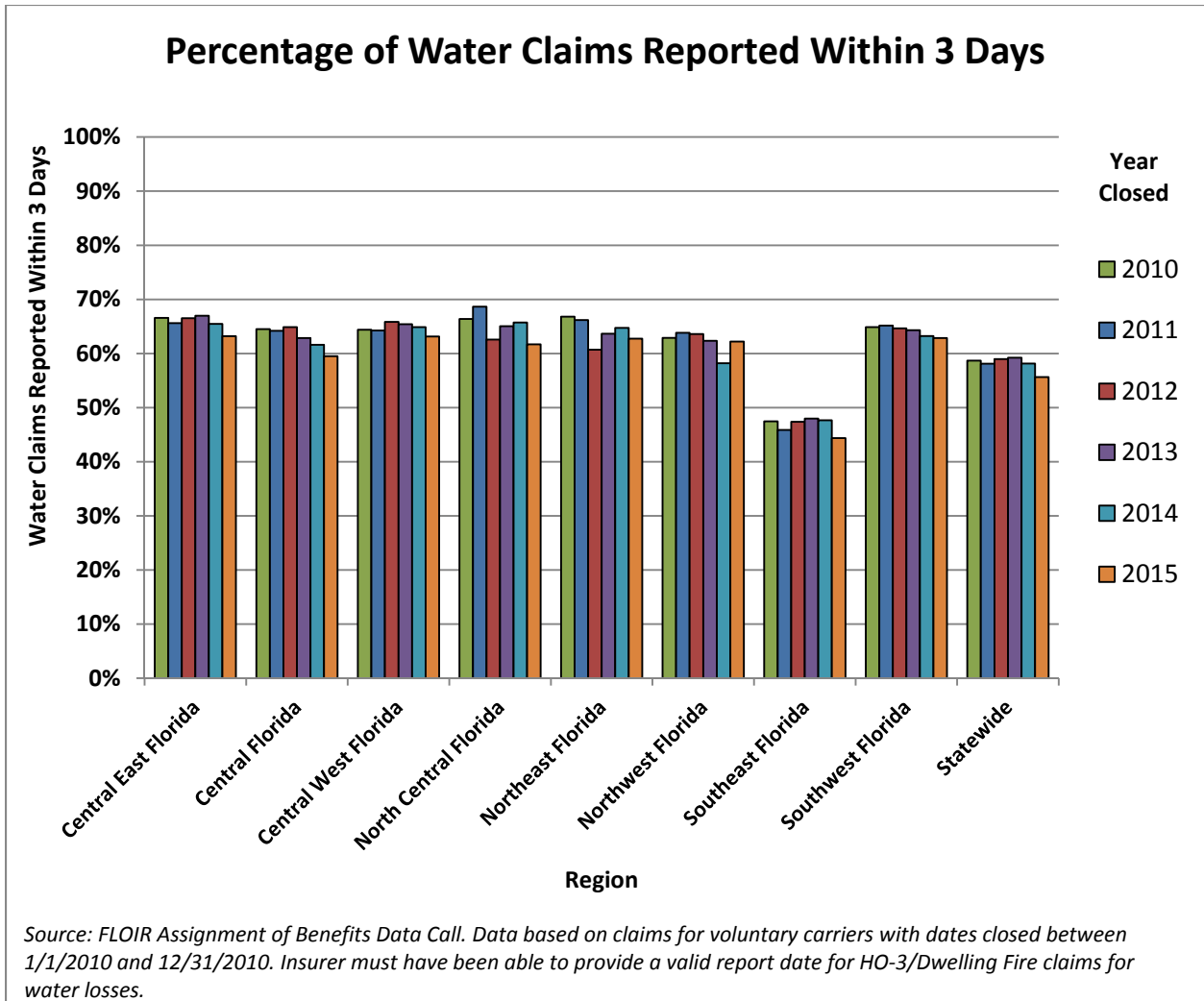


Number of Days to Report - Water Claims Closed in 2015 -Voluntary Carriers



Source: FLOIR Assignment of Benefits Data Call. Data based on claims for voluntary carriers with dates closed between 1/1/2015 and 9/30/2015. Insurer must have been able to provide a valid report date for HO-3/Dwelling Fire claims for water losses.

All regions, since 2010, have had increases in the amount of days it took to report the claim to the insurer.



With the exception of Southeast Florida, all regions have at least 50% of the water claims being reported within 3 days of the loss.

Supplements

Appendix A – Assignment of Benefits Data Call

Appendix B – Insurers Included in this Report

Appendix C – Mapping of Counties to Regions

Appendix A

Assignment of Benefits Data Call

Assignment of Benefits Data Call

pursuant to Section 624.316, Florida Statutes

If you need any assistance during the filing process,
please contact the Office at

Sandra.Starnes@flor.com



FLORIDA OFFICE OF
INSURANCE REGULATION

Due by December 7, 2015

Appendix A - Assignment of Benefits Data Call

Assignment of Benefits Data Call

pursuant to Section 624.316, Florida Statutes

Scope Period: Claims Closed Between 1st Quarter 2010 to 3rd Quarter 2015

The data call relates specifically to Florida Owners Type of Homeowners policies (HO-3 and equivalent) and Dwelling Fire policies.

The Florida Office of Insurance Regulation (Office) is conducting an examination of Owners type of Homeowners policies (HO-3 and equivalent) and Dwelling Fire policies of certain insurers pursuant to Section 624.316, Florida Statutes.

This communication is being sent via email to the insurer's president (if email address is available) and the financial statement contact.

Currently the only companies requested to complete this data submission are the top 25 Homeowners/Owners type and Dwelling Fire writers as determined by the Office. However, this examination is open to response for from all personal residential property writers.

The insurer's submission may be submitted made on an individual company basis or a group basis.

It is understood that an insurer's claim system may not collect all of the information requested in this data call. **The Office is not requiring that an insurer conduct a manual claim review in order to retrieve this information.** If the claim system does not collect the information for certain variables, please disclose this on the 'Contact Info' sheet.

The items indicated below are to be submitted to the Office no later than 5 PM ET, December 7, 2015.

Additionally, it is requested that your company's submission include a Notarized Affidavit, signed by the person submitting the data call or a company officer, stating that the information provided is accurate, to the best of their knowledge.

Please note: Additional underlying documentation shall be available upon request of the Office

Your prompt cooperation in this effort will be greatly appreciated.

If there are any issues gathering the information requested in this data call, please contact Sandra Starnes at 850-413-5344 as soon as possible to discuss possible alternatives.

Specific instructions:

This data call encompasses Owners type of Homeowners policies (HO-3 and equivalent) and Dwelling Fire policies only.

Wind-only policies should be excluded from this data call.

Fill out all cells to the best of your ability. If data is not available, please insert "N/A".

PLEASE DO NOT LEAVE ANY CELLS BLANK.

No deductions for salvage, subrogation or reinsurance received or expected should be made.

The sheets are being left unlocked. **Do not move or revise the columns in this data call.** You may add additional columns at the end if needed.

Section A - Specific Instructions

Claims closed between January 1, 2010 and September 30, 2015 should be reported in this section. The only perils that should be reported are claims for water damage or roof damage.

Currently, there are columns set up for one water mitigation firm, two contractors, two attorneys and one public adjuster. If you have claims that exceed these set categories, copy the required fields for that type and paste after the end of the requested columns (currently Col. BJ) and rename the heading to reflect the new field type (e.g. there are three contractors for a claim, copy columns AA:AG and paste at Col BK:BQ. Then rename cell BK3 to Contractor 3).

Section B - Specific Instructions

For Section B - Claims for All Other Perils (excl. Sinkhole) would include the water and roof losses claims reported in Section A.

Section B

SUMMARY BY COUNTY OF ALL OTHER PERILS (AOP) CLAIM INFORMATION

| County | Earned House Years for 2010 | Earned Premium Volume for 2010 | AOP Claims (excl. Sinkhole) Closed in 2010 | | | Earned House Years for 2011 | Earned Premium Volume for 2011 | AOP Claims (excl. Sinkhole) Closed in 2011 | | |
|-----------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| ALACHUA | | | | | | | | | | |
| BAKER | | | | | | | | | | |
| BAY | | | | | | | | | | |
| BRADFORD | | | | | | | | | | |
| BREVARD | | | | | | | | | | |
| BROWARD | | | | | | | | | | |
| CALHOUN | | | | | | | | | | |
| CHARLOTTE | | | | | | | | | | |
| CITRUS | | | | | | | | | | |
| CLAY | | | | | | | | | | |
| COLLIER | | | | | | | | | | |
| COLUMBIA | | | | | | | | | | |
| DE SOTO | | | | | | | | | | |
| DIXIE | | | | | | | | | | |
| DUVAL | | | | | | | | | | |
| ESCAMBIA | | | | | | | | | | |
| FLAGLER | | | | | | | | | | |
| FRANKLIN | | | | | | | | | | |
| GADSDEN | | | | | | | | | | |
| GILCHRIST | | | | | | | | | | |
| GLADES | | | | | | | | | | |
| GULF | | | | | | | | | | |
| HAMILTON | | | | | | | | | | |
| HARDEE | | | | | | | | | | |
| HENDRY | | | | | | | | | | |
| HERNANDO | | | | | | | | | | |

Section B

SUMMARY BY COUNTY OF ALL OTHER PERILS (AOP) CLAIM INFORMATION

| County | Earned House Years for 2010 | Earned Premium Volume for 2010 | AOP Claims (excl. Sinkhole) Closed in 2010 | | | Earned House Years for 2011 | Earned Premium Volume for 2011 | AOP Claims (excl. Sinkhole) Closed in 2011 | | |
|--------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| HIGHLANDS | | | | | | | | | | |
| HILLSBOROUGH | | | | | | | | | | |
| HOLMES | | | | | | | | | | |
| INDIAN RIVER | | | | | | | | | | |
| JACKSON | | | | | | | | | | |
| JEFFERSON | | | | | | | | | | |
| LAFAYETTE | | | | | | | | | | |
| LAKE | | | | | | | | | | |
| LEE | | | | | | | | | | |
| LEON | | | | | | | | | | |
| LEVY | | | | | | | | | | |
| LIBERTY | | | | | | | | | | |
| MADISON | | | | | | | | | | |
| MANATEE | | | | | | | | | | |
| MARION | | | | | | | | | | |
| MARTIN | | | | | | | | | | |
| MIAMI-DADE | | | | | | | | | | |
| MONROE | | | | | | | | | | |
| NASSAU | | | | | | | | | | |
| OKALOOSA | | | | | | | | | | |
| OKEECHOBEE | | | | | | | | | | |
| ORANGE | | | | | | | | | | |
| OSCEOLA | | | | | | | | | | |
| PALM BEACH | | | | | | | | | | |
| PASCO | | | | | | | | | | |
| PINELLAS | | | | | | | | | | |

Section B

SUMMARY BY COUNTY OF ALL OTHER PERILS (AOP) CLAIM INFORMATION

| County | Earned House Years for 2010 | Earned Premium Volume for 2010 | AOP Claims (excl. Sinkhole) Closed in 2010 | | | Earned House Years for 2011 | Earned Premium Volume for 2011 | AOP Claims (excl. Sinkhole) Closed in 2011 | | |
|------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| POLK | | | | | | | | | | |
| PUTNAM | | | | | | | | | | |
| SANTA ROSA | | | | | | | | | | |
| SARASOTA | | | | | | | | | | |
| SEMINOLE | | | | | | | | | | |
| ST JOHNS | | | | | | | | | | |
| ST LUCIE | | | | | | | | | | |
| SUMTER | | | | | | | | | | |
| SUWANNEE | | | | | | | | | | |
| TAYLOR | | | | | | | | | | |
| UNION | | | | | | | | | | |
| VOLUSIA | | | | | | | | | | |
| WAKULLA | | | | | | | | | | |
| WALTON | | | | | | | | | | |
| WASHINGTON | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2012 | Earned Premium Volume for 2012 | AOP Claims (excl. Sinkhole) Closed in 2012 | | | Earned House Years for 2013 | Earned Premium Volume for 2013 | AOP Claims (excl. Sinkhole) Closed in 2013 | | |
|-----------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| ALACHUA | | | | | | | | | | |
| BAKER | | | | | | | | | | |
| BAY | | | | | | | | | | |
| BRADFORD | | | | | | | | | | |
| BREVARD | | | | | | | | | | |
| BROWARD | | | | | | | | | | |
| CALHOUN | | | | | | | | | | |
| CHARLOTTE | | | | | | | | | | |
| CITRUS | | | | | | | | | | |
| CLAY | | | | | | | | | | |
| COLLIER | | | | | | | | | | |
| COLUMBIA | | | | | | | | | | |
| DE SOTO | | | | | | | | | | |
| DIXIE | | | | | | | | | | |
| DUVAL | | | | | | | | | | |
| ESCAMBIA | | | | | | | | | | |
| FLAGLER | | | | | | | | | | |
| FRANKLIN | | | | | | | | | | |
| GADSDEN | | | | | | | | | | |
| GILCHRIST | | | | | | | | | | |
| GLADES | | | | | | | | | | |
| GULF | | | | | | | | | | |
| HAMILTON | | | | | | | | | | |
| HARDEE | | | | | | | | | | |
| HENDRY | | | | | | | | | | |
| HERNANDO | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2012 | Earned Premium Volume for 2012 | AOP Claims (excl. Sinkhole) Closed in 2012 | | | Earned House Years for 2013 | Earned Premium Volume for 2013 | AOP Claims (excl. Sinkhole) Closed in 2013 | | |
|--------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| HIGHLANDS | | | | | | | | | | |
| HILLSBOROUGH | | | | | | | | | | |
| HOLMES | | | | | | | | | | |
| INDIAN RIVER | | | | | | | | | | |
| JACKSON | | | | | | | | | | |
| JEFFERSON | | | | | | | | | | |
| LAFAYETTE | | | | | | | | | | |
| LAKE | | | | | | | | | | |
| LEE | | | | | | | | | | |
| LEON | | | | | | | | | | |
| LEVY | | | | | | | | | | |
| LIBERTY | | | | | | | | | | |
| MADISON | | | | | | | | | | |
| MANATEE | | | | | | | | | | |
| MARION | | | | | | | | | | |
| MARTIN | | | | | | | | | | |
| MIAMI-DADE | | | | | | | | | | |
| MONROE | | | | | | | | | | |
| NASSAU | | | | | | | | | | |
| OKALOOSA | | | | | | | | | | |
| OKEECHOBEE | | | | | | | | | | |
| ORANGE | | | | | | | | | | |
| OSCEOLA | | | | | | | | | | |
| PALM BEACH | | | | | | | | | | |
| PASCO | | | | | | | | | | |
| PINELLAS | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2012 | Earned Premium Volume for 2012 | AOP Claims (excl. Sinkhole) Closed in 2012 | | | Earned House Years for 2013 | Earned Premium Volume for 2013 | AOP Claims (excl. Sinkhole) Closed in 2013 | | |
|------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| POLK | | | | | | | | | | |
| PUTNAM | | | | | | | | | | |
| SANTA ROSA | | | | | | | | | | |
| SARASOTA | | | | | | | | | | |
| SEMINOLE | | | | | | | | | | |
| ST JOHNS | | | | | | | | | | |
| ST LUCIE | | | | | | | | | | |
| SUMTER | | | | | | | | | | |
| SUWANNEE | | | | | | | | | | |
| TAYLOR | | | | | | | | | | |
| UNION | | | | | | | | | | |
| VOLUSIA | | | | | | | | | | |
| WAKULLA | | | | | | | | | | |
| WALTON | | | | | | | | | | |
| WASHINGTON | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2014 | Earned Premium Volume for 2014 | AOP Claims (excl. Sinkhole) Closed in 2014 | | | Earned House Years for Jan. 1, 2015 - Sept. 30, 2015 | Earned Premium Volume for Jan. 1, 2015 - Sept. 30, 2015 | AOP Claims (excl. Sinkhole) Closed Between Jan. 1, 2015 and Sept. 30, 2015 | | |
|-----------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|--|---|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| ALACHUA | | | | | | | | | | |
| BAKER | | | | | | | | | | |
| BAY | | | | | | | | | | |
| BRADFORD | | | | | | | | | | |
| BREVARD | | | | | | | | | | |
| BROWARD | | | | | | | | | | |
| CALHOUN | | | | | | | | | | |
| CHARLOTTE | | | | | | | | | | |
| CITRUS | | | | | | | | | | |
| CLAY | | | | | | | | | | |
| COLLIER | | | | | | | | | | |
| COLUMBIA | | | | | | | | | | |
| DE SOTO | | | | | | | | | | |
| DIXIE | | | | | | | | | | |
| DUVAL | | | | | | | | | | |
| ESCAMBIA | | | | | | | | | | |
| FLAGLER | | | | | | | | | | |
| FRANKLIN | | | | | | | | | | |
| GADSDEN | | | | | | | | | | |
| GILCHRIST | | | | | | | | | | |
| GLADES | | | | | | | | | | |
| GULF | | | | | | | | | | |
| HAMILTON | | | | | | | | | | |
| HARDEE | | | | | | | | | | |
| HENDRY | | | | | | | | | | |
| HERNANDO | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2014 | Earned Premium Volume for 2014 | AOP Claims (excl. Sinkhole) Closed in 2014 | | | Earned House Years for Jan. 1, 2015 - Sept. 30, 2015 | Earned Premium Volume for Jan. 1, 2015 - Sept. 30, 2015 | AOP Claims (excl. Sinkhole) Closed Between Jan. 1, 2015 and Sept. 30, 2015 | | |
|--------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|--|---|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| HIGHLANDS | | | | | | | | | | |
| HILLSBOROUGH | | | | | | | | | | |
| HOLMES | | | | | | | | | | |
| INDIAN RIVER | | | | | | | | | | |
| JACKSON | | | | | | | | | | |
| JEFFERSON | | | | | | | | | | |
| LAFAYETTE | | | | | | | | | | |
| LAKE | | | | | | | | | | |
| LEE | | | | | | | | | | |
| LEON | | | | | | | | | | |
| LEVY | | | | | | | | | | |
| LIBERTY | | | | | | | | | | |
| MADISON | | | | | | | | | | |
| MANATEE | | | | | | | | | | |
| MARION | | | | | | | | | | |
| MARTIN | | | | | | | | | | |
| MIAMI-DADE | | | | | | | | | | |
| MONROE | | | | | | | | | | |
| NASSAU | | | | | | | | | | |
| OKALOOSA | | | | | | | | | | |
| OKEECHOBEE | | | | | | | | | | |
| ORANGE | | | | | | | | | | |
| OSCEOLA | | | | | | | | | | |
| PALM BEACH | | | | | | | | | | |
| PASCO | | | | | | | | | | |
| PINELLAS | | | | | | | | | | |

Section B

SUMMARY

| County | Earned House Years for 2014 | Earned Premium Volume for 2014 | AOP Claims (excl. Sinkhole) Closed in 2014 | | | Earned House Years for Jan. 1, 2015 - Sept. 30, 2015 | Earned Premium Volume for Jan. 1, 2015 - Sept. 30, 2015 | AOP Claims (excl. Sinkhole) Closed Between Jan. 1, 2015 and Sept. 30, 2015 | | |
|------------|-----------------------------|--------------------------------|--|-----------------------|-------------------------------|--|---|--|-----------------------|-------------------------------|
| | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid | | | Number of Claims | Indemnity Amount Paid | Loss Adjustment Expenses Paid |
| POLK | | | | | | | | | | |
| PUTNAM | | | | | | | | | | |
| SANTA ROSA | | | | | | | | | | |
| SARASOTA | | | | | | | | | | |
| SEMINOLE | | | | | | | | | | |
| ST JOHNS | | | | | | | | | | |
| ST LUCIE | | | | | | | | | | |
| SUMTER | | | | | | | | | | |
| SUWANNEE | | | | | | | | | | |
| TAYLOR | | | | | | | | | | |
| UNION | | | | | | | | | | |
| VOLUSIA | | | | | | | | | | |
| WAKULLA | | | | | | | | | | |
| WALTON | | | | | | | | | | |
| WASHINGTON | | | | | | | | | | |

Section B

SUMMARY

| County | AOP Claims Pending (excl. Sinkhole) as of 10/1/2015 | | | | | |
|-----------|---|---|----------------------------------|-------------------------------------|--|---|
| | Number of Pending AOP Claims | Est.Amount of Indemnity Losses for AOP Claims | Est.Amount of LAE for AOP Claims | Number of Pending Water/Roof Claims | Est.Amount of Indemnity Losses for Water/Roof Claims | Est.Amount of LAE for Water/Roof Claims |
| ALACHUA | | | | | | |
| BAKER | | | | | | |
| BAY | | | | | | |
| BRADFORD | | | | | | |
| BREVARD | | | | | | |
| BROWARD | | | | | | |
| CALHOUN | | | | | | |
| CHARLOTTE | | | | | | |
| CITRUS | | | | | | |
| CLAY | | | | | | |
| COLLIER | | | | | | |
| COLUMBIA | | | | | | |
| DE SOTO | | | | | | |
| DIXIE | | | | | | |
| DUVAL | | | | | | |
| ESCAMBIA | | | | | | |
| FLAGLER | | | | | | |
| FRANKLIN | | | | | | |
| GADSDEN | | | | | | |
| GILCHRIST | | | | | | |
| GLADES | | | | | | |
| GULF | | | | | | |
| HAMILTON | | | | | | |
| HARDEE | | | | | | |
| HENDRY | | | | | | |
| HERNANDO | | | | | | |

Section B

SUMMARY

| County | AOP Claims Pending (excl. Sinkhole) as of 10/1/2015 | | | | | |
|--------------|---|---|----------------------------------|-------------------------------------|--|---|
| | Number of Pending AOP Claims | Est.Amount of Indemnity Losses for AOP Claims | Est.Amount of LAE for AOP Claims | Number of Pending Water/Roof Claims | Est.Amount of Indemnity Losses for Water/Roof Claims | Est.Amount of LAE for Water/Roof Claims |
| HIGHLANDS | | | | | | |
| HILLSBOROUGH | | | | | | |
| HOLMES | | | | | | |
| INDIAN RIVER | | | | | | |
| JACKSON | | | | | | |
| JEFFERSON | | | | | | |
| LAFAYETTE | | | | | | |
| LAKE | | | | | | |
| LEE | | | | | | |
| LEON | | | | | | |
| LEVY | | | | | | |
| LIBERTY | | | | | | |
| MADISON | | | | | | |
| MANATEE | | | | | | |
| MARION | | | | | | |
| MARTIN | | | | | | |
| MIAMI-DADE | | | | | | |
| MONROE | | | | | | |
| NASSAU | | | | | | |
| OKALOOSA | | | | | | |
| OKEECHOBEE | | | | | | |
| ORANGE | | | | | | |
| OSCEOLA | | | | | | |
| PALM BEACH | | | | | | |
| PASCO | | | | | | |
| PINELLAS | | | | | | |

Section B

SUMMARY

| County | AOP Claims Pending (excl. Sinkhole) as of 10/1/2015 | | | | | |
|------------|---|---|----------------------------------|-------------------------------------|--|---|
| | Number of Pending AOP Claims | Est.Amount of Indemnity Losses for AOP Claims | Est.Amount of LAE for AOP Claims | Number of Pending Water/Roof Claims | Est.Amount of Indemnity Losses for Water/Roof Claims | Est.Amount of LAE for Water/Roof Claims |
| POLK | | | | | | |
| PUTNAM | | | | | | |
| SANTA ROSA | | | | | | |
| SARASOTA | | | | | | |
| SEMINOLE | | | | | | |
| ST JOHNS | | | | | | |
| ST LUCIE | | | | | | |
| SUMTER | | | | | | |
| SUWANNEE | | | | | | |
| TAYLOR | | | | | | |
| UNION | | | | | | |
| VOLUSIA | | | | | | |
| WAKULLA | | | | | | |
| WALTON | | | | | | |
| WASHINGTON | | | | | | |

Appendix B

Insurers Included in this Report

Appendix B – Insurers Included in this Report

Below are the insurers that submitted data for the Assignment of Benefits Data Call:

AIG Property Casualty Company

American Home Assurance Company

American Integrity Insurance Company of Florida

American Strategic Insurance Corporation

American Traditions Insurance Company

Ark Royal Insurance Company

ASI Assurance Corporation

ASI Preferred Insurance Corporation

Castle Key Insurance Company

Citizens Property Insurance Corporation⁵

Federated National Insurance Company

First Protective Insurance Company

Florida Family Insurance Company

Florida Peninsula Insurance Company

Heritage Property & Casualty Insurance Company

Homeowners Choice Property & Casualty Insurance Company, Inc.

Lakeview Insurance Company

Modern USA Insurance Company

Olympus Insurance Company

Omega Insurance Company

People's Trust Insurance Company

Safepoint Insurance Company

Security First Insurance Company

Southern Fidelity Insurance Company

St. Johns Insurance Company, Inc.

State Farm Florida Insurance Company

Tower Hill Preferred Insurance Company

Tower Hill Prime Insurance Company

Tower Hill Select Insurance Company

Tower Hill Signature Insurance Company

United Property & Casualty Insurance Company

United Services Automobile Association

Universal Property & Casualty Insurance Company

USAA Casualty Company

USAA General Indemnity Company

⁵ Data was submitted by Citizens and reviewed, but was not ultimately used in this report since Citizens released its own analysis on its data.

Appendix C

Mapping of Counties to Regions

Appendix C – Mapping of Counties to Regions

Below is the mapping of Florida counties to the regions shown in this report:

| County | Region |
|---------------|-----------------------|
| Alachua | North Central Florida |
| Baker | Northeast Florida |
| Bay | Northwest Florida |
| Bradford | North Central Florida |
| Brevard | Central East Florida |
| Broward | Southeast Florida |
| Calhoun | Northwest Florida |
| Charlotte | Southwest Florida |
| Citrus | Central West Florida |
| Clay | Northeast Florida |
| Collier | Southwest Florida |
| Columbia | North Central Florida |
| Miami-Dade | Southeast Florida |
| De Soto | Central West Florida |
| Dixie | North Central Florida |
| Duval | Northeast Florida |
| Escambia | Northwest Florida |
| Flagler | Northwest Florida |
| Franklin | Northwest Florida |
| Gadsden | North Central Florida |
| Gilchrist | North Central Florida |
| Glades | Southwest Florida |
| Gulf | Northwest Florida |
| Hamilton | North Central Florida |
| Hardee | Central Florida |
| Hendry | Southwest Florida |
| Hernando | Central West Florida |
| Highlands | Central Florida |
| Hillsborough | Central West Florida |
| Holmes | Northwest Florida |
| Indian River | Central East Florida |
| Jackson | Northwest Florida |
| Jefferson | North Central Florida |
| Lafayette | North Central Florida |
| Lake | Central Florida |
| Lee | Southwest Florida |
| Leon | North Central Florida |
| Levy | North Central Florida |
| Liberty | Northwest Florida |
| Madison | North Central Florida |
| Manatee | Central West Florida |
| Marion | Central Florida |
| Martin | Southeast Florida |
| Monroe | Southeast Florida |
| Nassau | Northeast Florida |

Appendix C – Mapping of Counties to Regions

| County | Region |
|-------------------|-----------------------|
| Okaloosa | Northwest Florida |
| Okeechobee | Central East Florida |
| Orange | Central Florida |
| Osceola | Central Florida |
| Palm Beach | Southeast Florida |
| Pasco | Central West Florida |
| Pinellas | Central West Florida |
| Polk | Central Florida |
| Putnam | Northeast Florida |
| St Johns | Northeast Florida |
| St Lucie | Central East Florida |
| Santa Rosa | Northwest Florida |
| Sarasota | Central West Florida |
| Seminole | Central Florida |
| Sumter | Central Florida |
| Suwannee | North Central Florida |
| Taylor | North Central Florida |
| Union | North Central Florida |
| Volusia | Central East Florida |
| Wakulla | North Central Florida |
| Walton | Northwest Florida |
| Washington | Northwest Florida |



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