

### Workers Compensation State of the Line

2006 CAS Ratemaking Seminar

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### **Property & Casualty Results**



### P/C Industry Net Written Premium **Growth By Line**

### **Private Carriers**

Line of Business (LOB)	2002	2003	2004p	2003- 2004p Change
Personal Auto	\$139.5 B	\$151.0 B	\$157.2 B	4.1%
Homeowners	\$40.0 B	\$45.7 B	\$49.5 B	8.4%
Other Liability (Incl Prod Liab)	\$30.9 B	\$37.8 B	\$42.7 B	12.9%
Workers Compensation	\$29.2 B	\$31.1 B	\$34.5 B	10.9%
Commercial Multiple Peril	\$25.4 B	\$27.4 B	\$28.9 B	5.4%
Commercial Auto	\$24.5 B	\$25.4 B	\$26.8 B	5.4%
Fire & Allied Lines (Incl EQ)	\$15.4 B	\$17.6 B	\$18.0 B	2.3%
All Other Lines	\$64.9 B	\$69.0 B	\$65.9 B	-4.5%
Total All Lines	\$369.8 B	\$405.0 B	\$423.5 B	4.6%

p Preliminary





### P/C Industry Net Combined Ratios Improved Modestly in 2004

### **Private Carriers**

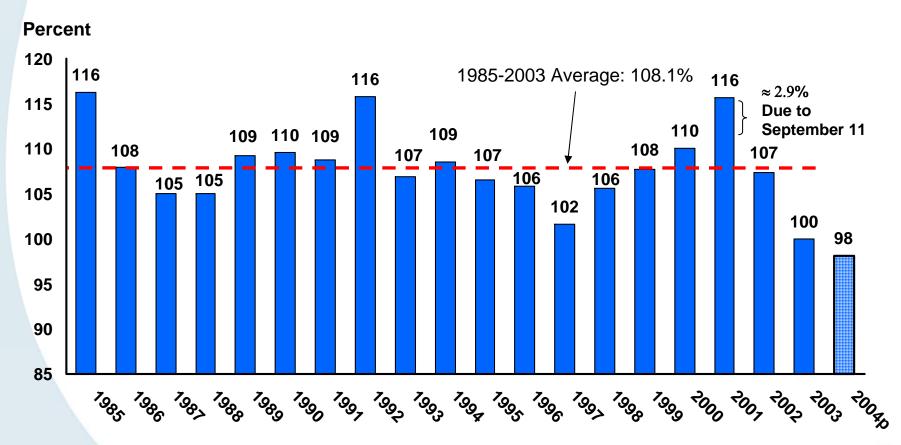
Line of Business (LOB)	2002	2003	2004p
Personal Auto	104%	98%	94%
Homeowners	109%	98%	95%
Other Liability (Incl Prod Liab)	137%	114%	117%
Workers Compensation	111%	109%	105%
Commercial Multiple Peril	105%	101%	100%
Commercial Auto	103%	95%	92%
Fire & Allied Lines (Incl EQ)	89%	79%	88%
All Other Lines	105%	100%	99%
Total All Lines	107%	100%	98%

p Preliminary



## P/C Industry Calendar Year Combined Ratios

#### **Private Carriers**



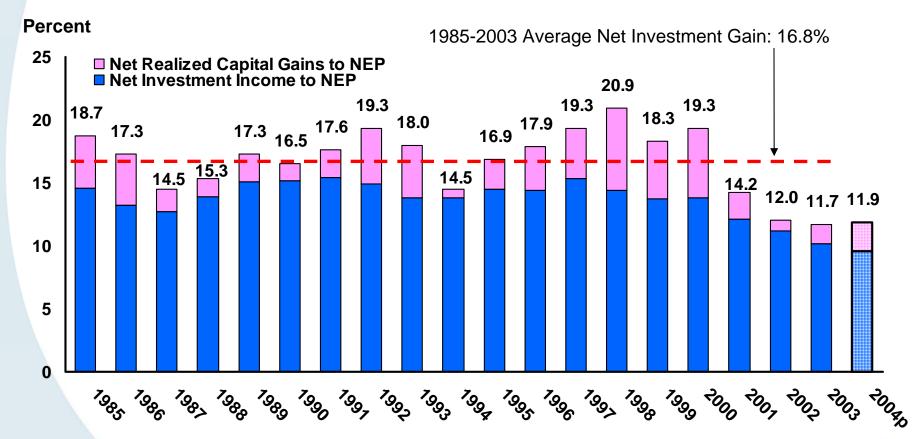
p Preliminary

Source: 1985-2003, A.M. Best Aggregates & Averages; 2004p, ISO



### Investment Gain Ratio Remains Below Historical Averages

### **Private Carriers**



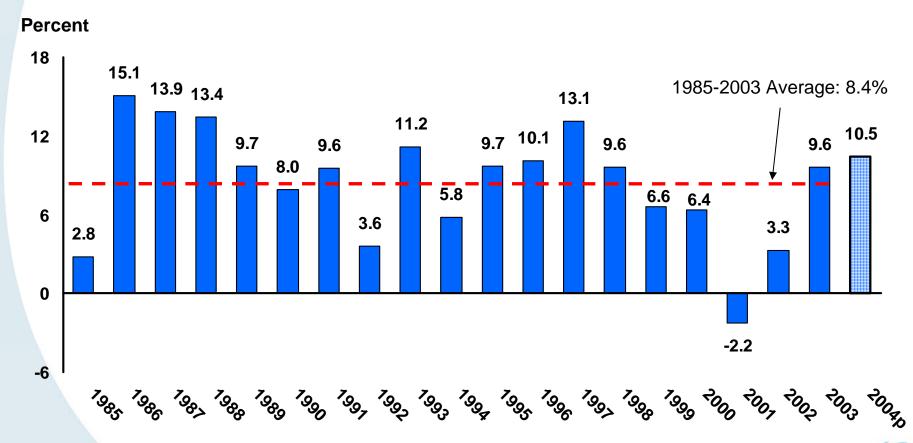
p Preliminary

Source: 1985-2003, A.M. Best Aggregates & Averages; 2004p, ISO



## Return on Surplus for P/C Industry Increased Slightly in 2004

Annual After-Tax Return on Surplus—Private Carriers



p Preliminary

Source: 1985-2003, A.M. Best Aggregates & Averages; 2004p After-Tax Net Income, ISO; 2004p Surplus, 2003 A.M. Best Aggregates & Averages Private Carrier Surplus + 2004 ISO contributions to surplus





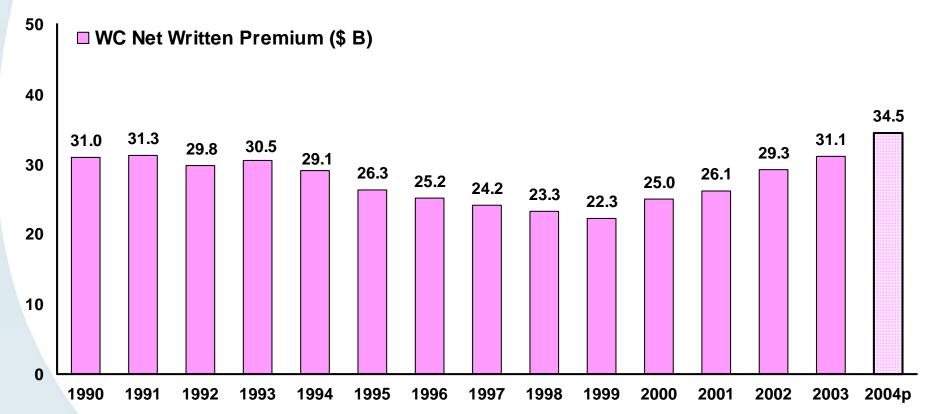
## Workers Compensation Results



## Workers Compensation Premium Continued to Rise in 2004

### **Private Carriers**

### \$ Billions

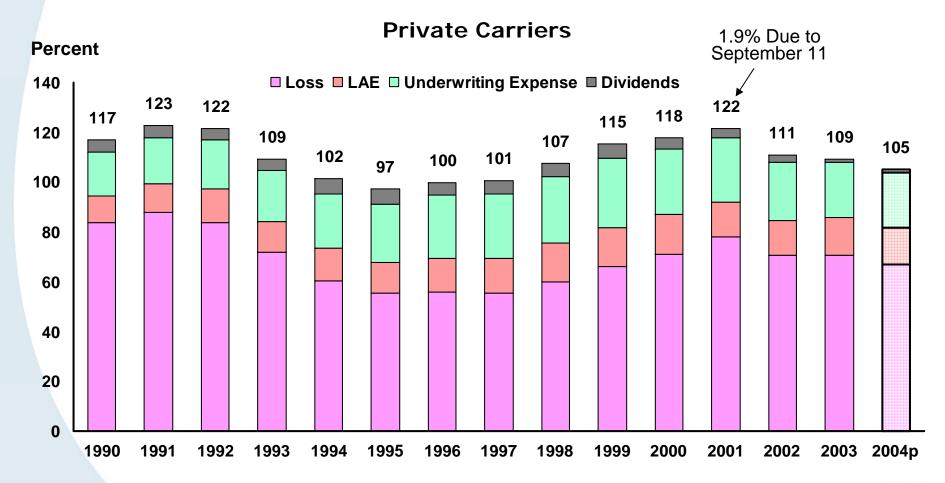


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Source: 1990-2003, A.M. Best Aggregates & Averages; 2004p, NCCI



## WC Calendar Year Combined Ratio Continued Its Modest Decline in 2004



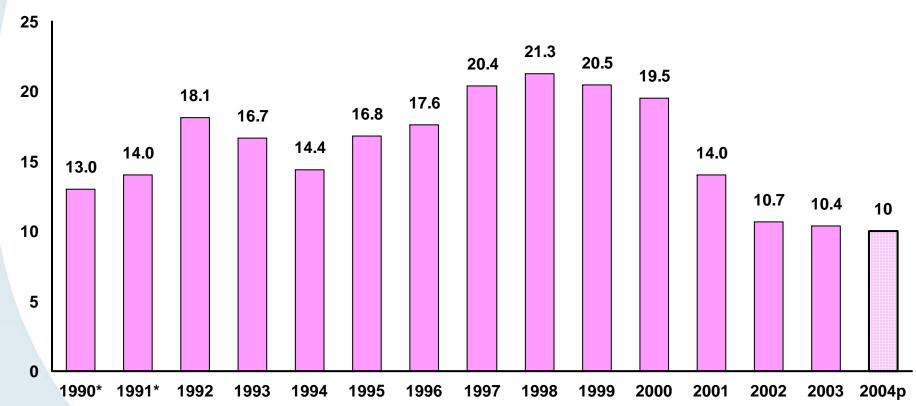
p Preliminary

Source: 1990-2003, A.M. Best Aggregates & Averages; 2004p, NCCI



## Low Workers Compensation Investment Returns Continued in 2004

Investment Gain on Insurance Transactions to Premium Ratio
Percent Private Carriers



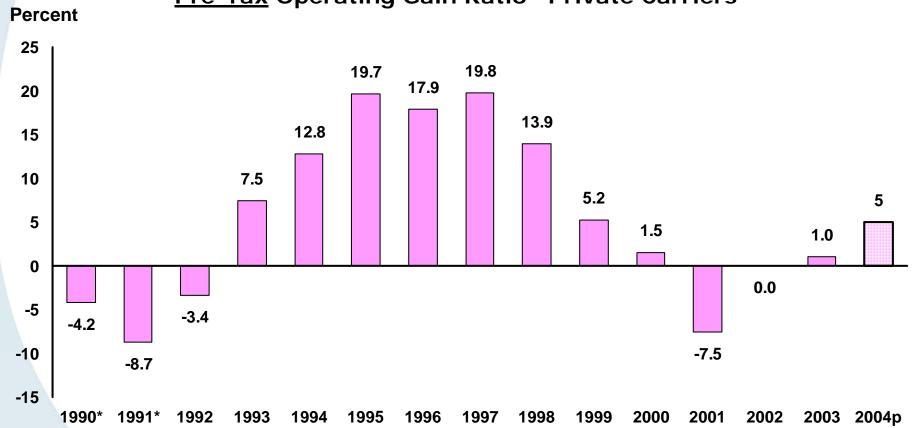
### p Preliminary

\* Adjusted to include realized capital gains to be consistent with 1992 and after Investment Gain on Insurance Transactions includes Other Income Source: 1990-2003, A.M. Best Aggregates & Averages; 2004p, NCCI 11



## 2004 Workers Compensation Results Improved Over 2003

**Pre-Tax** Operating Gain Ratio—Private Carriers



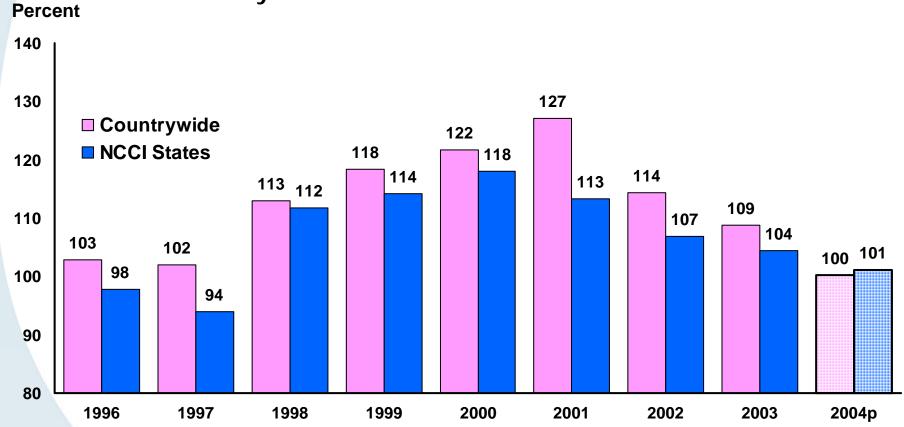
### p Preliminary

\* Adjusted to include realized capital gains to be consistent with 1992 and after
Operating Gain equals 1.00 minus (Combined Ratio less Investment Gain on Insurance Transactions and Other Income)
Source: 1990-2003, A.M. Best Aggregates & Averages; 2004p, NCCI
12



### Workers Compensation Calendar Year Direct Combined Ratios

**Countrywide and NCCI States—Private Carriers** 



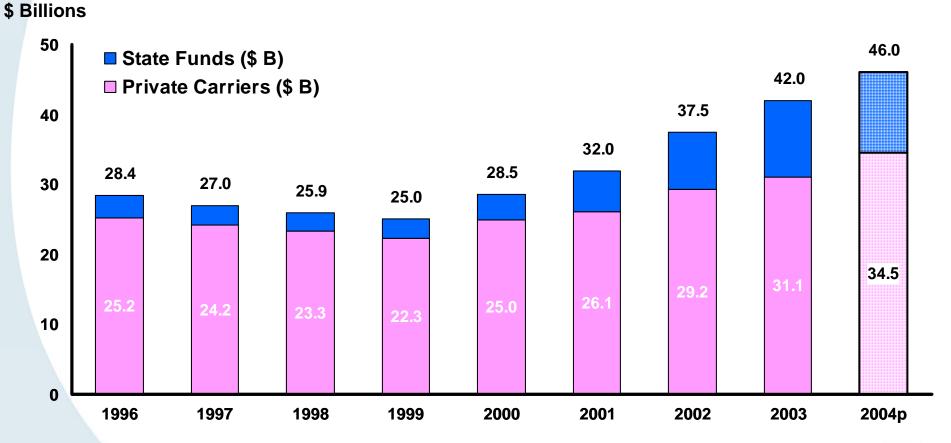
p Preliminary

Source: 1996-2003 Countrywide, A.M. Best Aggregates & Averages; 1996-2003 NCCI States, Statutory Page 14 and Insurance Expense Exhibit; 2004p, NCCI 13



### **Workers Compensation Premium Volume Continues to Grow**

### **Private Carriers and State Funds**



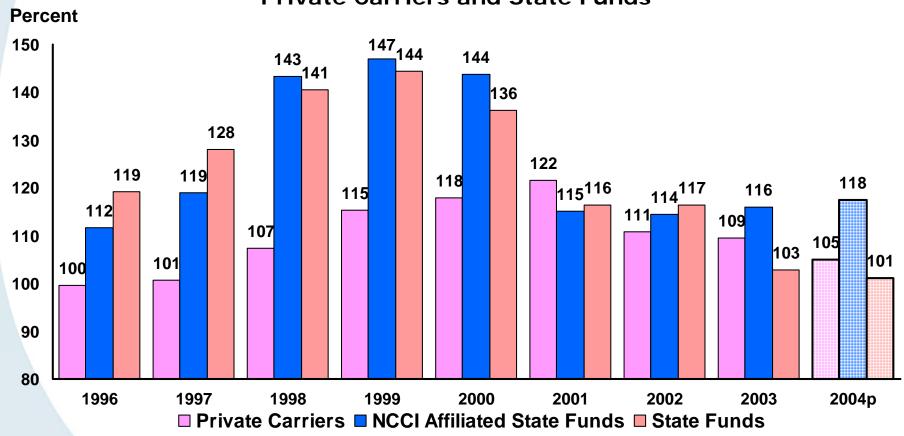
p Preliminary

Source: 1996-2003 Private Carriers, A.M. Best Aggregates & Averages; 2004p, NCCI 1996-2004p State Funds: AZ, CA, CO, HI, ID, KY, LA, MO, MT, NM, OK, OR, RI, TX, UT Annual Statements



### Workers Compensation Calendar Year Net Combined Ratios

### **Private Carriers and State Funds**



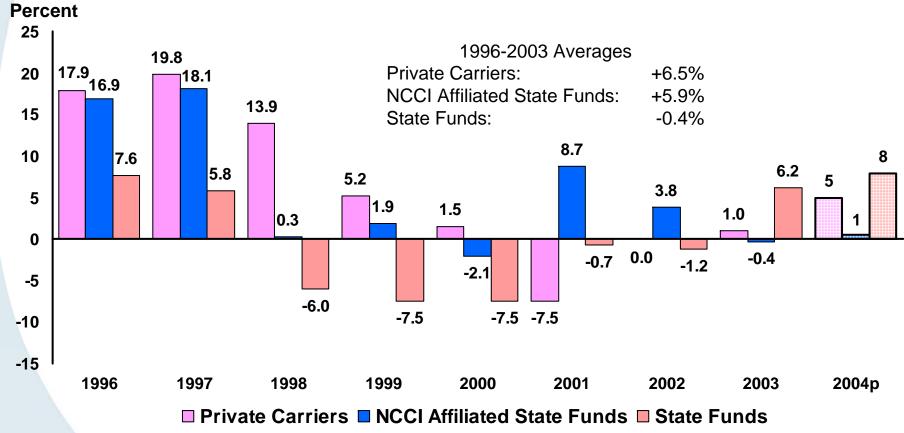


Source: 1996-2003 Private Carriers, A.M. Best Aggregates & Averages; 2004p, NCCI 1996-2004p State Funds: AZ, CA, CO, HI, ID, KY, LA, MO, MT, NM, OK, OR, RI, TX, UT Annual Statements



### Workers Compensation Pre-Tax Operating Gain Ratios

### **Private Carriers and State Funds**



#### p Preliminary

Operating Gain equals 1.00 minus (Combined Ratio less Investment Gain on Insurance Transactions and Other Income)
Source: 1996-2003 Private Carriers, A.M. Best Aggregates & Averages; 2004p, NCCI
1996-2004p State Funds: AZ, CA, CO, HI, ID, KY, LA, MO, MT, NM, OK, OR, RI, TX, UT Annual Statements

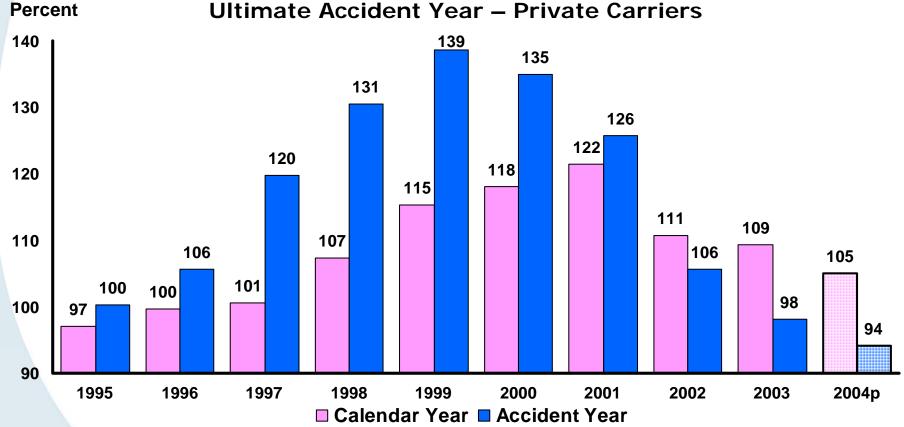


# Workers Compensation Accident Year Results And Reserve Estimates



### **Accident Year Combined Ratio Another Underwriting Profit in 2004**

Workers Compensation Calendar Year vs. **Ultimate Accident Year – Private Carriers** 



p Preliminary

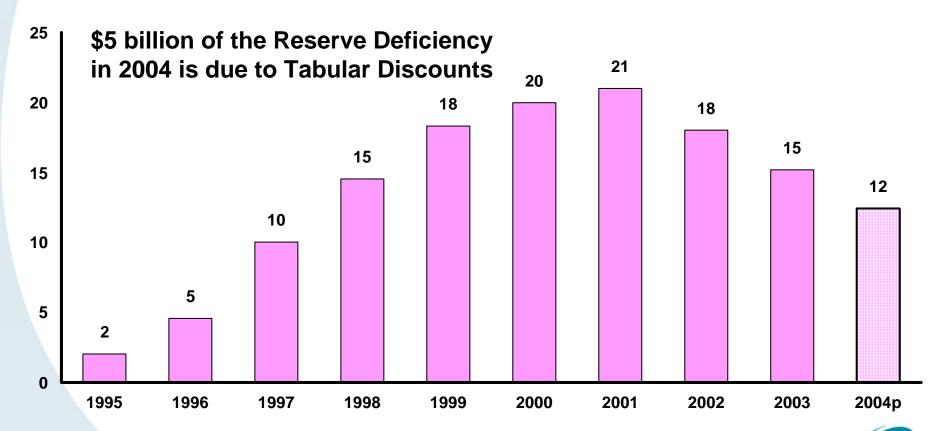
Accident Year data is evaluated as of 12/31/2004 and developed to ultimate Source: Calendar Years 1995-2003, A.M. Best Aggregates & Averages; Calendar Year 2004p and Accident Years 1995-2004p, NCCI



## Workers Compensation Reserve Deficiencies Continue to Decline

### **Private Carriers**

#### \$ Billions

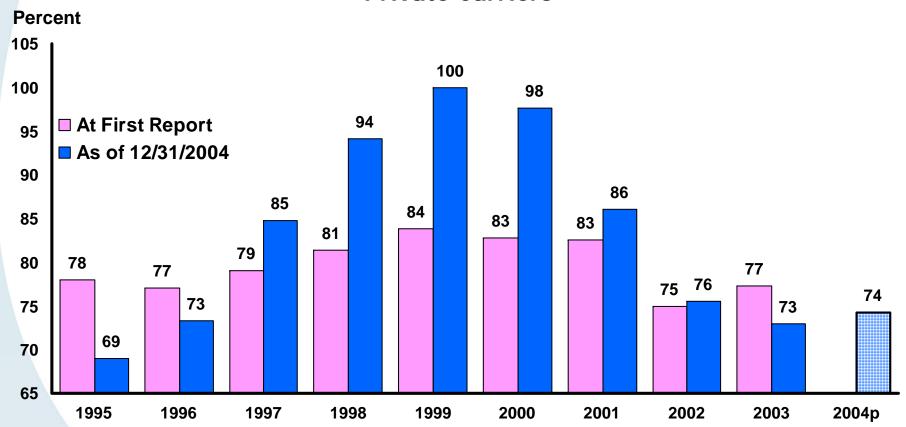


p Preliminary



### Workers Compensation Accident Year Loss & LAE Ratios

### **Private Carriers**



p Preliminary

Reported Loss and LAE reserves from Schedule P

Source: 1995-2004p, NAIC Annual Statement insurance data

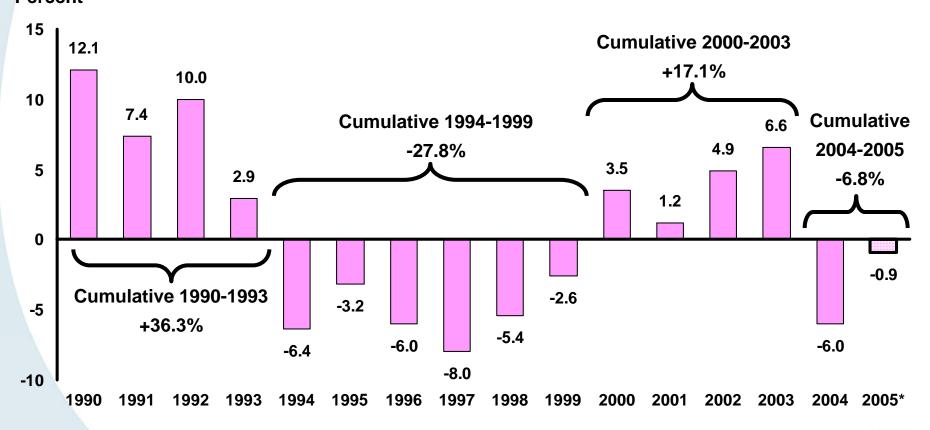


## Workers Compensation Premium Drivers



### Average Approved Bureau Rates/Loss Costs

History of Average WC Bureau Rate/Loss Cost Level Changes
Percent

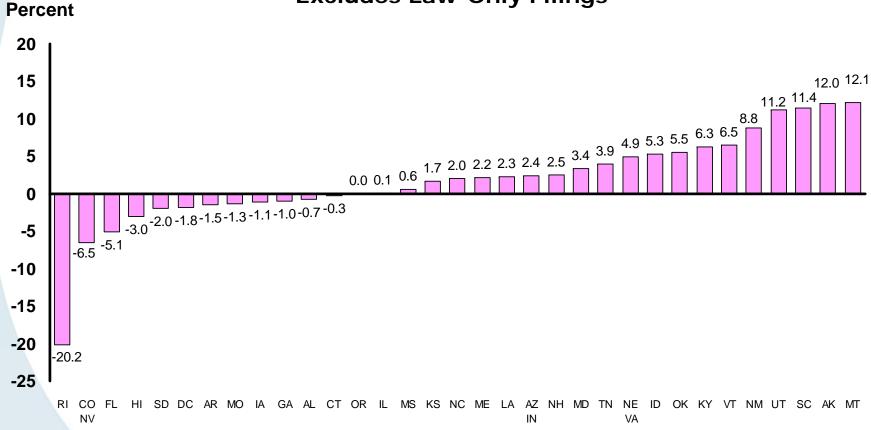


<sup>\*</sup> States approved through 04/15/2005 Countrywide approved changes in advisory rates, loss costs and assigned risk rates as filed by the applicable rating organization



## Current NCCI Voluntary Market Approved Rate/Loss Cost Changes

### **Excludes Law-Only Filings**

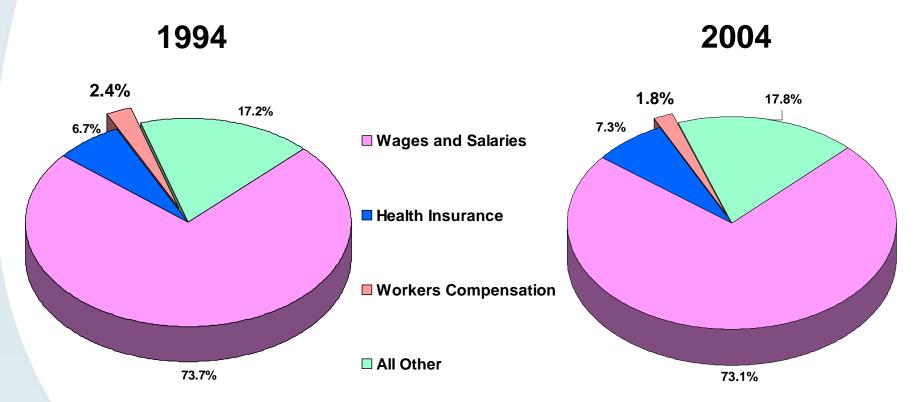


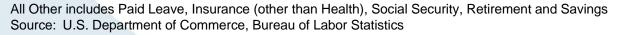
States approved through 04/15/2005



## **Employer Costs As Percentage of Total Compensation**

**Private Industry** 

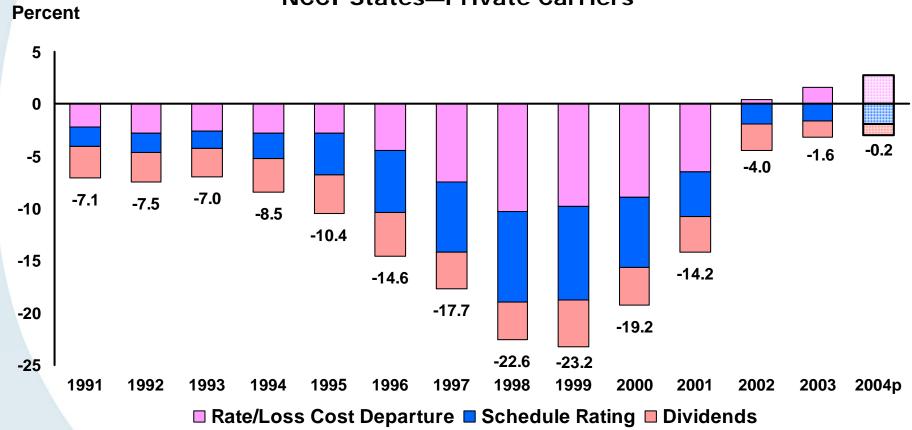






### Impact of Discounting on Workers Compensation Premium

**NCCI States—Private Carriers** 



p Preliminary

NCCI benchmark level does not include an underwriting contingency provision

Dividend ratios are based on calendar year statistics

Based on data through 12/31/2004 for the states where NCCI provides ratemaking services



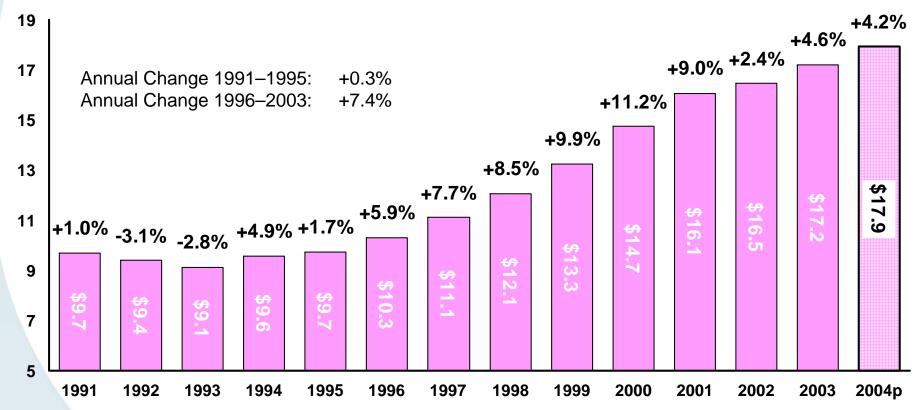
## Workers Compensation Loss Drivers



## The Growth in WC Indemnity Claim Costs Has Eased in Recent Years

Lost-Time Claims

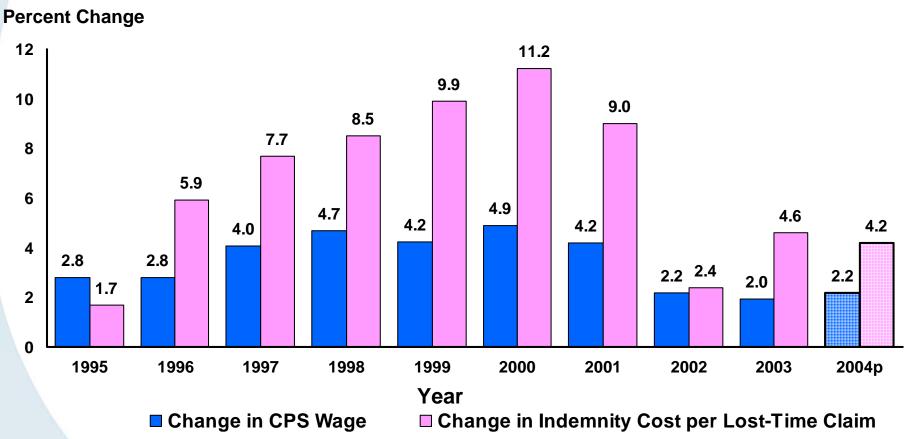
Indemnity
Claim Cost (000s)





## Workers Compensation Indemnity Severity Is Outpacing Wage Inflation

### **Lost-Time Claims**

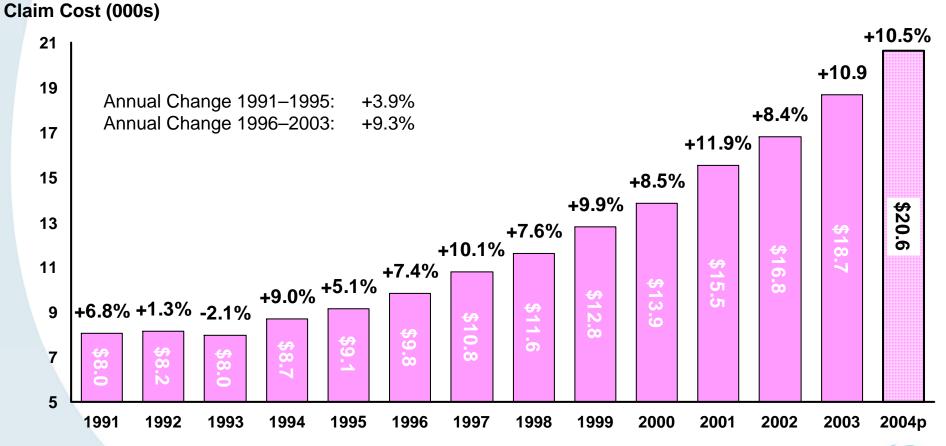


Indemnity severity 2004p: Preliminary based on data valued as of 12/31/2004
Indemnity severity 1995-2003: Based on data through 12/31/2003, developed to ultimate
Based on the states where NCCI provides ratemaking services, excludes the effects of deductible policies
Source: Calendar year Current Population Survey, Economy.com; Accident year indemnity severity, NCCI



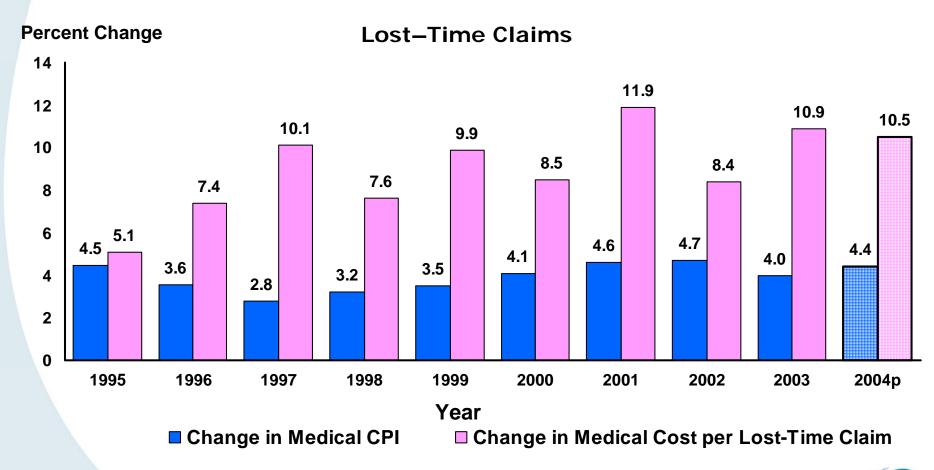
## WC Medical Claim Cost Trends Double-Digit Growth Continued in 2004

Medical Lost-Time Claims





## Workers Compensation Medical Severity Has Been Growing Much Faster Than the Medical CPI



Medical severity 2004p: Preliminary based on data valued as of 12/31/2004

Medical severity 1995-2003: Based on data through 12/31/2003, developed to ultimate

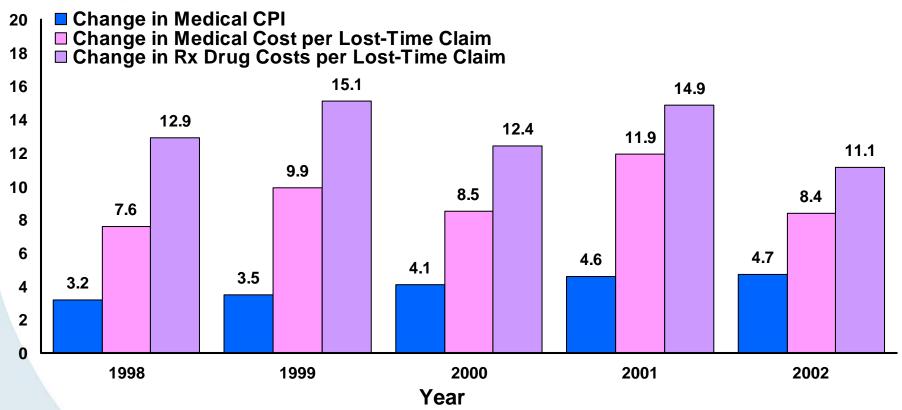
Based on the states where NCCI provides ratemaking services, excludes the effects of deductible policies

Source: Calendar year Current Population Survey, Economy.com; Accident year medical severity, NCCI



### Drug Costs Are Increasing More Rapidly Than Total WC Medical Costs

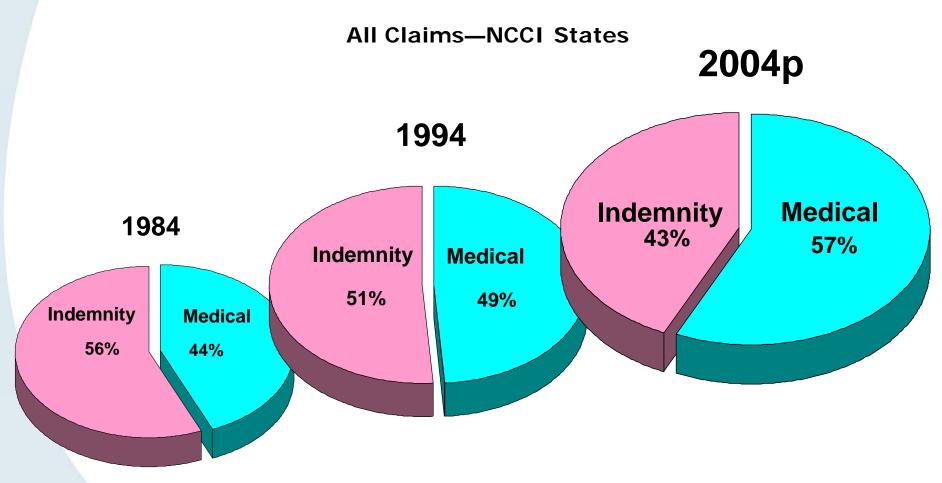
### **Percent Change**



Medical severity: Based on data through 12/31/2003, developed to ultimate
Based on the states where NCCI provides ratemaking services, excludes the effects of deductible policies
Source: Calendar year Current Population Survey, Economy.com; Accident year medical severity, NCCI; Accident year
Rx Drug Costs, NCCI estimate based on sample data provided by carriers



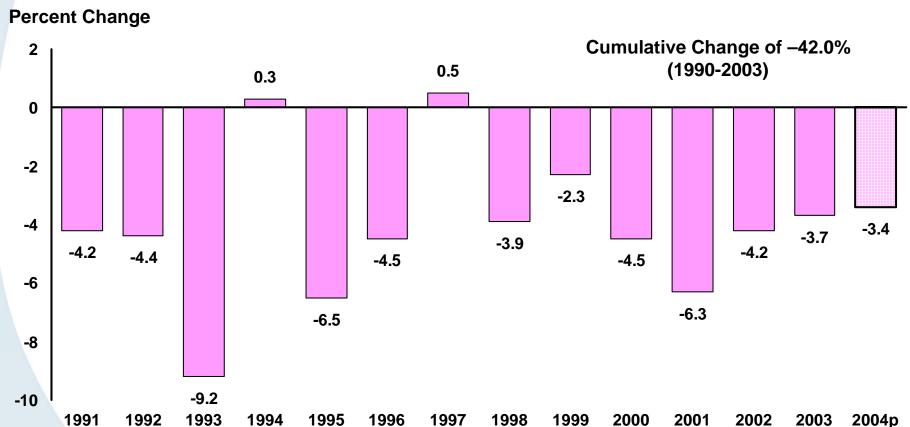
## Workers Compensation Medical Losses Are More Than Half of Total Losses





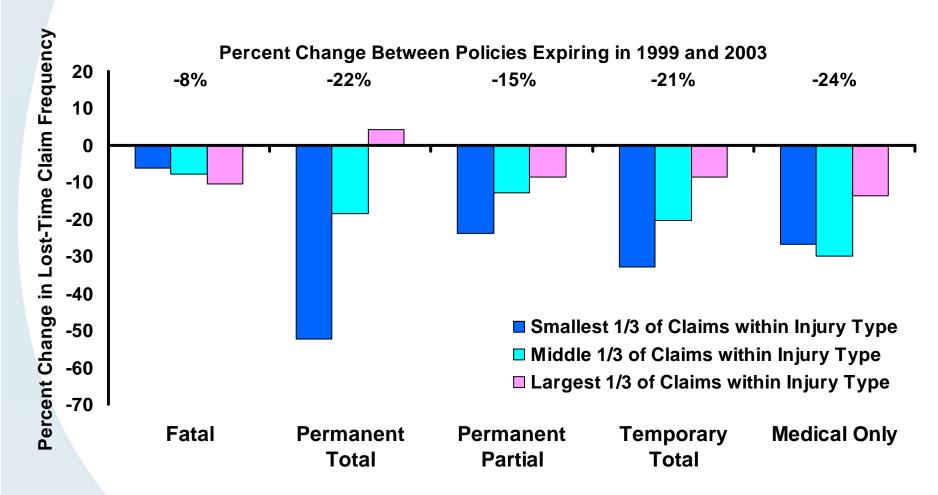
### Workers Compensation Lost-Time Claim Frequency Continues Its Decline

### **Lost-Time Claims**





## Change in Lost-Time Claim Frequency By Injury Type and by Size of Loss Group



Loss Size Adjustments: 4.2% Indemnity, 7.4% Medical Frequency = Lost-time claims / payroll; Payroll adjusted for inflation Claim count determined at 1st report.

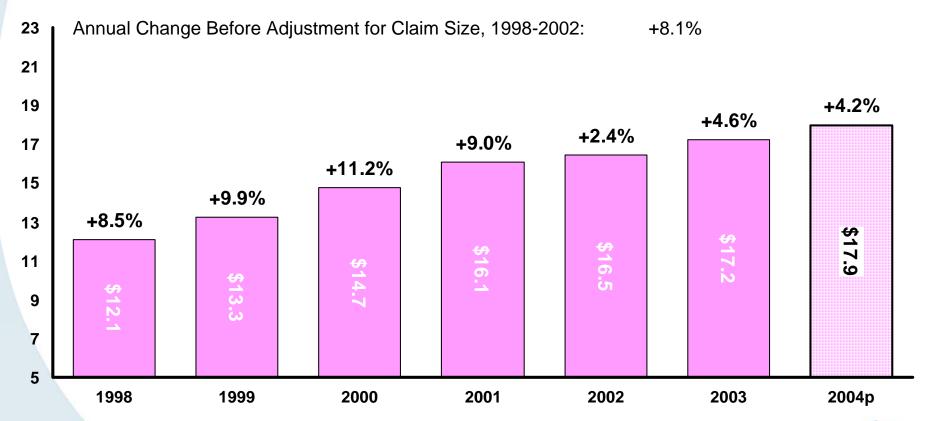
NCCI States only, excluding Texas



## Workers Compensation Indemnity Claim Costs

### Lost-Time Claims

Indemnity
Claim Cost (000s)

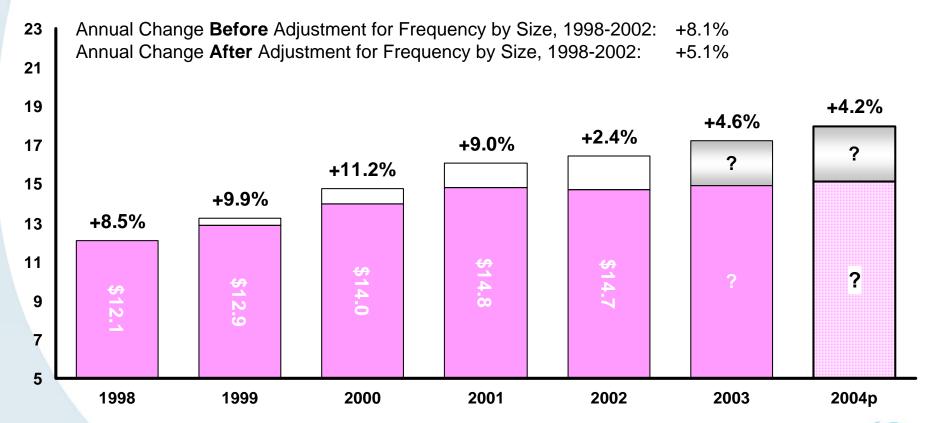




## Impact of Changes in Claim Size Distribution on Indemnity Claim Costs

### Indemnity Claim Cost (000s)

Lost-Time Claims

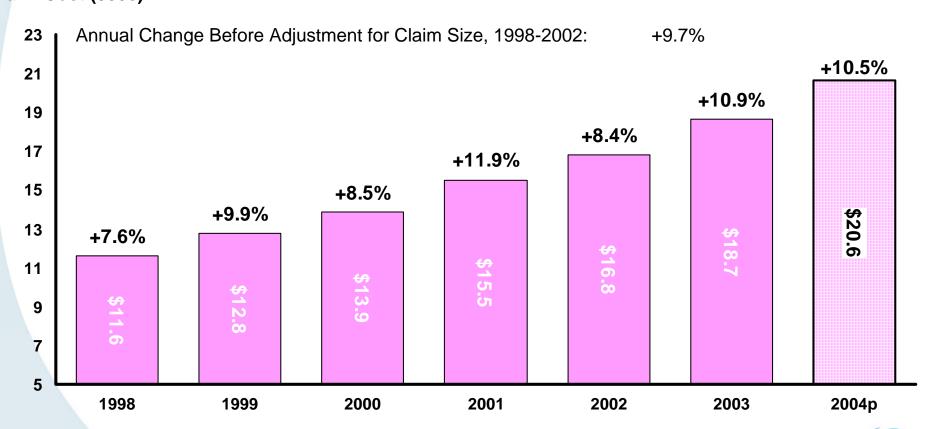




## Workers Compensation Medical Claim Costs

### Medical Claim Cost (000s)

### Lost-Time Claims

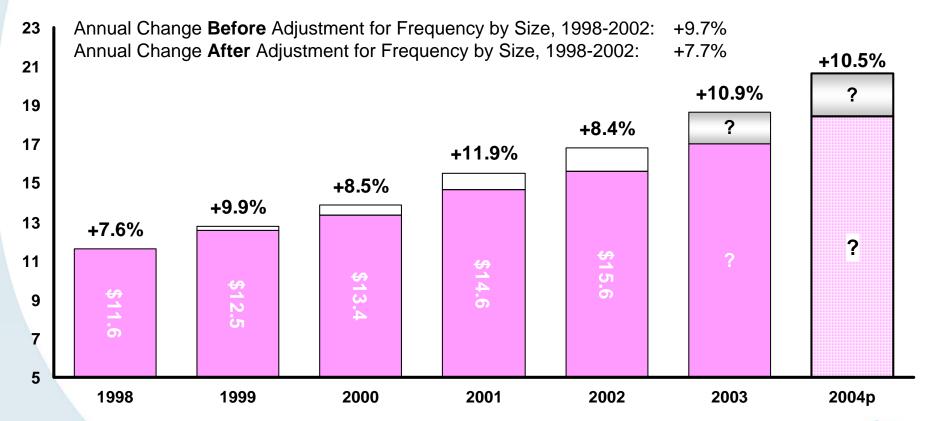




## Impact of Changes in Claim Size Distribution on Medical Claim Costs

### Medical Claim Cost (000s)

### **Lost-Time Claims**



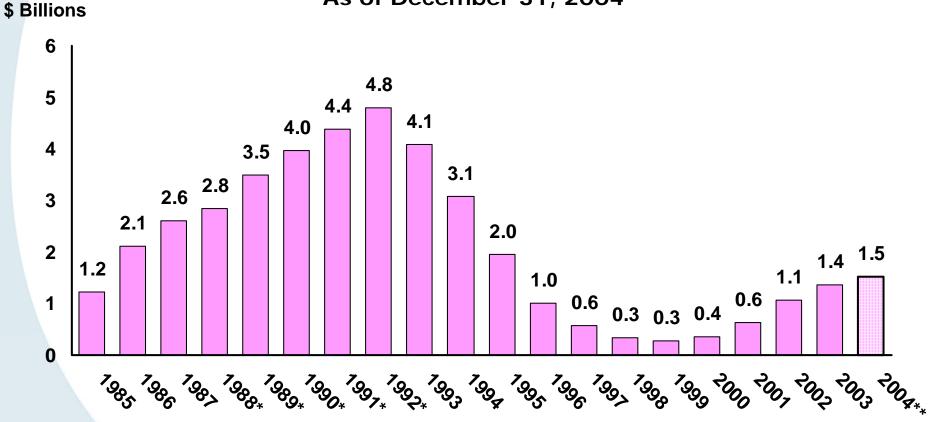


### Workers Compensation Residual Market



### Workers Compensation Residual Market Premium Volume

NCCI-Serviced Workers Compensation Residual Market Pools As of December 31, 2004



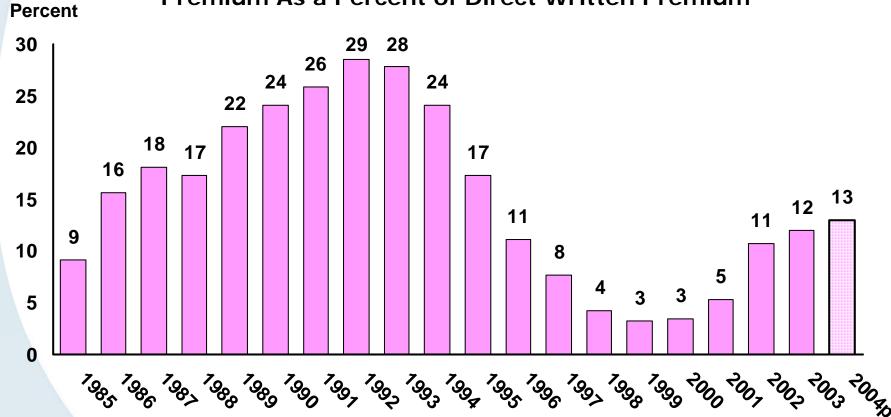
<sup>\*</sup> Excludes Maine Residual Market Pool



<sup>\*\*</sup> Incomplete Policy Year Projected to Ultimate

## Workers Compensation Residual Market Shares Continue to Rise

Workers Compensation Insurance Plan States\*
Premium As a Percent of Direct Written Premium



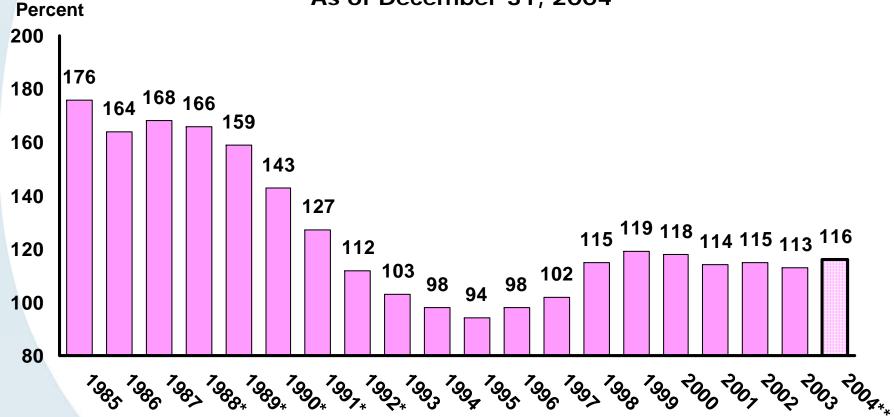
p Preliminary



<sup>\*</sup> NCCI Plan states plus DE, IN, MA, MI, NJ, NC

### Workers Compensation Residual Market Combined Ratios

NCCI-Serviced Workers Compensation Residual Market Pools
As of December 31, 2004



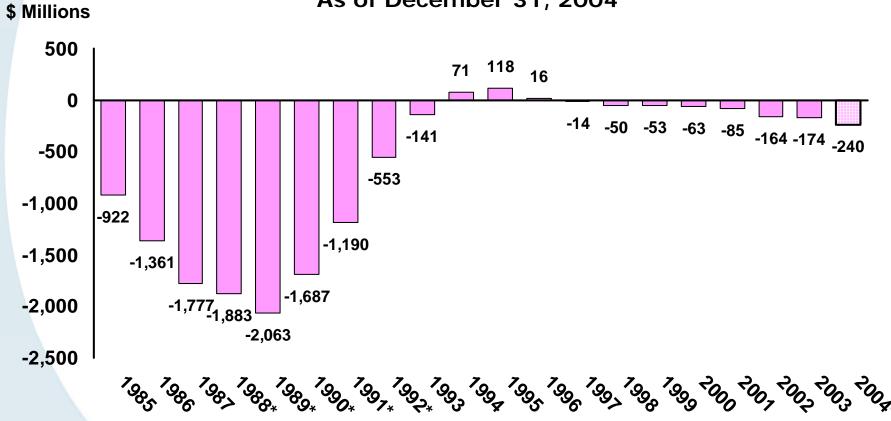


<sup>\*</sup> Excludes Maine Residual Market Pool

<sup>\*\*</sup> Incomplete Policy Year Projected to Ultimate

### Workers Compensation Residual Market Underwriting Results

NCCI-Serviced Workers Compensation Residual Market Pools As of December 31, 2004





<sup>\*</sup> Excludes Maine Residual Market Pool

<sup>\*\*</sup> Incomplete Policy Year Projected to Ultimate

### Residual Market Programs Mitigate the Burden

### **Pricing Programs:**

- Differential/Surcharge
- ARAP/SARAP
- Removal/Reduction of Premium Discount
- LSRP

### Depopulation Mechanisms:

- Take-Out Credit Program
- Voluntary Compensation
   Assistance Program

### Improved Controls:

- Paid Loss Ratio Incentive Program
- Heightened carrier audit process

### Improved Efficiency:

Servicing carrier bid process

ARAP: Assigned Risk Adjustment Program

SARAP: Simplified Assigned Risk Adjustment Program

LSRP: Loss Sensitive Rating Plan



### In Summary

### **Positives**

- Results are improving
- Frequency continues to decline
- Industry making progress on reserve deficiency
- Residual Market burden still manageable

### **Negatives**

- Low investment returns continue to put pressure on underwriting results
- Medical severity continues rapid growth
- Calendar year results lag behind other lines



## End of Presentation Thank You

