

As of 9/15/2011

160 - Office of Insurance Commissioner

A006 Monitoring Insurance Company Solvency

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

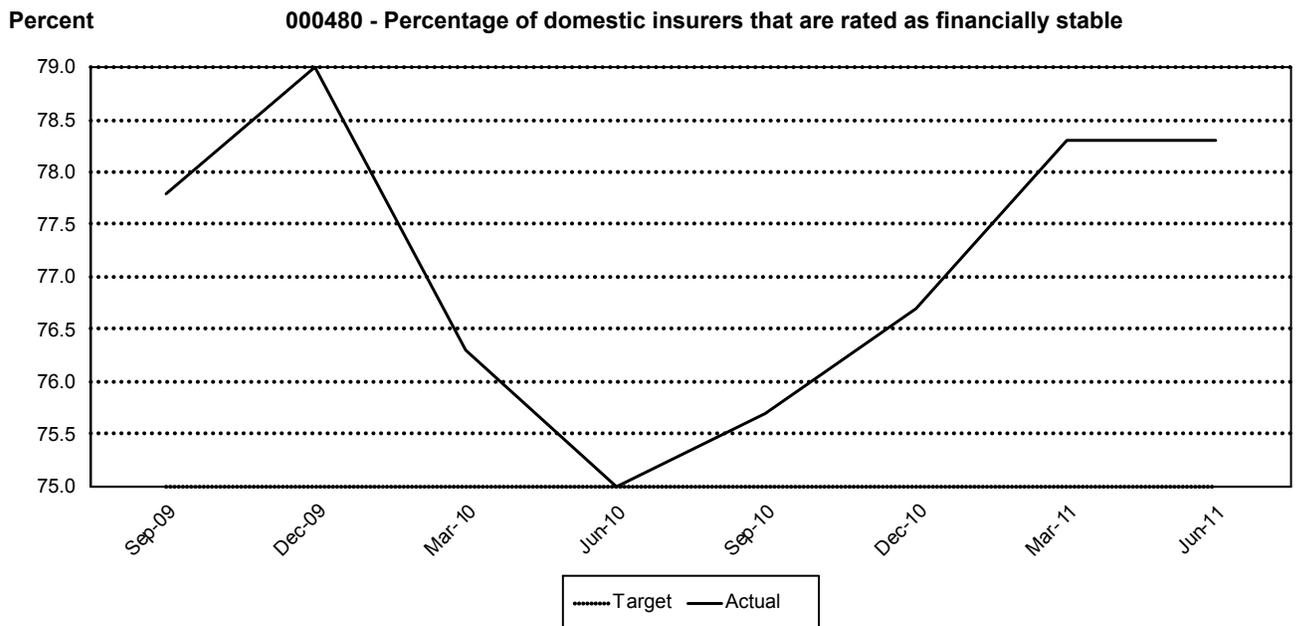
Expected Results

In addition to the financial and market conduct oversight activities completed, Company Supervision staff completes 480 detailed desk examinations of quarterly, annual, and supplemental financial statements; reviews 120 monthly statements filed by domestic insurers; performs cursory quarterly review of statements filed by almost 1,400 foreign insurers; and reviews intermediate quarterly statements filed by 366 financially distressed foreign insurers.

000480 - Percentage of domestic insurers that are rated as financially stable.			
Biennium	Period	Actual	Target
2009-11	Q8	78.3%	75%
2009-11	Q7	78.3%	75%
2009-11	Q6	76.7%	75%
2009-11	Q5	75.7%	75%
2009-11	Q4	75%	75%
2009-11	Q3	76.3%	75%
2009-11	Q2	79%	75%
2009-11	Q1	77.8%	75%

Date Measured: 6/30/2011

Comment: Based on insurance premiums, these companies represent 91% of the domestic market.



As of 9/15/2011

A005 Investigations and Enforcement

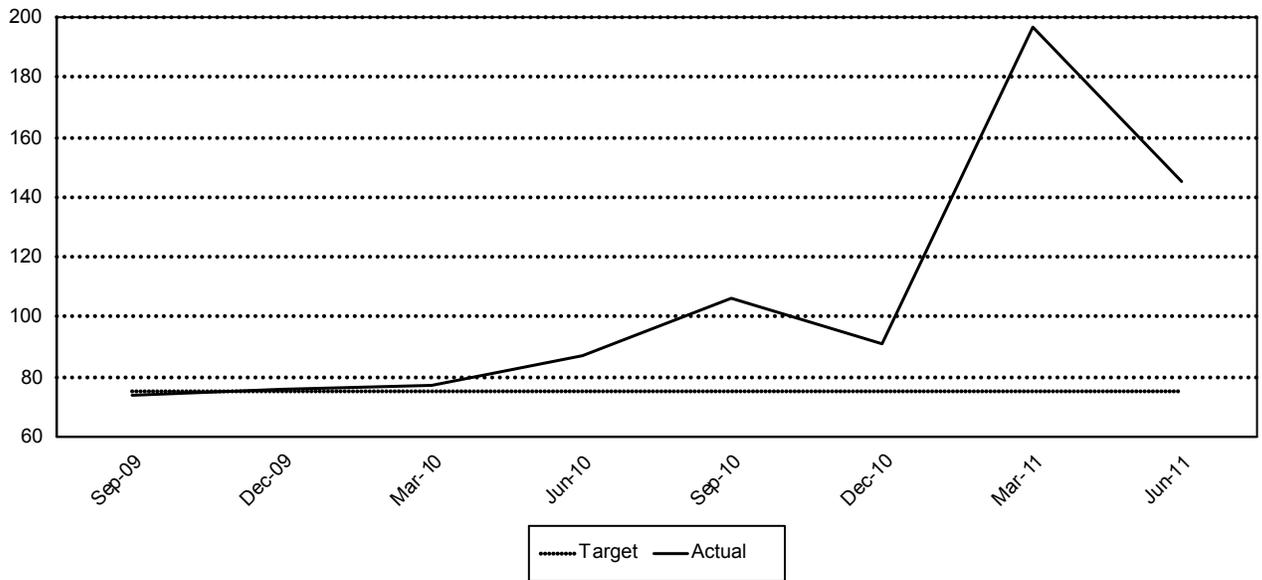
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

000575 - Average number of days it takes to complete producer investigations.			
Biennium	Period	Actual	Target
2009-11	Q8	145	75
2009-11	Q7	197	75
2009-11	Q6	91	75
2009-11	Q5	106	75
2009-11	Q4	87	75
2009-11	Q3	77	75
2009-11	Q2	76	75
2009-11	Q1	74	75

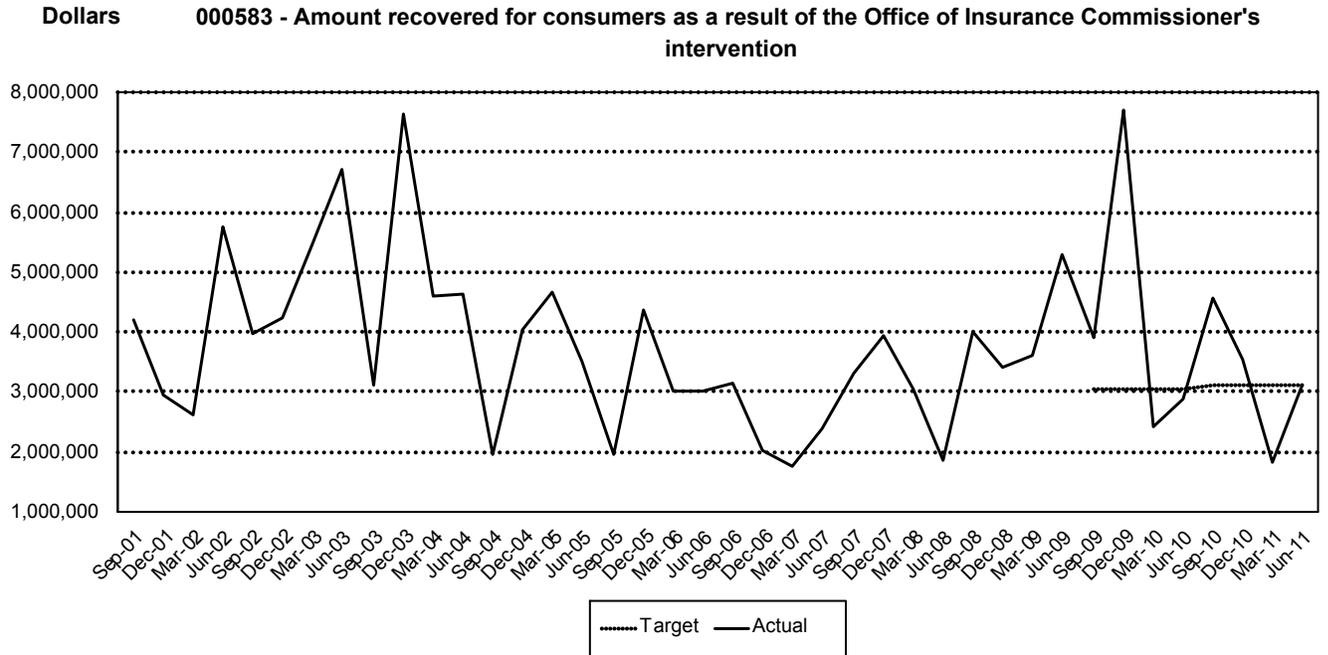
Number **000575 - Average Number of days it takes to complete producer investigations**



As of 9/15/2011

000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2009-11	Q8	\$3,118,392	\$3,100,000
2009-11	Q7	\$1,836,364	\$3,100,000
2009-11	Q6	\$3,551,590	\$3,100,000
2009-11	Q5	\$4,578,778	\$3,100,000
2009-11	Q4	\$2,895,482	\$3,050,000
2009-11	Q3	\$2,427,350	\$3,050,000
2009-11	Q2	\$7,686,915	\$3,050,000
2009-11	Q1	\$3,896,774	\$3,050,000
2007-09	Q8	\$5,277,992	
2007-09	Q7	\$3,608,869	
2007-09	Q6	\$3,417,820	
2007-09	Q5	\$4,013,768	
2007-09	Q4	\$1,867,649	
2007-09	Q3	\$3,061,107	
2007-09	Q2	\$3,930,239	
2007-09	Q1	\$3,310,218	
2005-07	Q8	\$2,400,954	
2005-07	Q7	\$1,746,167	
2005-07	Q6	\$2,028,758	
2005-07	Q5	\$3,151,356	
2005-07	Q4	\$2,999,676	
2005-07	Q3	\$3,005,370	
2005-07	Q2	\$4,372,107	
2005-07	Q1	\$1,963,574	

As of 9/15/2011



A003 Consumer Information and Advocacy

Statewide Result Area: Improve the economic vitality of businesses and individuals

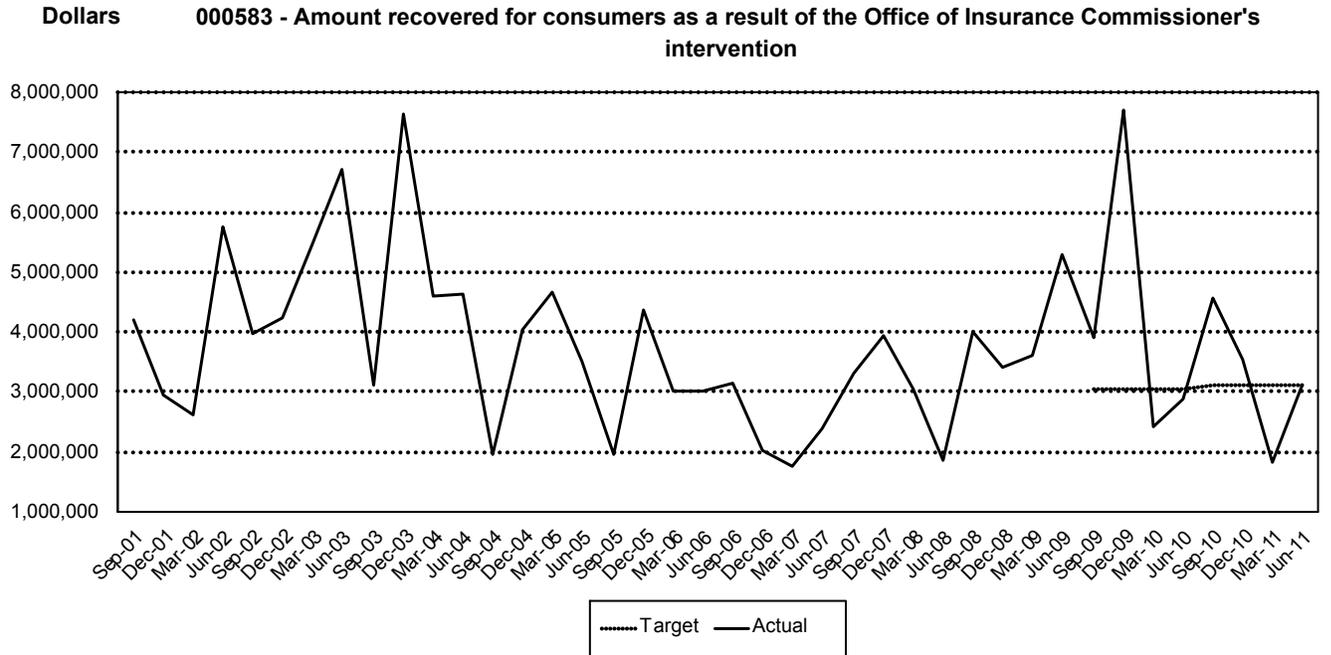
Statewide Strategy: Provide consumer protection

Expected Results

As of 9/15/2011

000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
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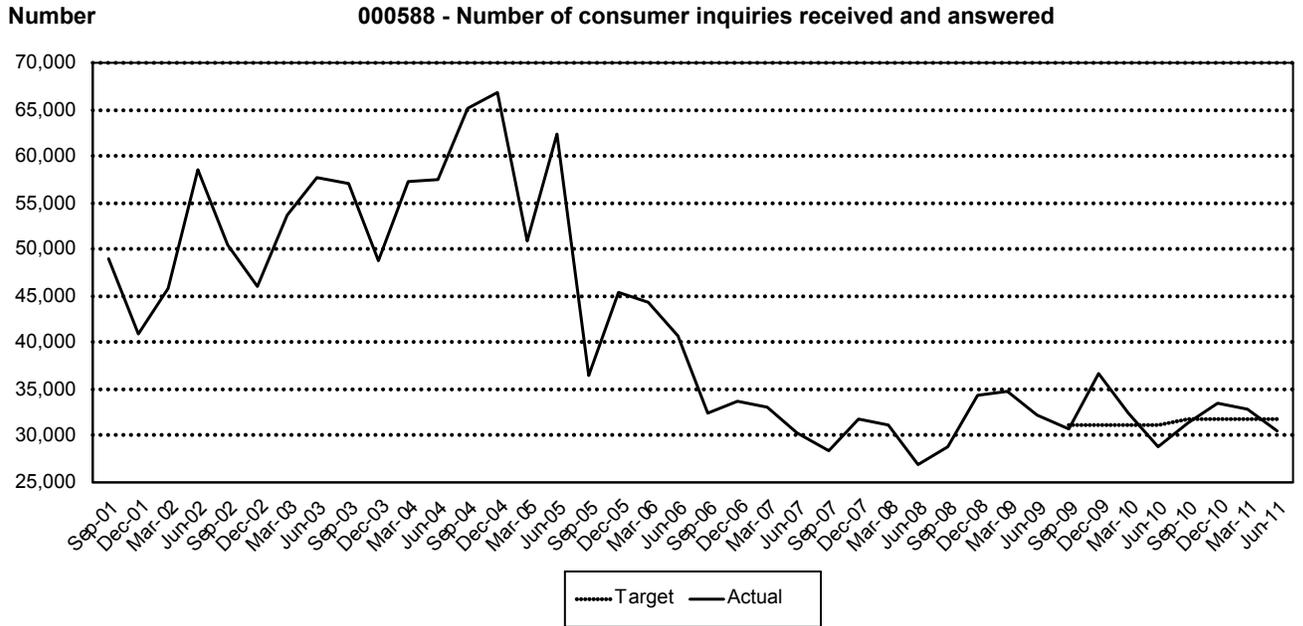
As of 9/15/2011



As of 9/15/2011

000588 - Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner			
Biennium	Period	Actual	Target
2009-11	Q8	30,463	31,865
2009-11	Q7	32,933	31,865
2009-11	Q6	33,555	31,864
2009-11	Q5	31,384	31,864
2009-11	Q4	28,916	31,063
2009-11	Q3	32,464	31,063
2009-11	Q2	36,764	31,062
2009-11	Q1	30,733	31,062
2007-09	Q8	32,145	
2007-09	Q7	34,728	
2007-09	Q6	34,351	
2007-09	Q5	28,791	
2007-09	Q4	27,005	
2007-09	Q3	31,241	
2007-09	Q2	31,866	
2007-09	Q1	28,392	
2005-07	Q8	30,302	
2005-07	Q7	33,105	
2005-07	Q6	33,685	
2005-07	Q5	32,473	
2005-07	Q4	40,749	
2005-07	Q3	44,408	
2005-07	Q2	45,334	
2005-07	Q1	36,407	

As of 9/15/2011



A004 Health Insurance Benefit Advisors

Statewide Result Area: Improve the health of Washingtonians
Statewide Strategy: Provide access to appropriate health care

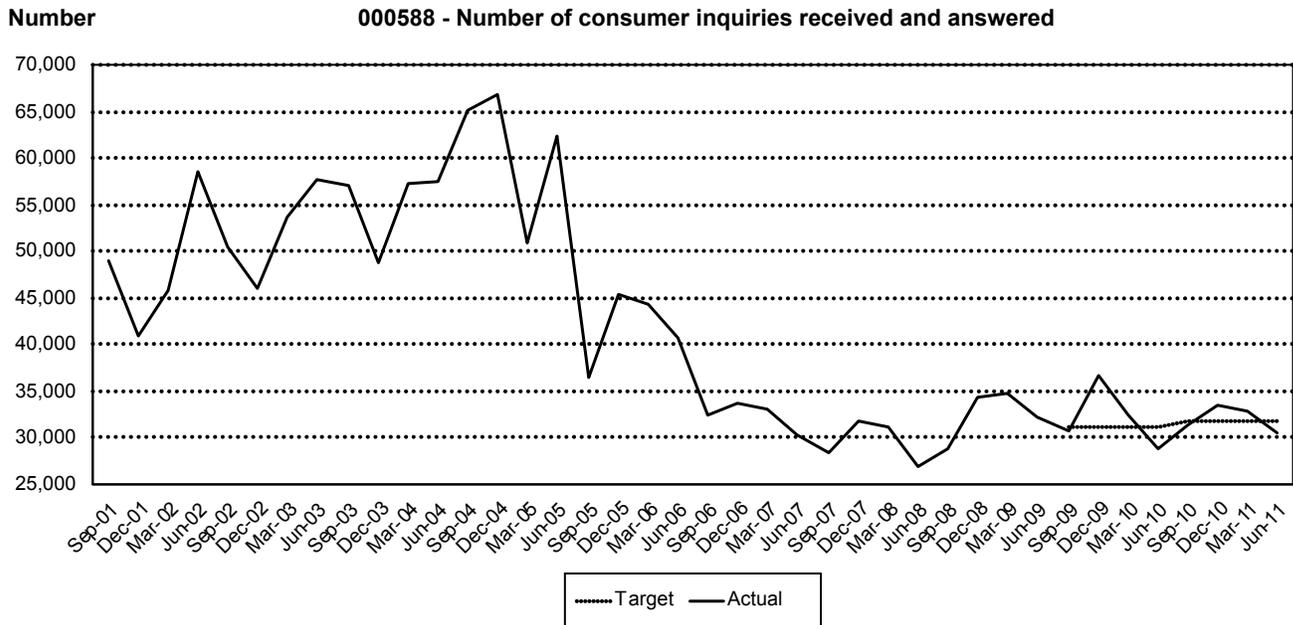
Expected Results

SHIBA HelpLine staff and volunteers receive and answer over 30,000 inquiries per year targeting low-income populations that are least likely to approach the OIC directly.

As of 9/15/2011

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2005-07	Q3	44,408	
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2005-07	Q1	36,407	

As of 9/15/2011



A007 Policy and Enforcement

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

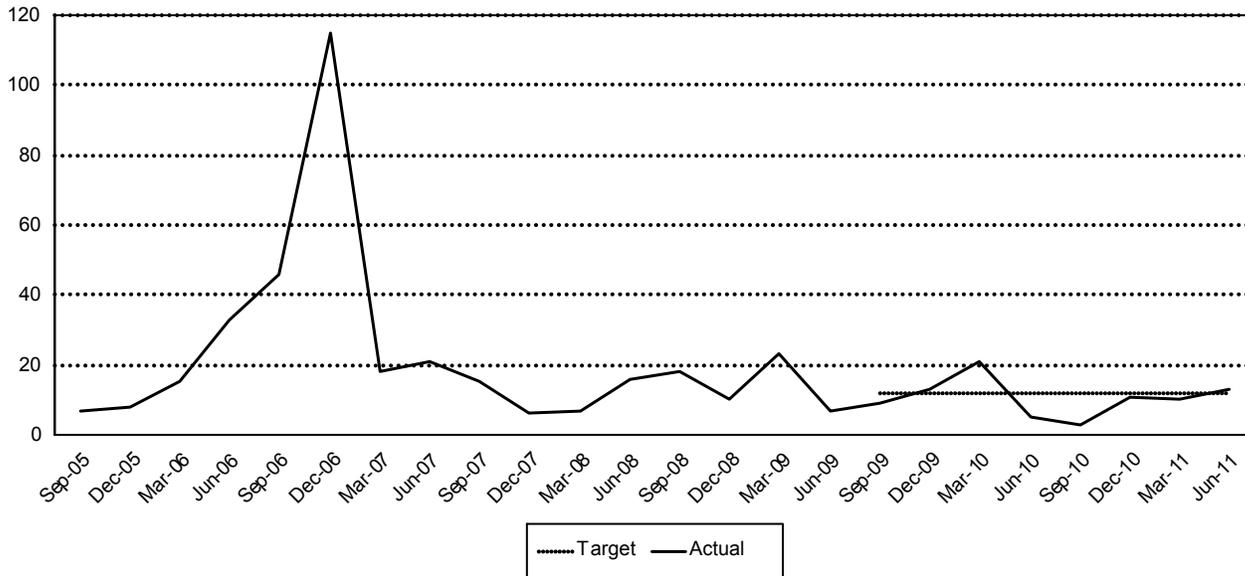
Expected Results

As of 9/15/2011

000590 - Number of enforcement actions and compliance plans issued against authorized insurers.			
Biennium	Period	Actual	Target
2009-11	Q8	13	12
2009-11	Q7	10	12
2009-11	Q6	11	12
2009-11	Q5	3	12
2009-11	Q4	5	12
2009-11	Q3	21	12
2009-11	Q2	13	12
2009-11	Q1	9	12
2007-09	Q8	7	
2007-09	Q7	23	
2007-09	Q6	10	
2007-09	Q5	18	
2007-09	Q4	16	
2007-09	Q3	7	
2007-09	Q2	6	
2007-09	Q1	15	
2005-07	Q8	21	
2005-07	Q7	18	
2005-07	Q6	115	
2005-07	Q5	46	
2005-07	Q4	33	
2005-07	Q3	15	
2005-07	Q2	8	
2005-07	Q1	7	

As of 9/15/2011

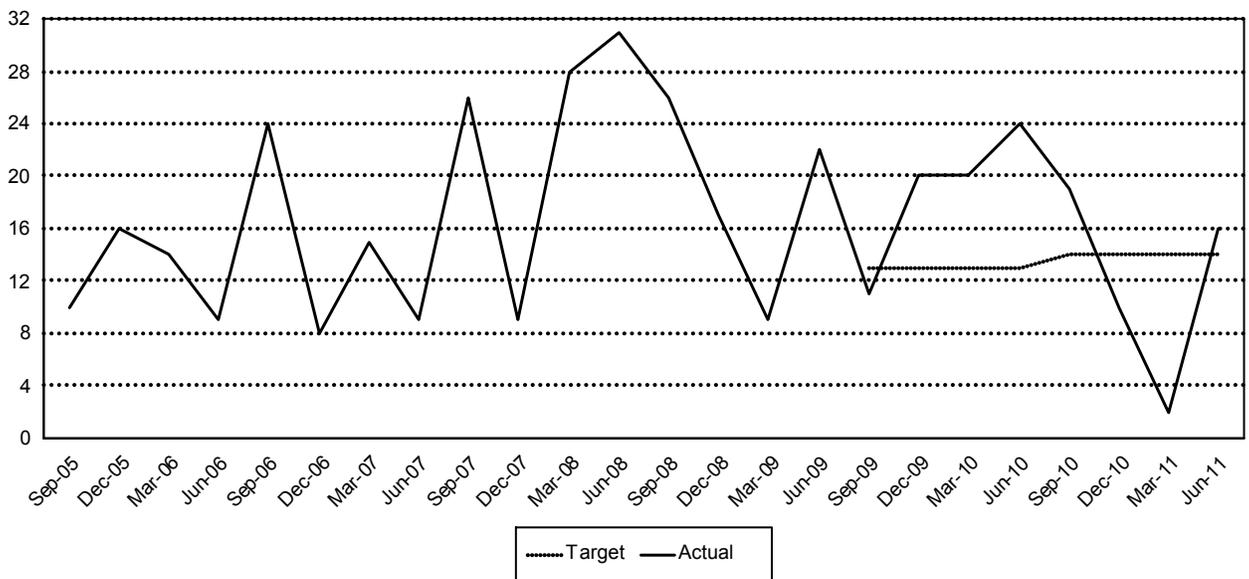
Number **000590 - Number of enforcement actions and compliance plans issued against authorized insurers**



As of 9/15/2011

000591 - Number of investigations of potential violatons of the insurance code completed.			
Biennium	Period	Actual	Target
2009-11	Q8	16	14
2009-11	Q7	2	14
2009-11	Q6	10	14
2009-11	Q5	19	14
2009-11	Q4	24	13
2009-11	Q3	20	13
2009-11	Q2	20	13
2009-11	Q1	11	13
2007-09	Q8	22	
2007-09	Q7	9	
2007-09	Q6	17	
2007-09	Q5	26	
2007-09	Q4	31	
2007-09	Q3	28	
2007-09	Q2	9	
2007-09	Q1	26	
2005-07	Q8	9	
2005-07	Q7	15	
2005-07	Q6	8	
2005-07	Q5	24	
2005-07	Q4	9	
2005-07	Q3	14	
2005-07	Q2	16	
2005-07	Q1	10	

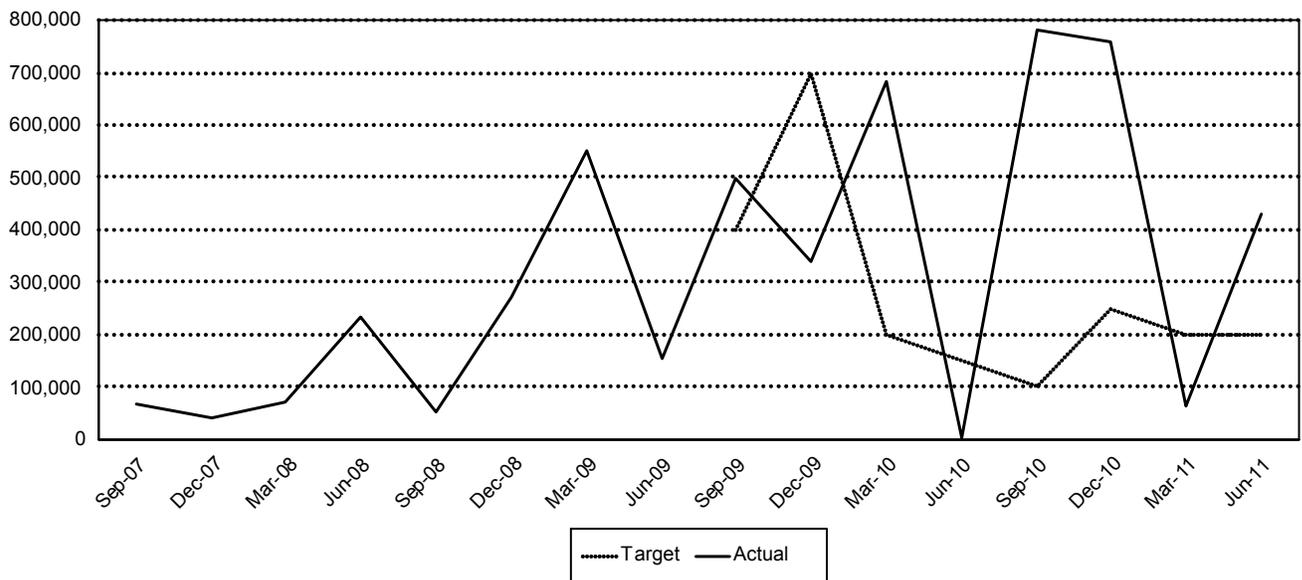
Number 000591 - Number of investigations of potential violations of the insurance code completed.



As of 9/15/2011

000592 - Amount of restitution value assessed and projected insurance claim payouts saved on behalf of victims of insurance fraud.			
Biennium	Period	Actual	Target
2009-11	Q8	\$428,815	\$200,000
2009-11	Q7	\$65,064	\$200,000
2009-11	Q6	\$758,203	\$250,000
2009-11	Q5	\$780,708	\$100,000
2009-11	Q4	\$3,500	\$150,000
2009-11	Q3	\$681,402	\$200,000
2009-11	Q2	\$337,760	\$700,000
2009-11	Q1	\$497,346	\$400,000
2007-09	Q8	\$155,733	
2007-09	Q7	\$552,386	
2007-09	Q6	\$271,031	
2007-09	Q5	\$51,907	
2007-09	Q4	\$234,627	
2007-09	Q3	\$70,190	
2007-09	Q2	\$40,000	
2007-09	Q1	\$68,791	

Dollars 000592 - Amount of restitution value assessed and projected insurance claims payouts saved



A002 Producer Licensing and Education

Statewide Result Area: Improve the economic vitality of businesses and individuals
 Statewide Strategy: Provide consumer protection

As of 9/15/2011

Expected Results

As of 9/15/2011

A008 Regulation of Insurance Rates and Forms

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Rates and Forms staff reviews approximately 8,500 rate filings and 10,000 form filings per year.

As of 9/15/2011

000734 - Average number of days required to finalize the filing review process for insurance rate and form filings.			
Biennium	Period	Actual	Target
2009-11	Q8	25.8	28.5
2009-11	Q7	24.5	28.5
2009-11	Q6	24.6	28.5
2009-11	Q5	24.9	28.5
2009-11	Q4	24.6	28.5
2009-11	Q3	24.9	28.5
2009-11	Q2	25.7	28.5
2009-11	Q1	27.4	28.5
2007-09	Q8	30.9	
2007-09	Q7	33.1	
2007-09	Q6	33.7	
2007-09	Q5	34.7	
2007-09	Q4	32.8	
2007-09	Q3	31.6	
2007-09	Q2	34.13	
2007-09	Q1	36	
2005-07	Q8	34.8	
2005-07	Q7	31.9	
2005-07	Q6	20.9	
2005-07	Q5	25.6	
2005-07	Q4	27.3	
2005-07	Q3	30	
2005-07	Q2	30.8	
2005-07	Q1	30.03	

As of 9/15/2011

