



The State of New Hampshire

Insurance Department

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2009 Life & Annuity Market Conduct Annual Statement

These statewide average ratios were calculated using aggregate data received from all reporting companies in New Hampshire. The ratios are provided for your use in comparing your company's results to the New Hampshire statewide average ratios. You can access your company results in your MCAS database under the Life and Annuity State Report Section and choosing the state of New Hampshire. Your company specific MCAS ratios are on page two.

A chart indicating the number of reporting companies whose ratios fall into each range is also provided for each ratio to show how your company's results compare to the other reporting companies in New Hampshire.

A ratio of 9999.9% indicates that your company reported some activity for a ratio category but a valid ratio could not be calculated. For example, if your company reported surrender activity but no policies issued, the ratio of surrenders to policies issued would be 9999.9%.

Schedule 1: Individual Life Cash Value Products

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	10.2%
Ratio 2. The number of 1035 exchanges to the number of policies issued	4.9%
Ratio 3. The number of surrenders compared to the number of policies issued	88.1%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	7.1%
Ratio 5. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.0%
Ratio 6. The number of claims denied, resisted or compromised compared to the number of claims closed	0.0%
Ratio 7. Number of complaints per 1,000 policies in force	0.352#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	114	20	10	6	9	7	2	3	3	1	2	4
Ratio 2	135	16	9	6	3	4	3	1	0	1	0	3
Ratio 3	33	6	12	8	3	3	2	5	1	3	6	99
Ratio 4	36	113	26	5	0	0	0	0	0	0	0	1
Ratio 5	162	11	3	1	1	1	0	0	0	0	2	0
Ratio 6	179	1	0	0	0	0	0	0	0	0	1	0

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 7	135	7	11	3	6	8	4	2	0	1	3	1

Schedule 2: Individual Life Non-Cash Value Products

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	20.3%
Ratio 2. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	2.4%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	0.9%
Ratio 4. Number of complaints per 1,000 policies in force	0.284#

	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	97	13	14	12	12	5	2	1	0	2	1	1
Ratio 2	153	2	1	1	0	1	0	1	0	0	1	0
Ratio 3	157	1	1	0	0	0	0	0	0	0	1	0
	Number of complaints per 1,000 policies in force											
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	139	3	6	2	6	1	1	0	0	1	1	0

Schedule 3: Group Life Products

	Statewide Average Ratio
Ratio 1. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.8%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	1.2%
Ratio 3. Number of complaints per 1,000 policies in force	1.439#

	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	113	5	3	0	0	0	0	0	0	0	1	0
Ratio 2	110	10	2	0	0	0	0	0	0	0	0	0
	Number of complaints per 1,000 policies in force											
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 3	107	1	0	0	0	1	1	0	0	0	0	12

Schedule 4: Individual Fixed Annuities

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	29.9%
Ratio 2. The number of 1035 exchanges to the number of policies issued	13.4%
Ratio 3. The number of surrenders compared to the number of policies issued	56.0%
Ratio 4. Number of complaints per 1,000 policies in force	0.609#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	75	4	10	16	12	9	4	2	4	1	1	1
Ratio 2	78	11	20	16	11	0	0	0	0	0	1	2
Ratio 3	41	7	11	6	10	6	3	4	1	1	3	46
Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	118	0	3	3	2	4	3	2	2	0	0	2

Schedule 5: Individual Variable Annuities

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	22.0%
Ratio 2. The number of 1035 exchanges to the number of policies issued	11.7%
Ratio 3. The number of surrenders compared to the number of policies issued	70.1%
Ratio 4. Number of complaints per 1,000 policies in force	0.558#

Number of companies with ratios falling in the range:												
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	40	4	9	13	7	4	2	0	1	0	2	1
Ratio 2	47	13	12	3	0	2	2	0	0	0	2	2
Ratio 3	12	1	2	5	4	6	1	3	2	1	0	46
Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 - 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	63	1	5	6	1	5	0	0	1	0	0	1