

As of 9/3/2013

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

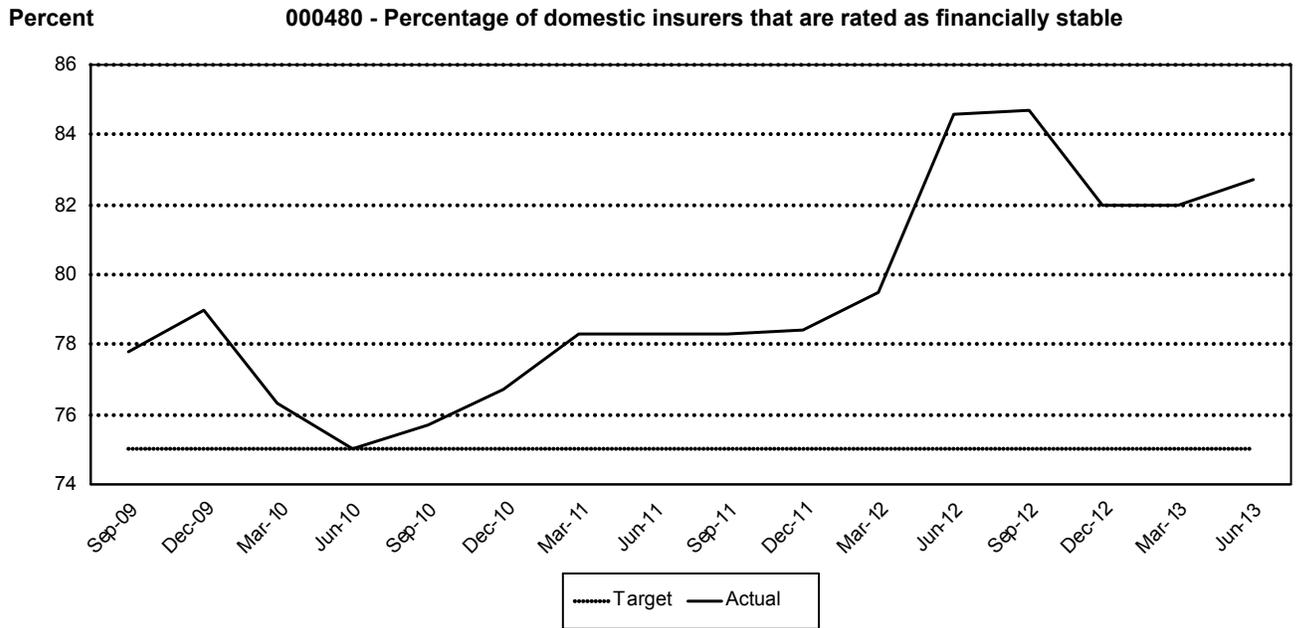
In addition to the financial and market conduct oversight activities completed, Company Supervision staff completes 480 detailed desk examinations of quarterly, annual, and supplemental financial statements; reviews 120 monthly statements filed by domestic insurers; performs cursory quarterly review 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
2011-13	Q8	82.7%	75%
2011-13	Q7	82%	75%
2011-13	Q6	82%	75%
2011-13	Q5	84.7%	75%
2011-13	Q4	84.6%	75%
2011-13	Q3	79.5%	75%
2011-13	Q2	78.4%	75%
2011-13	Q1	78.3%	75%
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: 6/30/2013

Comment: Based on insurance premiums, these companies represent 94.7% of the domestic market.

As of 9/3/2013



A003 Consumer Information and Advocacy

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

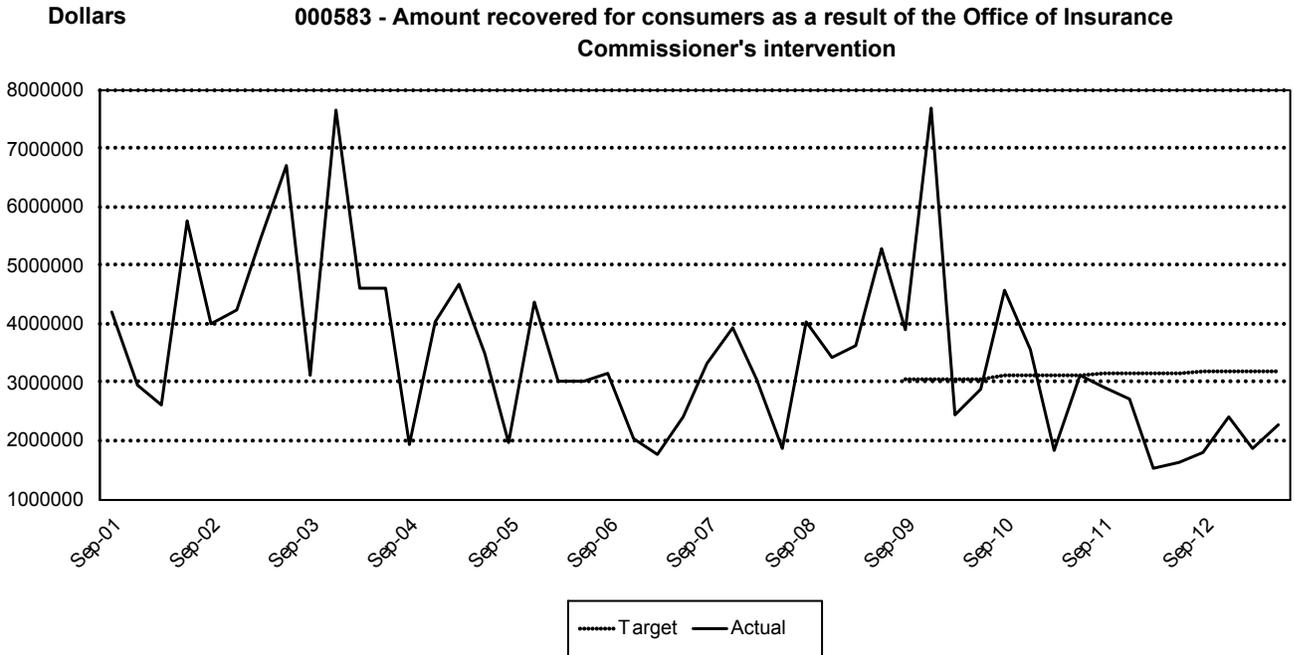
Statewide Strategy: **Provide consumer protection**

Expected Results

As of 9/3/2013

000583 - Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.			
Biennium	Period	Actual	Target
2011-13	Q8	\$2,255,857	\$3,200,000
2011-13	Q7	\$1,869,569	\$3,200,000
2011-13	Q6	\$2,399,919	\$3,200,000
2011-13	Q5	\$1,787,317	\$3,200,000
2011-13	Q4	\$1,640,711	\$3,150,000
2011-13	Q3	\$1,528,144	\$3,150,000
2011-13	Q2	\$2,707,949	\$3,150,000
2011-13	Q1	\$2,911,337	\$3,150,000
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	

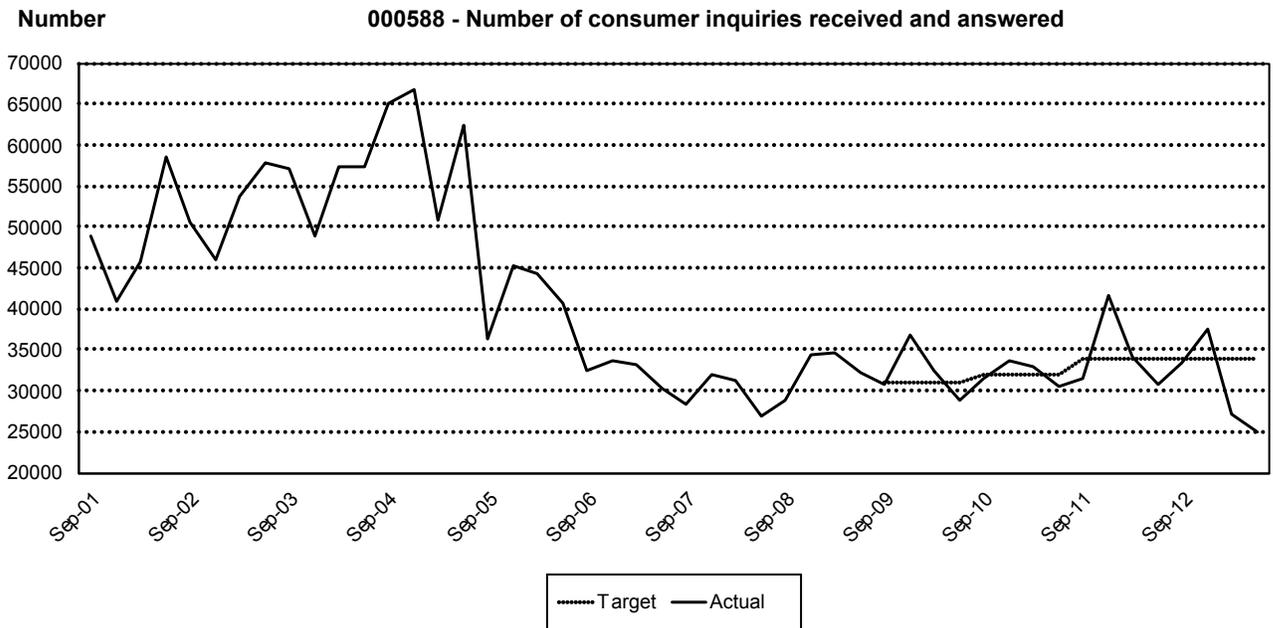
As of 9/3/2013



As of 9/3/2013

000588 - Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner			
Biennium	Period	Actual	Target
2011-13	Q8	24,917	33,975
2011-13	Q7	27,131	33,975
2011-13	Q6	37,526	33,975
2011-13	Q5	33,383	33,975
2011-13	Q4	30,791	33,818
2011-13	Q3	34,240	33,818
2011-13	Q2	41,761	33,818
2011-13	Q1	31,598	33,818
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	

As of 9/3/2013



A004 Health Insurance Benefit Advisors

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

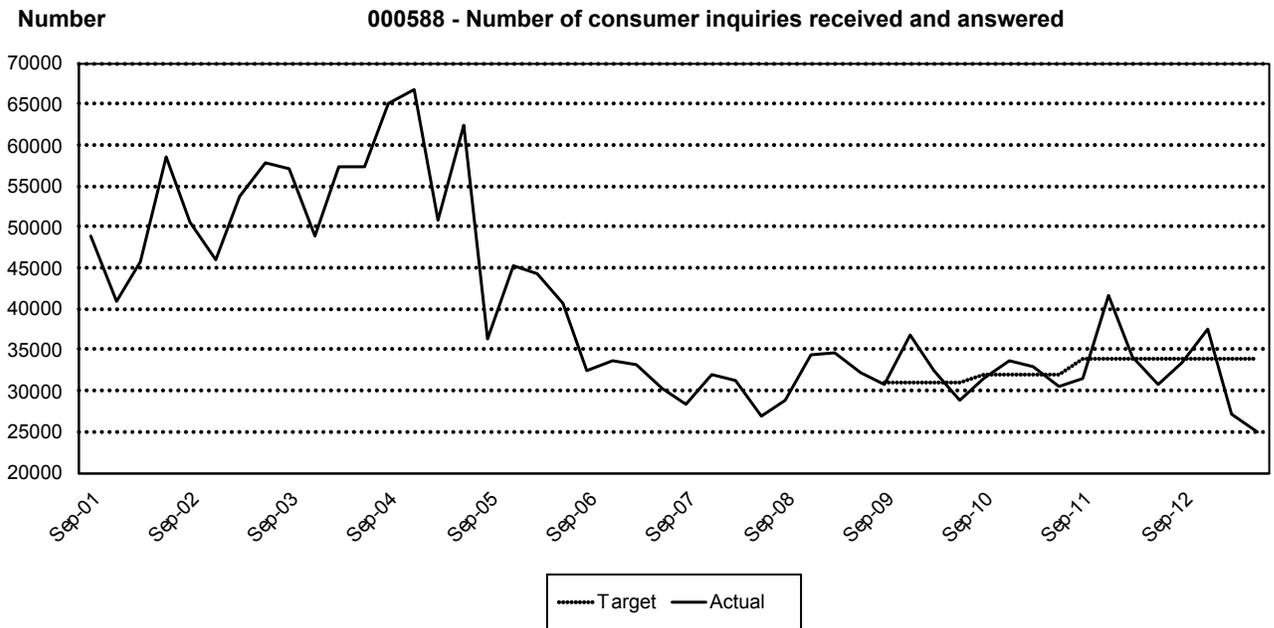
Expected Results

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 9/3/2013

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As of 9/3/2013



A007 Policy and Enforcement

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

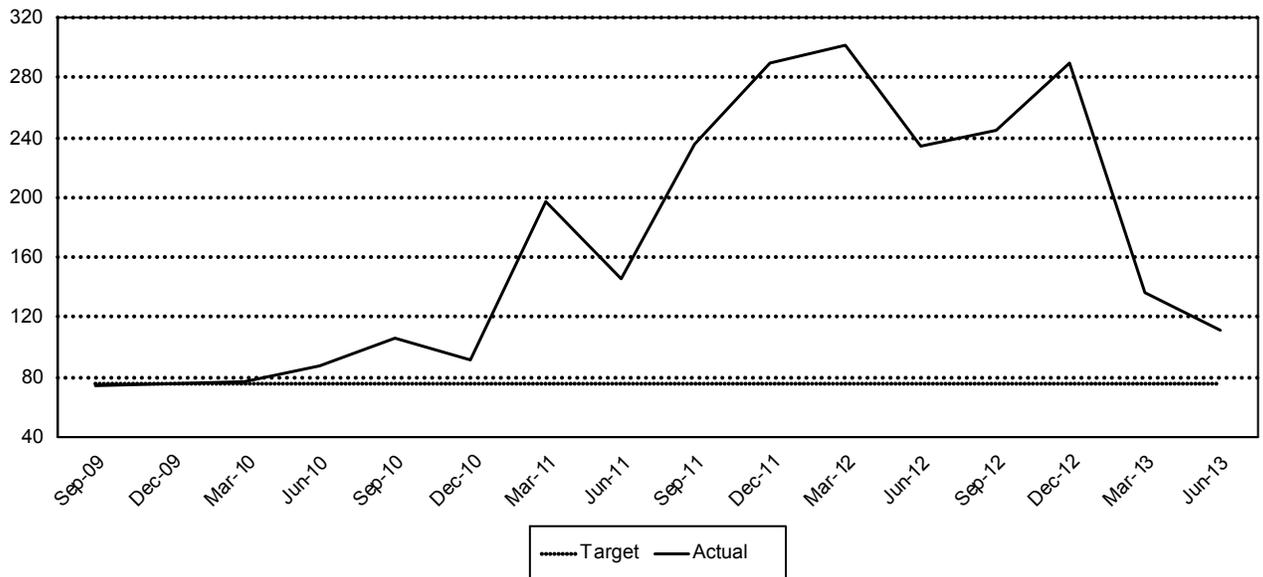
Statewide Strategy: Provide consumer protection

Expected Results

As of 9/3/2013

000575 - Average number of days it takes to complete investigations of suspected violations of the insurance code.			
Biennium	Period	Actual	Target
2011-13	Q8	111	75
2011-13	Q7	137	75
2011-13	Q6	290	75
2011-13	Q5	245	75
2011-13	Q4	234	75
2011-13	Q3	302	75
2011-13	Q2	290	75
2011-13	Q1	235	75
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

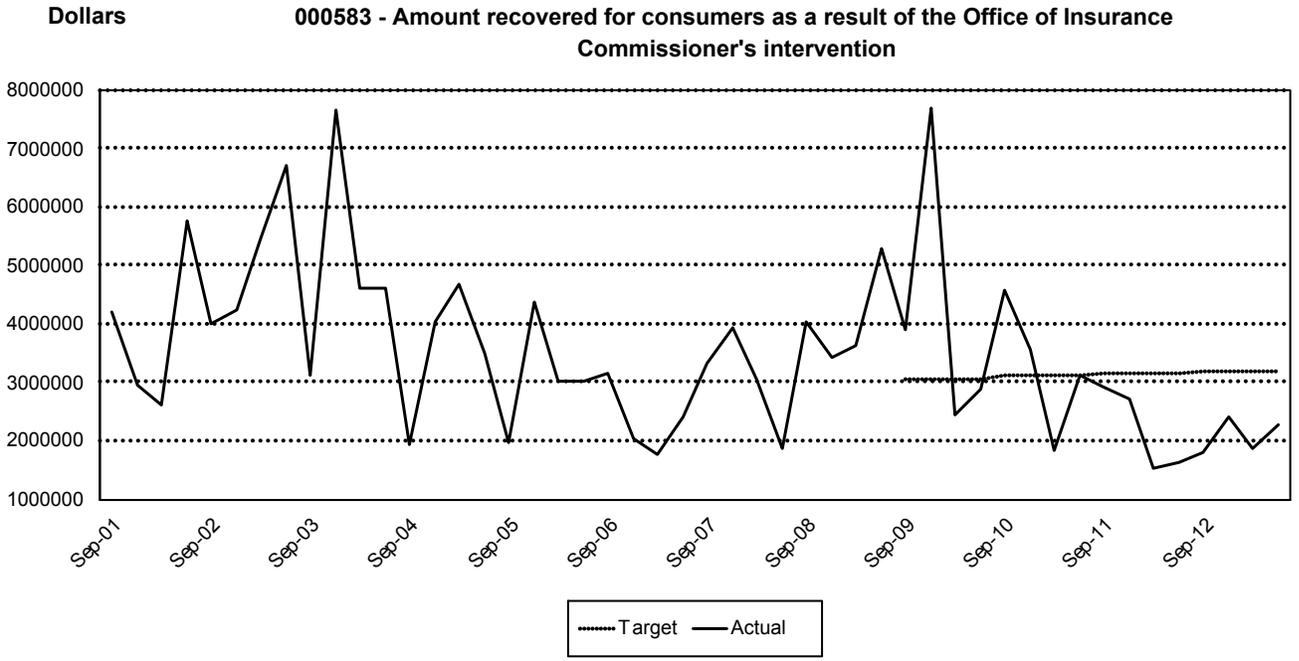
Number 000575 - Average Number of days it takes to complete investigations of suspected insurance code violations.



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As of 9/3/2013

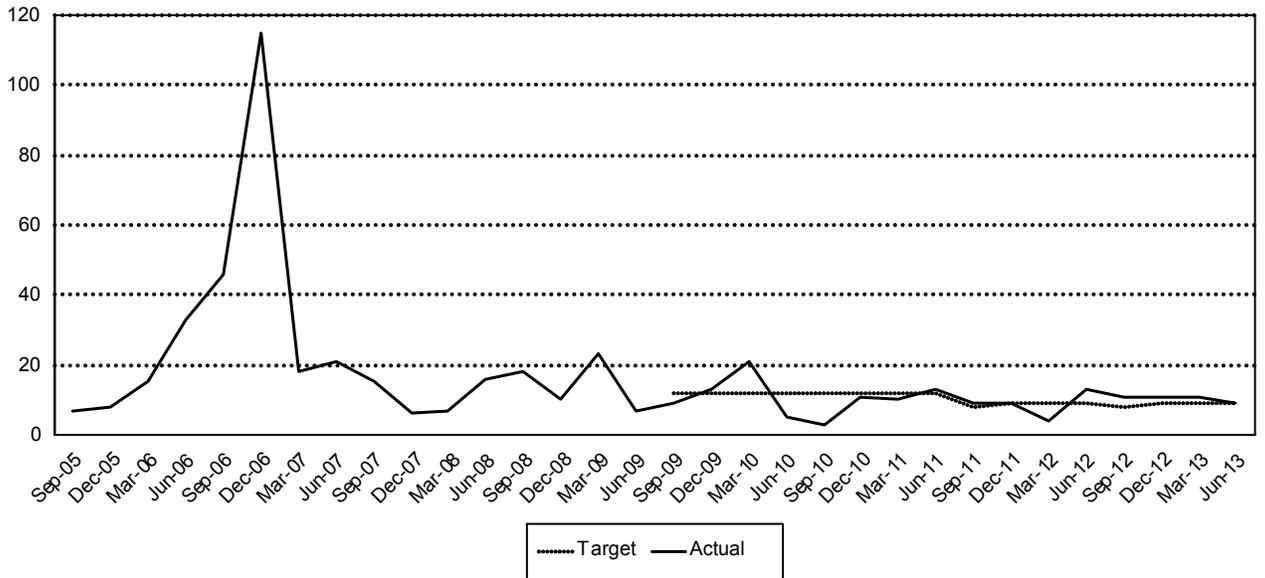


As of 9/3/2013

000590 - Number of enforcement actions and compliance plans issued against authorized insurers.			
Biennium	Period	Actual	Target
2011-13	Q8	9	9
2011-13	Q7	11	9
2011-13	Q6	11	9
2011-13	Q5	11	8
2011-13	Q4	13	9
2011-13	Q3	4	9
2011-13	Q2	9	9
2011-13	Q1	9	8
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	

As of 9/3/2013

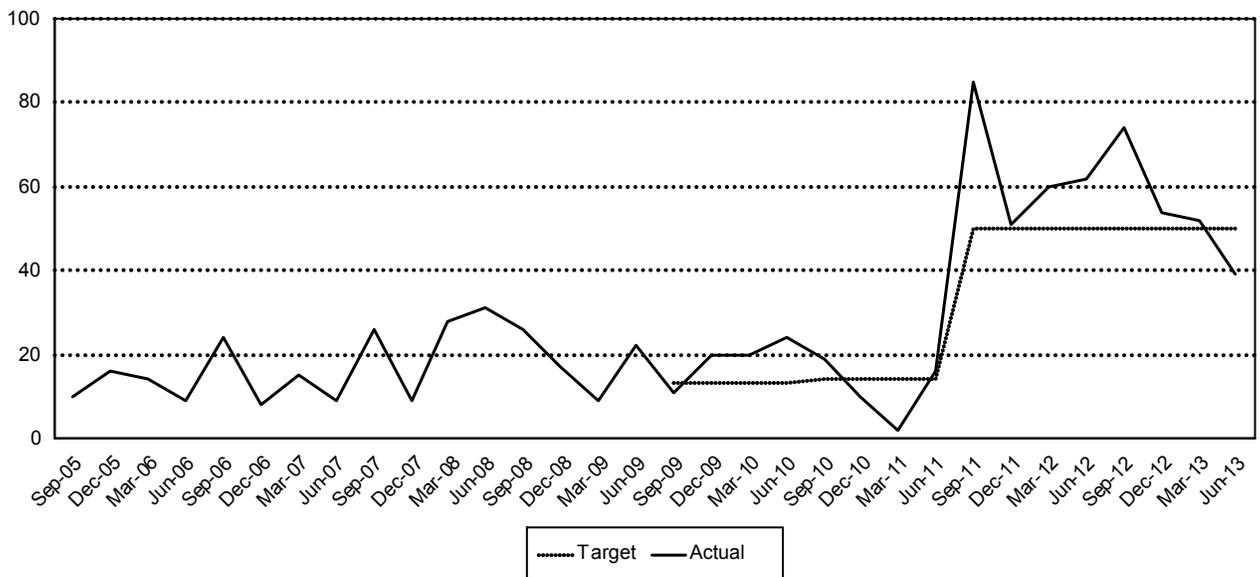
Number **000590 - Number of enforcement actions and compliance plans issued against authorized insurers**



As of 9/3/2013

000591 - Number of investigations of potential violatons of the insurance code completed.			
Biennium	Period	Actual	Target
2011-13	Q8	39	50
2011-13	Q7	52	50
2011-13	Q6	54	50
2011-13	Q5	74	50
2011-13	Q4	62	50
2011-13	Q3	60	50
2011-13	Q2	51	50
2011-13	Q1	85	50
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	

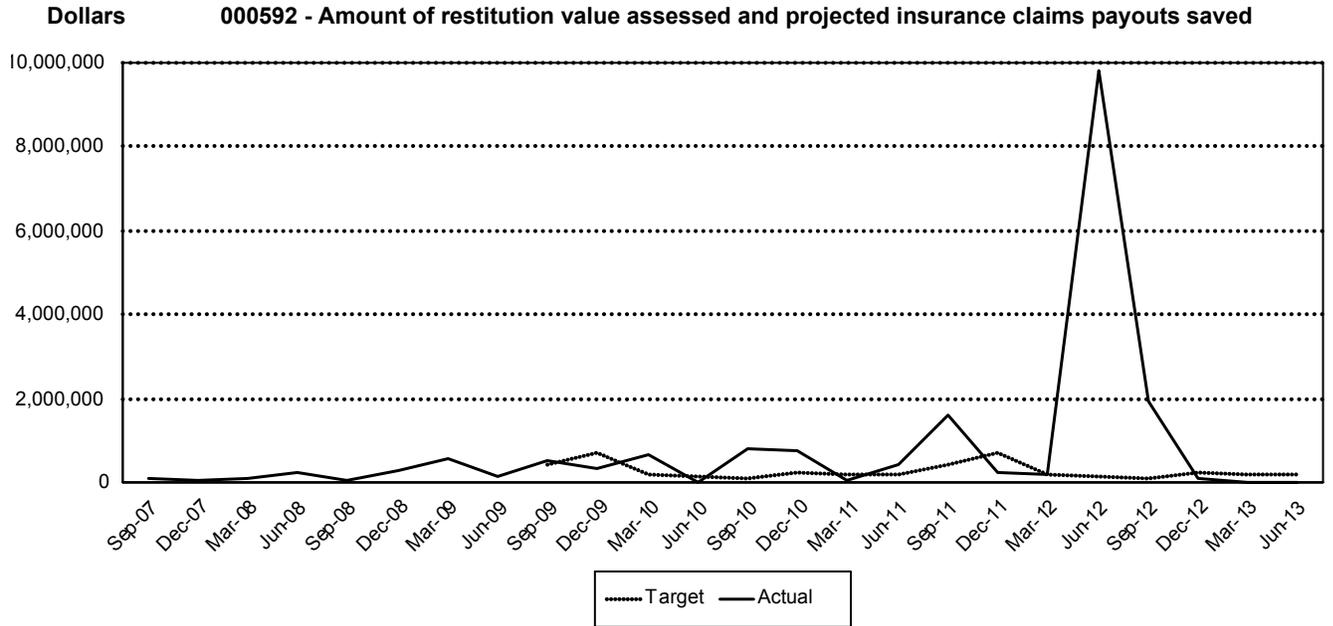
Number 000591 - Number of investigations of potential violations of the insurance code completed.



As of 9/3/2013

000592 - Amount of restitution value assessed and projected insurance claim payouts saved on behalf of victims of insurance fraud.			
Biennium	Period	Actual	Target
2011-13	Q8	\$10,694	\$200,000
2011-13	Q7	\$2,400	\$200,000
2011-13	Q6	\$89,101	\$250,000
2011-13	Q5	\$1,918,816	\$100,000
2011-13	Q4	\$9,821,384	\$150,000
2011-13	Q3	\$172,216	\$200,000
2011-13	Q2	\$253,496	\$700,000
2011-13	Q1	\$1,623,715	\$400,000
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	

As of 9/3/2013



A002 Producer Licensing and Education

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

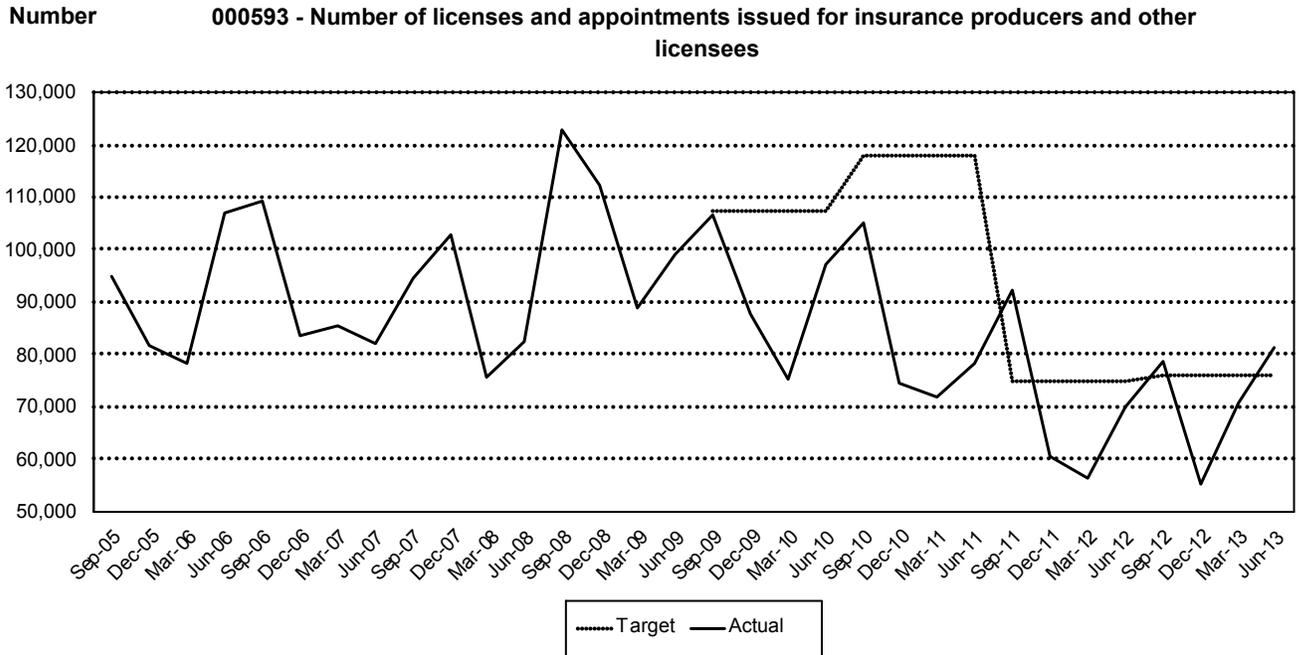
Statewide Strategy: **Provide consumer protection**

Expected Results

As of 9/3/2013

000593 - Number of licenses and appointments issued for insurance producers and other licensees.			
Biennium	Period	Actual	Target
2011-13	Q8	81,432	76,000
2011-13	Q7	70,678	76,000
2011-13	Q6	55,289	76,000
2011-13	Q5	78,639	76,000
2011-13	Q4	69,830	75,000
2011-13	Q3	56,578	75,000
2011-13	Q2	60,407	75,000
2011-13	Q1	92,245	75,000
2009-11	Q8	78,285	118,000
2009-11	Q7	71,913	118,000
2009-11	Q6	74,348	118,000
2009-11	Q5	105,082	118,000
2009-11	Q4	97,344	107,250
2009-11	Q3	75,138	107,250
2009-11	Q2	87,609	107,250
2009-11	Q1	106,510	107,250
2007-09	Q8	99,050	
2007-09	Q7	89,048	
2007-09	Q6	112,373	
2007-09	Q5	122,782	
2007-09	Q4	82,435	
2007-09	Q3	75,651	
2007-09	Q2	102,842	
2007-09	Q1	94,605	

As of 9/3/2013



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 9/3/2013

000734 - Average number of days required to finalize the filing review process for insurance rate and form filings.			
Biennium	Period	Actual	Target
2011-13	Q8	27.3	26
2011-13	Q7	25.1	26
2011-13	Q6	25.1	26
2011-13	Q5	26.2	26
2011-13	Q4	26.8	26
2011-13	Q3	27.6	26
2011-13	Q2	28	26
2011-13	Q1	26.8	26
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	

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