



# What Really Keeps Insurance CEOs Awake at Night? *Trends, Challenges & Opportunities*

**Ole Miss Insurance Symposium**  
**Oxford, MS**  
**March 19, 2015**

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Robert P. Hartwig, Ph.D., CPCU, President & Economist

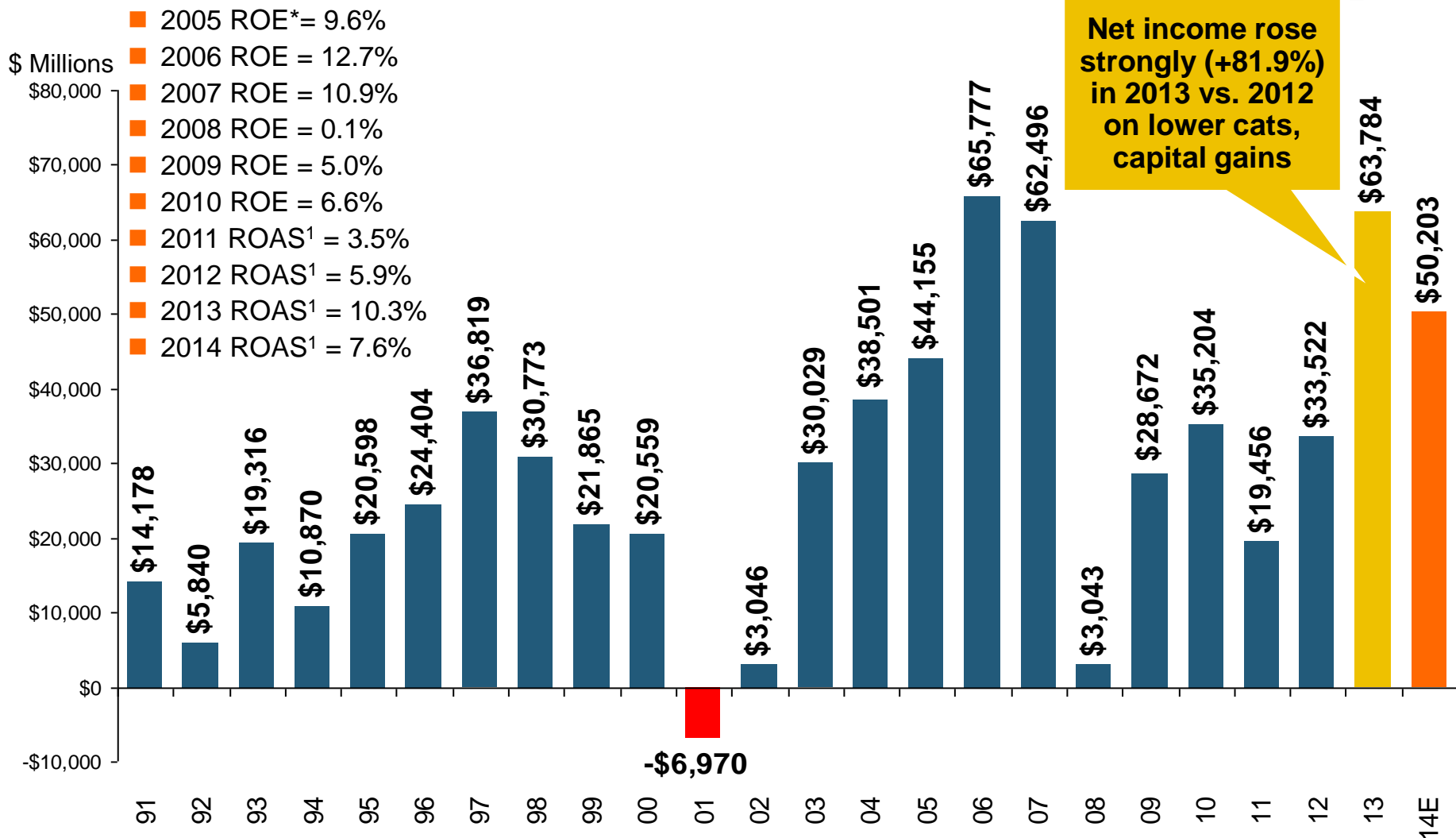
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# PROFITABILITY

***Consistent Profitability Is the Top  
Concern of All CEOs***

# P/C Industry Net Income After Taxes 1991–2014E

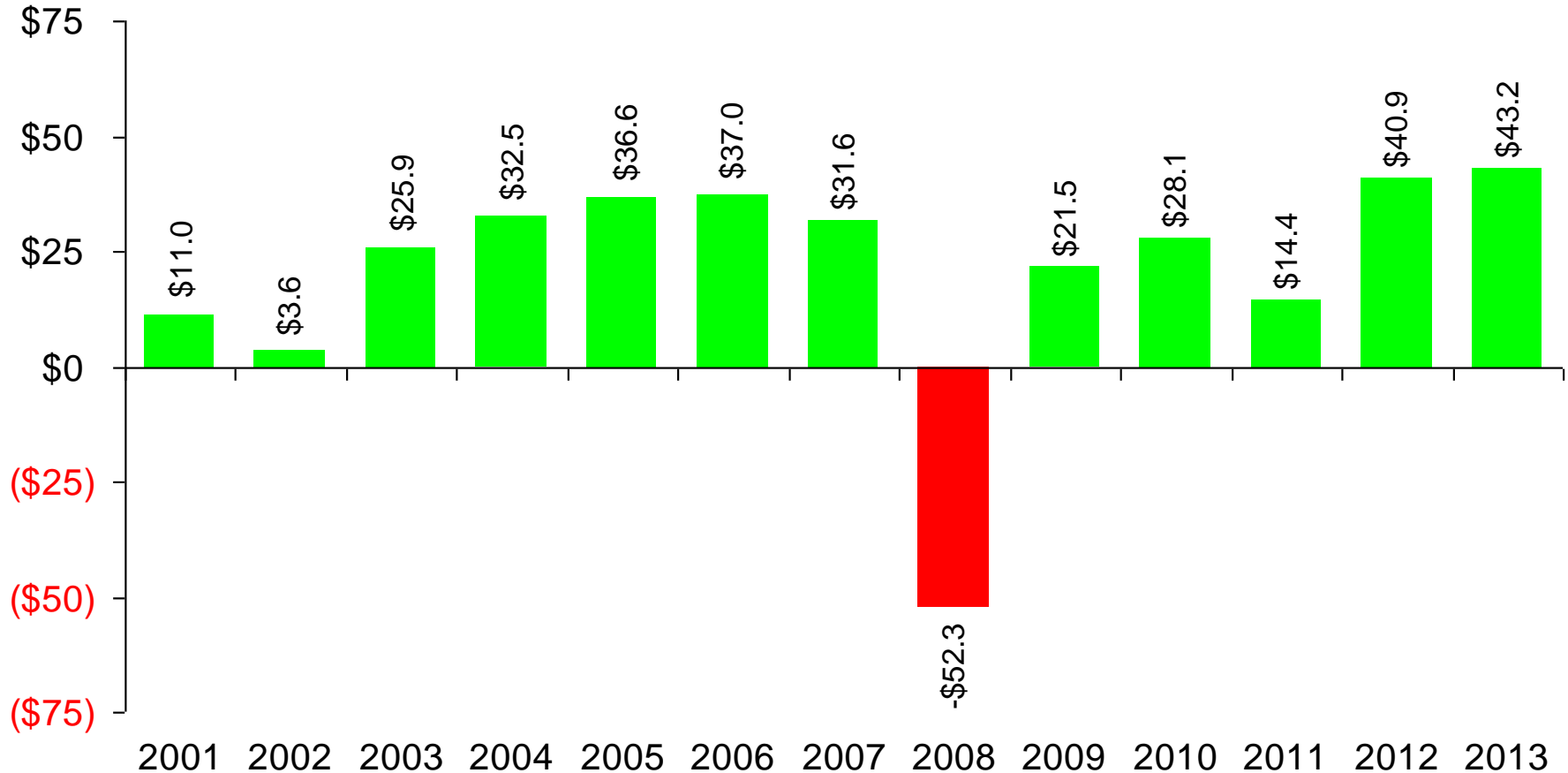


• ROE figures are GAAP; <sup>1</sup>Return on avg. surplus. Excluding Mortgage & Financial Guaranty insurers yields a 7.7% ROAS through 2014:Q2, 9.8% ROAS in 2013, 6.2% ROAS in 2012, 4.7% ROAS for 2011, 7.6% for 2010 and 7.4% for 2009.

Sources: A.M. Best, ISO; Insurance Information Institute

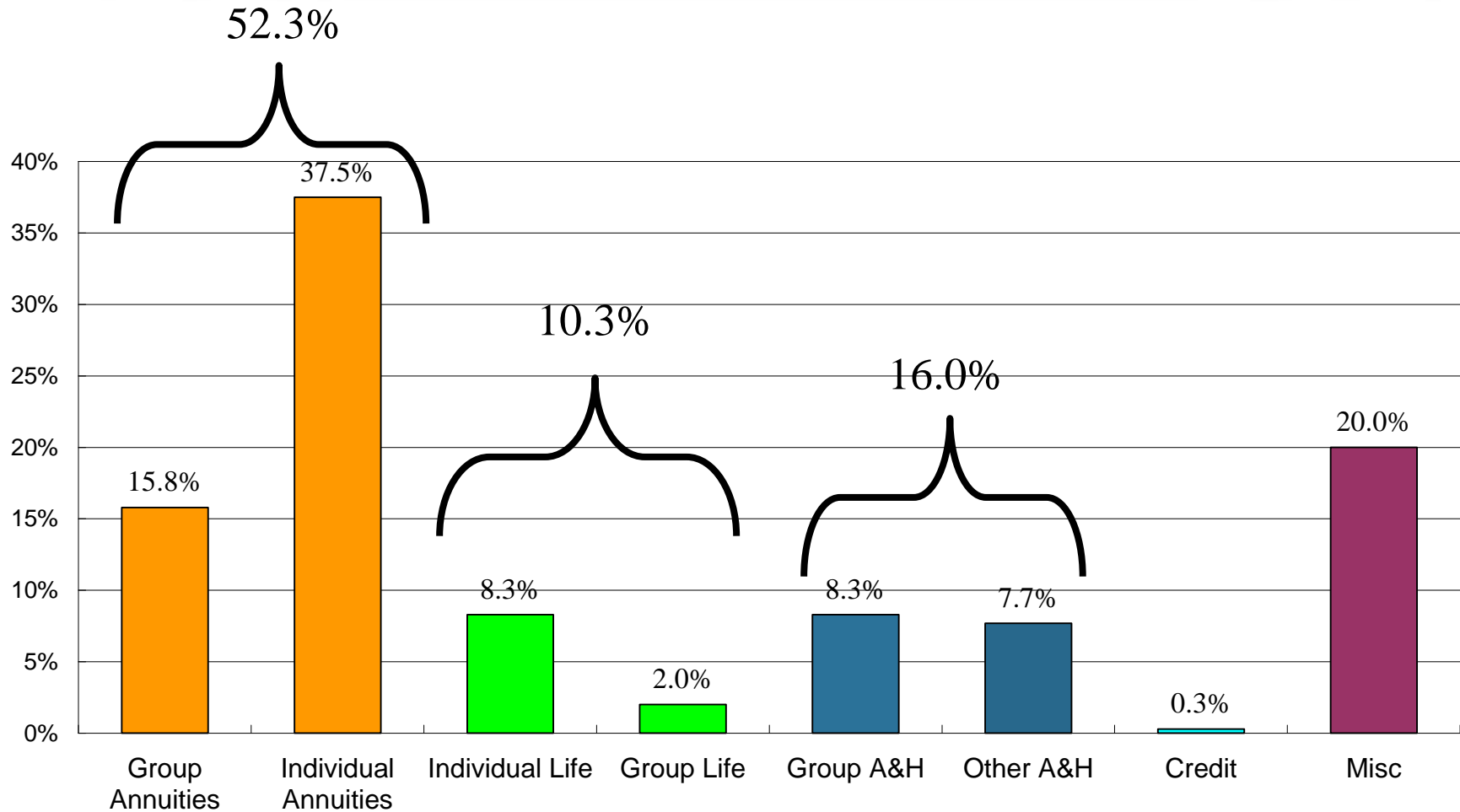
# Life/Annuity Industry Profits, 2001-2013

Billions

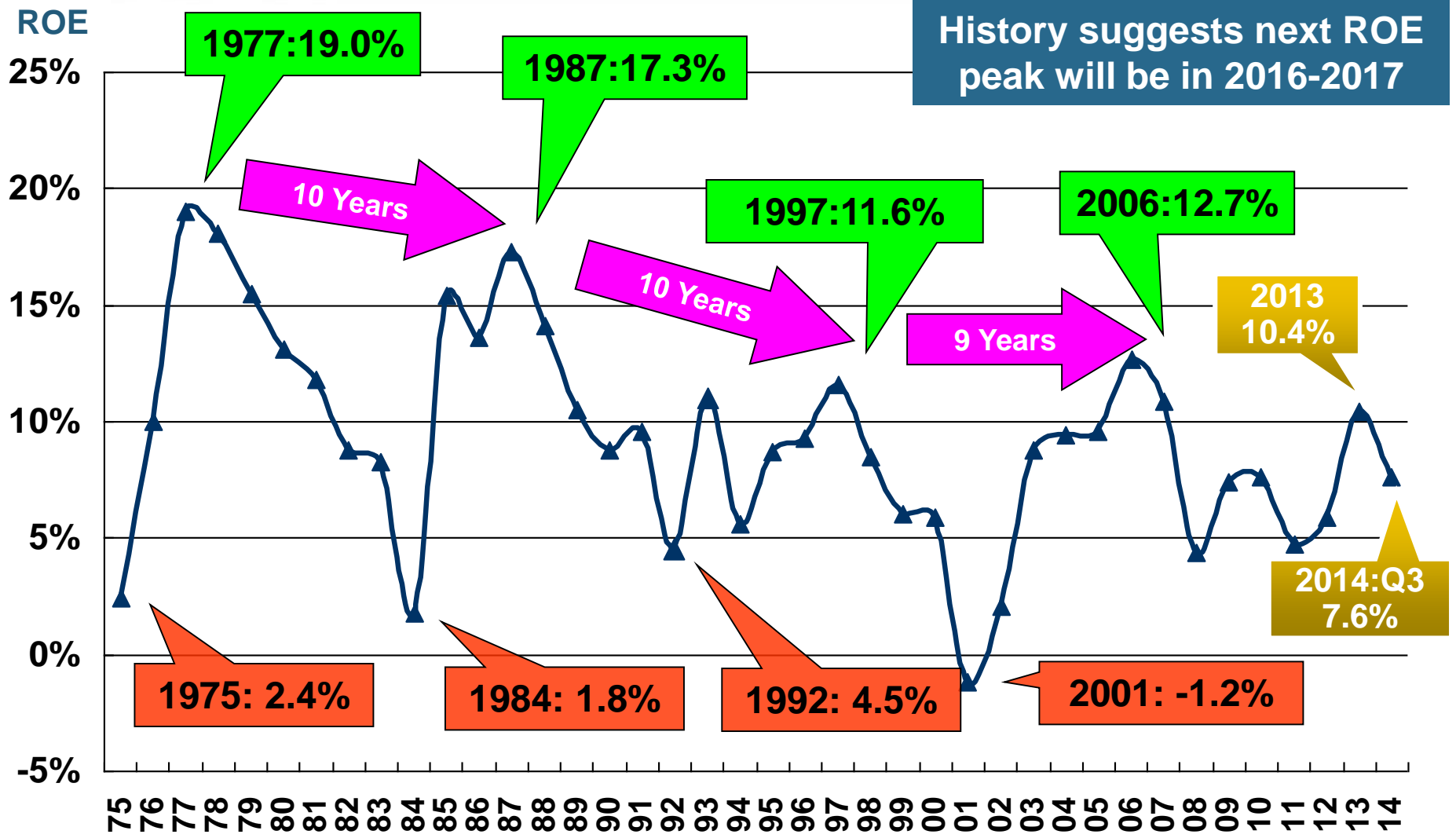


The Life/Annuity industry has produced steady (if unspectacular) profits, except for years in which the industry's investment results produced significant realized capital losses.

# U.S. Life/Annuity Insurance Industry Profit Sources, by Percent, 2013



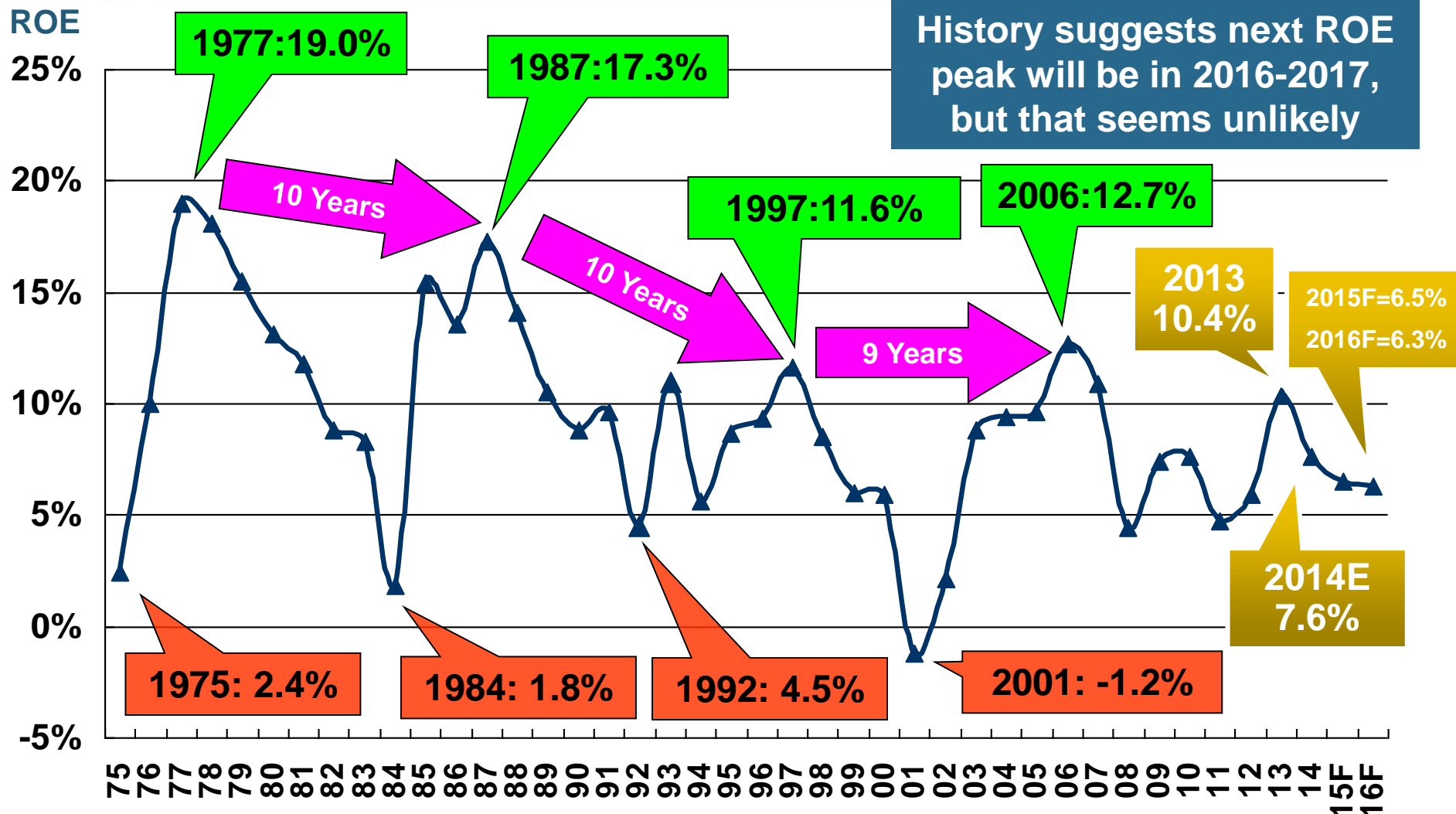
# Profitability Peaks & Troughs in the P/C Insurance Industry, 1975 – 2014:Q3\*



\*Profitability = P/C insurer ROEs. 2011-14 figures are estimates based on ROAS data. Note: Data for 2008-2014 exclude mortgage and financial guaranty insurers.

Source: Insurance Information Institute; NAIC, ISO, A.M. Best.

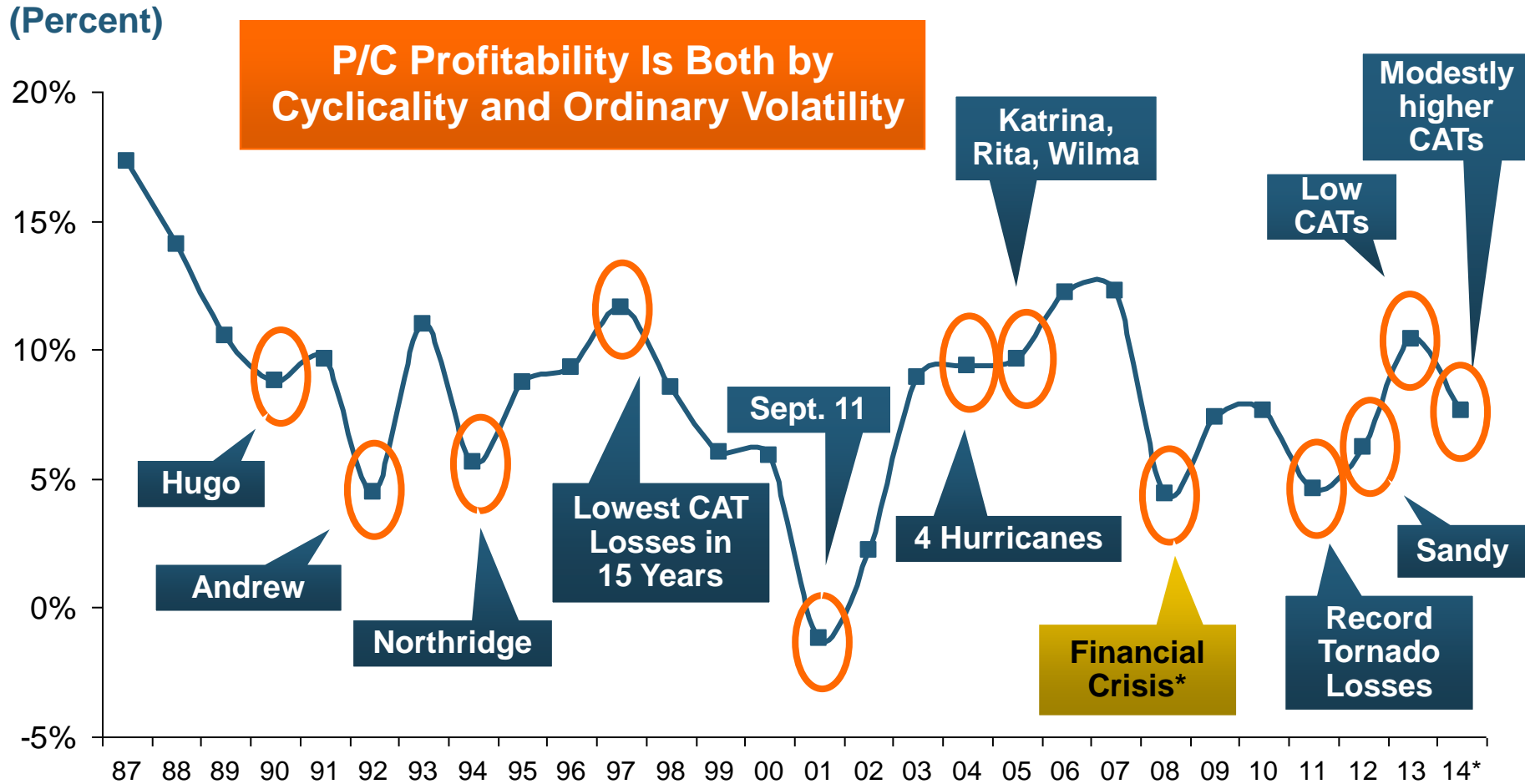
# Profitability Peaks & Troughs in the P/C Insurance Industry, 1975 – 2016F



\*Profitability = P/C insurer ROEs. 2011-14 figures are estimates based on ROAS data. Note: Data for 2008-2014 exclude mortgage and financial guaranty insurers.

Source: Insurance Information Institute; NAIC, ISO, A.M. Best, Conning

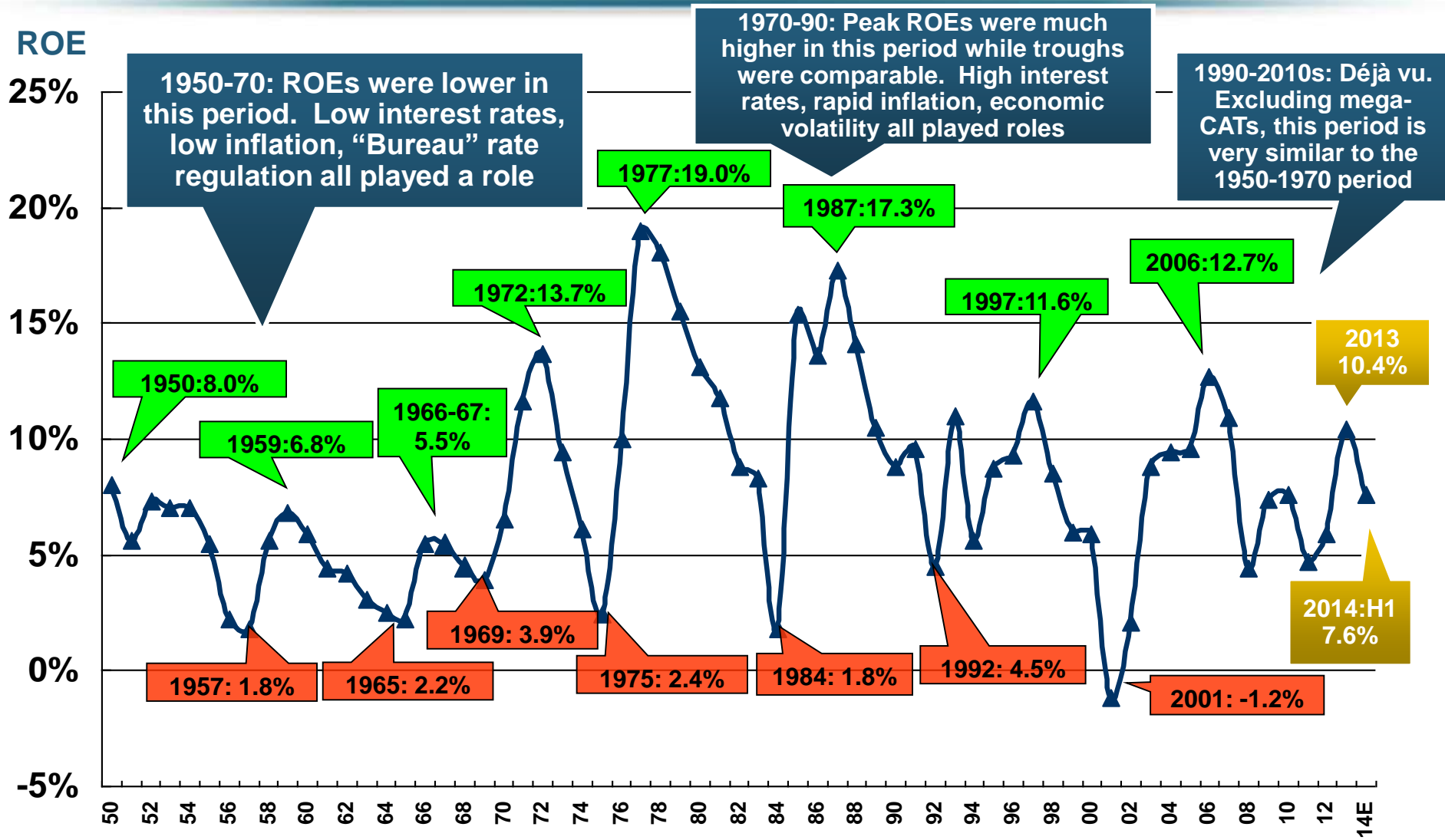
# ROE: Property/Casualty Insurance by Major Event, 1987–2014E



\* Excludes Mortgage & Financial Guarantee in 2008 – 2014. 2014 figure is through Q3:2014.  
Sources: ISO, *Fortune*; Insurance Information Institute.

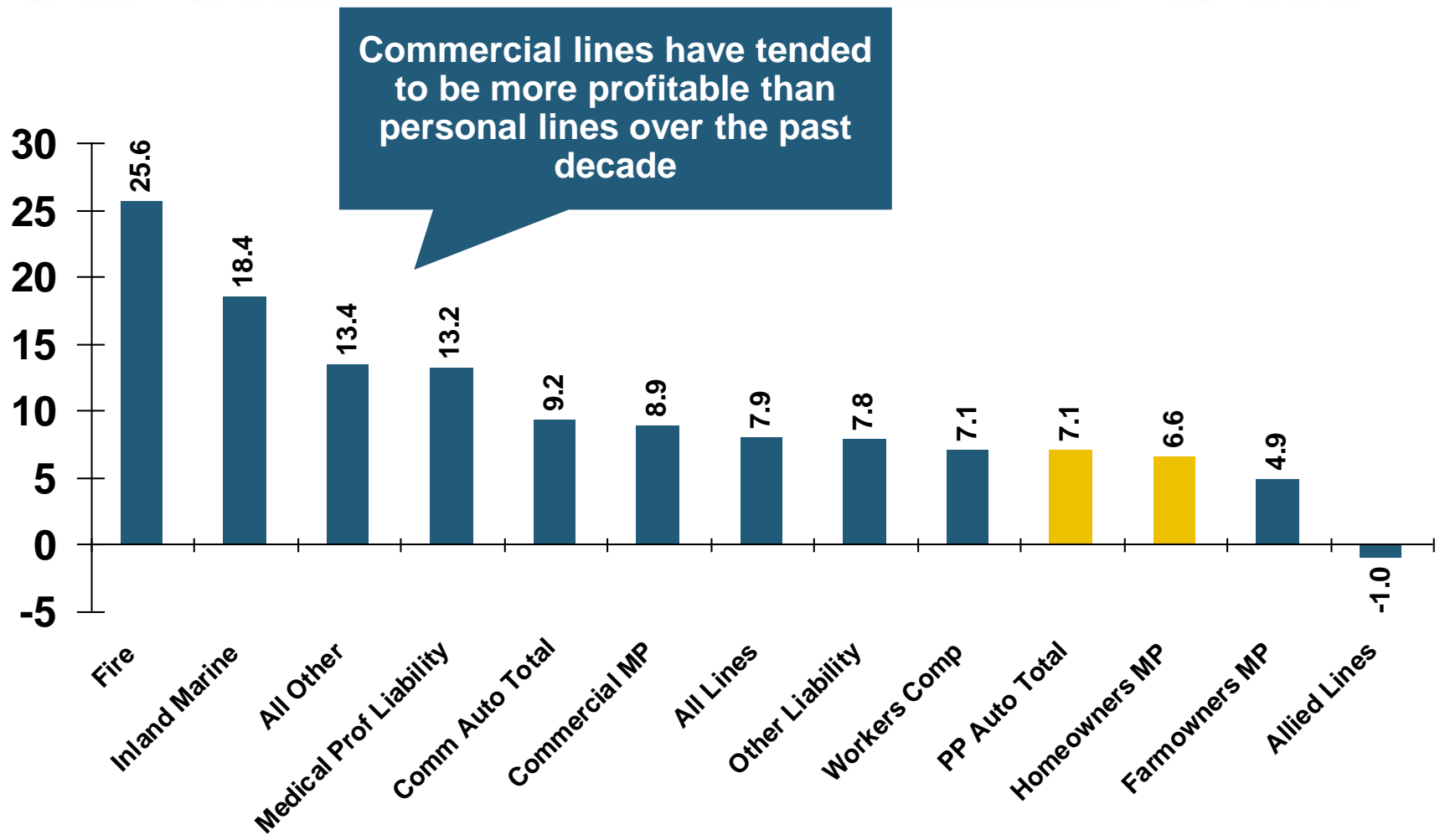


# Back to the Future: Profitability Peaks & Troughs in the P/C Insurance Industry, 1950 – 2014\*



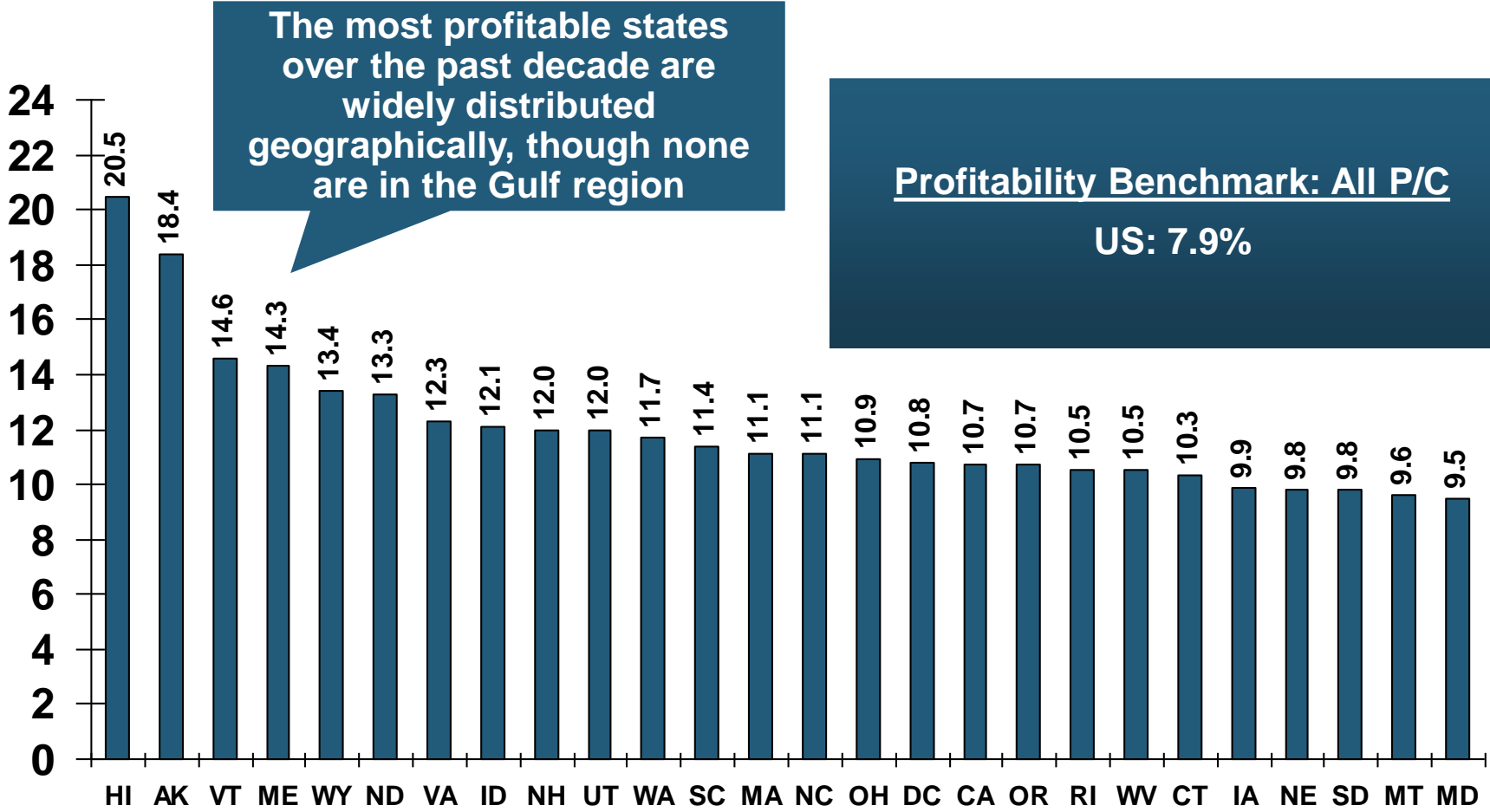
\*Profitability = P/C insurer ROEs. 2011-14 figures are estimates based on ROAS data. Note: Data for 2008-2014 exclude mortgage and financial guaranty insurers. 2014 figure is through Q3.  
 Source: Insurance Information Institute; NAIC, ISO, A.M. Best.

# Return on Net Worth (RNW) All Lines: 2004-2013 Average



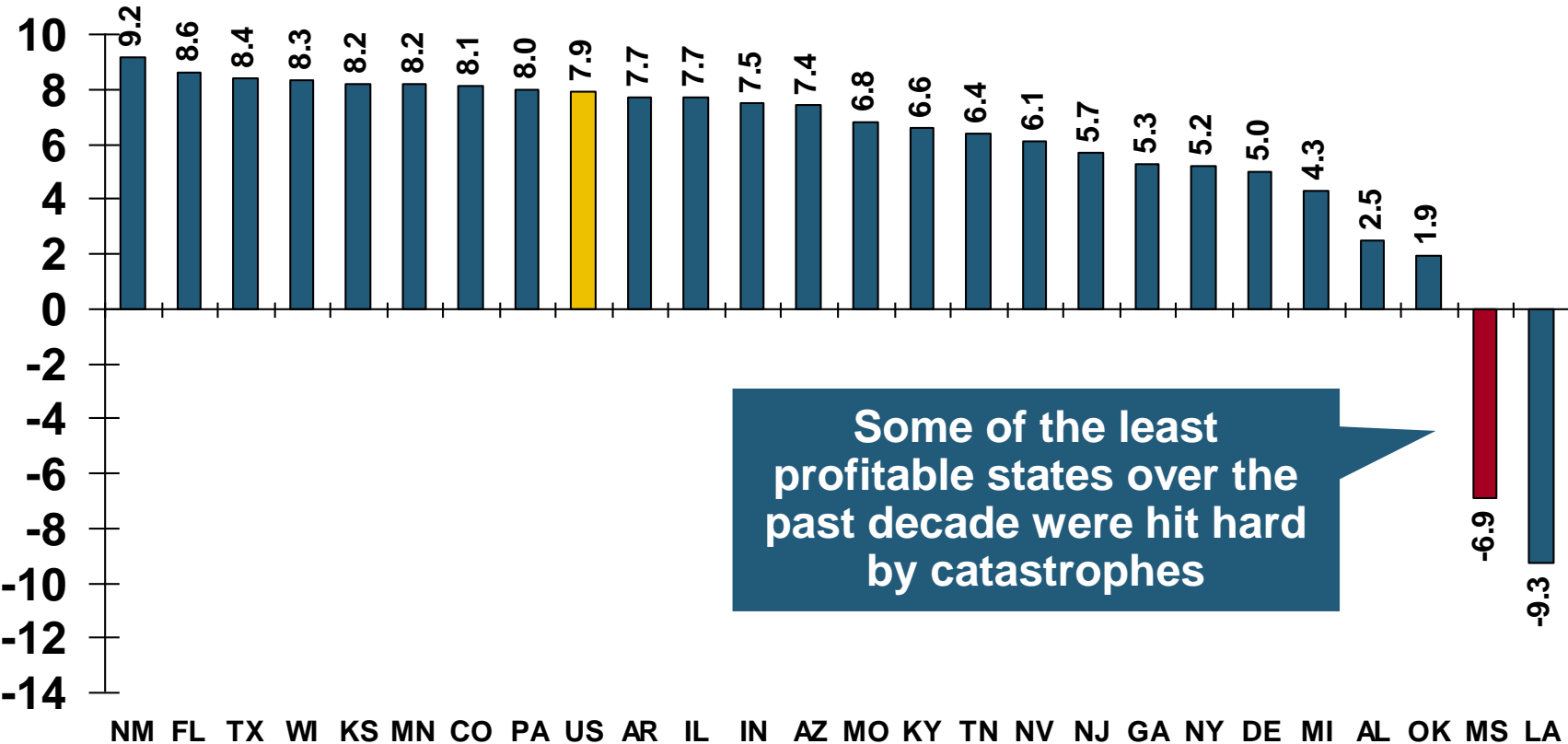
Source: NAIC; Insurance Information Institute.

# RNW All Lines by State, 2004-2013 Average: Highest 25 States



Source: NAIC; Insurance Information Institute.

# RNW All Lines by State, 2004-2013 Average: Lowest 25 States



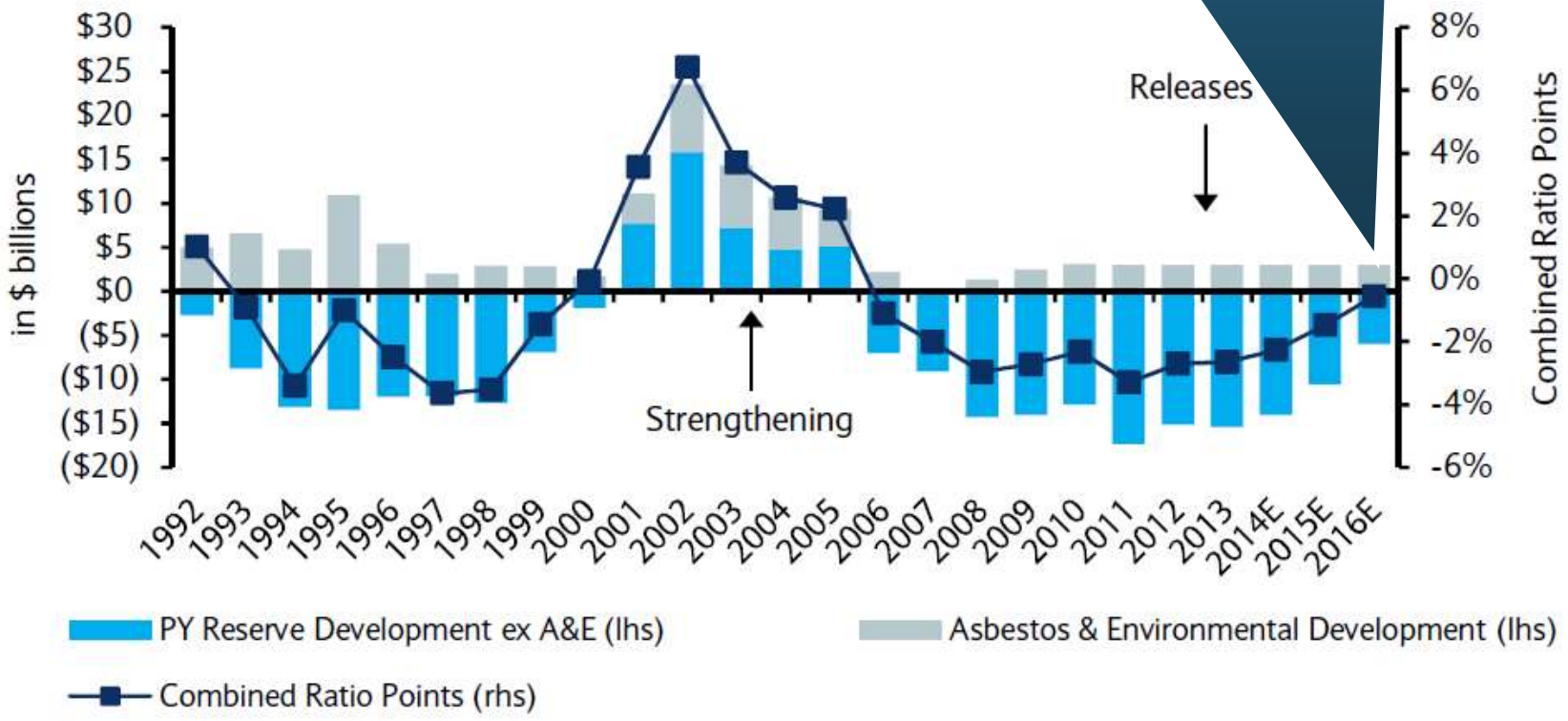
Some of the least profitable states over the past decade were hit hard by catastrophes

# P/C Insurance Loss Reserve Development 1992 – 2016E\*



## Reserve Change

Reserve releases are expected to gradually taper off, but will continue to benefit the bottom line and combined ratio through at least 2016



Source: A.M. Best; Barclays research for estimates.

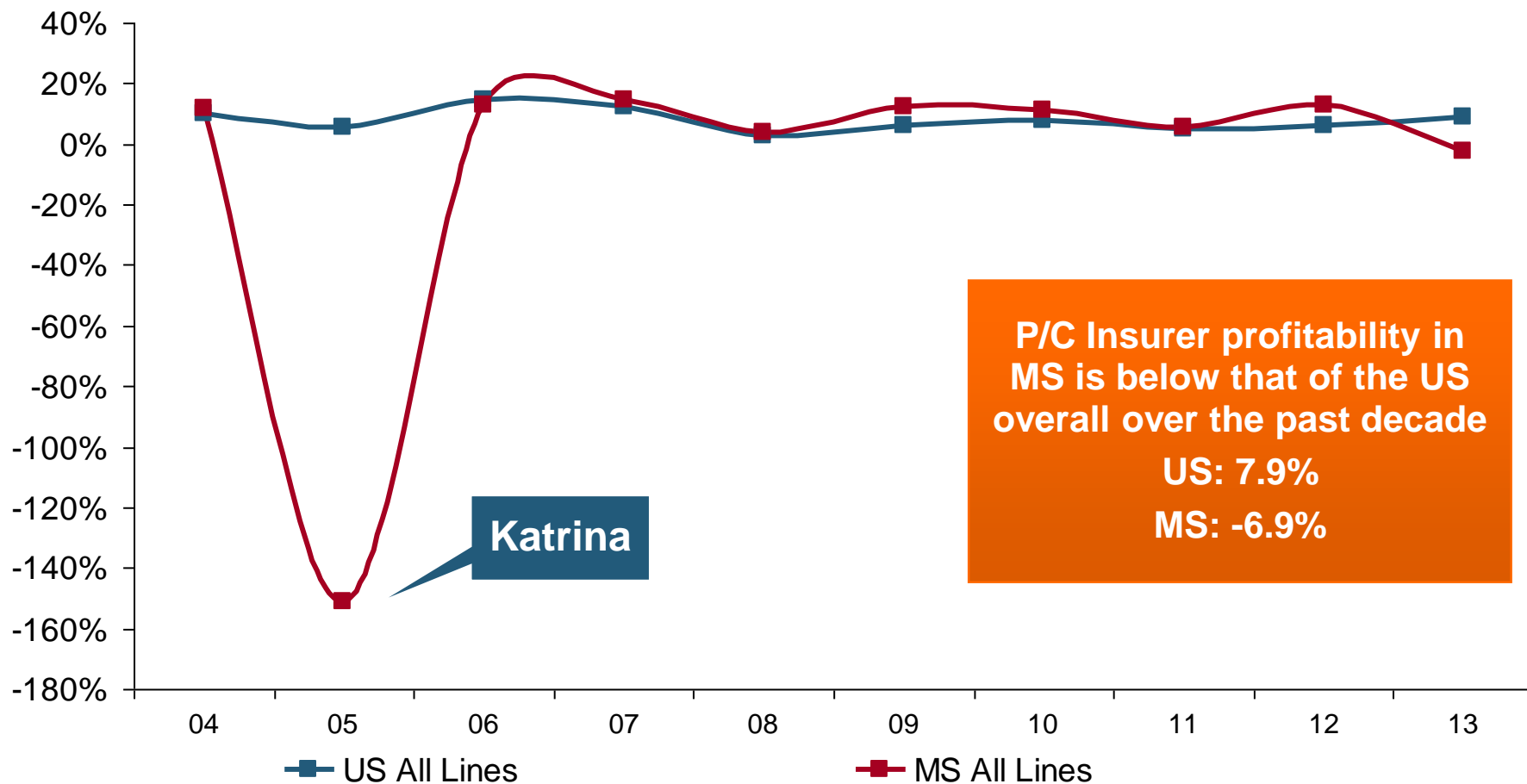


# **Profitability in Mississippi's P/C Insurance Markets**

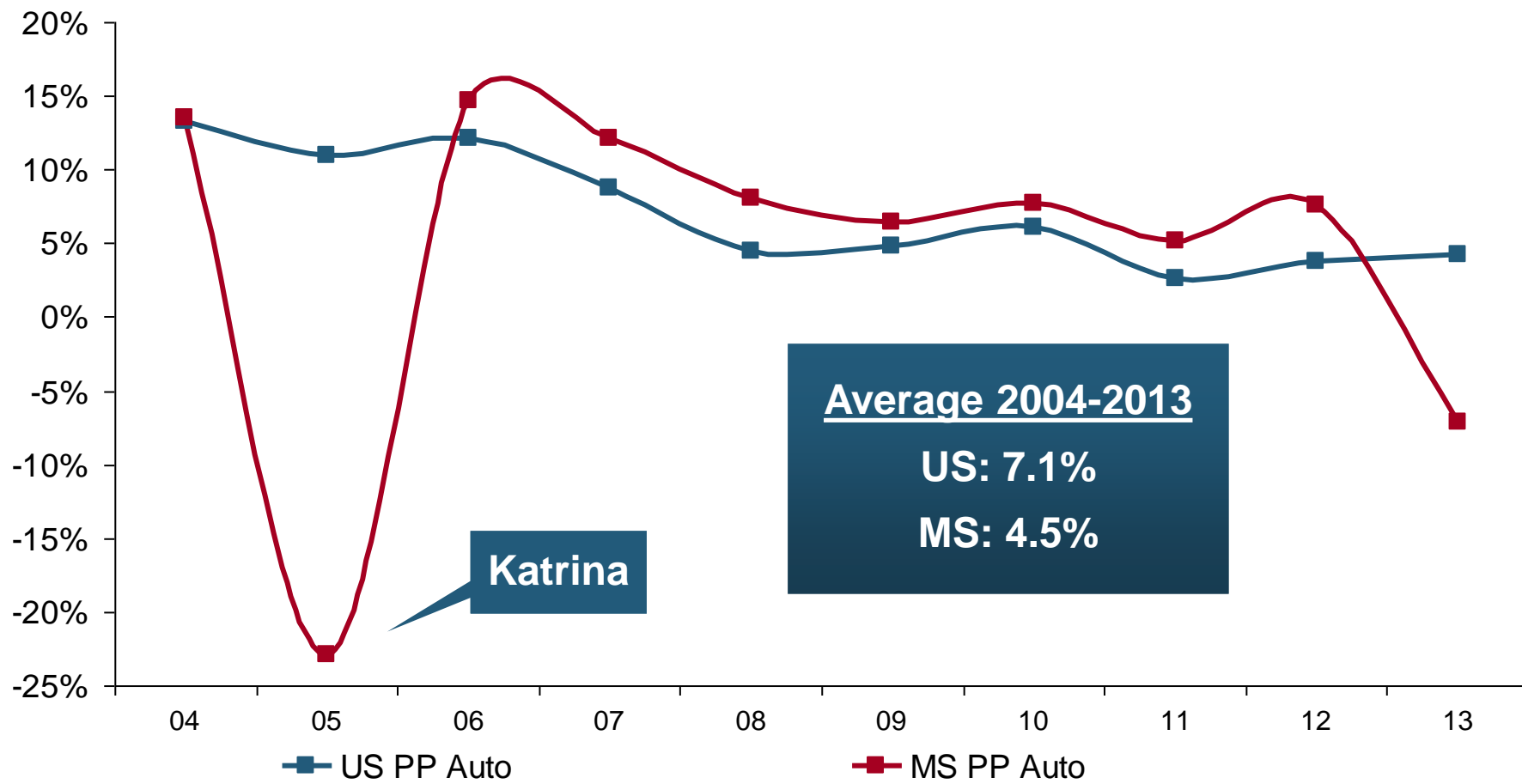
## **Analysis by Line and Nearby State Comparisons**

# RNW All Lines: MS vs. U.S., 2004-2013

(Percent)



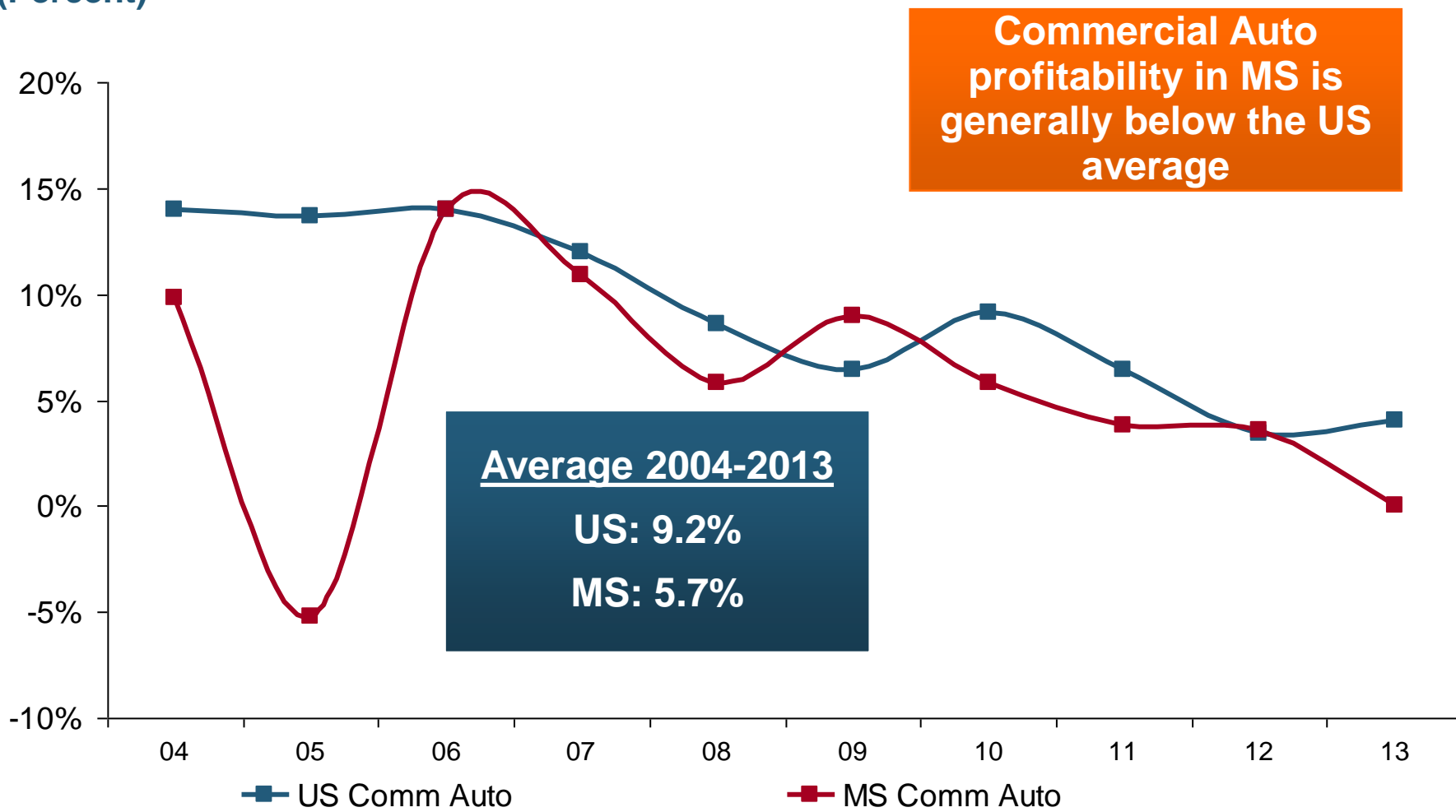
# RNW PP Auto: MS vs. U.S., 2004-2013





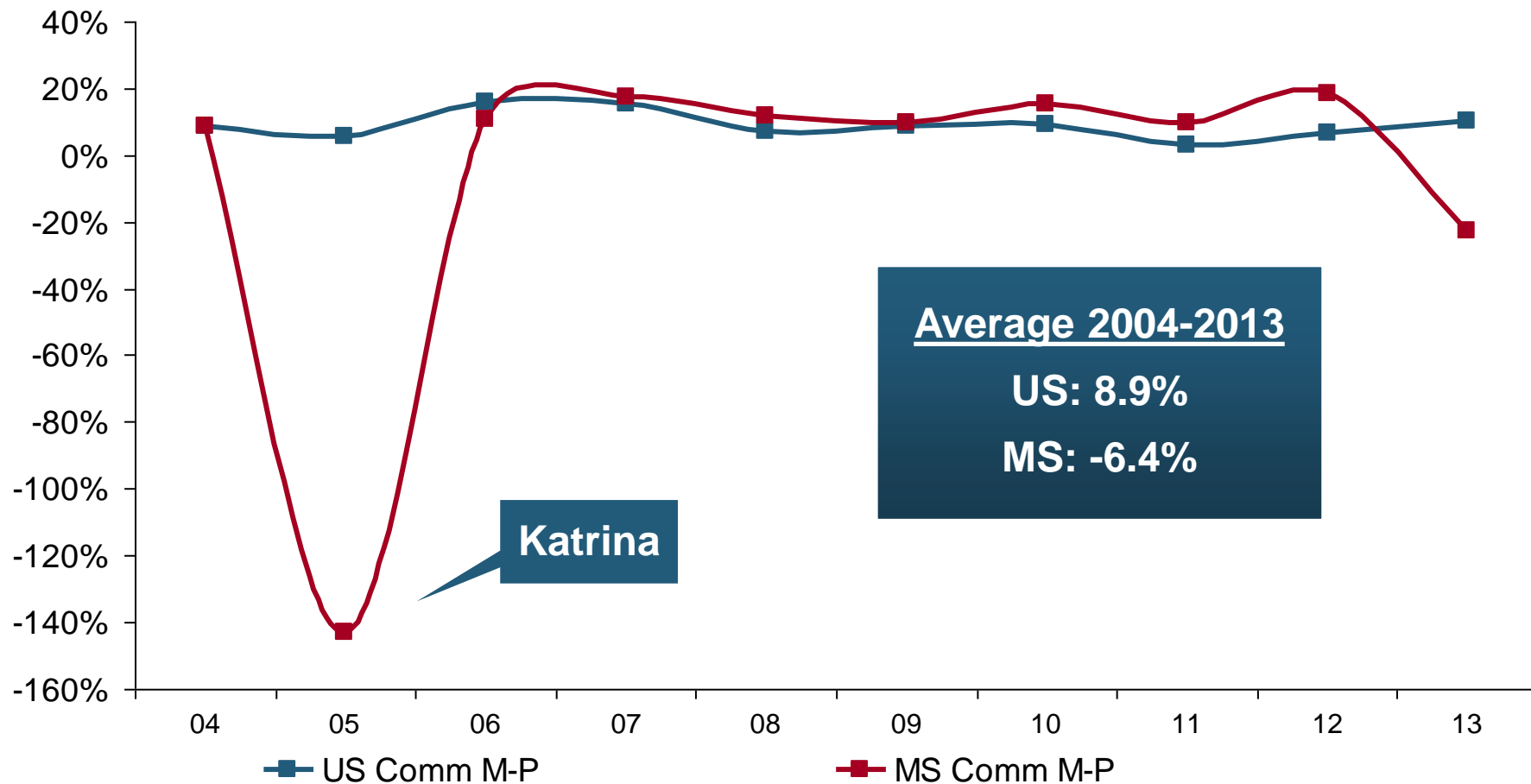
# RNW Comm. Auto: MS vs. U.S., 2004-2013

(Percent)



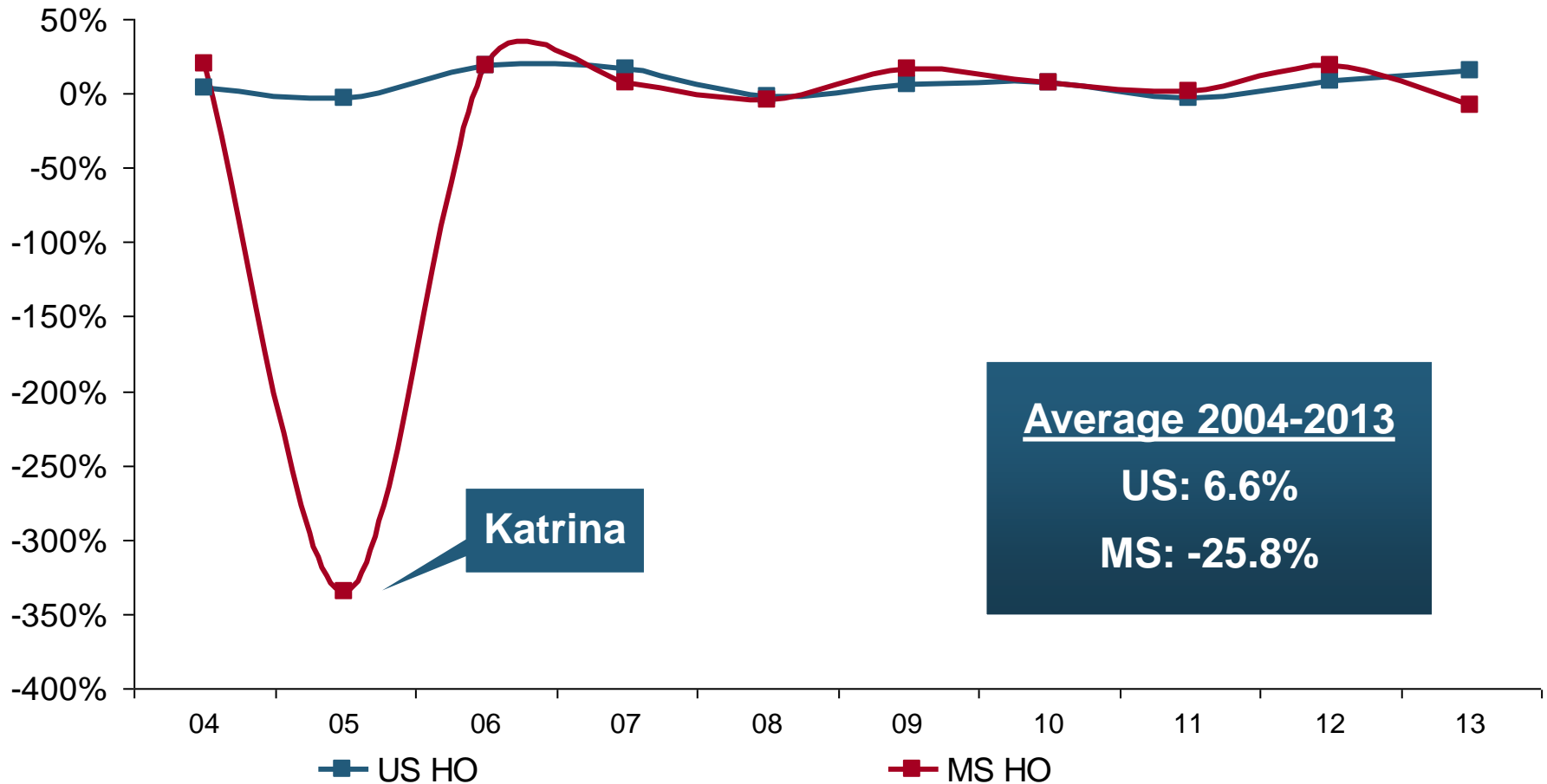
# RNW Comm. Multi-Peril: MS vs. U.S., 2004-2013

(Percent)



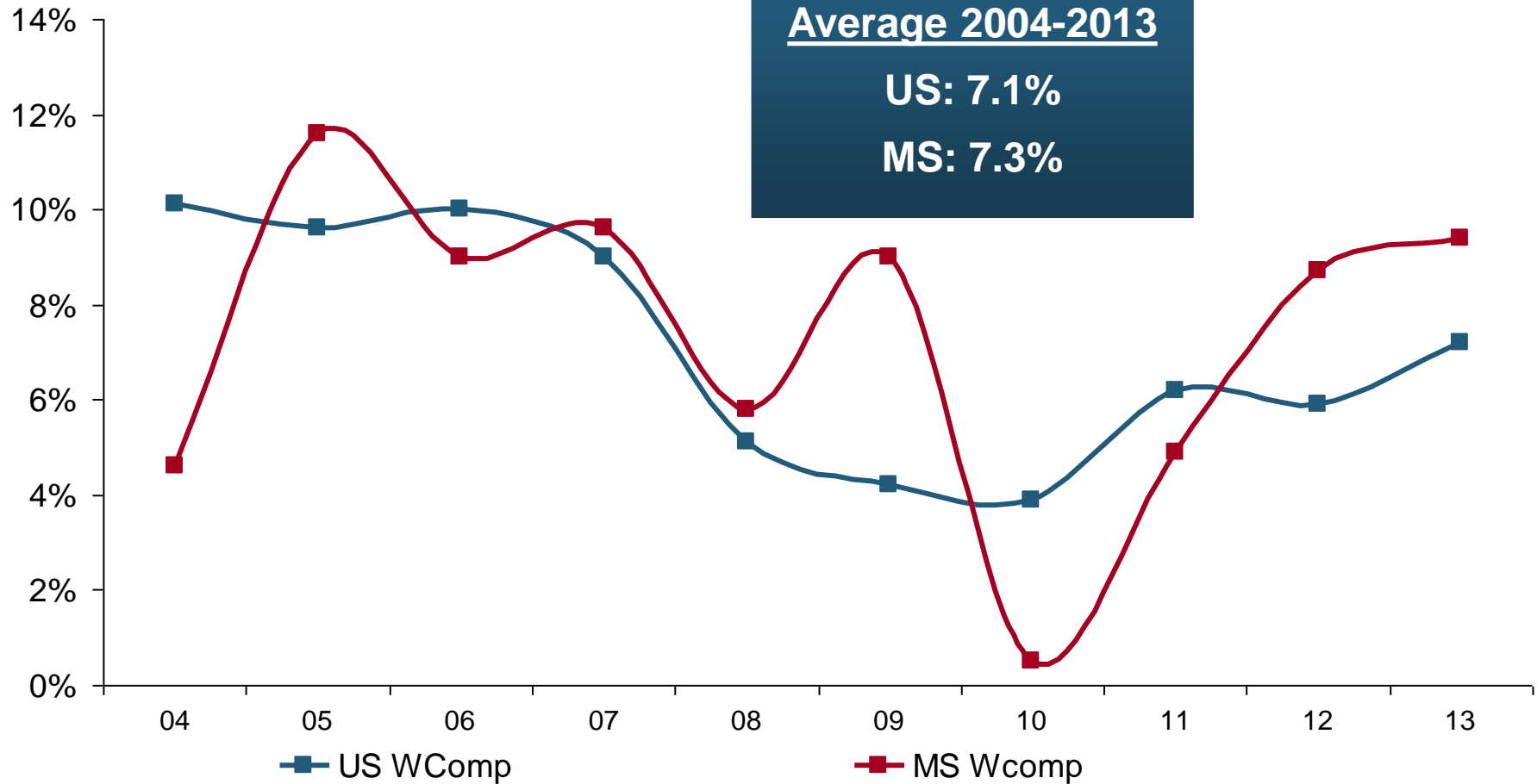
# RNW Homeowners: MS vs. U.S., 2004-2013

(Percent)



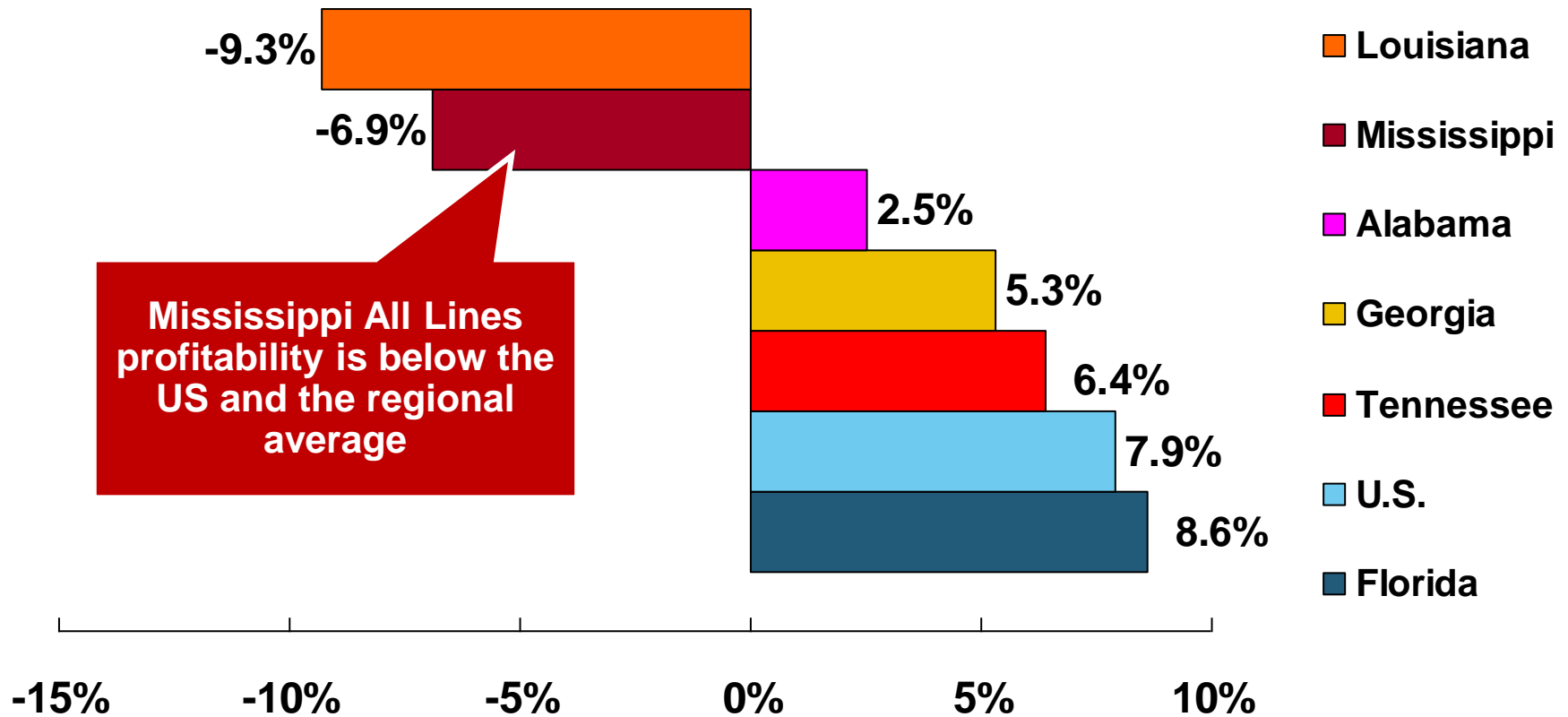
# RNW Workers Comp: MS vs. U.S., 2004-2013

(Percent)



# All Lines: 10-Year Average RNW MS & Nearby States

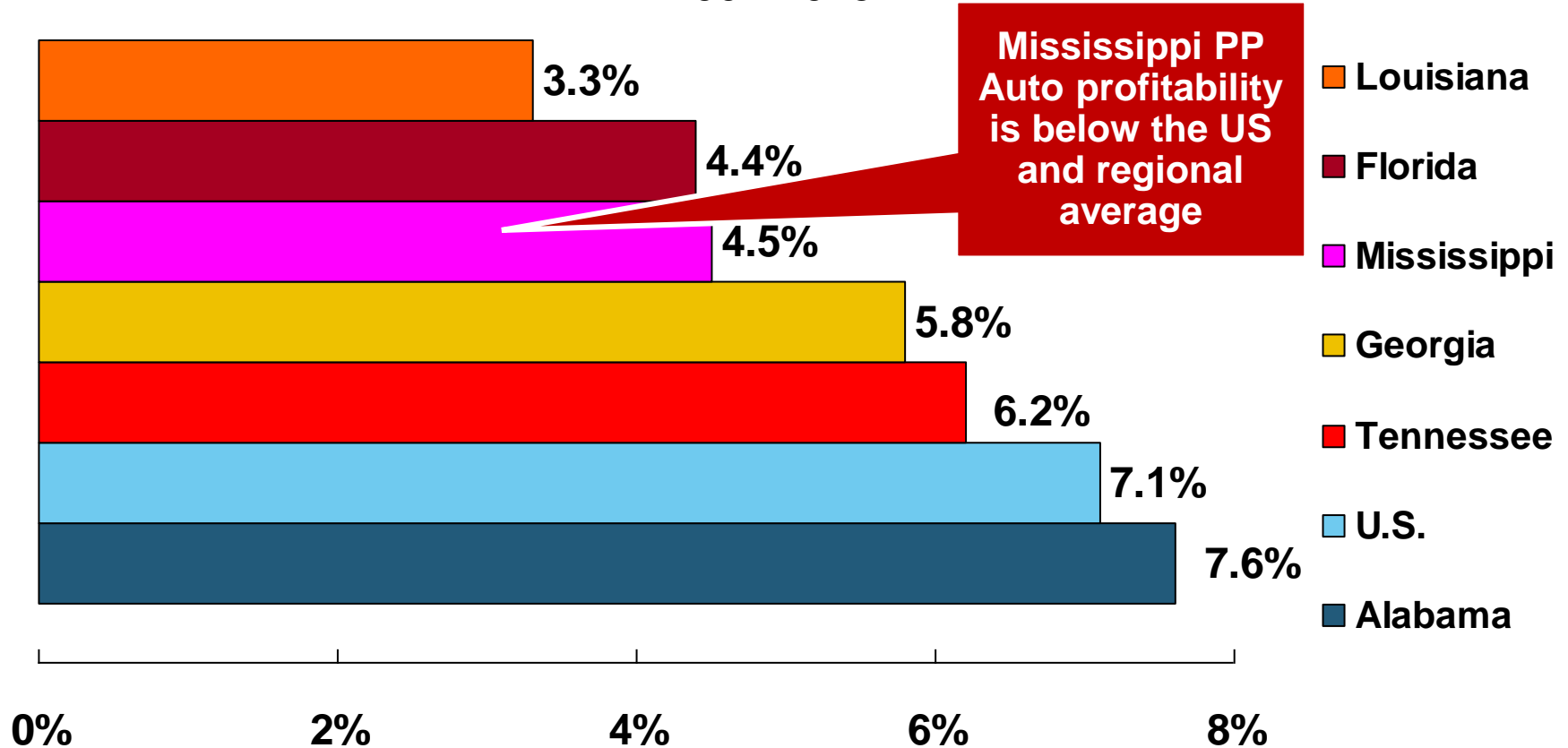
2004-2013



Mississippi All Lines profitability is below the US and the regional average

# PP Auto: 10-Year Average RNW MS & Nearby States

2004-2013



Source: NAIC, Insurance Information Institute

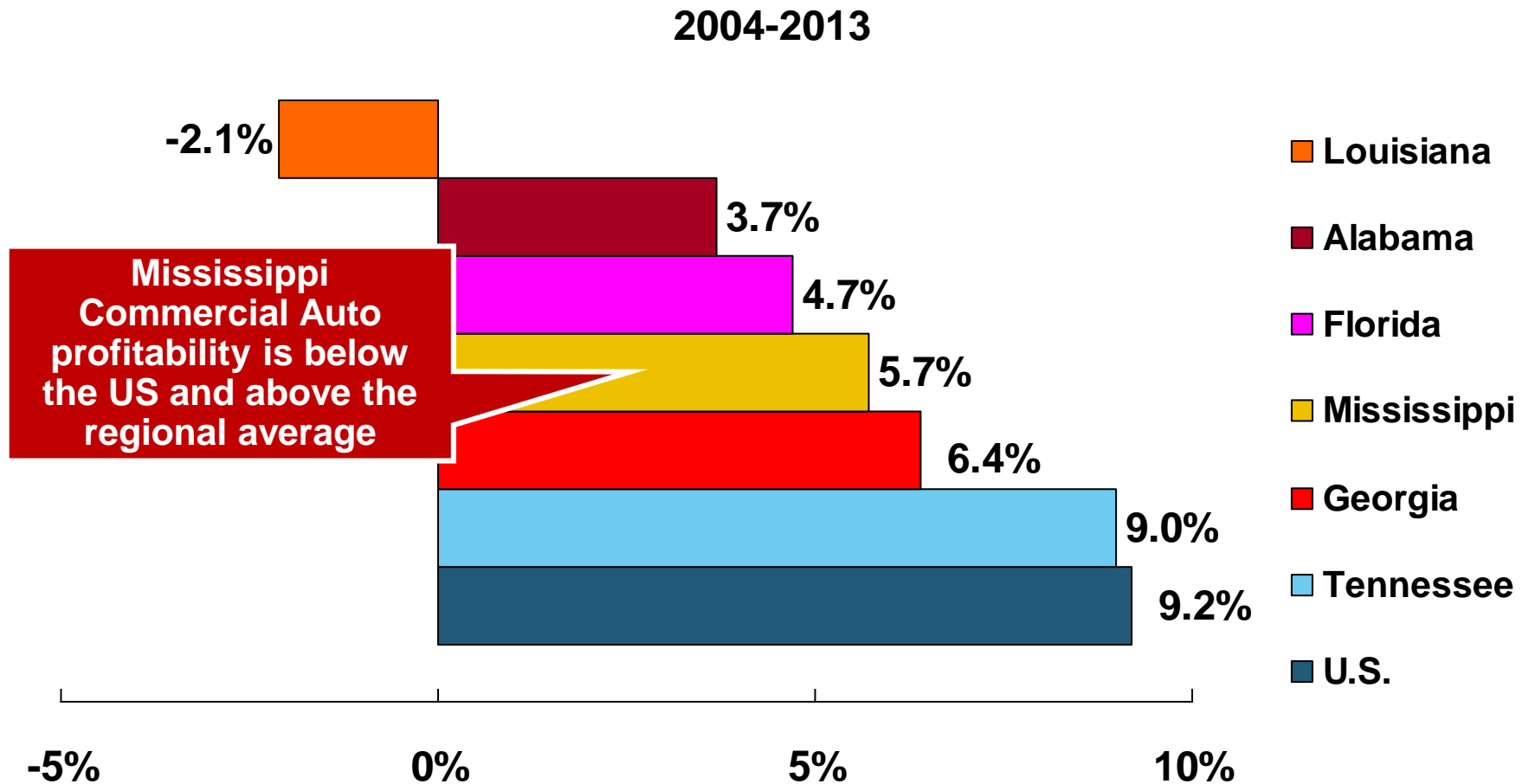
# Top Ten Most Expensive And Least Expensive States For Automobile Insurance, 2012 (1)

Rank	Most expensive states	Average expenditure	Rank	Least expensive states	Average expenditure
1	New Jersey	\$1,219.93	1	Idaho	\$534.56
2	D.C.	1,154.91	2	South Dakota	556.51
3	New York	1,152.45	3	Iowa	561.26
4	Florida	1,127.93	4	North Dakota	576.08
5	Louisiana	1,112.53	5	Maine	582.43
6	Delaware	1,065.37	6	Wisconsin	598.84
7	Michigan	1,048.87	7	North Carolina	611.48
8	Rhode Island	1,034.50	8	Nebraska	616.78
9	Connecticut	986.73	9	Wyoming	618.81
10	Massachusetts	976.65	10	Kansas	632.07

**Mississippi ranked 23rd as the most expensive state in 2012, with an average expenditure for auto insurance of \$748.44.**

(1) Based on average automobile insurance expenditures.

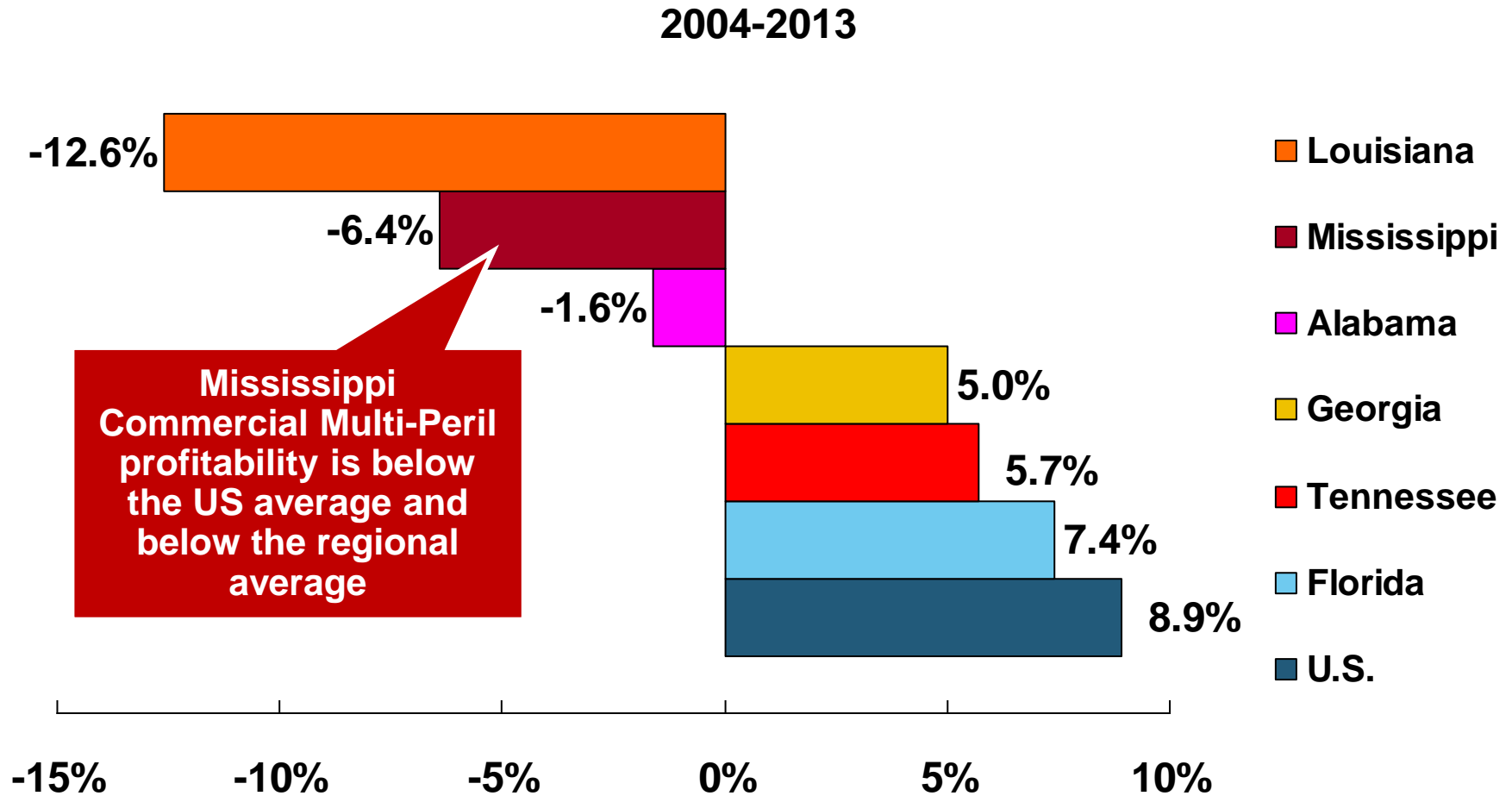
# Comm. Auto: 10-Year Average RNW MS & Nearby States



Source: NAIC, Insurance Information Institute

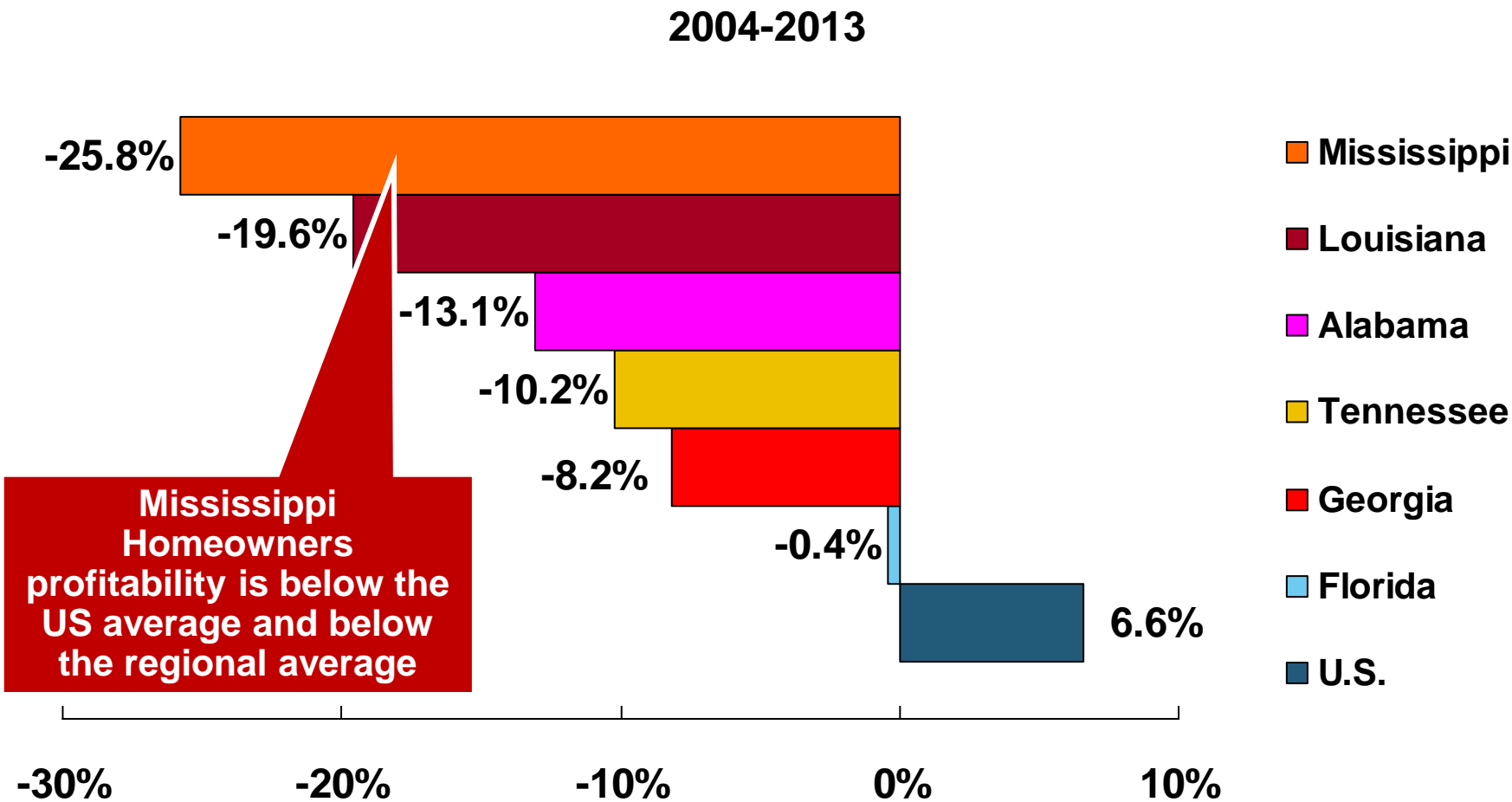


# Comm. M-P: 10-Year Average RNW MS & Nearby States



Source: NAIC, Insurance Information Institute

# Homeowners: 10-Year Average RNW MS & Nearby States



Source: NAIC, Insurance Information Institute

# Top Ten Most Expensive And Least Expensive States For Homeowners Insurance, 2012 (1)

**Mississippi ranked as the 5th most expensive state for homeowners insurance in 2012, with an average expenditure of \$1,314.**

Rank	Most expensive states	HO average premium	Rank	Least expensive states	HO average premium
1	Florida	\$2,084	1	Idaho	\$538
2	Louisiana	1,742	2	Oregon	567
3	Texas	1,661	3	Utah	580
4	Oklahoma	1,501	4	Wisconsin	631
5	<b>Mississippi</b>	1,314	5	Washington	648
6	Alabama	1,248	6	Nevada	674
7	Rhode Island	1,233	7	Delaware	678
8	Kansas	1,213	8	Arizona	691
9	Connecticut	1,160	9	Ohio	721
10	New York	1,158	10	Maine	741

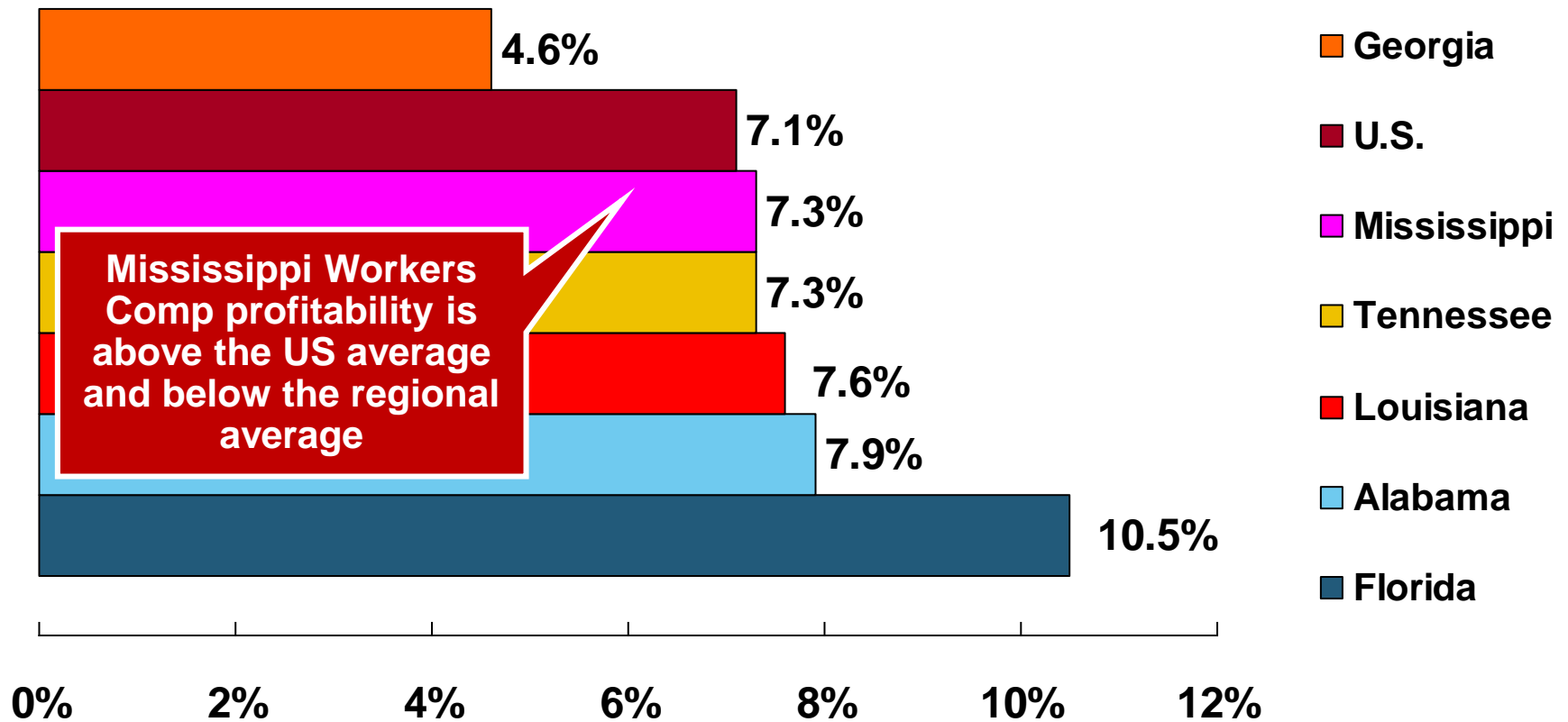
- (1) Includes policies written by Citizens Property Insurance Corp. (Florida) and Citizens Property Insurance Corp. (Louisiana), Alabama Insurance Underwriting Association, Mississippi Windstorm Underwriting Association, North Carolina Joint Underwriting Association and South Carolina Wind and Hail Underwriting Association. Other southeastern states have wind pools in operation and their data may not be included in this chart. Based on the HO-3 homeowner package policy for owner-occupied dwellings, 1 to 4 family units. Provides “all risks” coverage (except those specifically excluded in the policy) on buildings and broad named-peril coverage on personal property, and is the most common package written.
- (2) The Texas Department of Insurance developed home insurance policy forms that are similar but not identical to the standard forms. In addition, due to the Texas Windstorm Association (which writes wind-only policies) classifying HO-1, 2 and 5 premiums as HO-3, the average premium for homeowners insurance is artificially high.

Note: Average premium=Premiums/exposure per house years. A house year is equal to 365 days of insured coverage for a single dwelling. The NAIC does not rank state average expenditures and does not endorse any conclusions drawn from this data.

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# Workers Comp: 10-Year Average RNW MS & Nearby States

2004-2013



Source: NAIC, Insurance Information Institute

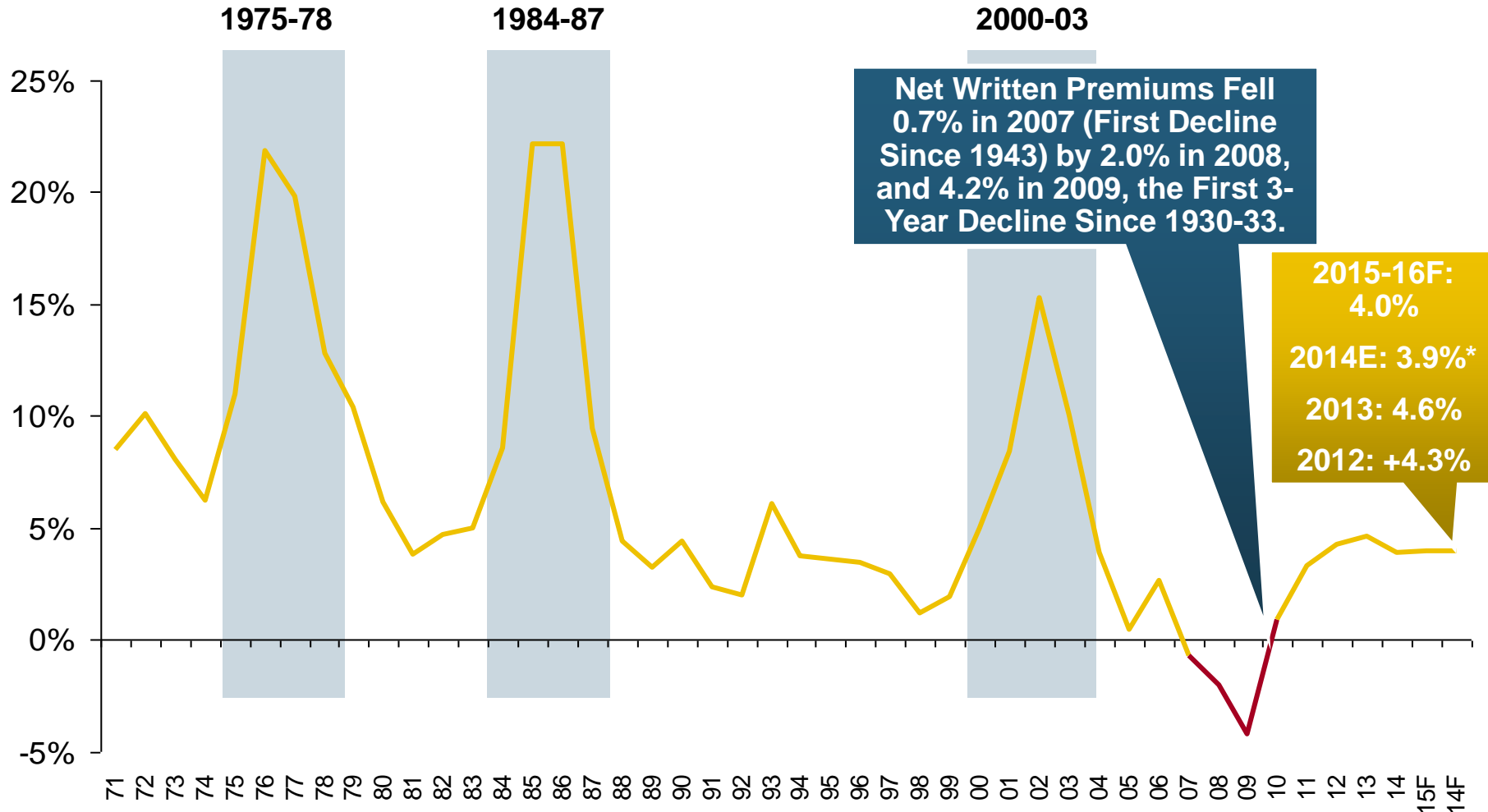
# GROWTH

*Growth (Preferably Profitable) Is a  
Top Priority of Most CEOs*

**Growth in Many Insurance Lines Is  
Volatile and Cyclical**

# Net Premium Growth: Annual Change, 1971—2016F

(Percent)

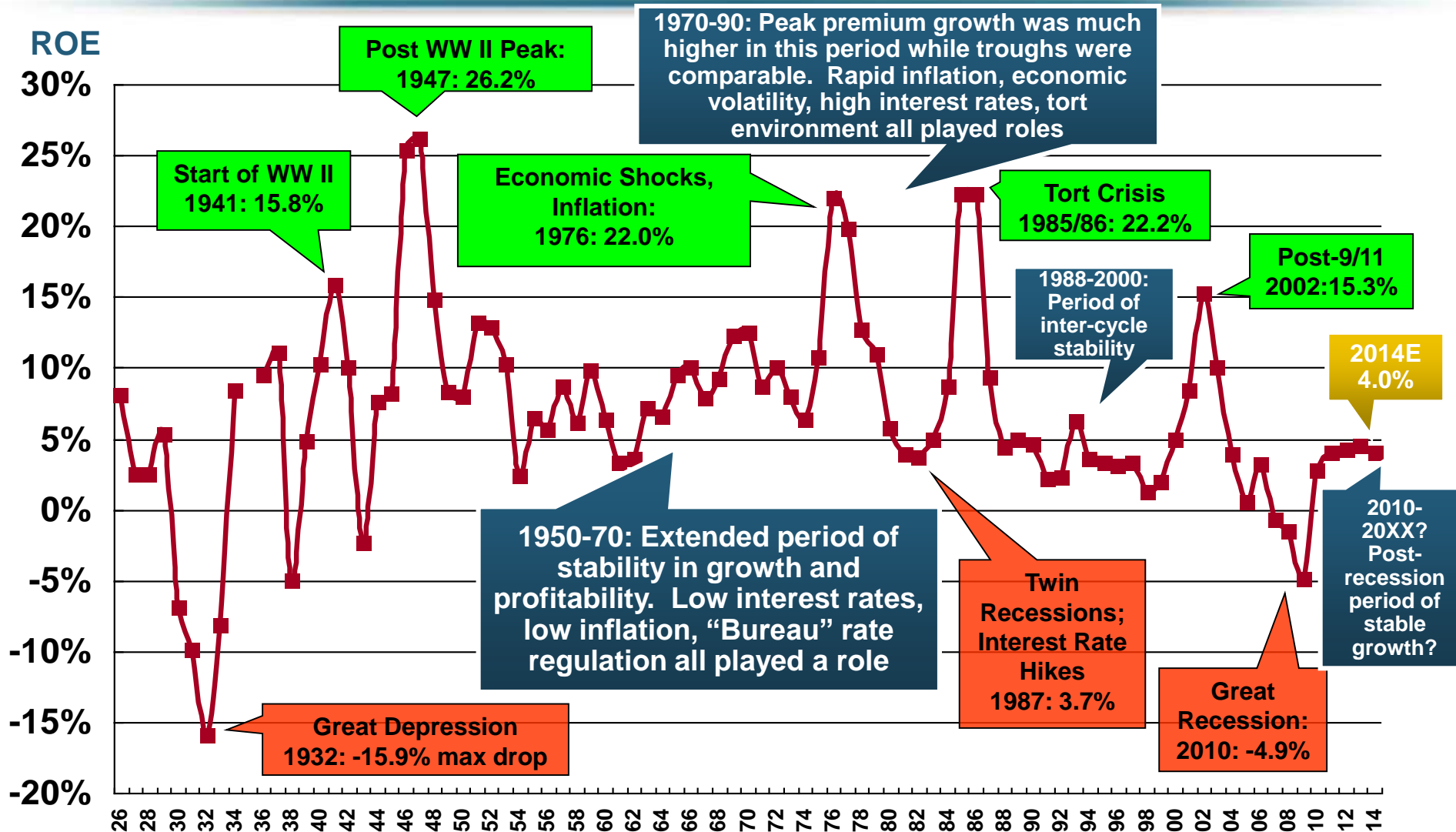


\*Actual figure based on data through Q3 2014.

Shaded areas denote "hard market" periods

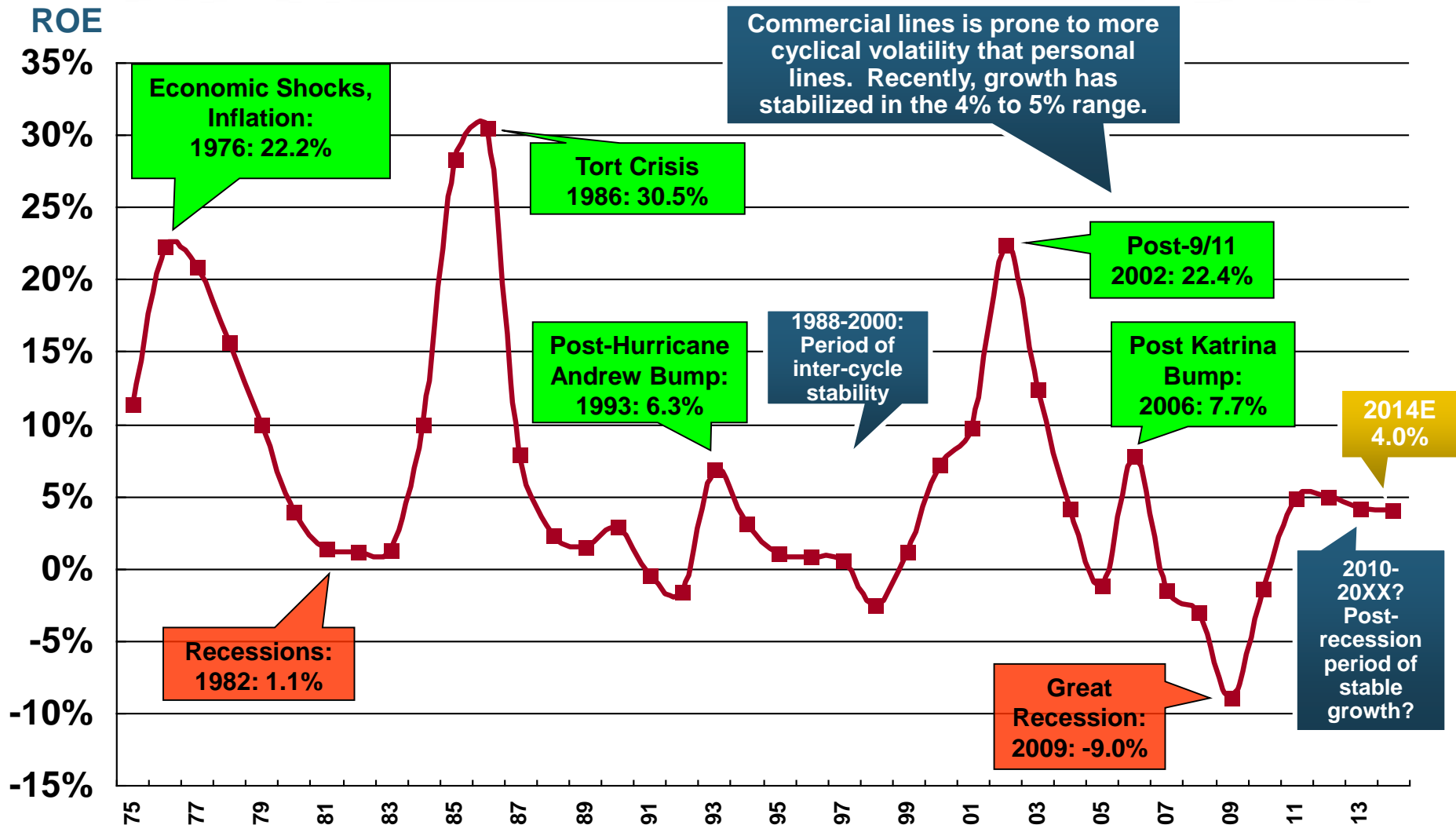
Sources: A.M. Best (historical and forecast), ISO, Insurance Information Institute.

# NPW Premium Growth: Peaks & Troughs in the P/C Insurance Industry, 1926 – 2014E



Note: Data through 1934 are based on stock companies only. Data include state funds beginning in 1998.  
 Source: A.M. Best; Insurance Information Institute.

# Commercial Lines NPW Premium Growth: 1975 – 2014E

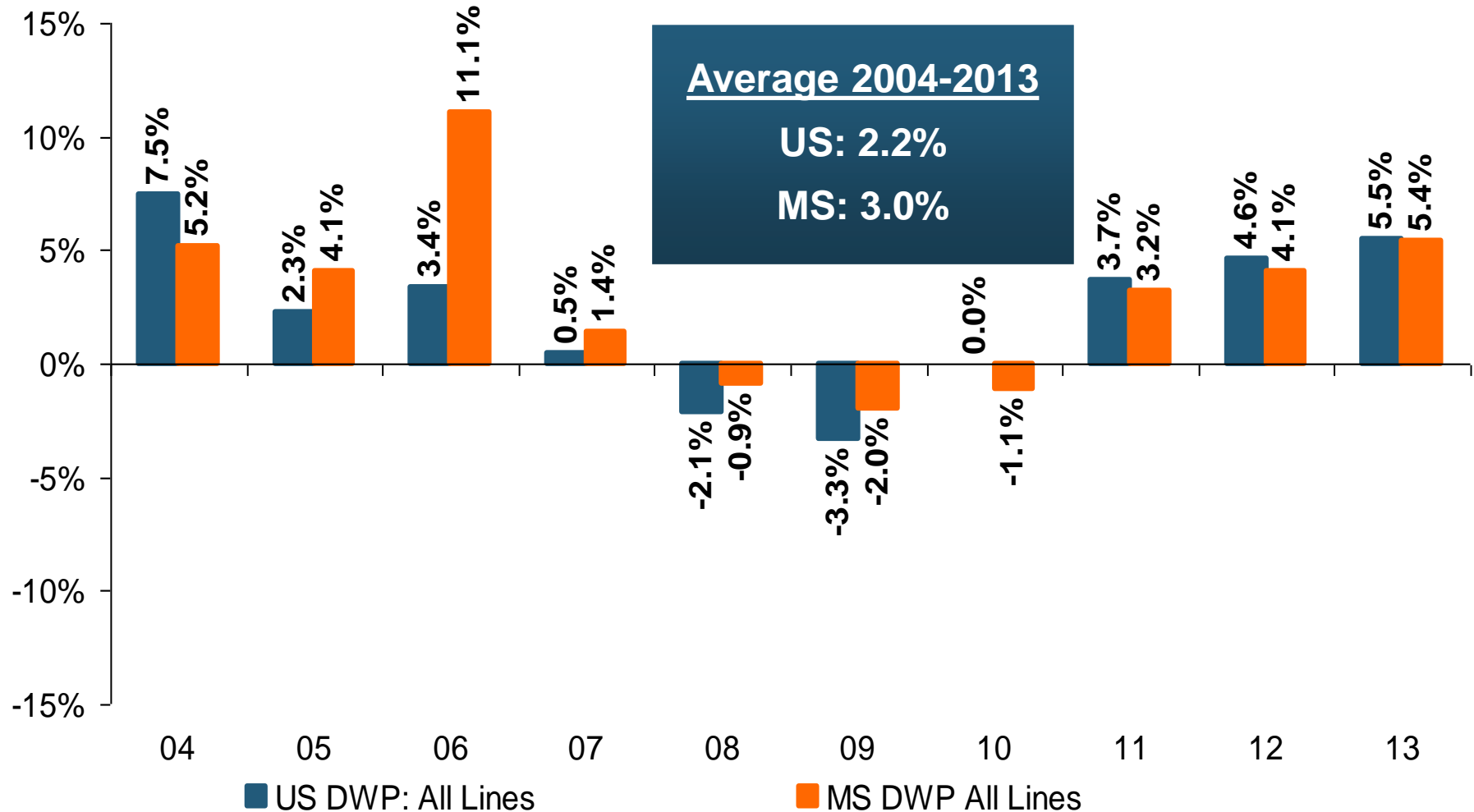


Note: Data include state funds beginning in 1998.  
 Source: A.M. Best; Insurance Information Institute.



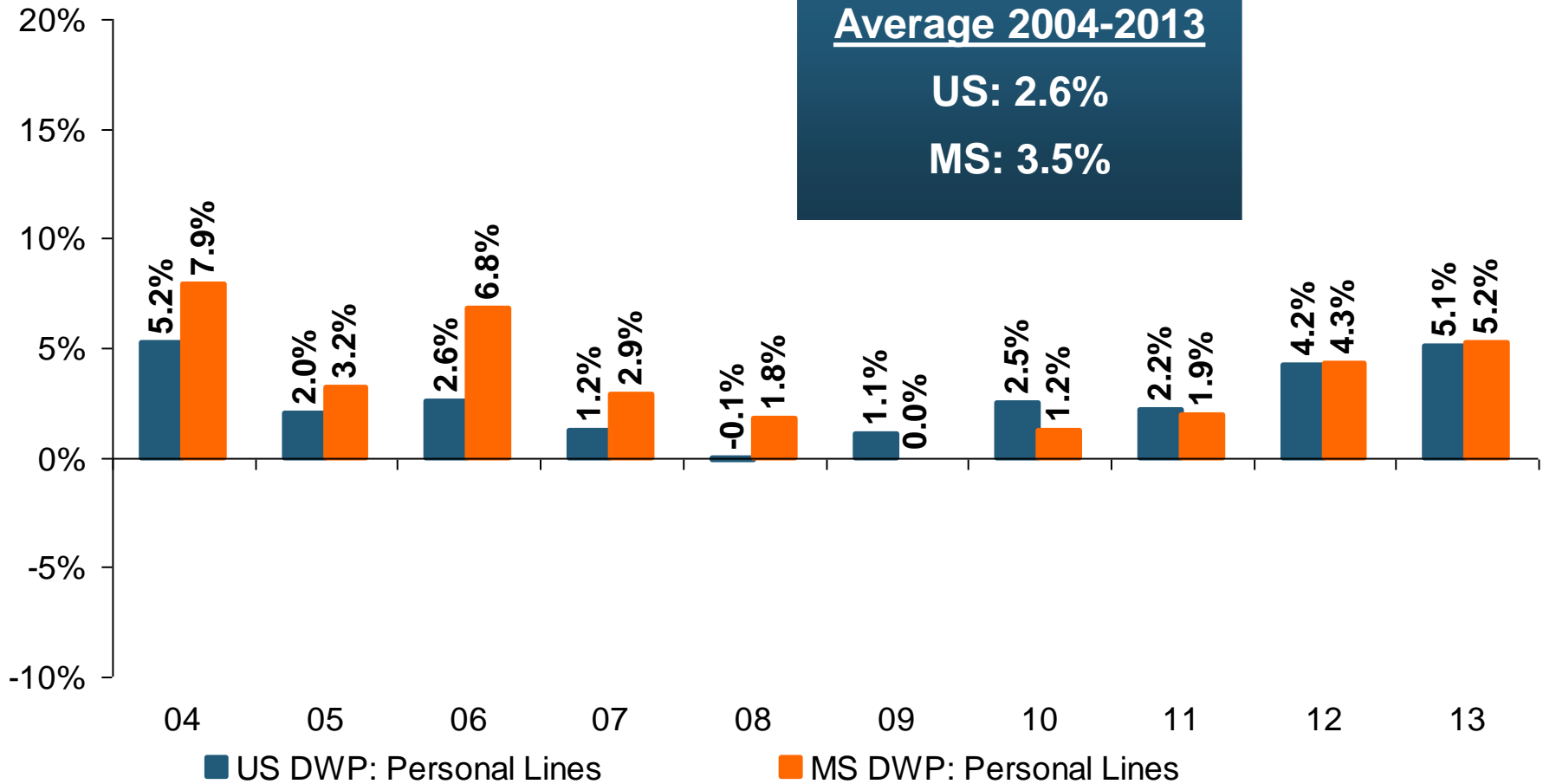
# All Lines DWP Growth: MS vs. U.S., 2004-2013

(Percent)



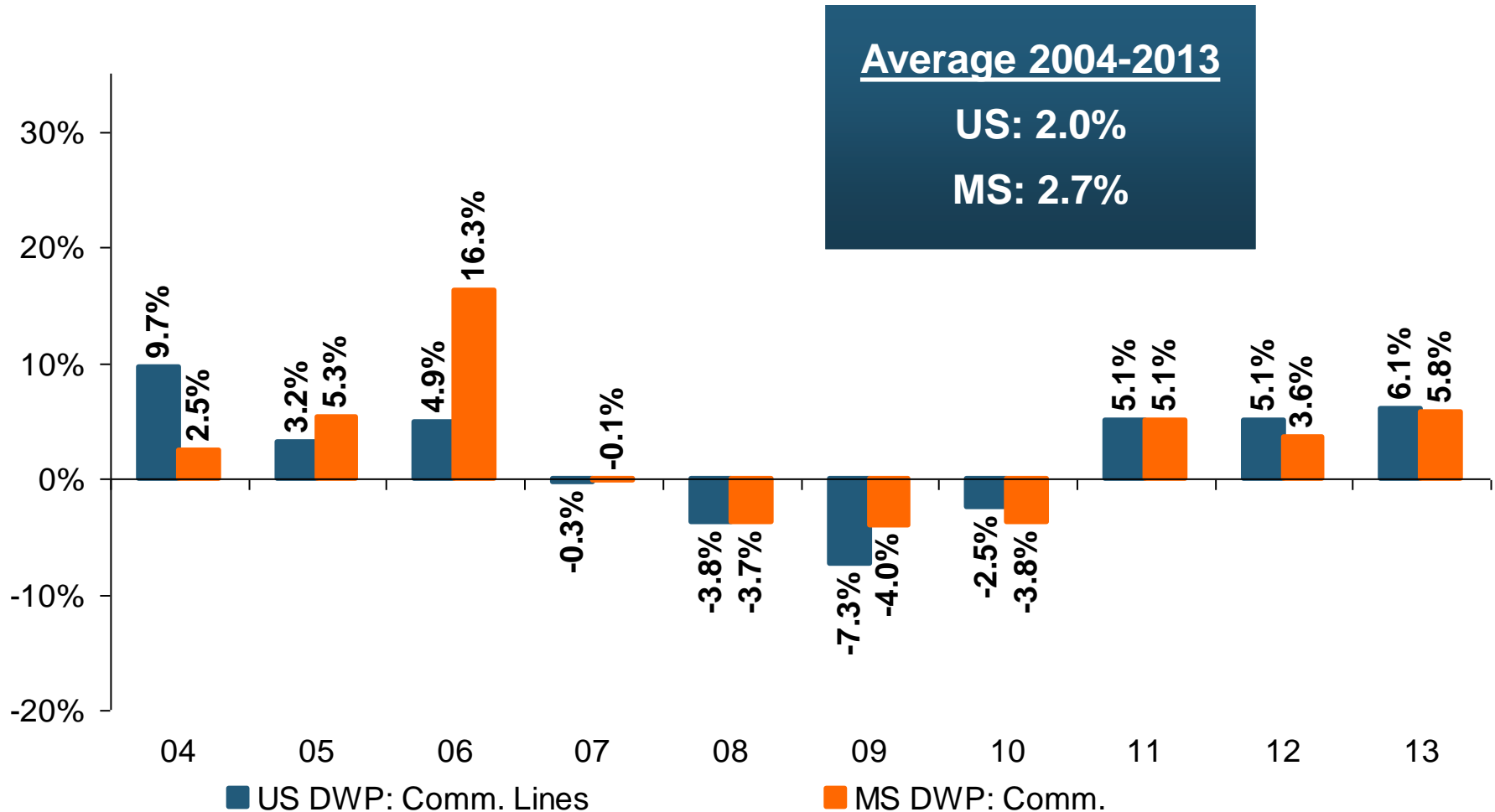
# Personal Lines DWP Growth: MS vs. U.S., 2004-2013

(Percent)



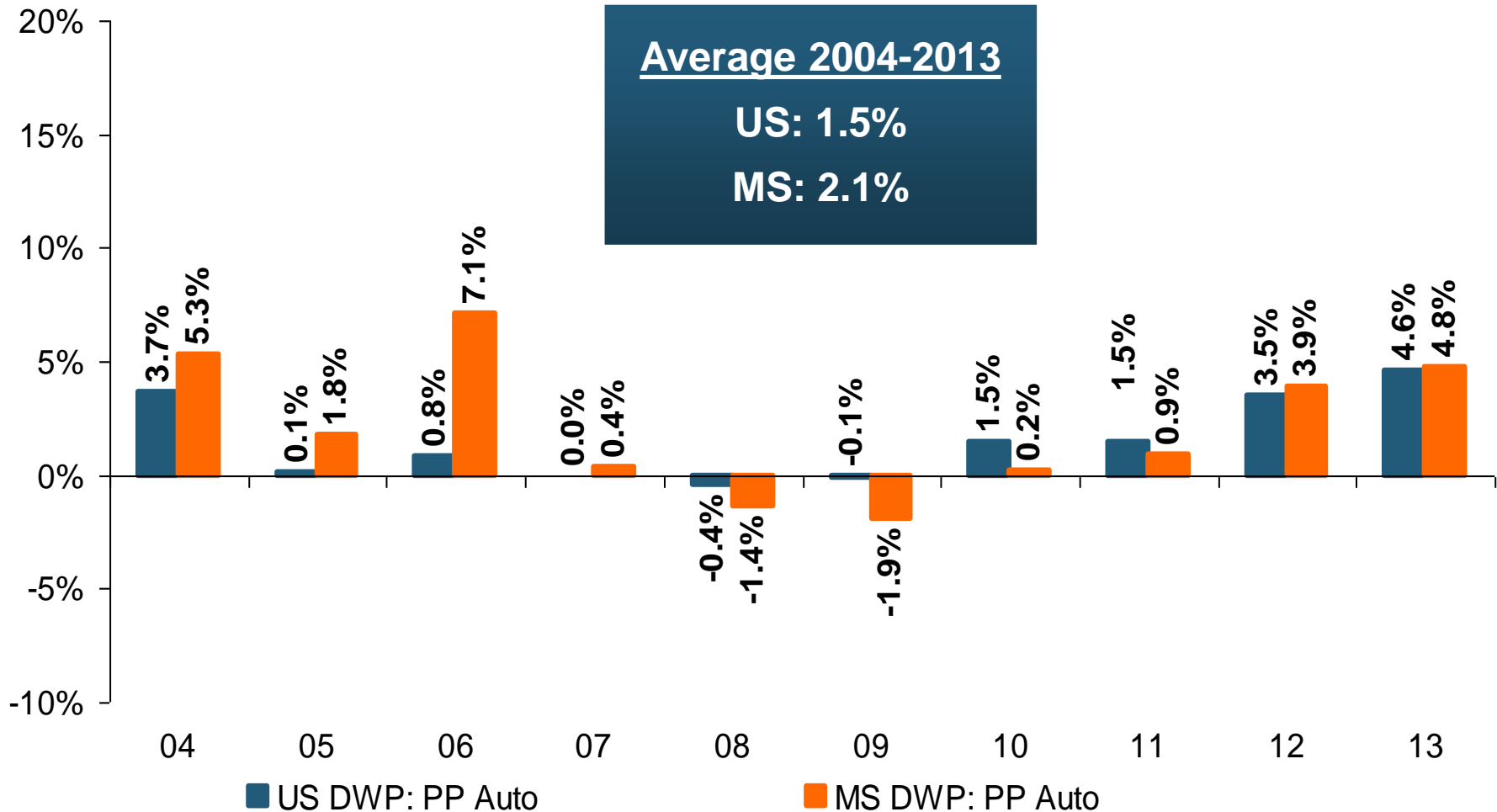
# Comm. Lines DWP Growth: MS vs. U.S., 2004-2013

(Percent)



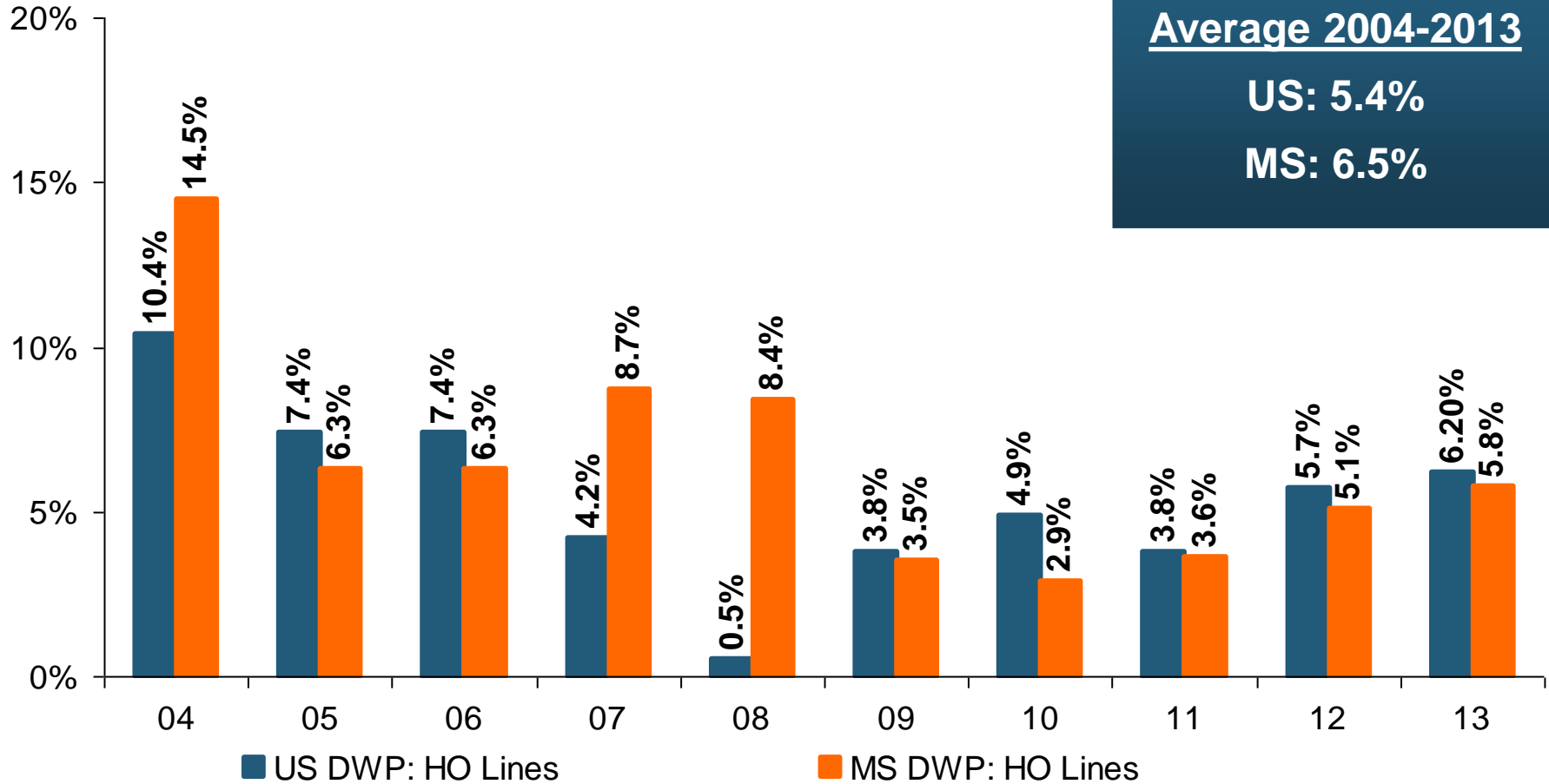
# Private Passenger Auto DWP Growth: MS vs. U.S., 2004-2013

(Percent)



# Homeowner's MP DWP Growth: MS vs. U.S., 2004-2013

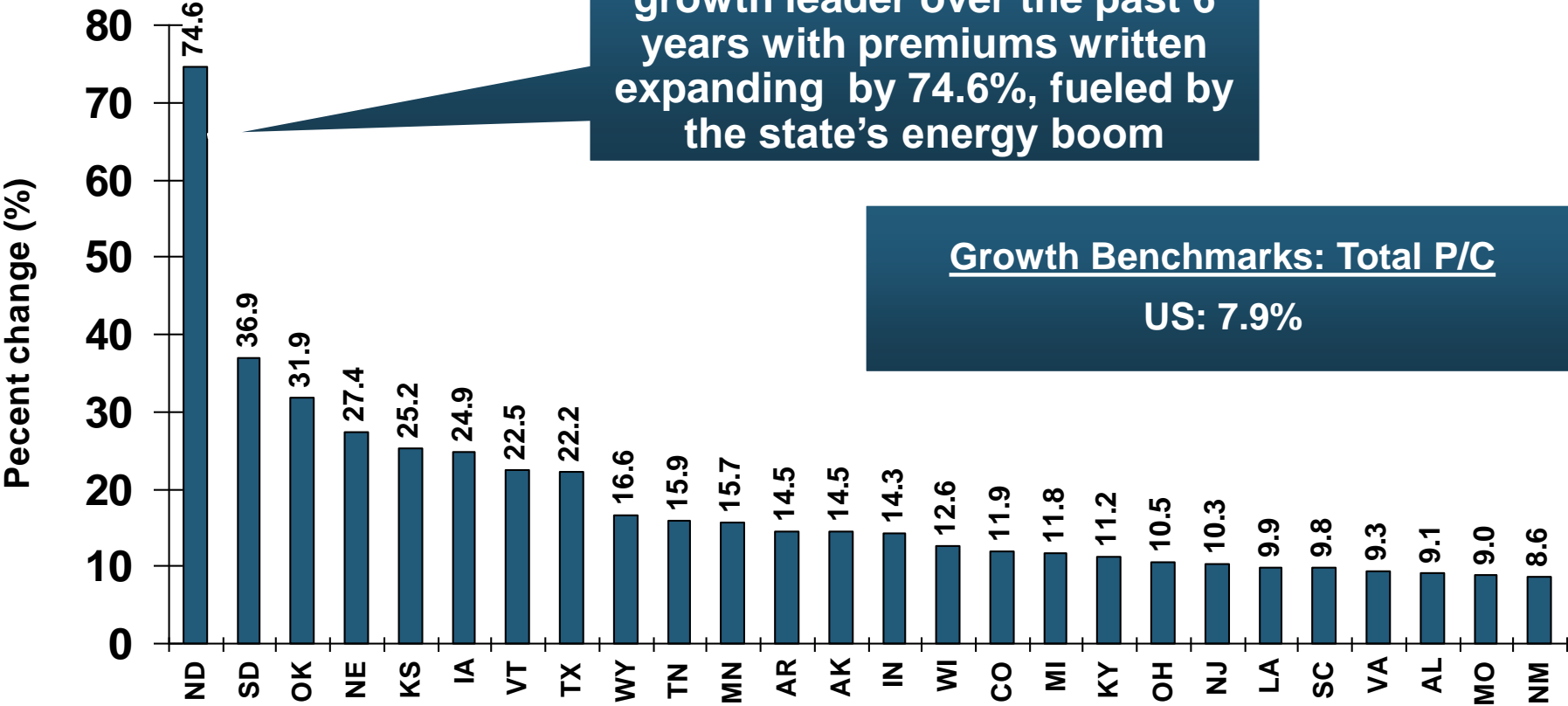
(Percent)



# Direct Premiums Written: Total P/C Percent Change by State, 2007-2013

## Top 25 States

North Dakota was the country's growth leader over the past 6 years with premiums written expanding by 74.6%, fueled by the state's energy boom

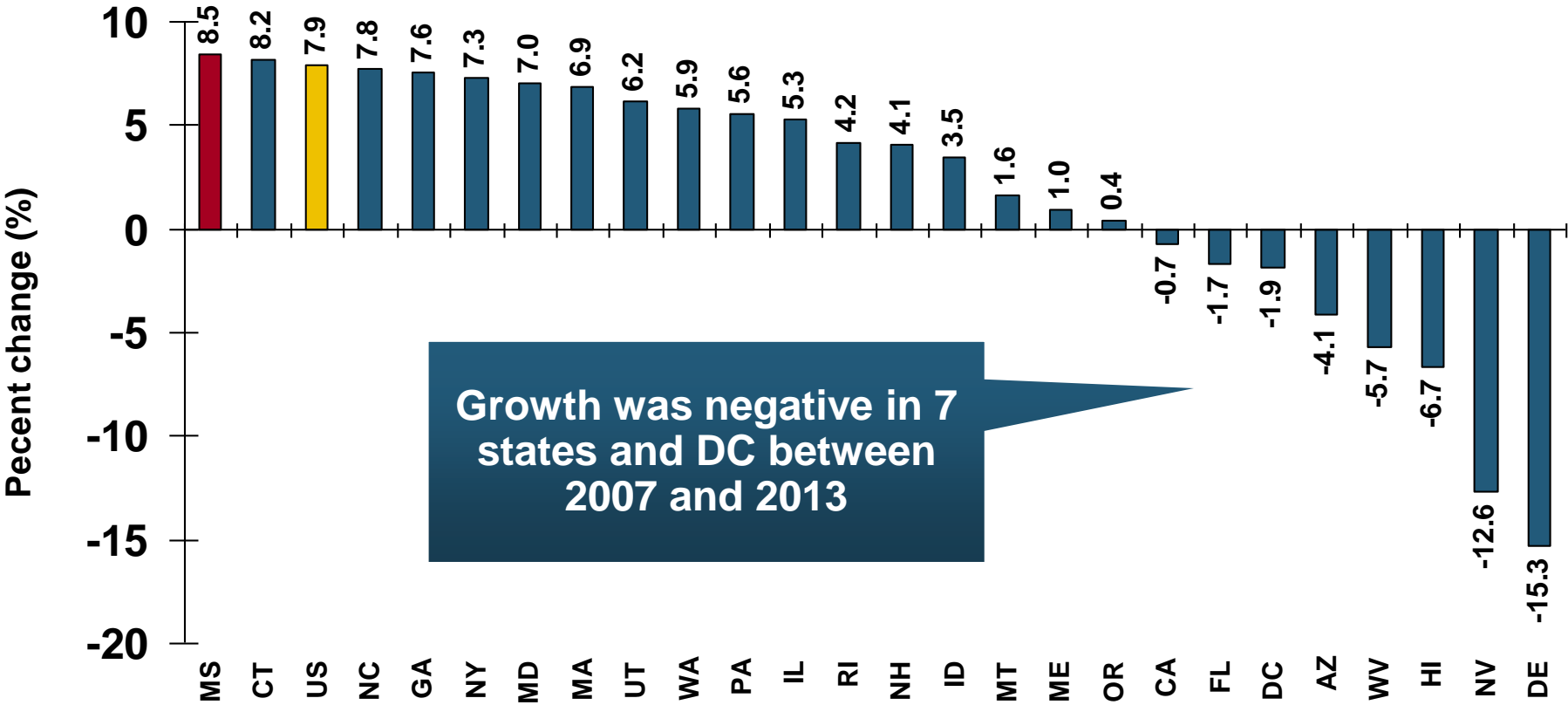


Growth Benchmarks: Total P/C  
US: 7.9%

Sources: SNL Financial LC.; Insurance Information Institute.

# Direct Premiums Written: Total P/C Percent Change by State, 2007-2013

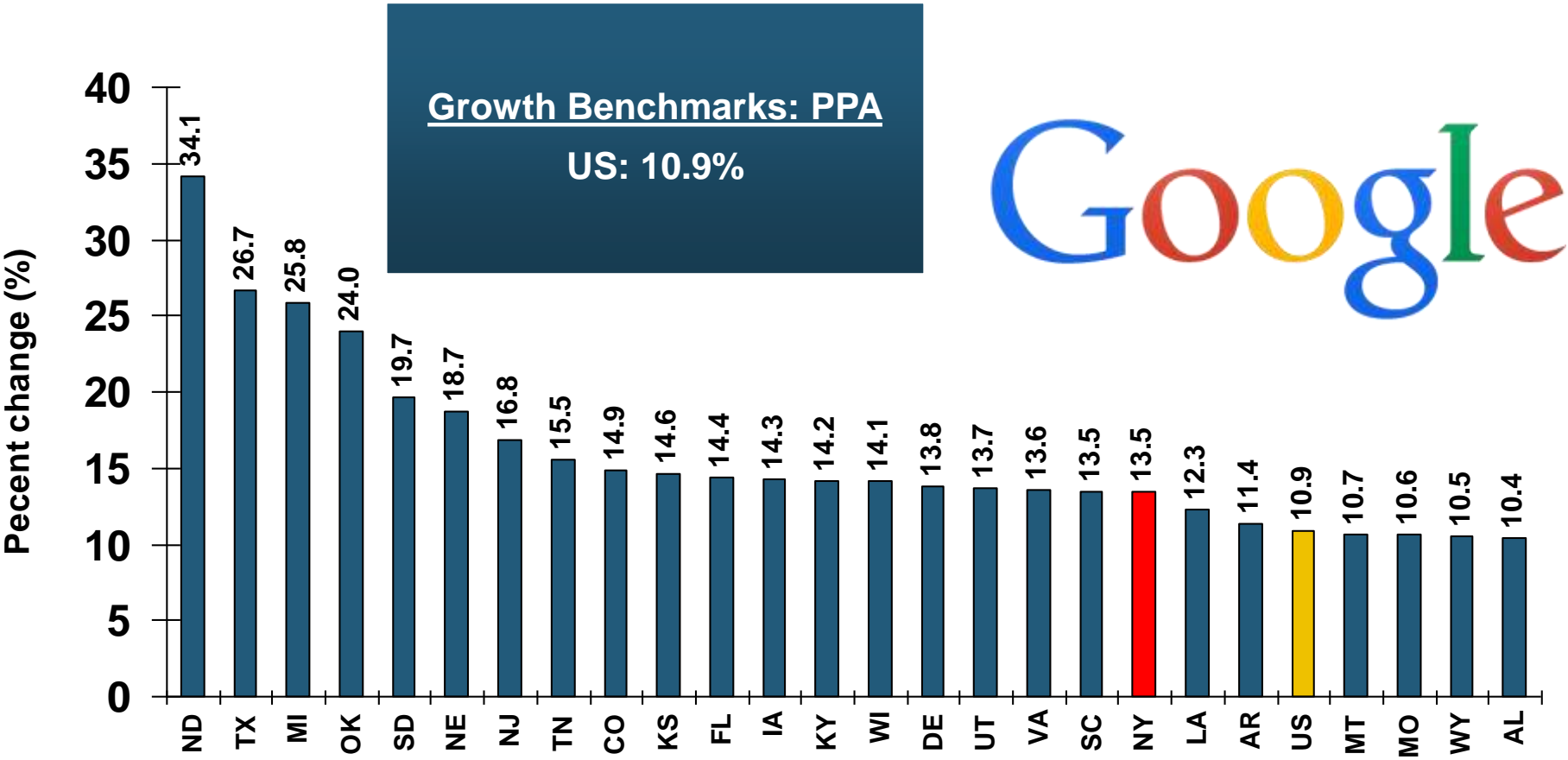
## Bottom 25 States



Sources: SNL Financial LC.; Insurance Information Institute.

# Direct Premiums Written: PP Auto Percent Change by State, 2007-2013

## Top 25 States

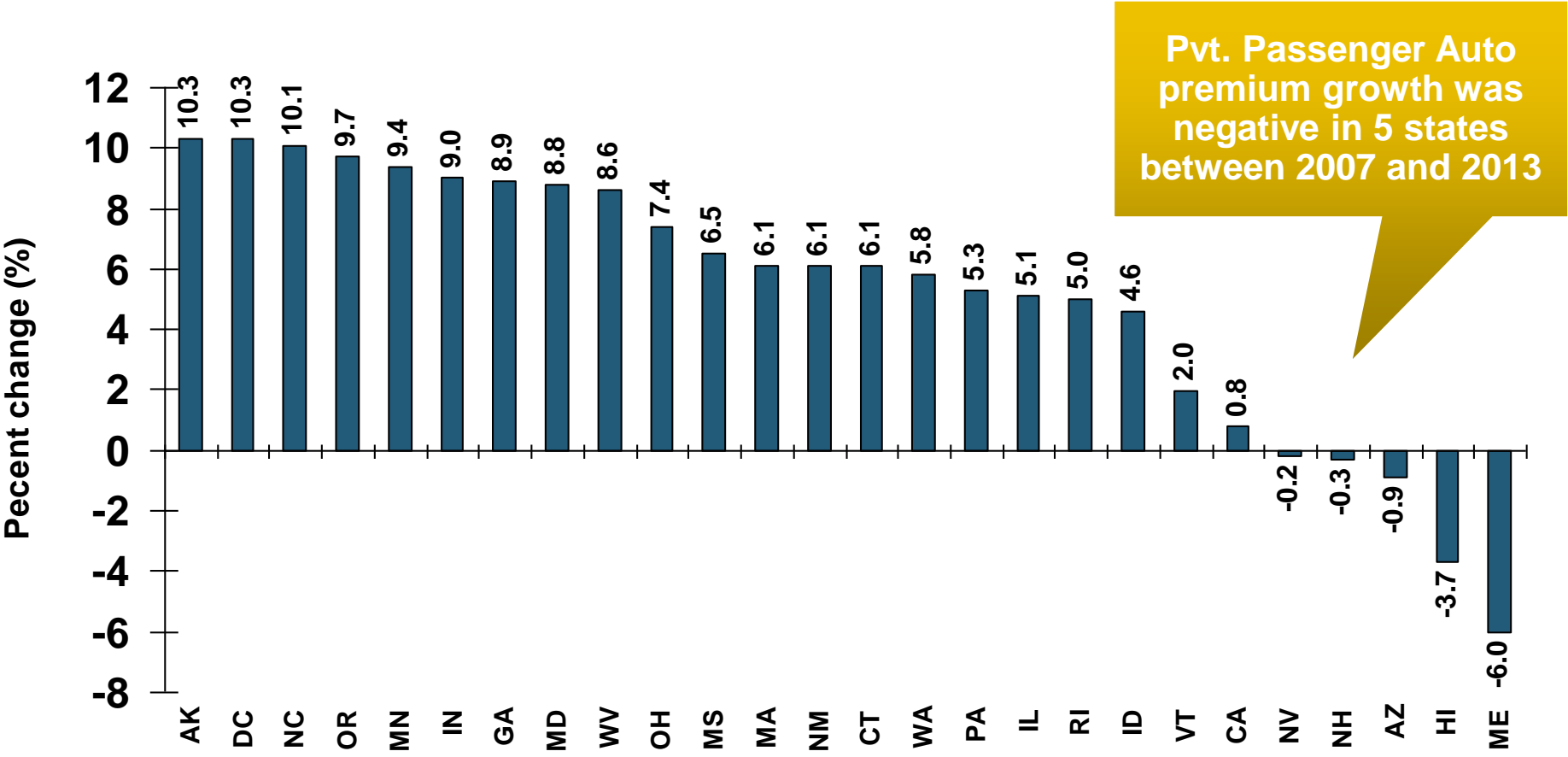


Sources: SNL Financial LC.; Insurance Information Institute.



# Direct Premiums Written: PP Auto Percent Change by State, 2007-2013

## Bottom 25 States

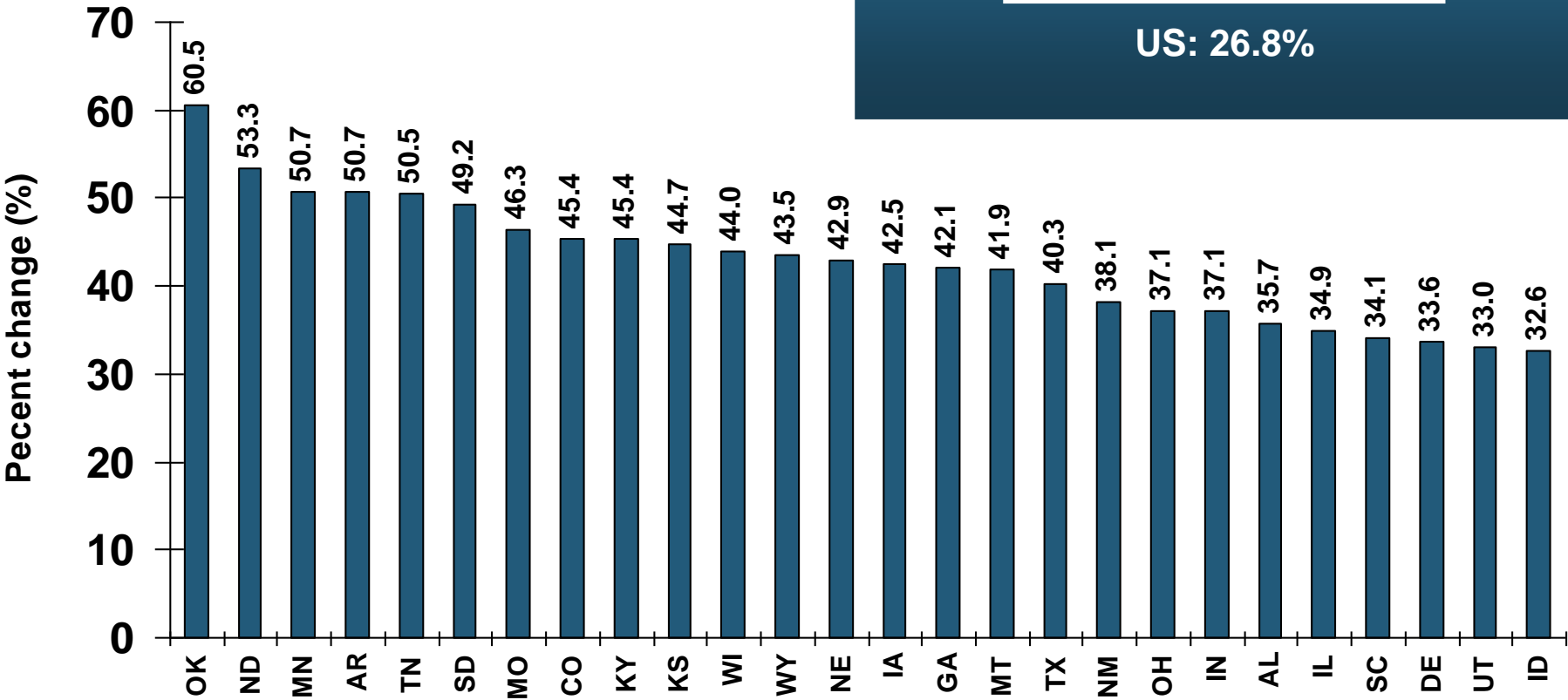


Sources: SNL Financial LC.; Insurance Information Institute.

# Direct Premiums Written: Homeowners Percent Change by State, 2007-2013

## Top 25 States

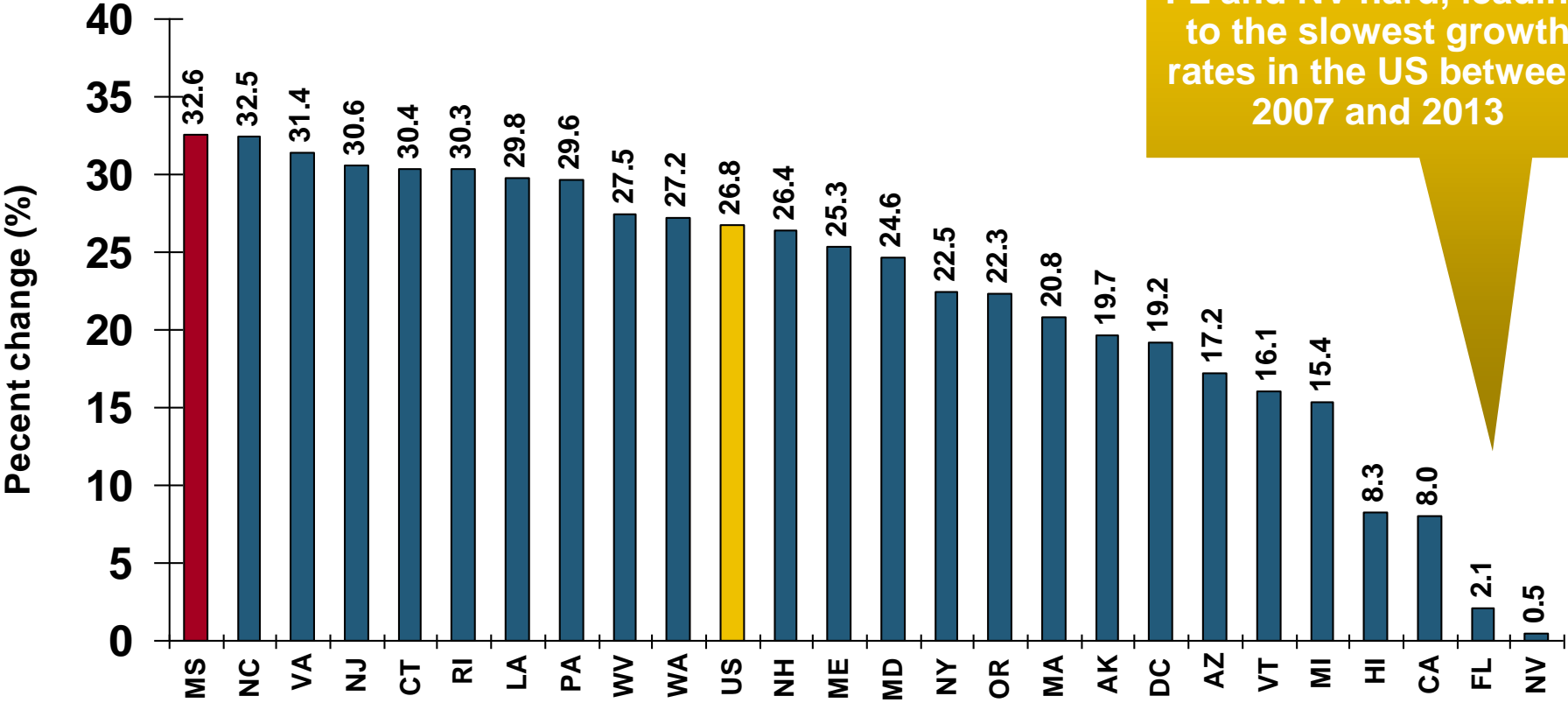
Growth Benchmarks: HO  
US: 26.8%



Sources: SNL Financial LLC.; Insurance Information Institute.

# Direct Premiums Written: Homeowners Percent Change by State, 2007-2013

## Bottom 25 States

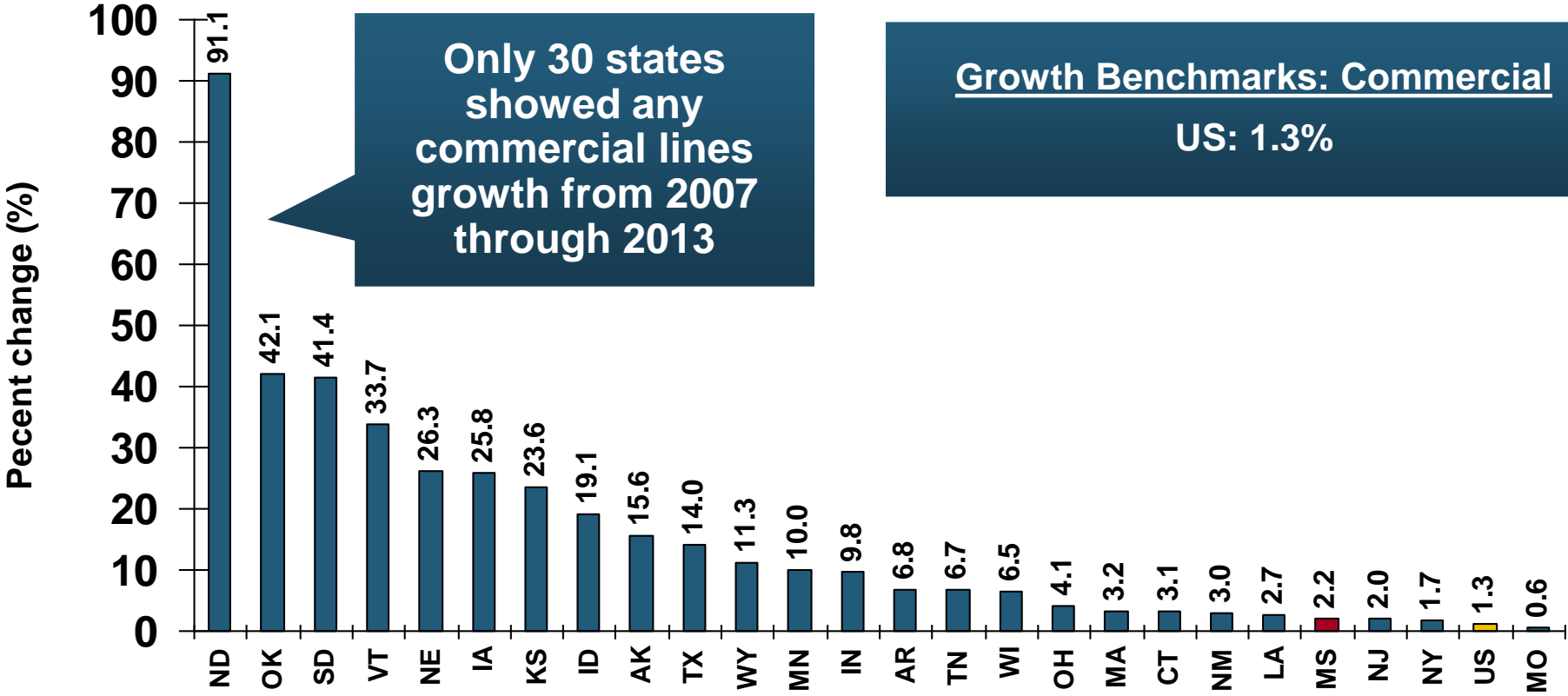


The collapse of the housing bubble hit CA, FL and NV hard, leading to the slowest growth rates in the US between 2007 and 2013

Sources: SNL Financial LLC.; Insurance Information Institute.

# Direct Premiums Written: Comm. Lines Percent Change by State, 2007-2013

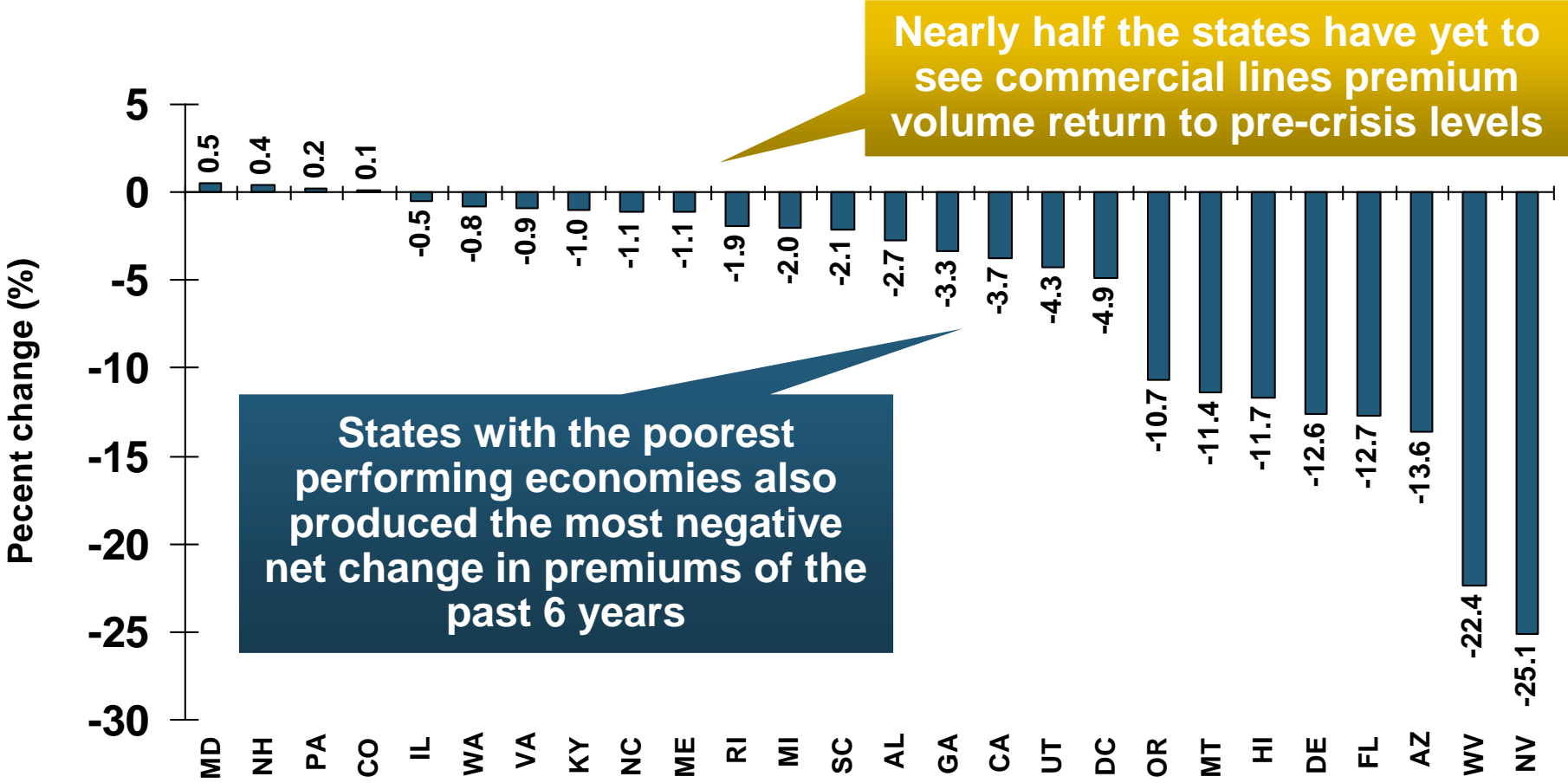
## Top 25 States



Sources: SNL Financial LLC.; Insurance Information Institute.

# Direct Premiums Written: Comm. Lines Percent Change by State, 2007-2013

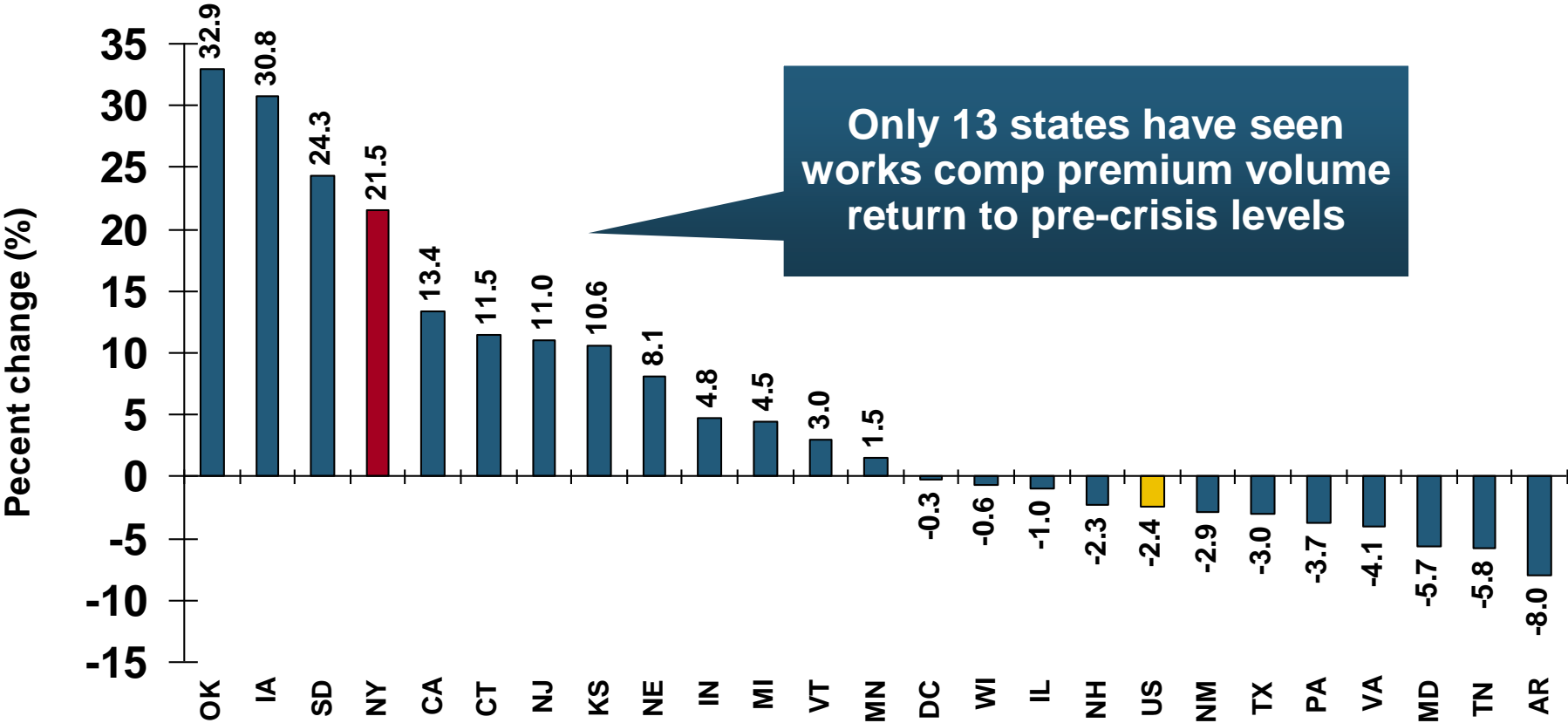
## Bottom 25 States



Sources: SNL Financial LLC.; Insurance Information Institute.

# Direct Premiums Written: Workers' Comp Percent Change by State, 2007-2013\*

## Top 25 States



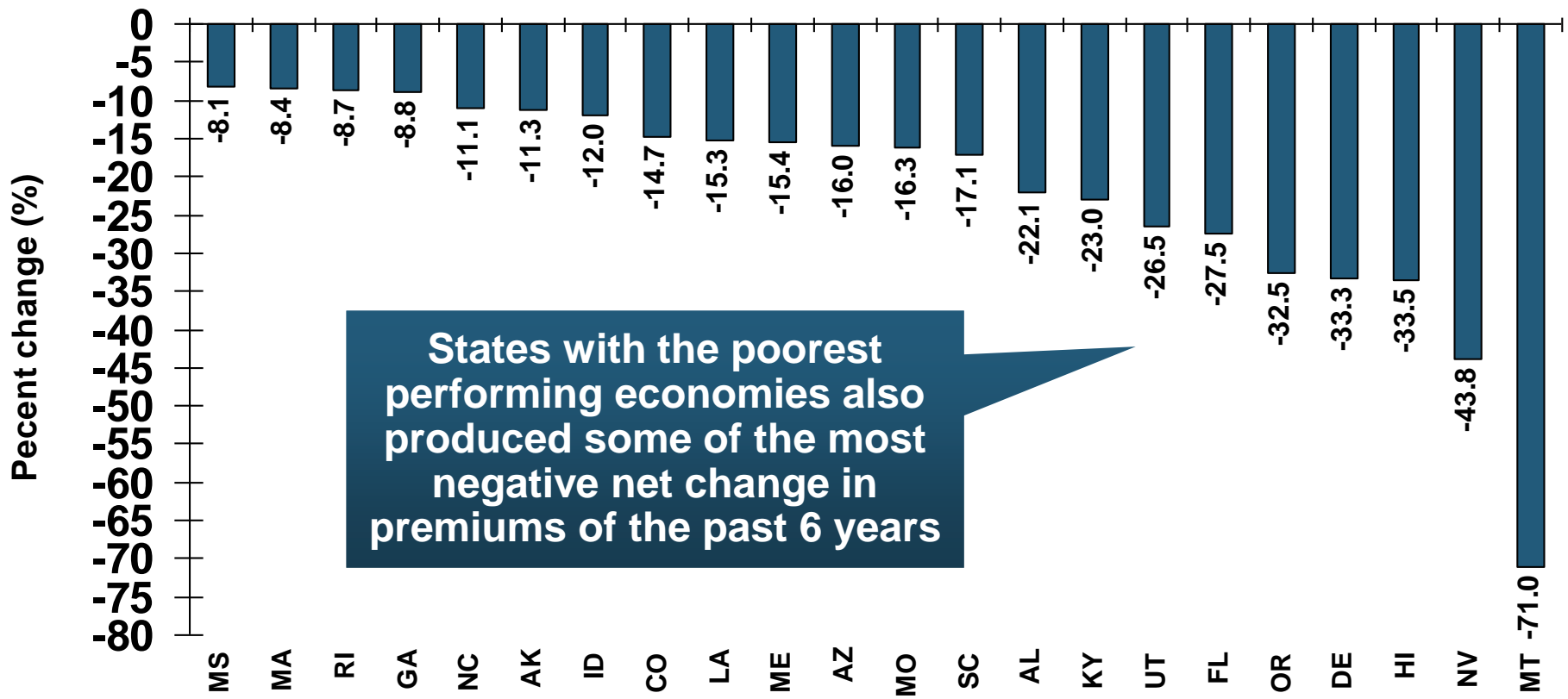
Only 13 states have seen works comp premium volume return to pre-crisis levels

\*Excludes monopolistic fund states: ND, OH, WA, WY as well as WV, which transitioned to a competitive structure during this period.

Sources: SNL Financial LC.; Insurance Information Institute.

# Direct Premiums Written: Worker's Comp Percent Change by State, 2007-2013\*

## Bottom 25 States



\*Excludes monopolistic fund states: ND, OH, WA, WY as well as WV, which transitioned to a competitive structure during this period.

Sources: SNL Financial LC.; Insurance Information Institute.



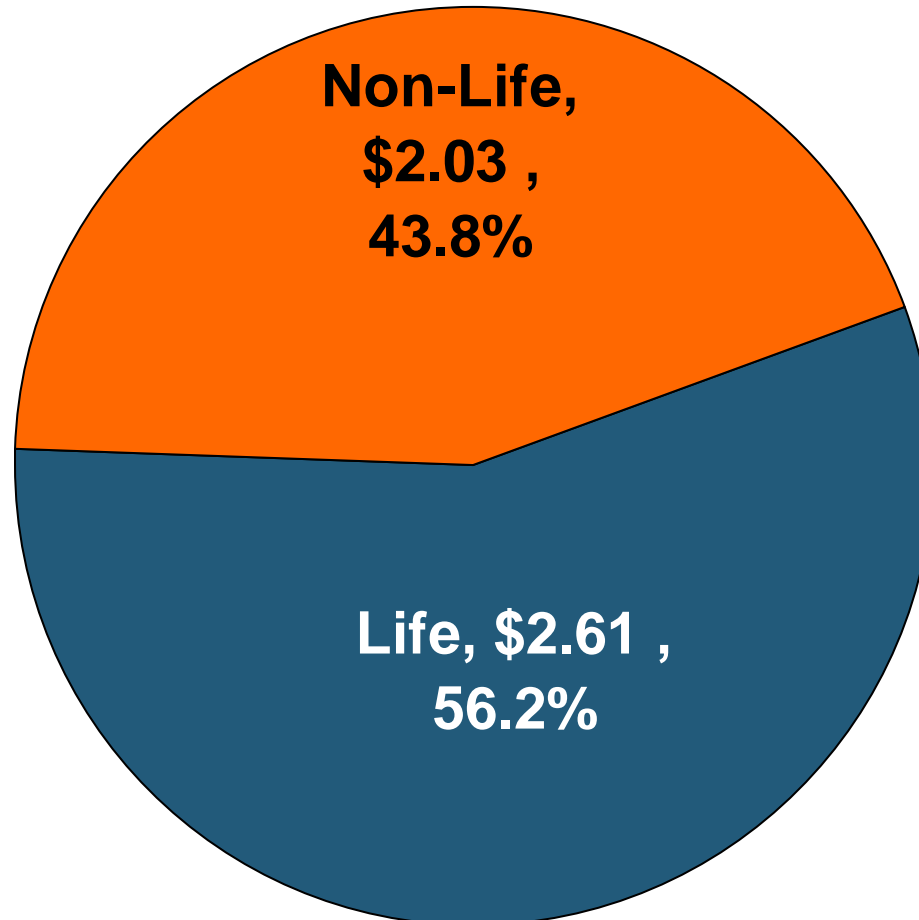
# Going Global

**Insurance Industry Growth Is  
Fastest Outside the U.S. and Other  
Mature Markets**



# Distribution of Global Insurance Premiums, 2013 (\$ Trillions)

Total Premium Volume = \$4.641 Trillion\*

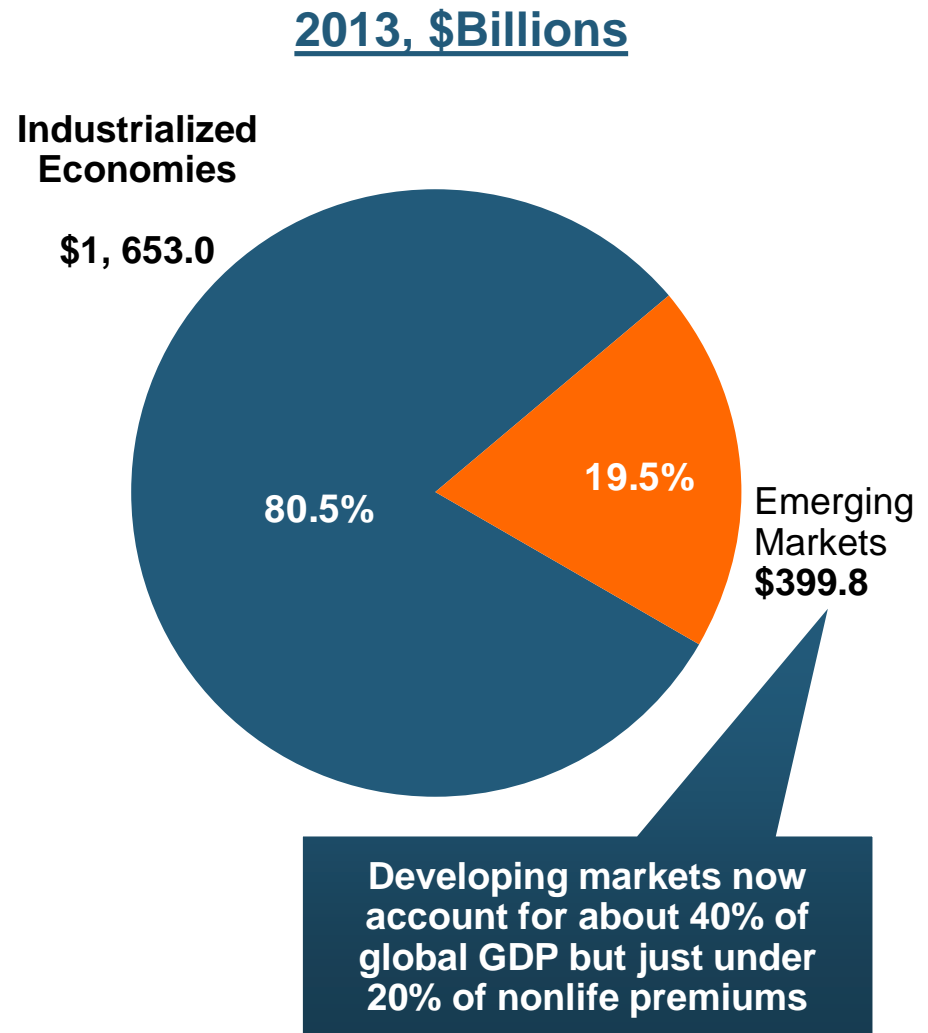


Life insurance accounted for 56.2% of global premium volume in 2013 vs. 43.8% for Non-Life

# Distribution of Nonlife Premium: Industrialized vs. Emerging Markets, 2013

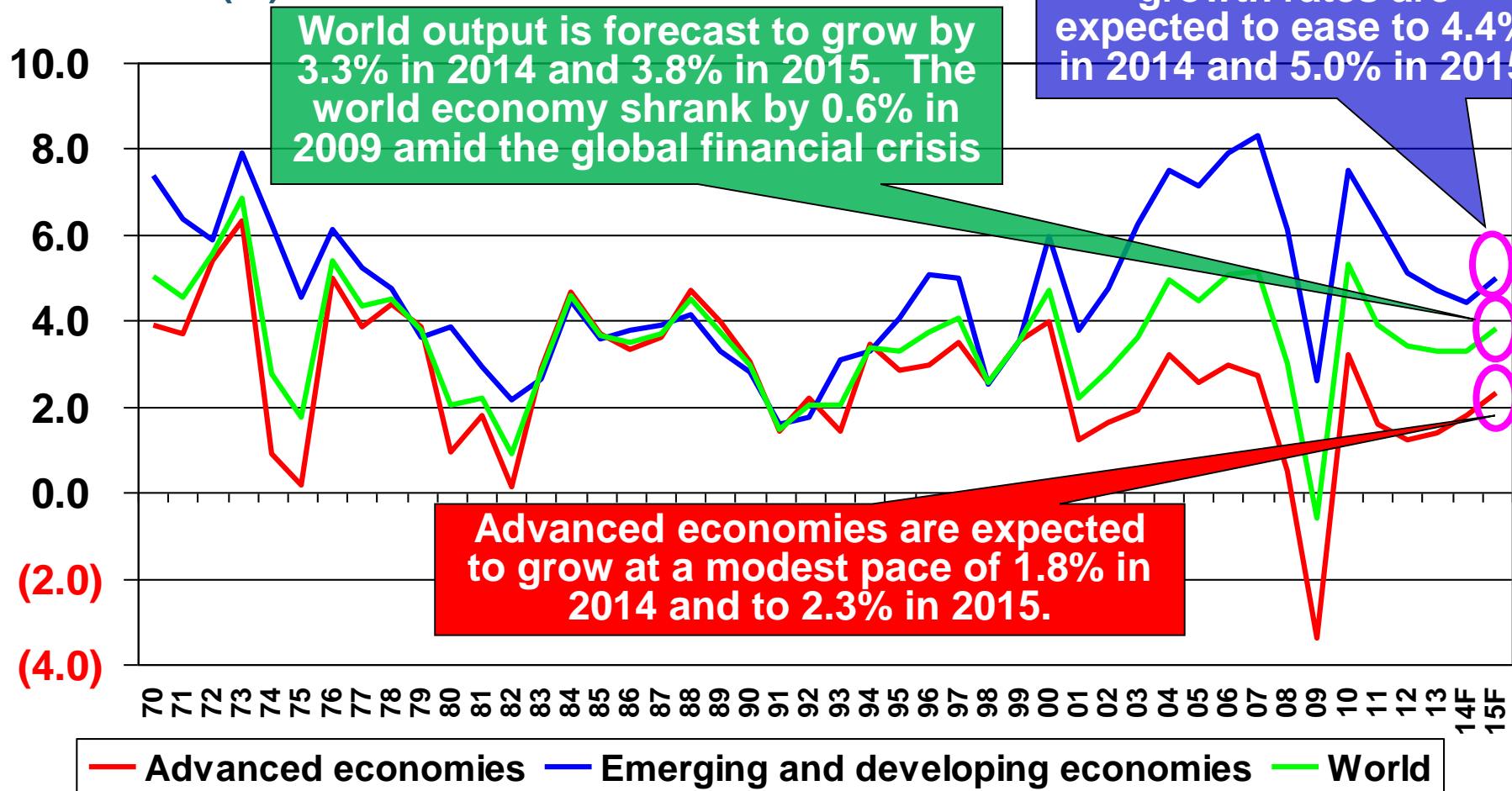
## Premium Growth Facts

- Emerging market's share of nonlife premiums increased to 19.5% in 2013, up from 17.3% in 2012 and 14.3% in 2009. The share of premiums written in the \$2 trillion global nonlife market remains much larger (80.5%) but continues to shrink.
- The financial crisis and sluggish recovery in the major insurance markets will accelerate the expansion of the emerging market sector



# GDP Growth: Advanced & Emerging Economies vs. World, 1970-2015F

GDP Growth (%)

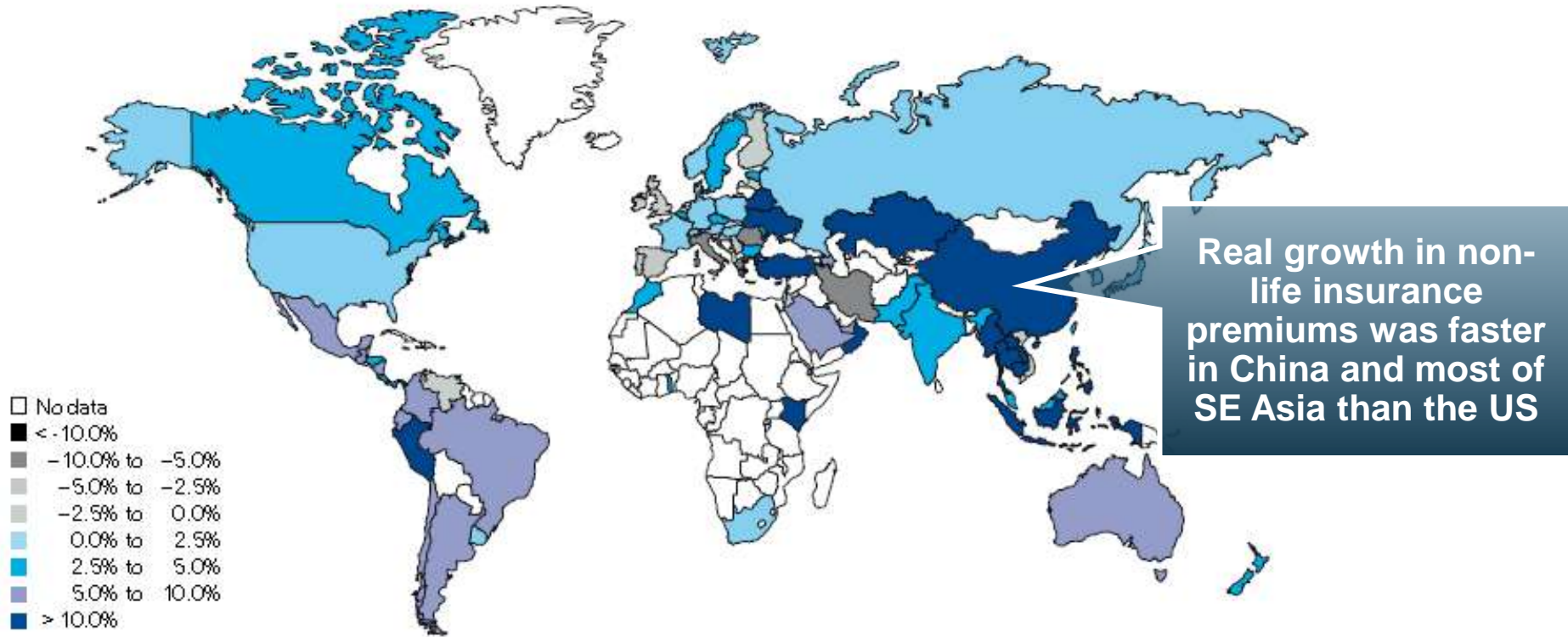


World output is forecast to grow by 3.3% in 2014 and 3.8% in 2015. The world economy shrank by 0.6% in 2009 amid the global financial crisis

Emerging economy growth rates are expected to ease to 4.4% in 2014 and 5.0% in 2015

Advanced economies are expected to grow at a modest pace of 1.8% in 2014 and to 2.3% in 2015.

# Non-Life Insurance: Global Real (Inflation Adjusted) Premium Growth, 2013



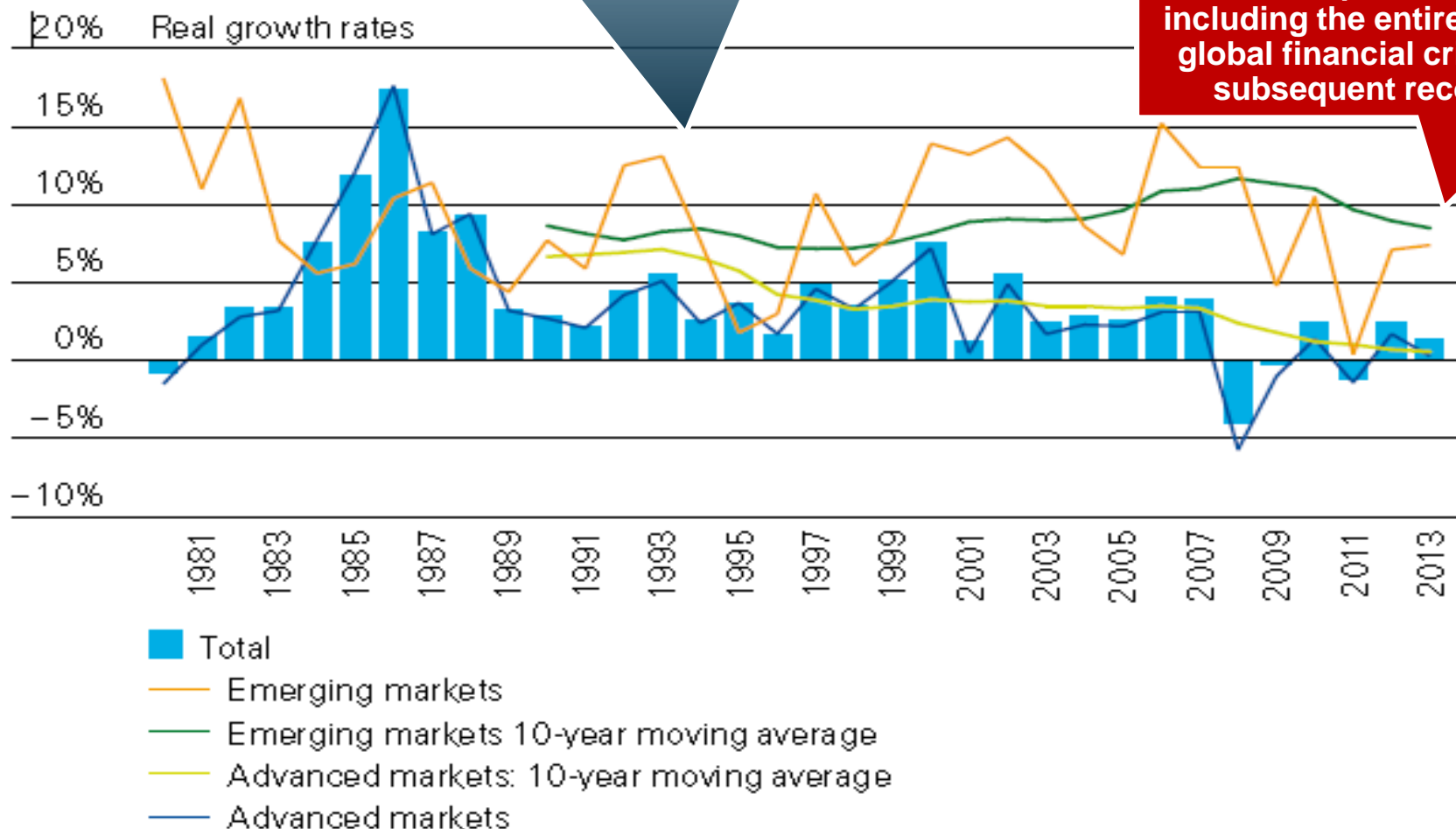
Market	Life	Non-Life	Total
Advanced	-0.2	1.1	0.3
<b>Emerging</b>	<b>6.4</b>	<b>8.3</b>	<b>7.4</b>
World	0.7	2.3	1.4

Source: Swiss Re, *sigma*, No. 3/2014.

# Global Real (Inflation Adjusted) Premium Growth: 1980-2013

Premium growth is very erratic in part to inflation volatility in emerging markets as well as a lack of consistent cyclicity

Emerging market growth has exceeded that of industrialized countries in 30 of the past 34 years, including the entirety of the global financial crisis and subsequent recovery



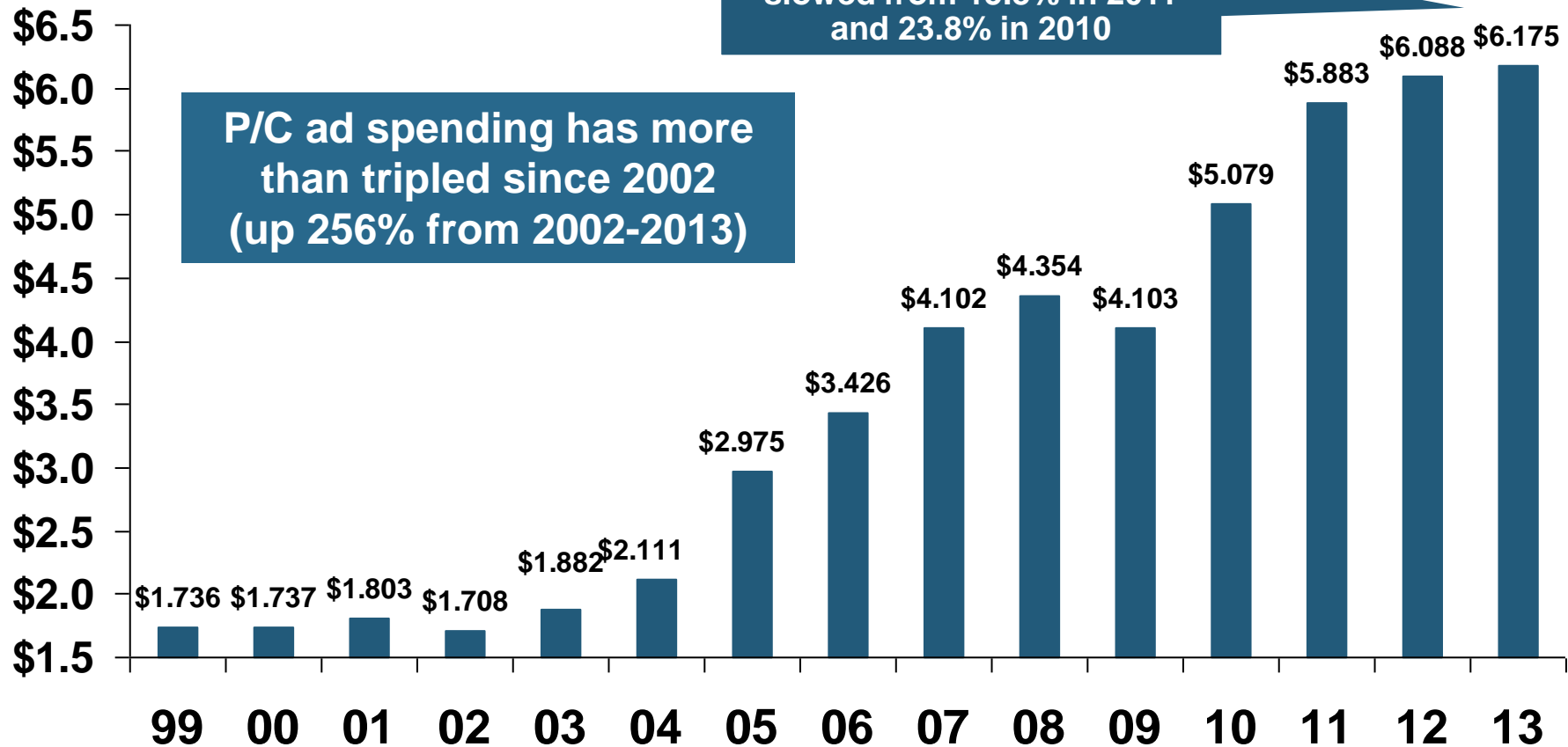
# COMPETITION & DISTRIBUTION

*Insurance Is a Fiercely Competitive Business and Seems Likely Only to Intensify*

*Distribution Trends Continue to Evolve Rapidly*

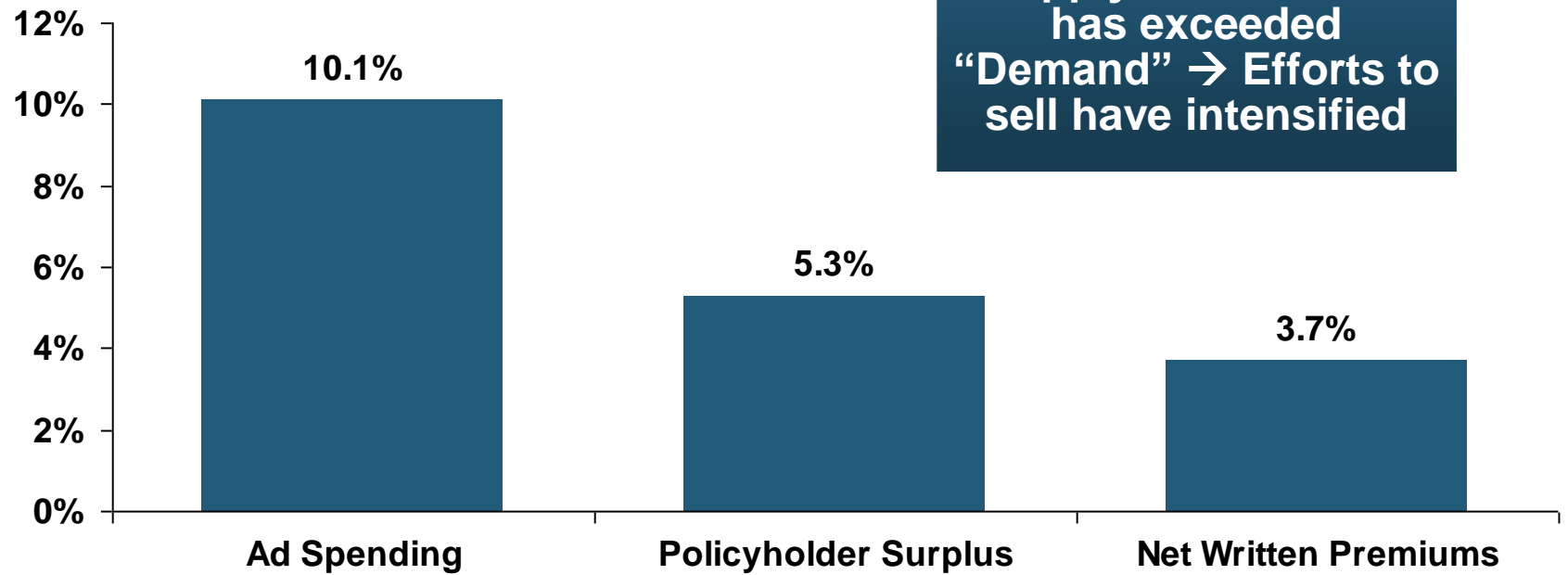
# Advertising Expenditures by P/C Insurance Industry, 1999-2013

\$ Billions



# Growth in Premiums, Capacity vs. Growth in Advertising Expenditures, 2000 – 2013

Average Annual Percent Change (%)



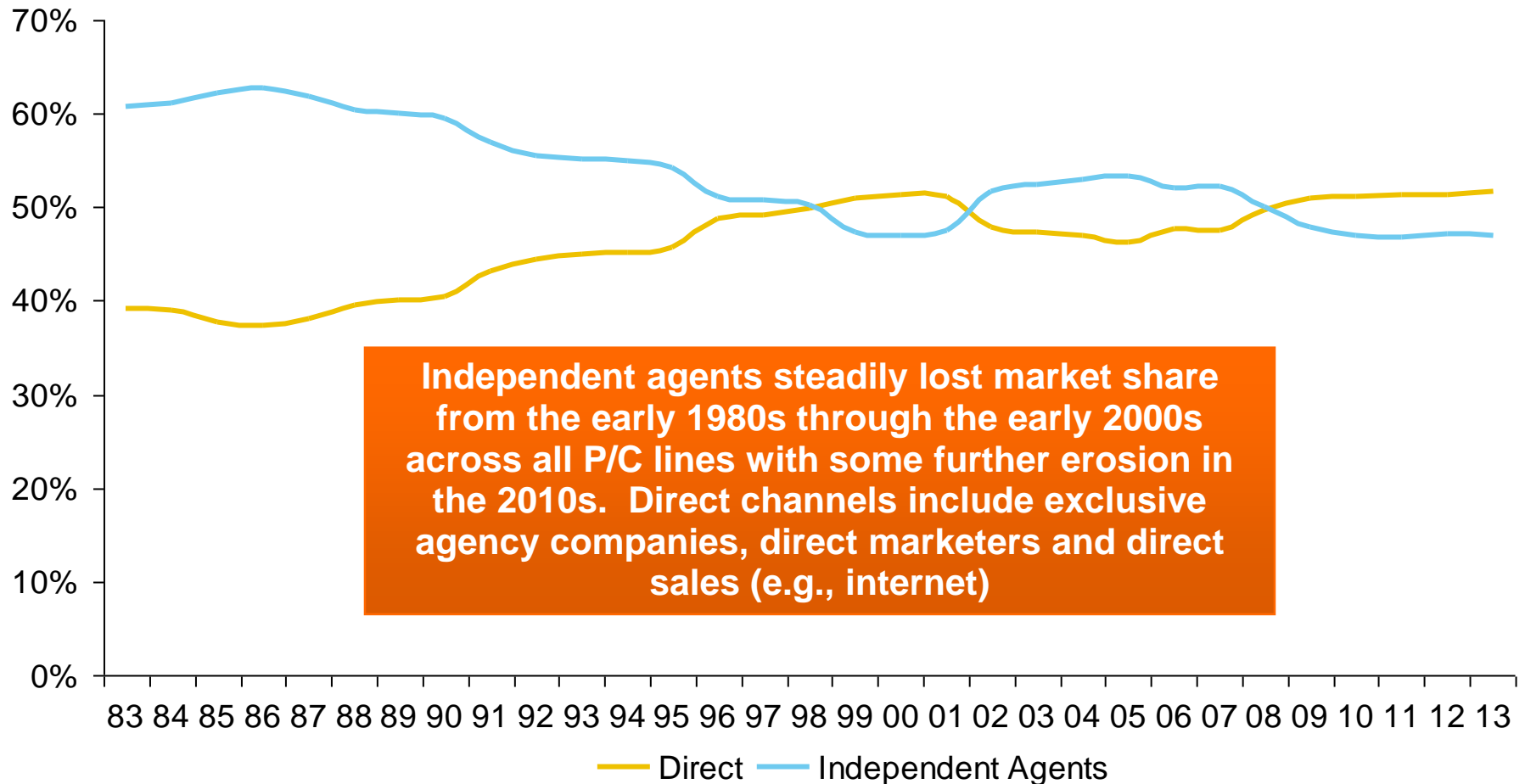
Growth in the “Supply” of insurance has exceeded “Demand” → Efforts to sell have intensified

Overall Growth in Ad Spending has greatly exceeded growth in capacity (policyholder surplus) or premium growth. This suggests that there are diminishing returns to advertising.

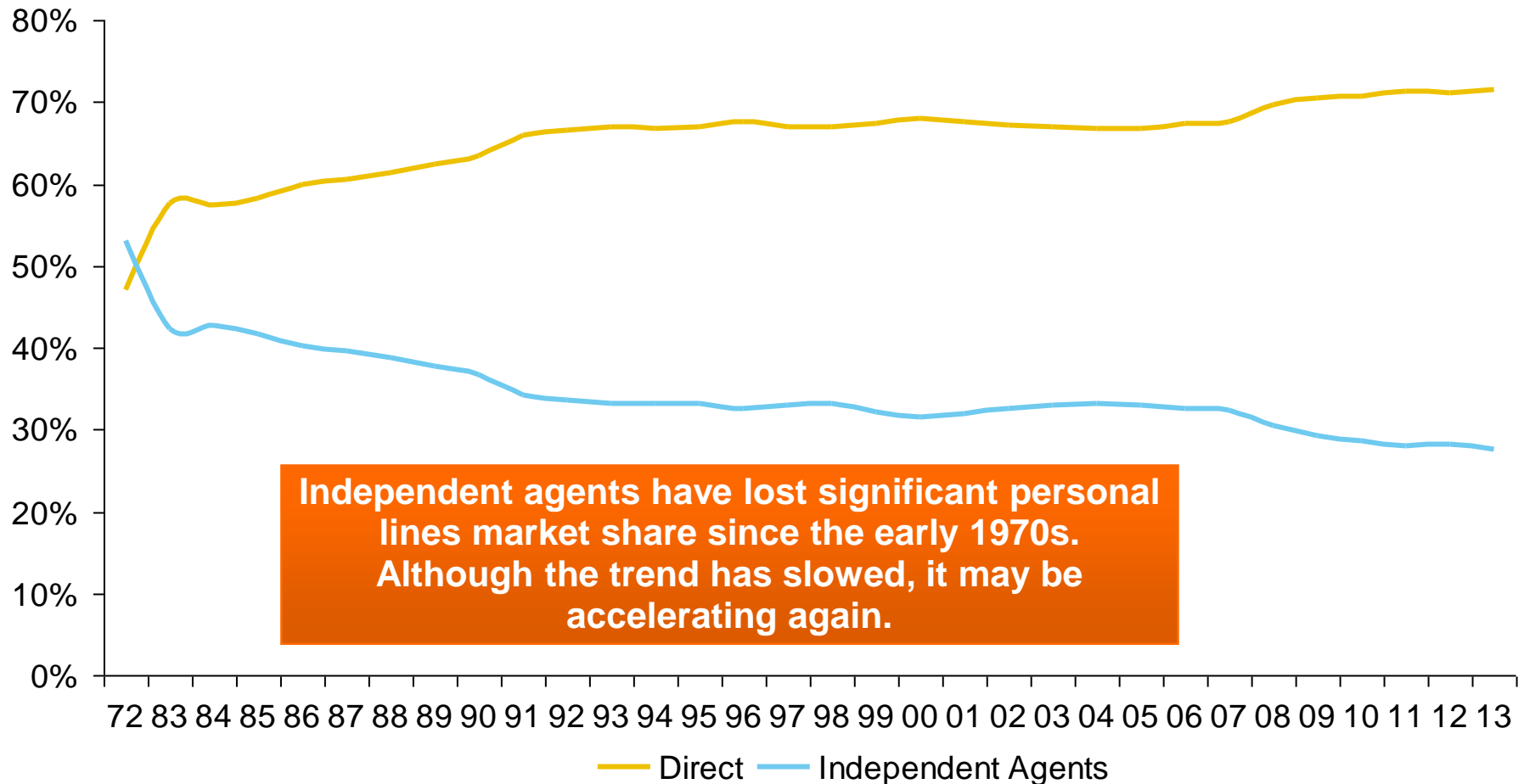
Sources: Insurance Information Institute analysis from A.M. Best data.



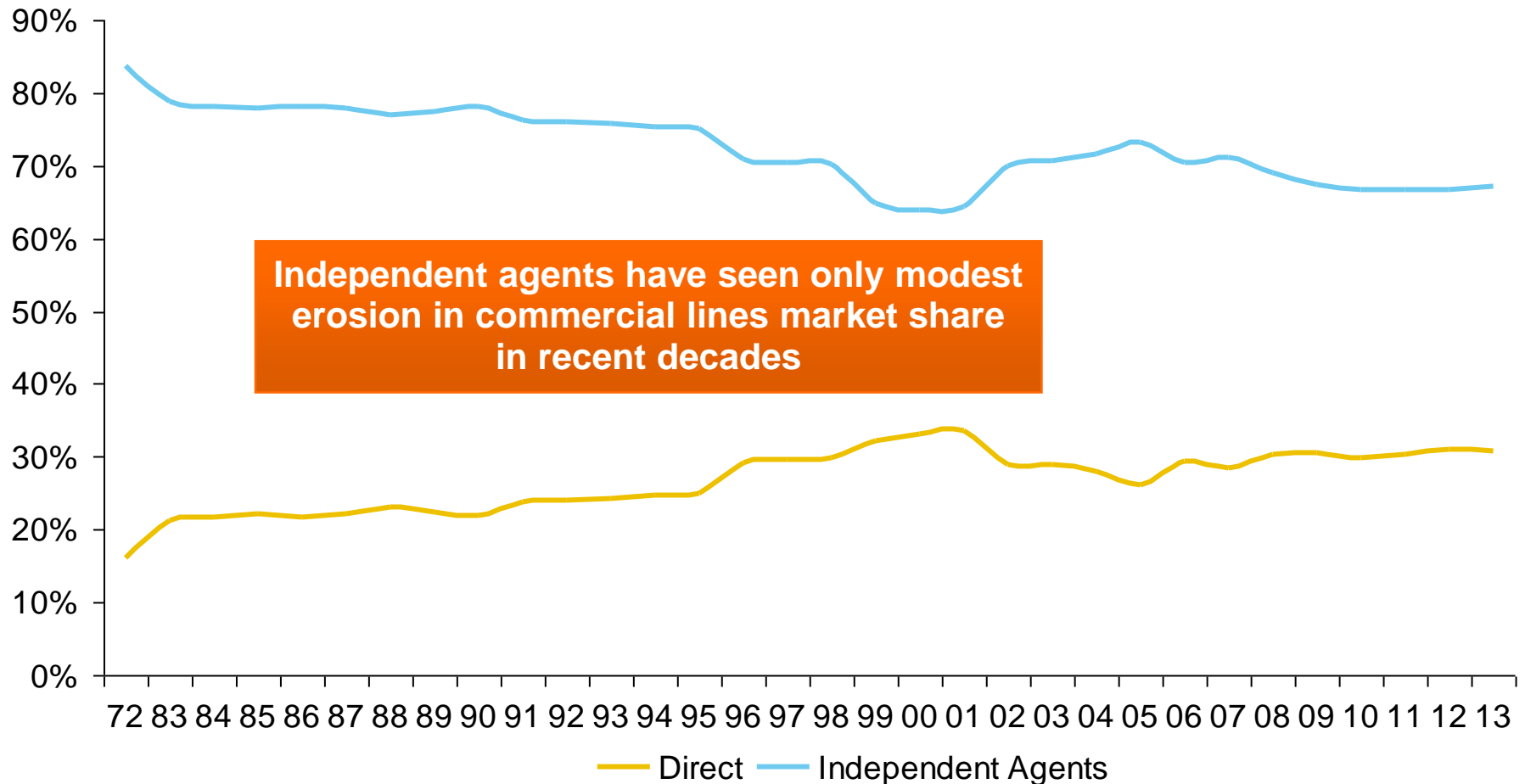
# All P/C Lines Distribution Channels, Direct vs. Independent Agents



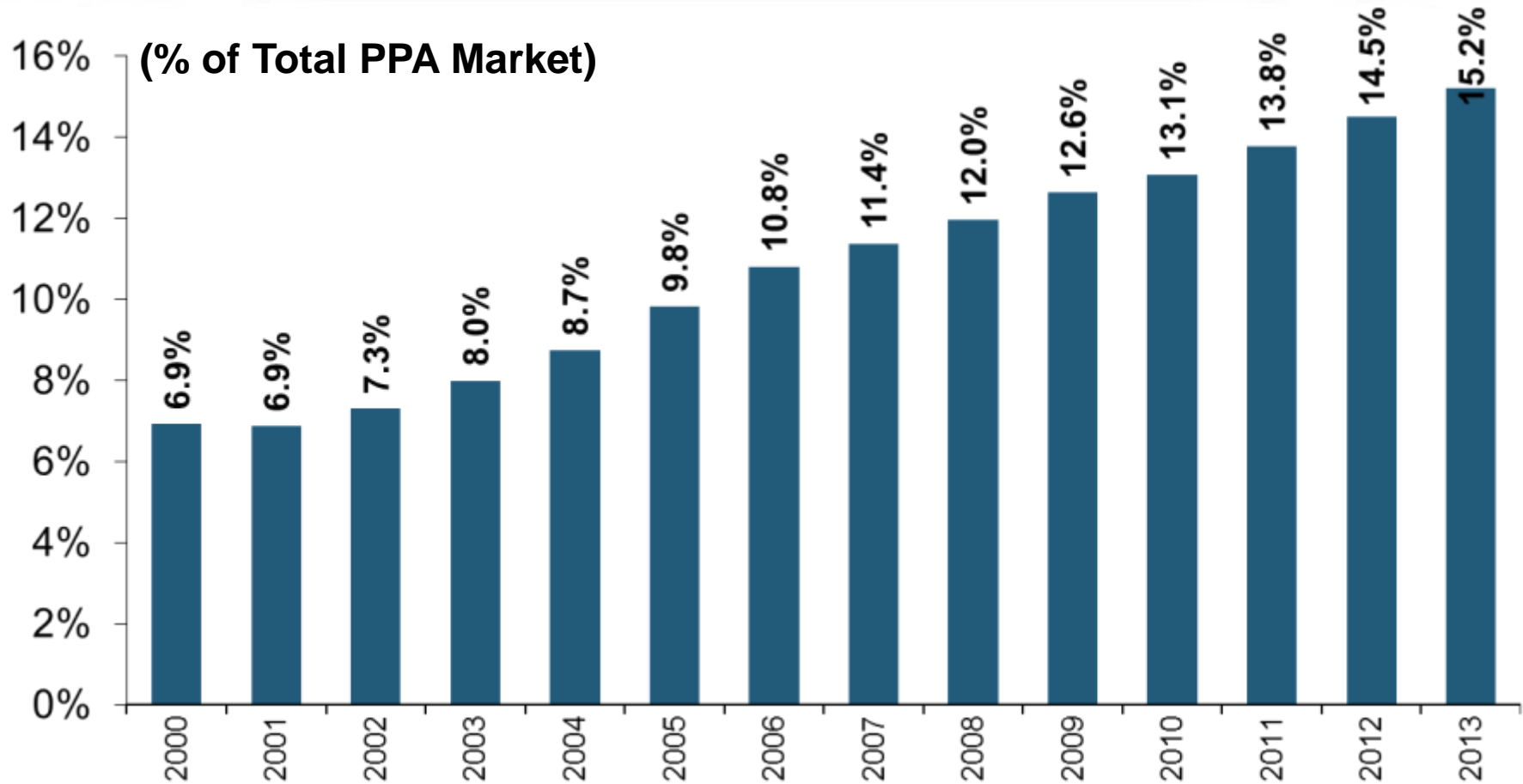
# Personal Lines Distribution Channels, Direct vs. Independent Agents



# Commercial P/C Distribution Channels, Direct vs. Independent Agents



# Growth in Select Major Pvt. Passenger Auto Direct Writers' Market Share\*

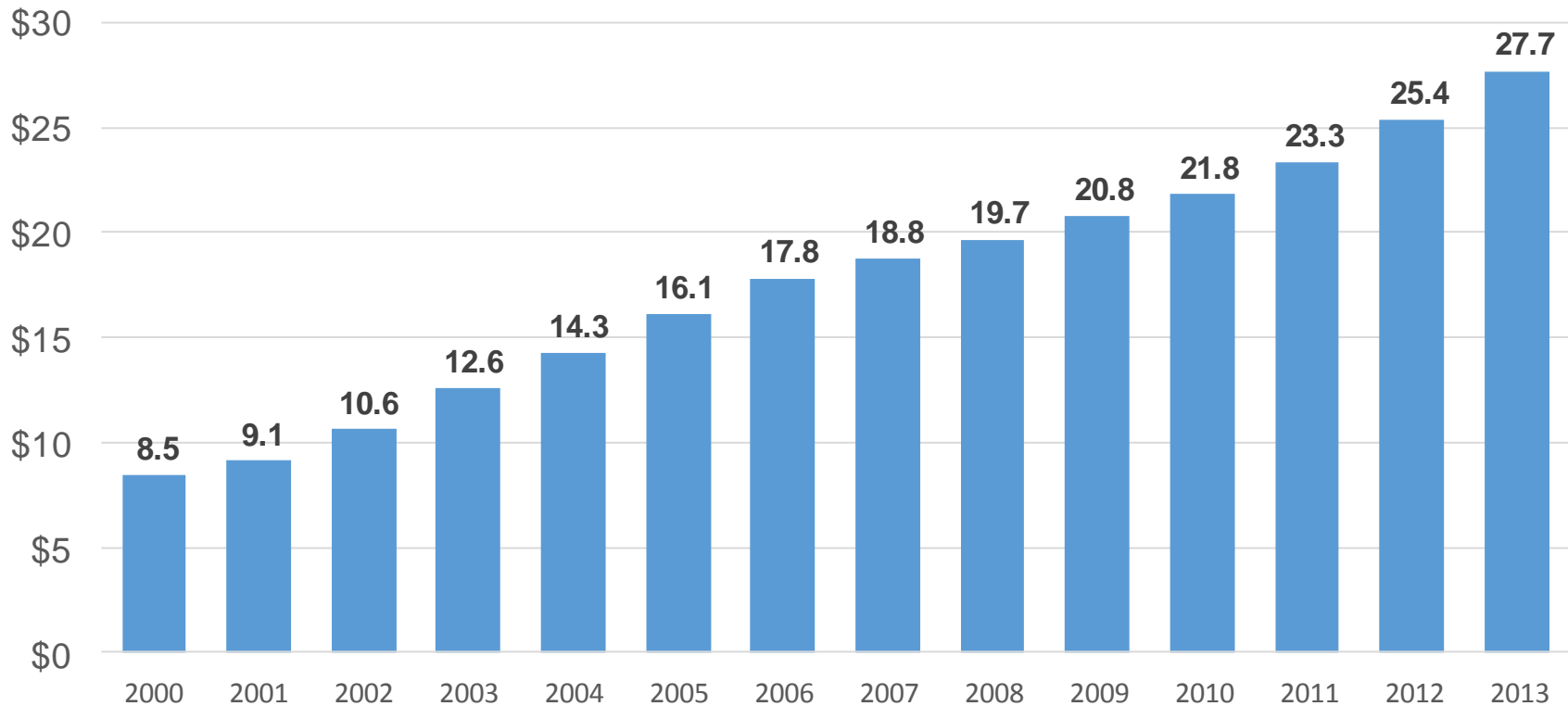


**Direct Writers' Market Share Has More Than Doubled Since 2000.**

\*Includes GEICO, Progressive Direct, Esurance and 21<sup>st</sup> Century.  
Sources: SNL Financial; Insurance Information Institute.

# Direct Premiums Written for Select Major Pvt. Passenger Auto Direct Writers'

(\$ Billions)

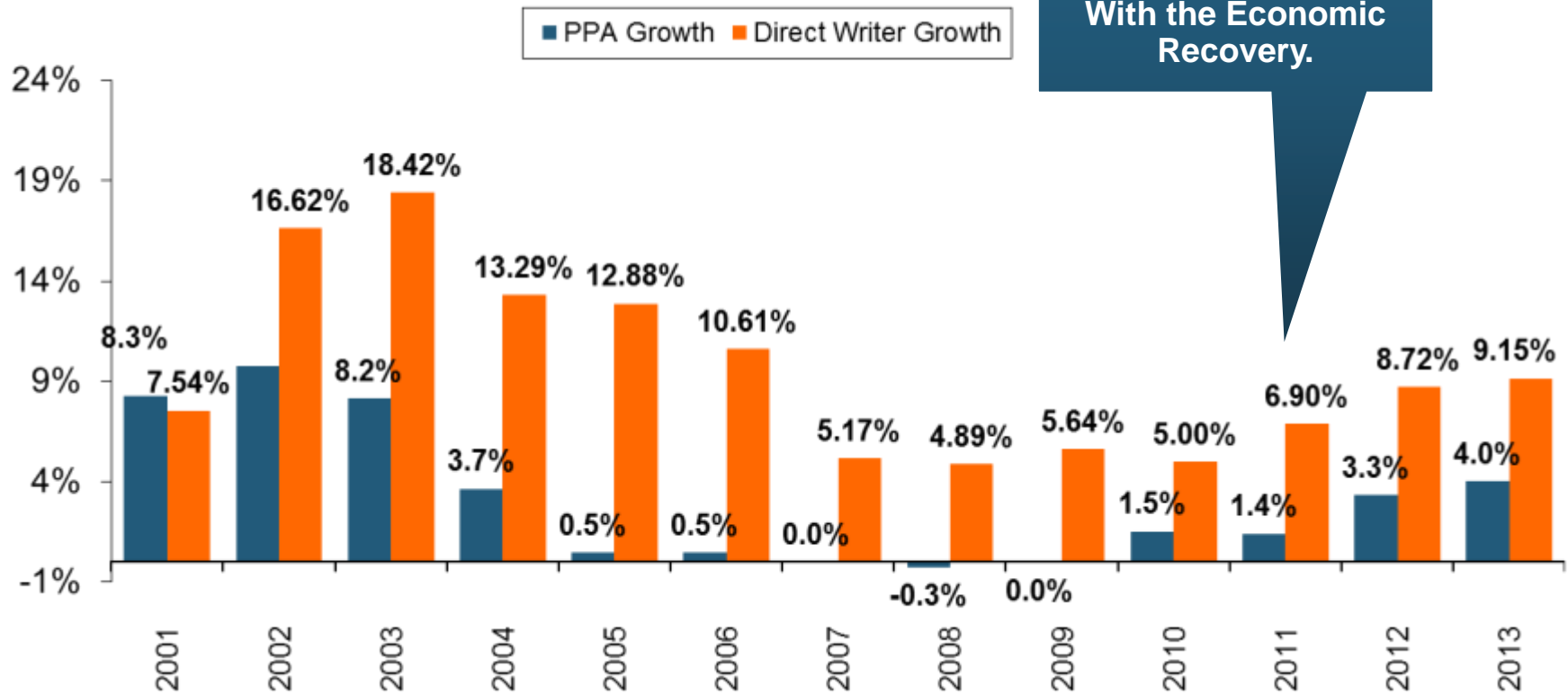


**Direct Writers Have More Than Tripled Their Premiums Written Since 2000.**

\*Includes GEICO, Progressive Direct, Esurance and 21<sup>st</sup> Century.  
Sources: SNL Financial; Insurance Information Institute.

# Growth Rates: Major PPA Direct Writers vs. All Private Passenger Auto Writers

(% Growth Vs. Prior Year)



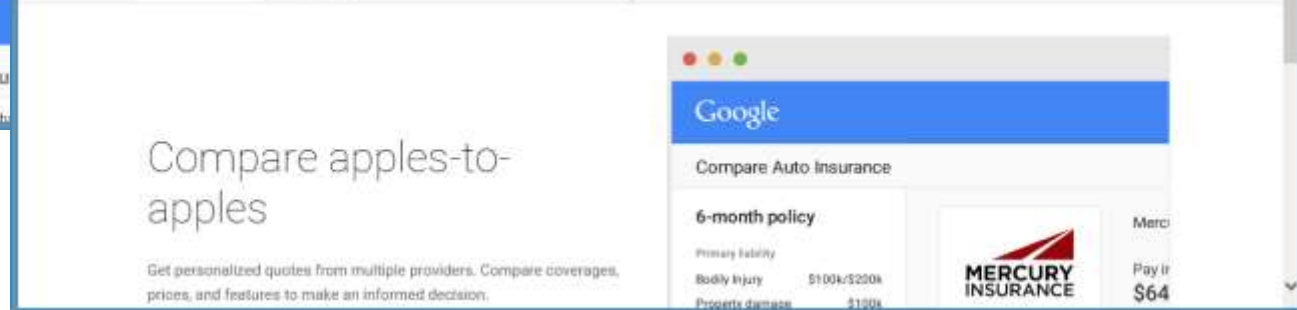
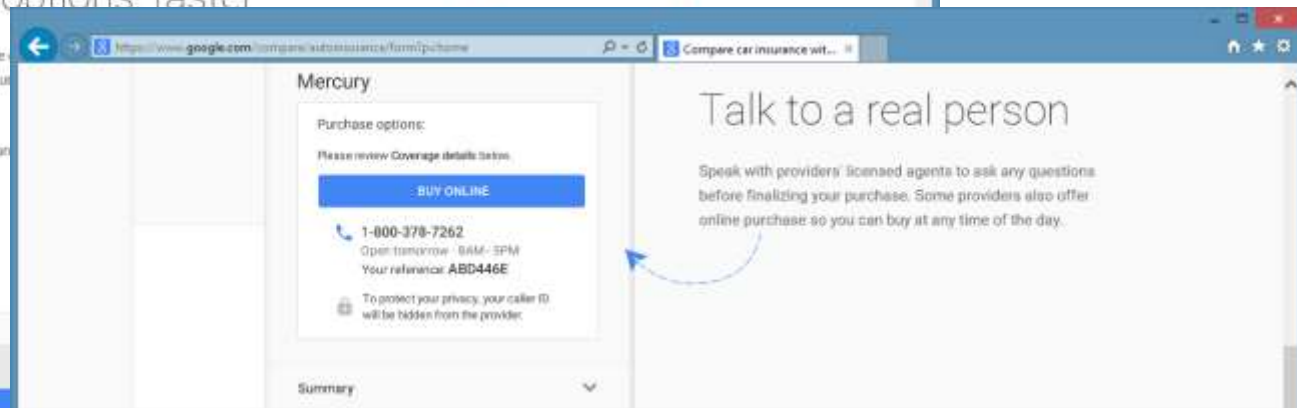
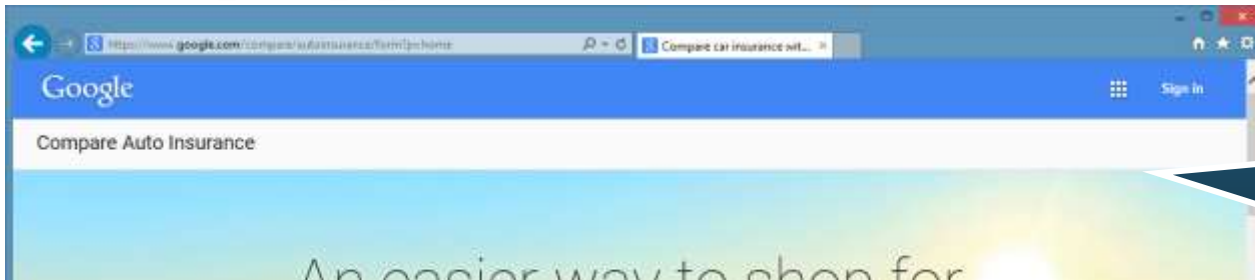
**Direct Writers Have Grown Faster Than The Private Passenger Market for Twelve Consecutive Years.**

\*Includes GEICO, Progressive Direct, Esurance and 21<sup>st</sup> Century.

Sources: SNL Financial; Insurance Information Institute.

# Google: Should Insurers Be Concerned?

Google Compare launched in California on March 5 and sent ripples through PPA market



# INDUSTRY DISRUPTORS

**Technology, Society and  
the Economy Are All  
Changing at a Rapid Pace**

***Thoughts on the Future***



# Percentage of Carriers Using Predictive Analytics by Major P/C Line, 2013

Predictive analytics is more like to be used in personal lines, but commercial lines use is growing

82% of insurers report using predicative analytics in at least one line. 18% do not use it all.

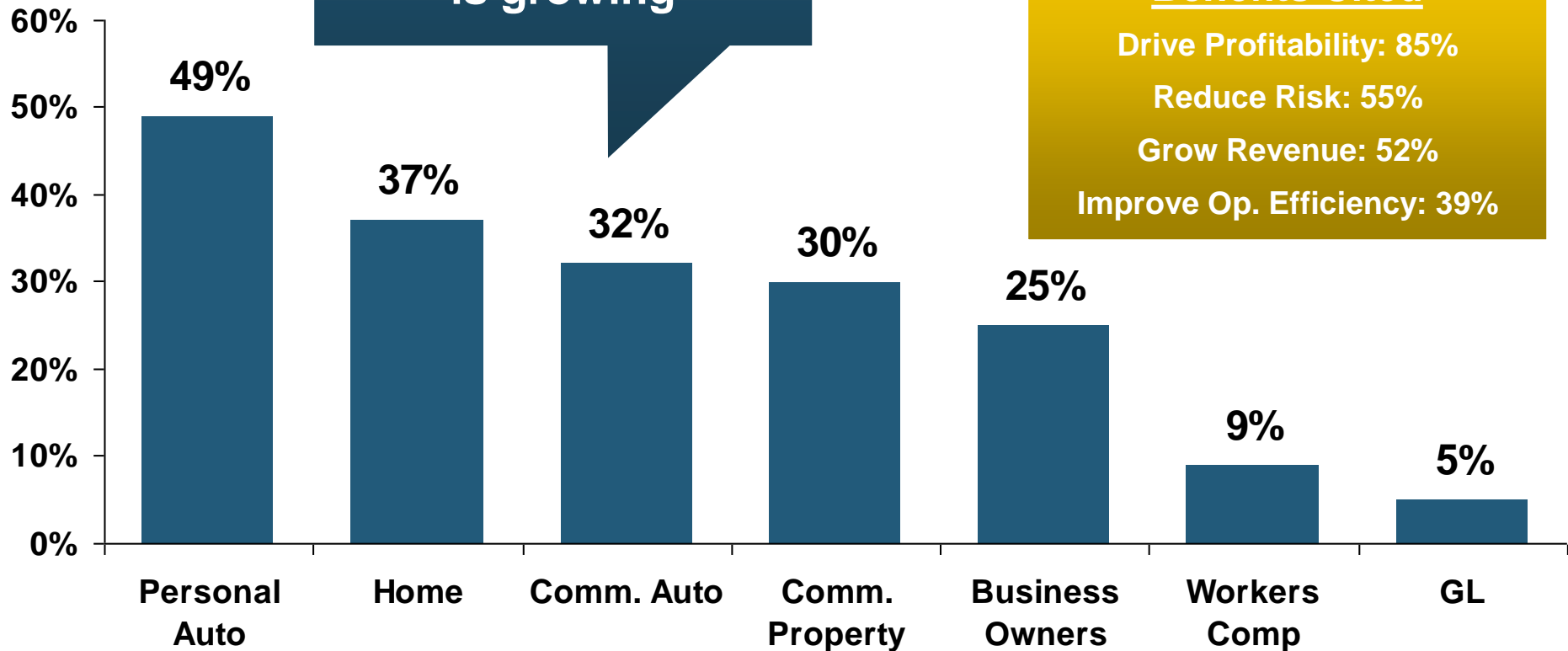
## Benefits Cited

Drive Profitability: 85%

Reduce Risk: 55%

Grow Revenue: 52%

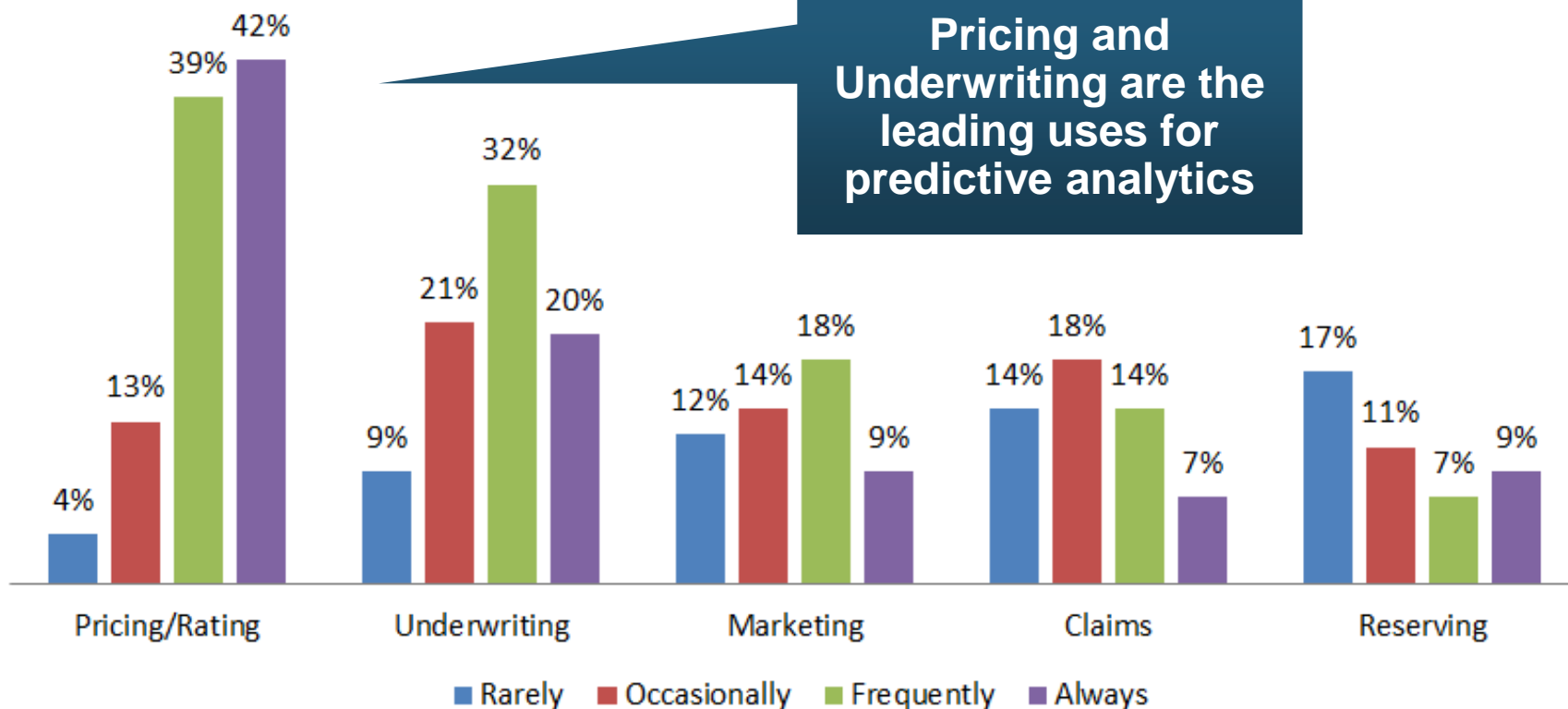
Improve Op. Efficiency: 39%



# Uses of Predictive Analytics by Function

## Uses of Predictive Modeling

Pricing and Underwriting are the leading uses for predictive analytics



Source: Earnix/ISO September 2013 Survey

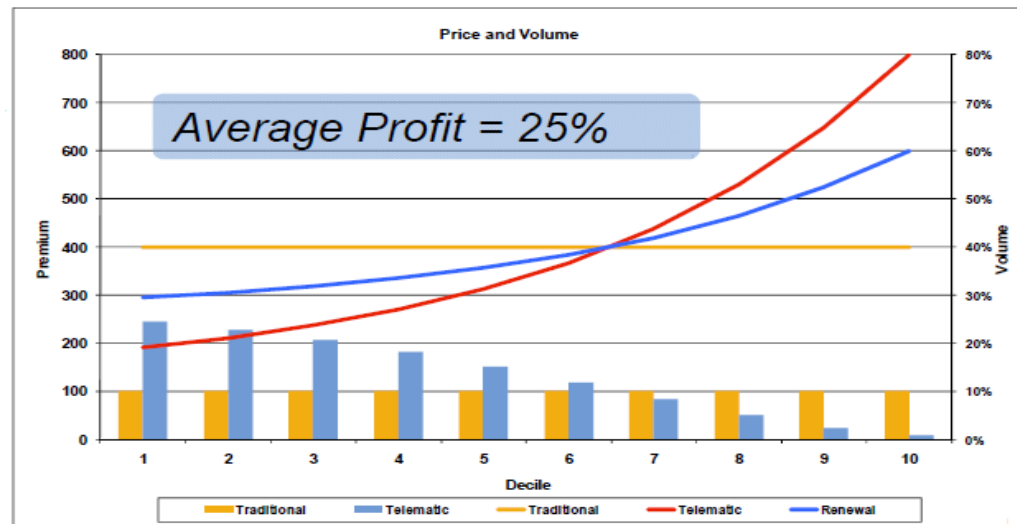


# Usage-Based Insurance (UBI): Telematics

**UBI Is Catching On Among  
Insurers and Consumers, But Is  
It a Transient Technology?**

# Driving Behavior Data Is Very Predictive

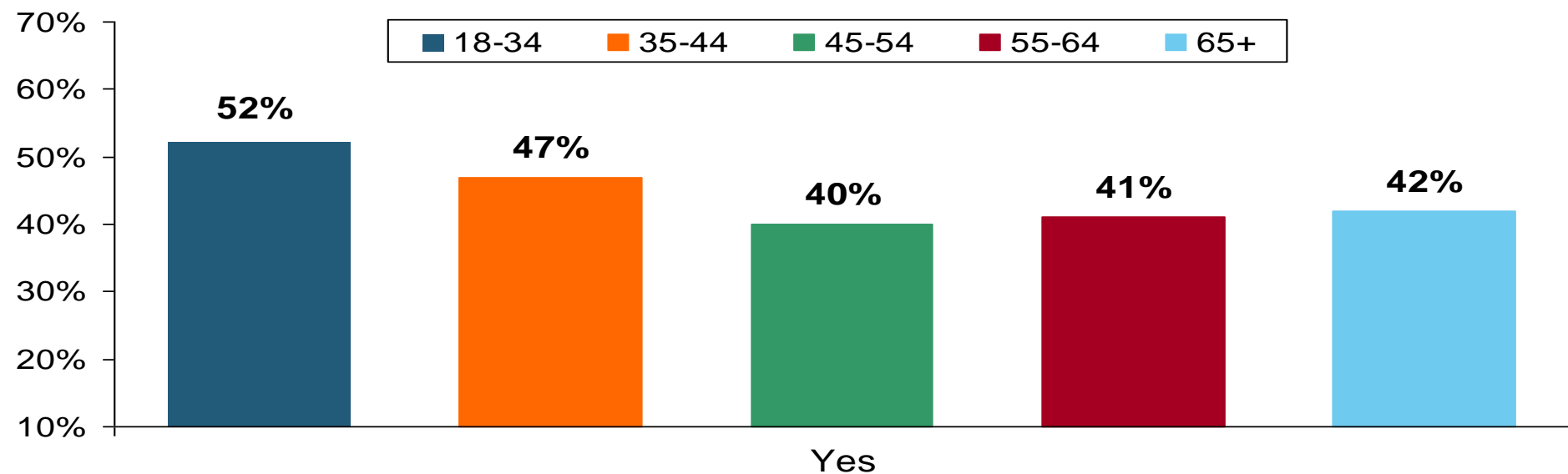
- Provides significant lift above current rating plan
  - ◆ Early programs had discounts of up to 61% and surcharges of 9%, but most companies are not giving such significant rate variation
  - ◆ Difference between indication and selection can help fund technology while still providing marketing effect
  - ◆ Must be matched with policy and claims data to develop predictive models and define lift



Smart implementation helps justify the technology cost

# I.I.I. Poll: Telematics

**Q. Would you be more likely to install a recording device on your car that allows your insurance company to monitor how many miles you drive, the time of day you drive and how often you make sudden stops if you could get an immediate discount on your auto insurance?<sup>1</sup>**



**Support for telematics device is highest among youngest age group and declines among older people.**

<sup>1</sup>Asked of those who have auto insurance.



# Autonomous/Driverless Vehicles

**Rapid Technological Innovations in  
Motor Vehicle Engineering Are  
Likely to Transform Auto Insurance  
and Product Liability Markets**

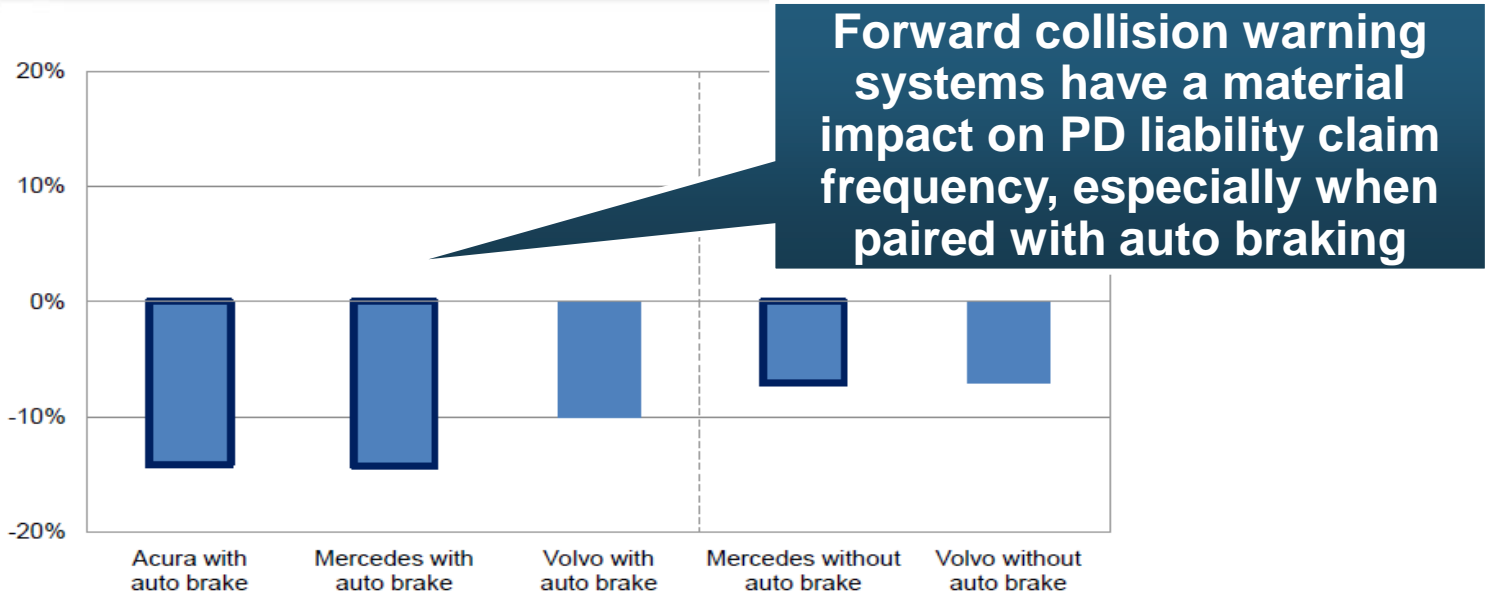
# Likely Impacts of Successful, Incremental Autonomous Vehicle Technologies

- **Proven Collision Avoidance Technologies Will Likely Become Standard as Major Manufacturers, Google Set 2020-2025 Timeframes for Fully Autonomous**
- **Auto Accident Frequency Will Fall, Possibly Substantially as Share of Cars with New Technology Grows (~20-yrs.)**
  - ◆ Collision, BI, PIP claims should fall
  - ◆ Less litigation (due to fewer claims and “black box” technologies)
- **Historical Analogies to Aviation and Marine Insurance**
  - ◆ Both saw technology radically reduce claim frequency
- **Potential “Leapfrog” Technology Over Usage-Based Insurance (UBI) Technologies Currently Available**
- **Insurance Price Will Be a Major Factor in Adoption Rate**
  - ◆ **90% would consider an autonomous car if premium is 80% lower\***

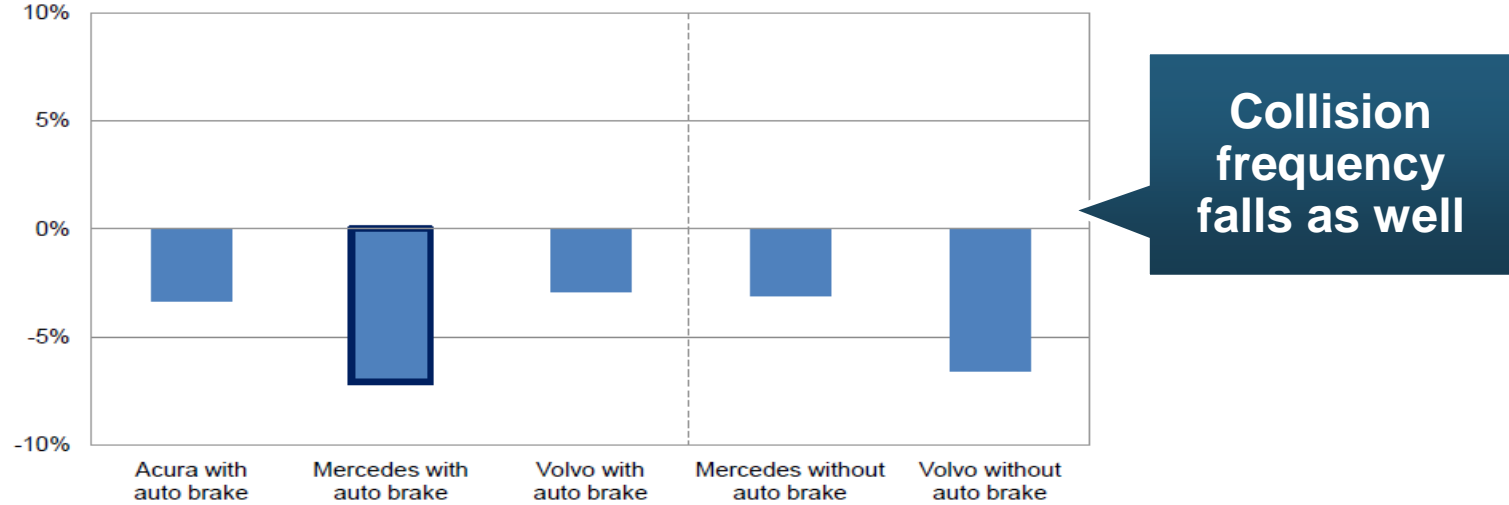
\*CarInsurance.com survey <http://www.carinsurance.com/Articles/autonomous-cars-ready.aspx>, Nov. 2013.

# Impact of Forward Collision Warning With and Without Auto Brake

**Property Damage Liability Claim Frequency by Manufacturer**



**Collision Claim Frequency by Manufacturer**

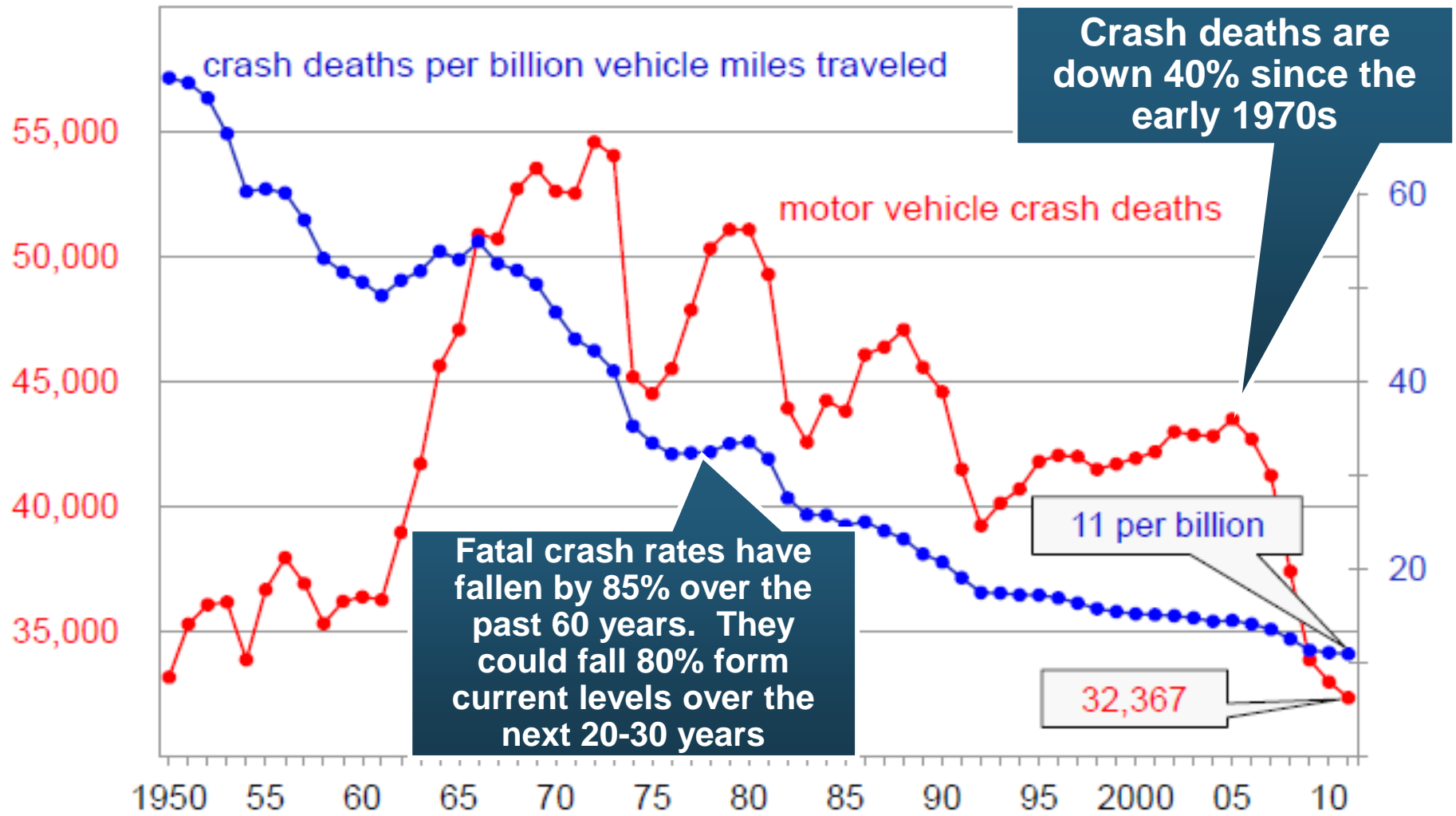


Source: Highway Loss Data Institute and Insurance Institute for Highway Safety presentation by Matthew Moore, *Measuring Crash Avoidance System Effectiveness with Insurance Data*, January 30, 2013; Insurance Information Institute.



# Enhanced Vehicle and Road Safety Have Made Driving Much Safer

## Motor Vehicle Crash Deaths and Crash Death Rate, 1950-2012



Source: National Highway Transportation Safety Administration as cited in Insurance Institute for Highway Safety presentation by Adrian Lund, Ph.D., *Drivers and Driver Assistance Systems: How Well Do They Match?*, June 18, 2013; Insurance Information Institute.

## ■ “Peak Auto”

- ◆ Peak vehicle ownership per person/household likely already reached
- ◆ Less interest in auto ownership among youth
- ◆ Preference of youth to live in urban areas, use public transit

## ■ The “Sharing Economy”: Vehicles & Homes On Demand

- ◆ Vehicles on Demand: Fewer vehicles likely need in the future as the technologies of driverless vehicles and ride sharing (e.g., Uber, Lyft)
- ◆ Dwellings on Demand: Airbnb



## ■ Disintermediation

- ◆ For commodity products, the power resides with whoever has contact with the customer
- ◆ Fear that tech firms such as Google or Apple or a major retailer such as Walmart or Amazon could disintermediate agency forces (or insurers themselves if regulatory environment were to permit)

## ■ Big Data

- ◆ Ushering a new era of advanced/predictive analytics which will presumably improve underwriting a pricing
- ◆ Could drive down pricing but also open up new risks to underwrite

## ■ The Digital Economy

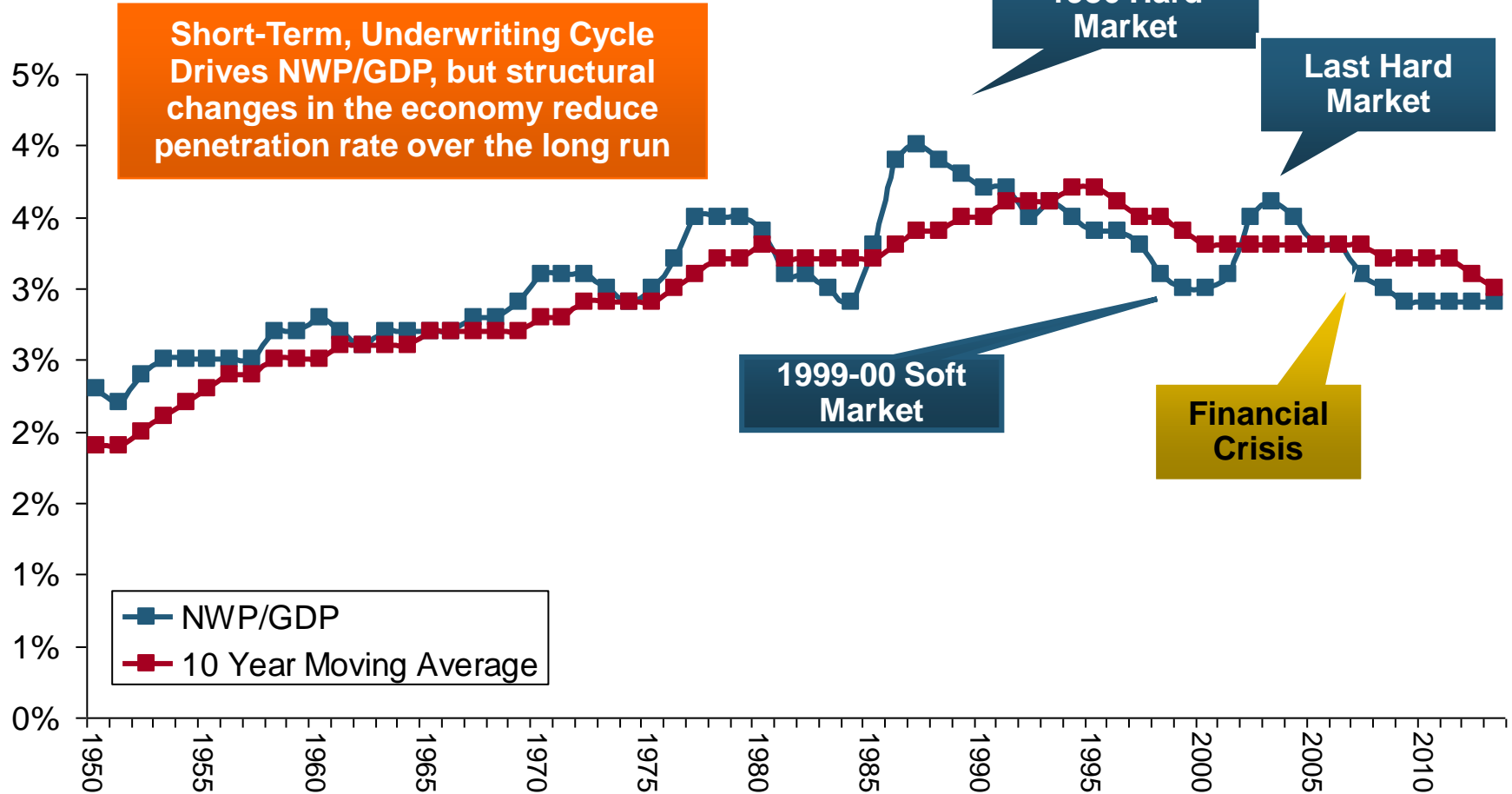
- ◆ Increasing share of GDP is intangible
- ◆ Insuring of “bits and bytes” and associated liability risks is in its infancy compared to “bricks and mortar” products

## ■ Reduced Relevancy of Insurance

- ◆ Many consumers, given the option, will forego the purchase of insurance (p/c and life/retirement)
- ◆ Mispreception of risk, cost, product complexity, moral hazard due to government subsidies, etc., are all factors
- ◆ Consumer perceptions need to adjusted

# Net Written Premium/GDP

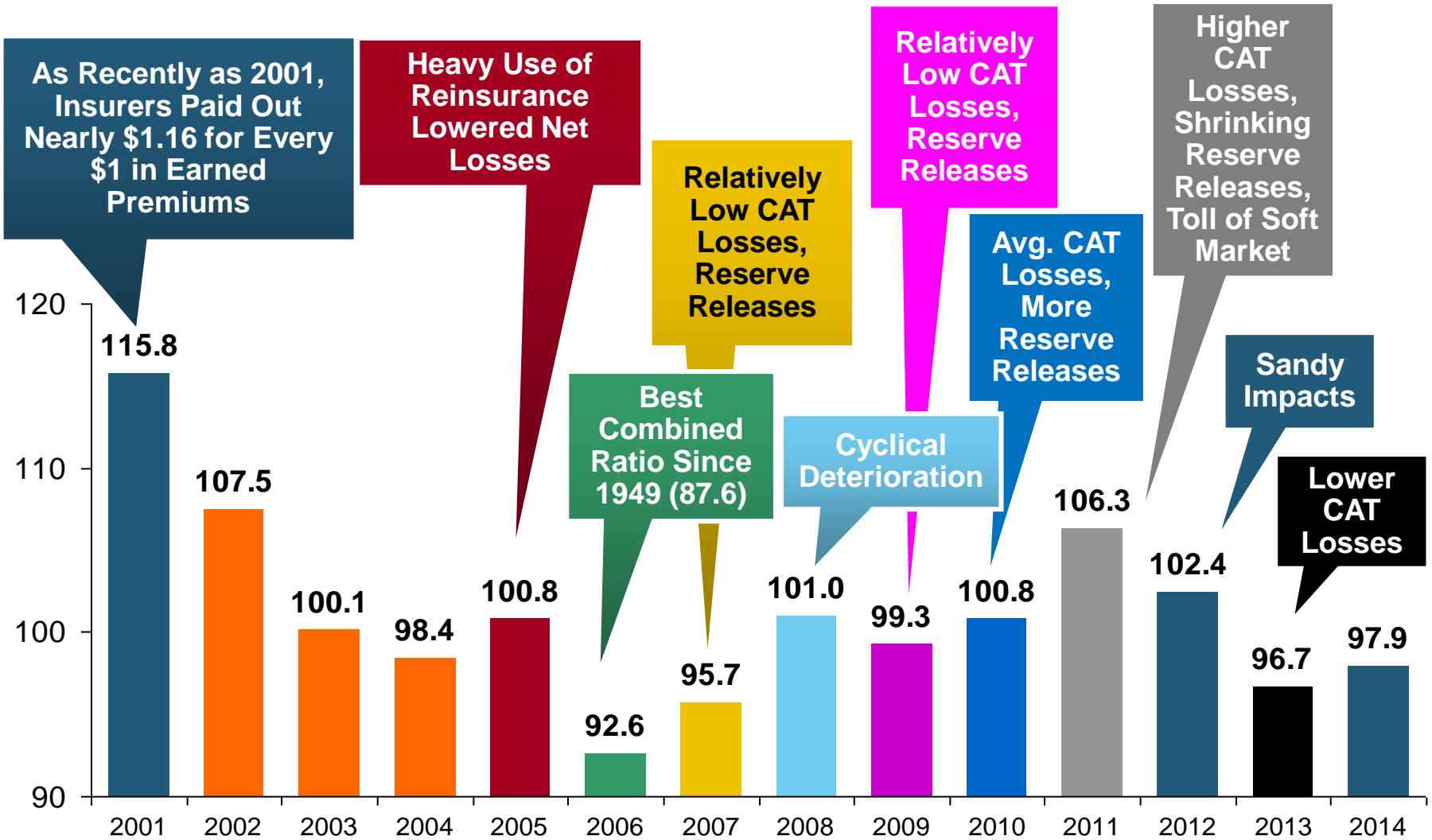
(NWP/Nominal GDP)



# UNDERWRITING PERFORMANCE

*Underwriting Performance is More  
Important than Ever in a Low  
Interest Rate Environment*

# P/C Insurance Industry Combined Ratio, 2001–2014:Q3\*



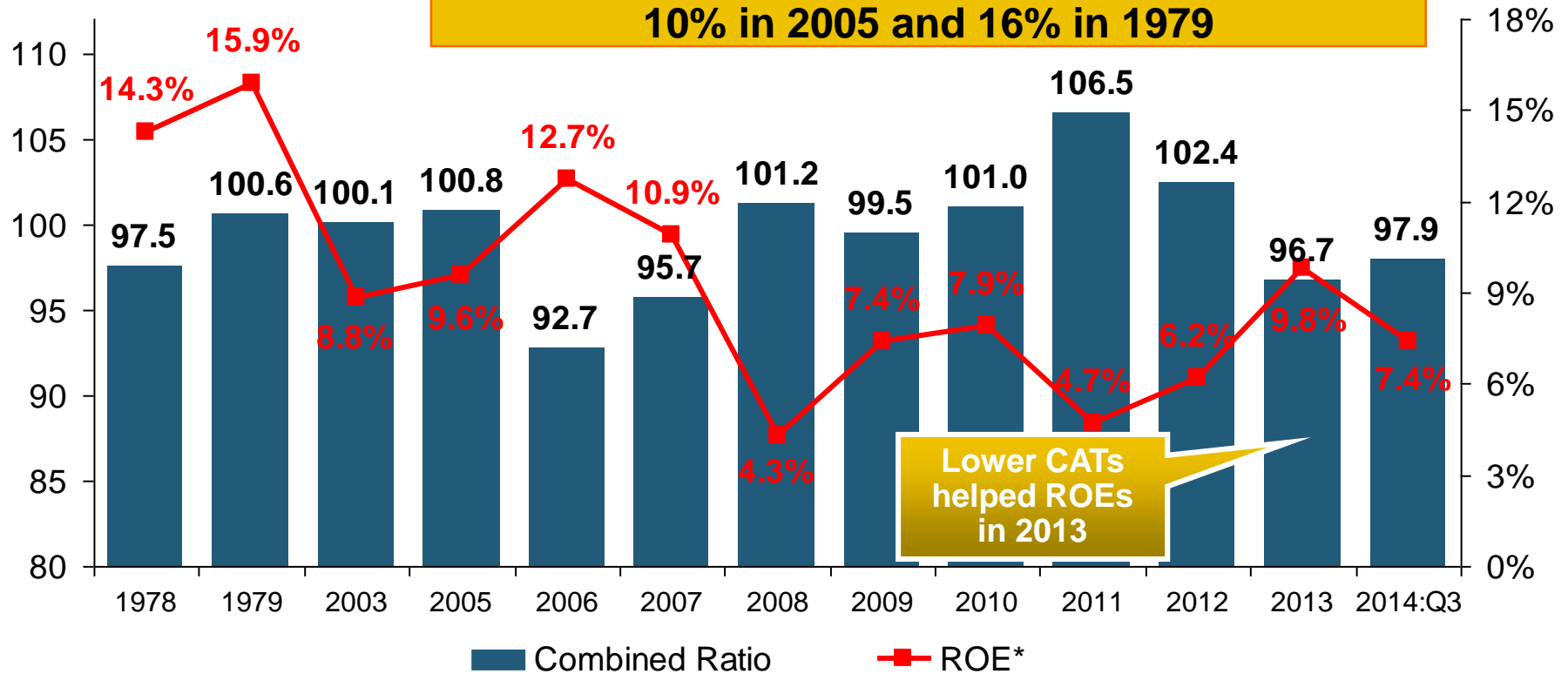
\* Excludes Mortgage & Financial Guaranty insurers 2008--2014. Including M&FG, 2008=105.1, 2009=100.7, 2010=102.4, 2011=108.1; 2012:=103.2; 2013: = 96.1; 2014:9M = 97.7.

Sources: A.M. Best, ISO.

# A 100 Combined Ratio Isn't What It Once Was: Investment Impact on ROEs

Combined Ratio / ROE

**A combined ratio of about 100 generates an ROE of ~7.0% in 2012/13, ~7.5% ROE in 2009/10, 10% in 2005 and 16% in 1979**



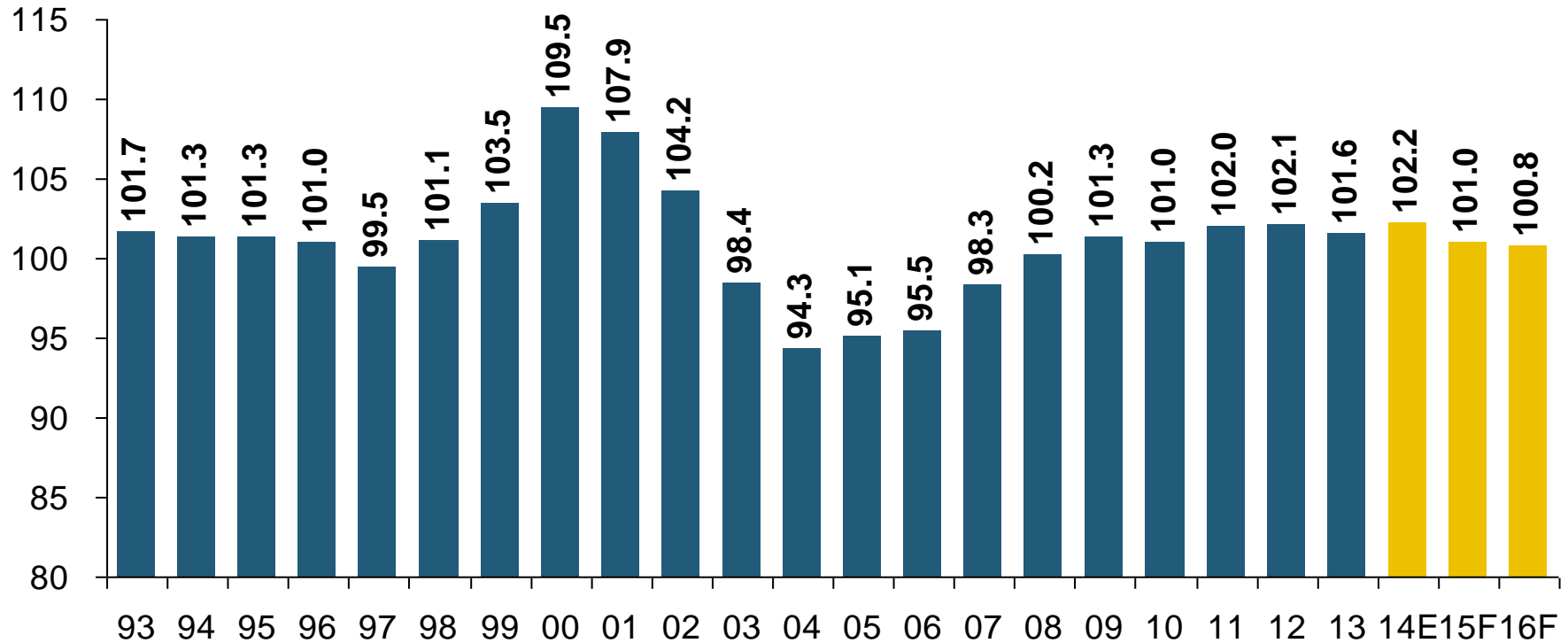
**Combined Ratios Must Be Lower in Today's Depressed Investment Environment to Generate Risk Appropriate ROEs**

\* 2008 -2014 figures are return on average surplus and exclude mortgage and financial guaranty insurers. 2014:9M combined ratio including M&FG insurers is 97.7; 2013 = 96.1; 2012 =103.2, 2011 = 108.1, ROAS = 3.5%.

Source: Insurance Information Institute from A.M. Best and ISO Verisk Analytics data.

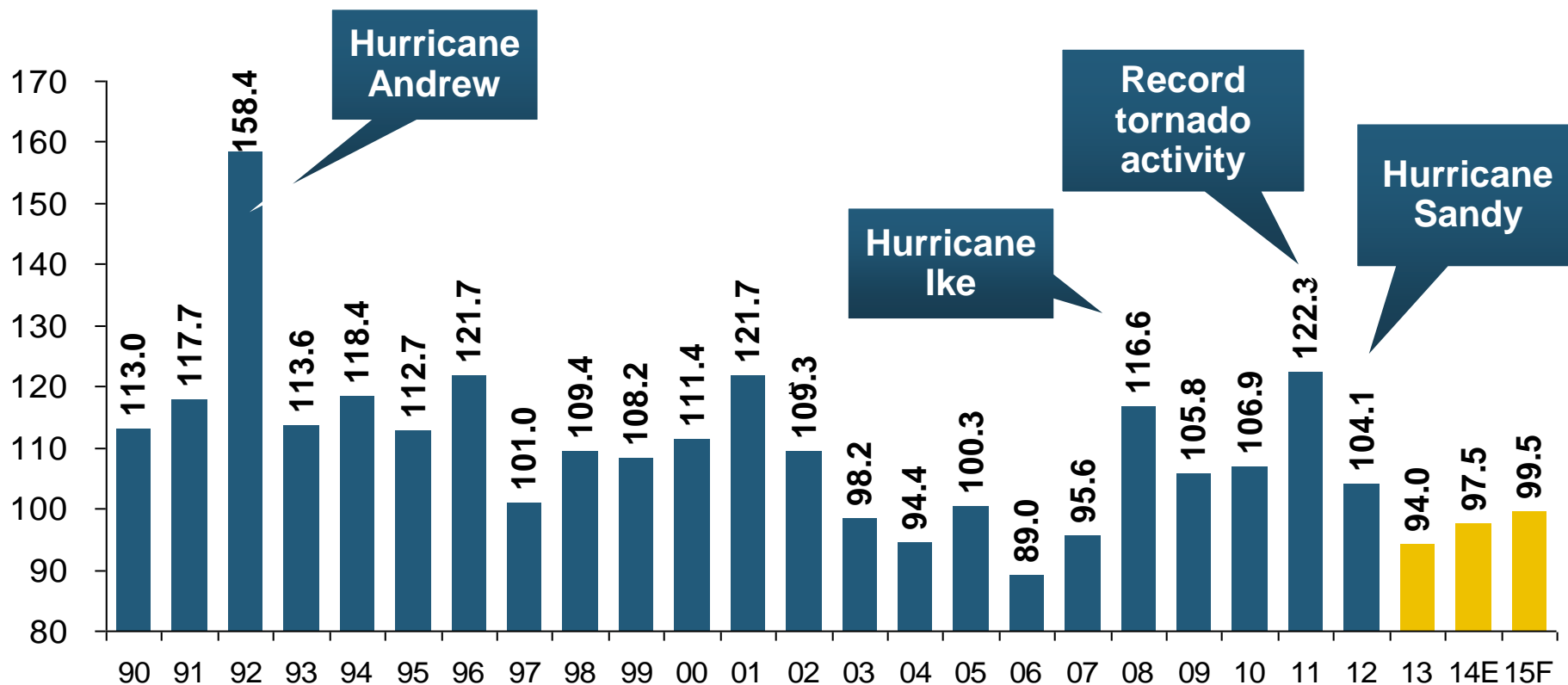


# Private Passenger Auto Combined Ratio: 1993–2016F



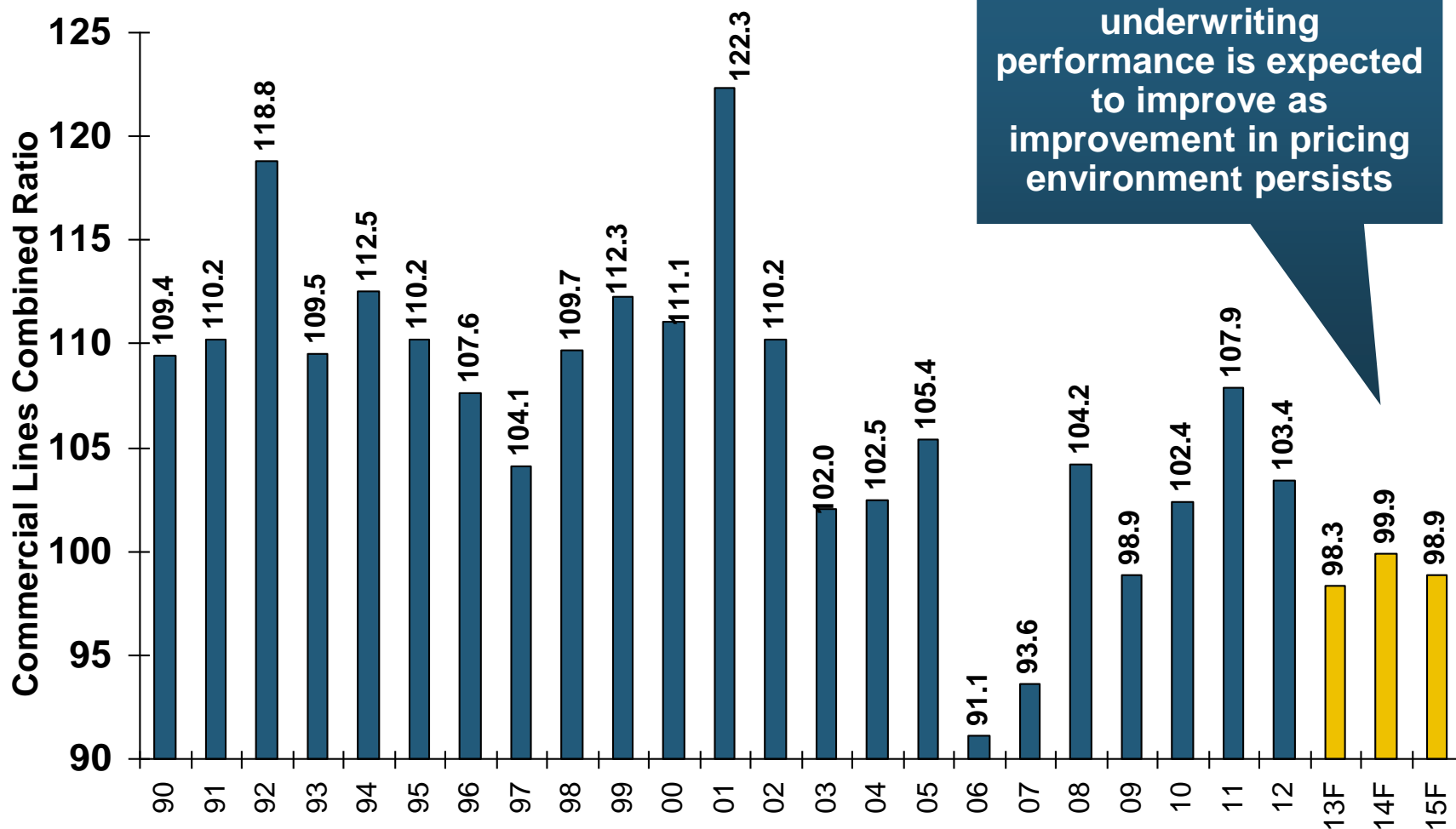
**Private Passenger Auto Accounts for 37% of Industry Premiums and Remains the Profit Juggernaut of the P/C Insurance Industry**

# Homeowners Insurance Combined Ratio: 1990–2015F



**Homeowners Performance in 2011/12 Impacted by Large Cat Losses. Extreme Regional Variation Can Be Expected Due to Local Catastrophe Loss Activity**

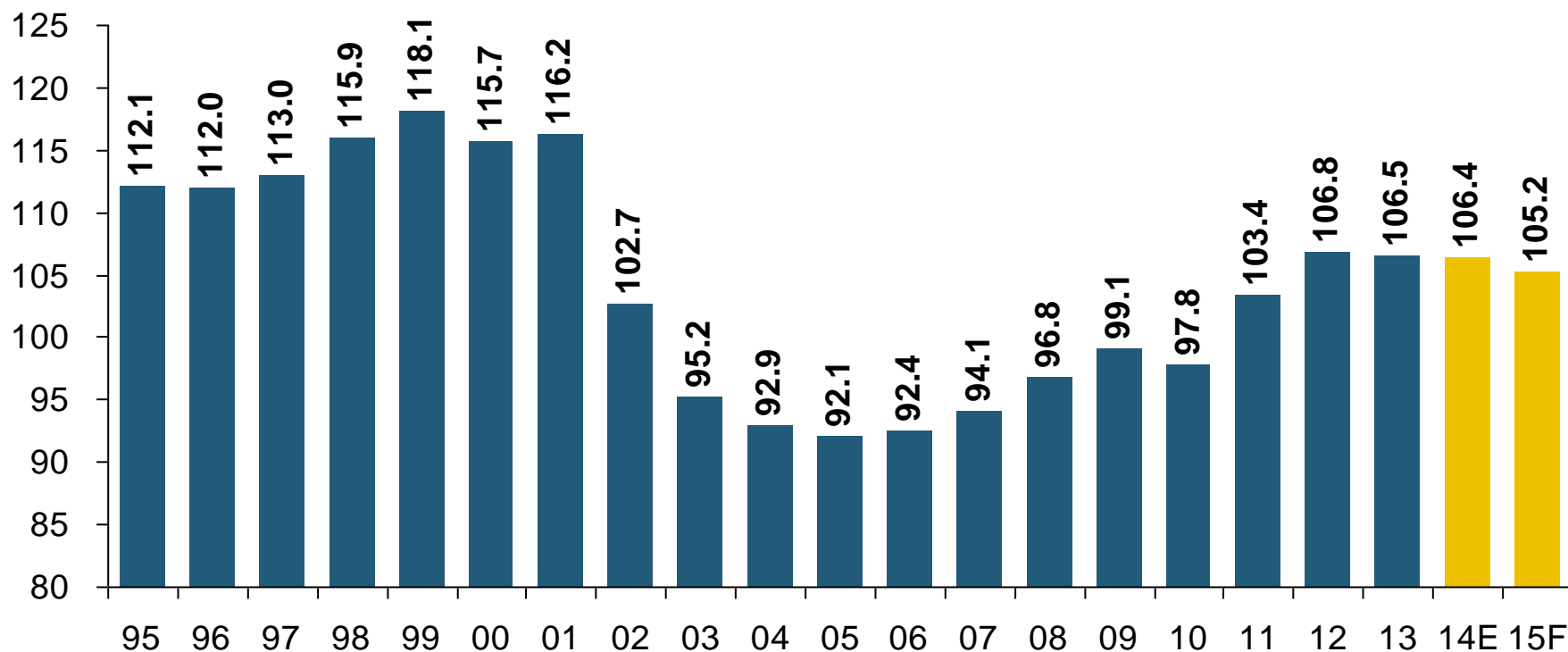
# Commercial Lines Combined Ratio, 1990-2015F\*



Commercial lines underwriting performance is expected to improve as improvement in pricing environment persists

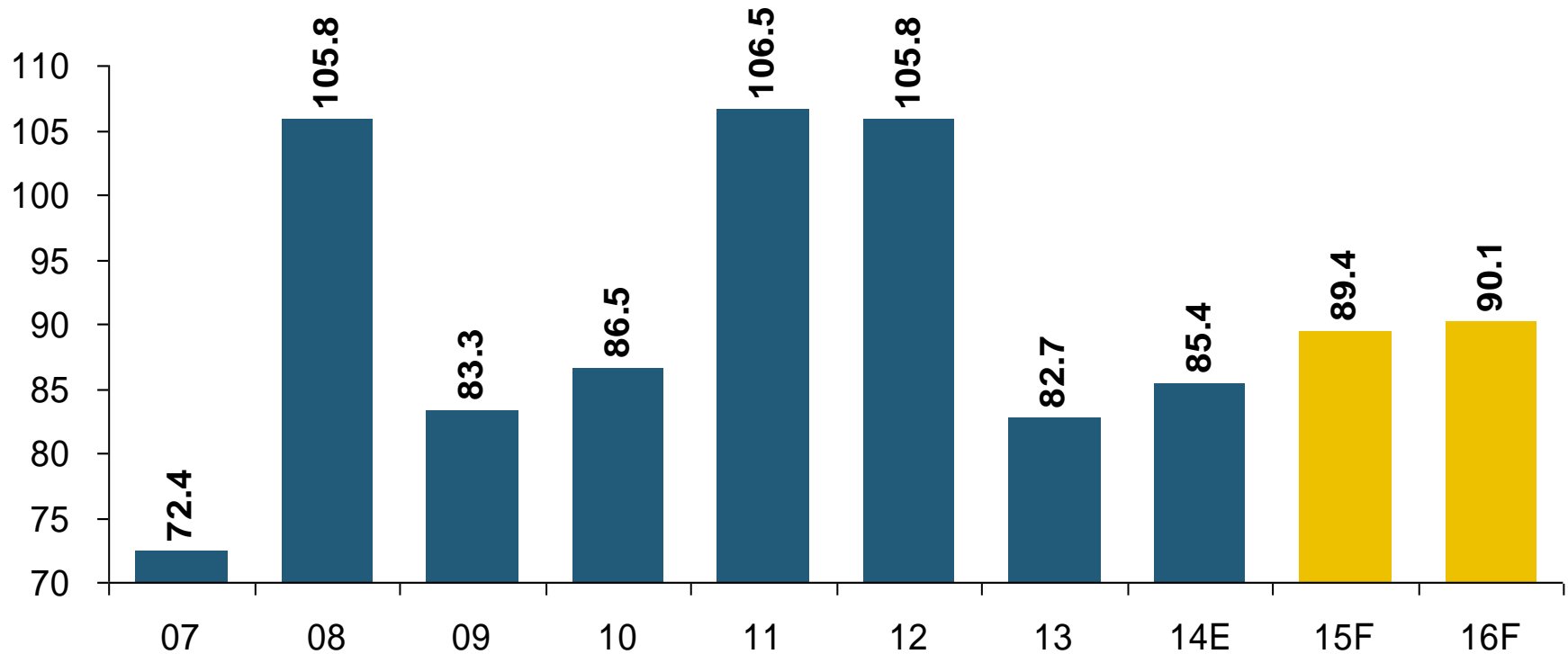
\*2007-2012 figures exclude mortgage and financial guaranty segments.  
 Source: A.M. Best (1990-2014F); Conning (2015F) Insurance Information Institute.

# Commercial Auto Combined Ratio: 1993–2015F



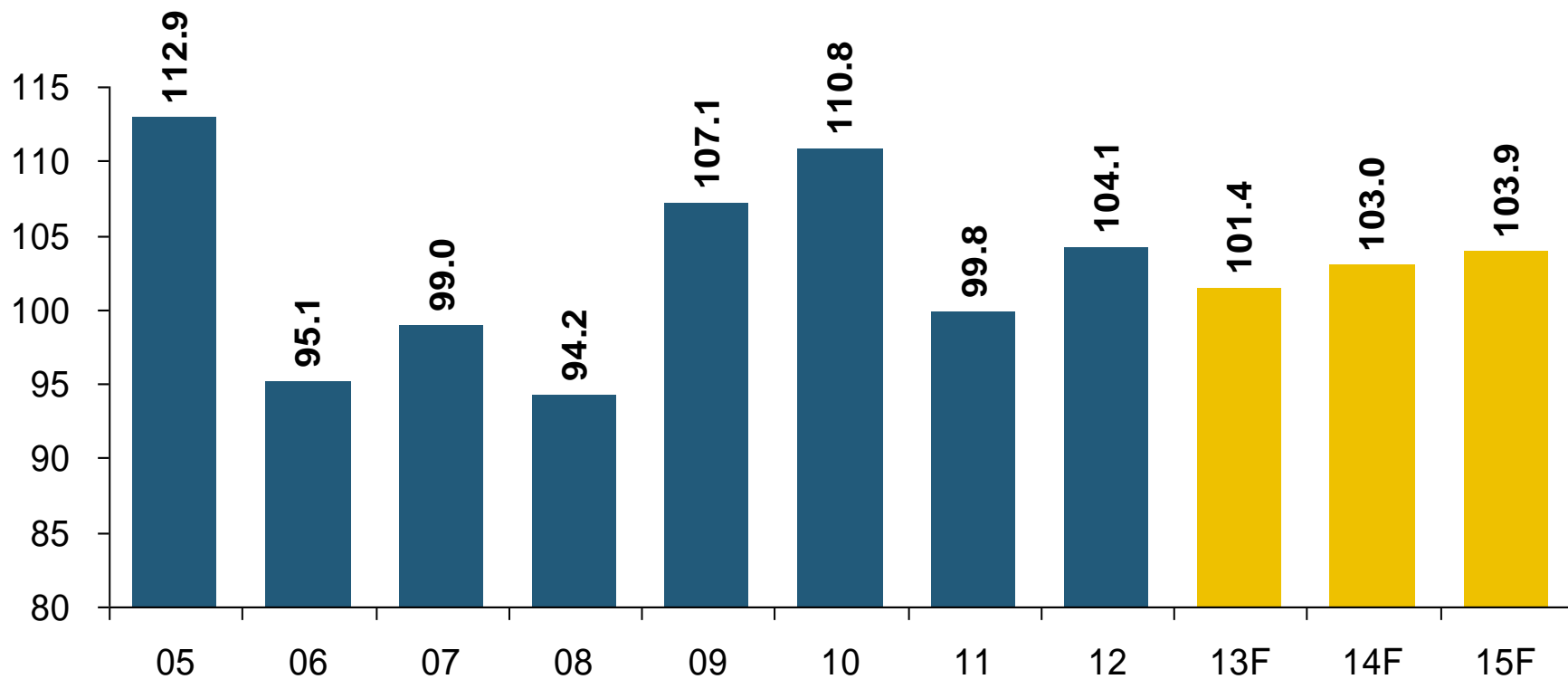
**Commercial Auto is Expected to Improve Only Slowly as Rate Gains Barely Offset Adverse Frequency and Severity Trends**

# Commercial Property Combined Ratio: 2007–2016F



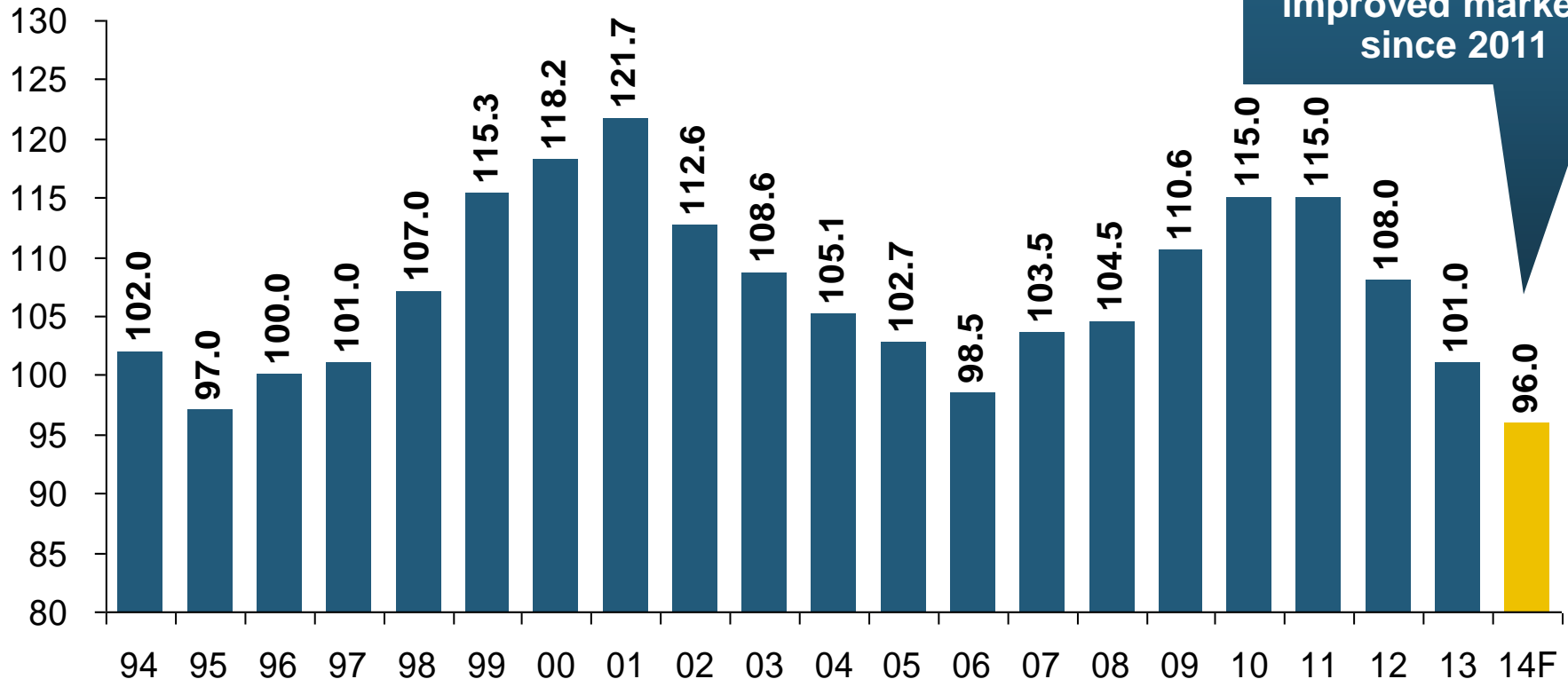
**Commercial Property Underwriting Performance Has Been Volatile in Recent Years, Largely Due to Fluctuations in CAT Activity**

# General Liability Combined Ratio: 2005–2015F



**Commercial General Liability Underwriting  
Performance Has Been Volatile in Recent Years**

# Workers Compensation Combined Ratio: 1994–2014E

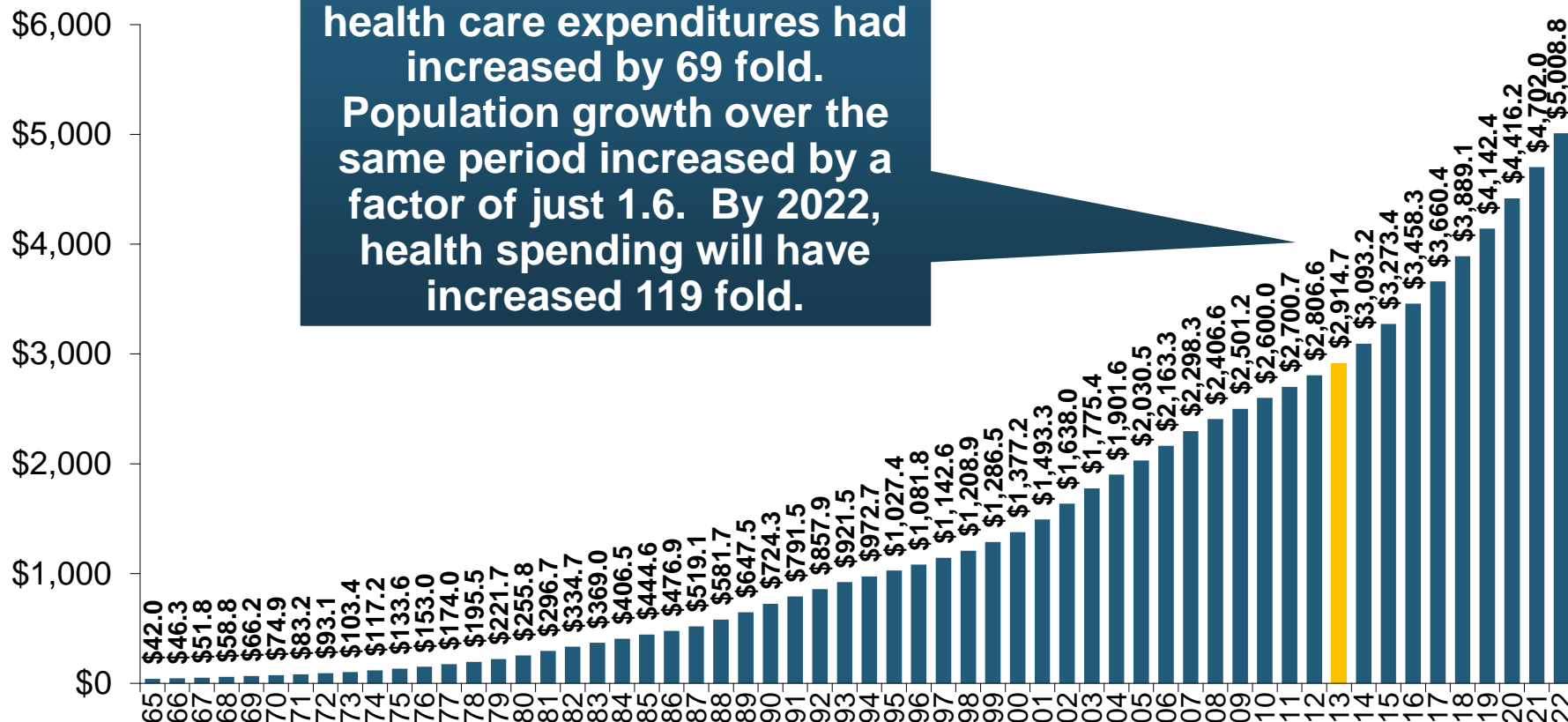


**Workers Comp Results Began to Improve in 2012. Underwriting Results Deteriorated Markedly from 2007-2010/11 and Were the Worst They Had Been in a Decade.**

# U.S. Health Care Expenditures, 1965–2022F

\$ Billions

From 1965 through 2013, US health care expenditures had increased by 69 fold. Population growth over the same period increased by a factor of just 1.6. By 2022, health spending will have increased 119 fold.



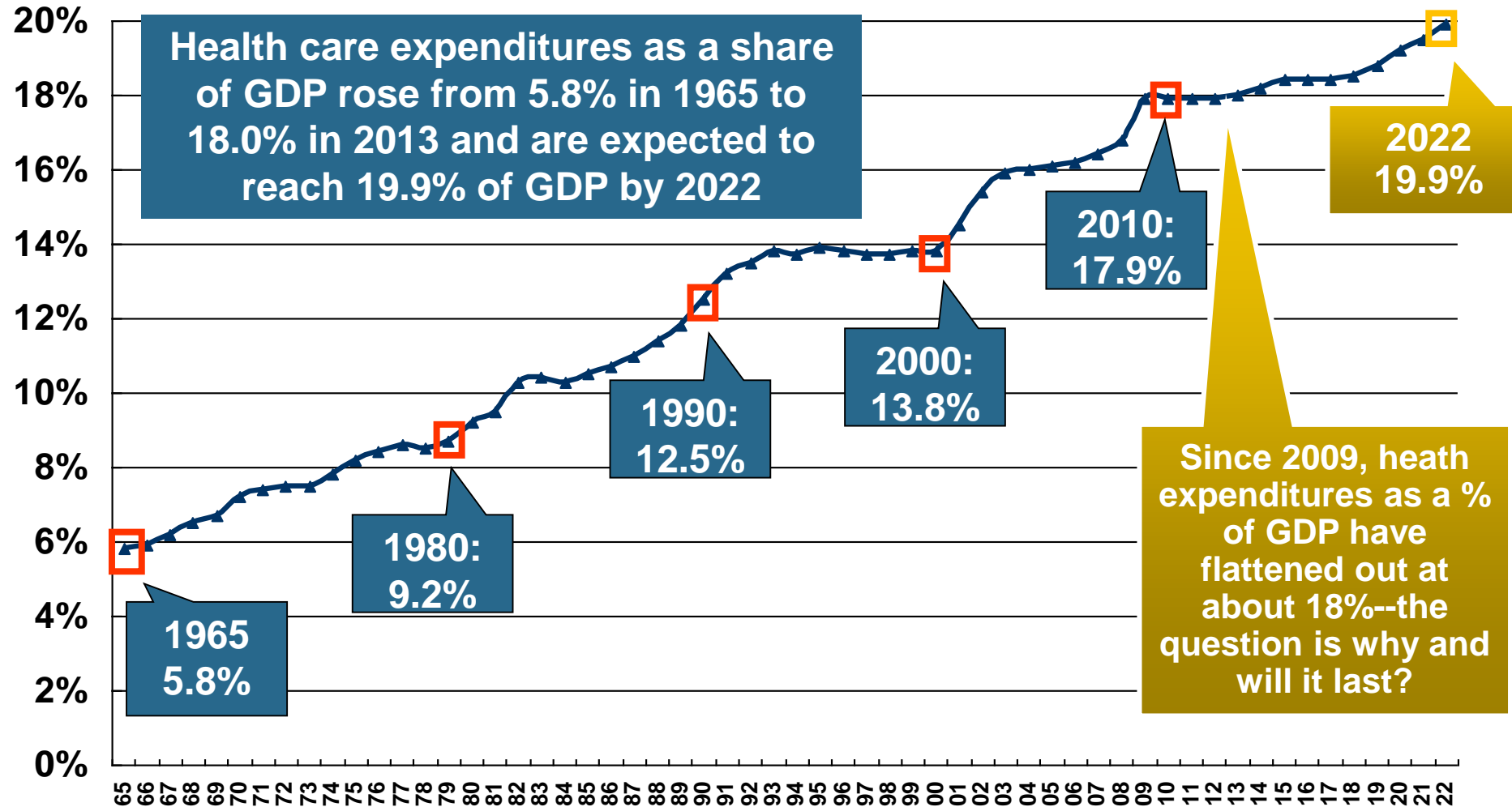
U.S. health care expenditures have been on a relentless climb for most of the past half century, far outstripping population growth, inflation of GDP growth

Sources: Centers for Medicare & Medicaid Services, Office of the Actuary at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected.html> accessed 3/14/14; Insurance Information Institute.



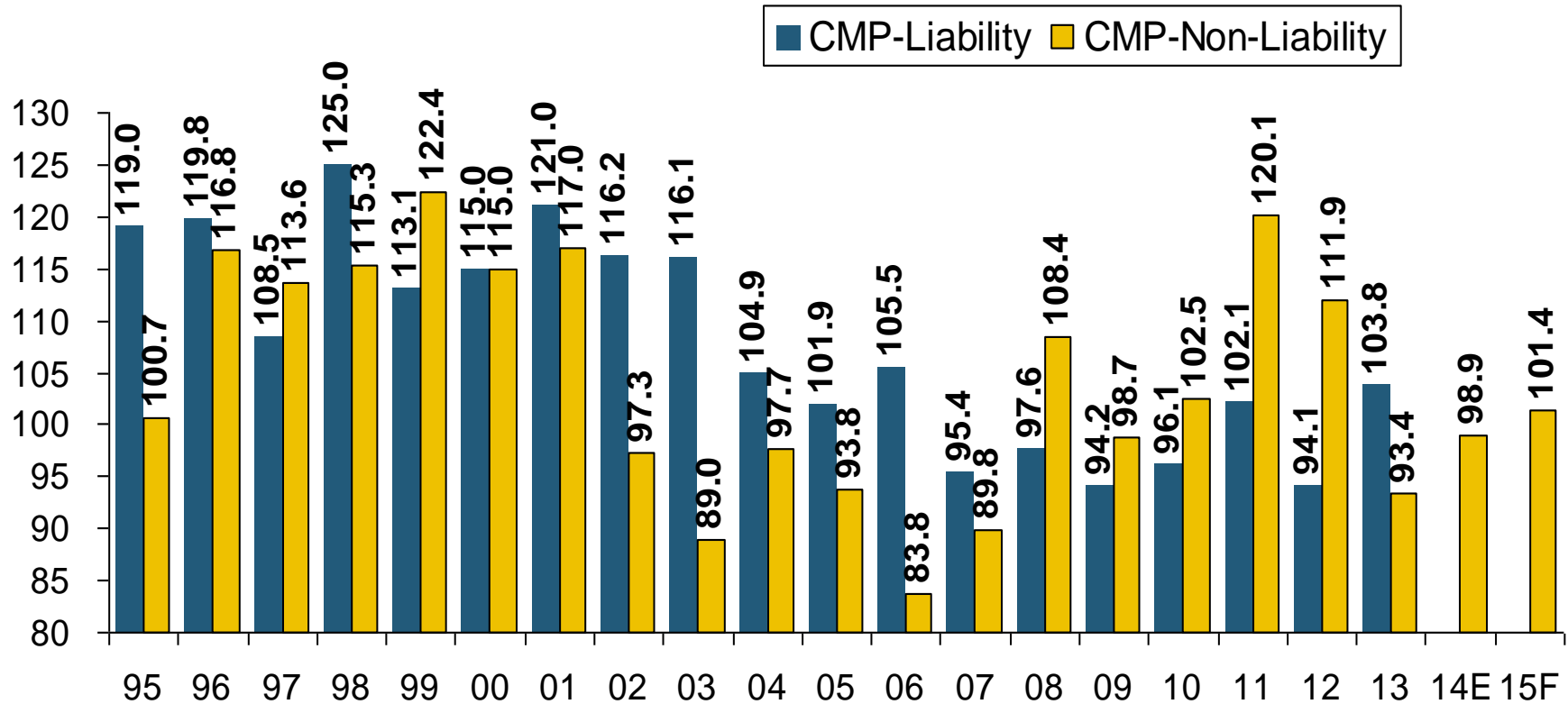
# National Health Care Expenditures as a Share of GDP, 1965 – 2022F\*

% of GDP



Sources: Centers for Medicare & Medicaid Services, Office of the Actuary at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected.html> accessed 3/14/14; Insurance Information Institute.

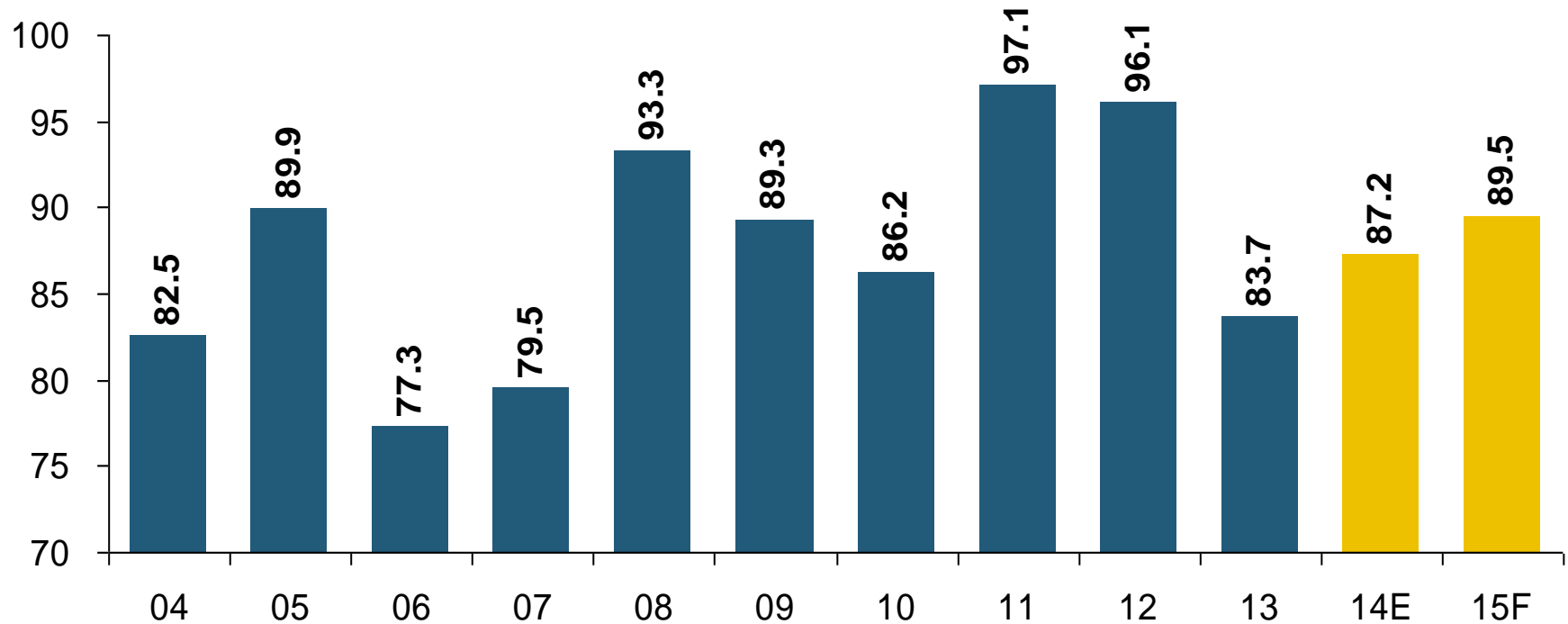
# Commercial Multi-Peril Combined Ratio: 1995–2015F



**Commercial Multi-Peril Underwriting Performance is Expected to Improve in 2013 Assuming Normal Catastrophe Loss Activity**

\*2014E-2015F figures are Conning figures for the combined liability and non-liability components..  
Sources: A.M. Best; Conning; Insurance Information Institute.

# Inland Marine Combined Ratio: 2004–2015F



**Inland Marine Underwriting Performance Has Been  
Consistently Strong for Many Years**

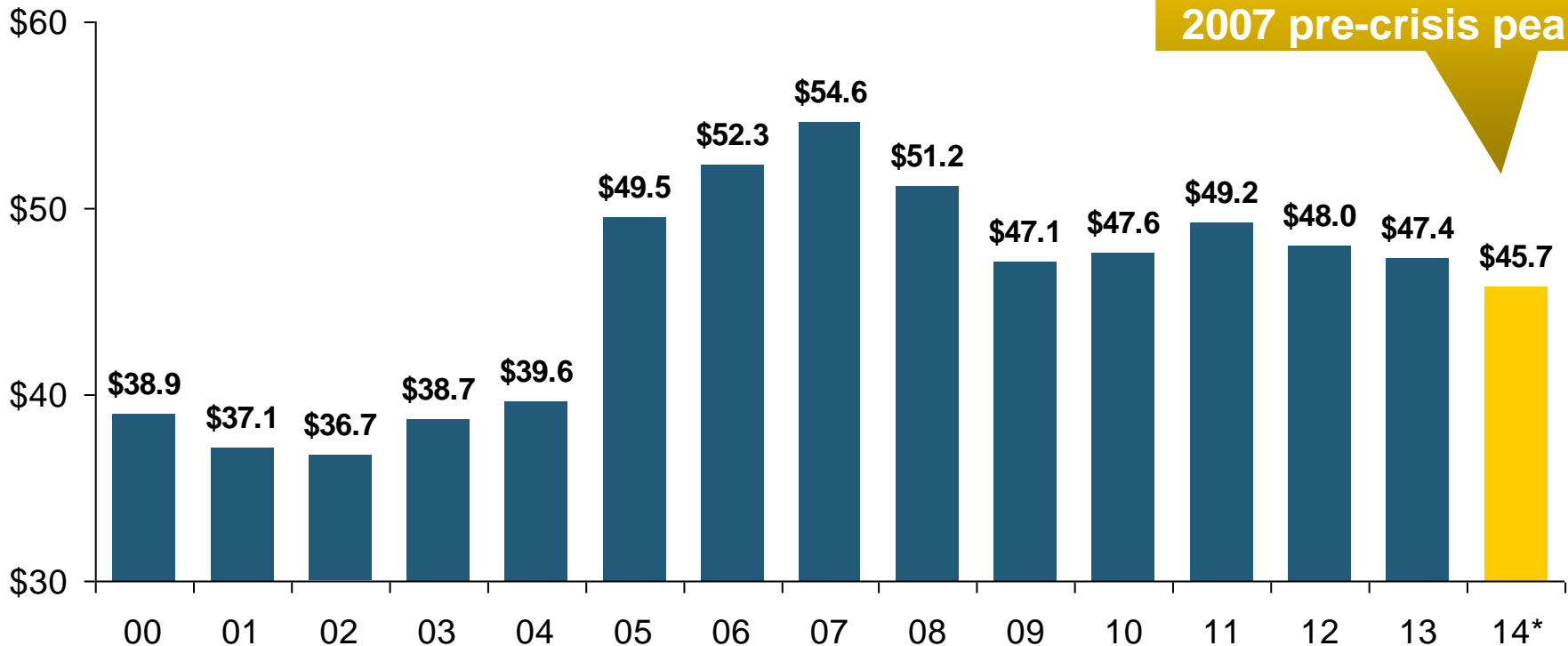
# **INVESTMENTS: THE NEW REALITY**

**Investment Performance is a Key  
Driver of Profitability**

***Depressed Yields Will Necessarily  
Influence Underwriting & Pricing***

# Property/Casualty Insurance Industry Investment Income: 2000–2014<sup>1</sup>

(\$ Billions)



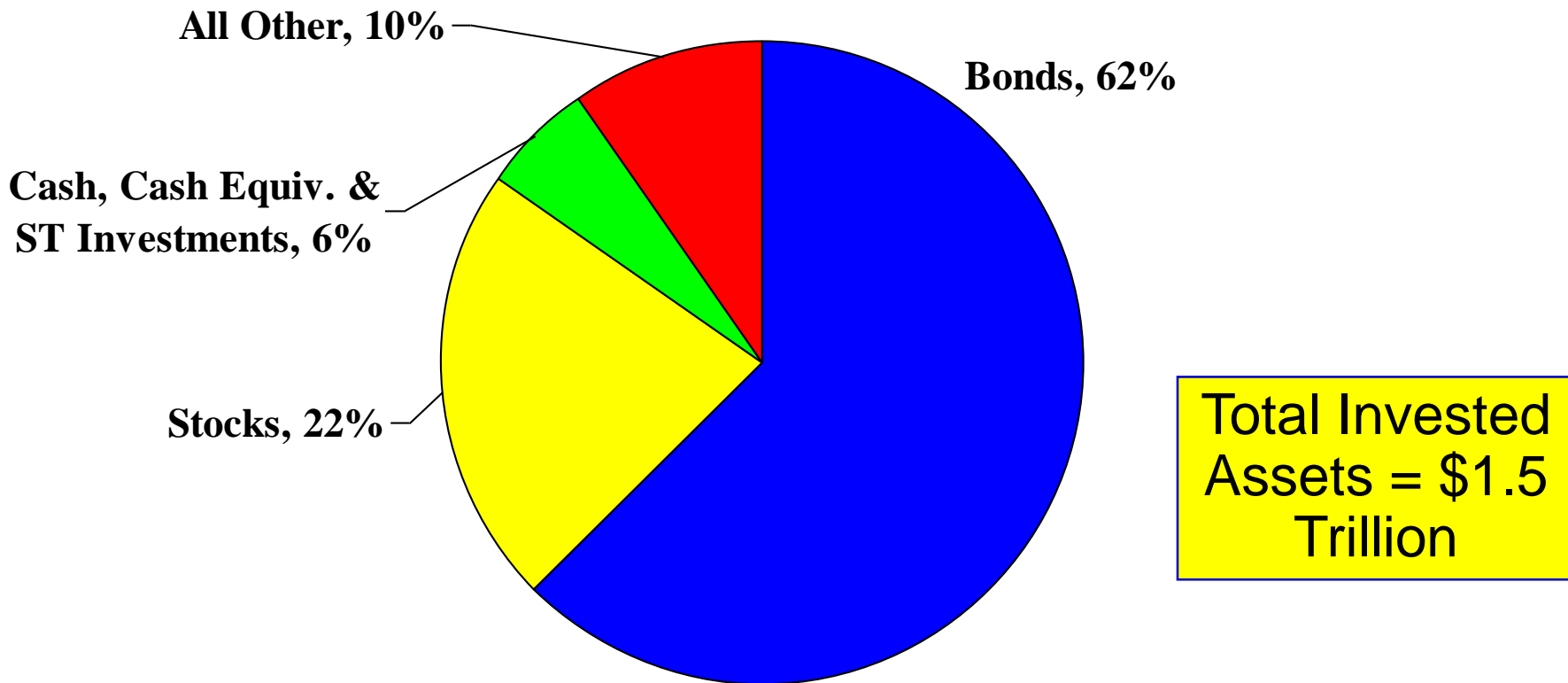
**Due to persistently low interest rates,  
investment income fell in 2012, 2013 and 2014.**

<sup>1</sup> Investment gains consist primarily of interest and stock dividends.  
Sources: ISO; Insurance Information Institute.

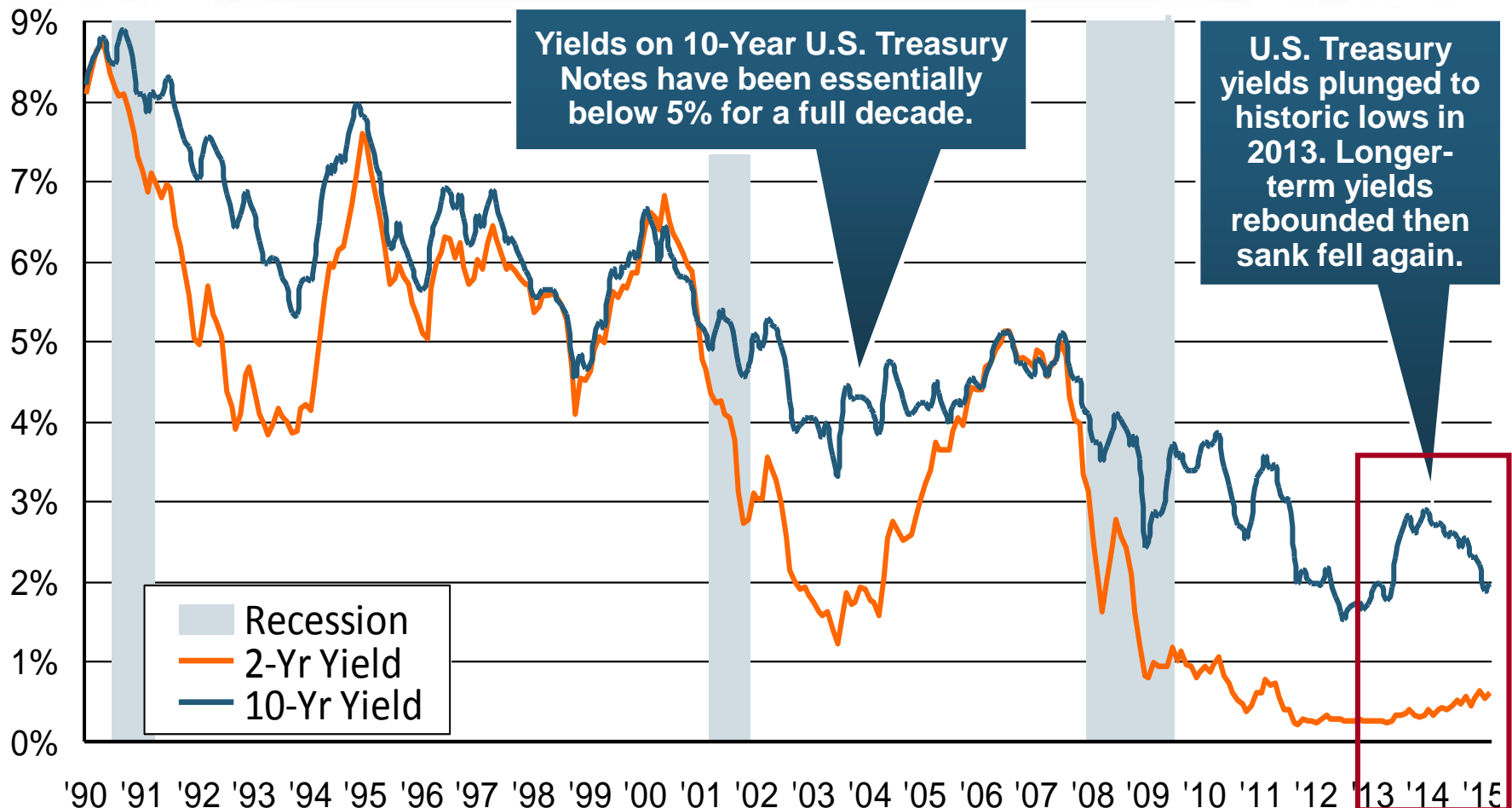
\*2014 figure is estimated based on annualized data through Q3.

# Distribution of Invested Assets: P/C Insurance Industry, 2013

**\$ Billions**



# U.S. Treasury Security Yields: A Long Downward Trend, 1990–2015\*



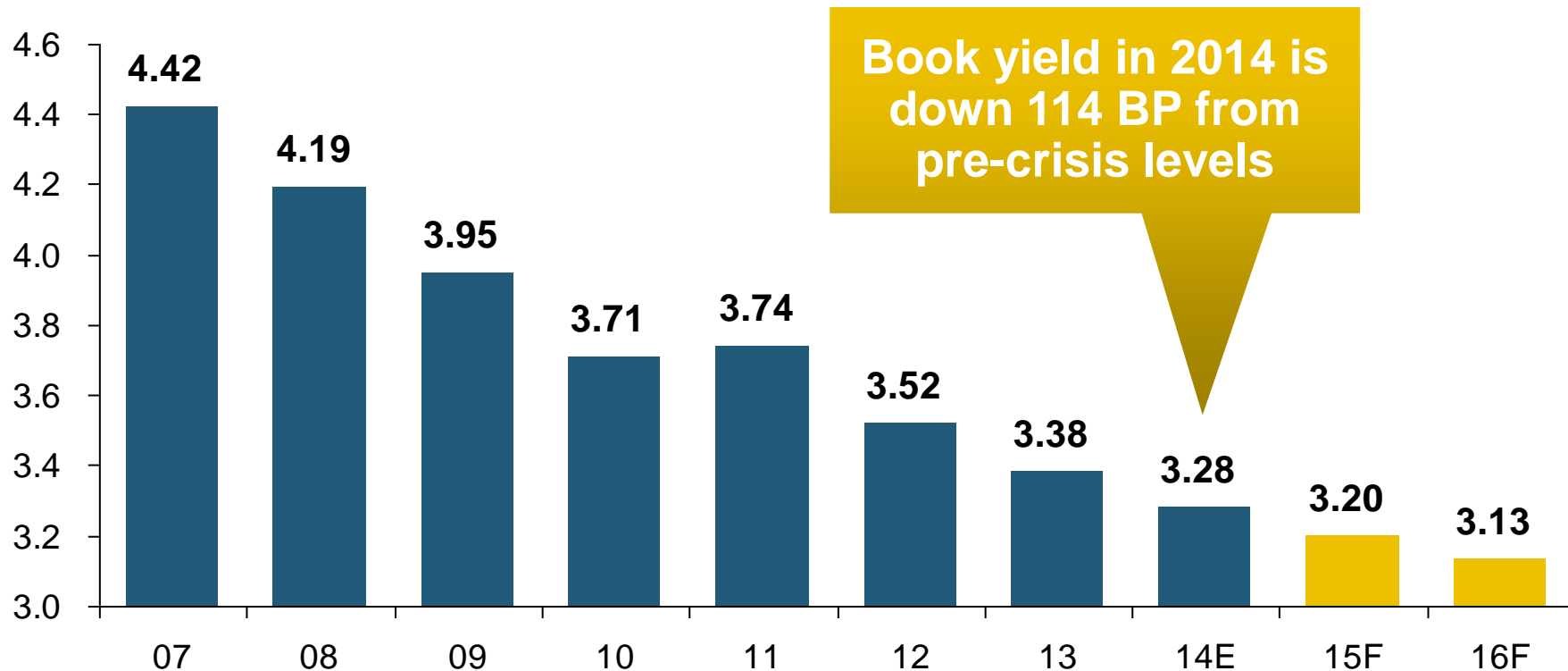
**Since roughly 80% of P/C bond/cash investments are in 10-year or shorter durations, most P/C insurer portfolios will have low-yielding bonds for years to come.**

\*Monthly, constant maturity, nominal rates, through Feb. 2015.

Sources: Federal Reserve Bank at <http://www.federalreserve.gov/releases/h15/data.htm>. National Bureau of Economic Research (recession dates); Insurance Information Institute.

# Book Yield on Property/Casualty Insurance Invested Assets, 2007–2016F

(Percent)



The yield on invested assets continues to decline as returns on maturing bonds generally still exceed new money yields. The end of the Fed's QE program in Oct. 2014 should allow some increase in longer maturities while short term interest rate increases are unlikely until mid-to-late 2015

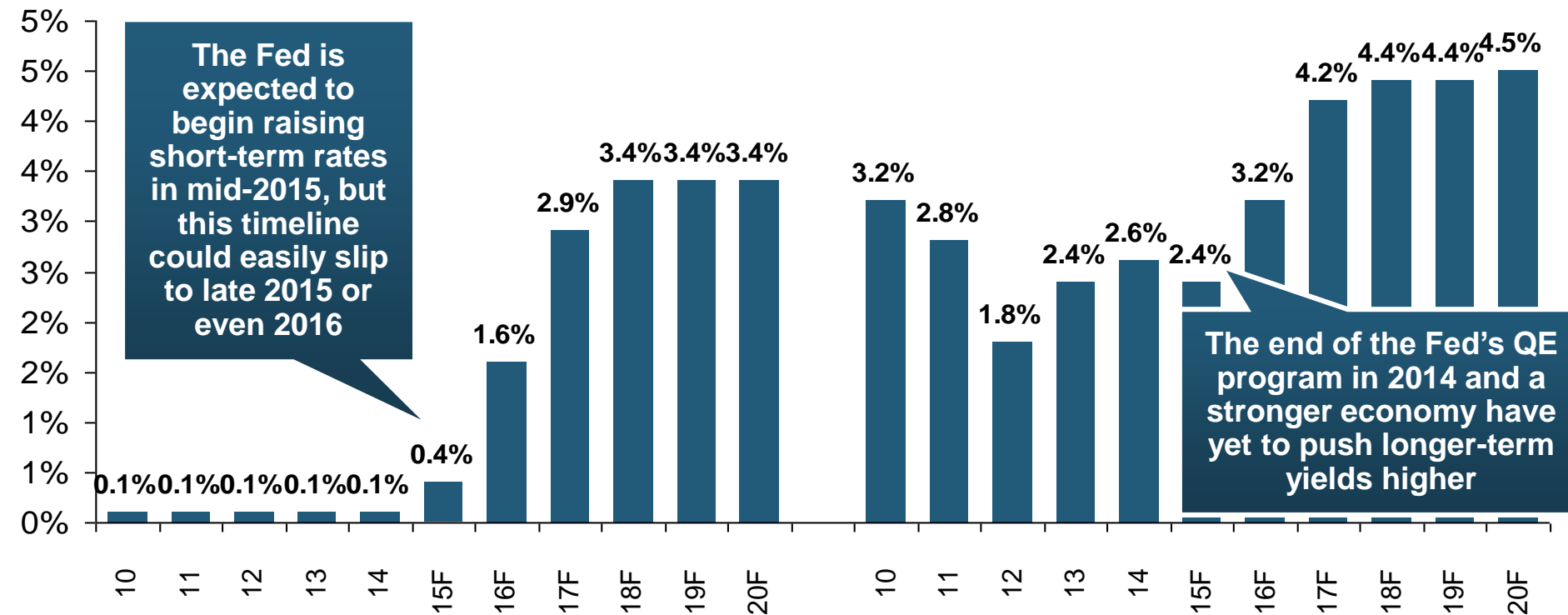


# Interest Rate Forecasts: 2015 – 2020

Yield (%)

## 3-Month Treasury

## 10-Year Treasury



**A Full Normalization of Interest Rates Is Unlikely Until 2018, More than a Decade After the Onset of the Financial Crisis**

# Annual Inflation Rates, (CPI-U, %), 1990–2016F

Annual Inflation Rates (%)



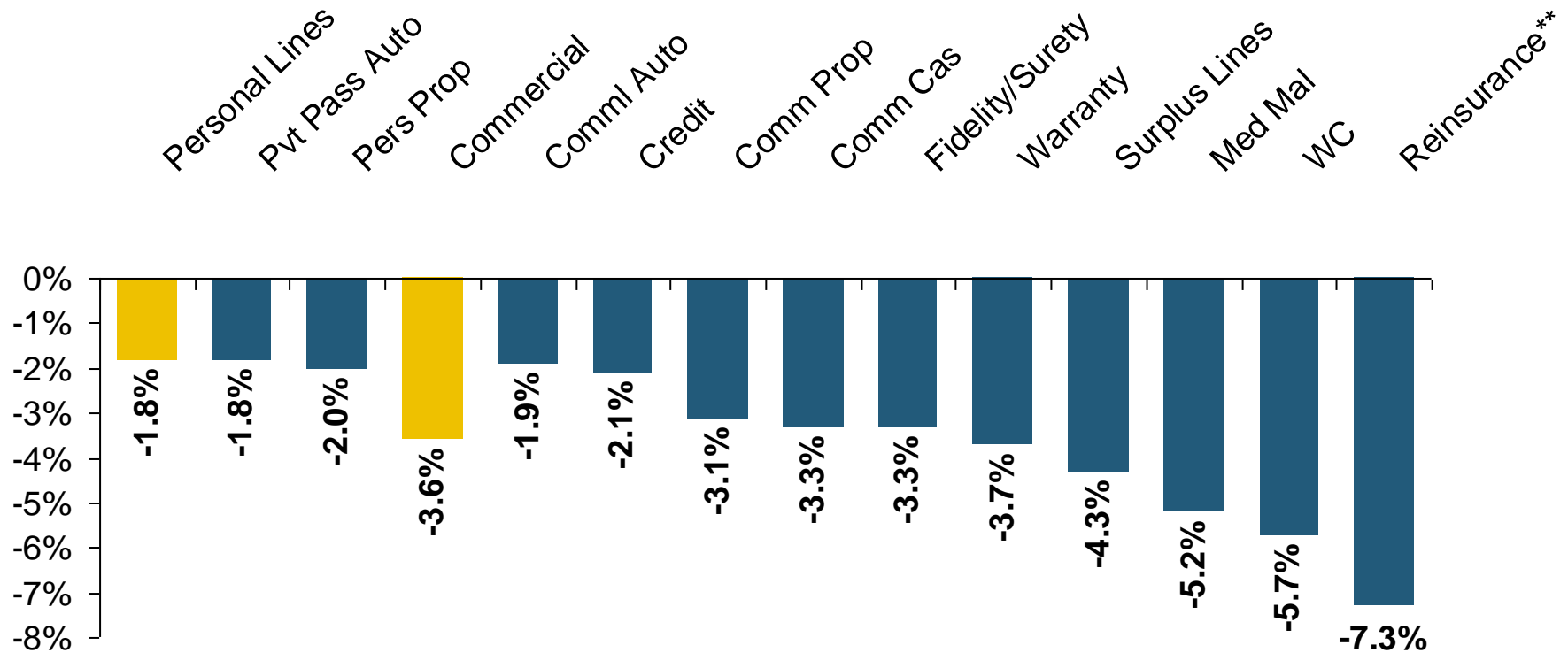
Inflation peaked at 5.6% in August 2008 on high energy and commodity crisis. The recession and the collapse of the commodity bubble reduced inflationary pressures in 2009/10

Inflationary expectations have slipped (due in part to falling energy costs) allowing the Fed to maintain low interest rates

Slack in the U.S. economy and falling energy prices suggests that inflationary pressures should remain subdued for an extended period of times

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators, 2/15 (forecasts).

# Reduction in Combined Ratio Necessary to Offset 1% Decline in Investment Yield to Maintain Constant ROE, by Line\*



**Lower Investment Earnings Place a Greater Burden on Underwriting and Pricing Discipline**

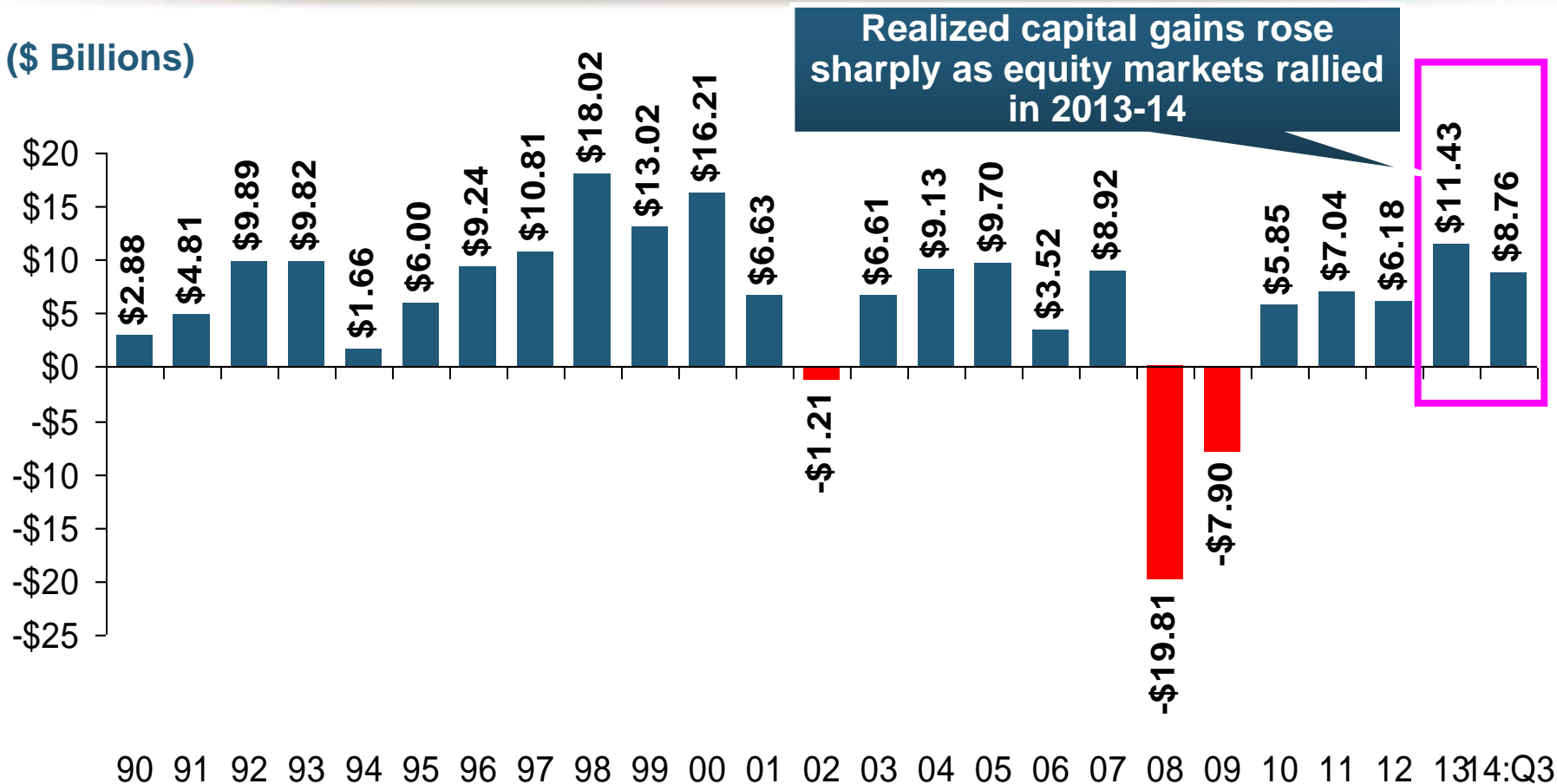
\*Based on 2008 Invested Assets and Earned Premiums

\*\*US domestic reinsurance only

Source: A.M. Best; Insurance Information Institute.

# P/C Insurer Net Realized Capital Gains/Losses, 1990-2014:Q3

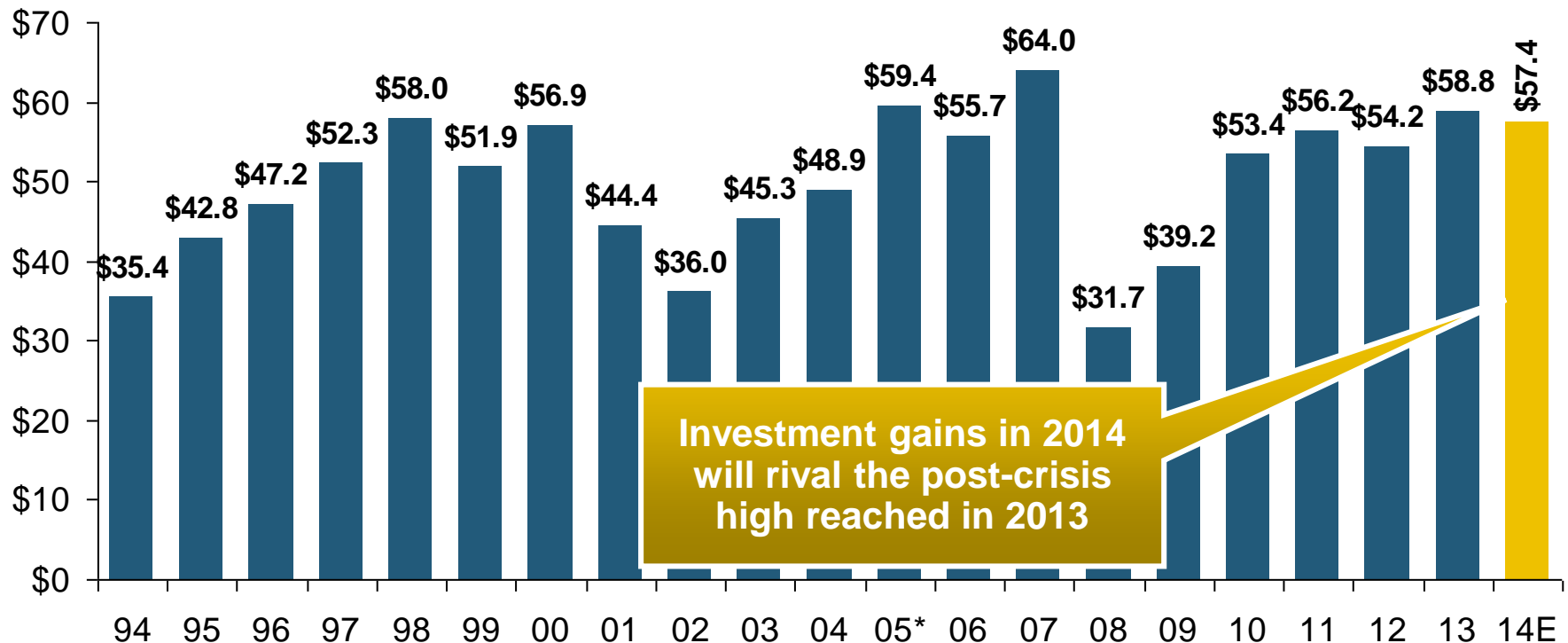
(\$ Billions)



**Insurers Posted Net Realized Capital Gains in 2010 - 2014 Following Two Years of Realized Losses During the Financial Crisis. Realized Capital Losses Were a Primary Cause of 2008/2009's Large Drop in Profits and ROE**

# Property/Casualty Insurance Industry Investment Gain: 1994–2014E<sup>1</sup>

(\$ Billions)



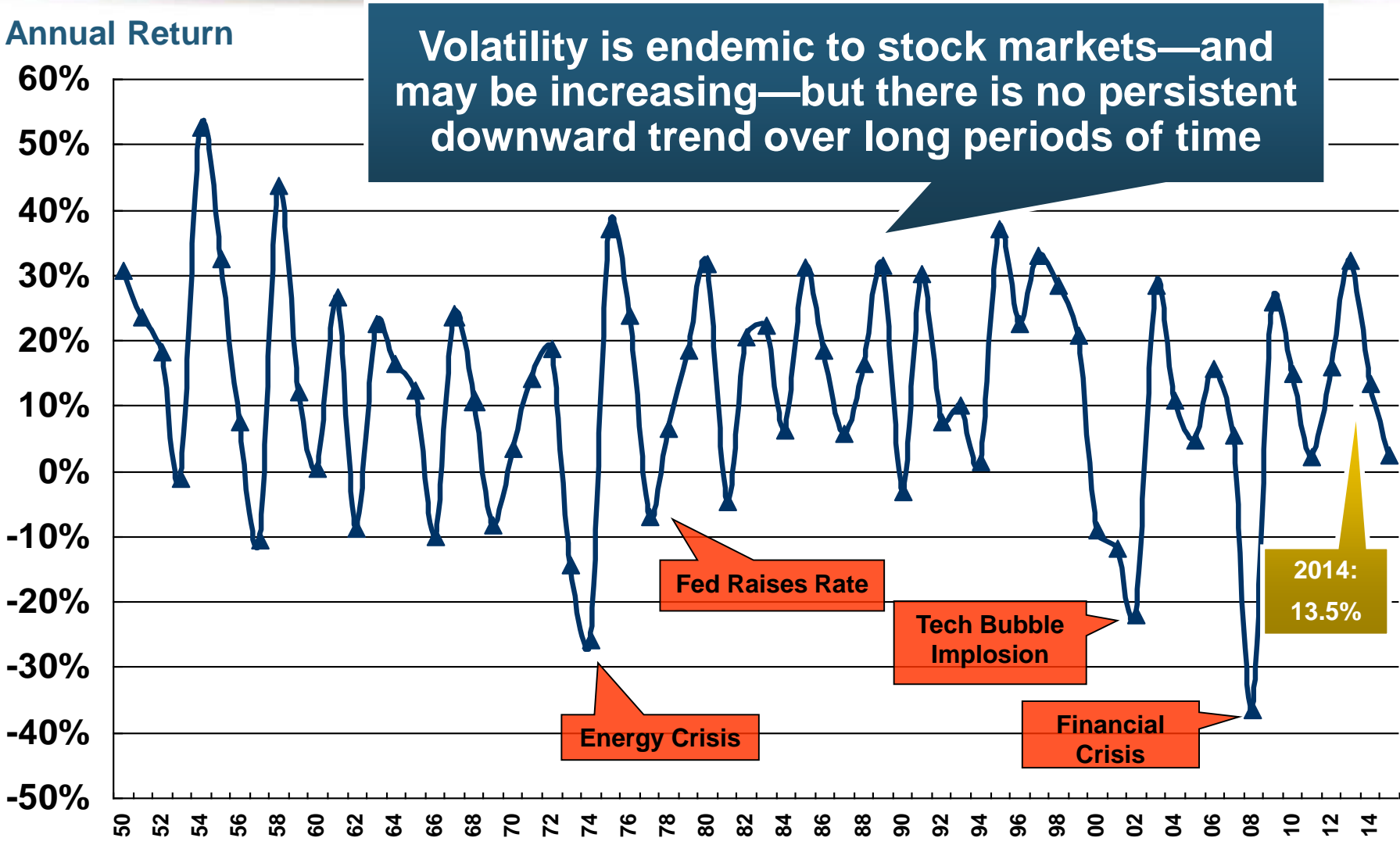
**Total Investment Gains Were Flat in 2014 as Low Interest Rates Pressured Investment Income but Realized Capital Gains Remained Robust**

<sup>1</sup> Investment gains consist primarily of interest, stock dividends and realized capital gains and losses.

\* 2005 figure includes special one-time dividend of \$3.2B;

Sources: ISO; Insurance Information Institute.

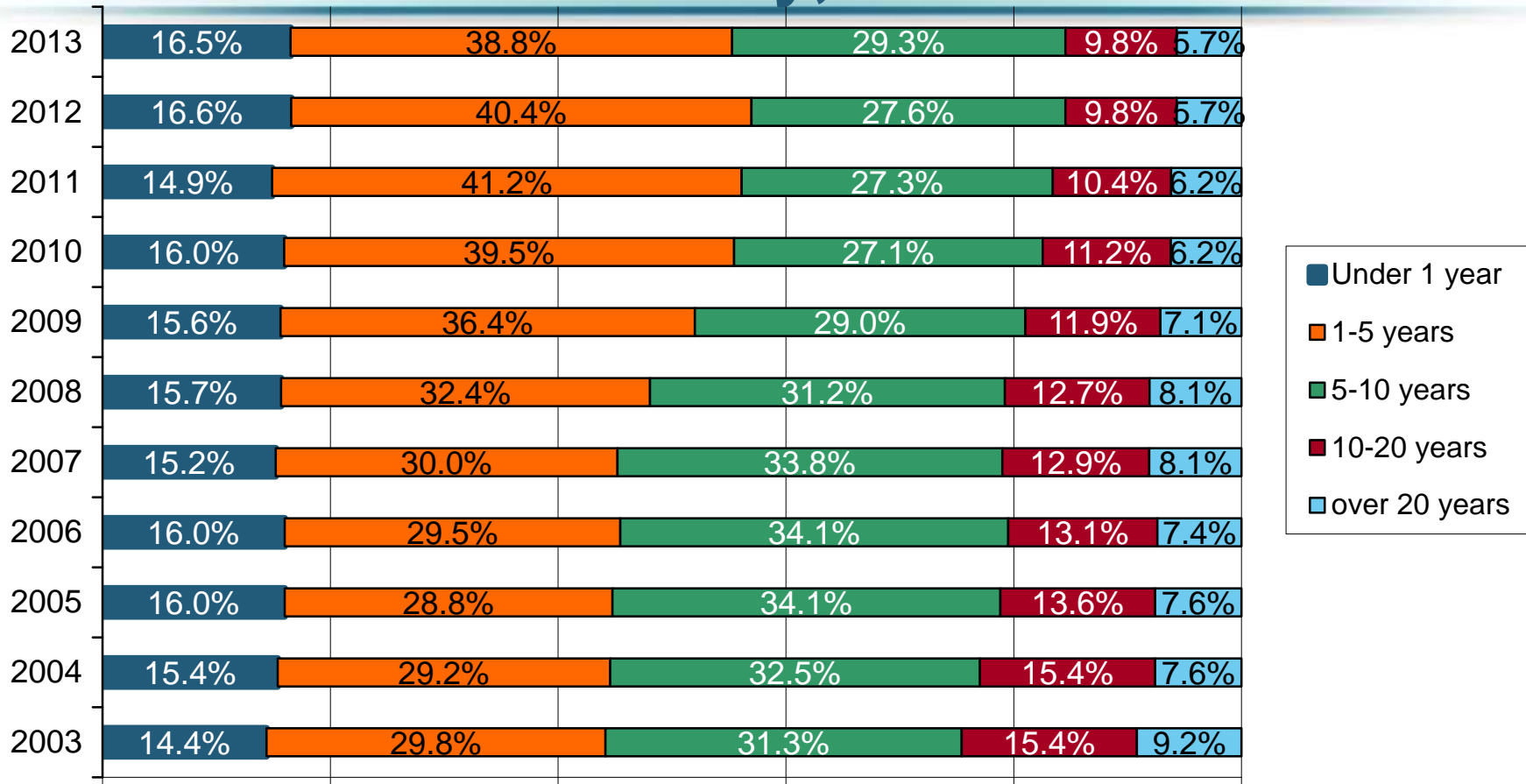
# S&P 500 Index Returns, 1950 – 2015\*



\*Through March 3, 2015.

Source: NYU Stern School of Business: [http://pages.stern.nyu.edu/~adamodar/New\\_Home\\_Page/datafile/histretSP.html](http://pages.stern.nyu.edu/~adamodar/New_Home_Page/datafile/histretSP.html) Ins. Info. Inst.

# Distribution of Bond Maturities, P/C Insurance Industry, 2003-2013



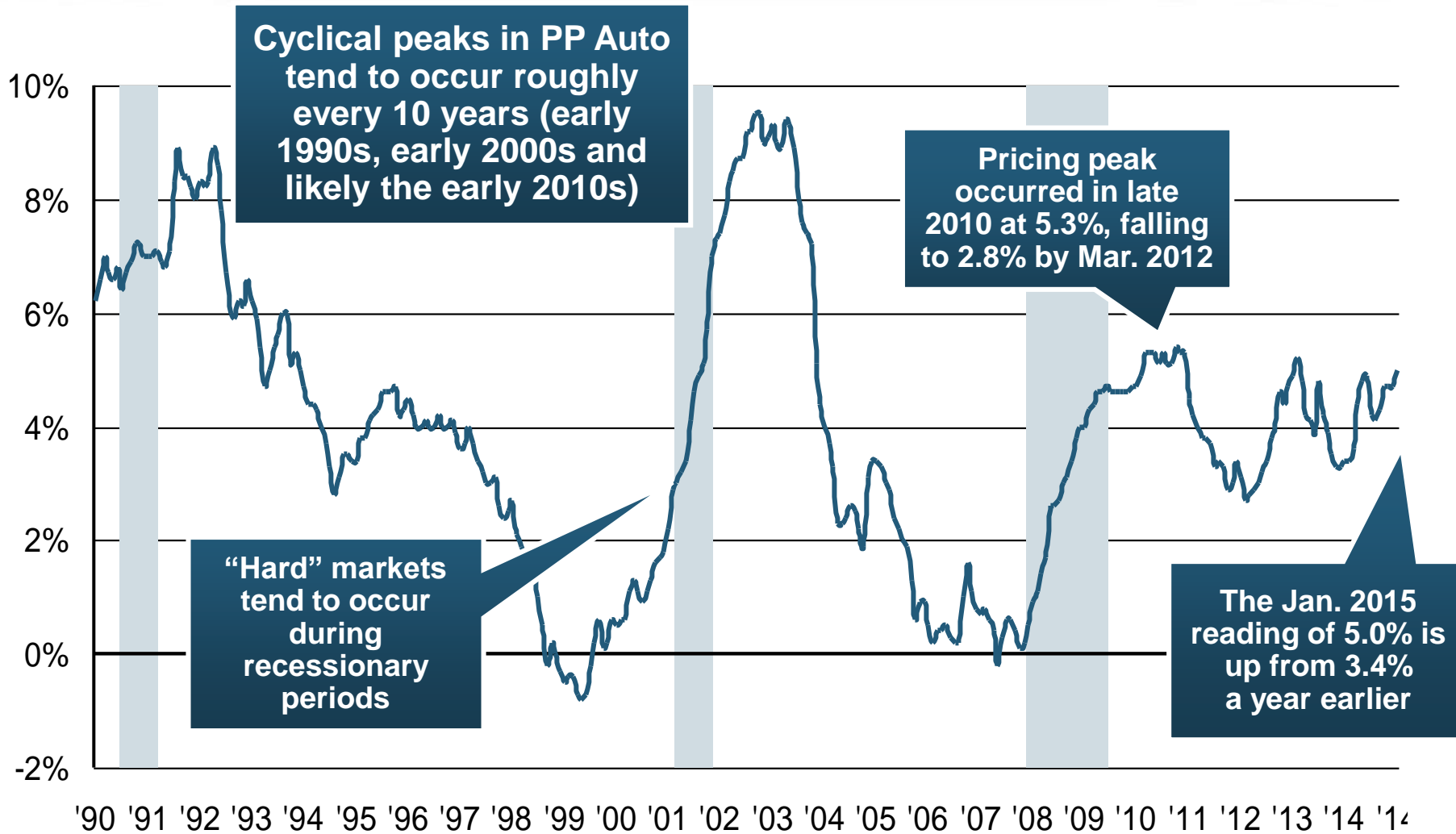
The main shift over these years has been from bonds with longer maturities to bonds with shorter maturities. The industry first trimmed its holdings of over-10-year bonds (from 24.6% in 2003 to 15.5% in 2012) and then trimmed bonds in the 5-10-year category (from 31.3% in 2003 to 27.6% in 2012). Falling average maturity of the P/C industry's bond portfolio is contributing to a drop in investment income along with lower yields.

# PRICING TRENDS

**Pricing Needs to Keep Up with  
Underlying Frequency and  
Severity Trends and Offset  
Declining Investment Income**



# Monthly Change in Auto Insurance Prices, 1991–2015\*



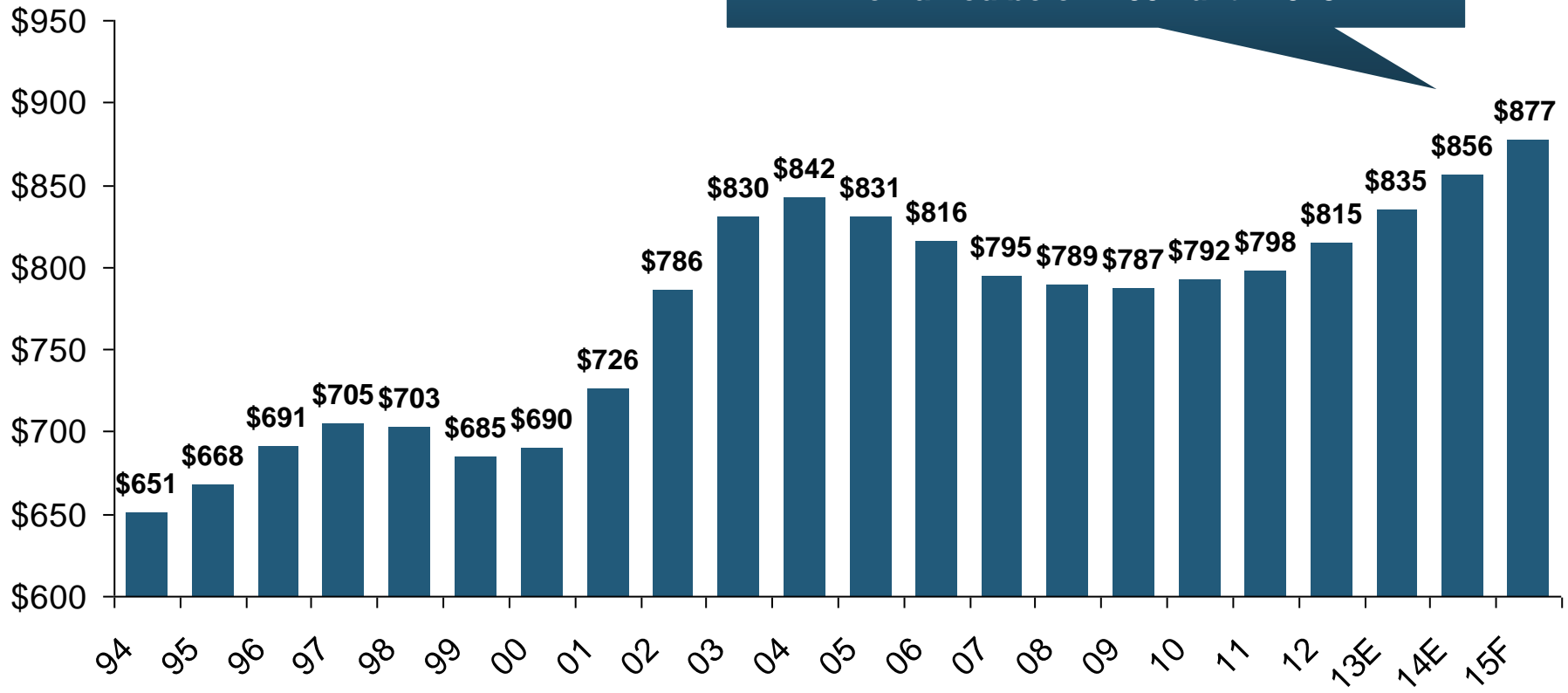
\*Percentage change from same month in prior year; through January 2015; seasonally adjusted

Note: Recessions indicated by gray shaded columns.

Sources: US Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institutes.

# Average Expenditures on Auto Insurance

The average expenditure on auto insurance remained below 2004 until 2013

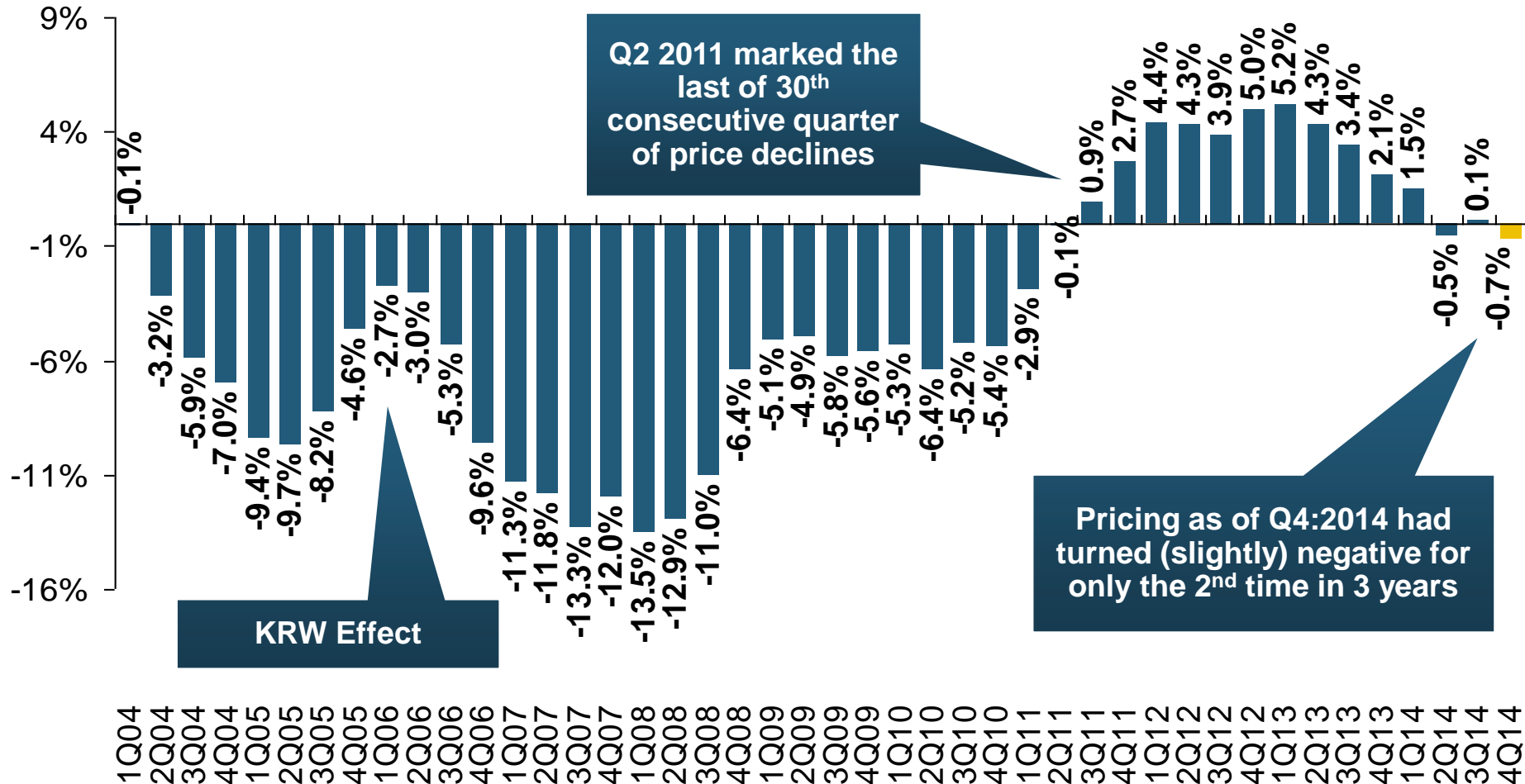


**Countrywide Auto Insurance Expenditures decreased by 6.5% from 2004 through 2009, rising gradually since the with annual increases in the 2.0% to 2.5% range**

\* Insurance Information Institute Estimates/Forecasts  
 Source: NAIC, Insurance Information Institute estimate for 2013-2015 based on CPI and other data.

# Average Commercial Rate Change, All Lines, (1Q:2004–4Q:2014)

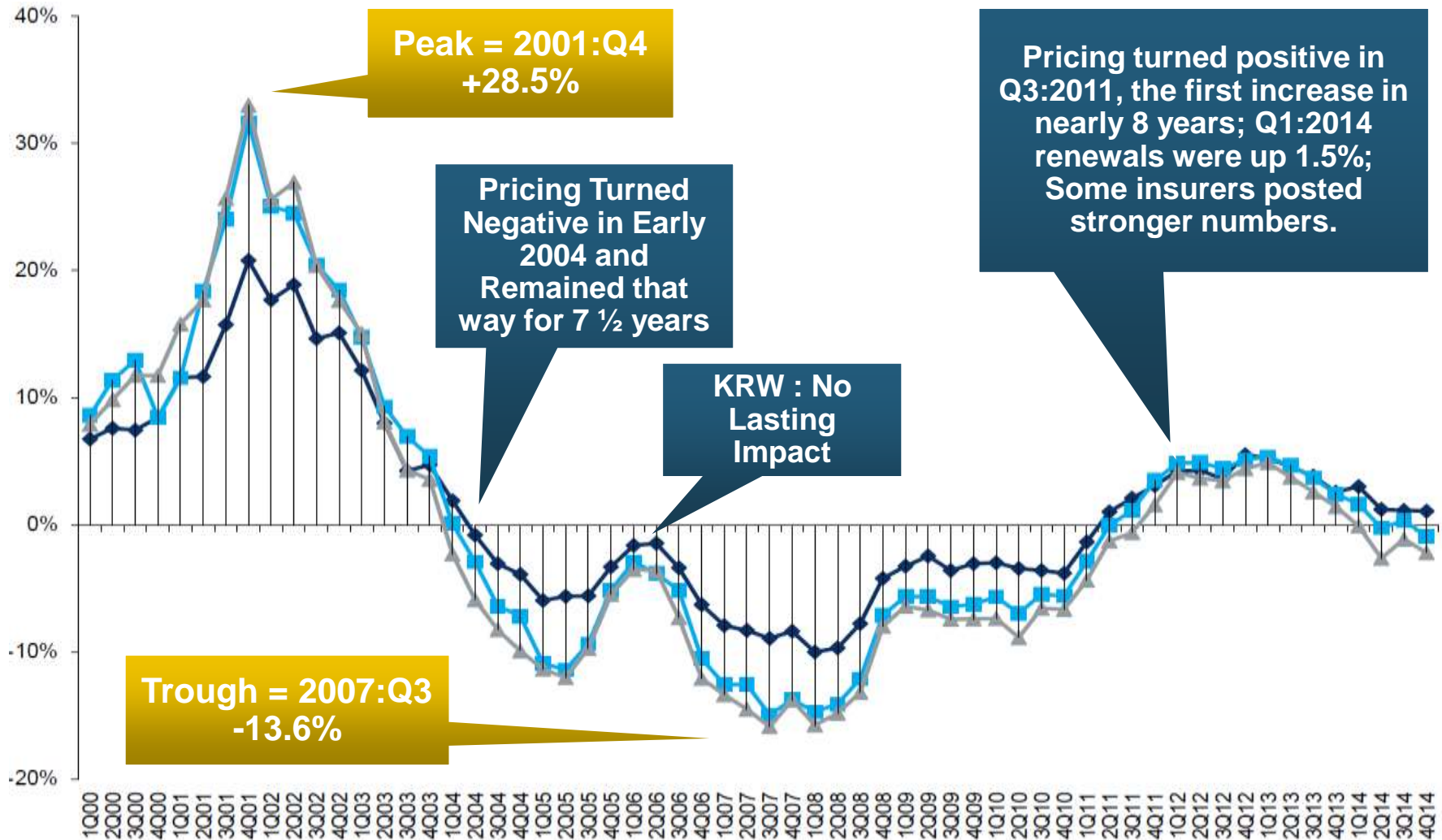
(Percent)



Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.  
 Source: Council of Insurance Agents & Brokers; Insurance Information Institute

# Change in Commercial Rate Renewals, by Account Size: 1999:Q4 to 2014:Q4

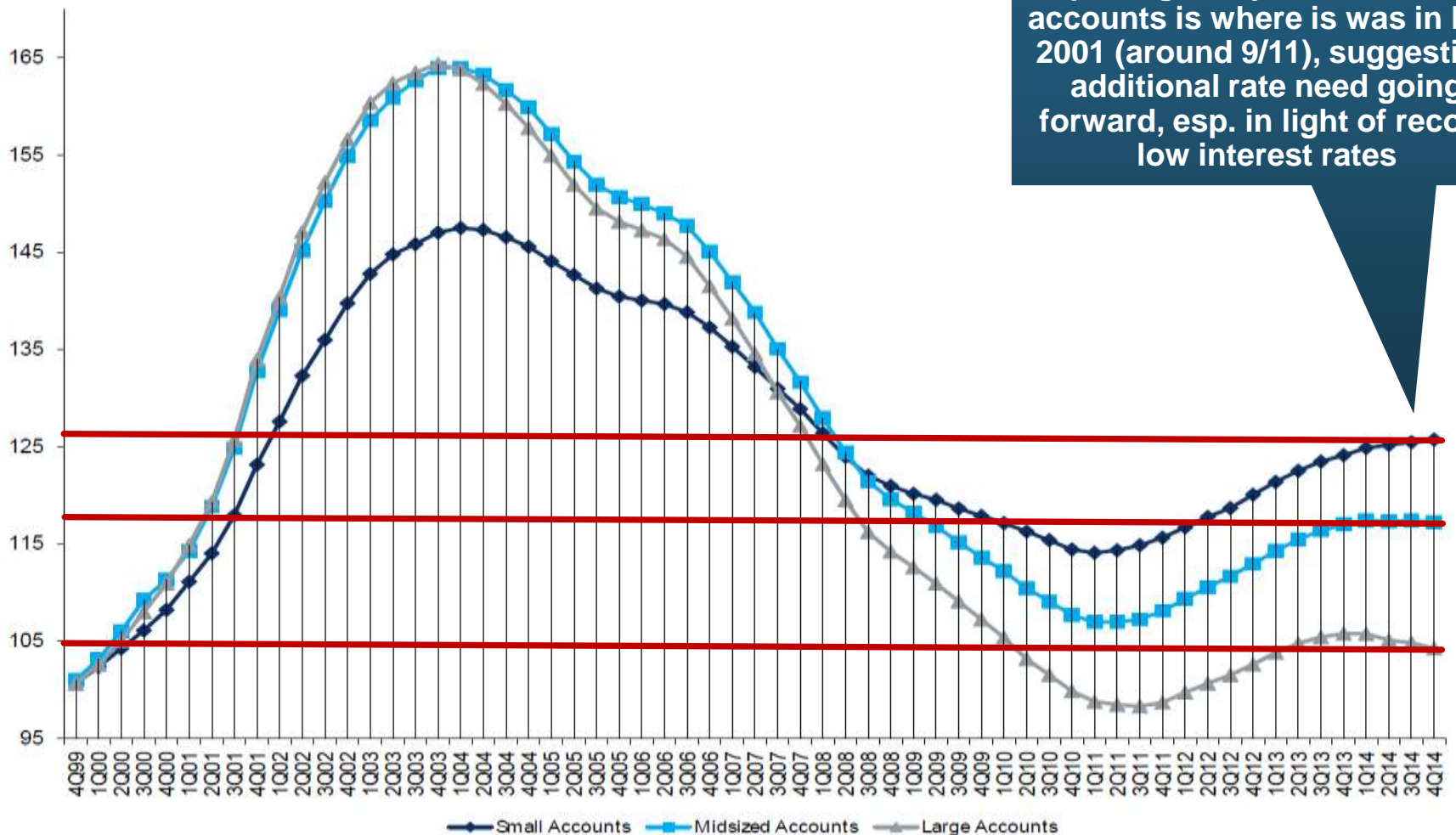
Percentage Change (%)



Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially.  
 Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

# Cumulative Qtrly. Commercial Rate Changes, by Account Size: 1999:Q4 to 2014:Q4

1999:Q4 = 100



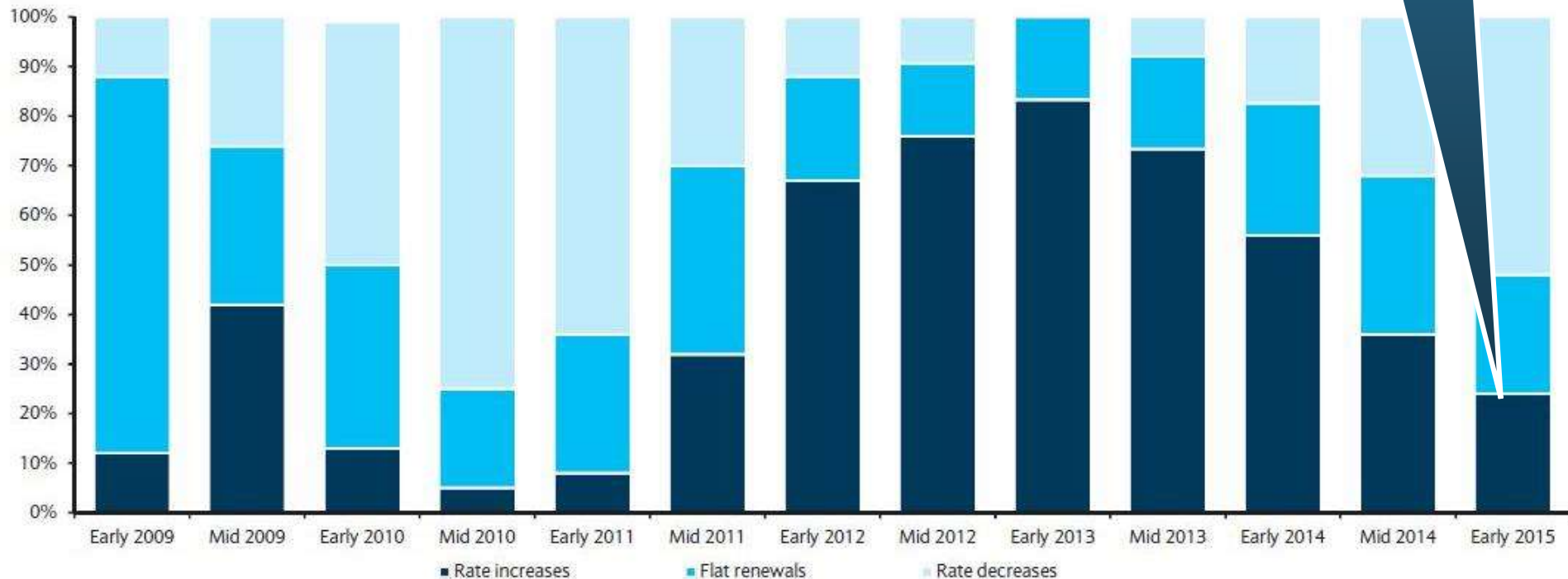
Despite several years of gains, pricing today for mid-sized accounts is where it was in late 2001 (around 9/11), suggesting additional rate need going forward, esp. in light of record low interest rates

Note: CIAB data cited here are based on a survey. Rate changes earned by individual insurers can and do vary, potentially substantially. Source: Council of Insurance Agents and Brokers; Barclay's Capital; Insurance Information Institute.

# Directional Pricing Trend in Large Account P/C Renewals

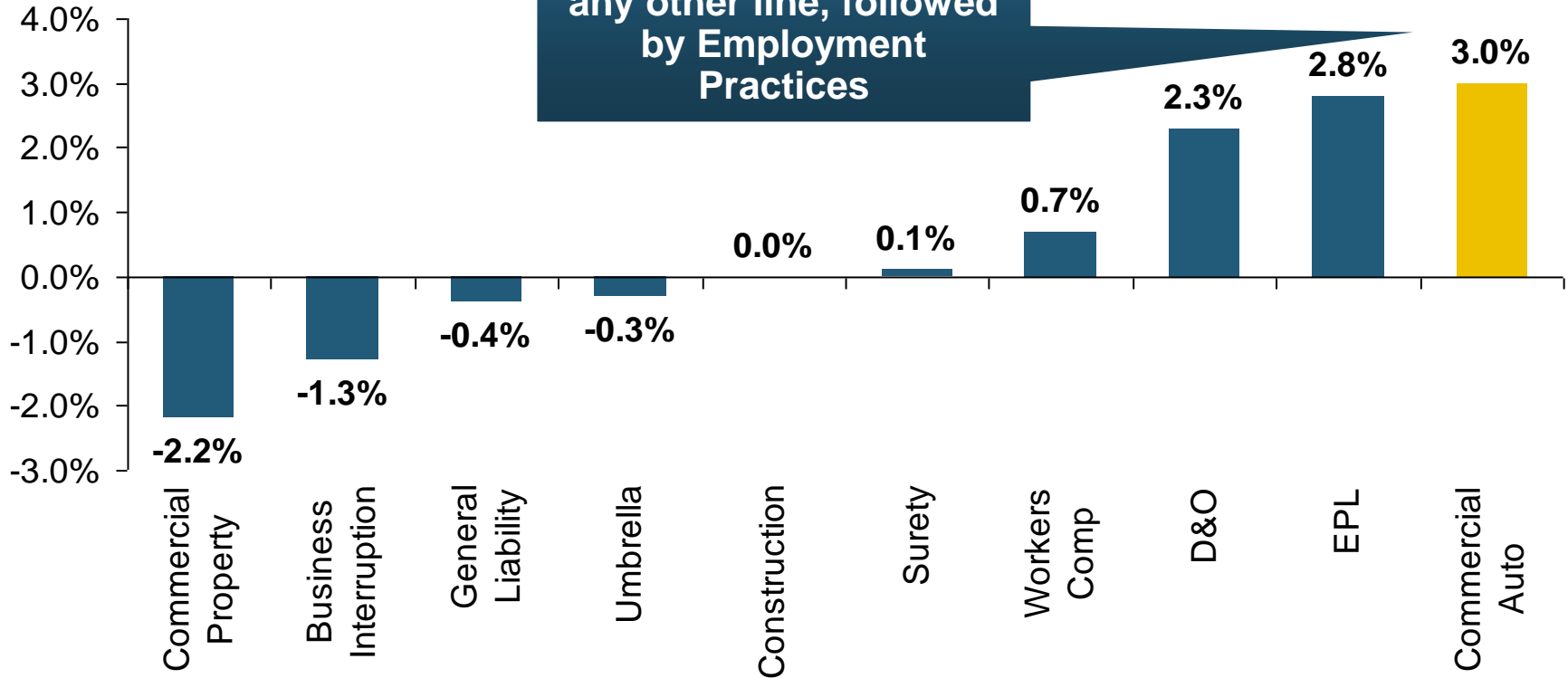
Early 2009 through Early 2015

Few accounts are seeing increases



# Change in Commercial Rate Renewals, by Line: 2014:Q4

Percentage Change (%)



**Major Commercial Lines Renewals Were Mixed to Flat in Q4:2014; Commercial Auto and EPL Led the Way**

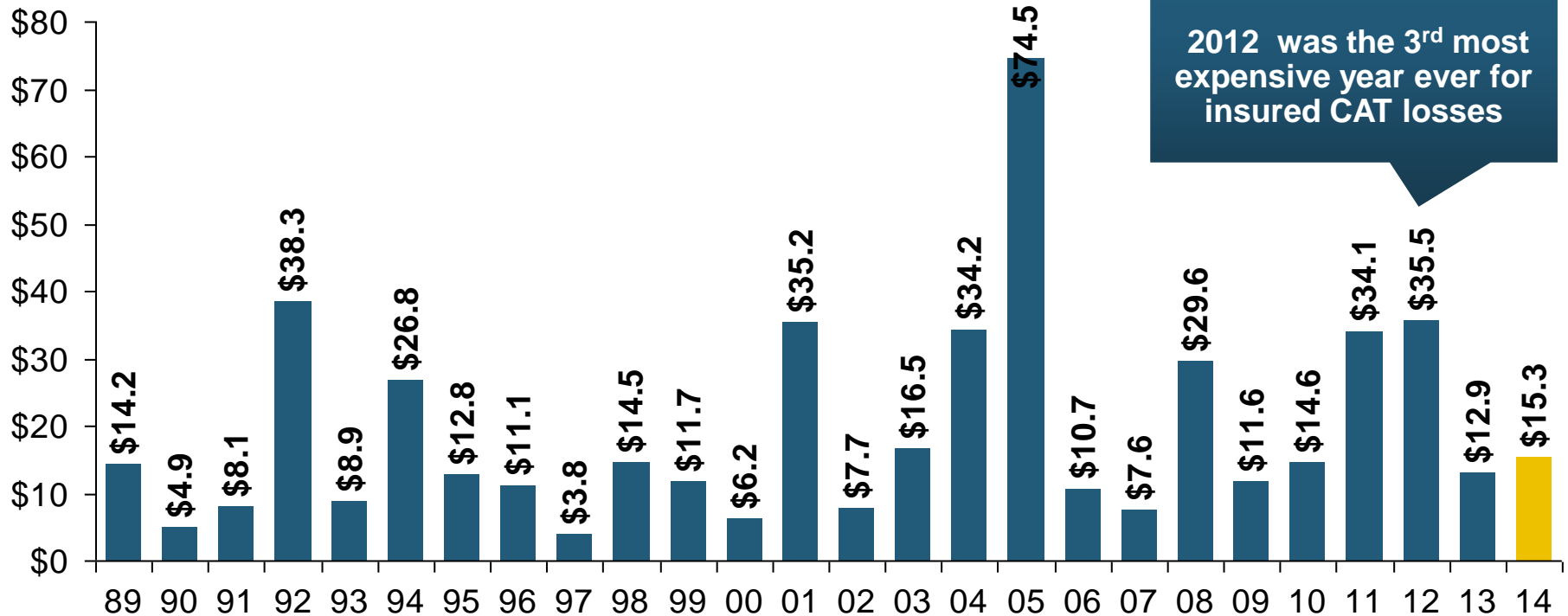
# CATASTROPHE LOSSES

**2014 Experiencing Below Average CAT Activity Following a Welcome Respite in 2013 from Very High CAT Losses in 2011/12**



# U.S. Insured Catastrophe Losses

(\$ Billions, \$ 2013)



2012 was the 3<sup>rd</sup> most expensive year ever for insured CAT losses

**2013 Was a Welcome Respite from 2012, the 3<sup>rd</sup> Costliest Year for Insured Disaster Losses in US History. Longer-term Trend is for more—not fewer—Costly Events**

**\$15.3 billion in insured CAT losses estimated for 2014**

\*Through 12/31/14.

Note: 2001 figure includes \$20.3B for 9/11 losses reported through 12/31/01 (\$25.9B 2011 dollars). Includes only business and personal property claims, business interruption and auto claims. Non-prop/BI losses = \$12.2B (\$15.6B in 2011 dollars.)

Sources: Property Claims Service/ISO; Insurance Information Institute.

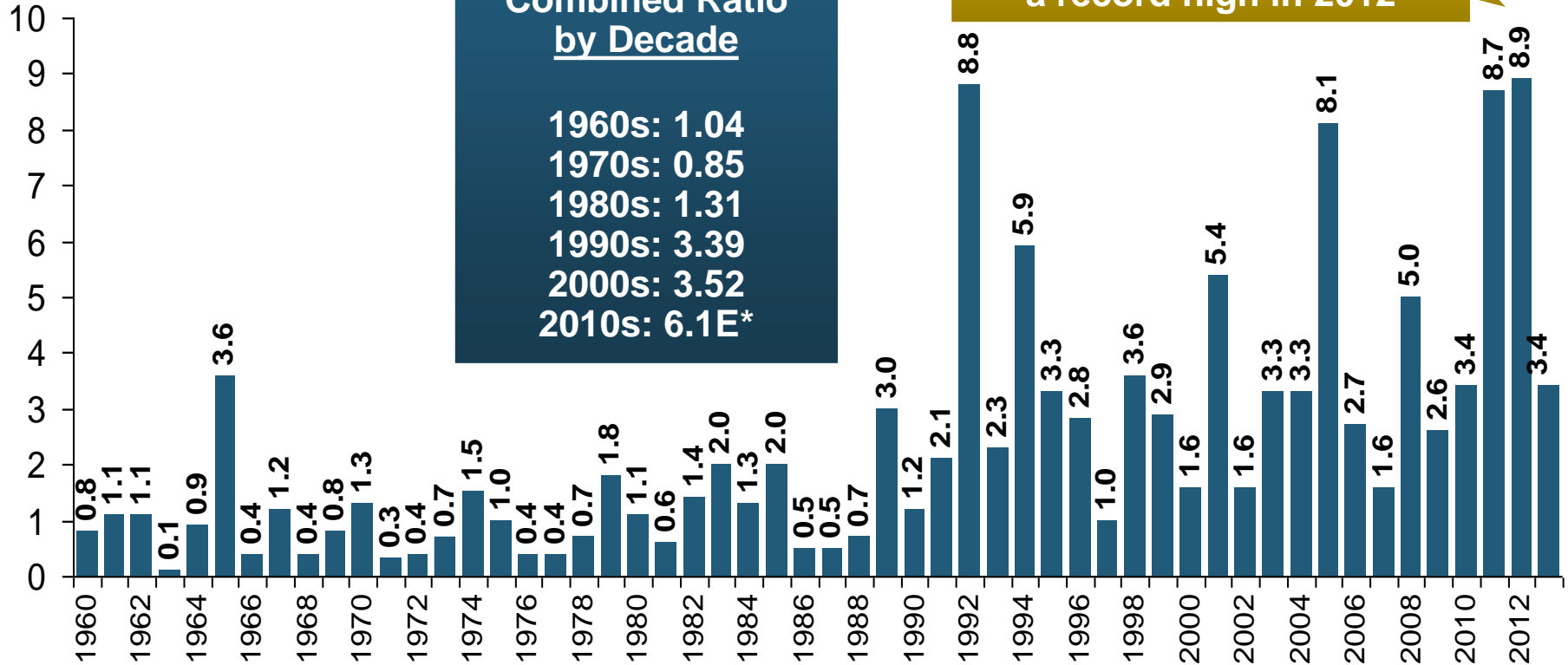
# Combined Ratio Points Associated with Catastrophe Losses: 1960 – 2013\*

## Combined Ratio Points

**Avg. CAT Loss Component of the Combined Ratio by Decade**

1960s: 1.04  
 1970s: 0.85  
 1980s: 1.31  
 1990s: 3.39  
 2000s: 3.52  
 2010s: 6.1E\*

Catastrophe losses as a share of all losses reached a record high in 2012



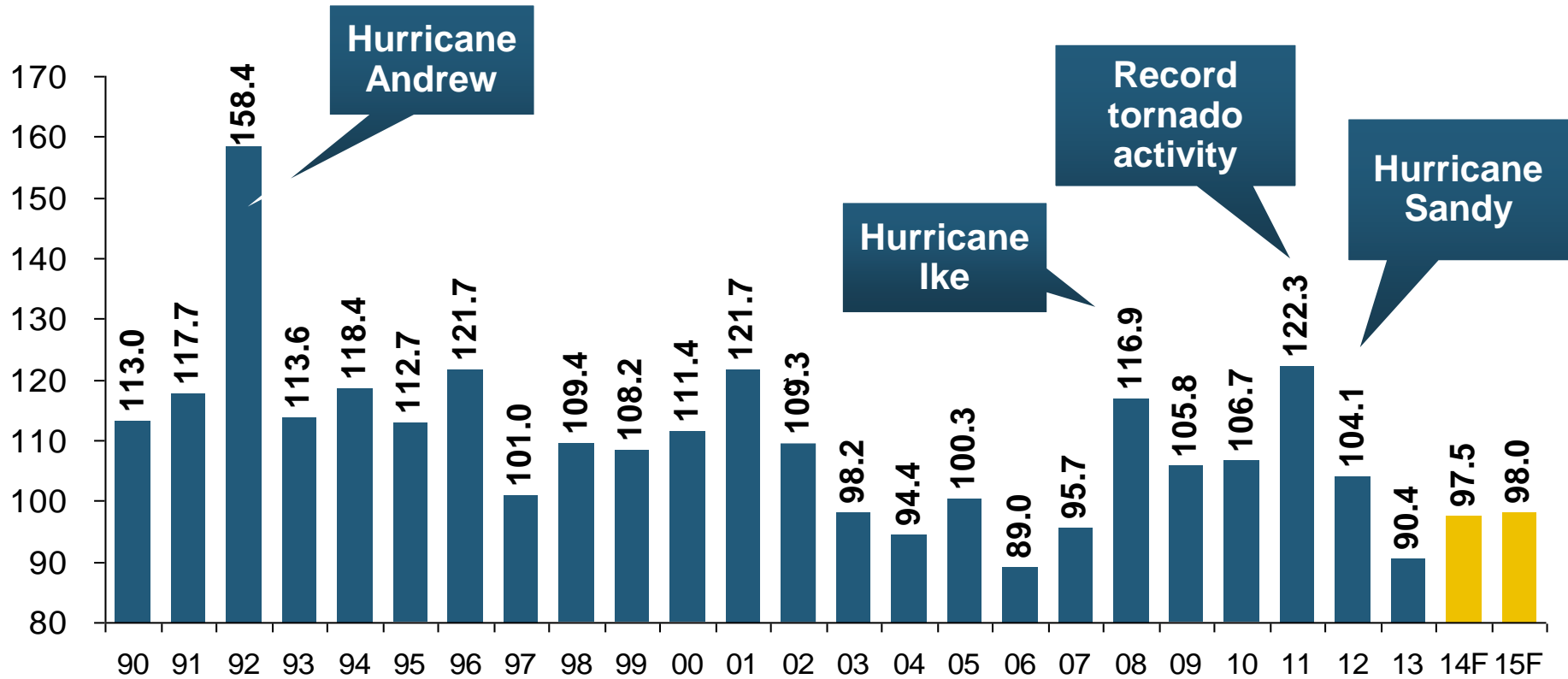
**The Catastrophe Loss Component of Private Insurer Losses Has Increased Sharply in Recent Decades**

\*2010s represent 2010-2013.

Notes: Private carrier losses only. Excludes loss adjustment expenses and reinsurance reinstatement premiums. Figures are adjusted for losses ultimately paid by foreign insurers and reinsurers.

Source: ISO (1960-2011); A.M. Best (2012E) Insurance Information Institute.

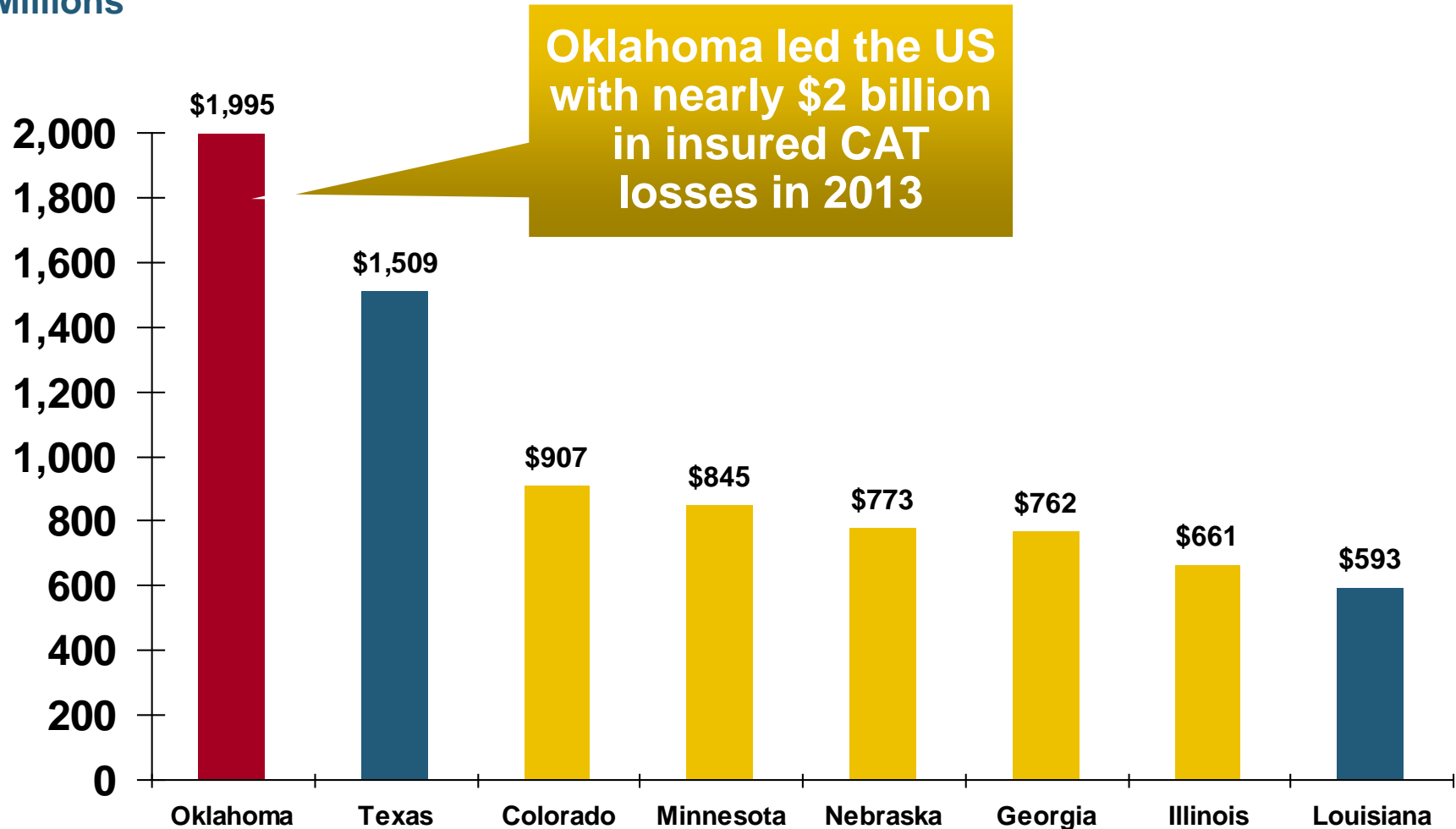
# Homeowners Insurance Combined Ratio: 1990–2015F



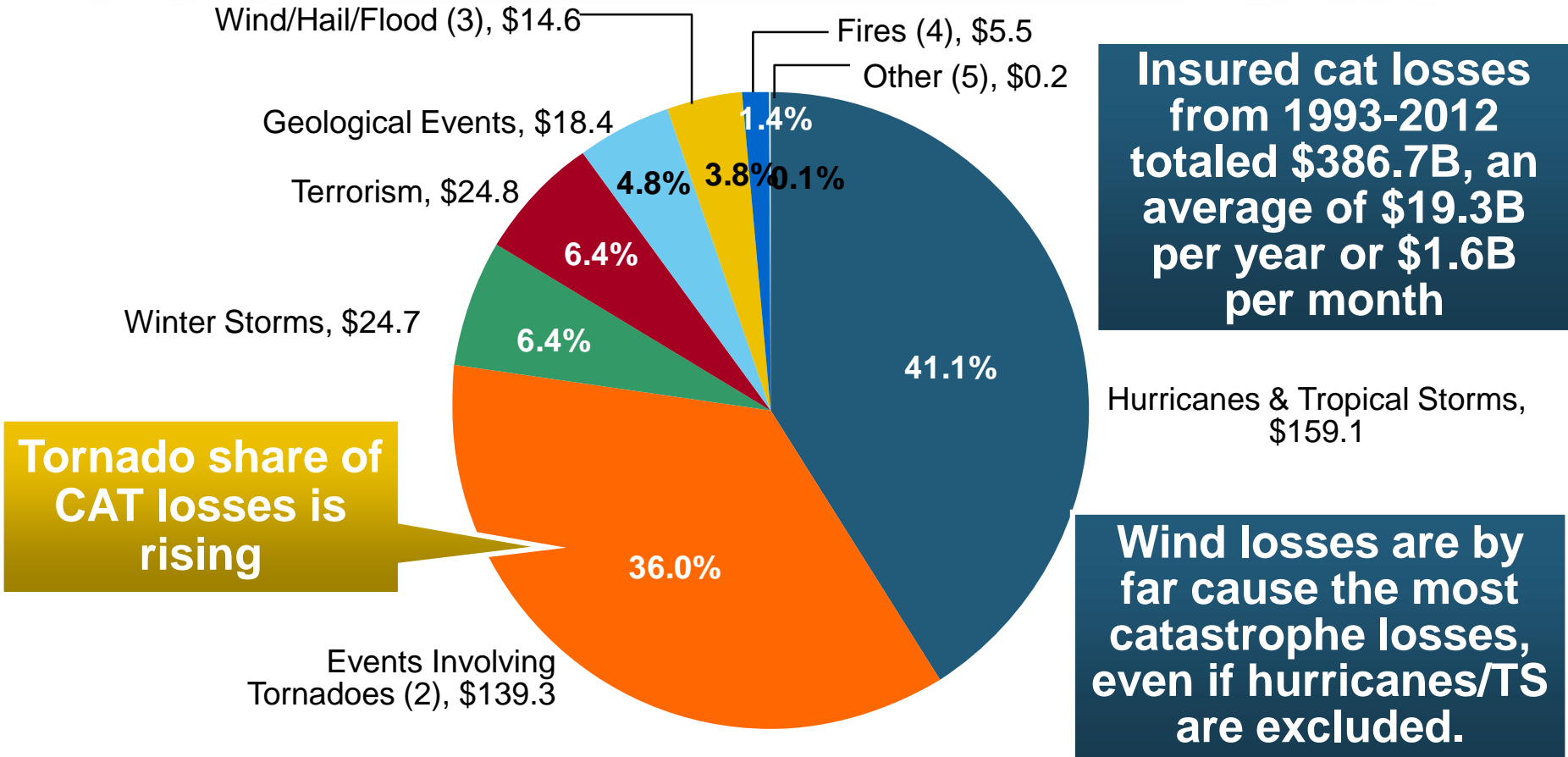
**Homeowners Performance in 2011/12 Impacted by Large Cat Losses but Lower CATs Helped 2013. Extreme Regional Variation Can Be Expected Due to Local Catastrophe Loss Activity**

# Top 8 States for Insured Catastrophe Losses, 2013

\$ Millions



# Inflation Adjusted U.S. Catastrophe Losses by Cause of Loss, 1994–2013<sup>1</sup>



**Insured cat losses from 1993-2012 totaled \$386.7B, an average of \$19.3B per year or \$1.6B per month**

**Tornado share of CAT losses is rising**

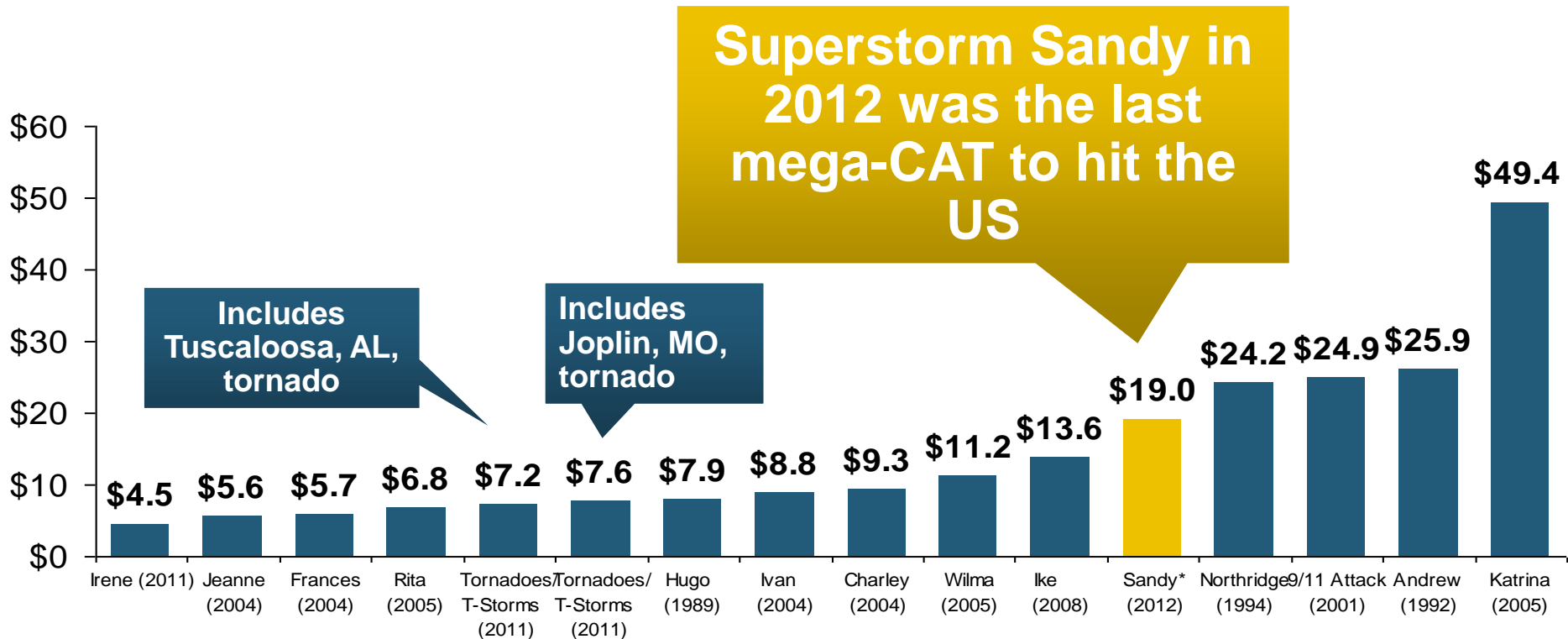
**Wind losses are by far cause the most catastrophe losses, even if hurricanes/TS are excluded.**

1. Catastrophes are defined as events causing direct insured losses to property of \$25 million or more in 2013 dollars.
2. Excludes snow.
3. Does not include NFIP flood losses
4. Includes wildland fires
5. Includes civil disorders, water damage, utility disruptions and non-property losses such as those covered by workers compensation.

Source: ISO's Property Claim Services Unit.

# Top 16 Most Costly Disasters in U.S. History

(Insured Losses, 2013 Dollars, \$ Billions)



**Superstorm Sandy in 2012 was the last mega-CAT to hit the US**

**Includes Tuscaloosa, AL, tornado**

**Includes Joplin, MO, tornado**

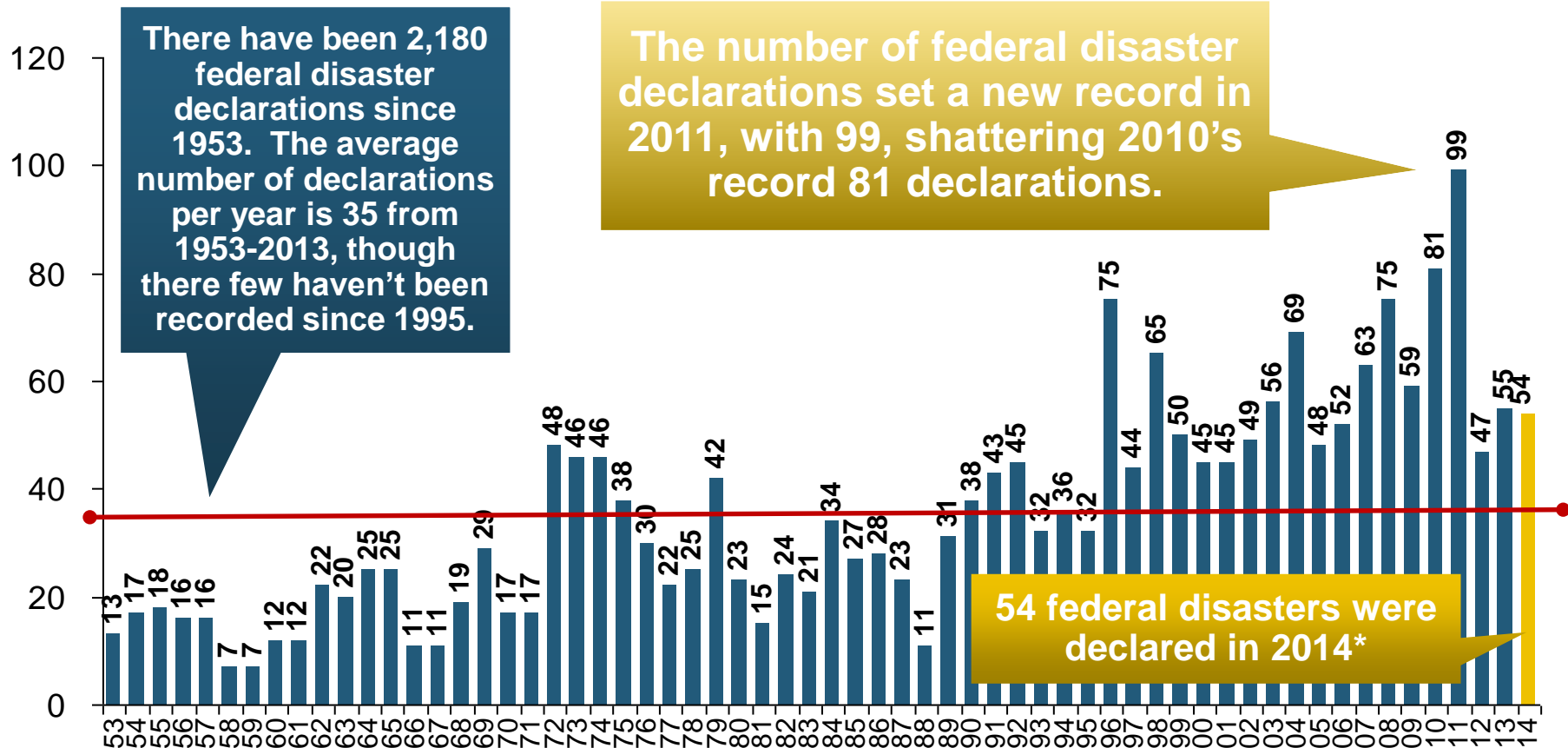
**12 of the 16 Most Expensive Events in US History Have Occurred Over the Past Decade**



# Federal Disaster Declarations Patterns: 1953-2014

**Disaster Declarations Set New  
Records in Recent Years**

# Number of Federal Major Disaster Declarations, 1953-2014\*



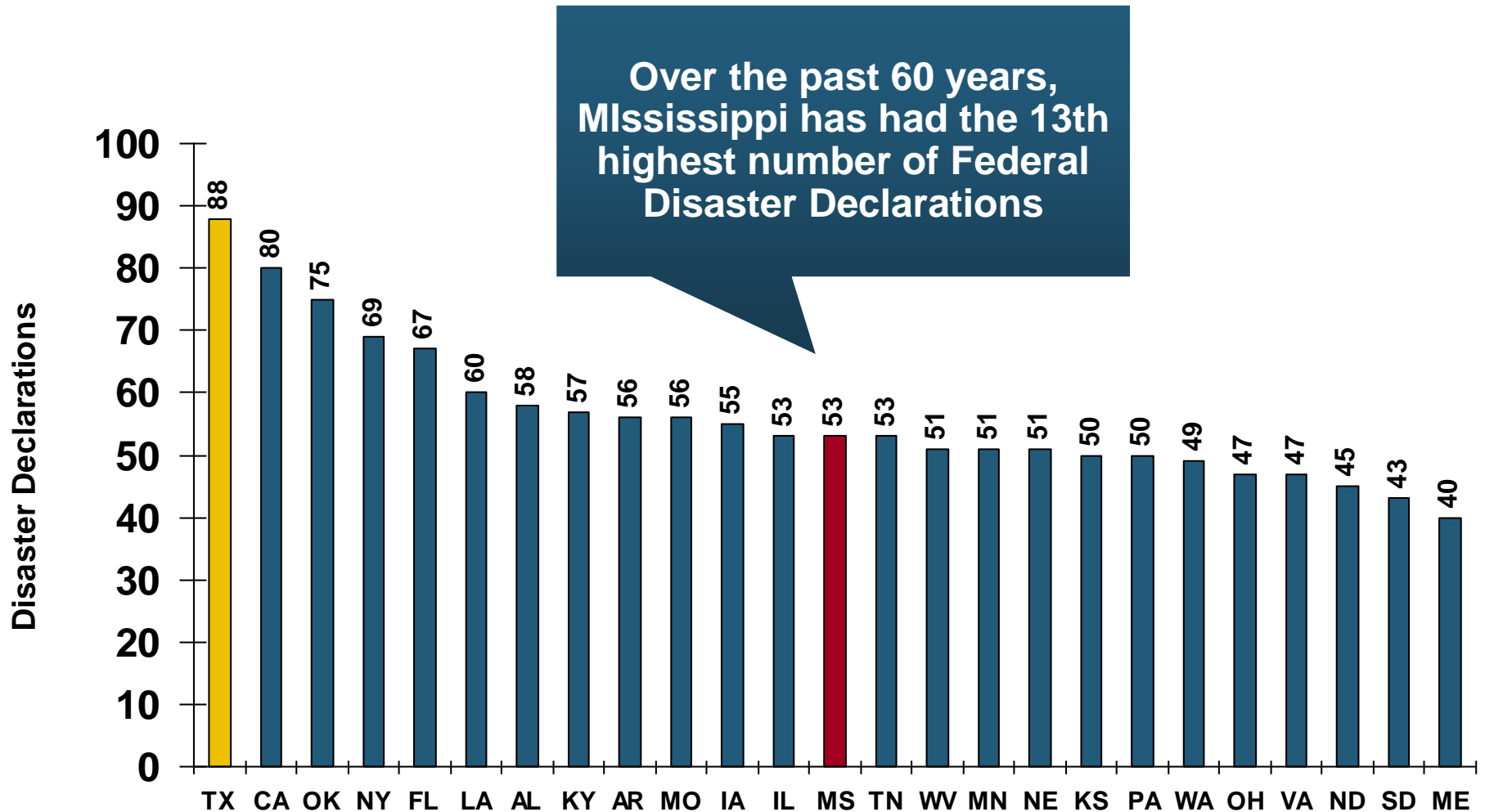
**The Number of Federal Disaster Declarations Is Rising and Set New Records in 2010 and 2011 Before Dropping in 2012-2014**

\*Through December 31, 2014.

Source: Federal Emergency Management Administration; <http://www.fema.gov/disasters>; Insurance Information Institute.



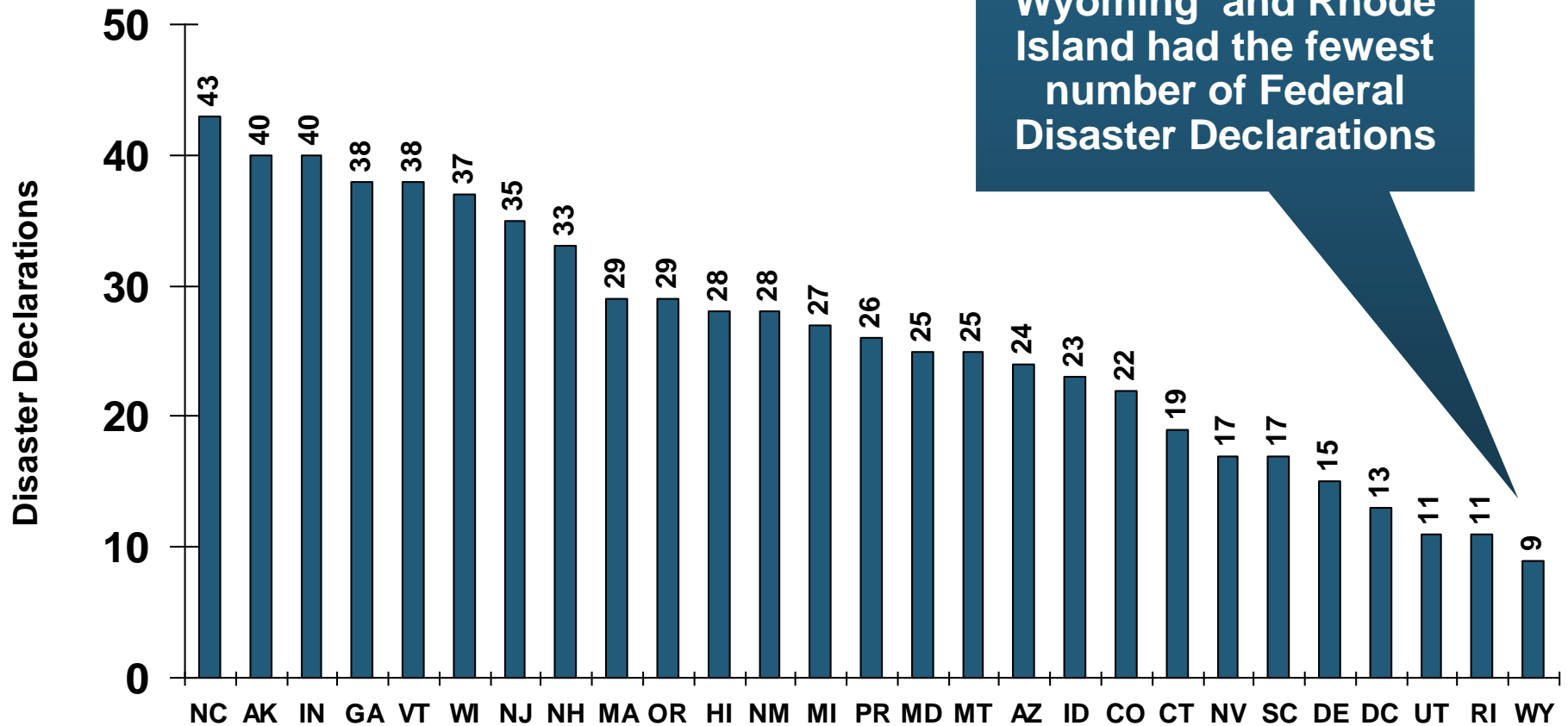
# Federal Disasters Declarations by State, 1953 – 2014: Highest 25 States\*



\*Through December 31, 2014. Includes Puerto Rico and the District of Columbia.

Source: FEMA: [http://www.fema.gov/news/disaster\\_totals\\_annual.fema](http://www.fema.gov/news/disaster_totals_annual.fema); Insurance Information Institute.

# Federal Disasters Declarations by State, 1953 – 2014: Lowest 25 States\*

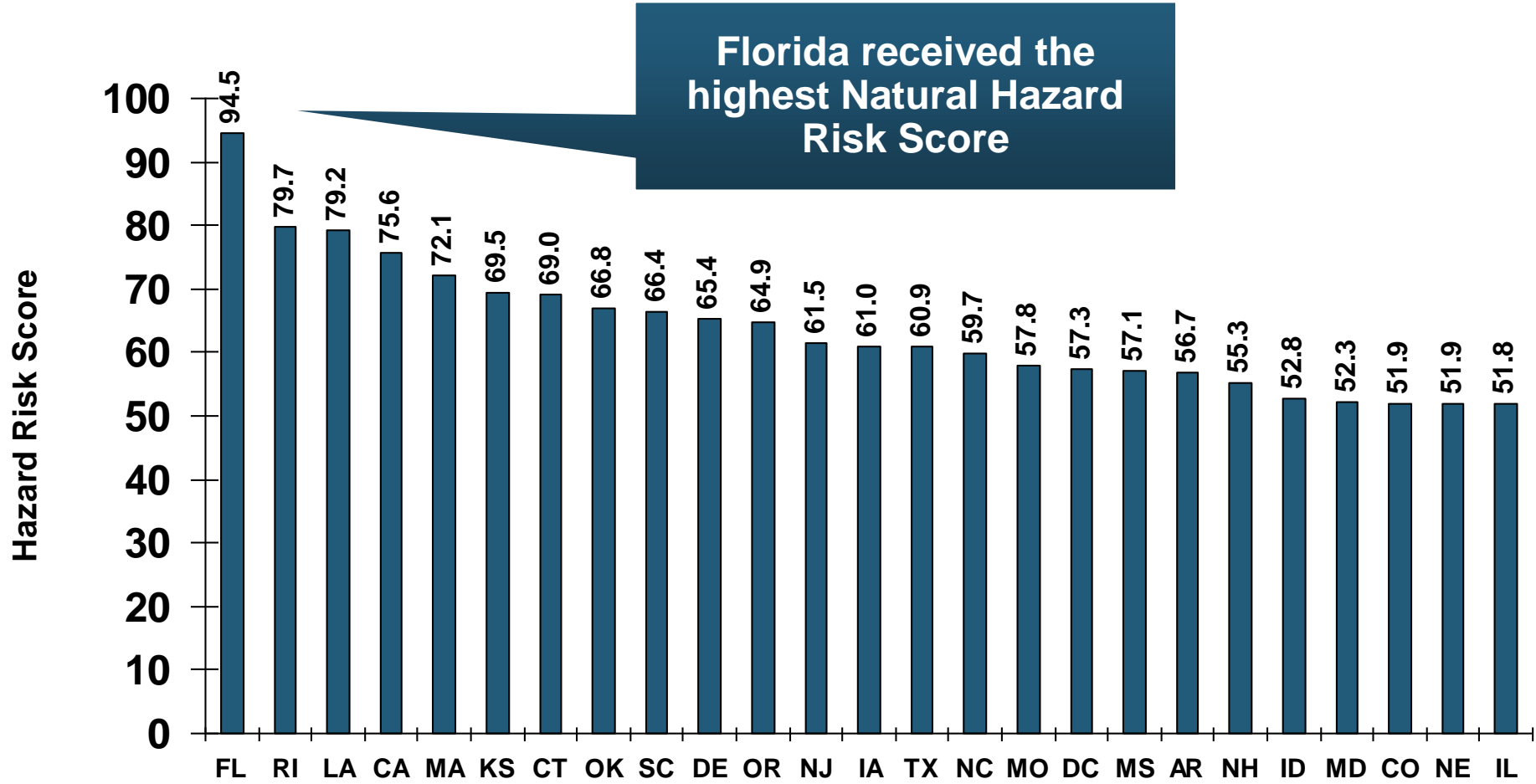


\*Through December 31, 2014. Includes Puerto Rico and the District of Columbia.

Source: FEMA: [http://www.fema.gov/news/disaster\\_totals\\_annual.fema](http://www.fema.gov/news/disaster_totals_annual.fema); Insurance Information Institute.

# Natural Hazard Risk Scores, 2014

## Highest 25 States\*



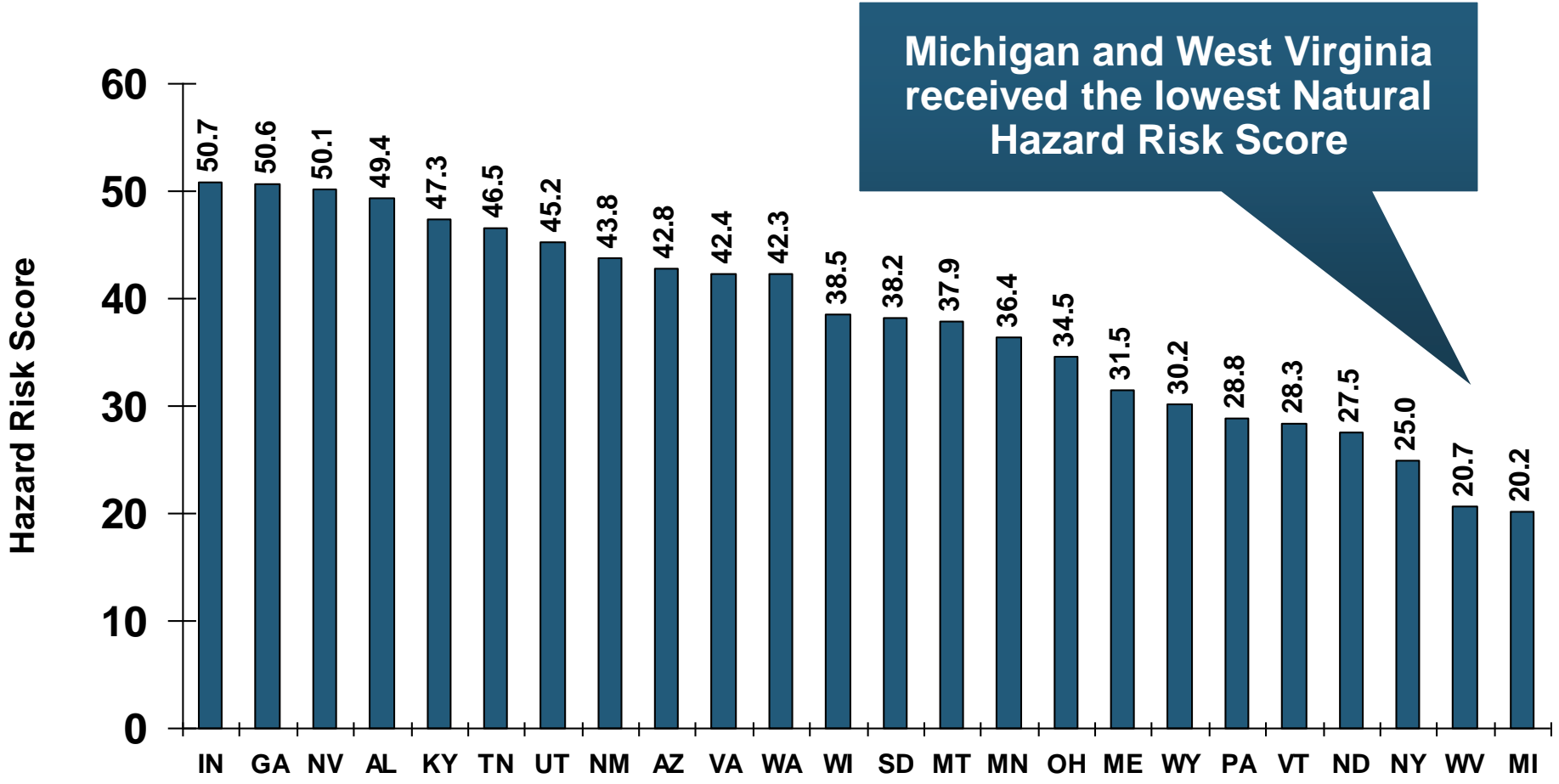
Note: Score is based on data on 9 natural hazards: flood, wildfire, tornado, storm surge, earthquake, straight-line wind, hurricane, wind, hail and sinkhole.

\*Analysis Includes DC. Excludes Alaska and Hawaii due to limited natural hazard risk data.

Sources: CoreLogic release "CoreLogic Identifies US States at Highest Risk of Property Damage Loss from Natural Hazards," Sept. 10, 2014; Insurance Information Institute.

# Natural Hazard Risk Scores, 2014

## Bottom 24 States\*



Michigan and West Virginia received the lowest Natural Hazard Risk Score

Note: Score is based on data on 9 natural hazards: flood, wildfire, tornado, storm surge, earthquake, straight-line wind, hurricane, wind, hail and sinkhole.

\*Analysis Includes DC. Excludes Alaska and Hawaii due to limited natural hazard risk data.

Sources: CoreLogic release "CoreLogic Identifies US States at Highest Risk of Property Damage Loss from Natural Hazards," Sept. 10, 2014; Insurance Information Institute.

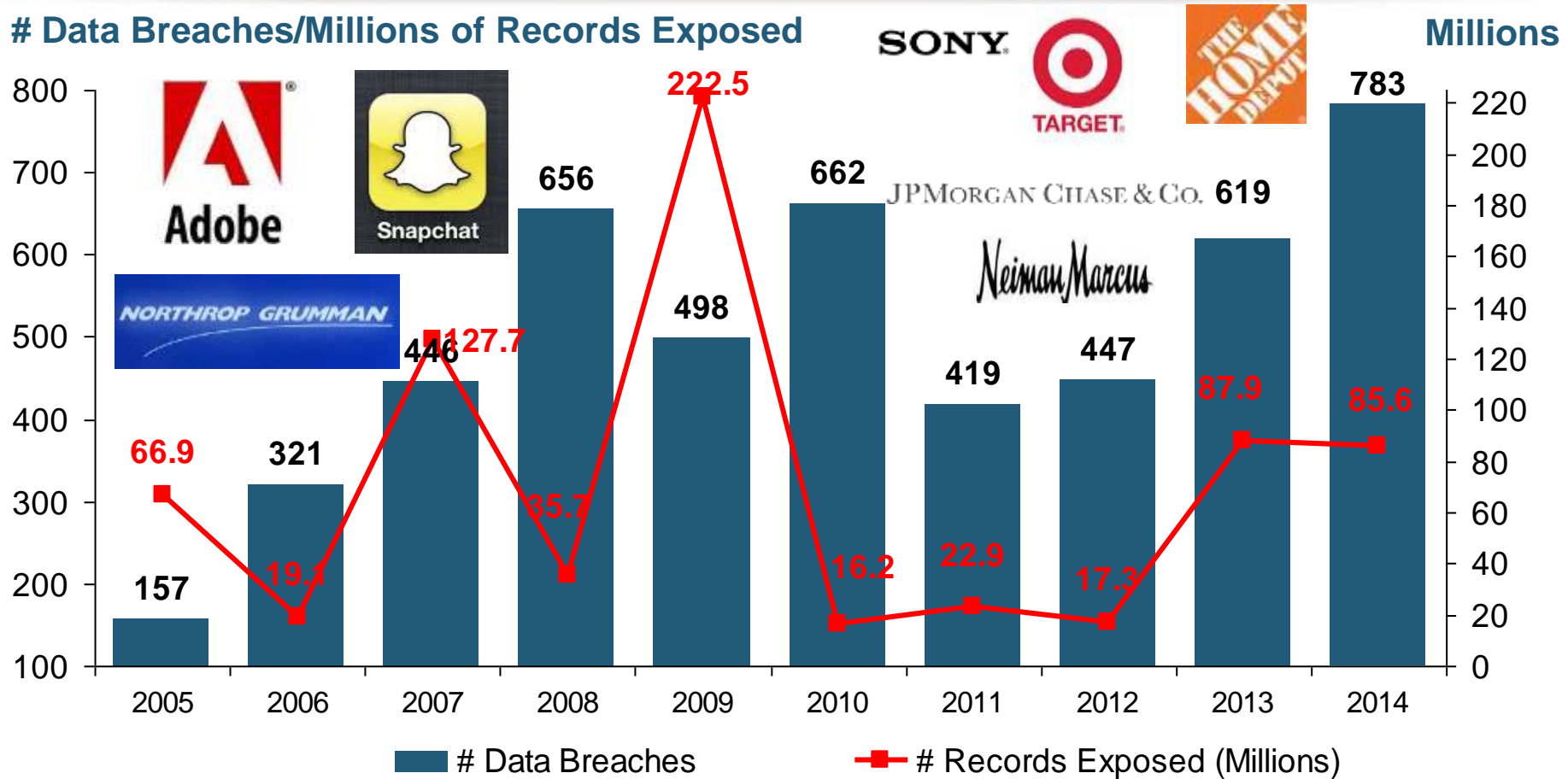
# **CYBER RISK & CYBER INSURANCE**

**Cyber Risk is a Rapidly Emerging  
Exposure for Businesses Large and  
Small in Every Industry**

***Rapidly Increasing Interest from  
Businesses, Media & Public Policymakers***

# Data Breaches 2005-2014, by Number of Breaches and Records Exposed

# Data Breaches/Millions of Records Exposed

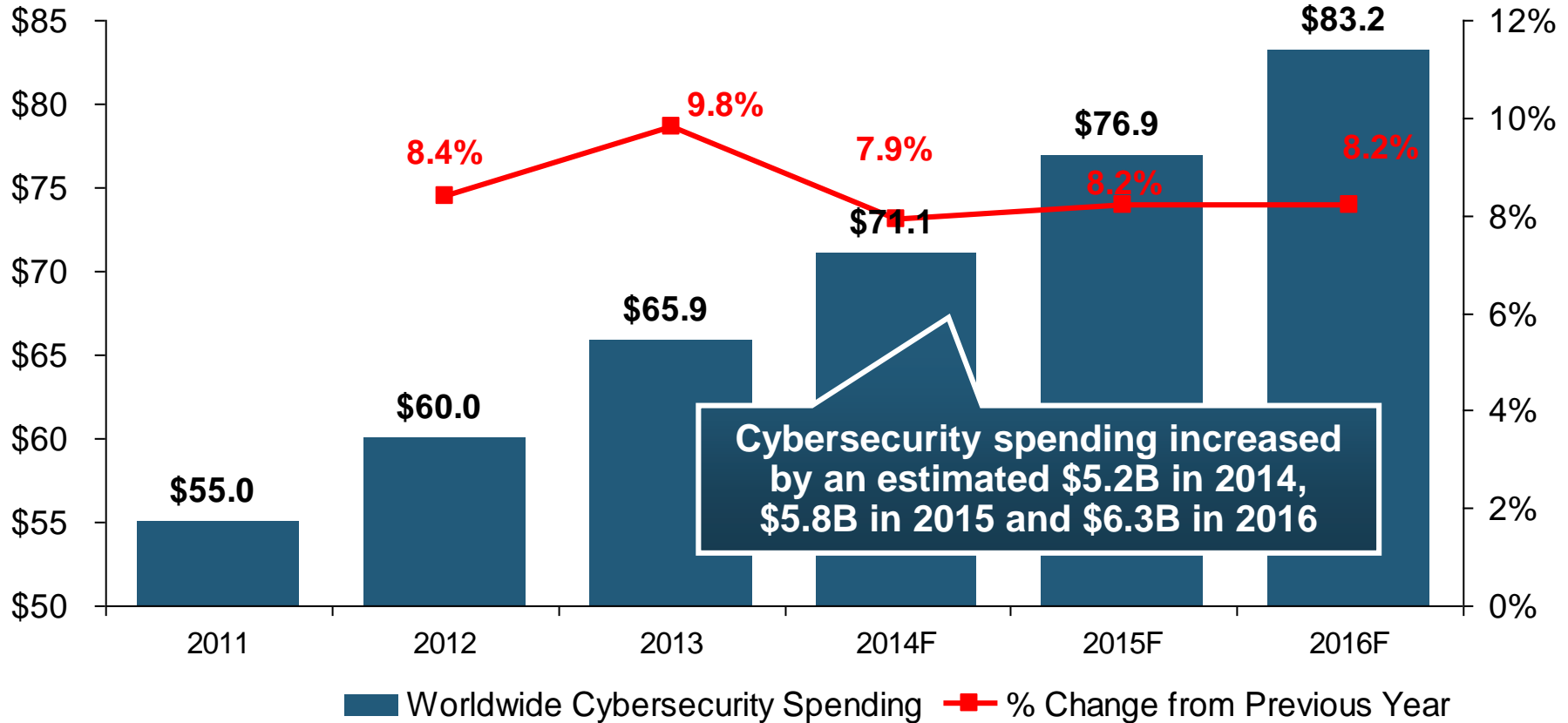


**The Total Number of Data Breaches Rose 28% While the Number of Records Exposed Was Relatively Flat (-2.6%)**

\* 2014 figures as of Jan. 12, 2014 from the ITRC.  
Source: Identity Theft Resource Center.

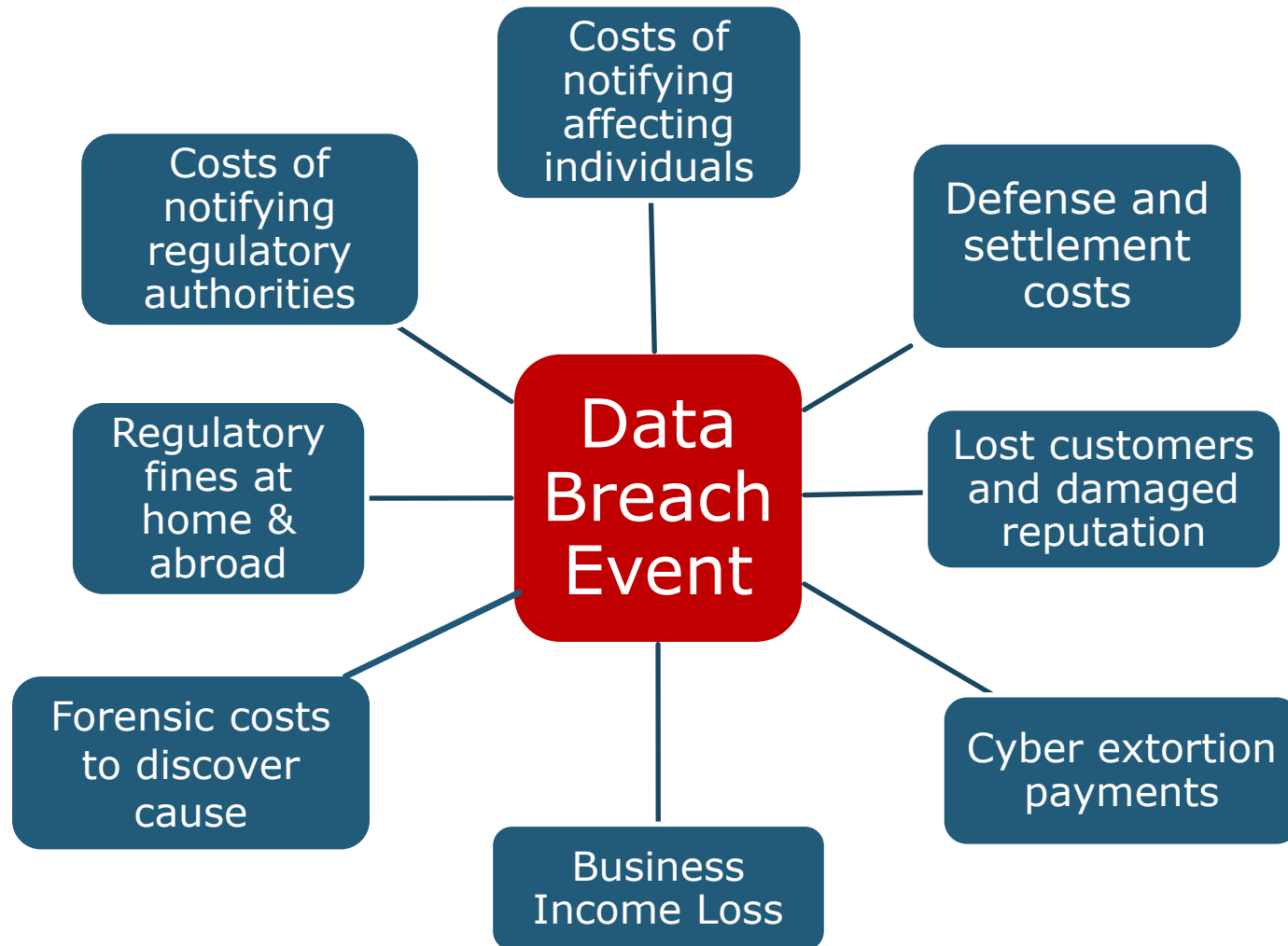
# Worldwide Cybersecurity Spending, 2011- 2016F

(\$ Billions)



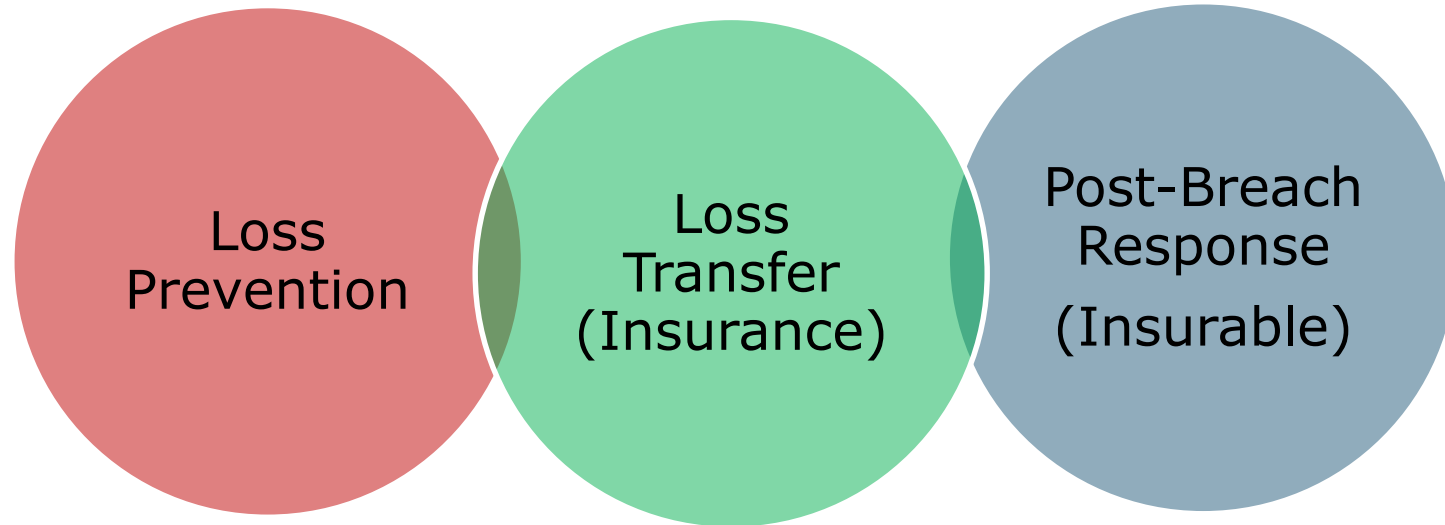
**Cybersecurity Spending Is Rising Sharply, Up by About 8%+ Annually through 2016—a Projected Increase of \$12.1 Billion from 2014 to 2016**

# Data/Privacy Breach: Many Potential Costs Can Be Insured





# The Three Basic Elements of Cyber Coverage: Prevention, Transfer, Response



**Cyber risk management today involves three essential components, each designed to reduce, mitigate or avoid loss. An increasing number of cyber risk products offered by insurers today provide all three.**

# I.I.I. Released its Second Cyber Report in 2014: *Cyber Risk: The Growing Threat*



## CYBER RISKS: THE GROWING THREAT

JUNE 2014

Robert P. Hartwig, Ph.D., CPCU  
President & Economist  
(212) 346-5520  
bobh@iil.org

Claire Wilkinson  
Consultant  
(817) 458-6497  
clairew@iil.org

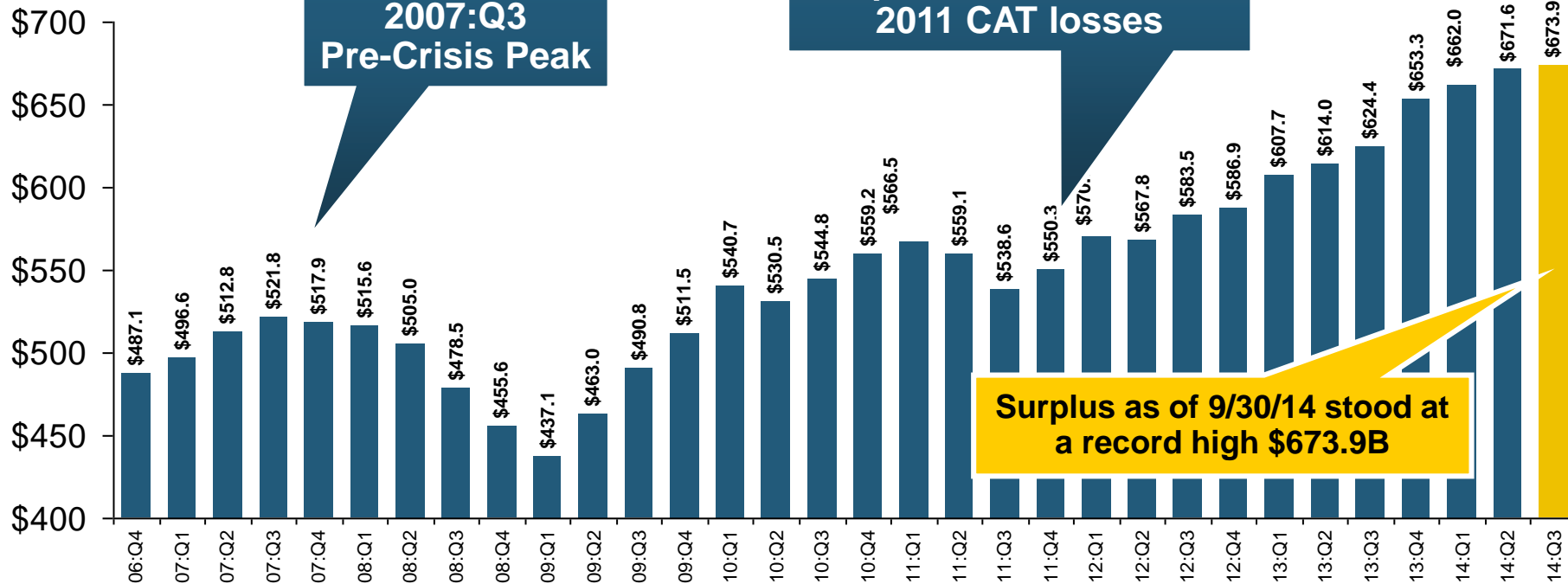
- I.I.I.'s 2<sup>nd</sup> report on cyber risk released June 2014
- Provides information on cyber threats and insurance market solutions
- Global cyber risk overview
  - Quantification of threats by type and industry
- Cyber security and cost of attacks
- Cyber terrorism
- Cyber liability
- Insurance market for cyber risk
- **3<sup>rd</sup> Report in Q2 2015**

# **CAPITAL/CAPACITY**

## **Capital Accumulation Has Multiple Impacts**

# Policyholder Surplus, 2006:Q4–2014:Q3

(\$ Billions)



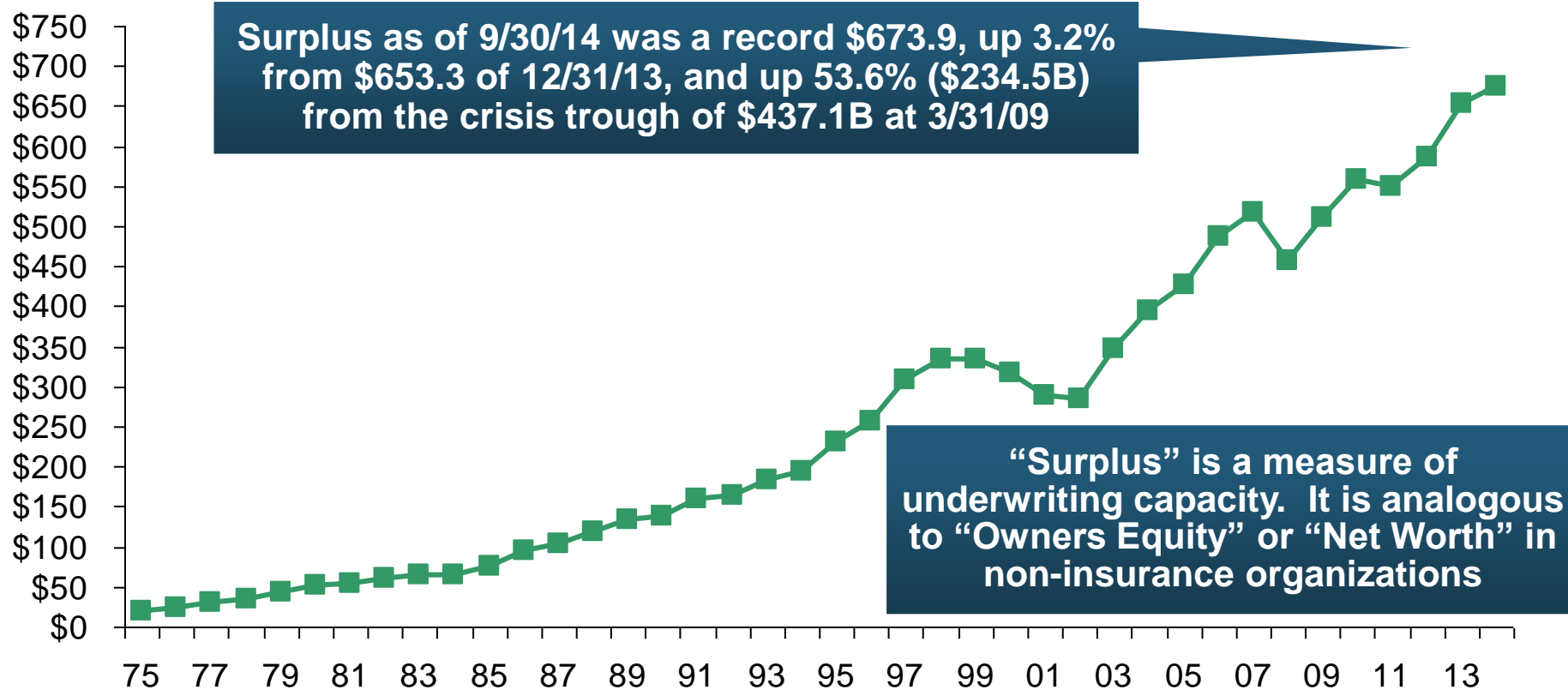
The industry now has \$1 of surplus for every \$0.73 of NPW, close to the strongest claims-paying status in its history.

2010:Q1 data includes \$22.5B of paid-in capital from a holding company parent for one insurer's investment in a non-insurance business.

The P/C insurance industry entered 2015 in very strong financial condition.

# US Policyholder Surplus: 1975–2014\*

(\$ Billions)



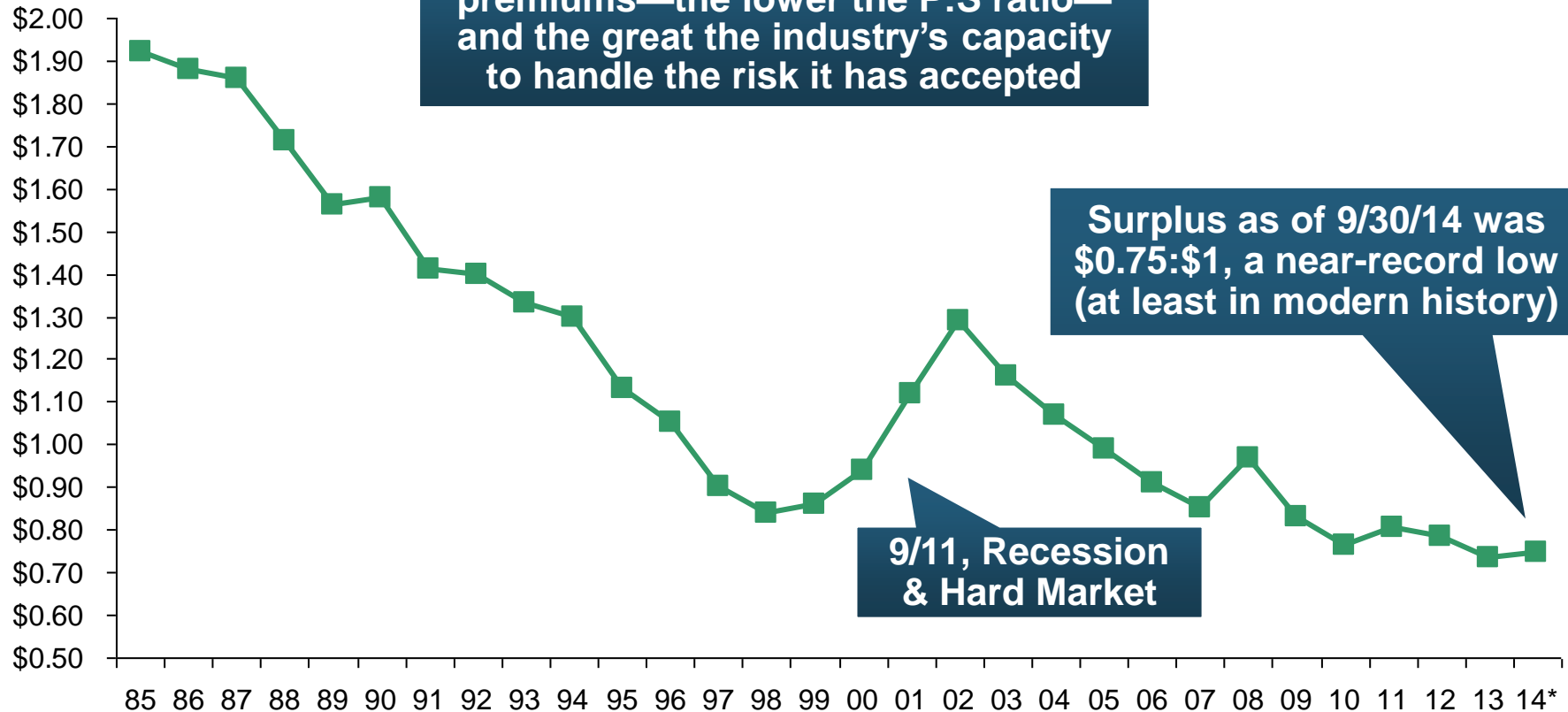
**The Premium-to-Surplus Ratio Stood at \$0.73:\$1 as of 9/30/14, a Near Record Low (at Least in Recent History)**

\* As of 9/30/14.

Source: A.M. Best, ISO, Insurance Information Institute.

# Premium-to-Surplus Ratio: 1985–2014\*

(Ratio of NWP to PHS)

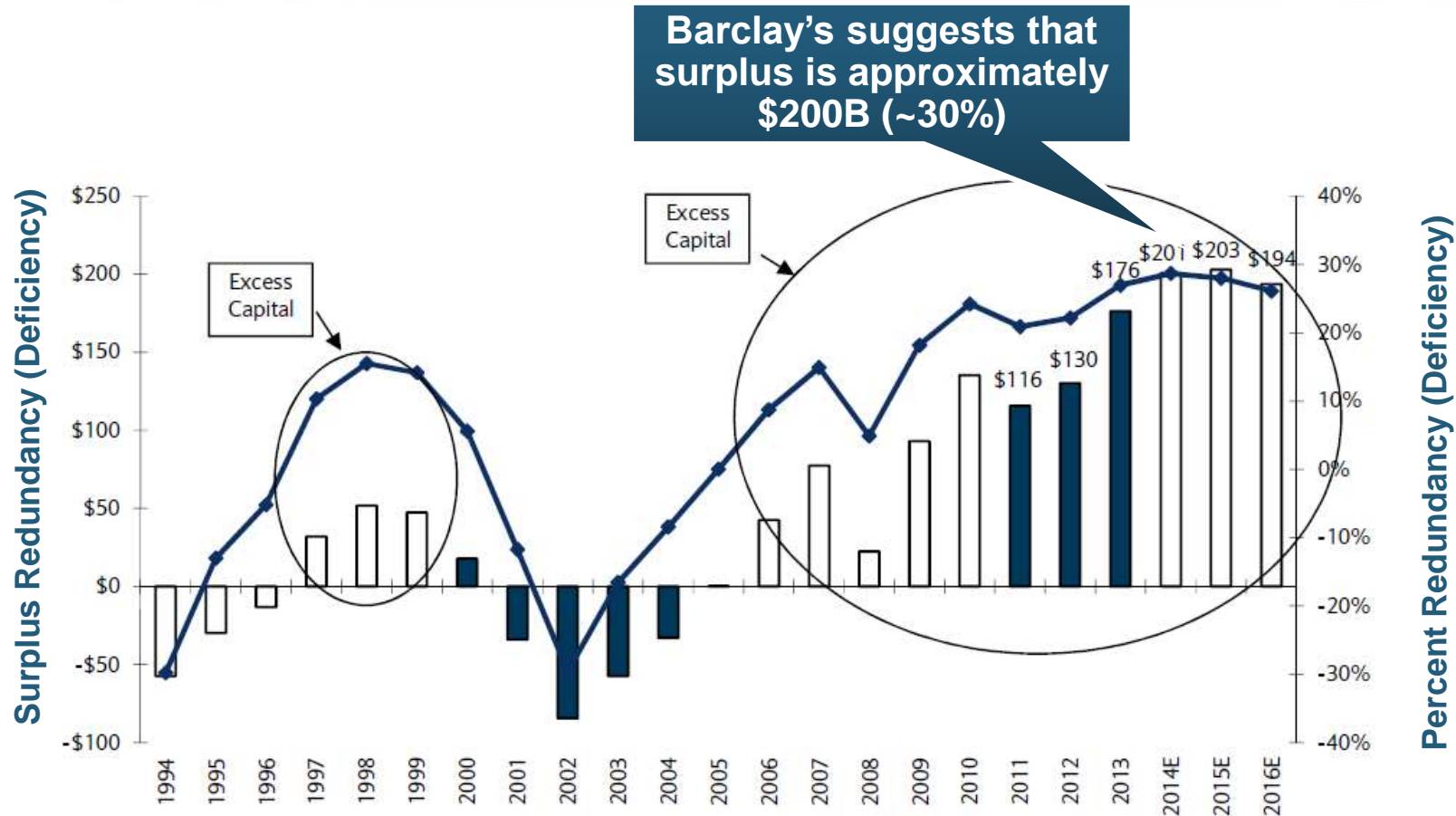


**The Premium-to-Surplus Ratio Stood at \$0.75:\$1 as of 9/30/14, a Record Low (at Least in Recent History)**

\* As of 9/30/14.

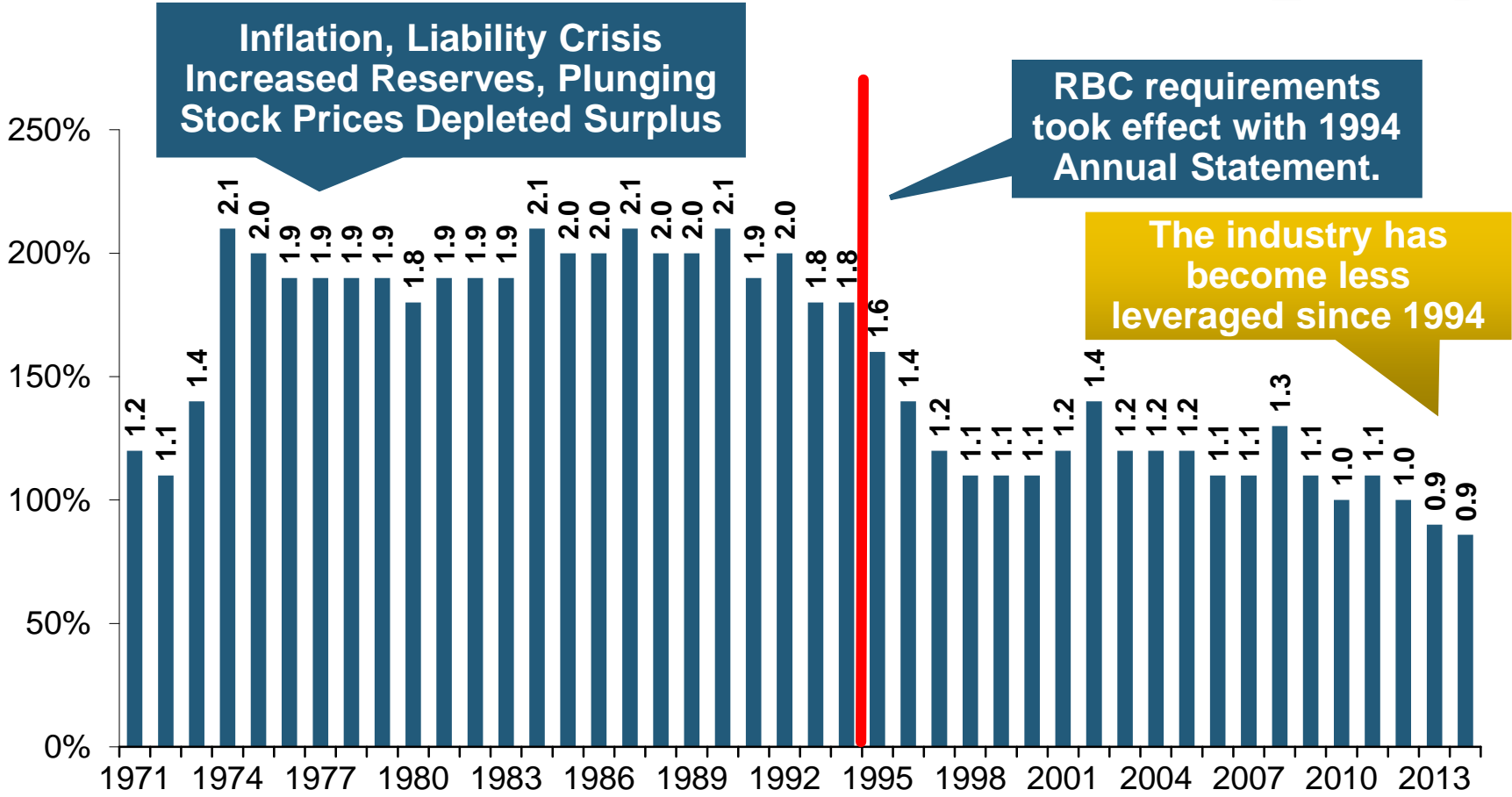
Source: A.M. Best, ISO, Insurance Information Institute.

# US P/C Insurance Industry Excess Capital Position: 1994–2016E



**The Industry's Strong Capital Position Suggests Insurers Are in a Good Position to Increase Risk Appetite, Repurchase Shares and Pursue Acquisitions**

# P/C Industry: Loss Reserve-to-Surplus Ratio, 1971-2014:Q3



**The Property/Casualty Industry Adjusted Its Risk Portfolio in Response to Risk-Based Capital Requirements Implemented in 1994.**

Source: Calculations from A.M. Best data by Insurance Information Institute.



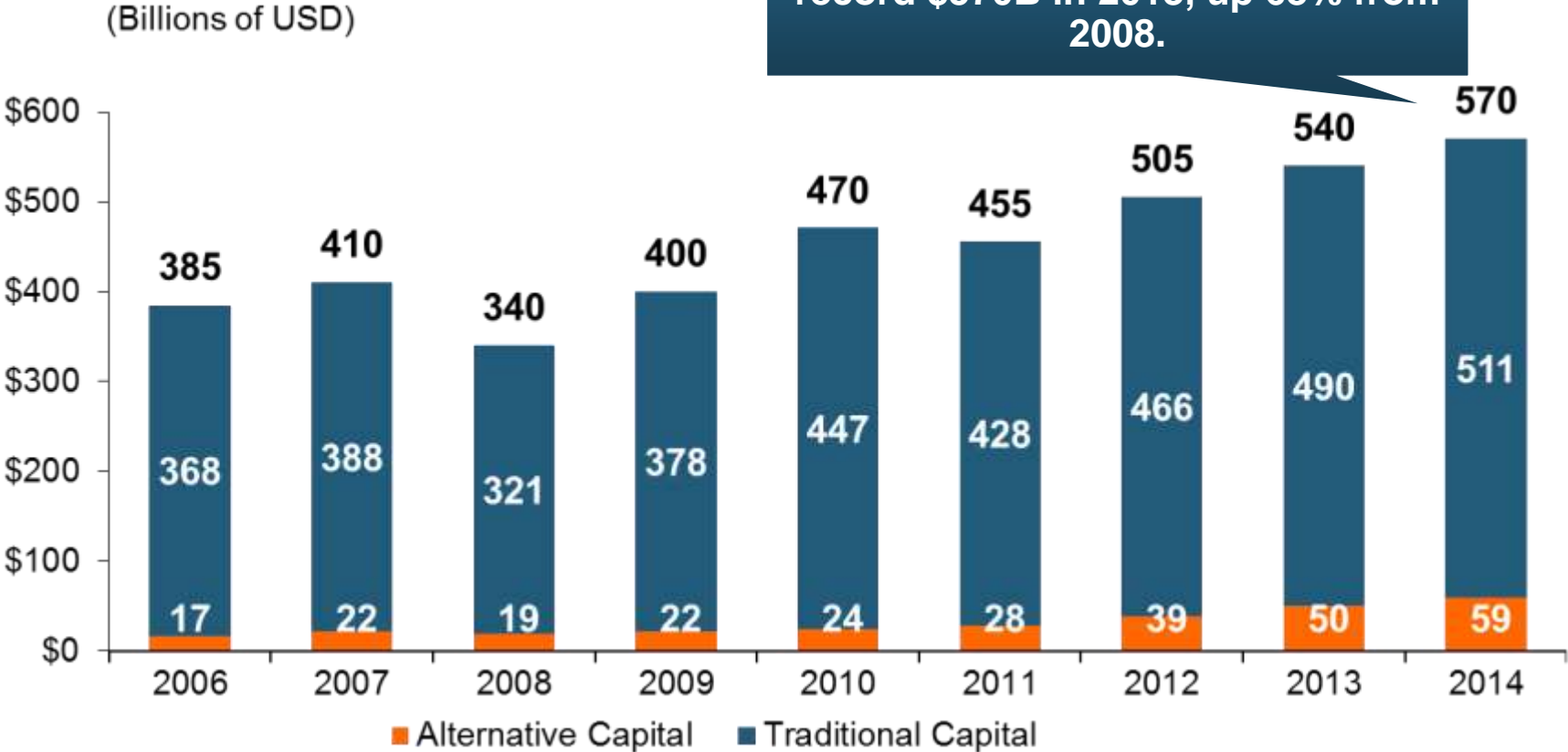
# Alternative Capital

**New Investors Continue to Change  
the Reinsurance Landscape**

***First I.I.I. White Paper on Issue Will Be  
Released March 2015***

# Global Reinsurance Capital (Traditional and Alternative), 2006 - 2014

Total reinsurance capital reached a record \$570B in 2013, up 68% from 2008.

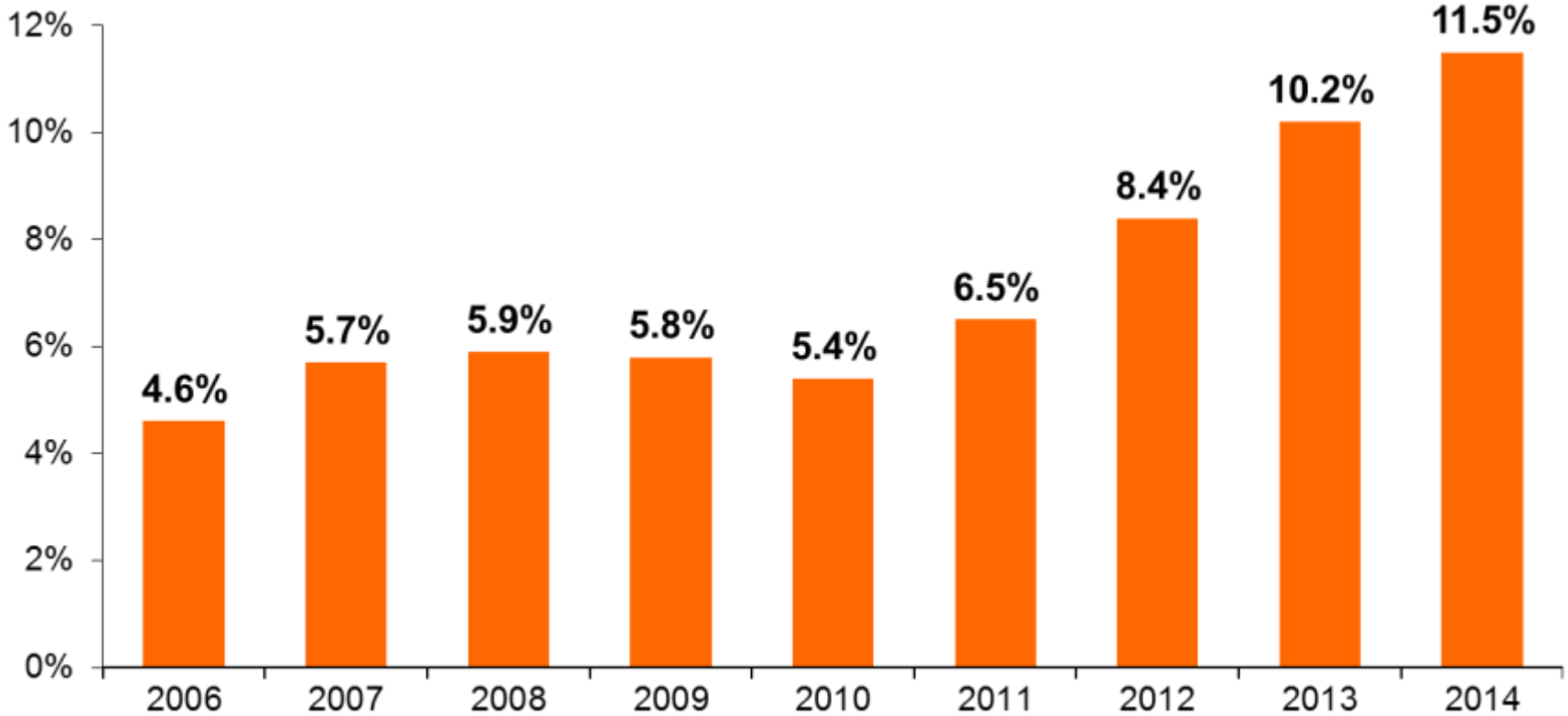


**But alternative capacity has grown 210% since 2008, to \$50B. It has more than doubled in the past three years.**

2014 data is as of June 30, 2014.

Source: Aon Benfield Analytics; Insurance Information Institute.

# Alternative Capital as a Percentage of Traditional Global Reinsurance Capital

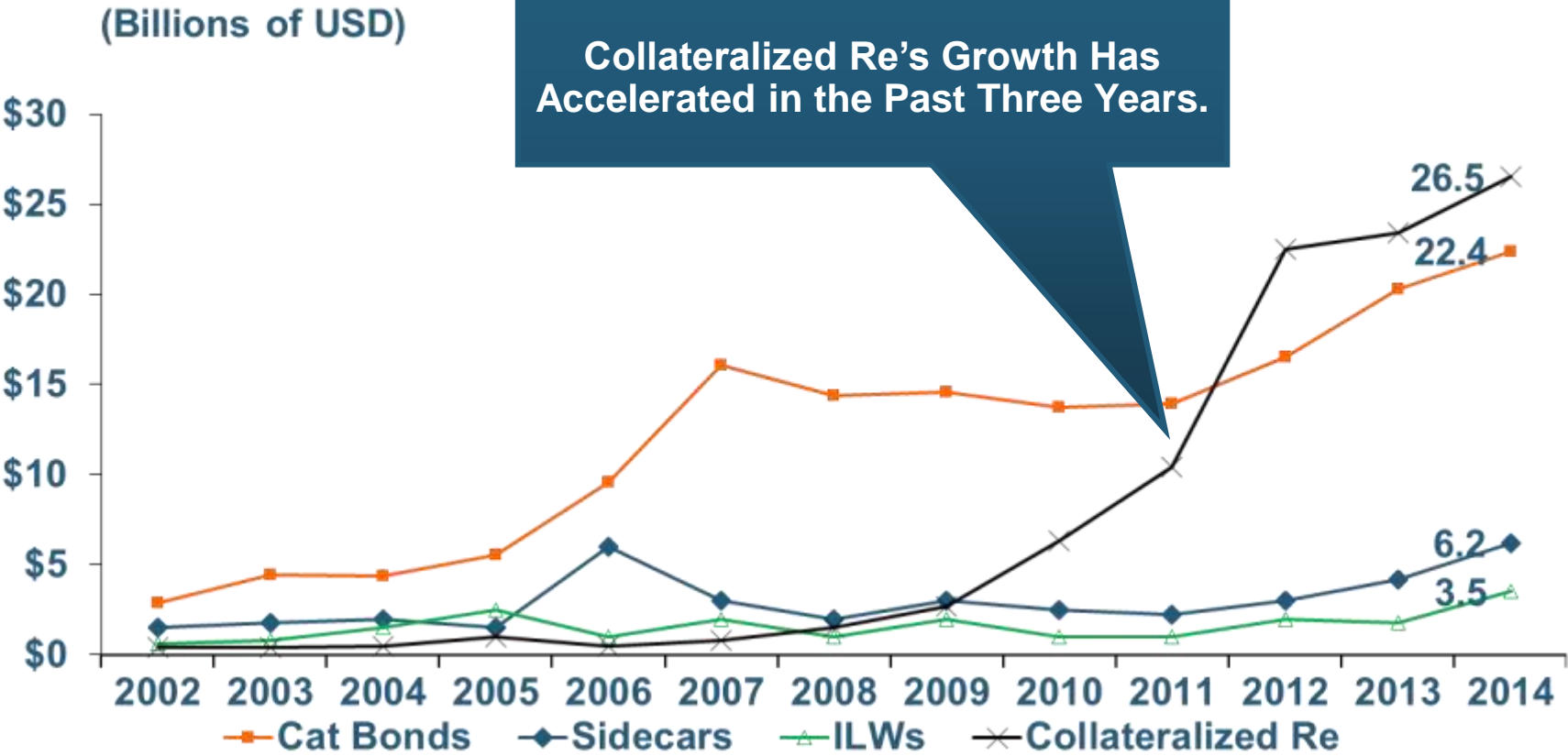


**Alternative Capital's Share of Global Reinsurance Capital Has More Than Doubled Since 2010.**

2014 data is as of June 30, 2014.

Source: Aon Benfield Analytics; Insurance Information Institute.

# Growth of Alternative Capital Structures, 2002 - 2014

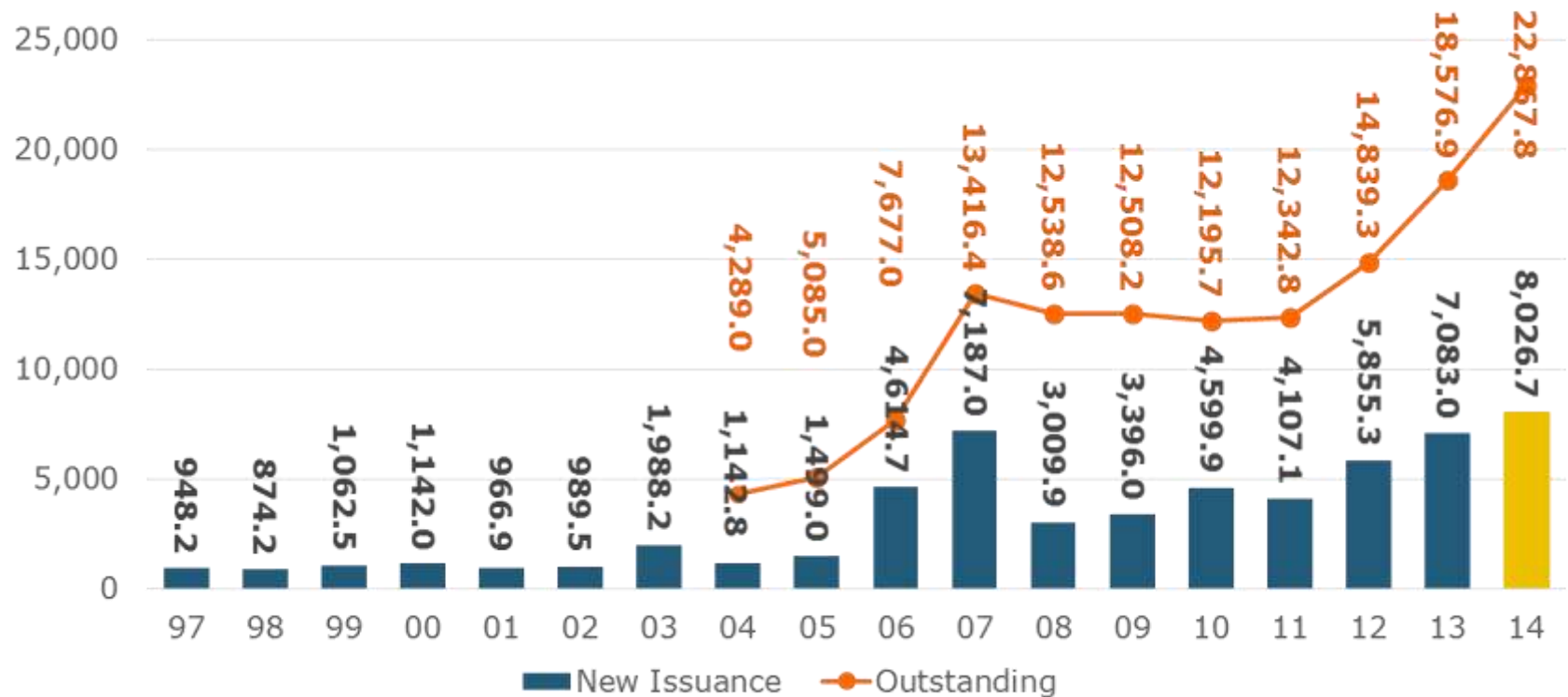


**Collateralized Reinsurance and Catastrophe Bonds Currently Dominate the Alternative Capital Market.**

2014 data is as of June 30, 2014.  
 Source: Aon Benfield Analytics; Insurance Information Institute.

# Catastrophe Bond Issuance and Outstanding: 1997-2014

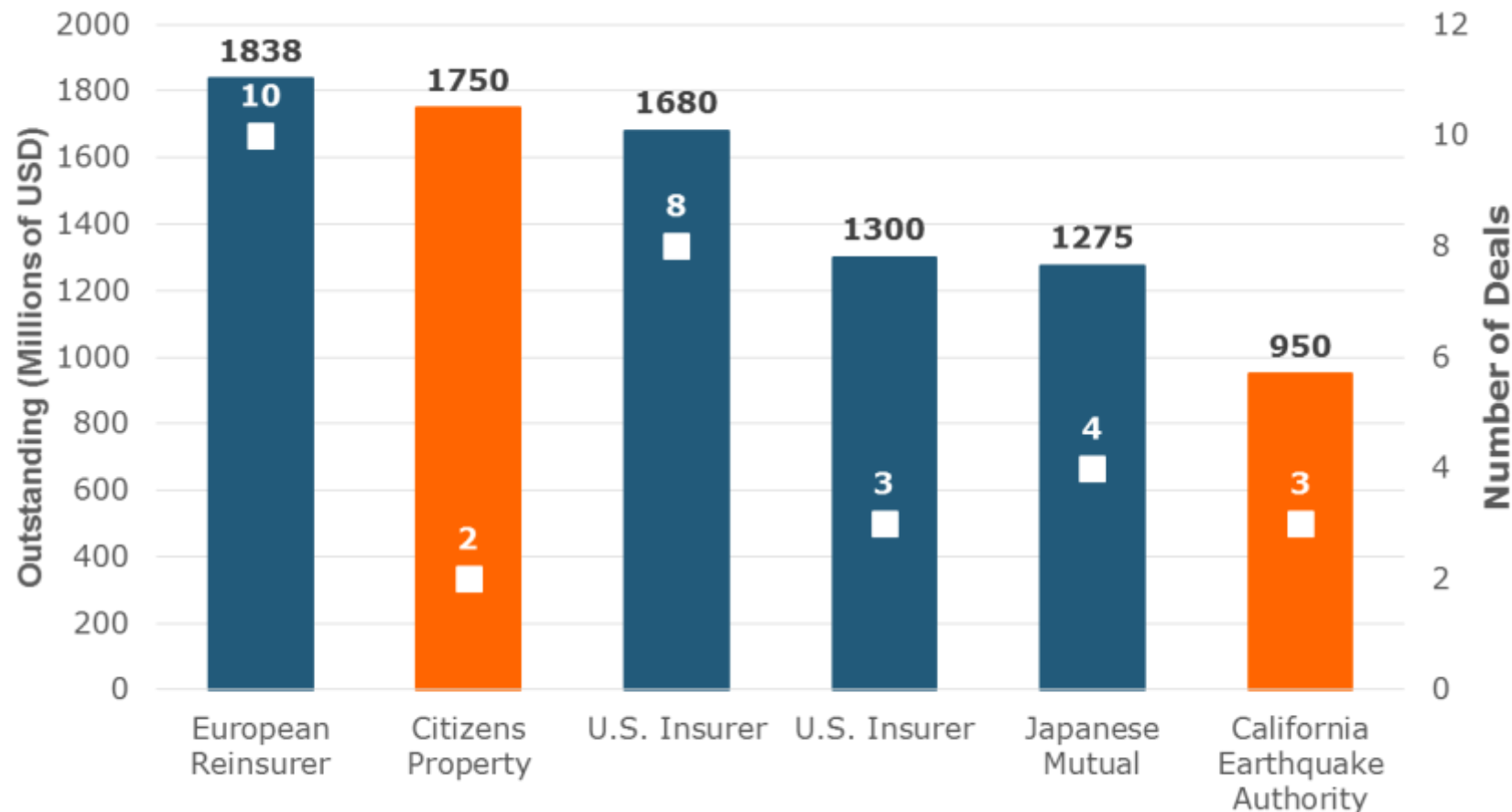
Risk Capital Amount (\$ Millions)



**2014 Has Seen the Largest Cat Bond Ever - \$1.5 Billion (Florida Citizens). Bond Issuance Set a Record.**

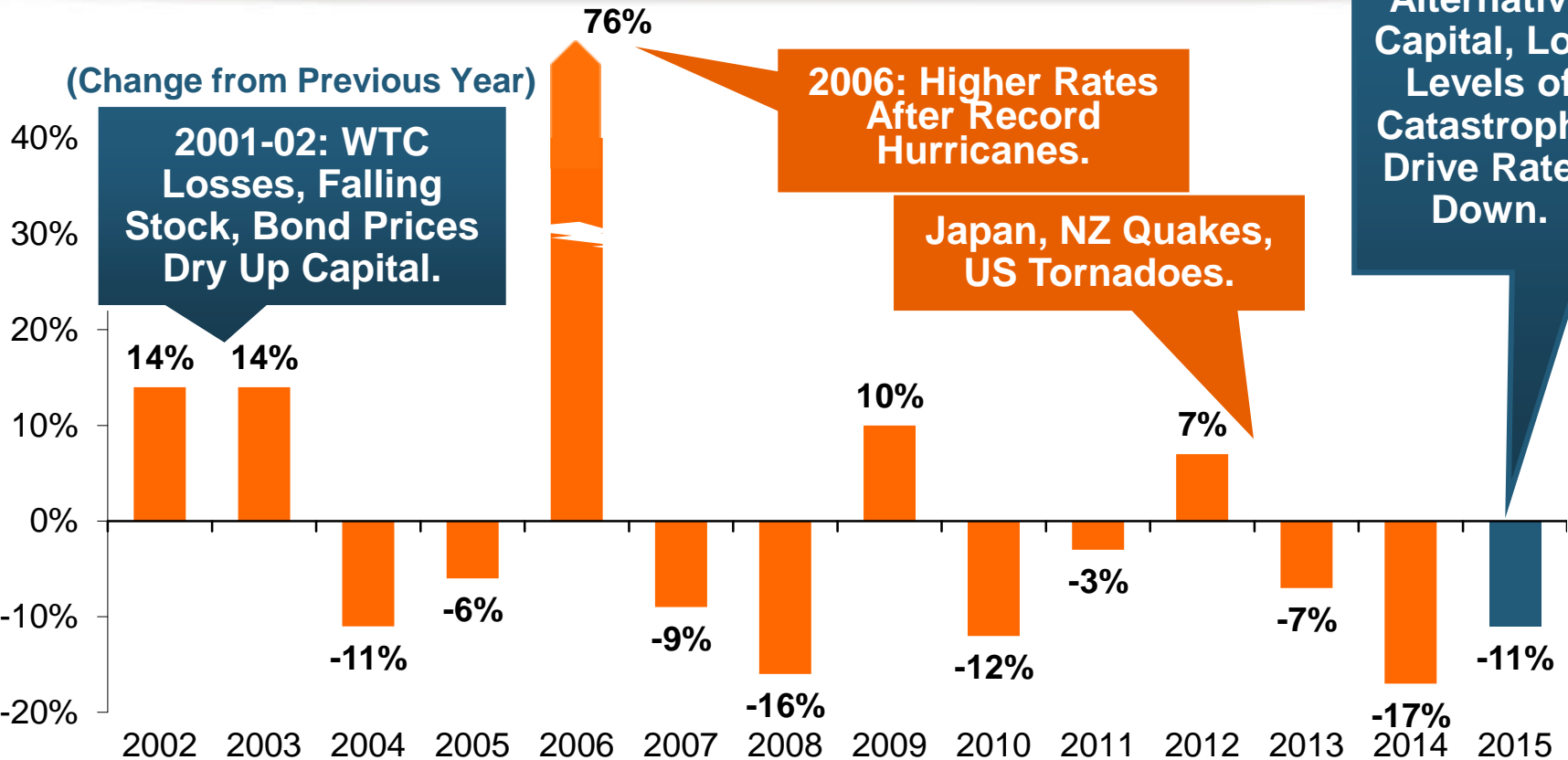
Source: Guy Carpenter.

# Largest Sponsors of ILS, Year-End 2014



**Two of the Largest ILS Issuers Are Government-Sponsored Insurers. Nine Government-Related Insurers Have \$4.6 Billion in Outstanding Securities.**

# Reinsurance Pricing: Change in Rate on Line for Cat Business

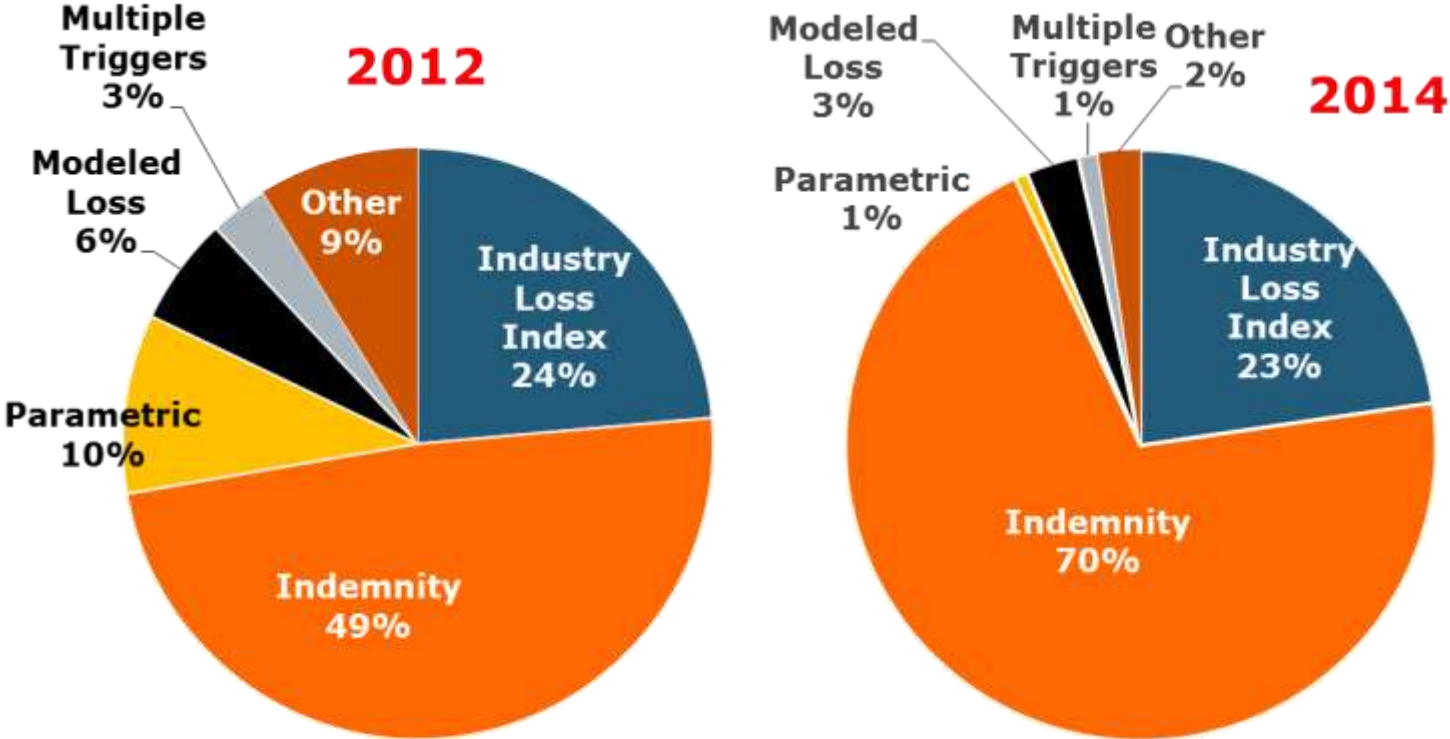


Alternative Capital, Low Levels of Catastrophe Drive Rates Down.

**Catastrophe Prices Fell 11 Percent on January 1 Renewals, Driven by Emergence of New Capital, Mild Catastrophe Losses.**

2014 reflects change through June 30 from prior year end. 2015 is for January 1 renewals..  
 Source: Guy Carpenter; Insurance Information Institute.

# ILS Issuance by Trigger

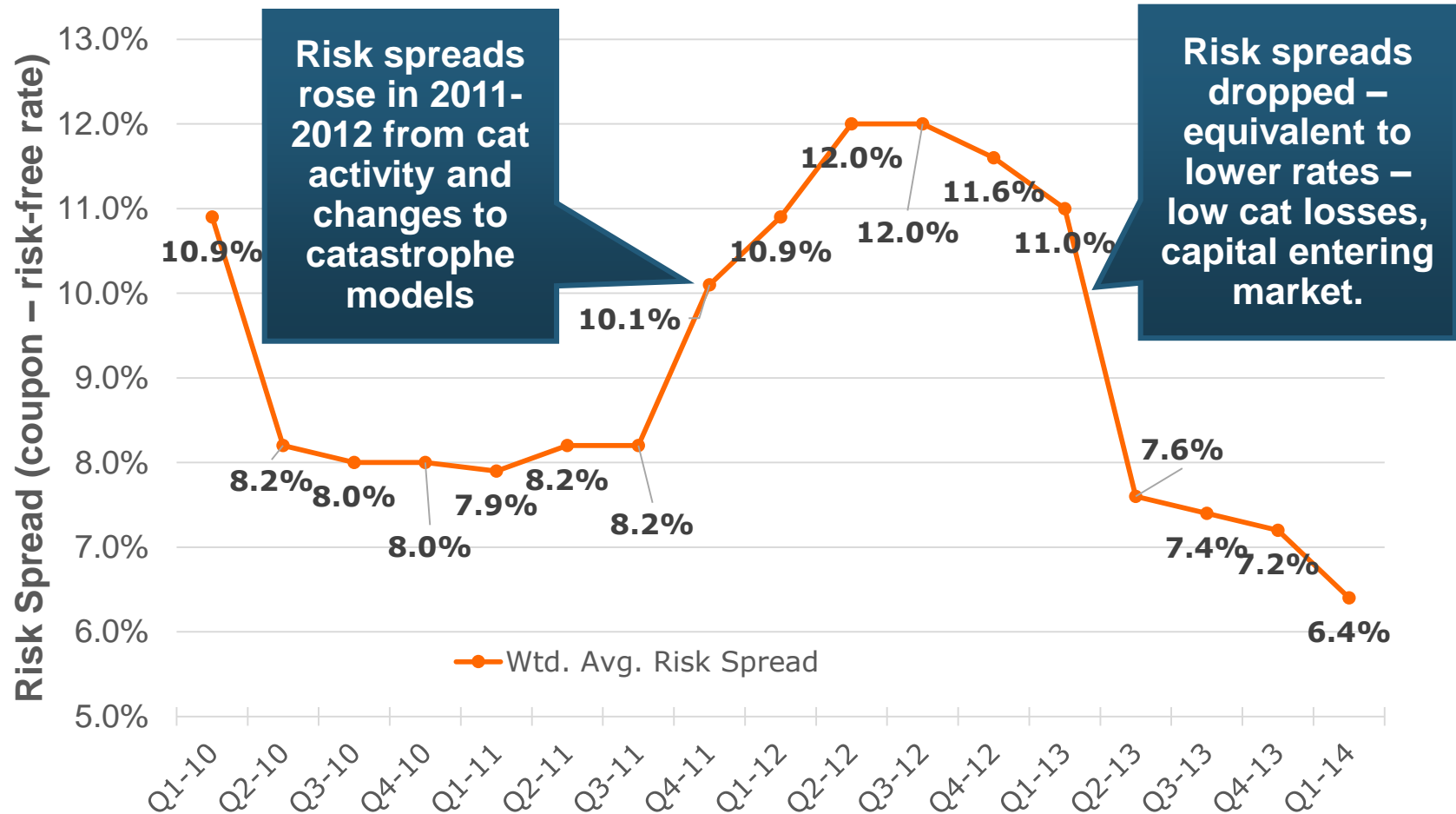


**Terms Are Shifting Away From ‘Objective’ Triggers (Favored by Investors) Toward Indemnity Trigger (Favored by Insurers).**

Source: Artemis.bm; Insurance Information Institute.



# U.S. Wind-Exposed Risk Premium\* 2010:Q1 to 2014: Q1



\* Trailing 12-month average

SOURCE: Willis Capital Markets, Insurance Information Institute.

# I.I.I. Will Release its First Report on Alternative Capital During Q1 2015



## ALTERNATIVE CAPITAL: PASSING FANCY OR PERMANENT FIXTURE?

*Forthcoming: Q1 2015*

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Chief Actuary and Director of Research and Information Services  
(212) 546-9530  
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Insurance Information Institute 110 William Street New York, NY 10038 212 546 5000

- Issue of alternative capital in (re)insurance has received increased attention in recent years
- Significant structural changes in property catastrophe reinsurance space
- Questions addressed include:
  - Sources of new capital
  - Reasons/Drivers of growth
  - New structures
  - Impact of major triggering event(s)
  - Impacts of higher interest rates
  - Cat bond yield compression

# Questions Arising from Influence of Alternative Capital

- **What Will Happen When Investors Face Large-Scale Losses?**
- **What Happens When Interest Rates Rise?**
- **Does ILS Have a Higher Propensity to Litigate?**
- **How Much Lower Will Risk Premiums Shrink/ROIs Fall?**
- **Will There Be Spillover Into Casualty Reinsurance?**
- **Will Alternative Capital Drive Consolidation?**



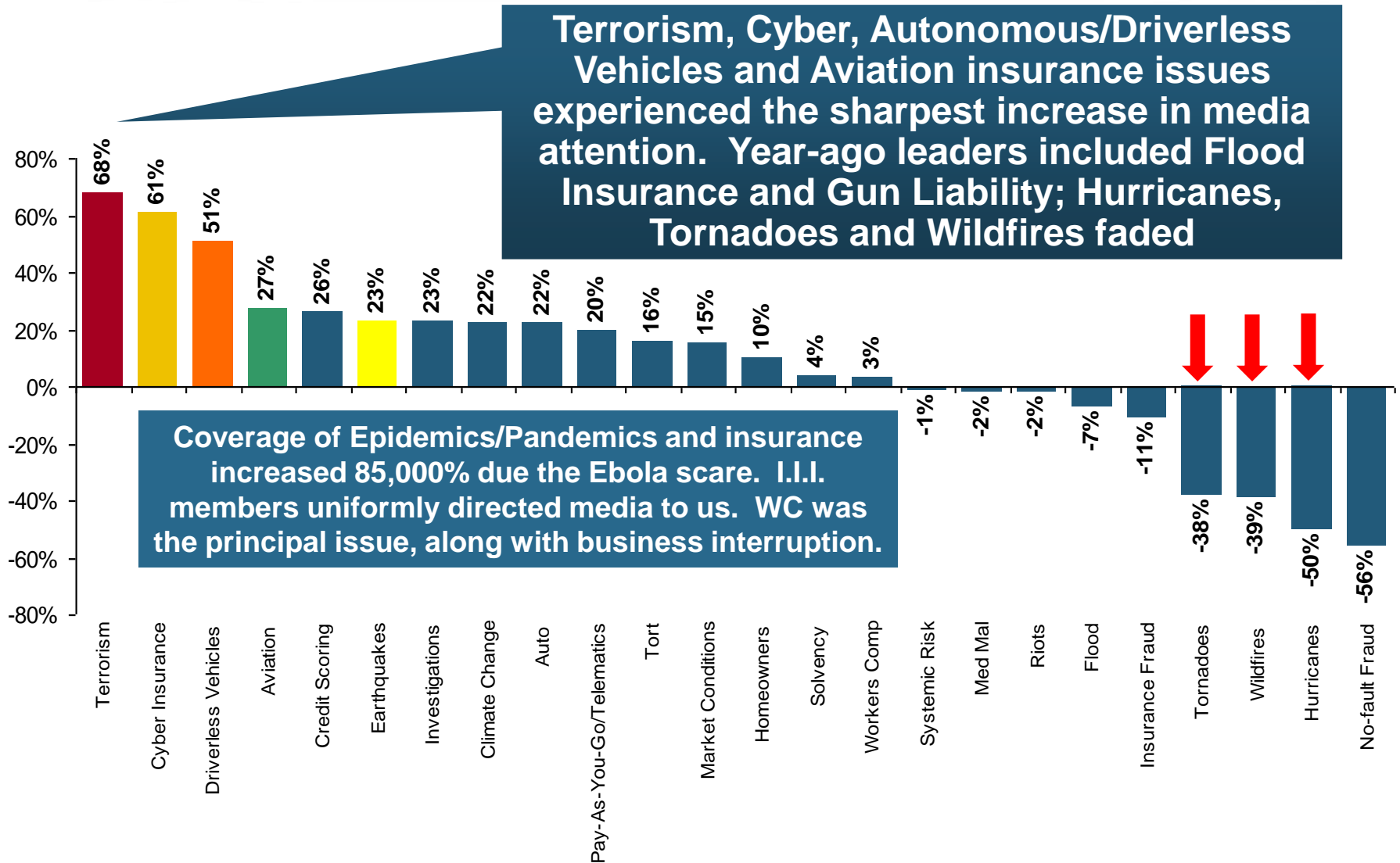
**Top Insurance Issues:**  
*What's Hot, What's Not*

**No Dominant Even in 2014, but  
Some Key Commercial Lines  
Issues Spiked**

***Terrorism, TRIA & Cyber***

# I.I.I. Media Index, P/C, 2014 vs 2013

Percent increase/decrease from previous year



Source: Insurance Information Institute based on a search of Lexis/Nexis.

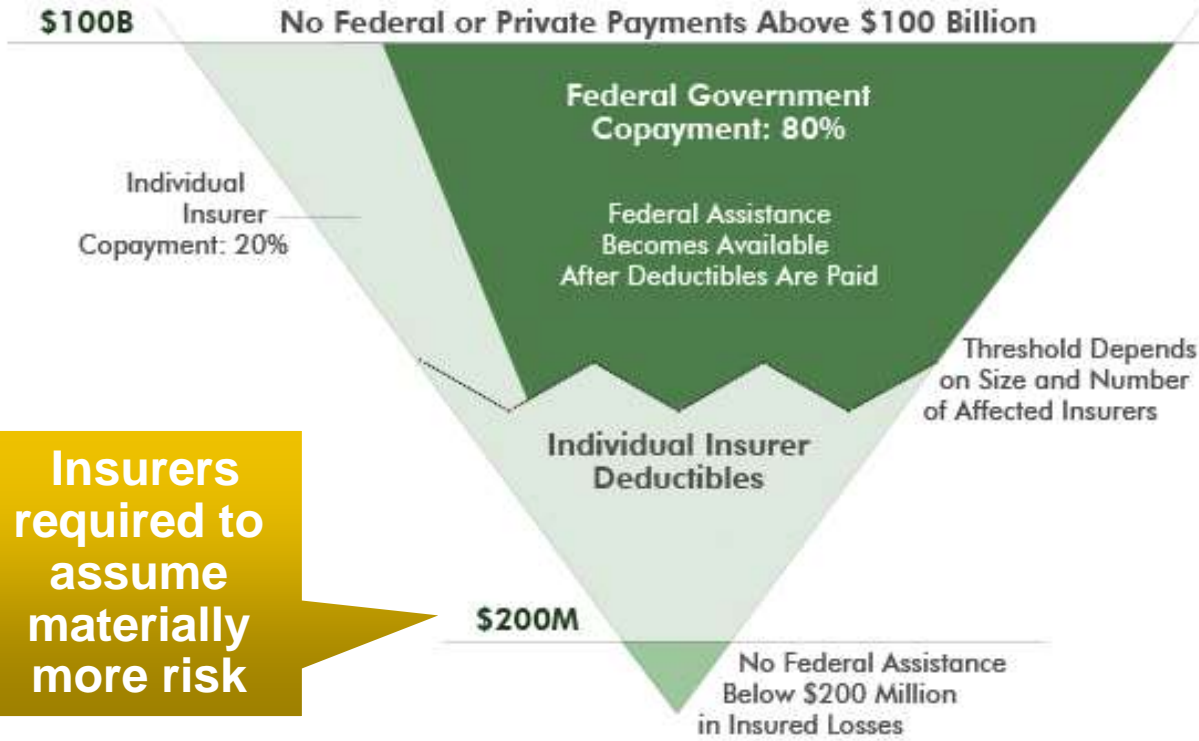
## TERRORISM & TRIA LAPSE

**Reauthorization Was a Major  
Industry Effort Over the Past  
Few Years**

***Outline of New TRIA Structure***

# Structure of Reauthorized TRIA Program (as of 2020)

## Initial Allocation of Insurance Claims in 2020 Under S. 2244



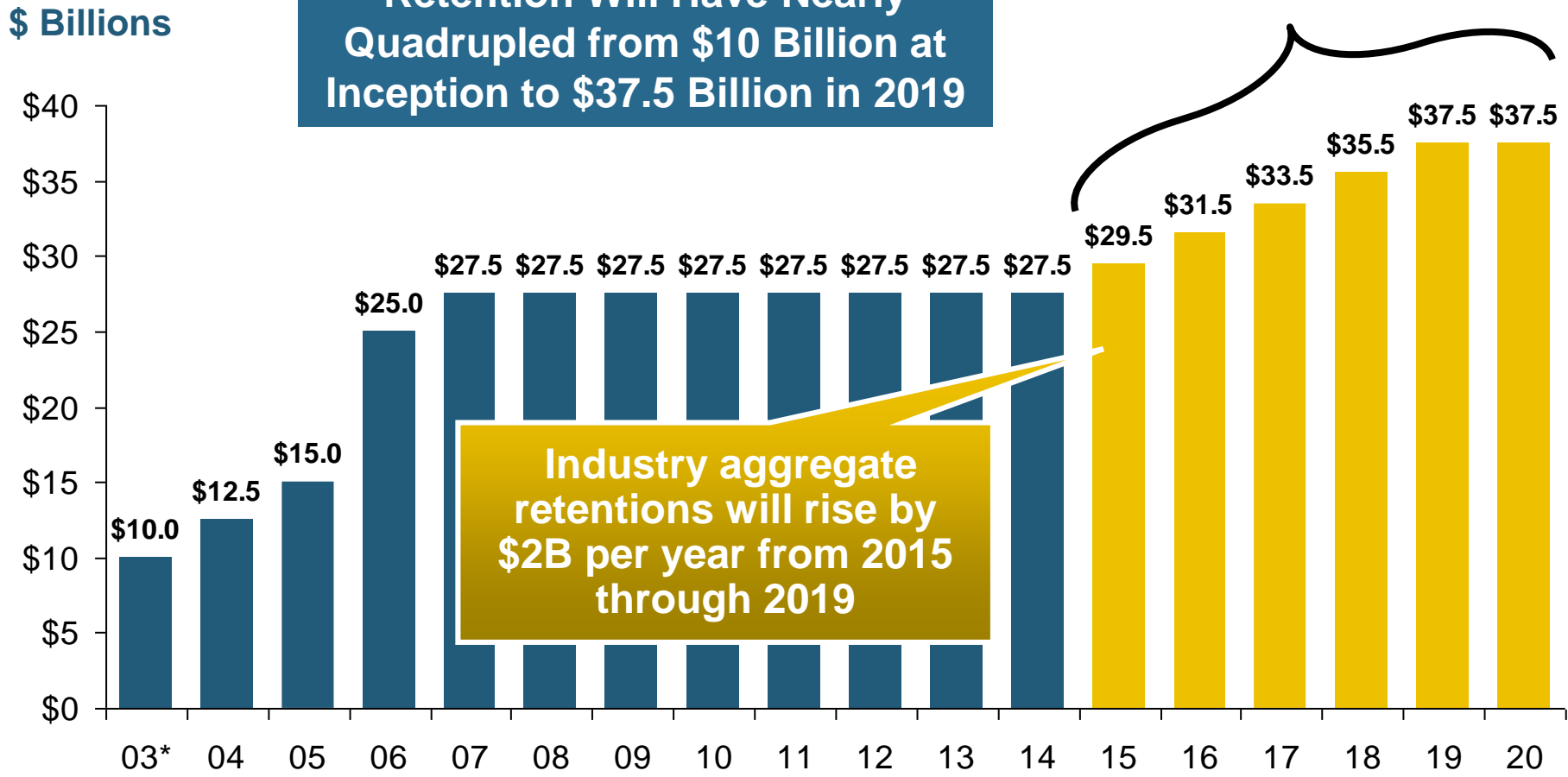
**Insurers required to assume materially more risk**

- ### Major Changes
- 6-Year reauthorization
  - Trigger rises in steps from \$100MM to \$200MM
  - Industry aggregate retention rises in steps from \$27.5B to \$37.5B
  - Industry co-share above retained losses rise in steps from 15% to 20%

# Industry Aggregate Retention Under TRIA, from Inception through Extension

**The Industry Aggregate Retention Will Have Nearly Quadrupled from \$10 Billion at Inception to \$37.5 Billion in 2019**

## Reauthorization



**Industry aggregate retentions will rise by \$2B per year from 2015 through 2019**

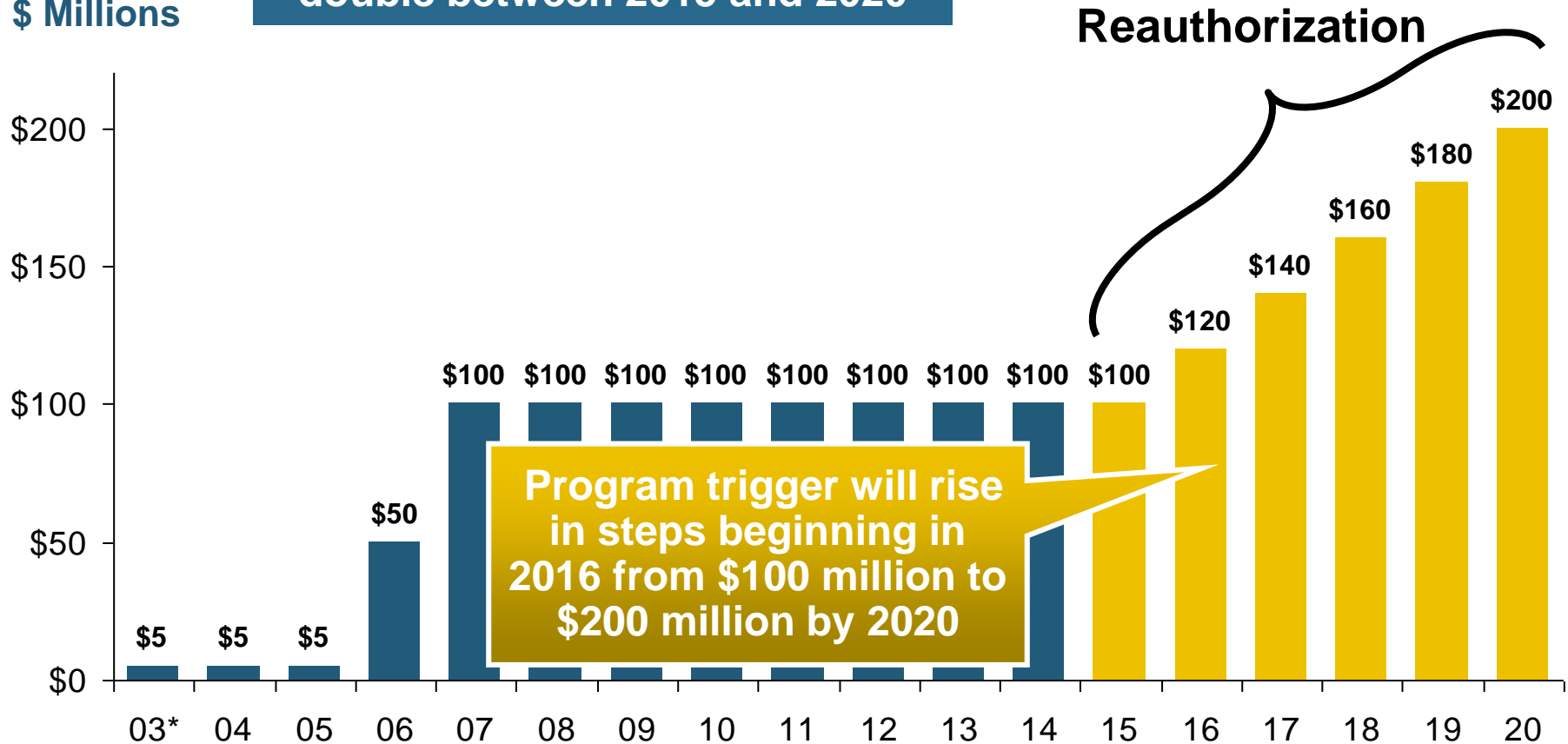
\*First full year of program; TRIA was signed in to law on Nov. 26, 2002, with provisions identical to those in 2003.  
Source: Insurance Information Institute research.



# TRIA Program Trigger, from Inception through Extension

The TRIA program trigger will double between 2015 and 2020

\$ Millions



Program trigger will rise in steps beginning in 2016 from \$100 million to \$200 million by 2020

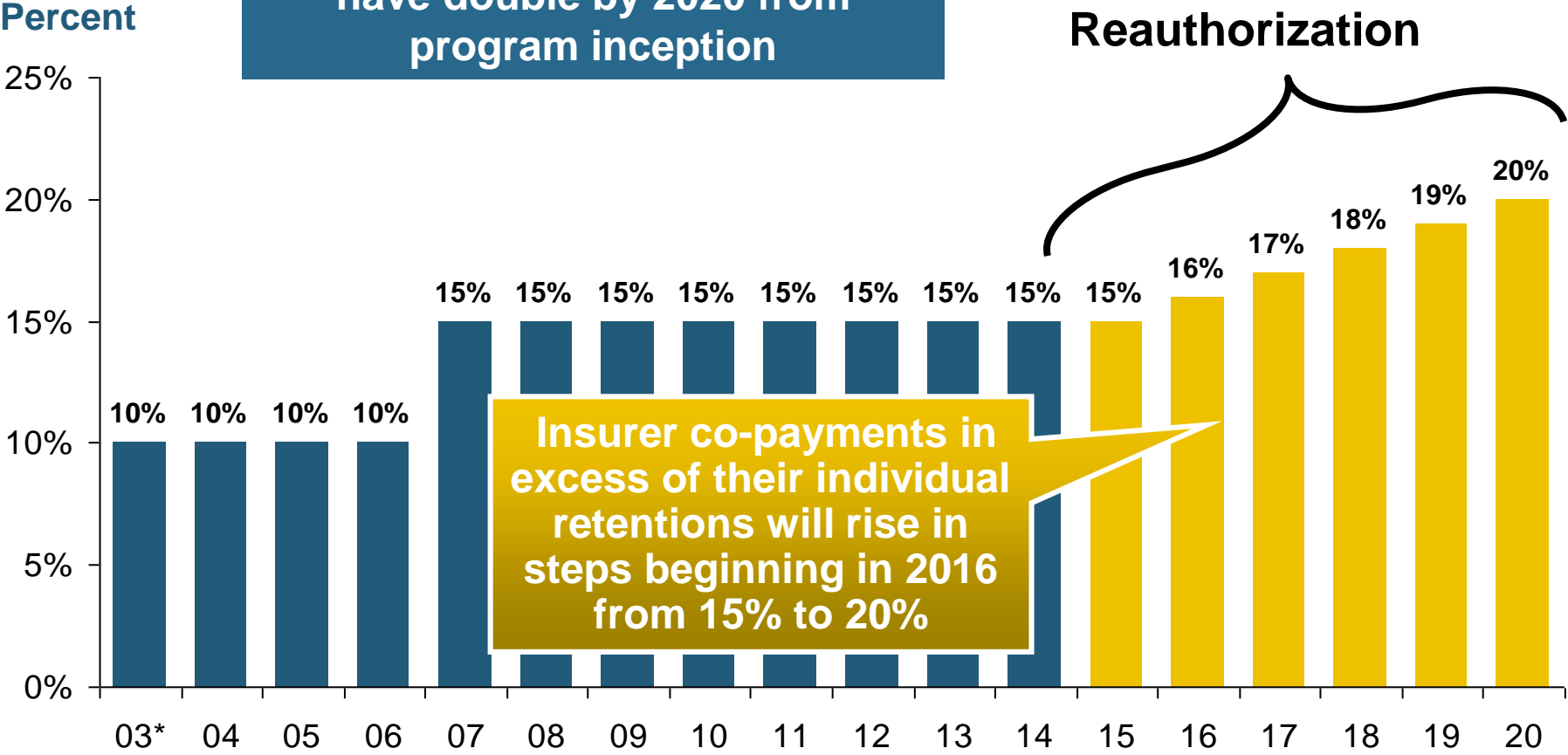
Reauthorization

\*First full year of program; TRIA was signed in to law on Nov. 26, 2002, with provisions identical to those in 2003.  
Source: Insurance Information Institute research.

# Industry Co-Pay Share in Excess of Individual Retention

The industry co-pay share will have double by 2020 from program inception

Reauthorization



Insurer co-payments in excess of their individual retentions will rise in steps beginning in 2016 from 15% to 20%

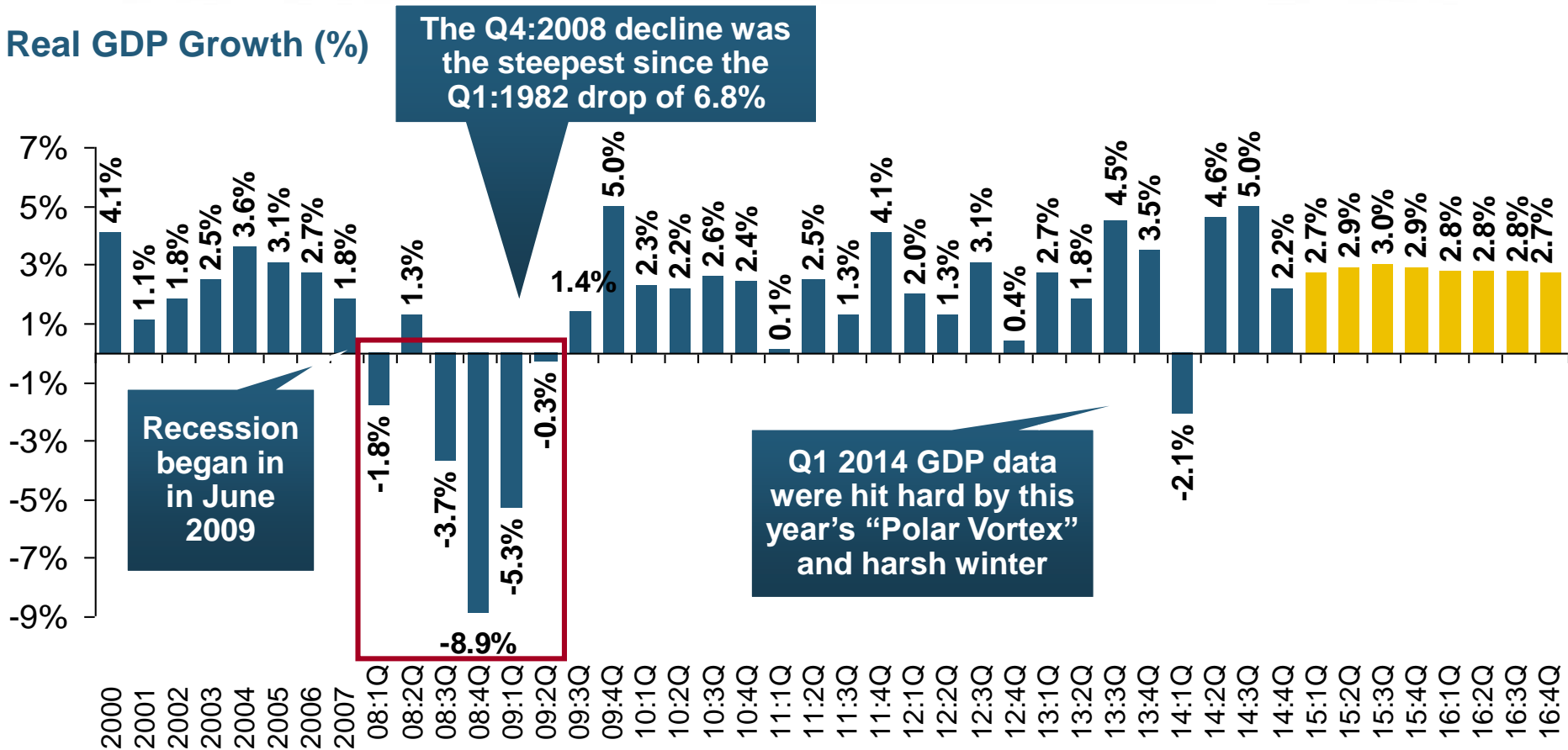
\*First full year of program; TRIA was signed in to law on Nov. 26, 2002, with provisions identical to those in 2003. Source: Insurance Information Institute research.

# THE ECONOMY

**Strength of the Economy Will Influence  
Growth Across Most Lines**

# US Real GDP Growth\*

Real GDP Growth (%)



**Demand for Insurance Should Increase in 2015 as GDP Growth Accelerates Modestly and Gradually Benefits the Economy Broadly**

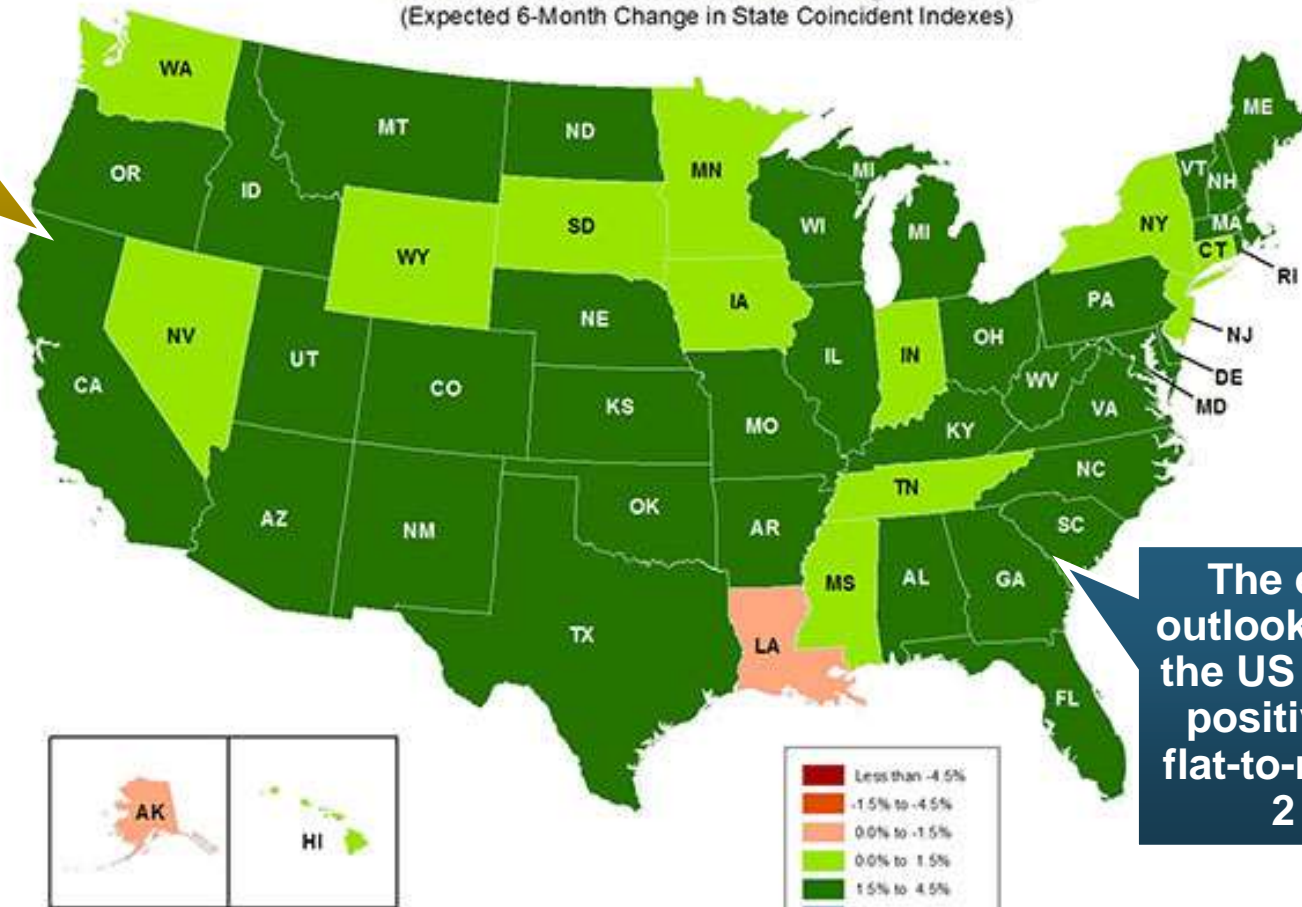
\* Estimates/Forecasts from Blue Chip Economic Indicators.

Source: US Department of Commerce, Blue Economic Indicators 2/15; Insurance Information Institute.

# State-by-State Leading Indicators through 2015:Q2

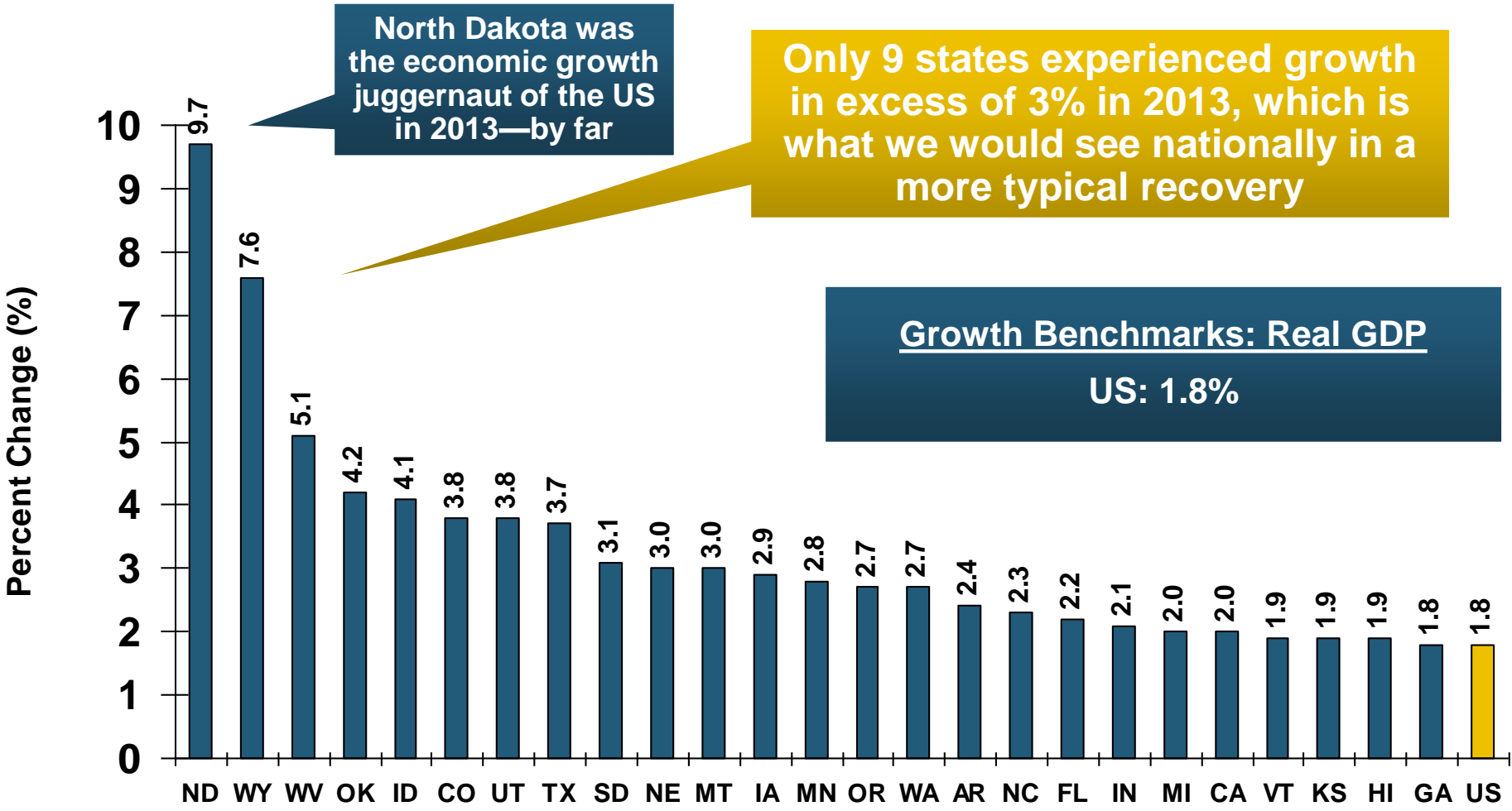
Growth in the West is finally beginning to pick up

**November 2014 State Leading Indexes**  
(Expected 6-Month Change in State Coincident Indexes)



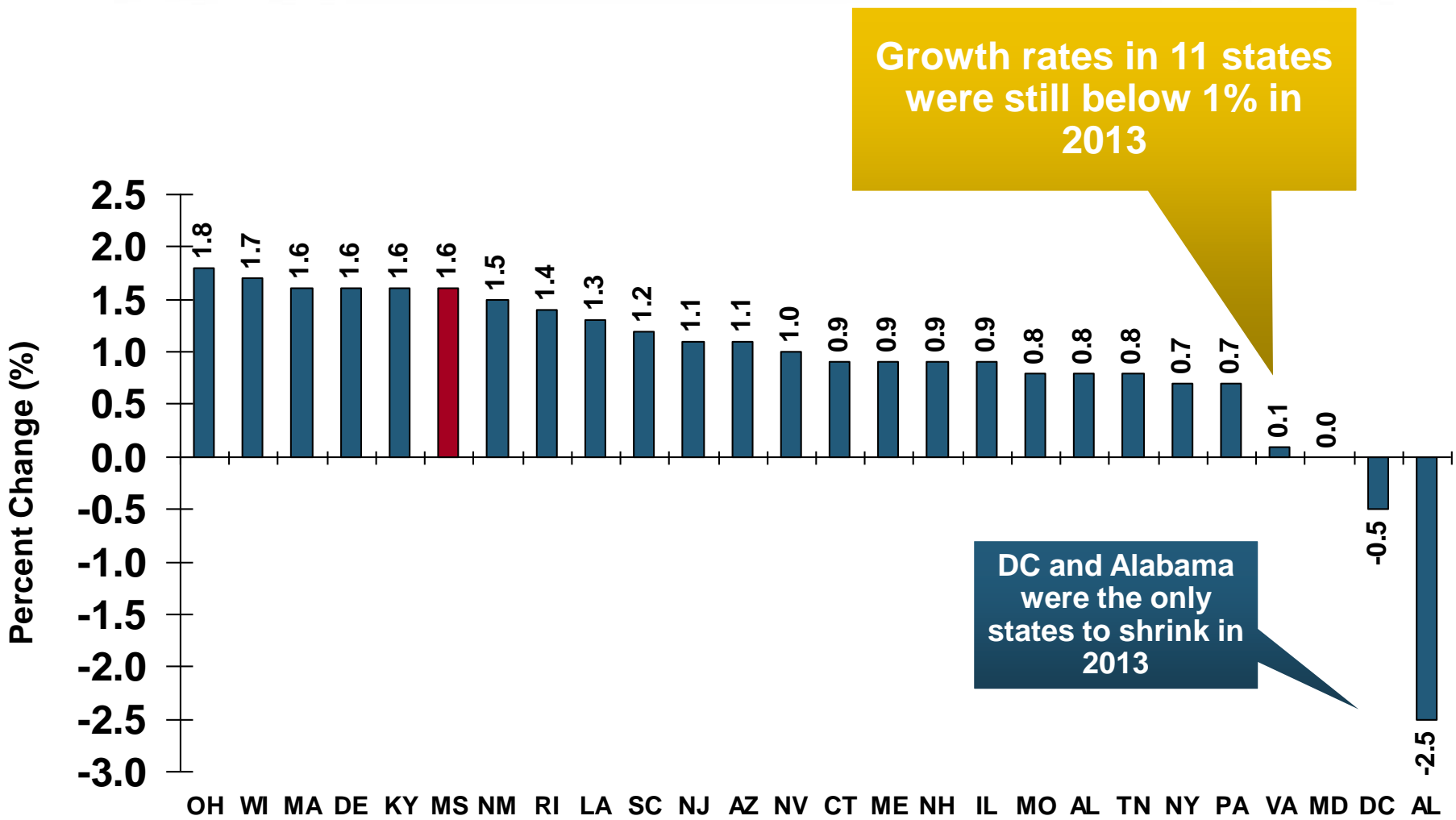
Source: Federal Reserve Bank of Philadelphia

# Real GDP by State Percent Change, 2013: Highest 25 States



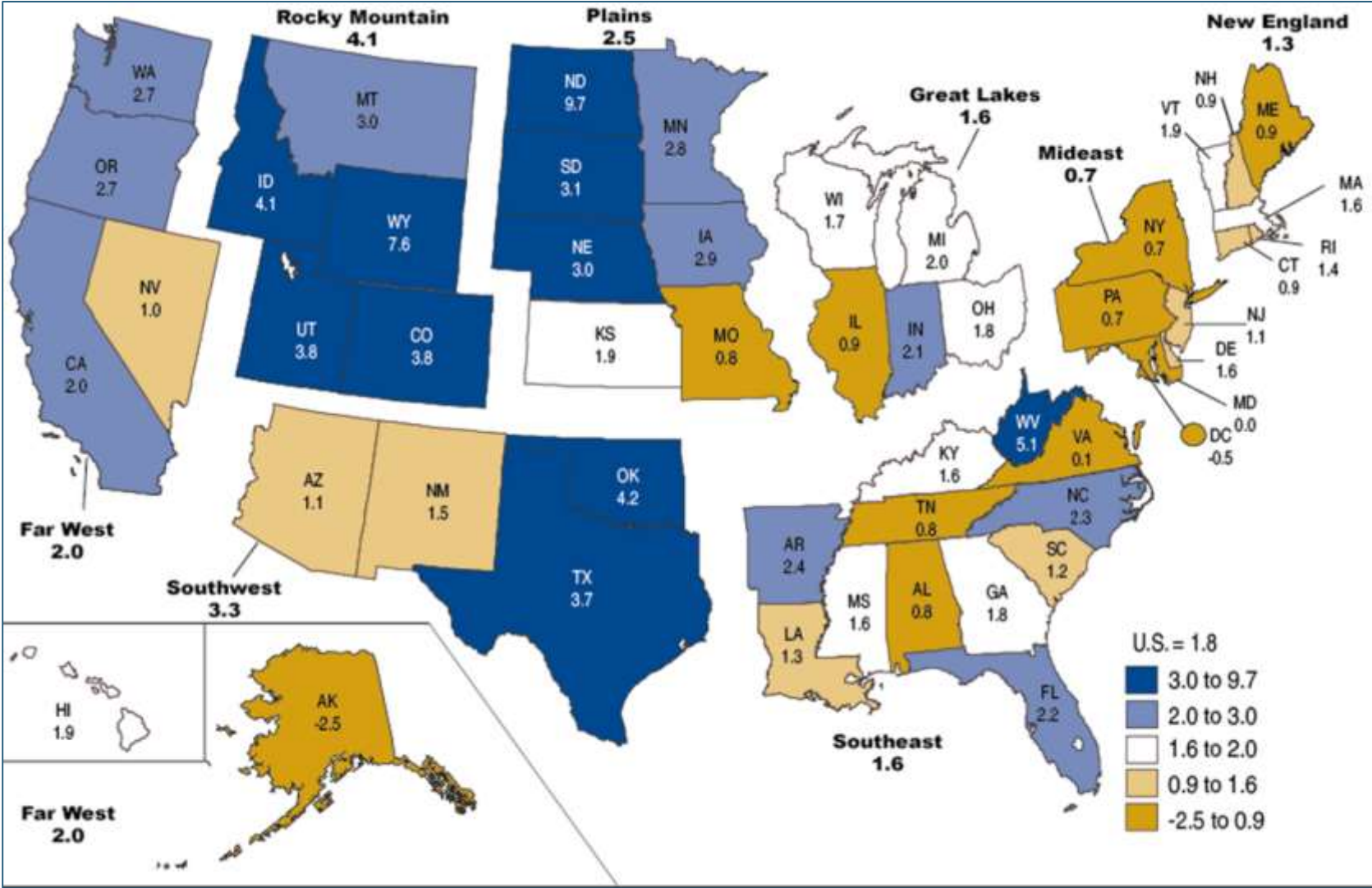
Sources: [U.S. Bureau of Economic Analysis](#); Insurance Information Institute.

# Real GDP by State Percent Change, 2013: Lowest 25 States



Sources: [US Bureau of Economic Analysis](#); Insurance Information Institute.

# Percent Change in Real GDP by State, 2013

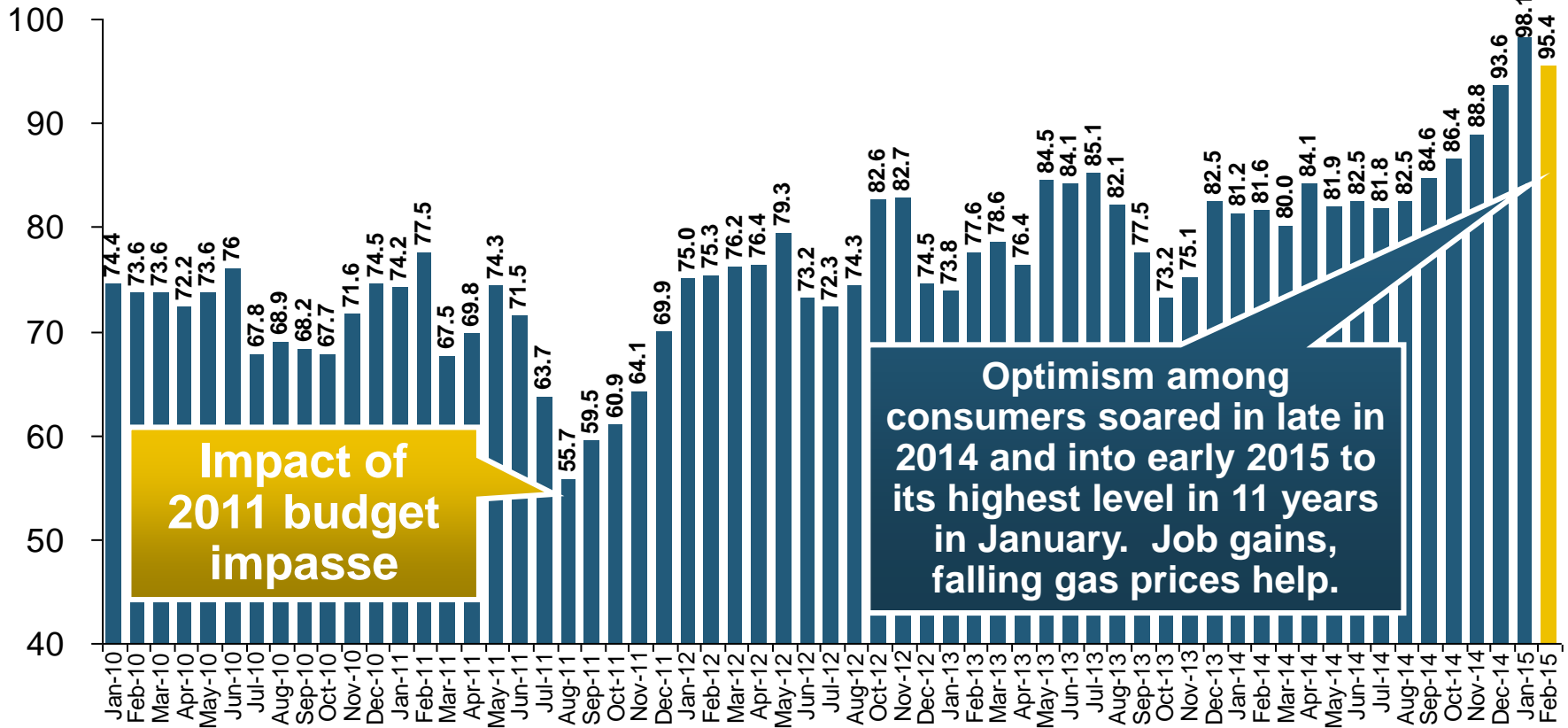


Sources: [US Bureau of Economic Analysis](#); Insurance Information Institute.



# Consumer Sentiment Survey (1966 = 100)

January 2010 through February 2015



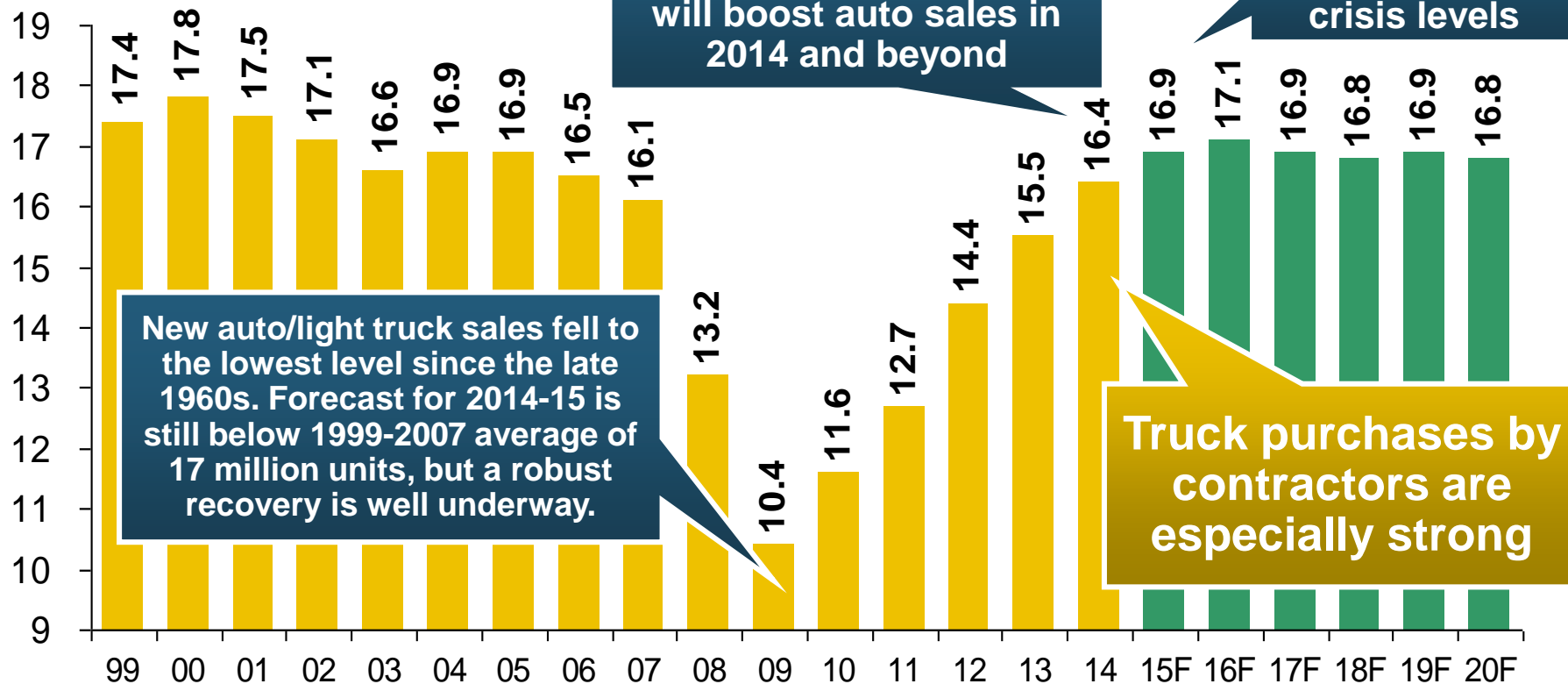
Impact of 2011 budget impasse

Optimism among consumers soared in late in 2014 and into early 2015 to its highest level in 11 years in January. Job gains, falling gas prices help.

Consumer confidence had been low for years amid high unemployment, falling home prices and other factors adversely impact consumers, but improved substantially over the past 2+ years, as job growth and falling energy prices aid consumers

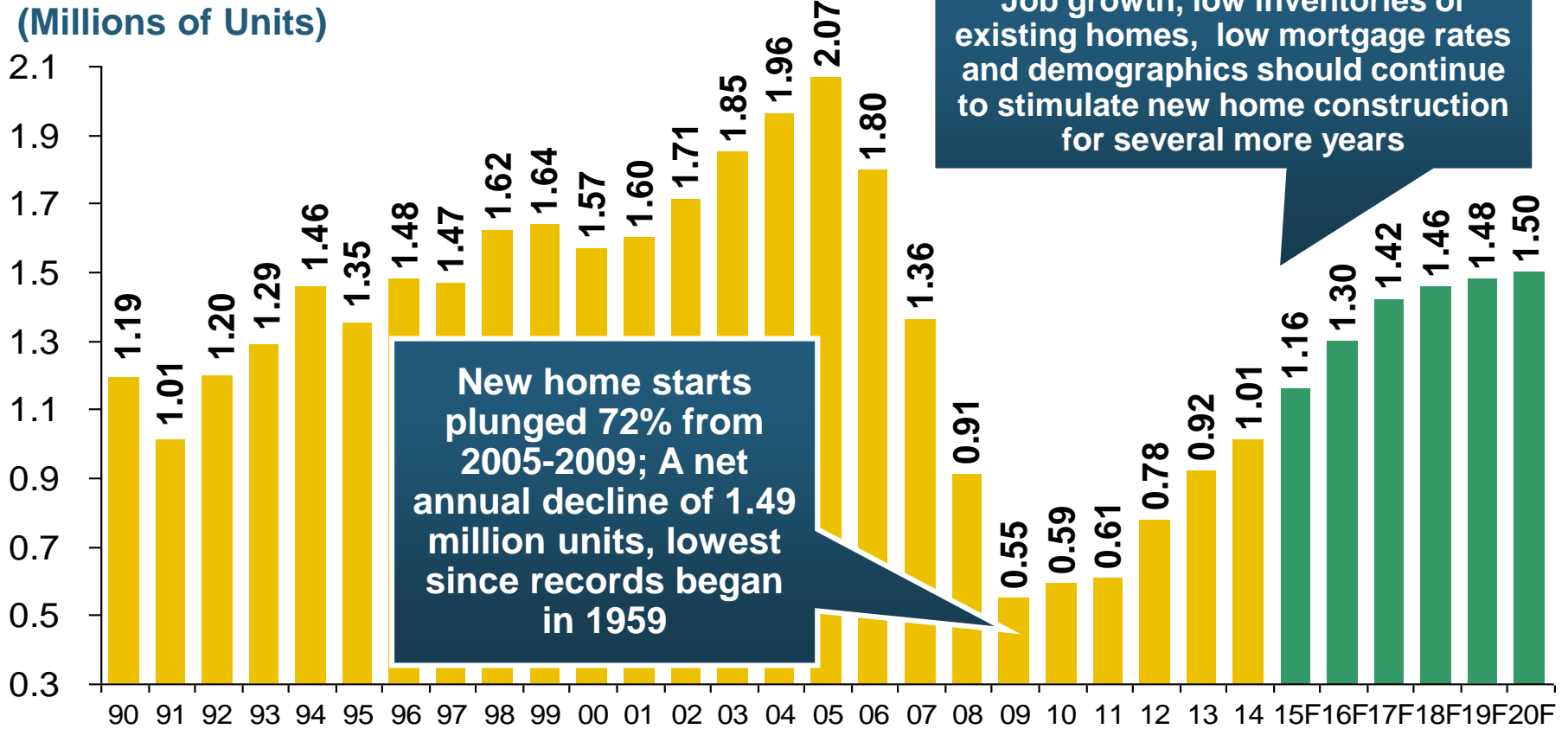
# Auto/Light Truck Sales, 1999-2020F

(Millions of Units)



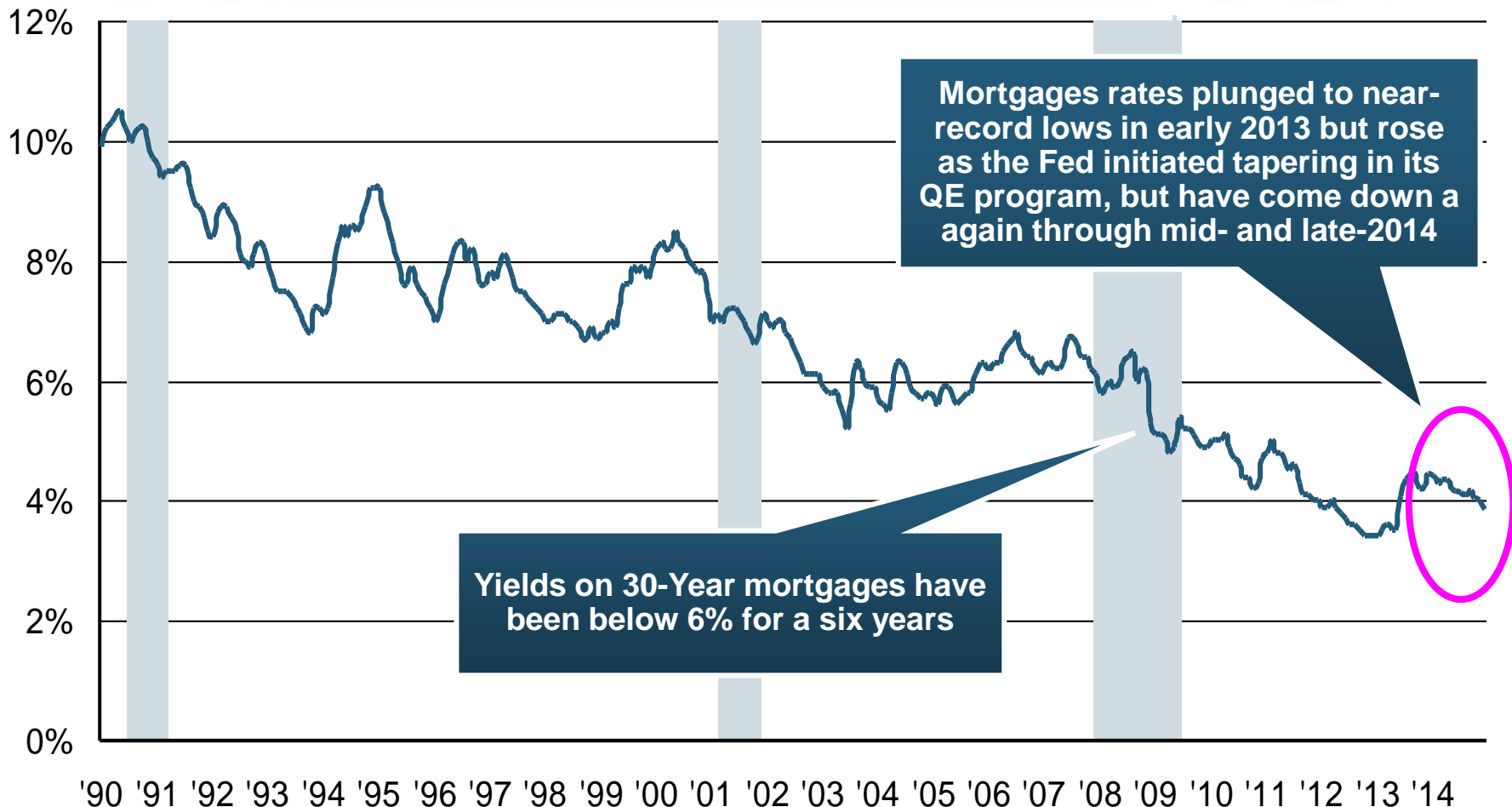
**Yearly car/light truck sales will likely continue at current levels, in part replacing cars that were held onto in 2008-12. New vehicles will generate more physical damage insurance coverage but will be more expensive to repair. PP Auto premium might grow by 5% - 6%.**

# New Private Housing Starts, 1990-2020F



**Insurers Are Continue to See Meaningful Exposure Growth in the Wake of the “Great Recession” Associated with Home Construction: Construction Risk Exposure, Surety, Commercial Auto; Potent Driver of Workers Comp Exposure**

# Interest Rate on Convention 30-Year Mortgages: Up a Bit, 1990–2014\*



**Mortgage interest rates remain low by historical standards, aiding the housing recovery. Changes in Fed policy could push rates up modestly later in 2015.**

\*Monthly, through Dec. 2014.

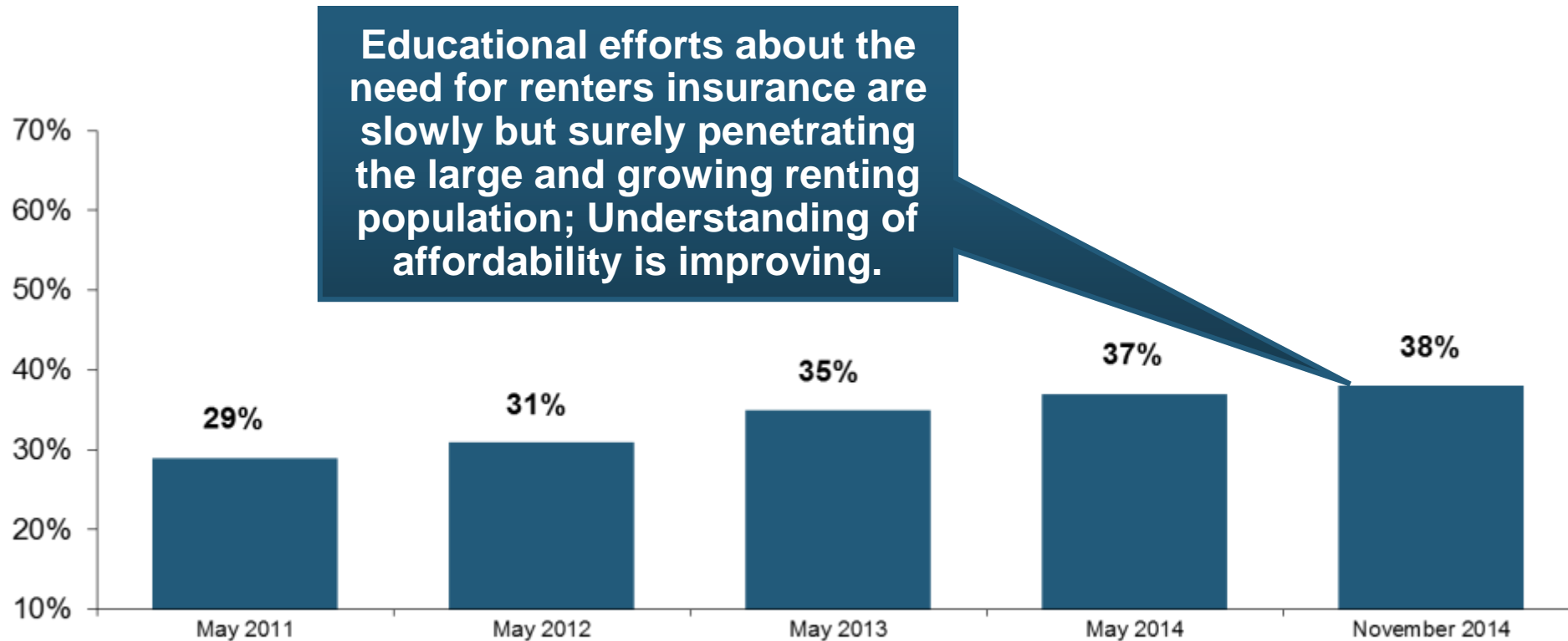
Note: Recessions indicated by gray shaded columns.

Sources: Federal Reserve Bank at <http://www.federalreserve.gov/releases/h15/data.htm>.

National Bureau of Economic Research (recession dates); Insurance Information Institutes.

# I.I.I. Poll: Renters Insurance

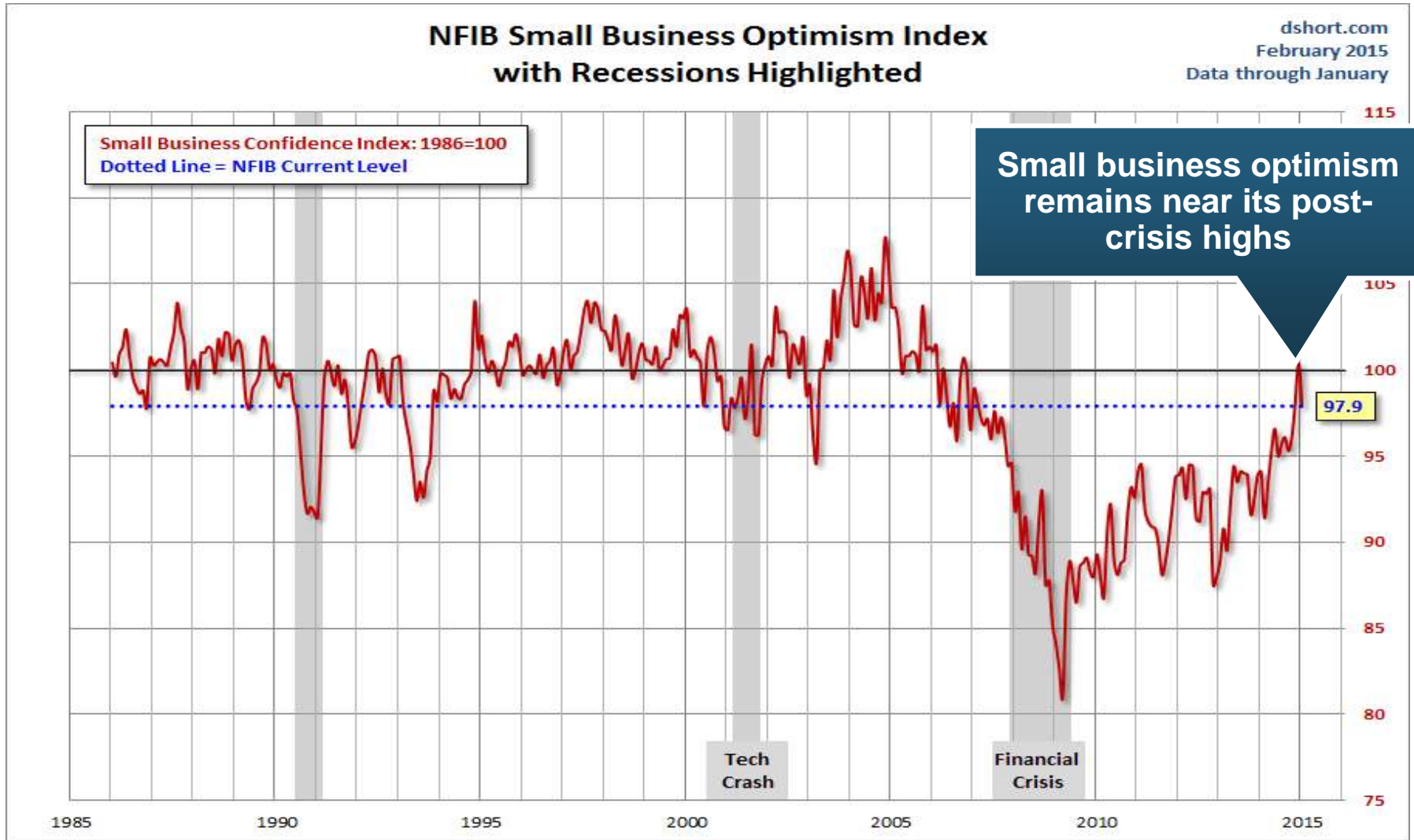
## Percentage of Renters Who Have Renters Insurance, 2011-2014



**Percentage Of Renters With Renters Insurance Is Increasing.**

# NFIB Small Business Optimism Index

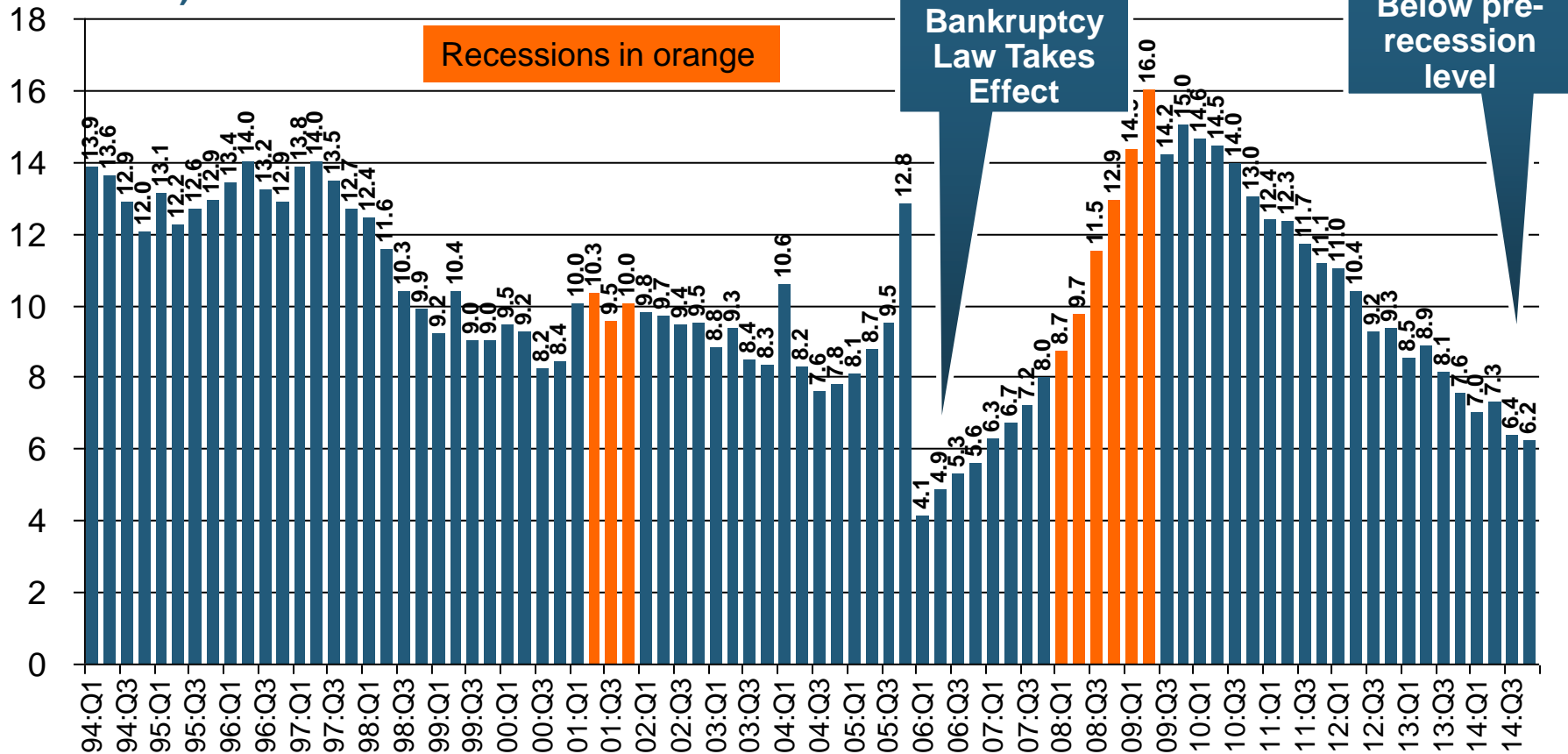
January 1985 through December 2014



# Business Bankruptcy Filings: Still Falling

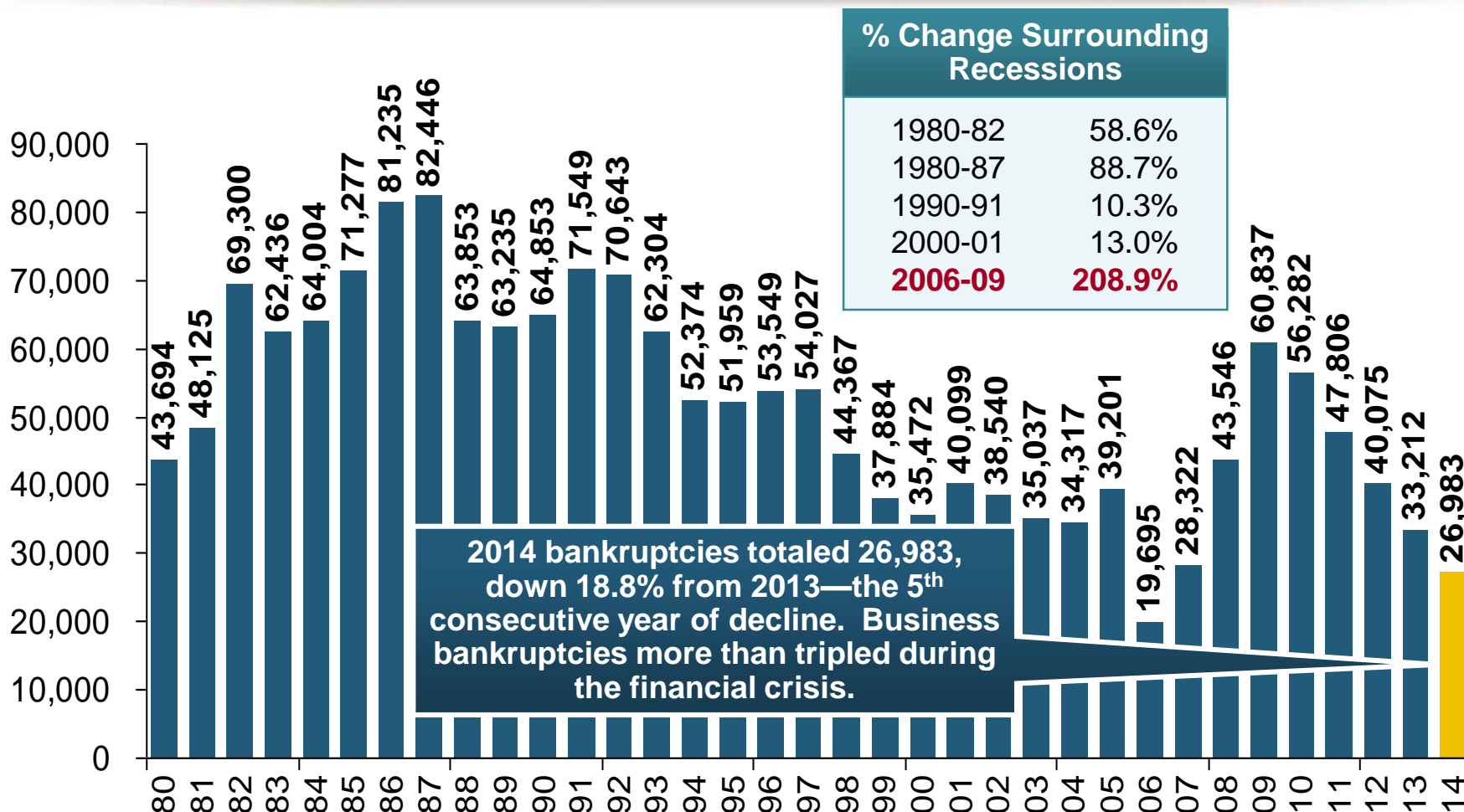
(1994:Q1 – 2014:Q4)

(Thousands)



**Business bankruptcies in 2014 were below both the Great Recession levels and the 2003:Q3-2005:Q1 period (the best five-quarter stretch in the last 20 years). Bankruptcies restrict exposure growth in all commercial lines.**

# Business Bankruptcy Filings, 1980-2014



**Significant Exposure Implications for All Commercial Lines as Business Bankruptcies Begin to Decline**

Sources: American Bankruptcy Institute (1980-2012) at <http://www.abiworld.org/AM/AMTemplate.cfm?Section=Home&TEMPLATE=/CM/ContentDisplay.cfm&CONTENTID=61633>; 2013-14 data from United States Courts at <http://news.uscourts.gov>; Insurance Information Institute.



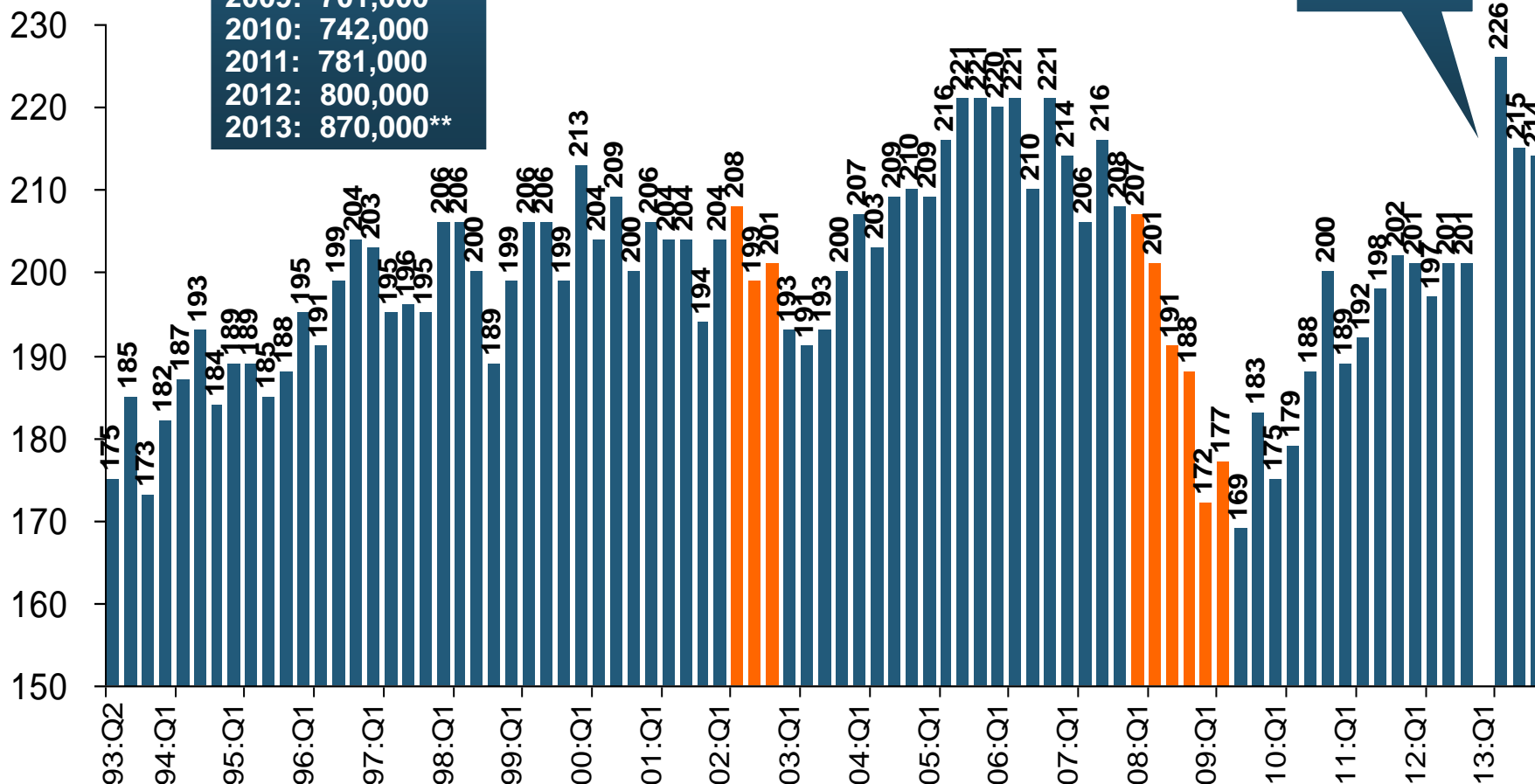
# Private Sector Business Starts: 1993:Q2 – 2013:Q4\* As Strong as Ever?

Recessions in orange

2013:Q1  
578,000  
business  
starts\*

Business Starts	
2006:	861,000
2007:	844,000
2008:	787,000
2009:	701,000
2010:	742,000
2011:	781,000
2012:	800,000
2013:	870,000**

Thousands

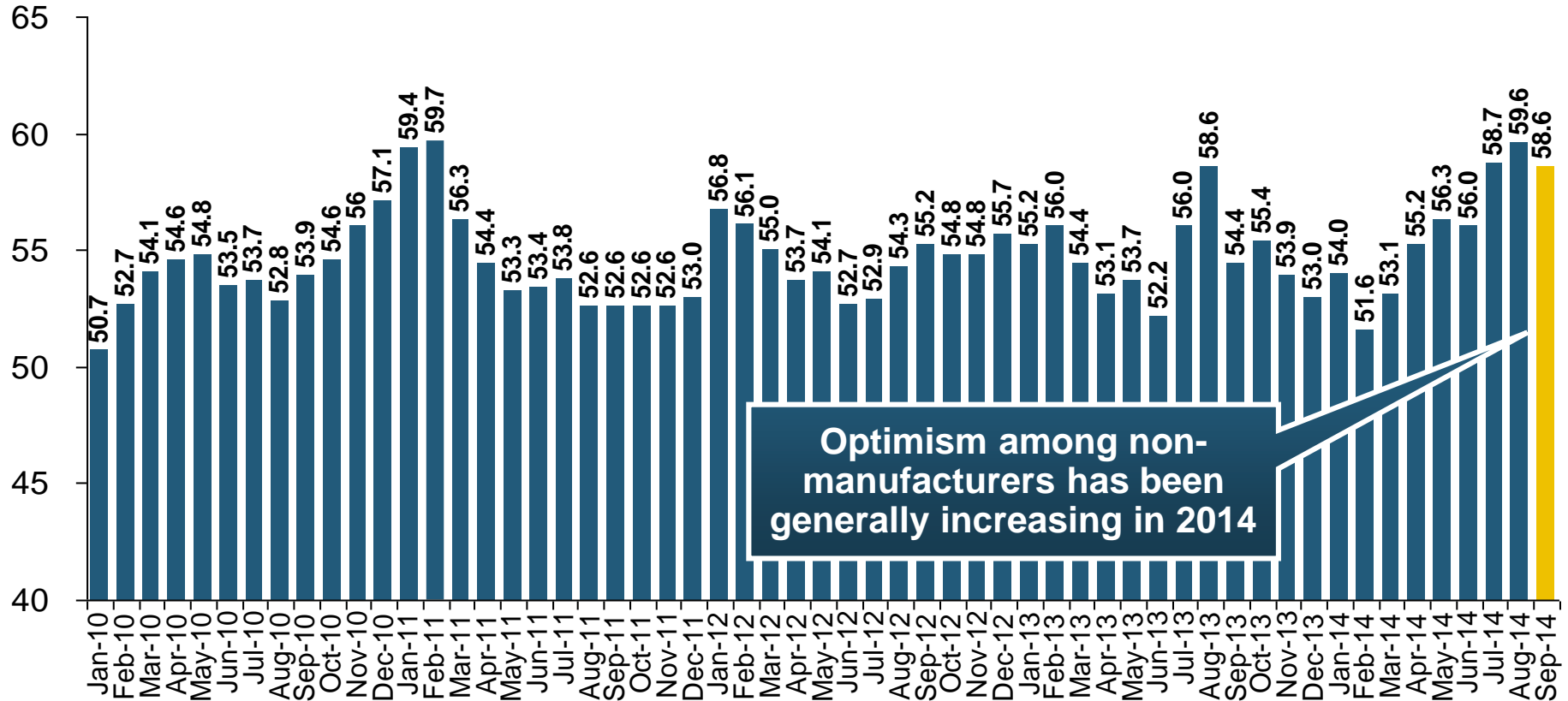


\*Data posted Apr 29, 2014, the latest available; a classification change in 2013:Q1 resulted in a report of 578,000 businesses started in that quarter. Seasonally adjusted. \*\*2014 number assumes 1<sup>st</sup> quarter equaled average of other three quarters

Sources: Bureau of Labor Statistics, <http://www.bls.gov/news.release/cewbd.t08.htm>. NBER (recession dates)

# ISM Non-Manufacturing Index (Values > 50 Indicate Expansion)

January 2010 through September 2014



Optimism among non-manufacturers has been generally increasing in 2014

**Non-manufacturing industries have been expanding and adding jobs. This trend is likely to continue through 2014.**

# 12 Industries for the Next 10 Years: Insurance Solutions Needed

Health Care

Health Sciences

Energy (Traditional)

Alternative Energy

Petrochemical

Agriculture

Natural Resources

Technology (incl. Biotechnology)

Light Manufacturing

Inourced Manufacturing

Export-Oriented Industries

Shipping (*Rail, Marine, Trucking, Pipelines*)



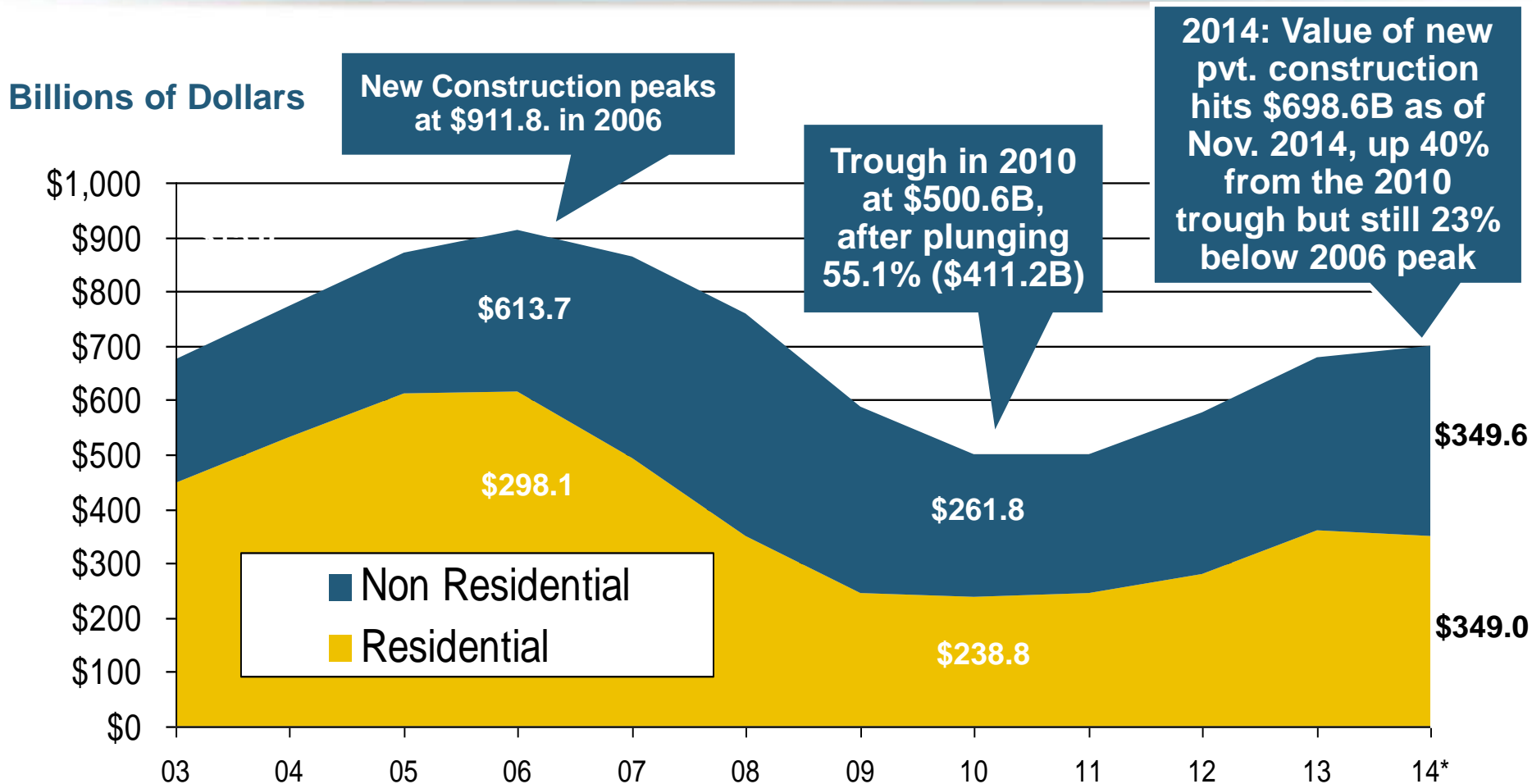
Many industries are poised for growth, though insurers' ability to capitalize on these industries varies widely



# CONSTRUCTION INDUSTRY OVERVIEW & OUTLOOK

**The Construction Sector Is  
Critical to the Economy and  
the P/C Insurance Industry**

# Value of New Private Construction: Residential & Nonresidential, 2003-2014\*



**Private Construction Activity Is Moving in a Positive Direction though Remains Well Below Pre-Crisis Peak; Residential Dominates**

\*2014 figure is a seasonally adjusted annual rate as of December.

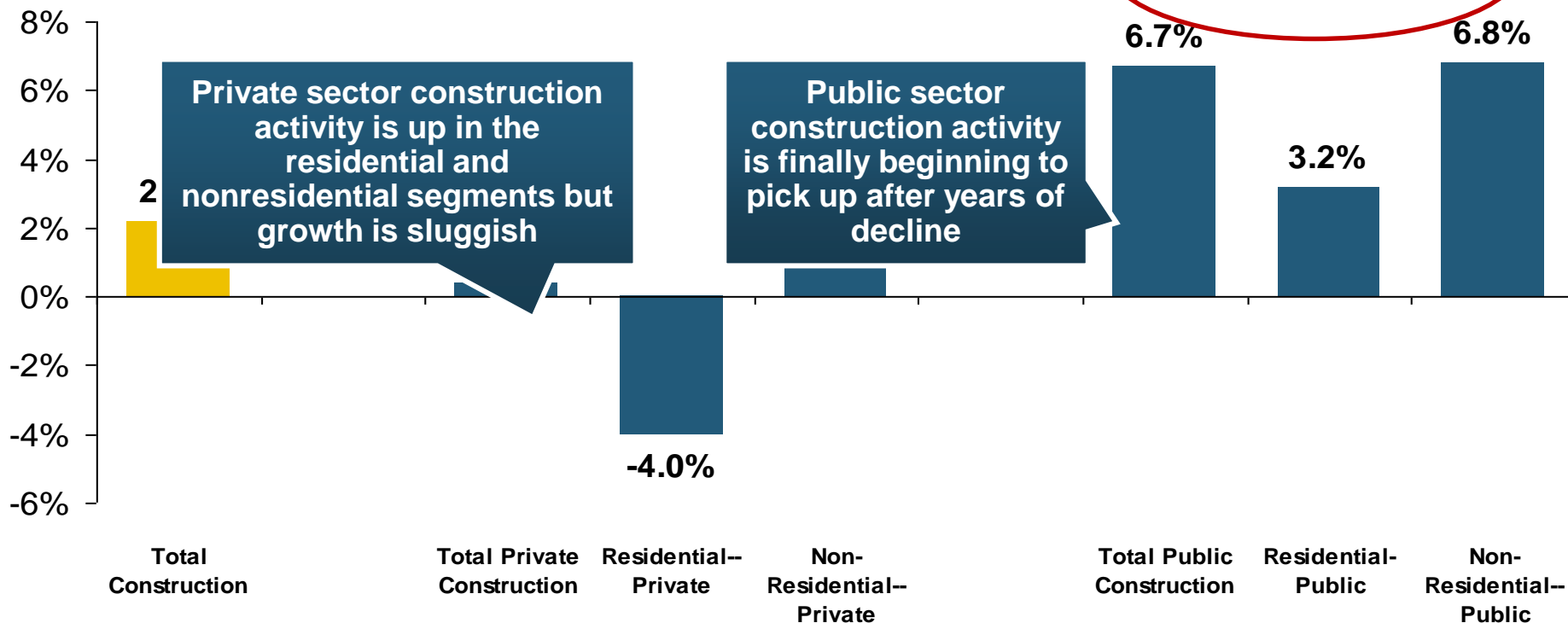
Sources: US Department of Commerce <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

# Value of Construction Put in Place, Dec. 2014 vs. Dec. 2013\*

Growth (%)

Private: +0.4%

Public: +6.7%



**Overall Construction Activity is Up, But Growth In the Private Sector Slowed in Late 2014 While Picking in the State/Local Sector Government Sector as Budget Woes Ease in Some Jurisdictions**

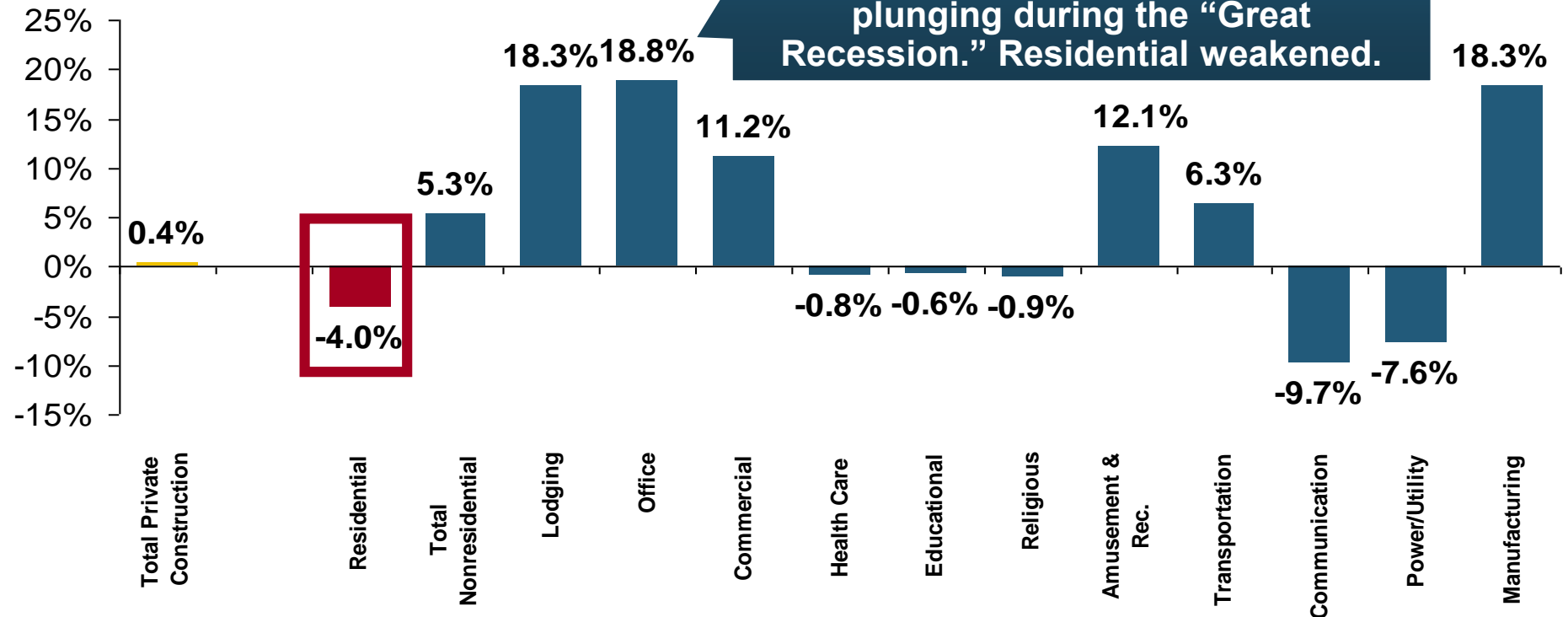
\*seasonally adjusted

Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

# Value of Private Construction Put in Place, by Segment, Dec. 2014 vs. Dec. 2013\*

Growth (%)

Led by the Manufacturing, Office and Lodging segments, Private nonresidential sector construction activity continues to rising after plunging during the “Great Recession.” Residential weakened.



Private Construction Activity is Up in Many Segments, though the Key Residential Construction Sector Weakened in Late 2014; Mixed Outlook for 2015, though Expansion Should Continue

\*seasonally adjusted

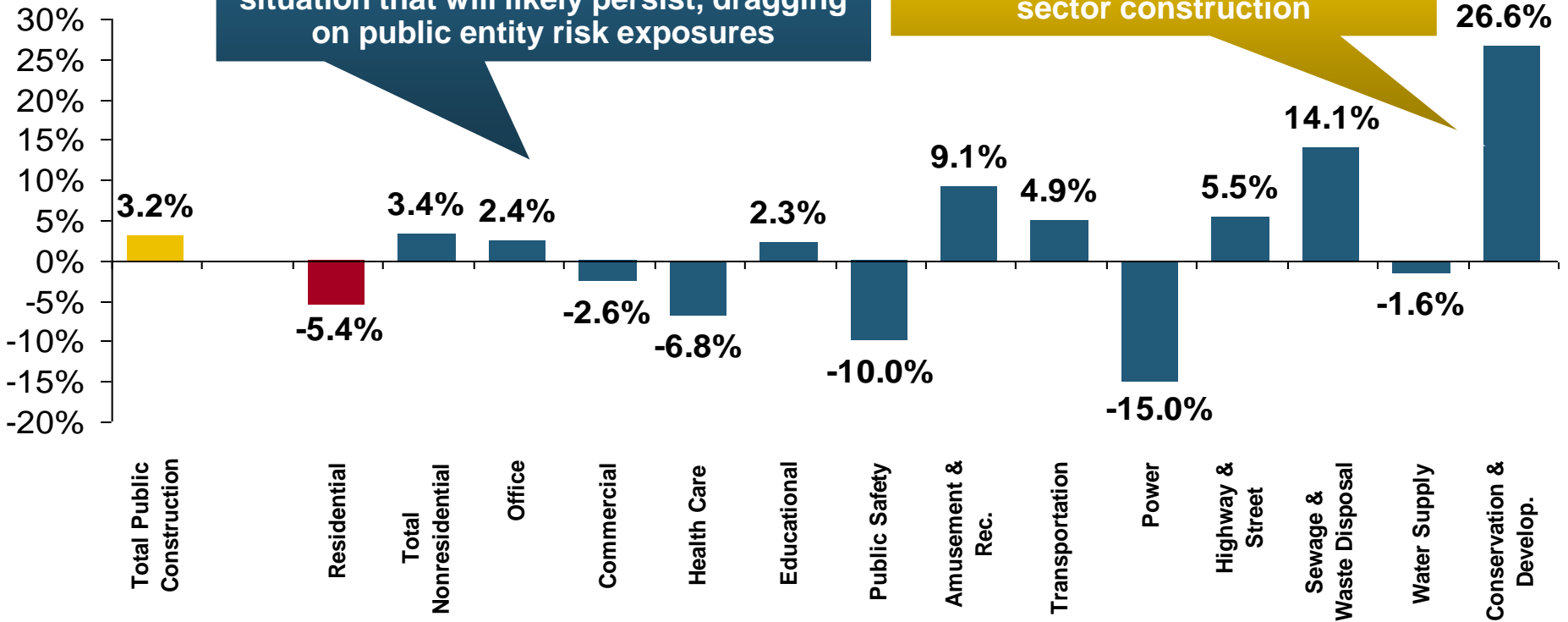
Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.

# Value of Public Construction Put in Place, by Segment, Dec. 2014 vs. Dec. 2013\*

Growth (%)

Public sector construction activity is down substantially in many segments, a situation that will likely persist, dragging on public entity risk exposures

Amusement & Recreation, Sewage & Waste Disposal and Conservation projects lead public sector construction



**Public Construction Activity is Beginning to Recover from its Long Contraction which Will Drive Demand in Many Commercial Insurance Lines**

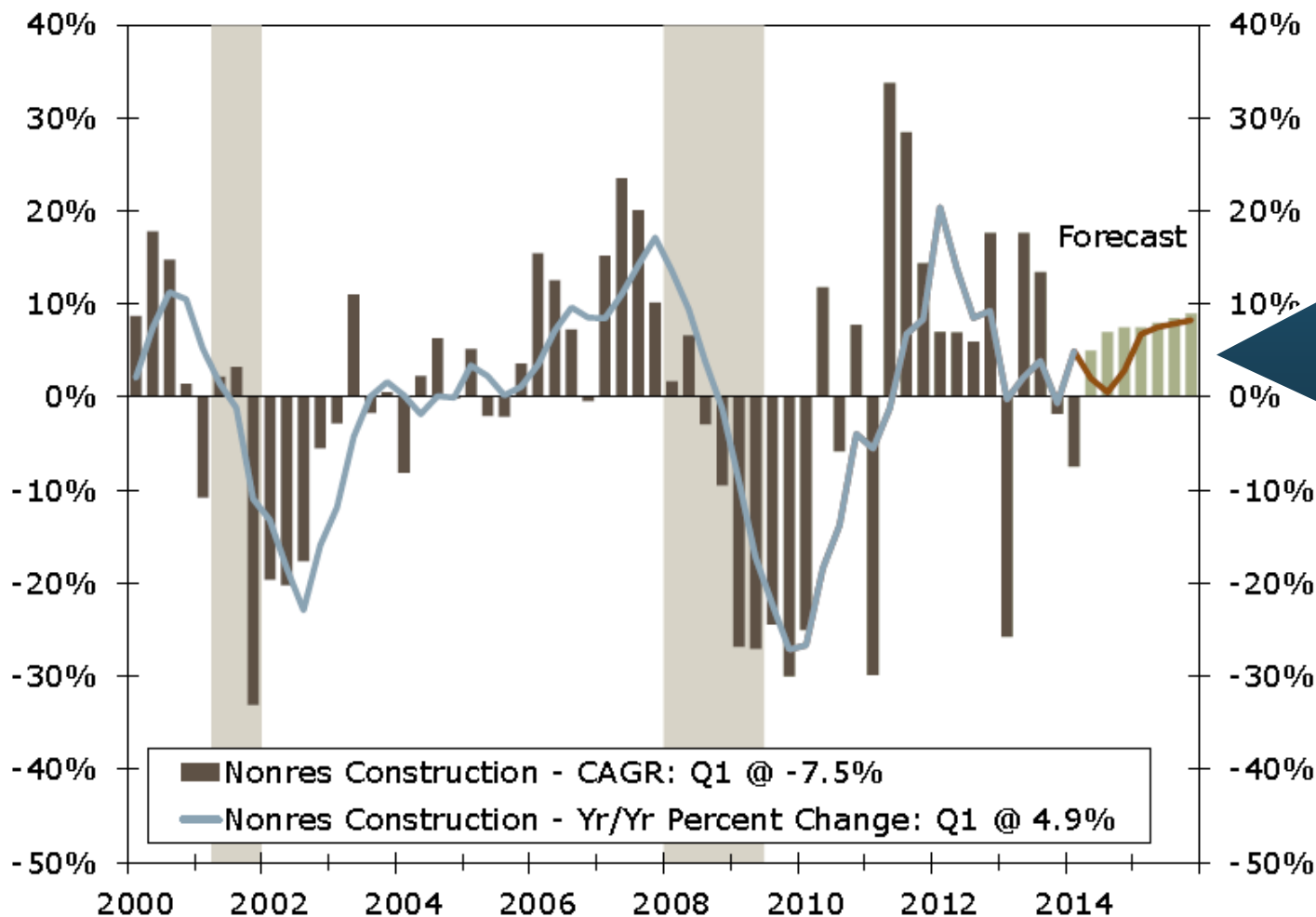
\*seasonally adjusted

Source: U.S. Census Bureau, <http://www.census.gov/construction/c30/c30index.html> ; Insurance Information Institute.



# Real (Inflation-Adjusted) Nonresidential Construction, 2000-2014\*

(Bar = CAGR; Line = Y/Y Growth Rate)

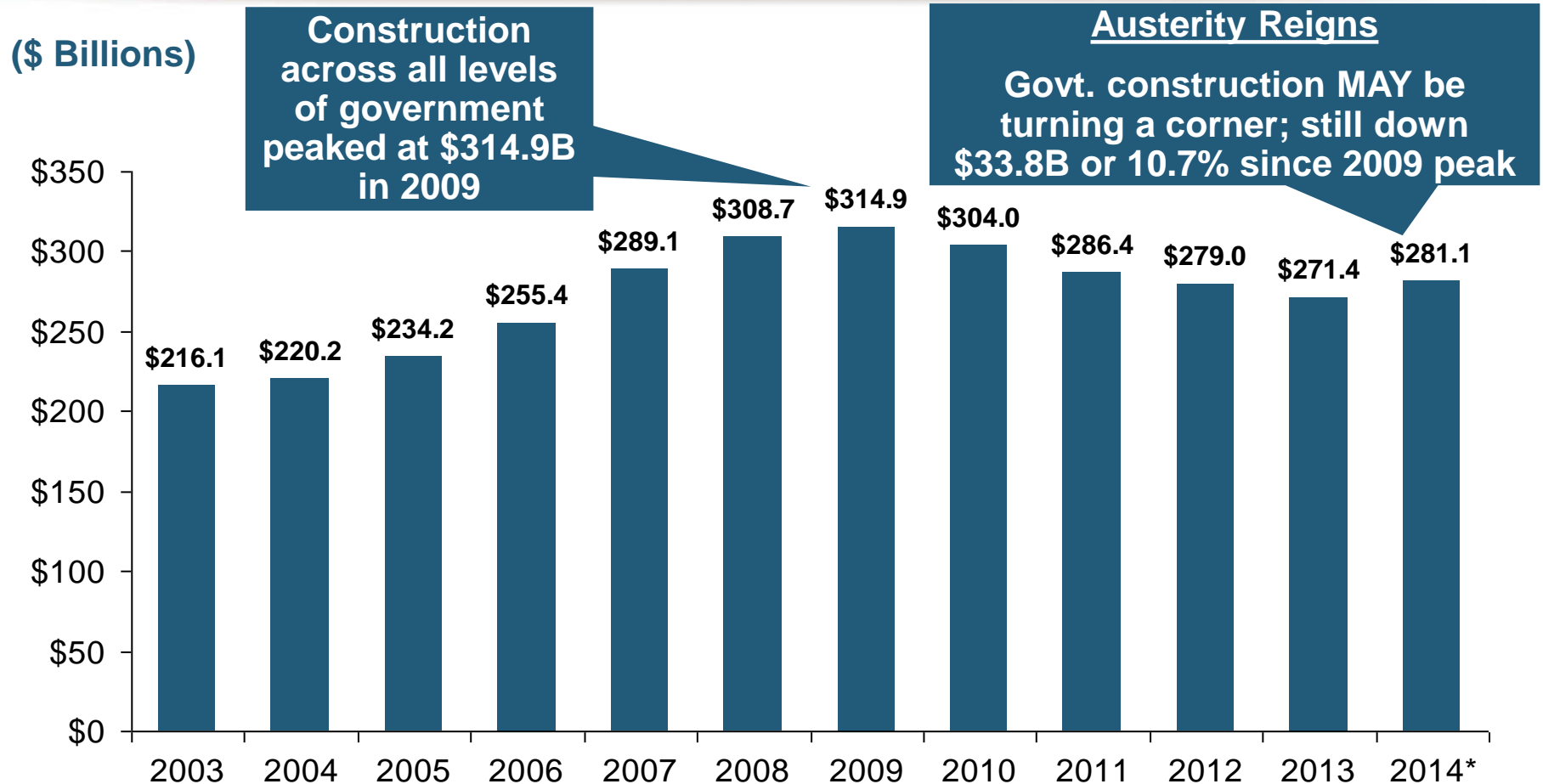


Construction activity has generally been positive since late 2010 but has occasionally been erratic. Forecast is for slowing improving growth

\*Through Q1 2014.

Source: US Dept. of Commerce; Wells Fargo Securities (June 6, 2014 research report).

# Value of New Federal, State and Local Government Construction: 2003-2014\*



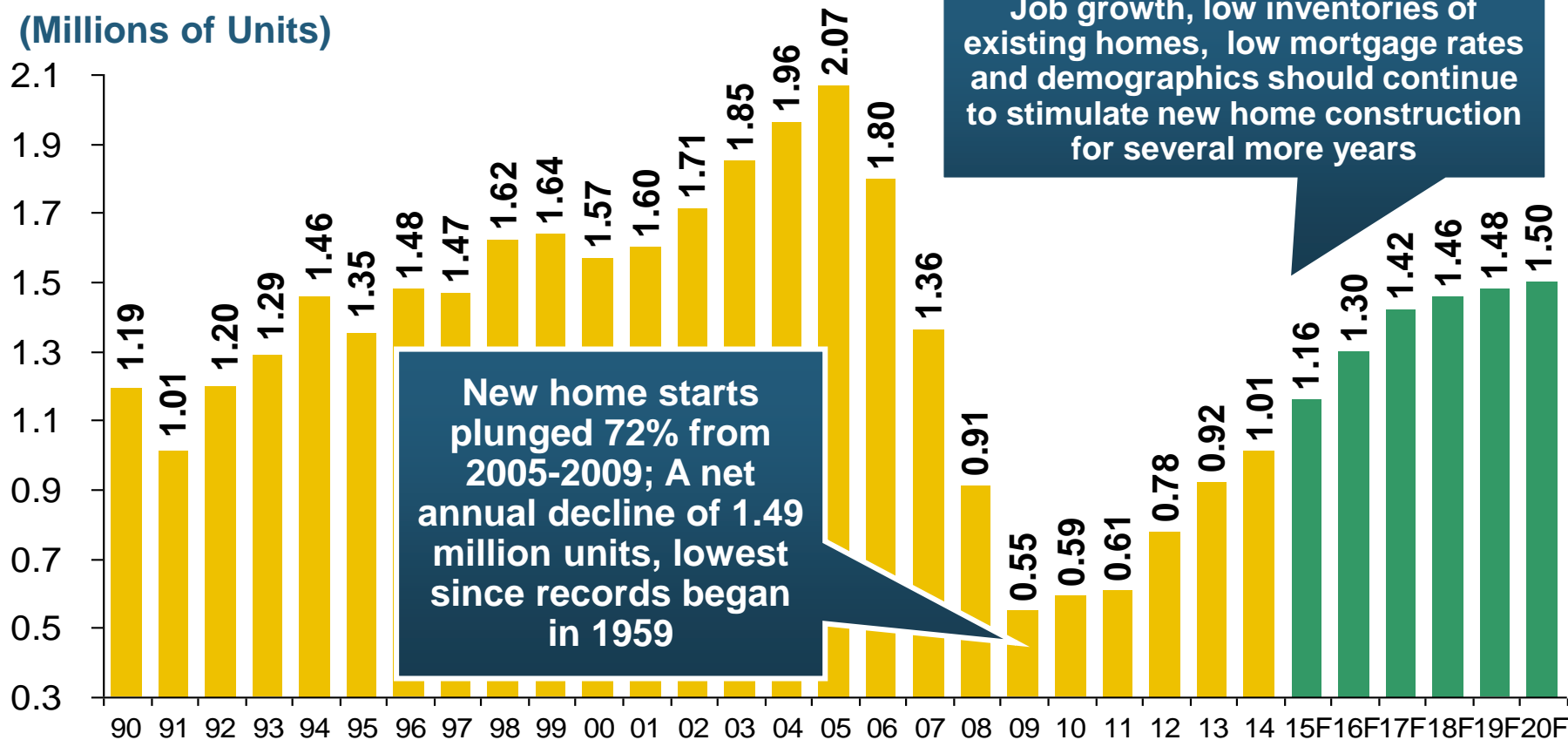
**Government Construction Spending Peaked in 2009, Helped by Stimulus Spending, but Contracted As State/Local Governments Grappled with Deficits and Federal Sequestration**

\*2014 figure is a seasonally adjusted annual rate as of December; [http://www.census.gov/construction/c30/historical\\_data.html](http://www.census.gov/construction/c30/historical_data.html)

Sources: US Department of Commerce; Insurance Information Institute.

# New Private Housing Starts, 1990-2020F

(Millions of Units)



New home starts plunged 72% from 2005-2009; A net annual decline of 1.49 million units, lowest since records began in 1959

Job growth, low inventories of existing homes, low mortgage rates and demographics should continue to stimulate new home construction for several more years

**Insurers Are Continue to See Meaningful Exposure Growth in the Wake of the “Great Recession” Associated with Home Construction: Construction Risk Exposure, Surety, Commercial Auto; Potent Driver of Workers Comp Exposure**

# Construction Employment, Jan. 2010—December 2014\*

(Thousands)



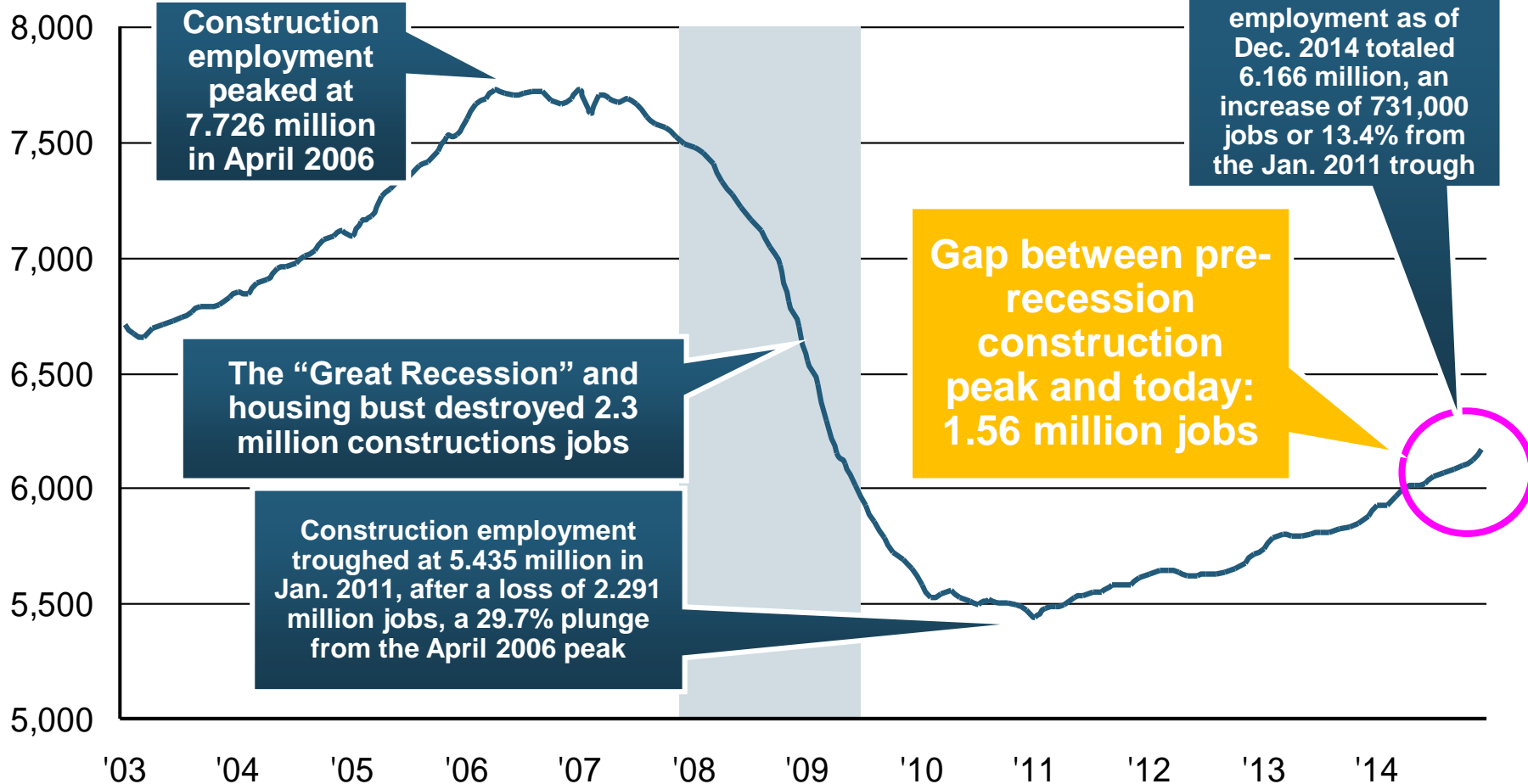
Construction and manufacturing employment constitute 1/3 of all WC payroll exposure.

\*Seasonally adjusted.

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

# Construction Employment, Jan. 2003–December 2014

(Thousands)



**The Construction Sector Could Be a Growth Leader in 2014 as the Housing Market, Private Investment and Govt. Spending Recover. WC Insurers Will Benefit.**

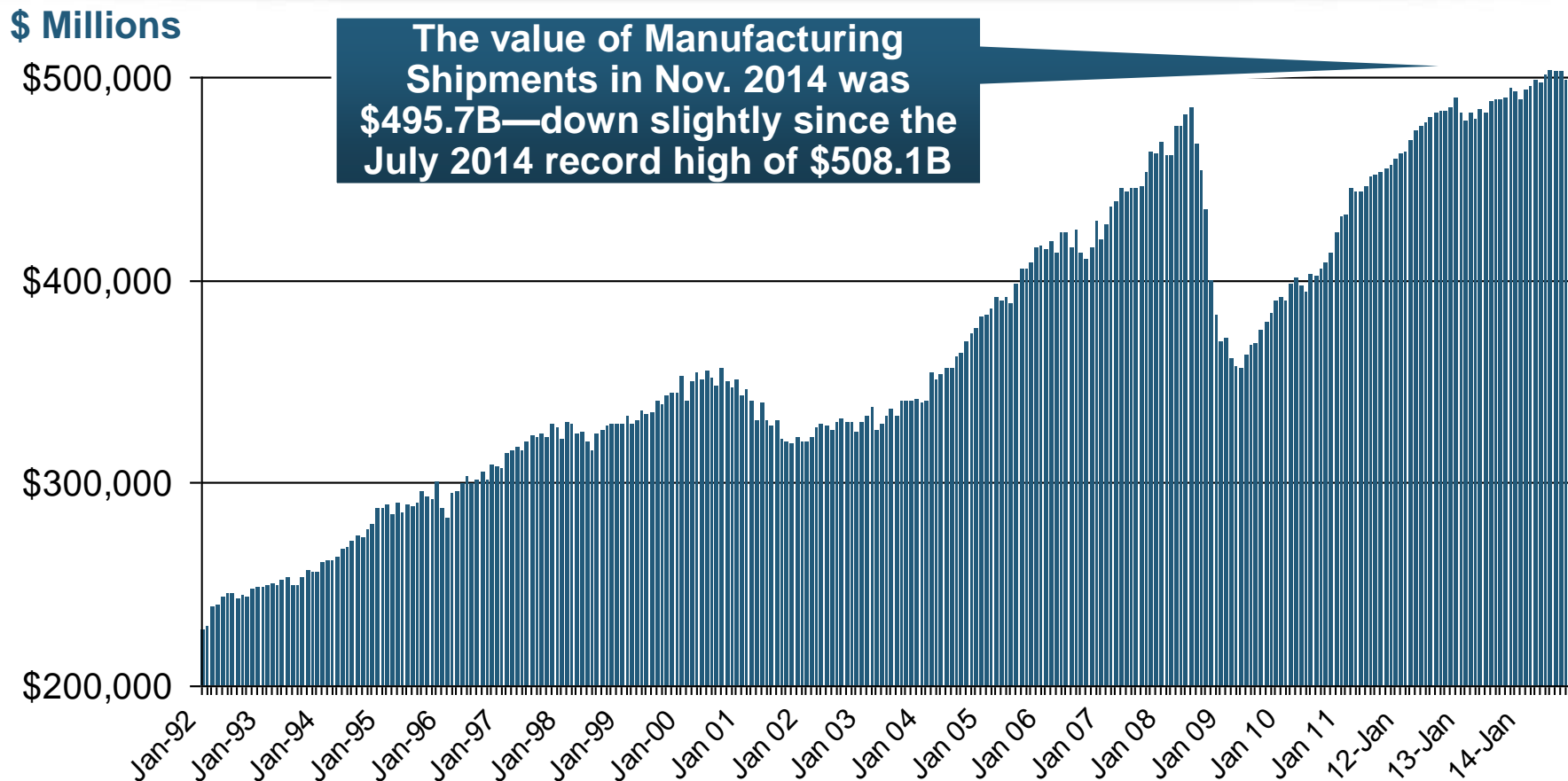
Note: Recession indicated by gray shaded column.

Sources: U.S. Bureau of Labor Statistics; Insurance Information Institute.

# **MANUFACTURING SECTOR OVERVIEW & OUTLOOK**

**The U.S. Is Experiencing a Mini  
Manufacturing Renaissance but  
Headwinds from Weak Export  
Markets and Strong Dollar**

# Dollar Value\* of Manufacturers' Shipments Monthly, Jan. 1992—November 2014



**Monthly shipments in Nov. 2014 exceeded the pre-crisis (July 2008) peak but has declined in recent months. Manufacturing is energy-intensive and growth leads to gains in many commercial exposures: WC, Commercial Auto, Marine, Property, and various Liability Coverages.**

\* Seasonally adjusted; Data published Jan. 6, 2015.

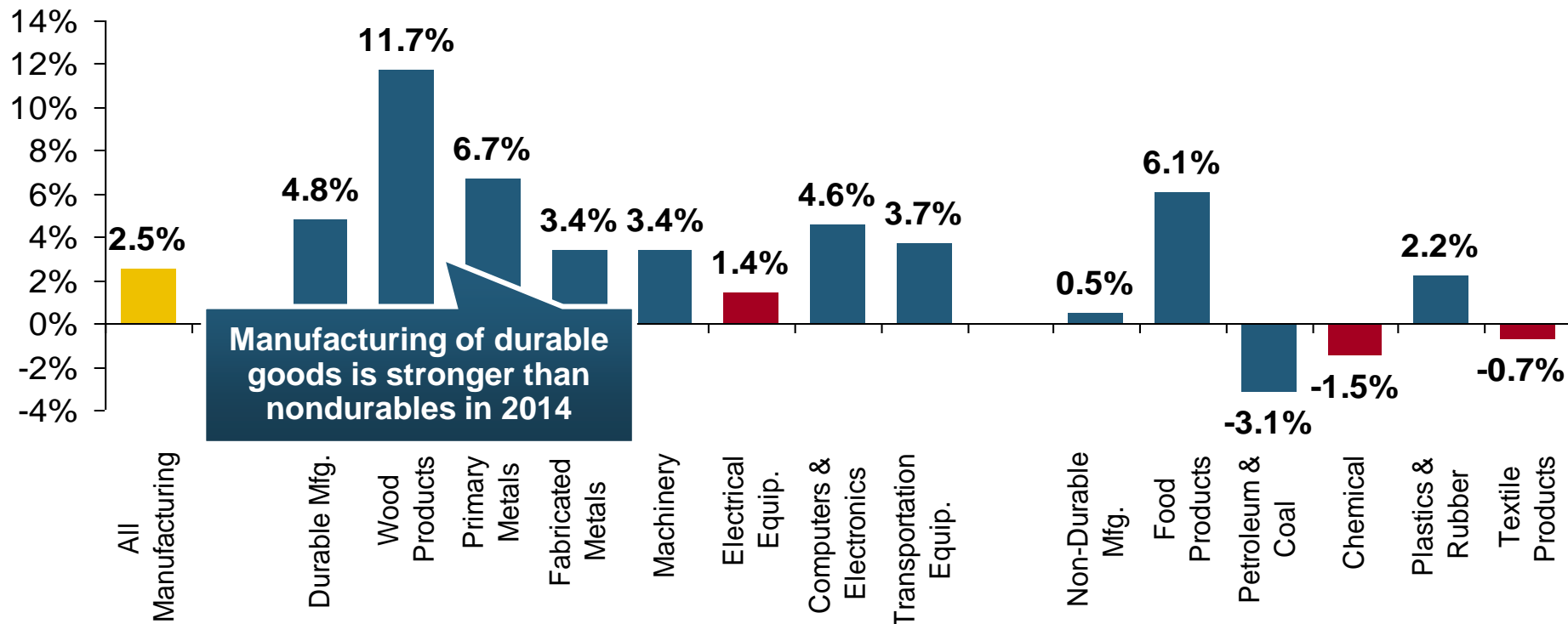
Source: U.S. Census Bureau, *Full Report on Manufacturers' Shipments, Inventories, and Orders*, <http://www.census.gov/manufacturing/m3/>

# Manufacturing Growth for Selected Sectors, 2014 vs. 2013\*

Growth (%)

**Durables: +4.8%**

**Non-Durables: +0.5%**



**Manufacturing Is Expanding—Albeit Slowly—Across a Number of Sectors that Will Contribute to Growth in Insurable Exposures Including: WC, Commercial Property, Commercial Auto and Many Liability Coverages**

\*Seasonally adjusted; Date are YTD comparing data through November 2014 to the same period in 2013.

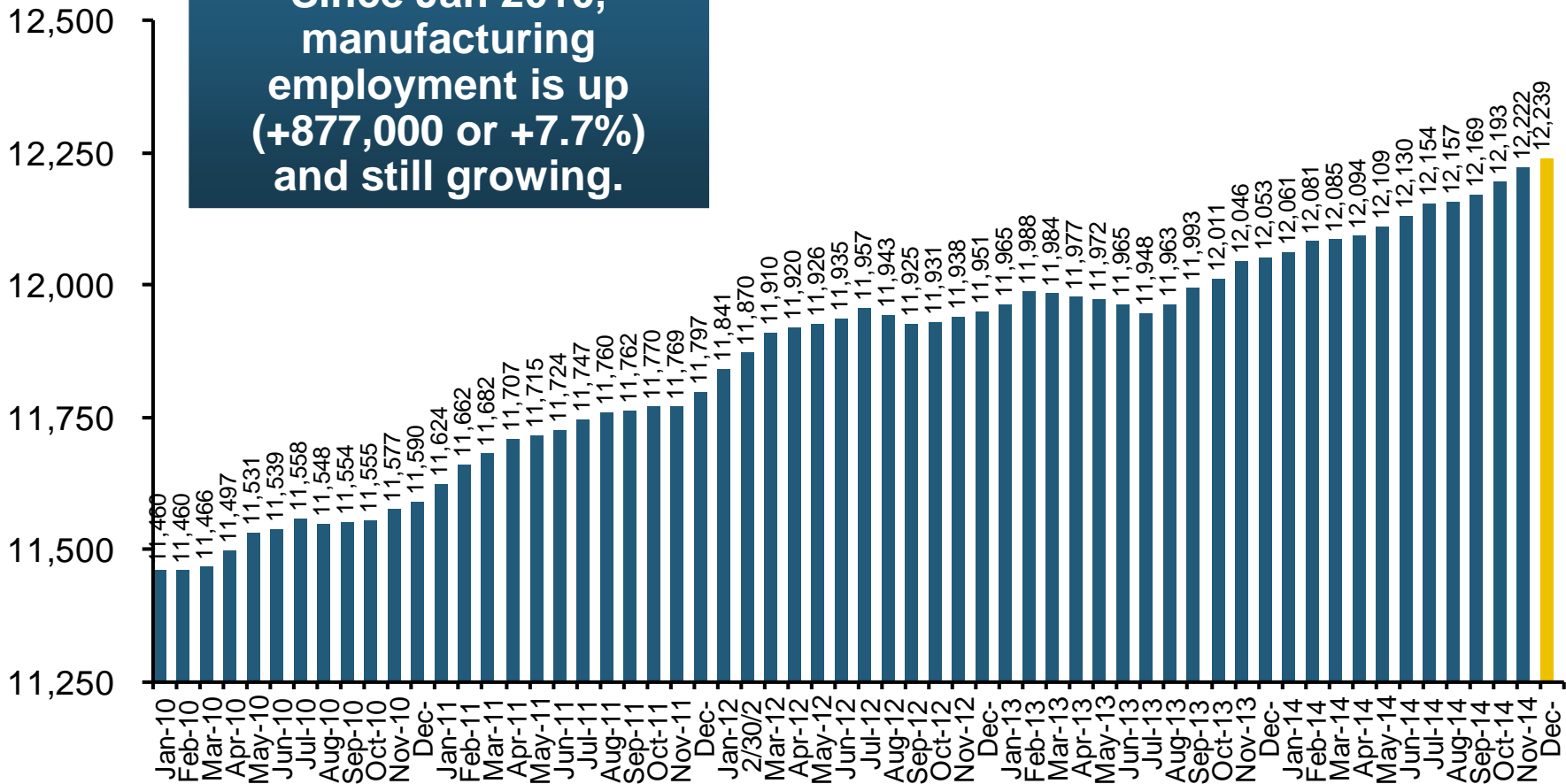
Source: U.S. Census Bureau, *Full Report on Manufacturers' Shipments, Inventories, and Orders*, <http://www.census.gov/manufacturing/m3/>



# Manufacturing Employment, Jan. 2010—December 2014\*

(Thousands)

Since Jan 2010, manufacturing employment is up (+877,000 or +7.7%) and still growing.



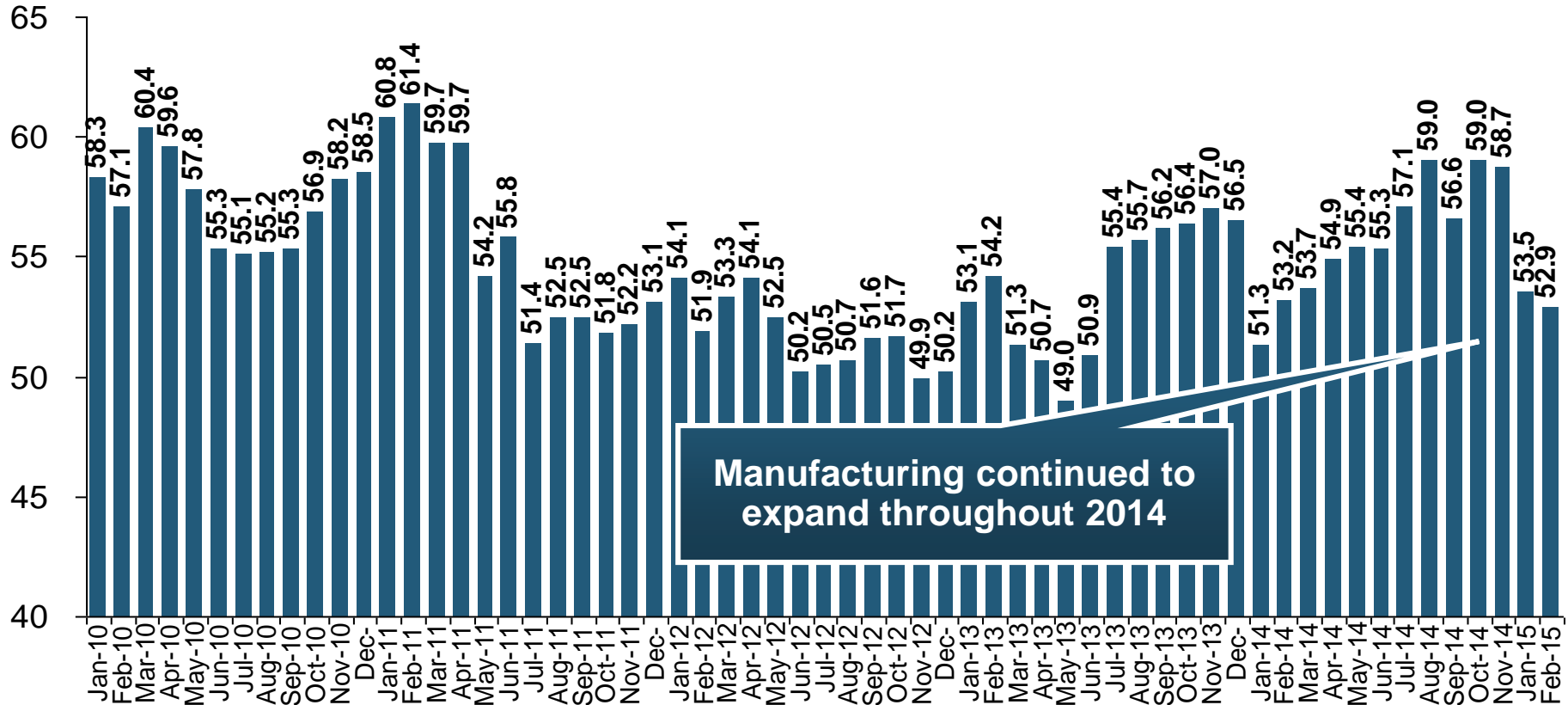
Manufacturing employment is a surprising source of strength in the economy. Employment in the sector is at a multi-year high.

\*Seasonally adjusted.

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

# ISM Manufacturing Index (Values > 50 Indicate Expansion)

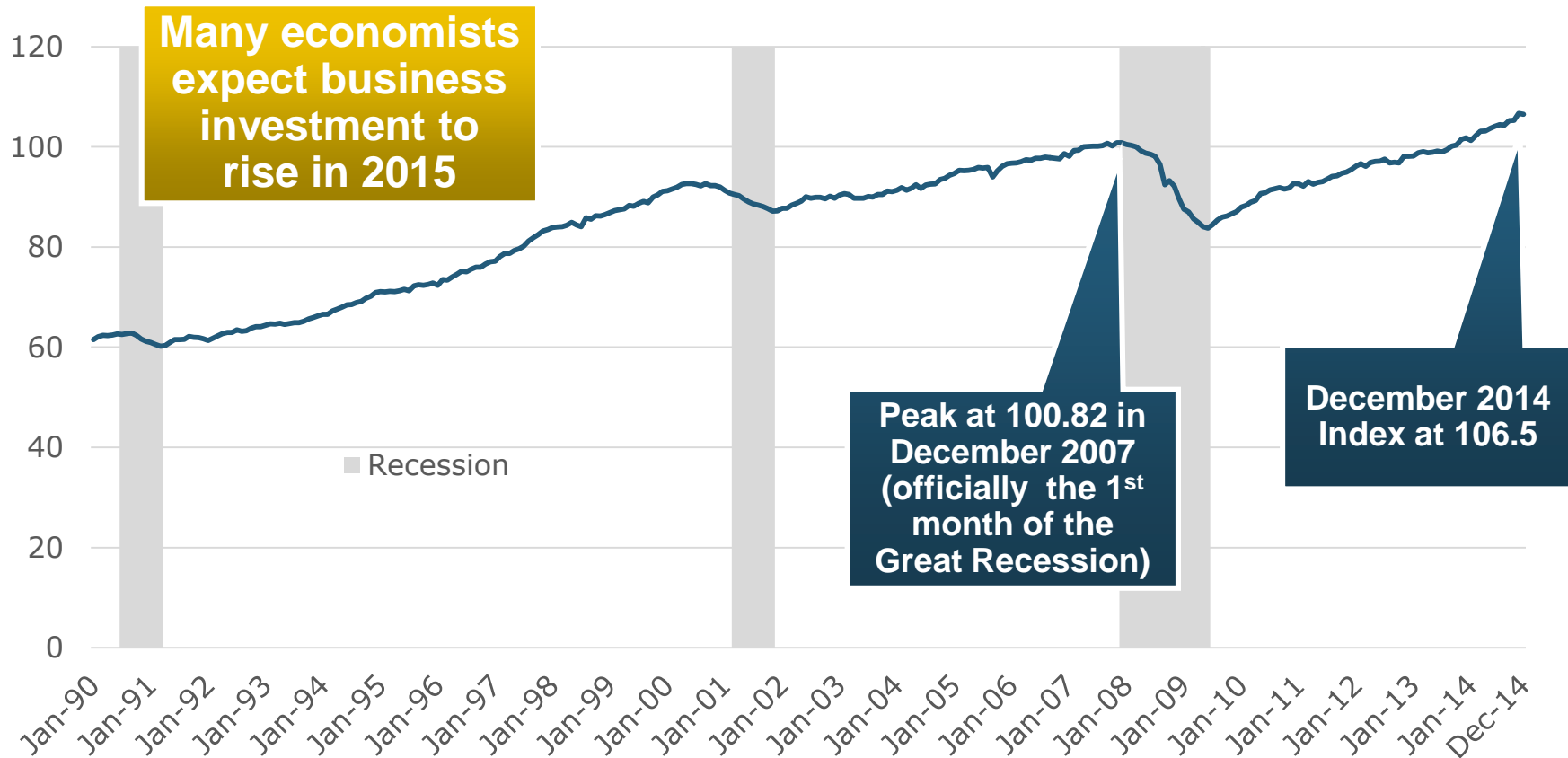
January 2010 through February 2015



Manufacturing continued to expand throughout 2014

The manufacturing sector expanded for 60 of the 62 months from Jan. 2010 through Feb. 2015. Pace of recovery has been uneven due to economic turbulence in the U.S., Europe and China.

# Index of Total Industrial Production:\* A Near Peak as of December 2014



**Insurance exposures for industrial production will continue growing in 2015, and commercial insurance premium volume with them. Y-o-Y growth to December 2014 was 4.6%. Both production and premium volume growth for 2015 should exceed this.**

\*Monthly, seasonally adjusted, through December 2014 (which is preliminary). Index based on year 2007 = 100

Sources: Federal Reserve Board at [http://www.federalreserve.gov/releases/g17/ipdisk/ip\\_sa.txt](http://www.federalreserve.gov/releases/g17/ipdisk/ip_sa.txt).  
National Bureau of Economic Research (recession dates); Insurance Information Institute.

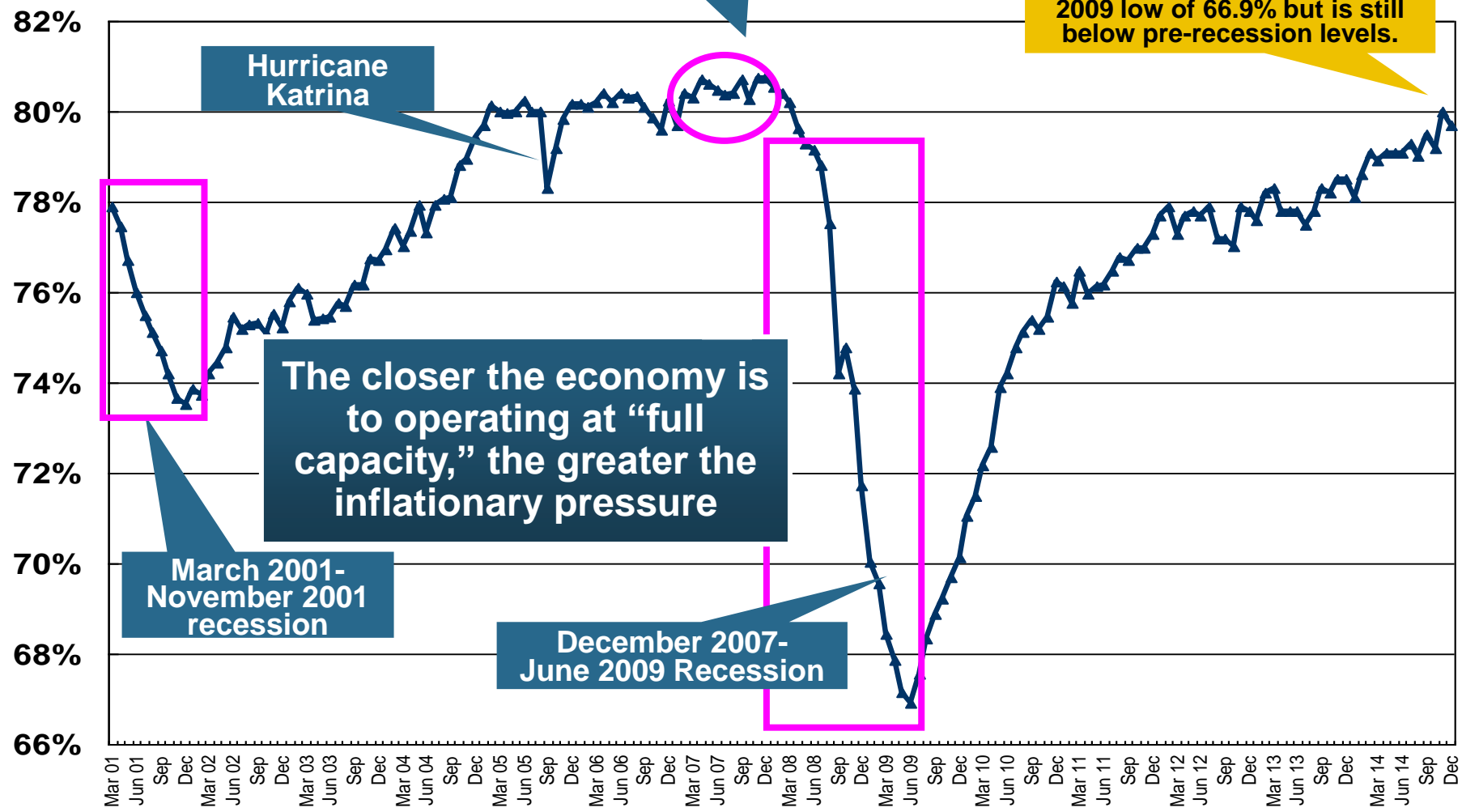
# Recovery in Capacity Utilization is a Positive Sign for Commercial Exposures

March 2001 through Dec. 2014

Percent of Industrial Capacity

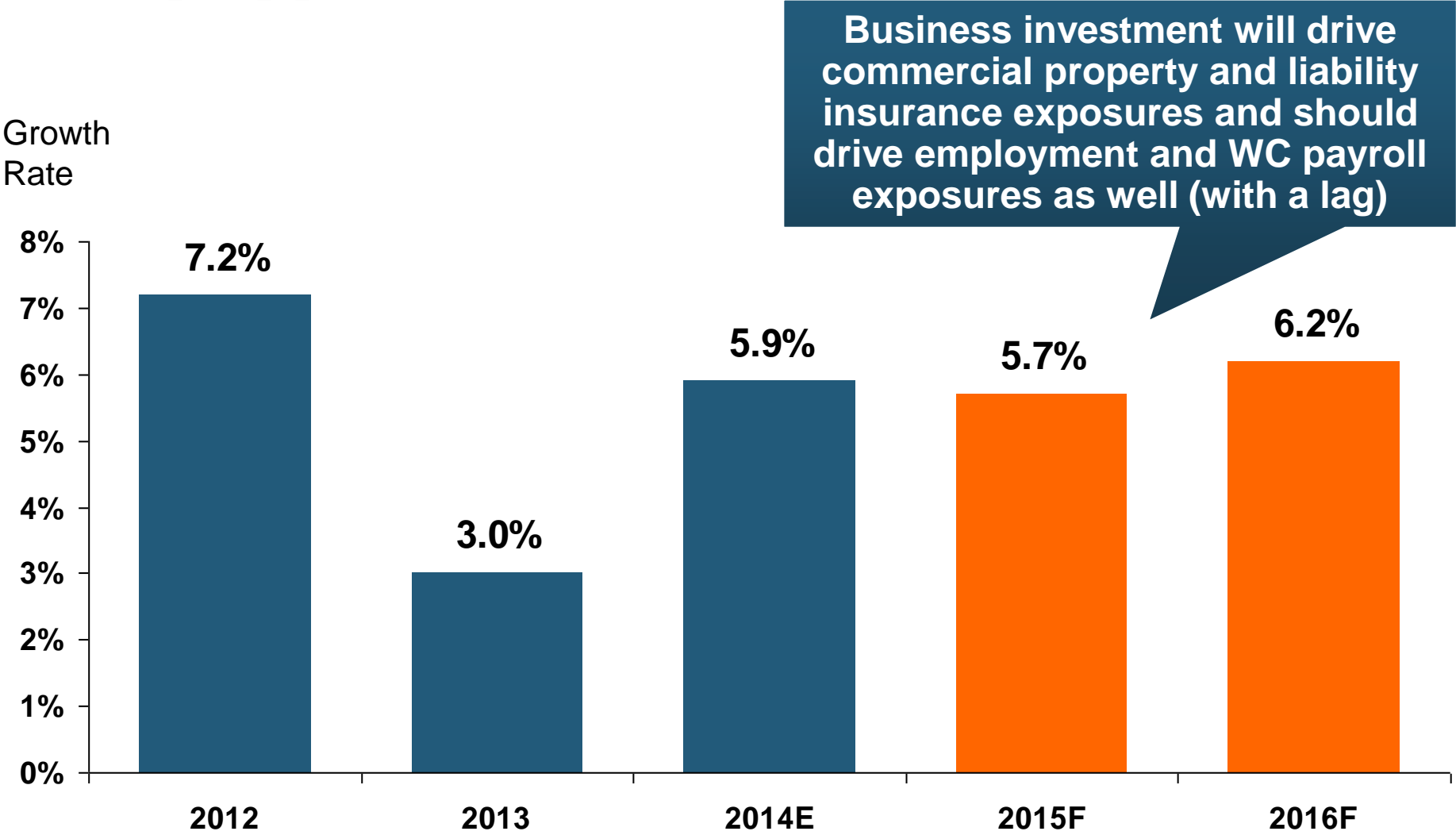
**“Full Capacity”**

The US operated at 79.7% of industrial capacity in Dec. 2014, well above the June 2009 low of 66.9% but is still below pre-recession levels.



Source: Federal Reserve Board statistical releases at <http://www.federalreserve.gov/releases/g17/Current/default.htm>.

# Business Fixed Investment is Forecast to Grow Steadily in 2015-16, Fueling Commercial Exposure Growth



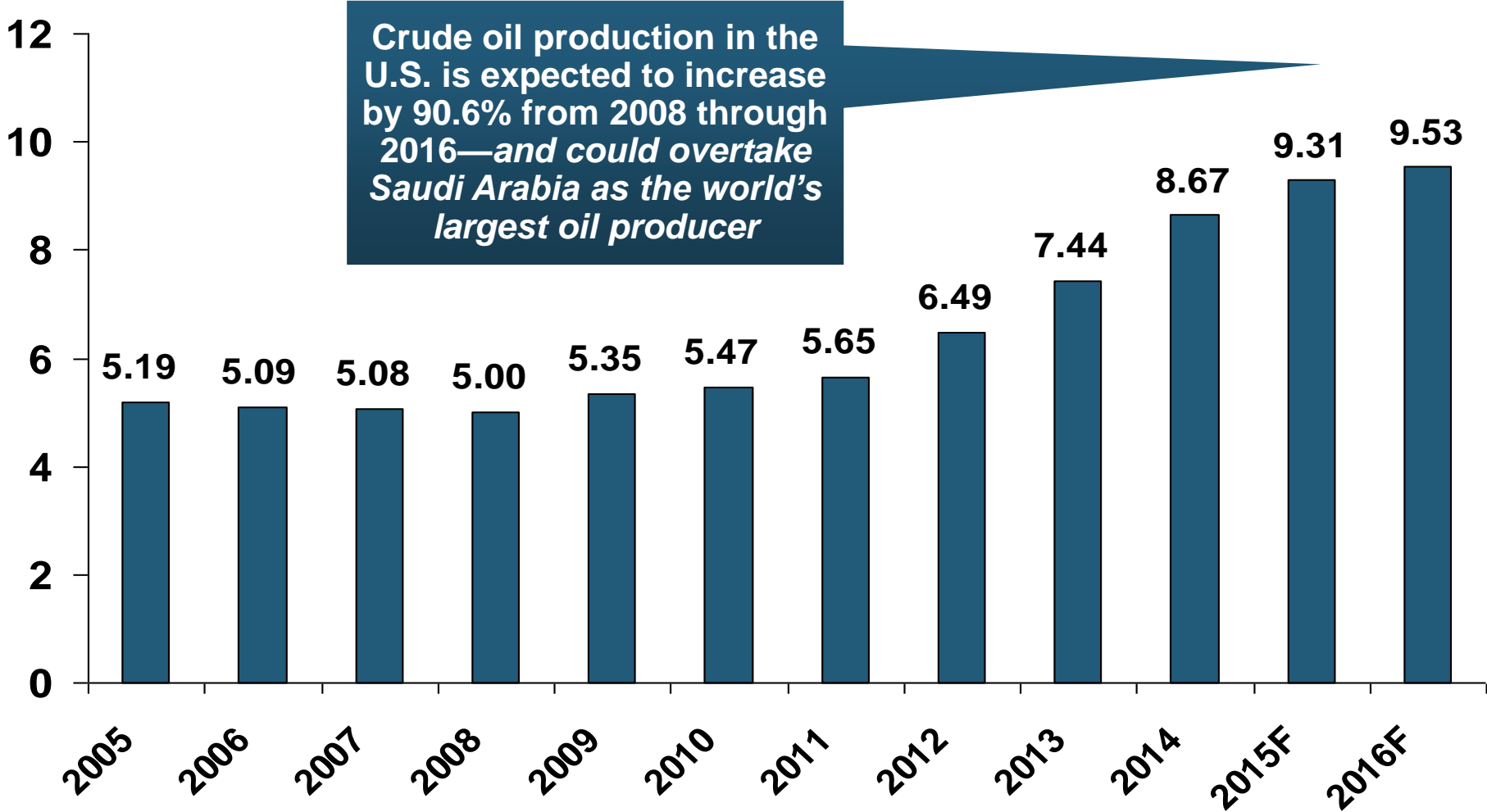
Sources: Wells Fargo Economic Group; Insurance Information Institute.

**ENERGY SECTOR: OIL & GAS  
INDUSTRY FUTURE IS BRIGHT  
BUT VOLATILE**

**US Is Becoming an Energy  
Powerhouse but Fall in Prices  
Will Have Negative Impact**

# U.S. Crude Oil Production, 2005-2016P

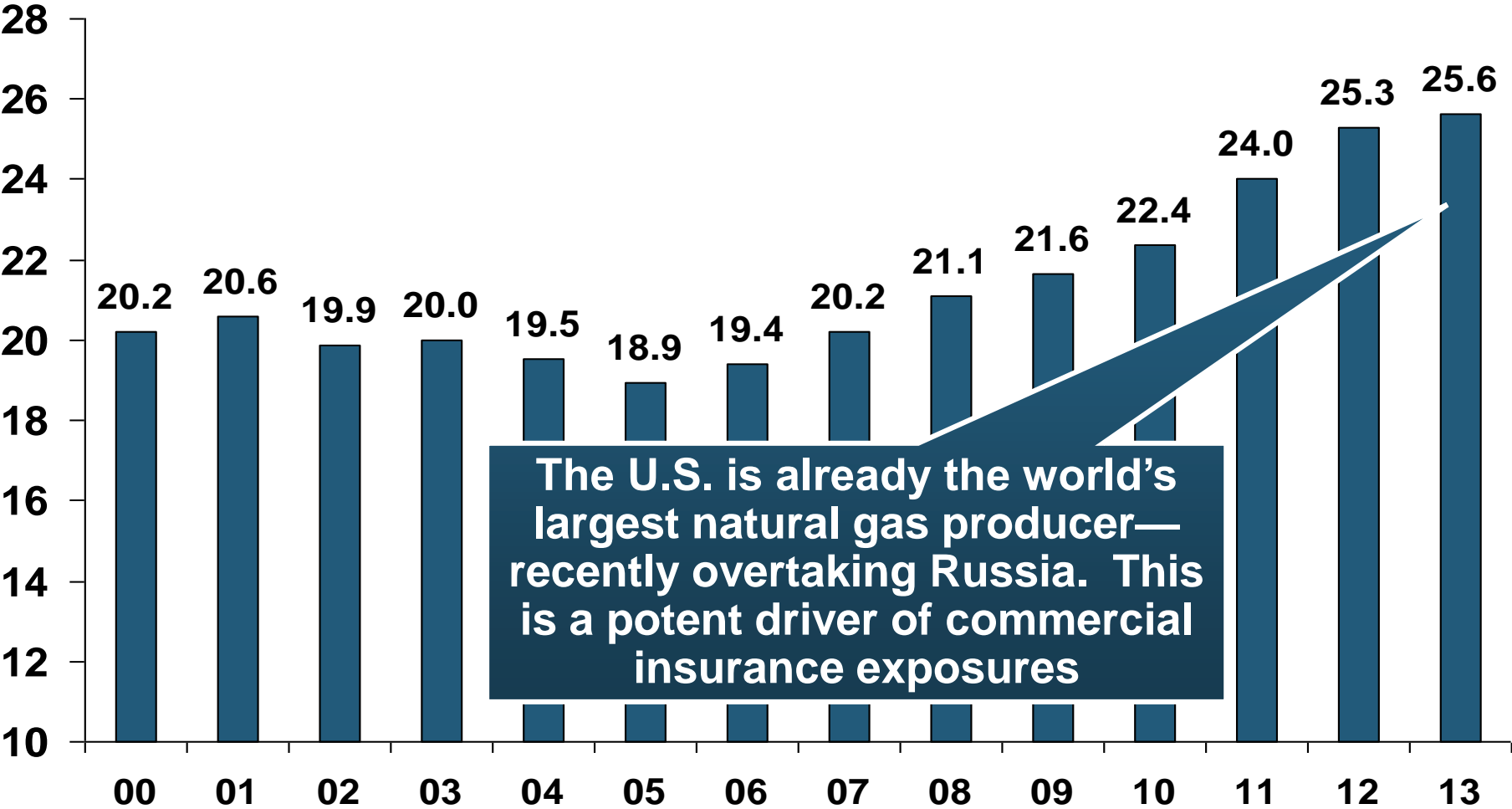
Millions of Barrels per Day



Source: Energy Information Administration, *Short-Term Energy Outlook* (January 15, 2015) , Insurance Information Institute.

# U.S. Natural Gas Production, 2000-2013

Trillions of Cubic Ft. per Year



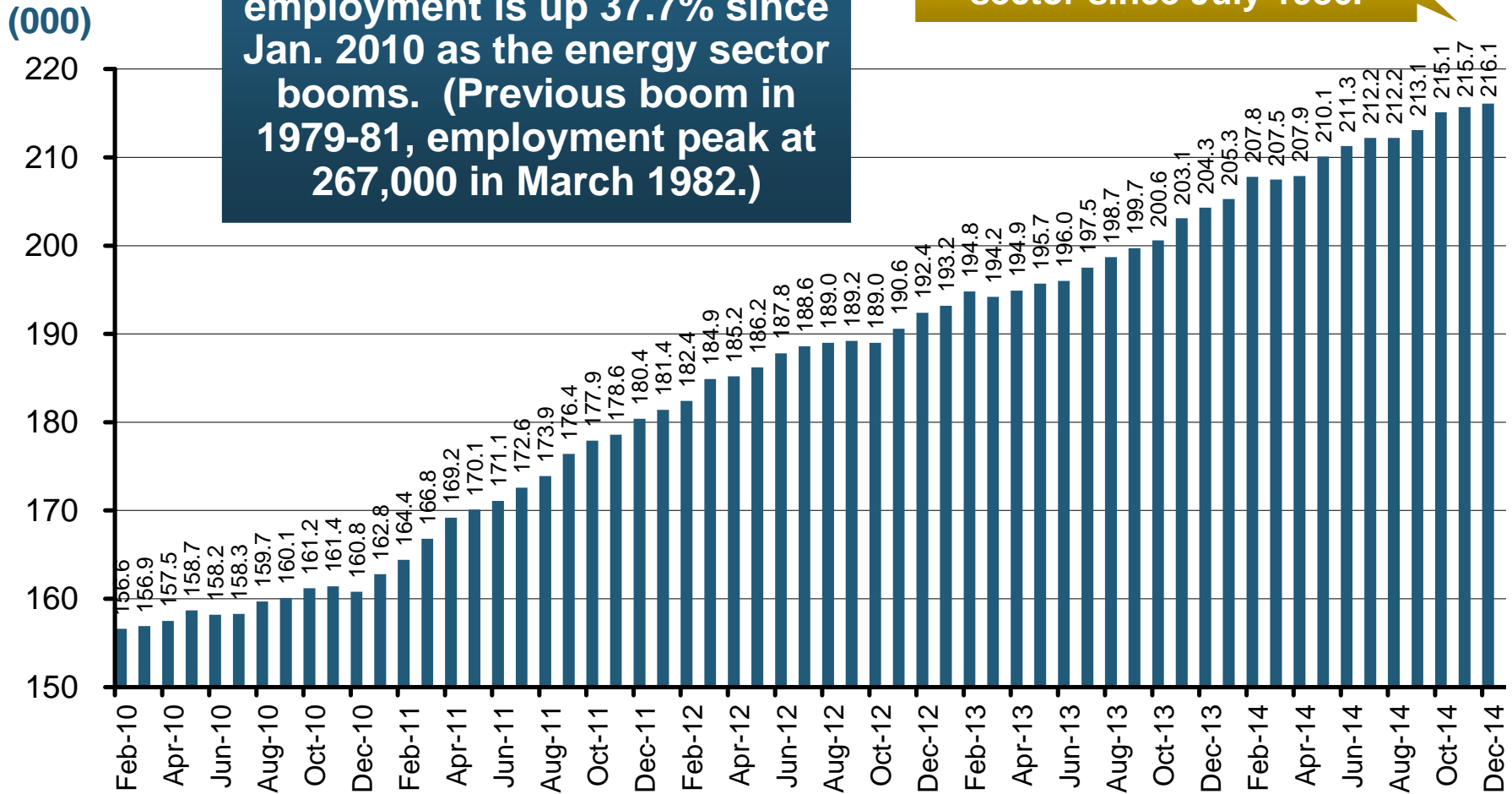
Source: Energy Information Administration, *Short-Term Energy Outlook* (April 8, 2014) , Insurance Information Institute.



# Employment in Oil & Gas Extraction, Jan. 2010—Dec. 2014\*

Oil and gas extraction employment is up 37.7% since Jan. 2010 as the energy sector booms. (Previous boom in 1979-81, employment peak at 267,000 in March 1982.)

Highest employment in this sector since July 1986.



\*Seasonally adjusted

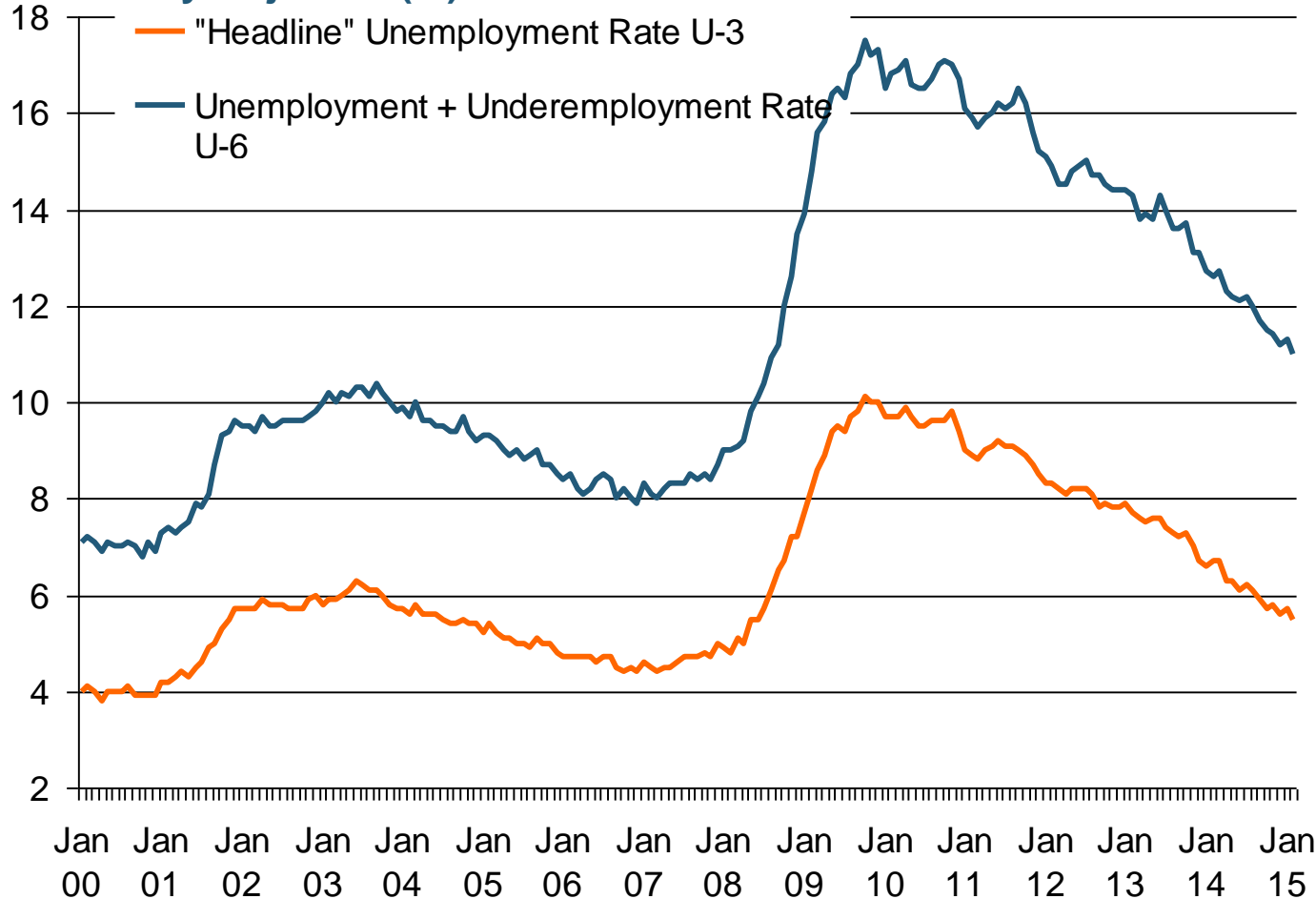
Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.

# Labor Market Trends

**Massive Job Losses Sapped the Economy and Commercial/Personal Lines Exposure, But Trend Has Greatly Improved**

# Unemployment and Underemployment Rates: Still Too High, But Falling

January 2000 through February 2015,  
Seasonally Adjusted (%)



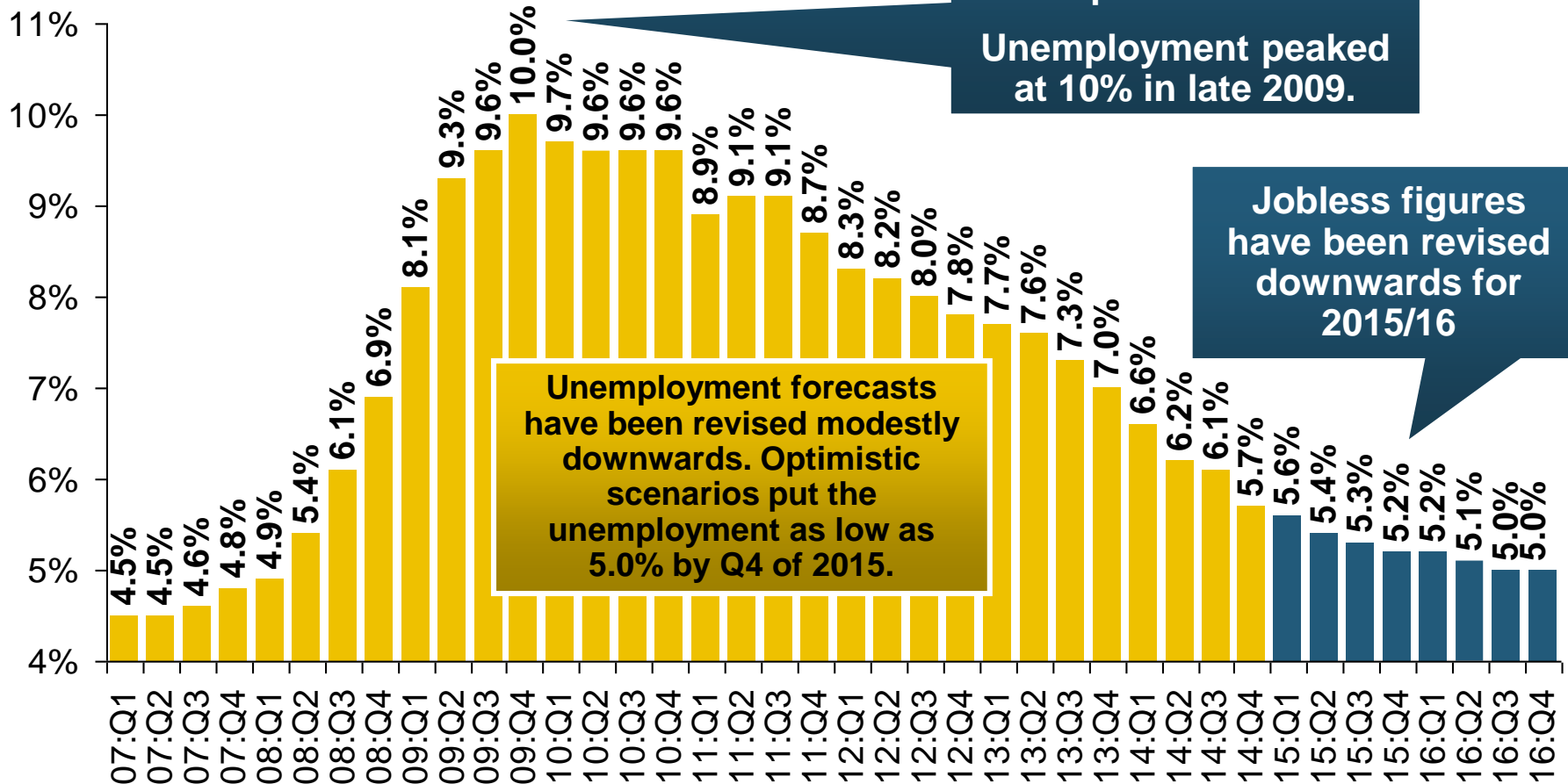
U-6 went from 8.0% in March 2007 to 17.5% in October 2009; Stood at 11.0% in Feb. 2015. 8% to 10% is "normal."

"Headline" unemployment was 5.5% in Feb. 2015. 4.5% to 5.5% is "normal."

**Stubbornly high unemployment and underemployment constrain overall economic growth, but the job market is now clearly improving.**

# US Unemployment Rate Forecast

2007:Q1 to 2016:Q4F\*

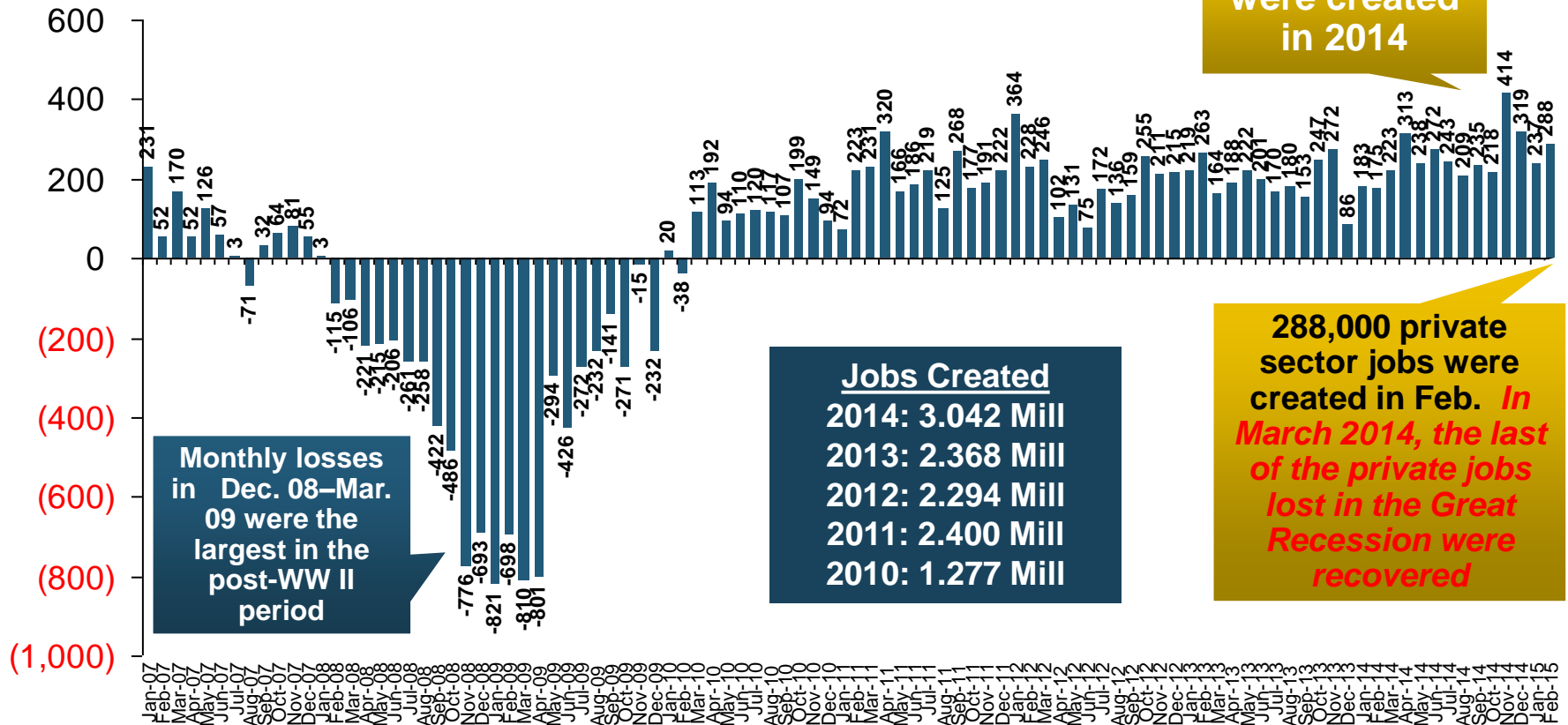


\* = actual; = forecasts

Sources: US Bureau of Labor Statistics; Blue Chip Economic Indicators (2/15 edition); Insurance Information Institute.

# Monthly Change in Private Employment

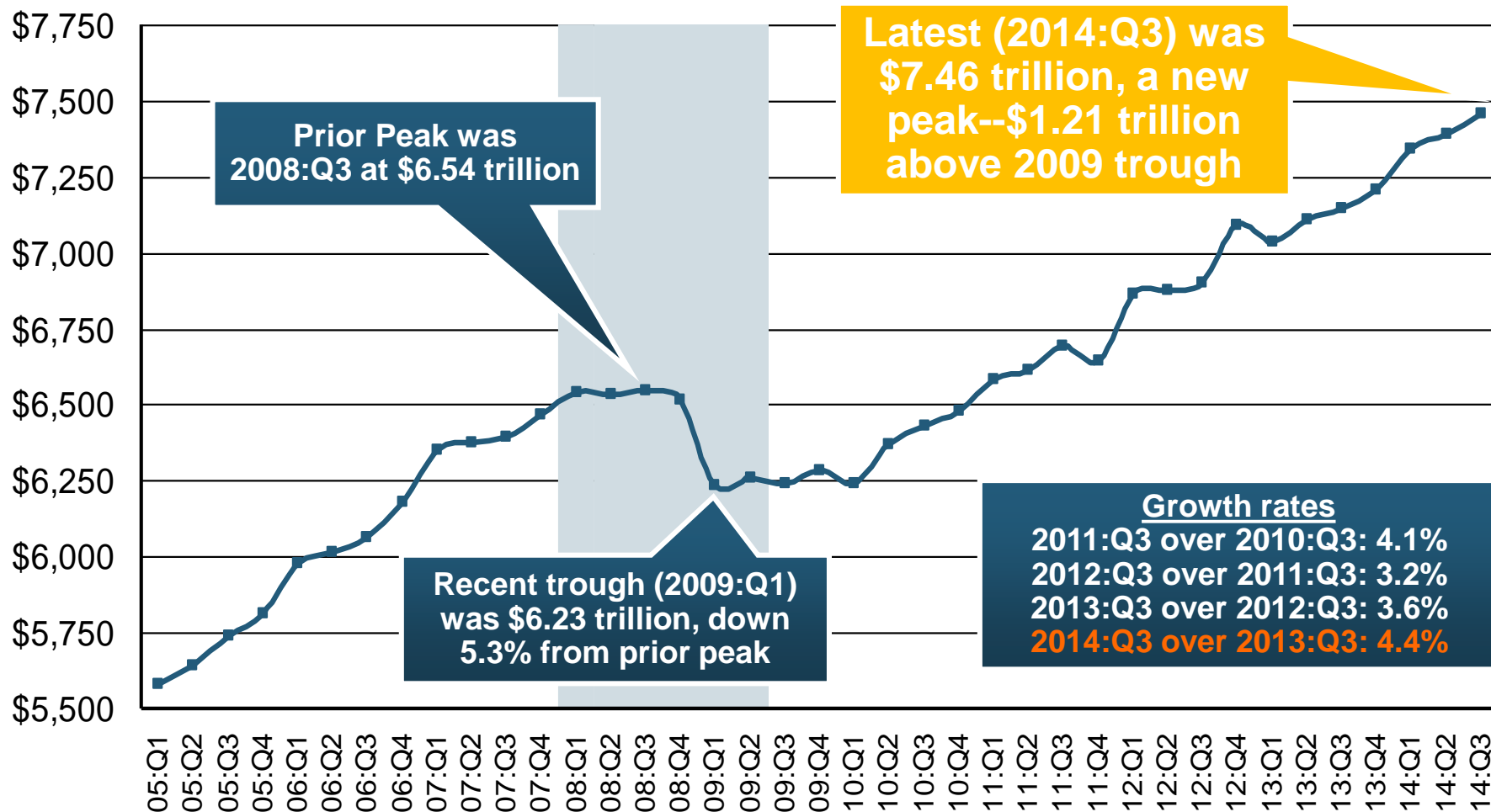
January 2007 through Feb. 2015 (Thousands, Seasonally Adjusted)



**Private Employers Added 11.38 million Jobs Since Jan. 2010 After Having Shed 5.01 Million Jobs in 2009 and 3.76 Million in 2008 (State and Local Governments Have Shed Hundreds of Thousands of Jobs)**

# Nonfarm Payroll (Wages and Salaries): Quarterly, 2005–2014:Q3

Billions



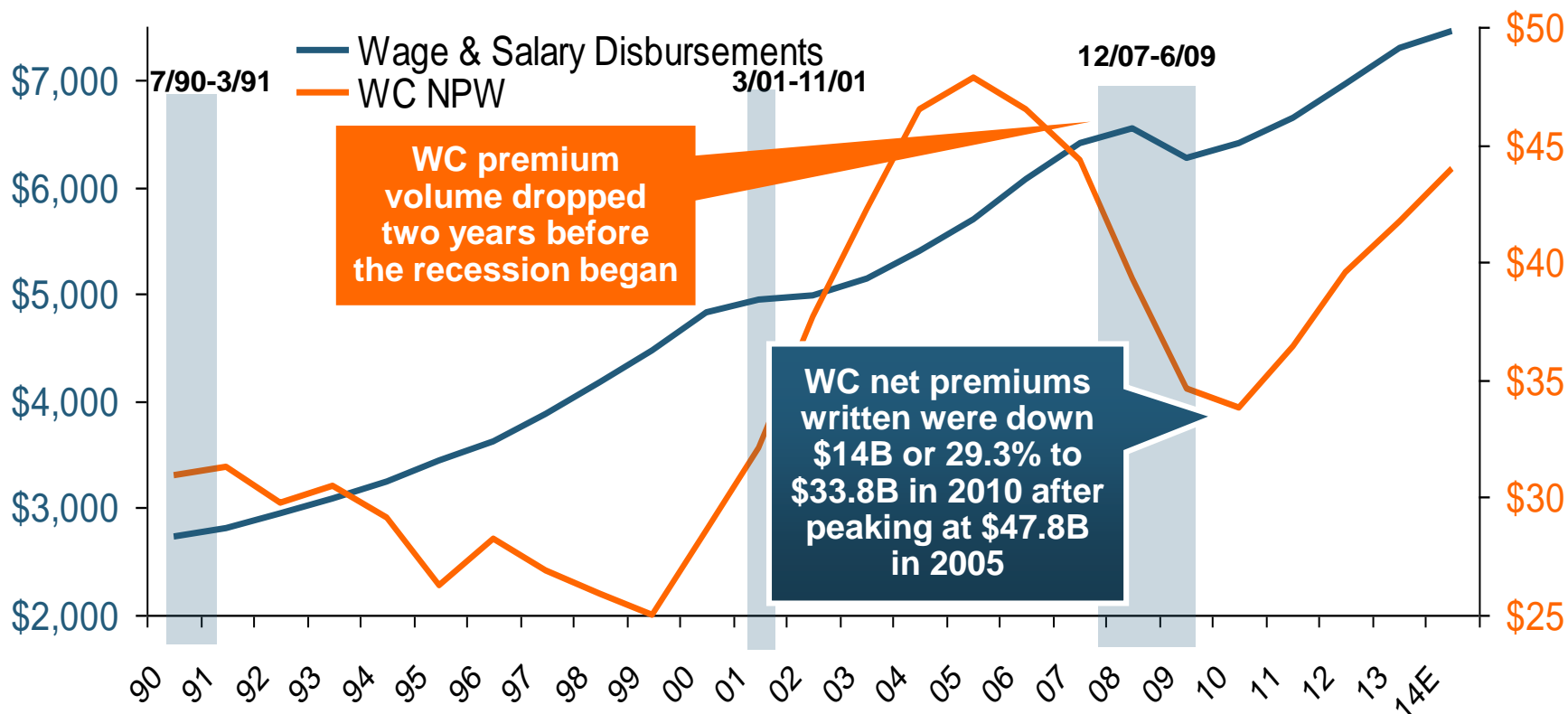
Note: Recession indicated by gray shaded column. Data are seasonally adjusted annual rates.

Sources: <http://research.stlouisfed.org/fred2/series/WASCUR>; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# Payroll vs. Workers Comp Net Written Premiums, 1990-2014P

Payroll Base\*  
\$Billions

WC NWP  
\$Billions



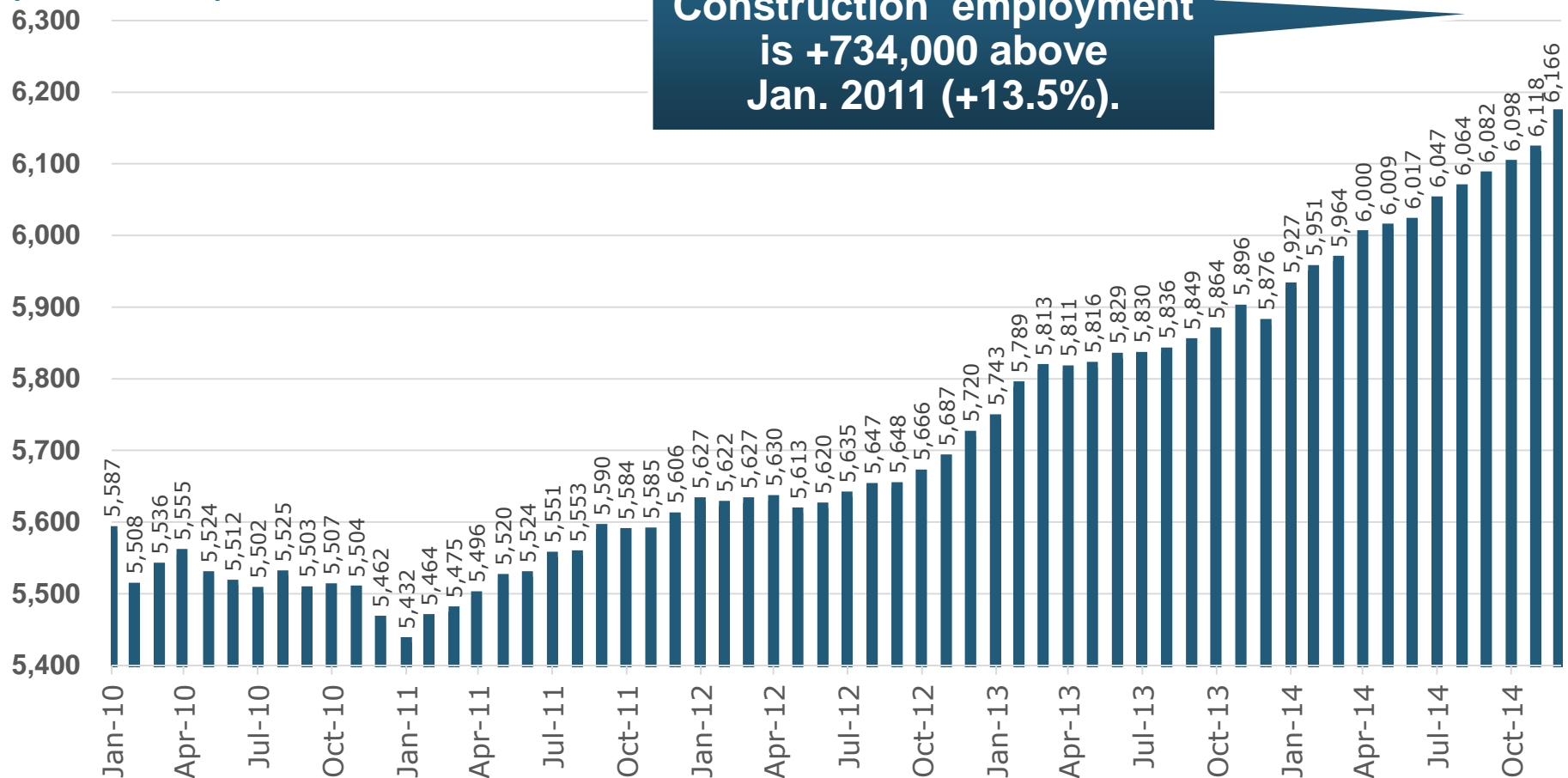
**Continued Payroll Growth and Rate Gains Suggest WC NWP Will Grow Again in 2015**

\*Private employment; Shaded areas indicate recessions. WC premiums for 2014 are I.I.I. estimates..

Sources: NBER (recessions); Federal Reserve Bank of St. Louis at <http://research.stlouisfed.org/fred2/series/WASCUR> ; NCCI; I.I.I.

# Construction Employment, Jan. 2010—December 2014\*

(Thousands)



**Construction and manufacturing employment constitute 1/3 of all workers comp payroll exposure.**

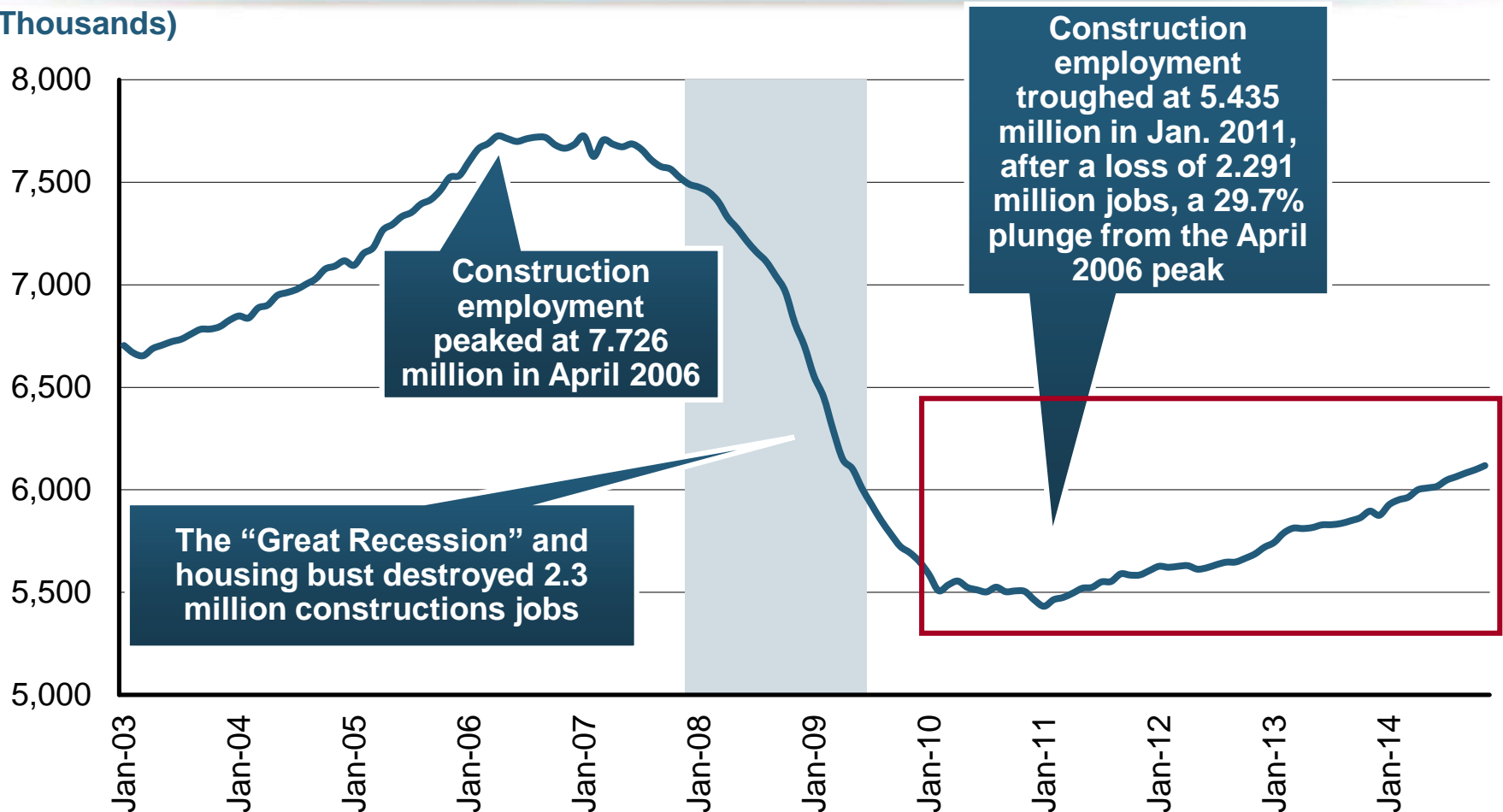
\*Seasonally adjusted; Dec and Nov 2014 are preliminary

Sources: US Bureau of Labor Statistics at <http://data.bls.gov>; Insurance Information Institute.



# Construction Employment, Jan. 2003–December 2014

(Thousands)

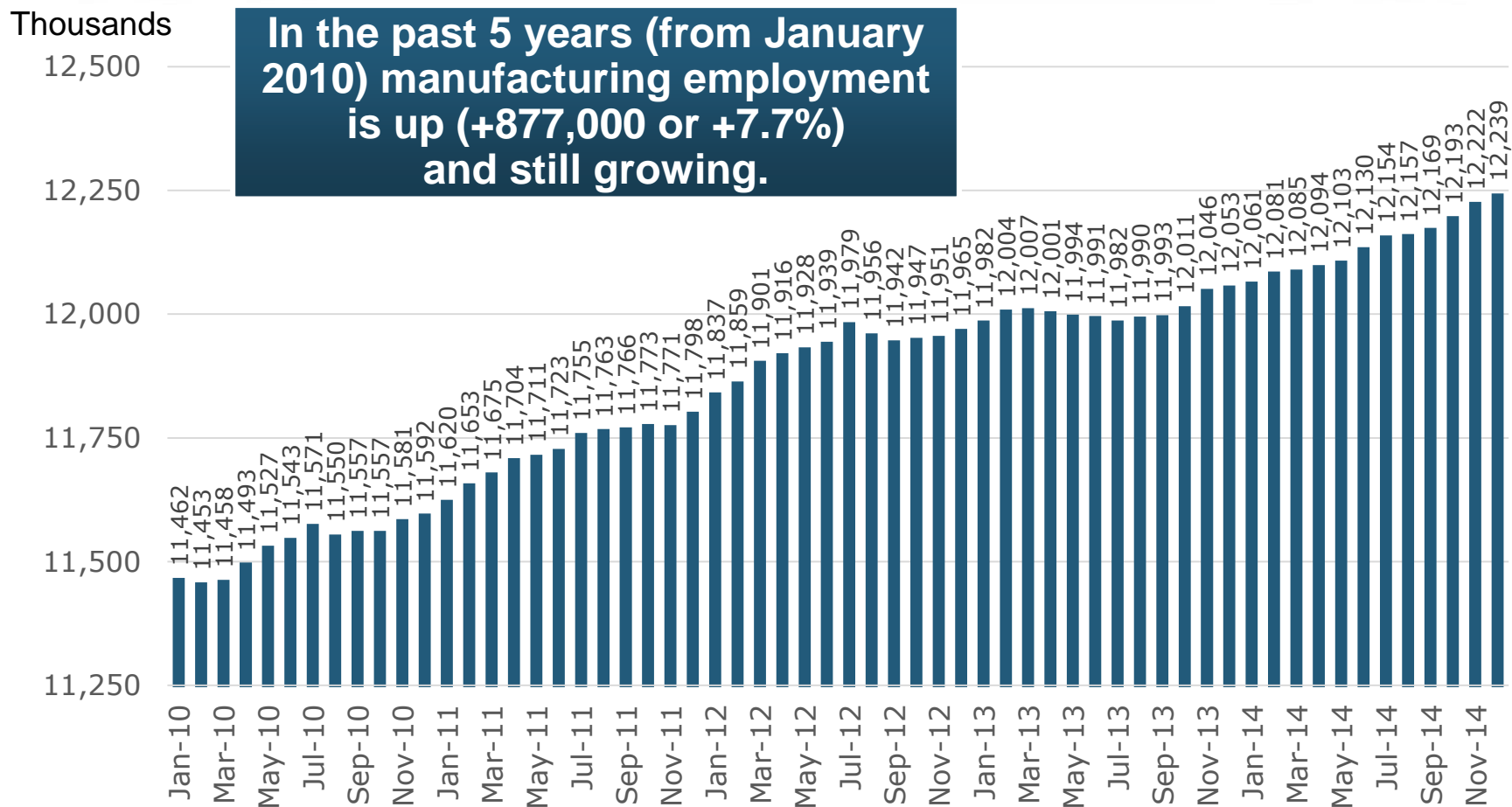


**The Construction Sector Could Be a Growth Leader in 2015 as the Housing Market, Private Investment and Govt. Spending Recover.**

Note: Recession indicated by gray shaded column.

Sources: U.S. Bureau of Labor Statistics; Insurance Information Institute.

# Manufacturing Employment, January 2010—December 2014\*



**Manufacturing employment is a surprising source of strength in the economy. Employment in the sector is at a multi-year high.**

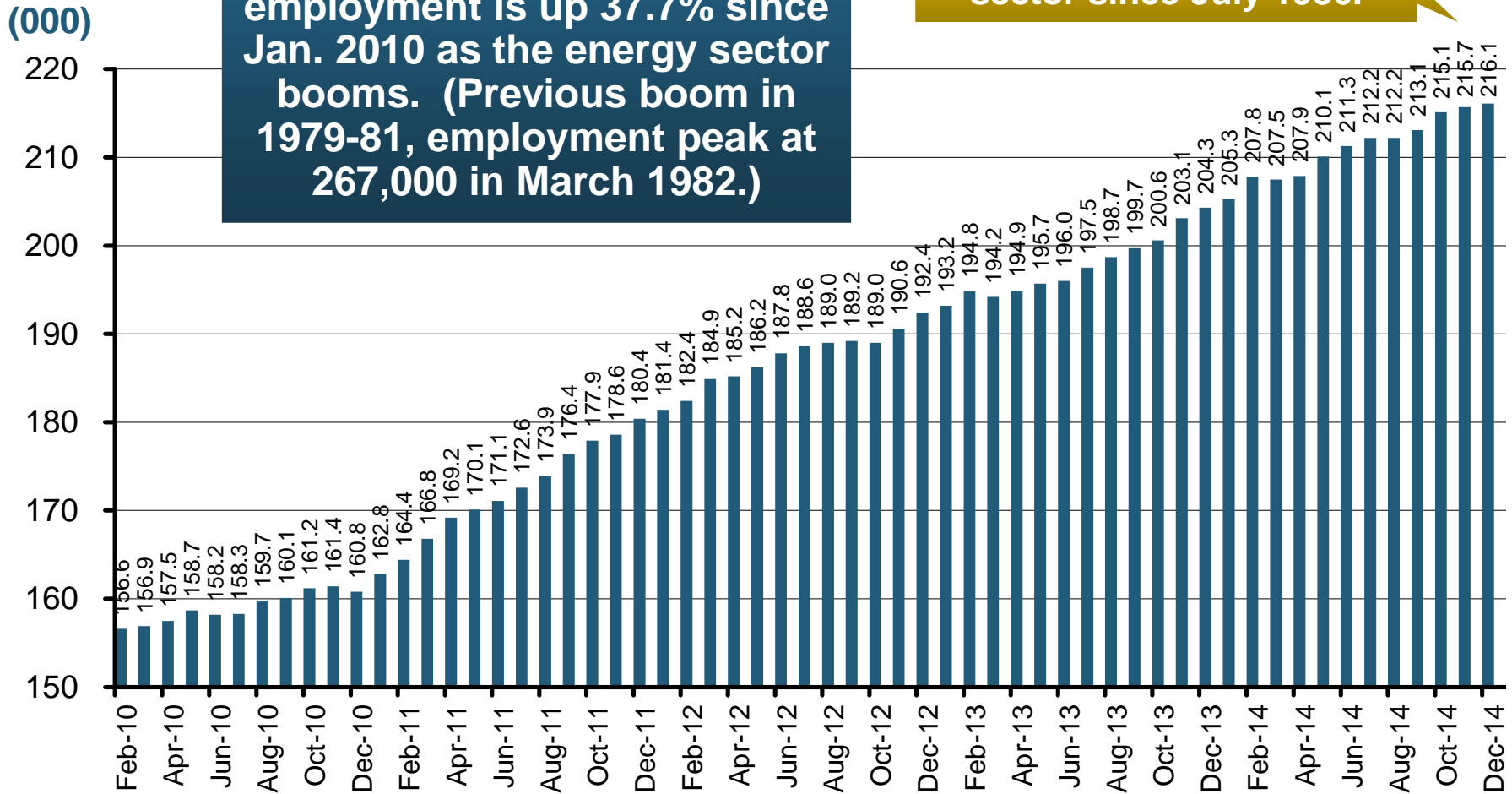
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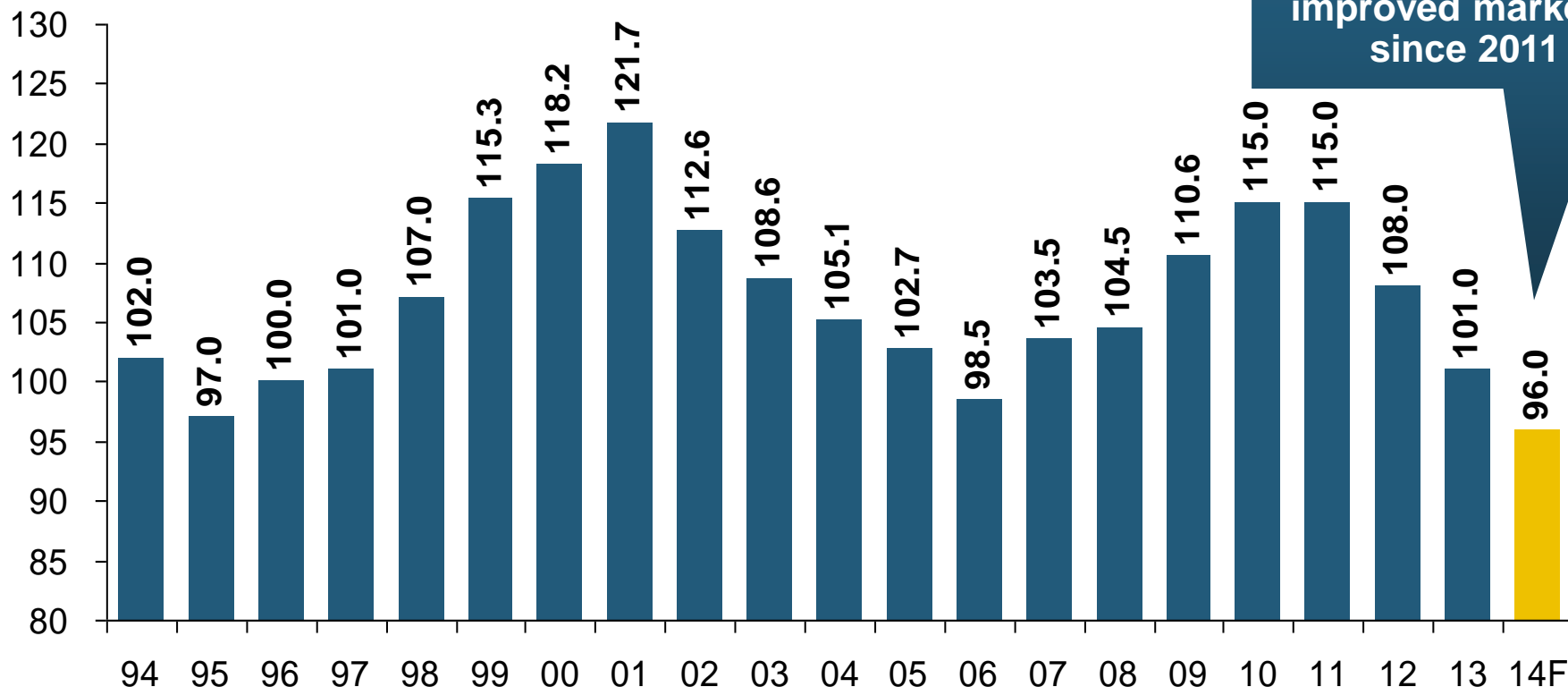
\*Seasonally adjusted



# Workers Compensation Operating Environment

**Workers Comp Results Have Improved  
Substantially in Recent Years**

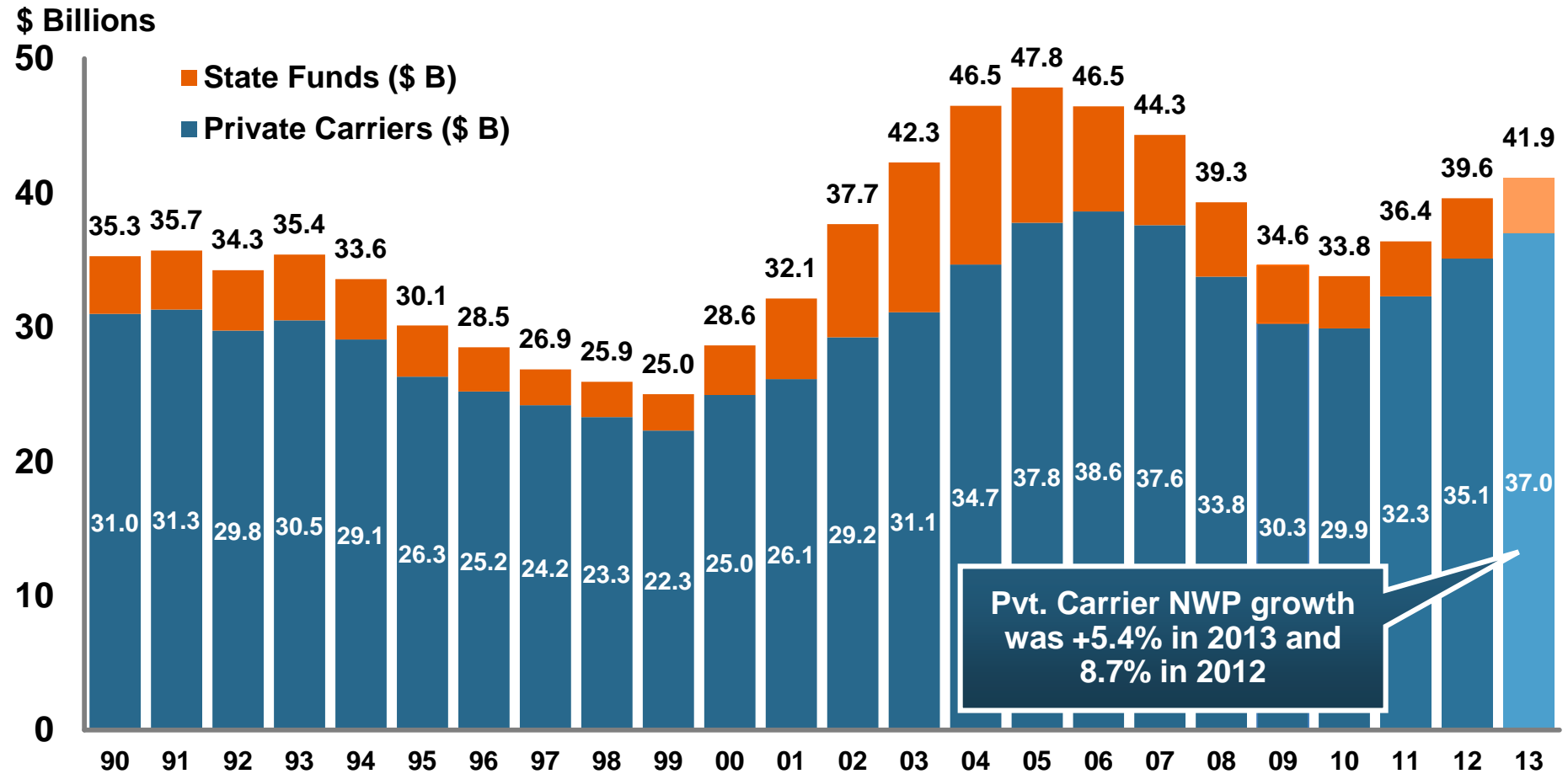
# Workers Compensation Combined Ratio: 1994–2014E



**Workers Comp Results Began to Improve in 2012. Underwriting Results Deteriorated Markedly from 2007-2010/11 and Were the Worst They Had Been in a Decade.**

# Workers Compensation Premium: Third Consecutive Year of Increase

## Net Written Premium



p Preliminary

Source: 1990–2013p Private Carriers, Annual Statement Data, NCCI.

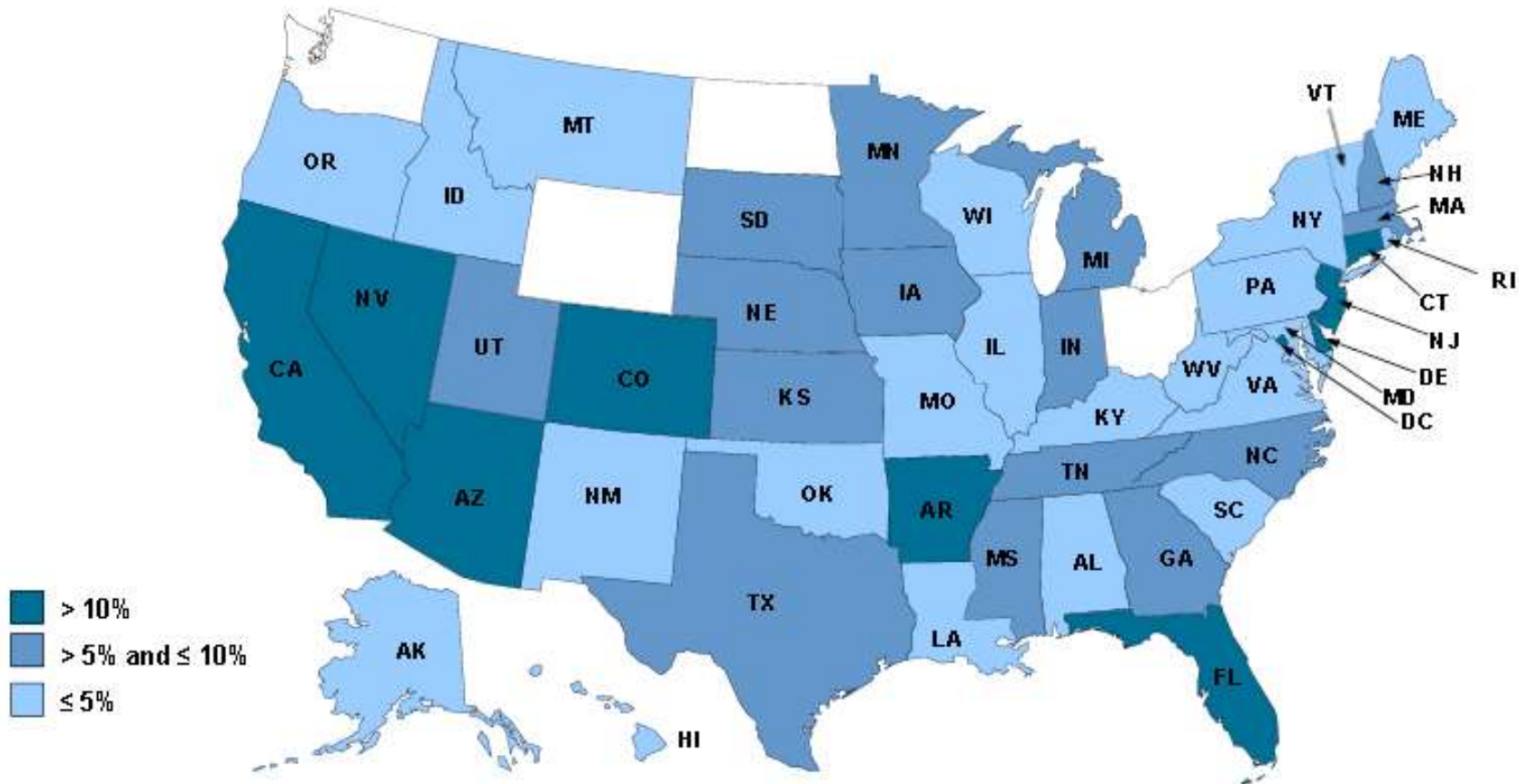
1996–2013p State Funds: AZ, CA, CO, HI, ID, KY, LA, MD, MO, MT, NM, OK, OR, RI, TX, UT Annual Statements

State Funds available for 1996 and subsequent

# 2013 Workers Compensation Direct Written Premium Growth, by State\*

PRIVATE CARRIERS: Overall 2013 Growth = +5.4%

While growth rates varied widely, all states experienced positive growth in 2013

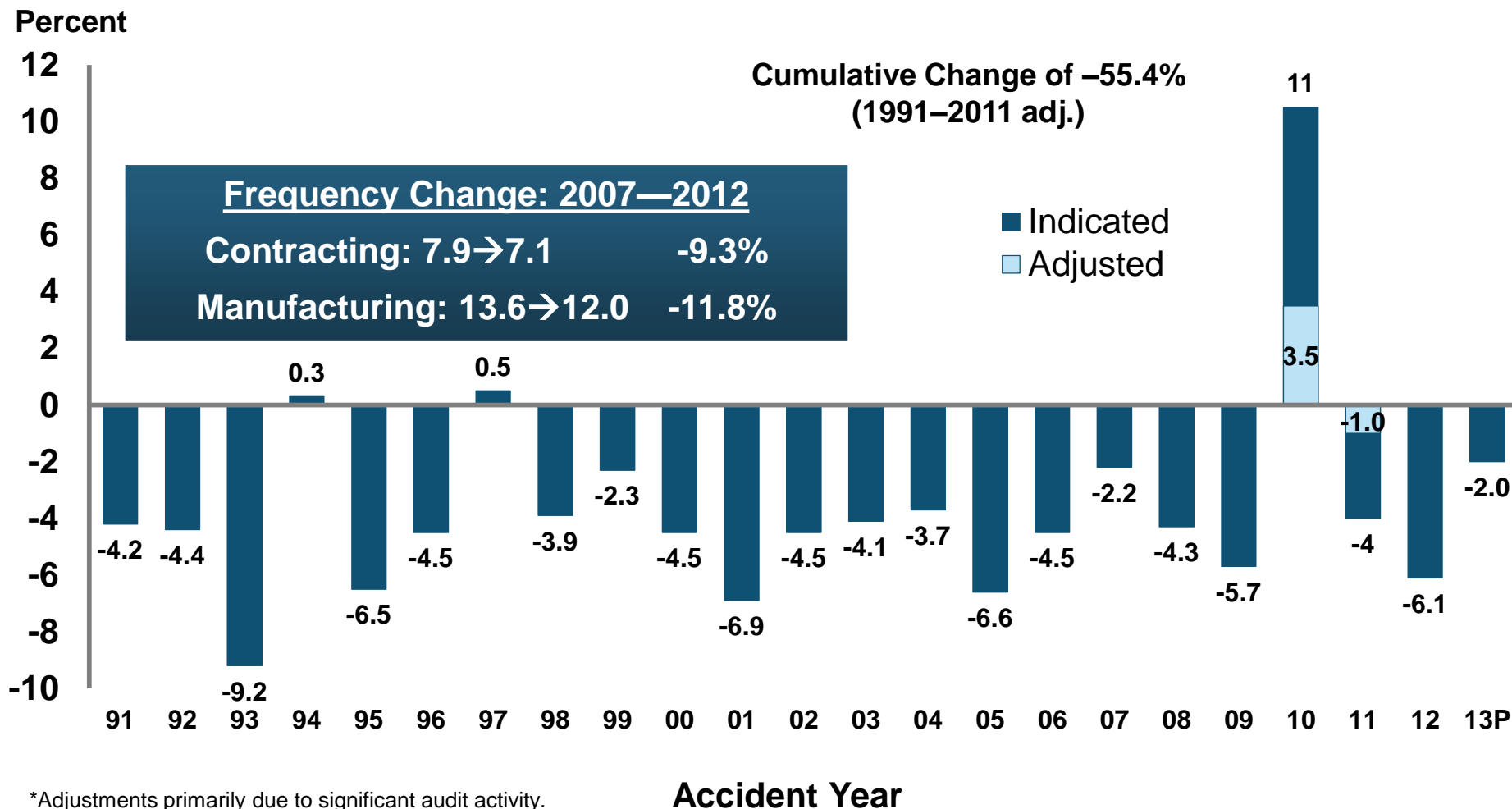


\*Excludes monopolistic fund states (in white): OH, ND, WA and WY.

Source: NCCI.

# Workers Compensation Lost-Time Claim Frequency Declined in 2013

## Lost-Time Claims



\*Adjustments primarily due to significant audit activity.

2013p: Preliminary based on data valued as of 12/31/2013

1991–2012: Based on data through 12/31/2012, developed to ultimate

Based on the states where NCCI provides ratemaking services, including state funds; excludes high deductible policies

Frequency is the number of lost-time claims per \$1M pure premium at current wage and voluntary loss cost level

Source: NCCI.

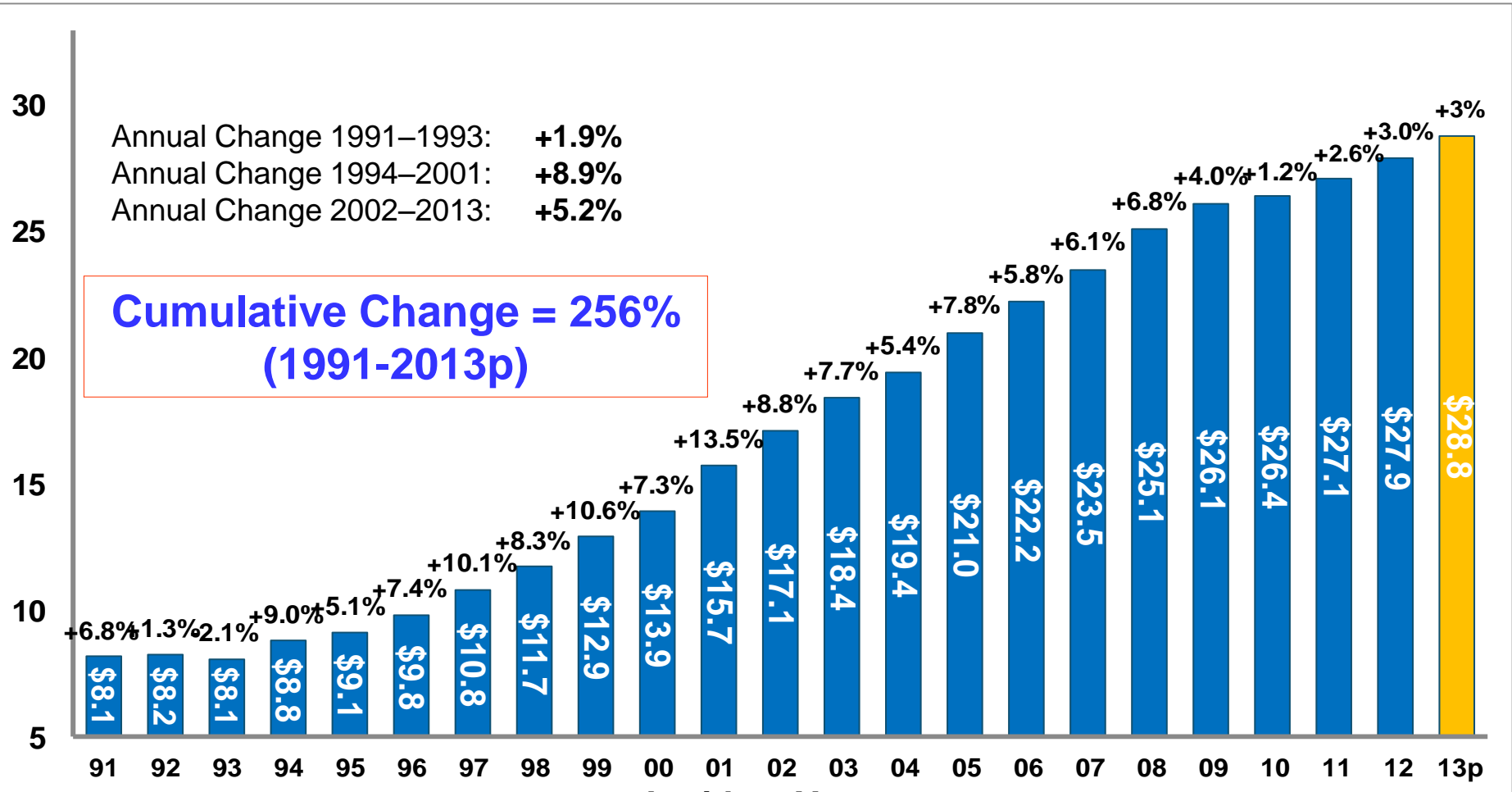


# Workers Compensation Medical Severity Moderate Increase in 2013



Medical Claim Cost (\$000s)

## Average Medical Cost per Lost-Time Claim

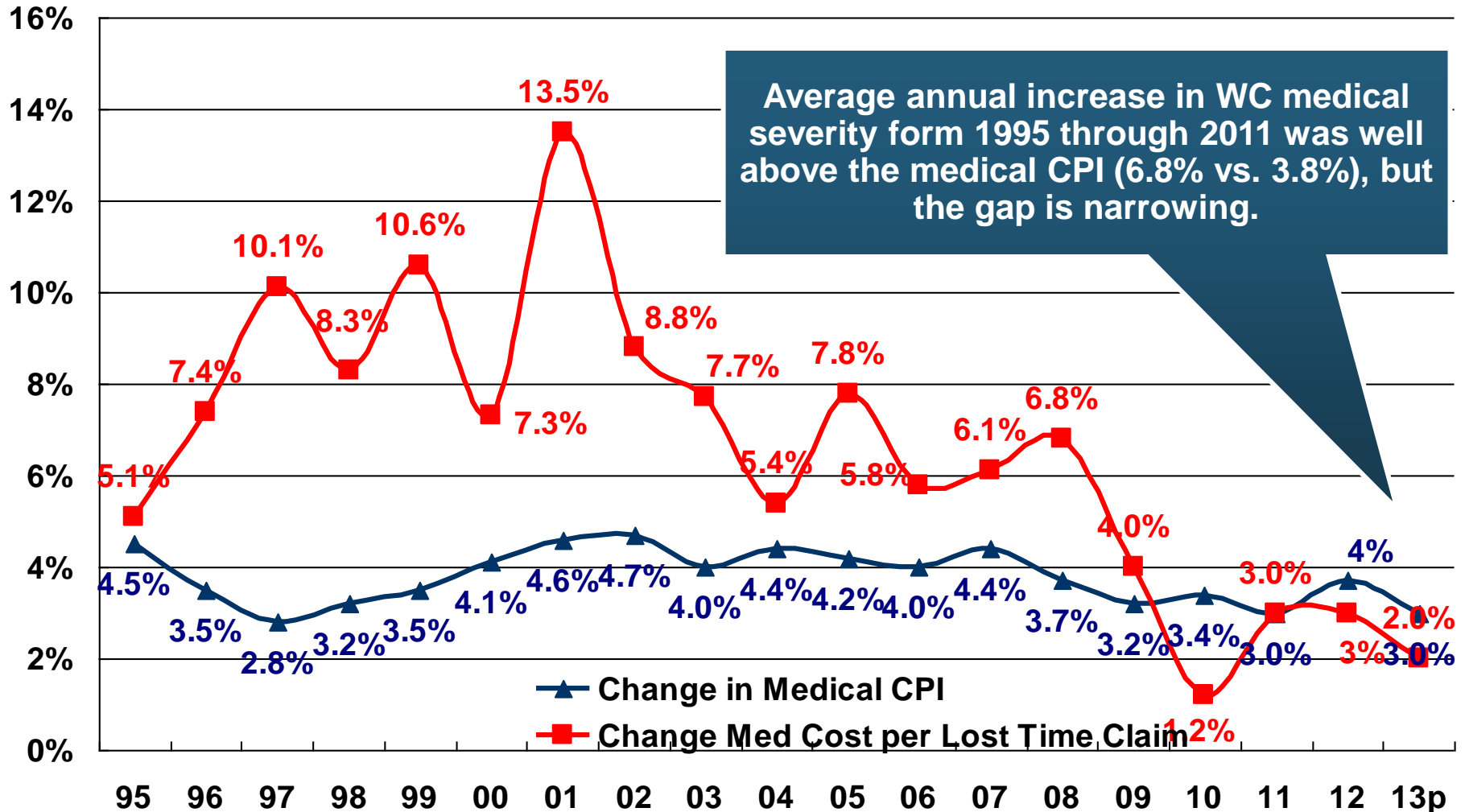


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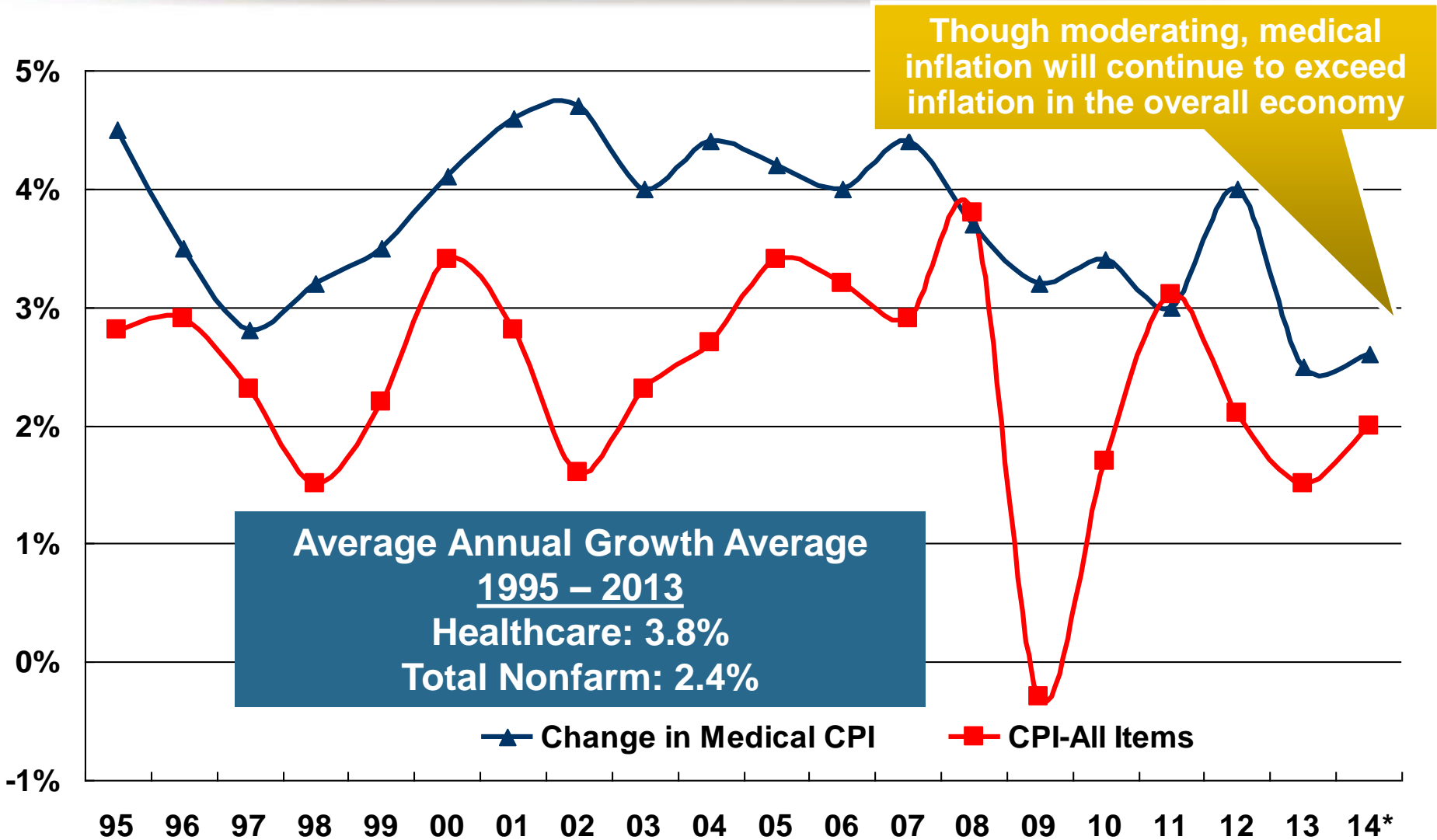
1991-2012: Based on data through 12/31/2012, developed to ultimate

Based on the states where NCCI provides ratemaking services including state funds, excluding WV; Excludes high deductible policies.

# WC Medical Severity Generally Outpaces the Medical CPI Rate



# Medical Cost Inflation vs. Overall CPI, 1995 – 2014\*



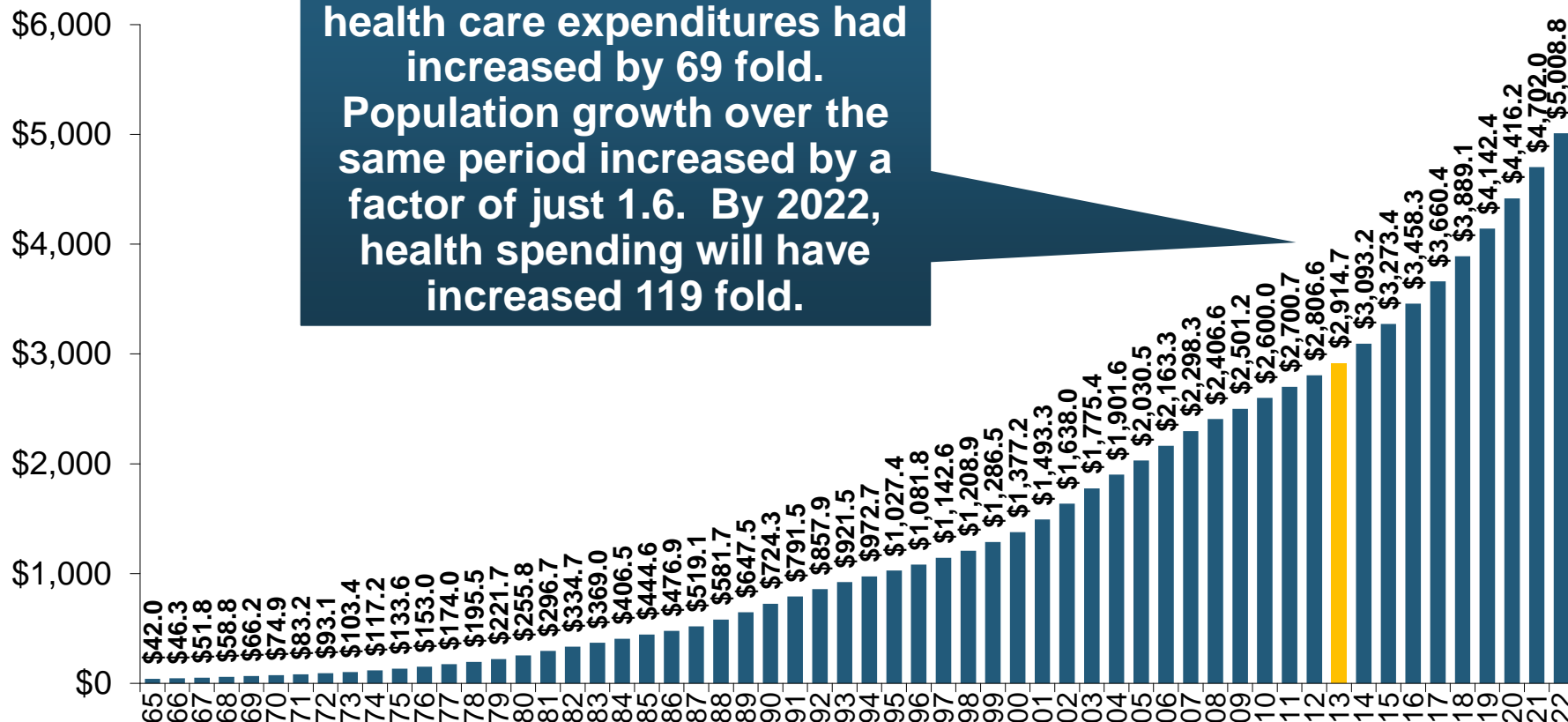
\*July 2014 compared to July 2013.

Sources: Med CPI from US Bureau of Labor Statistics, WC med severity from NCCI based on NCCI states.

# U.S. Health Care Expenditures, 1965–2022F

\$ Billions

From 1965 through 2013, US health care expenditures had increased by 69 fold. Population growth over the same period increased by a factor of just 1.6. By 2022, health spending will have increased 119 fold.

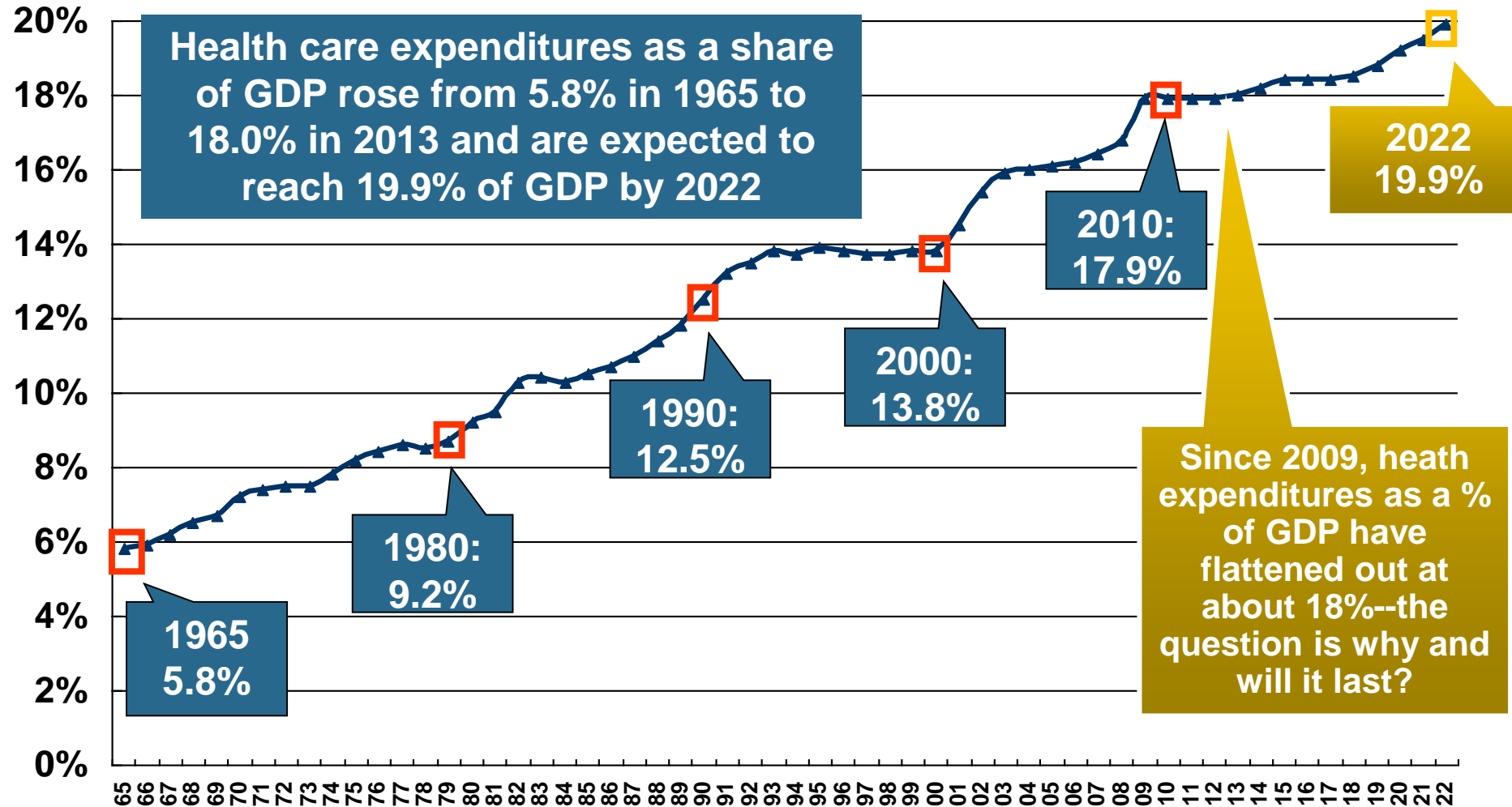


U.S. health care expenditures have been on a relentless climb for most of the past half century, far outstripping population growth, inflation of GDP growth

Sources: Centers for Medicare & Medicaid Services, Office of the Actuary at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected.html> accessed 3/14/14; Insurance Information Institute.

# National Health Care Expenditures as a Share of GDP, 1965 – 2022F\*

% of GDP



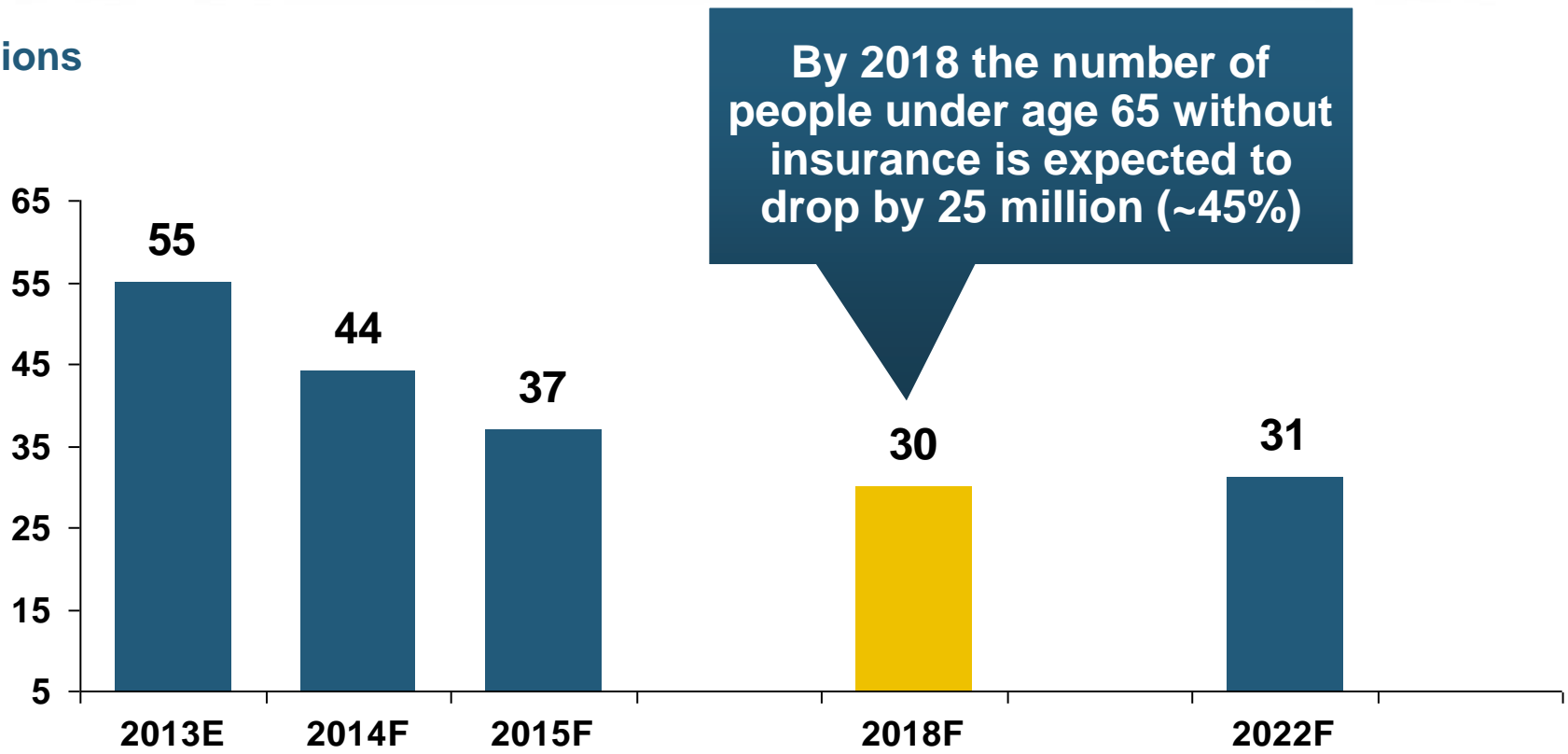
Sources: Centers for Medicare & Medicaid Services, Office of the Actuary at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected.html> accessed 3/14/14; Insurance Information Institute.

# **The Affordable Care Act & Implications for P/C Insurance**

**The ACA Is Now Being Fully  
Implemented; Consequences for P/C  
Insurance Are Yet to Be Determined**

# Projected Number of People with No Health Insurance, 2013—2022\*

Millions



The projected decline in the uninsured population is very sensitive to the enrollment rate under the Affordable Care Act

\*Under age 65.

Sources: Centers for Medicare & Medicaid Services, Office of the Actuary at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected.html> accessed 3/14/14; Insurance Information Institute.

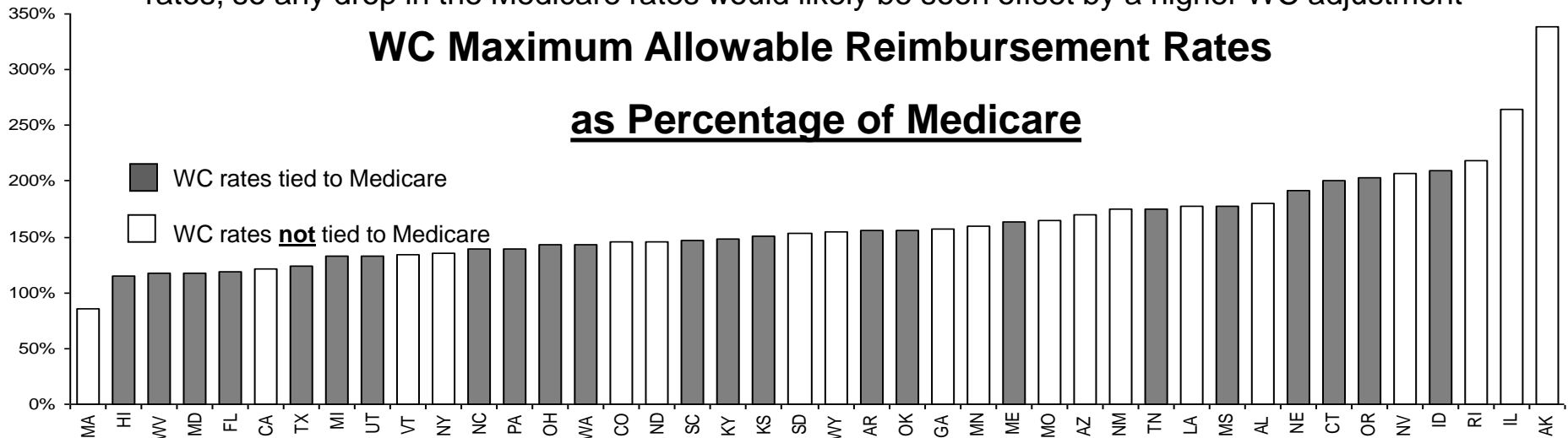
# A Few Potential Impacts of the ACA on Workers Compensation

Issue	Concern	Contravening Argument
<b>Surge in People Covered by Health Insurance</b>	<ul style="list-style-type: none"> <li>• System is overwhelmed</li> <li>• MD shortage</li> <li>• Patient care adversely impacted</li> </ul>	<ul style="list-style-type: none"> <li>• Over time, people will have access to preventative care, improving the general health of the population</li> <li>• Greater use of PA's, etc.</li> </ul>
<b>Electronic Health Records</b>	<ul style="list-style-type: none"> <li>• Cost</li> </ul>	<ul style="list-style-type: none"> <li>• Computerization of patient data could help flag issues and improve risk management and improve patient outcomes</li> </ul>
<b>Claim Shifting</b>	<ul style="list-style-type: none"> <li>• Provider/patient may prefer claim handled via WC system</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in uninsured population reduces shifting</li> </ul>
<b>Reimbursement Rates</b>	<ul style="list-style-type: none"> <li>• Cuts in MC reimbursement rates could make docs less willing to take WC claims</li> </ul>	<ul style="list-style-type: none"> <li>• Impact would be short-lived. All MC-linked states already boost WC reimbursements</li> </ul>



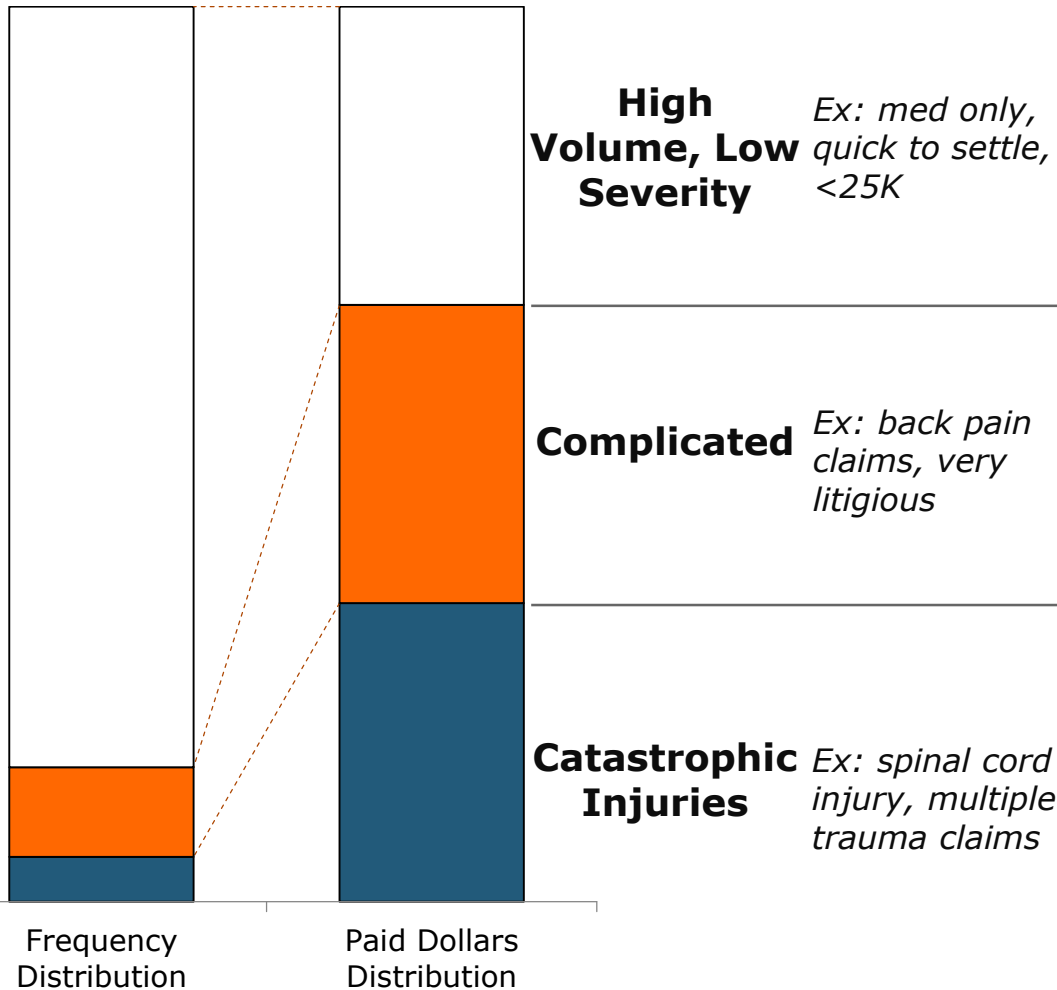
# ACA Impact on WC May Occur via Changes in Rates Set by State Regulators

- WC rates often tied to Medicare but can change for reasons independent of this link
- There could be both positive and negative effects of a cut in Medicare rates on WC performance in states which tie reimbursement to Medicare
  - WC reimbursement rates would go down
  - Doctors may be unwilling to see WC patients:
    - 64% of Dr.'s surveyed said they would stop accepting new Medicare patients if planned rate cuts go through; some of these same doctors may also refuse WC patients if WC rates also decrease
- These effects would likely be short lived
  - All states which tie their fee schedules to Medicare already increase the Medicare rates to set WC rates, so any drop in the Medicare rates would likely be soon offset by a higher WC adjustment



# PPACA May Have Distinct Impacts on WC Depending on Claim Frequency/Severity

**Industry Portfolio by Claim Type**  
*(Relative Volume by Claim Frequency & Paid Dollars)*



## Potential ACA Impact

- Expanded coverage may shift some small claims to the health insurance system (+)
- Physician access problems could lead to indemnity increases and may bleed into the complicated cases (-)
- Preventative care and early record keeping decreases WC comorbidities (+)
- Soft tissue treatments, a large portion of "slow burn claims," may decrease in cost (+)
- No significant impacts

## 1. Could slow the growth in WC medical care costs

- IPAB recommendations and PCORI reports, plus Medicare changes, could have beneficial effects on cost and treatment effectiveness

## 2. Could ACA be first step in federal regulation of insurance products and markets?

- Will regulation like that requiring products to be priced to meet Medical Loss Ratios be applied to WC?
- Will cost-control mechanisms such as the Independent Payment Advisory Board be developed for WC?
- Will WC insurers lose their limited exemption from anti-trust laws that they have had under McCarran-Ferguson since 1945?

# Potential Impacts of the ACA on Medical Professional Liability

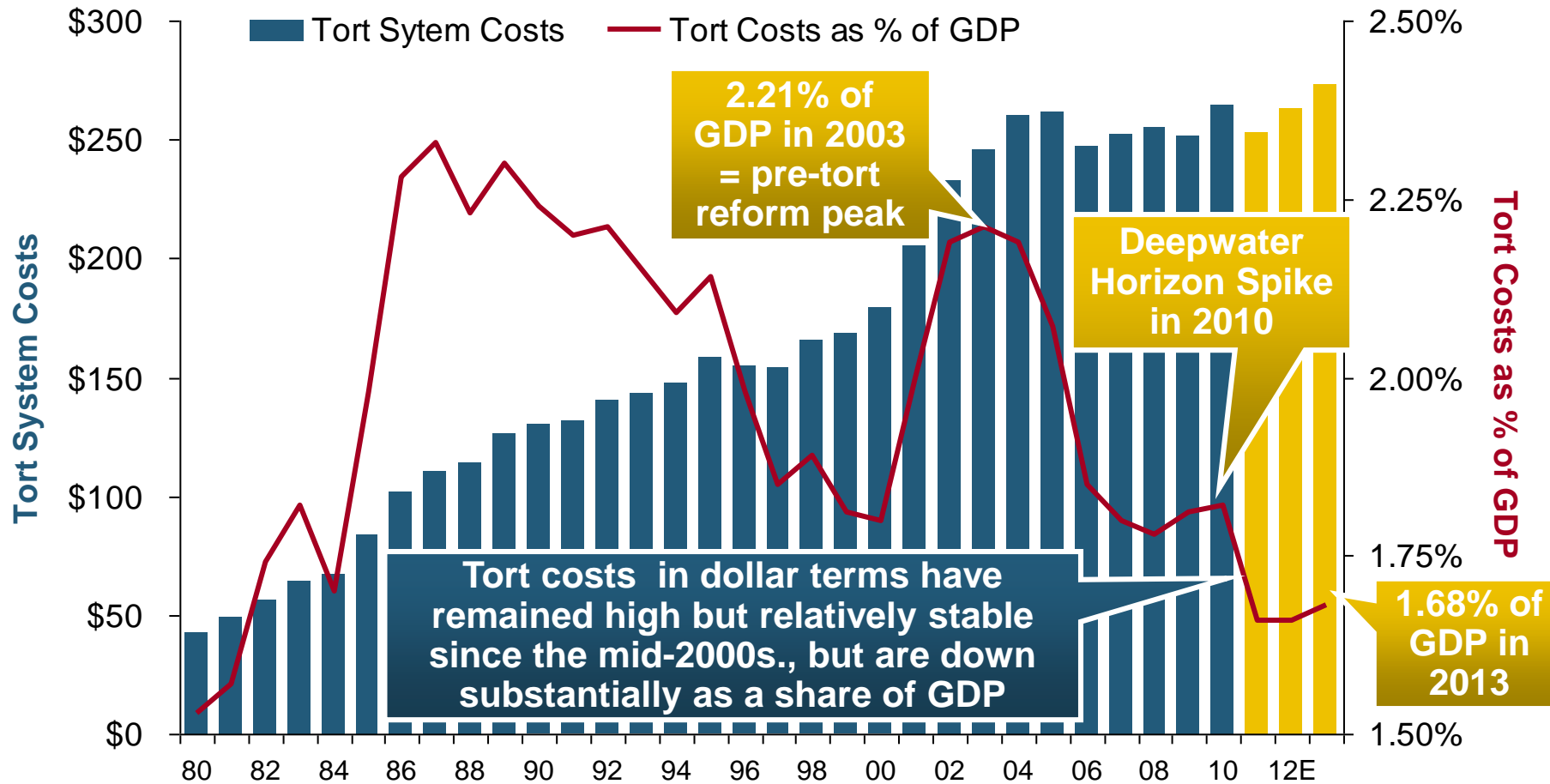
Issue	Concern	Contravening Argument
<b>Surge in People Covered by Health Insurance</b>	<ul style="list-style-type: none"> <li>• System is overwhelmed</li> <li>• Doctors spend less time on patients</li> <li>• Patient care adversely impacted</li> </ul>	<ul style="list-style-type: none"> <li>• Over time, people will have access to preventative care, improving the general health of the population</li> <li>• People are receiving care already via suboptimal channels</li> <li>• Less use of ERs</li> </ul>
<b>Electronic Health Records</b>	<ul style="list-style-type: none"> <li>• Digitization could create a treasure trove of data for plaintiff attorneys</li> </ul>	<ul style="list-style-type: none"> <li>• Computerization of patient data could help flag issues and improve risk management and improve patient outcomes</li> </ul>
<b>MPL Claim Severity</b>	<ul style="list-style-type: none"> <li>• More large verdicts will</li> </ul>	<ul style="list-style-type: none"> <li>• ACA will help contain system costs</li> </ul>

# Shifting Legal Liability & Tort Environment

## Will the Tort Pendulum Swing Against Insurers?

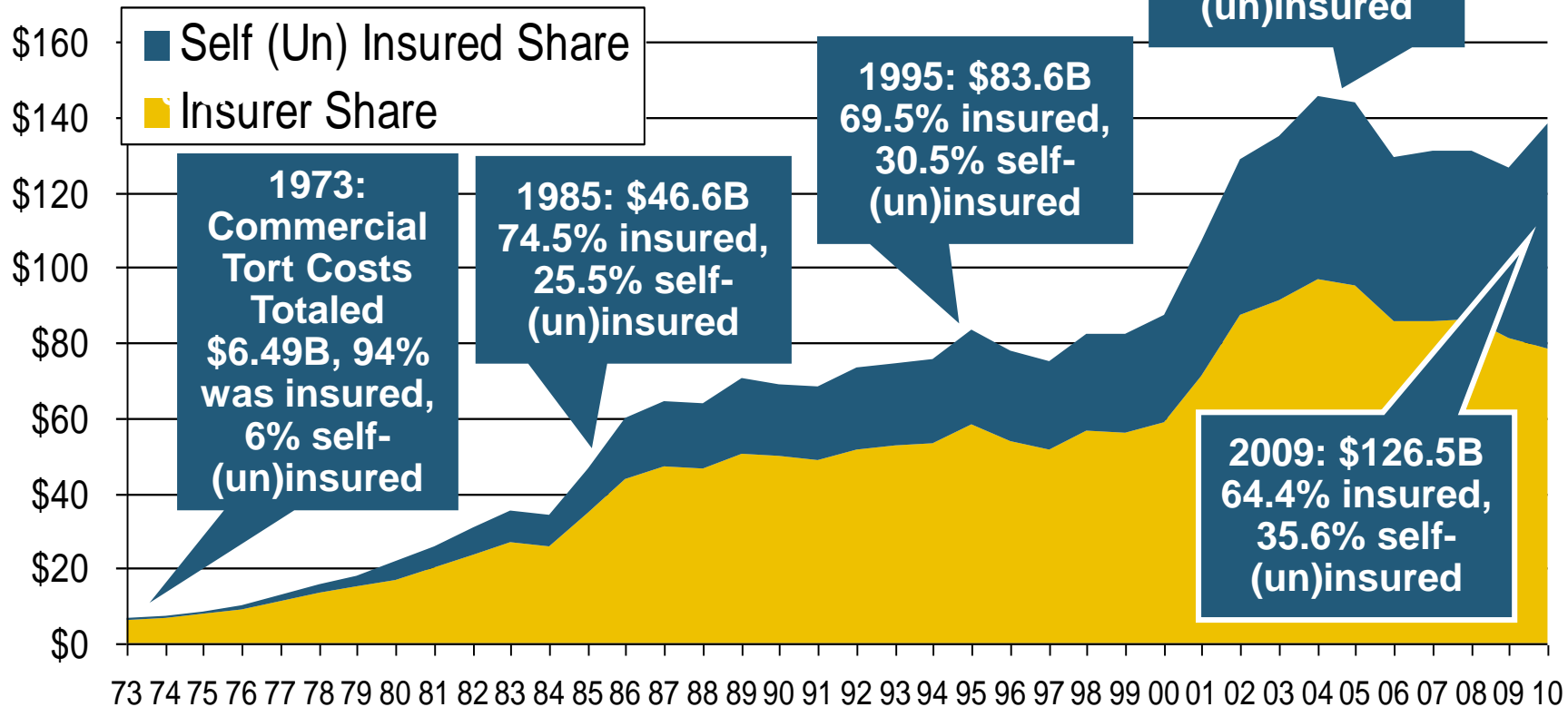
# Over the Last Three Decades, Total Tort Costs as a % of GDP Appear Somewhat Cyclical, 1980-2013E

(\$ Billions)



# Commercial Lines Tort Costs: Insured vs. Self-(Un)Insured Shares, 1973-2010

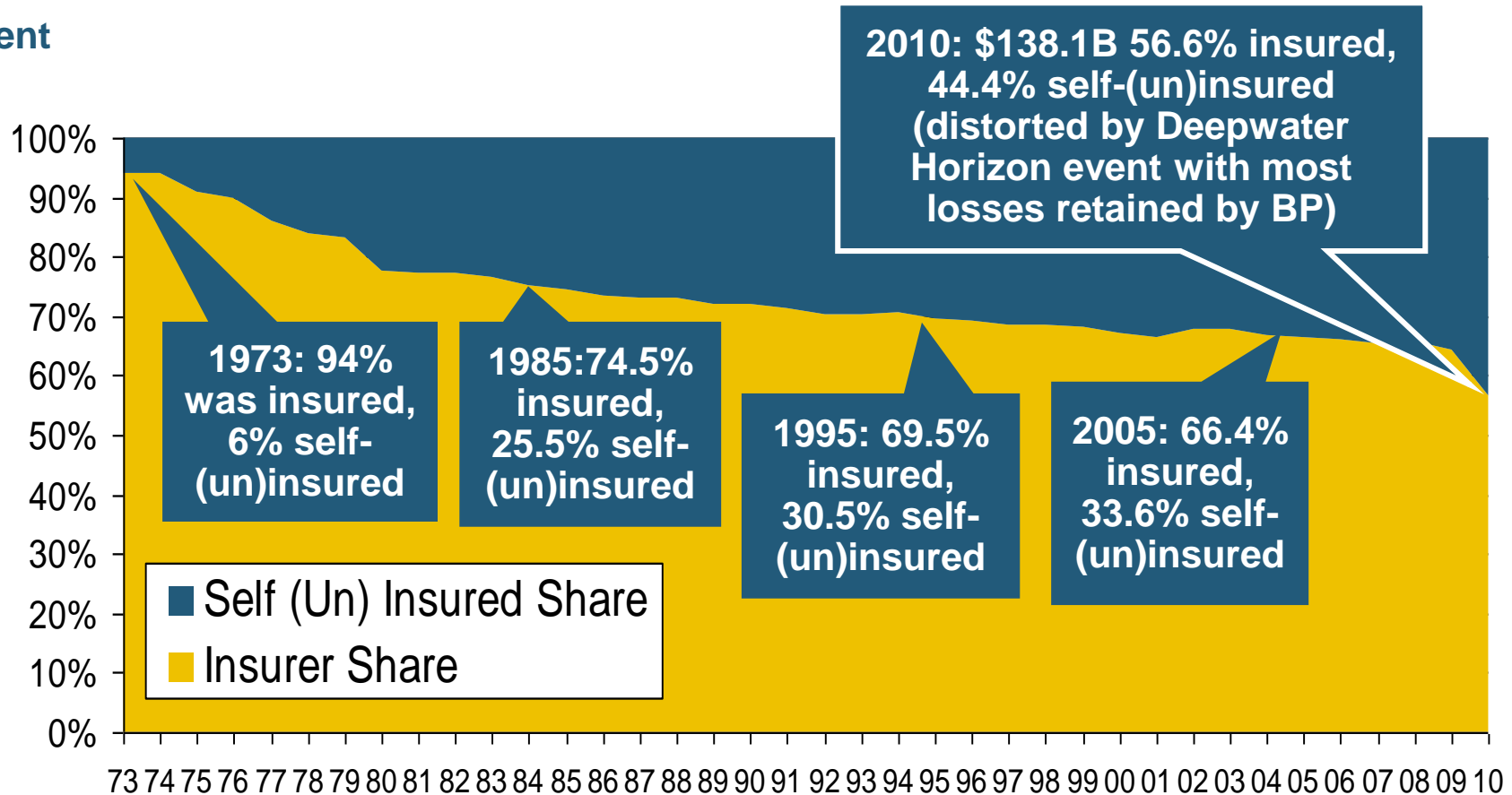
Billions of Dollars



**Tort Costs and the Share Retained by Risks Both Grew Rapidly from the mid-1970s to mid-2000s, When Tort Costs Began to Fall But Self-Insurance Shares Continued to Rise**

# Commercial Lines Tort Costs: Insured vs. Self-(Un)Insured Shares, 1973-2010

Percent



**The Share of Tort Costs Retained by Risks Has Been Steadily Increasing for Nearly 40 Years. This Trend Contributes Has Left Insurers With Less Control Over Pricing.**



# Business Leaders Ranking of Liability Systems in 2012

## Best States

1. Delaware
2. Nebraska
3. Wyoming
4. Minnesota
5. Kansas
6. Idaho
7. Virginia
8. North Dakota
9. Utah
10. Iowa

### New in 2012

- Wyoming
- Minnesota
- Kansas
- Idaho

### Drop-offs

- Indiana
- Colorado
- Massachusetts
- South Dakota

## Worst States

41. Florida
42. Oklahoma
43. Alabama
44. New Mexico
45. Montana
46. Illinois
47. California
48. Mississippi
49. Louisiana
50. West Virginia

### Newly Notorious

- Oklahoma

### Rising Above

- Arkansas

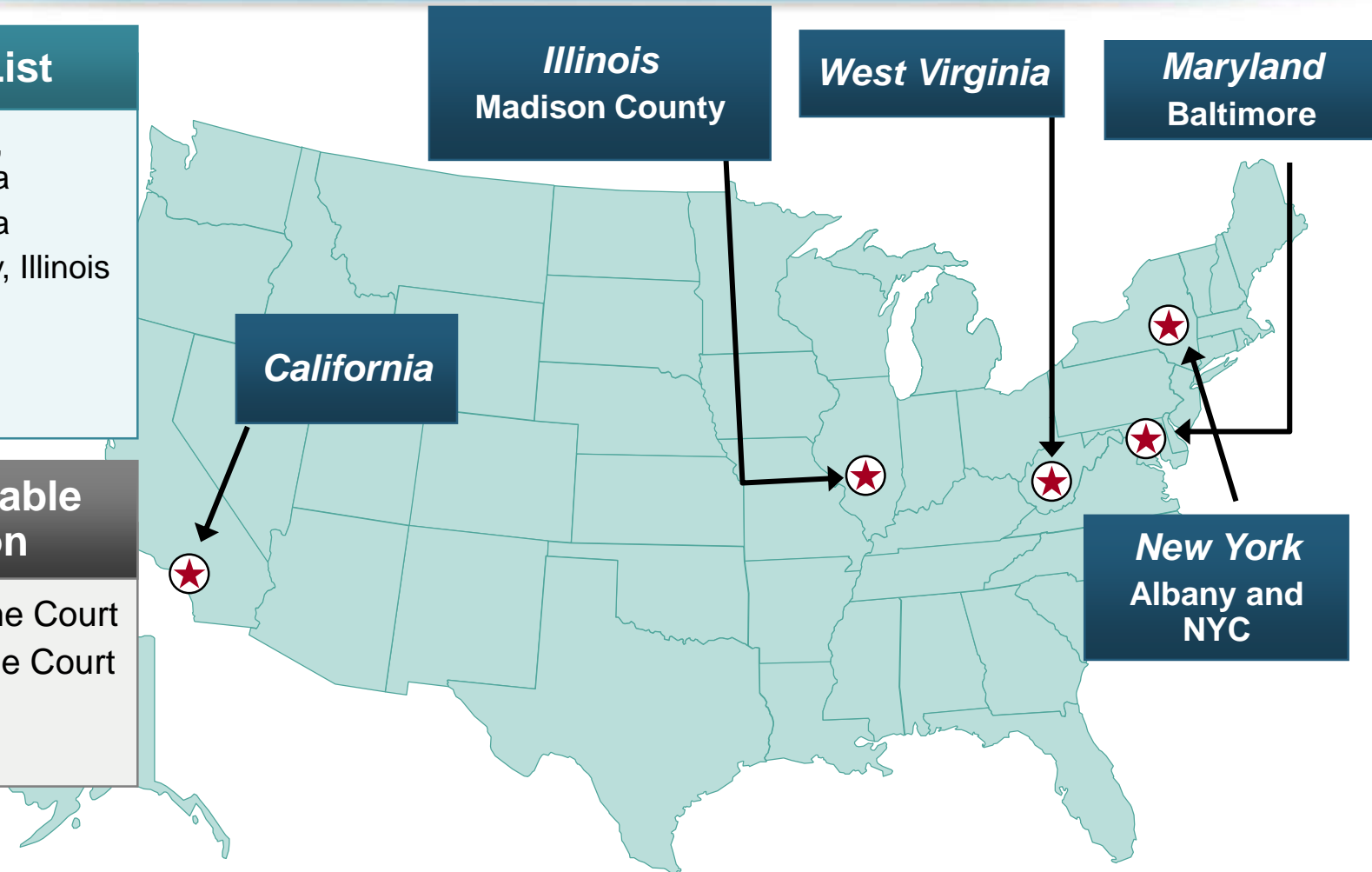
# The Nation's Judicial Hellholes: 2012/2013

## Watch List

- Philadelphia, Pennsylvania
- South Florida
- Cook County, Illinois
- New Jersey
- Nevada
- Louisiana

## Dishonorable Mention

- MO Supreme Court
- WA Supreme Court



# ATTRACTING TALENT

*Most CEOs Say that Attracting and Retaining Talent is a Concern and a Challenge*

*Insurance Industry  
Employment Trends*



## Insurance Industry Employment Trends

**From 1998 through 2013, total industry employment has stayed in a narrow band of 2.3-2.4 million; in 2014 it rose above that band**

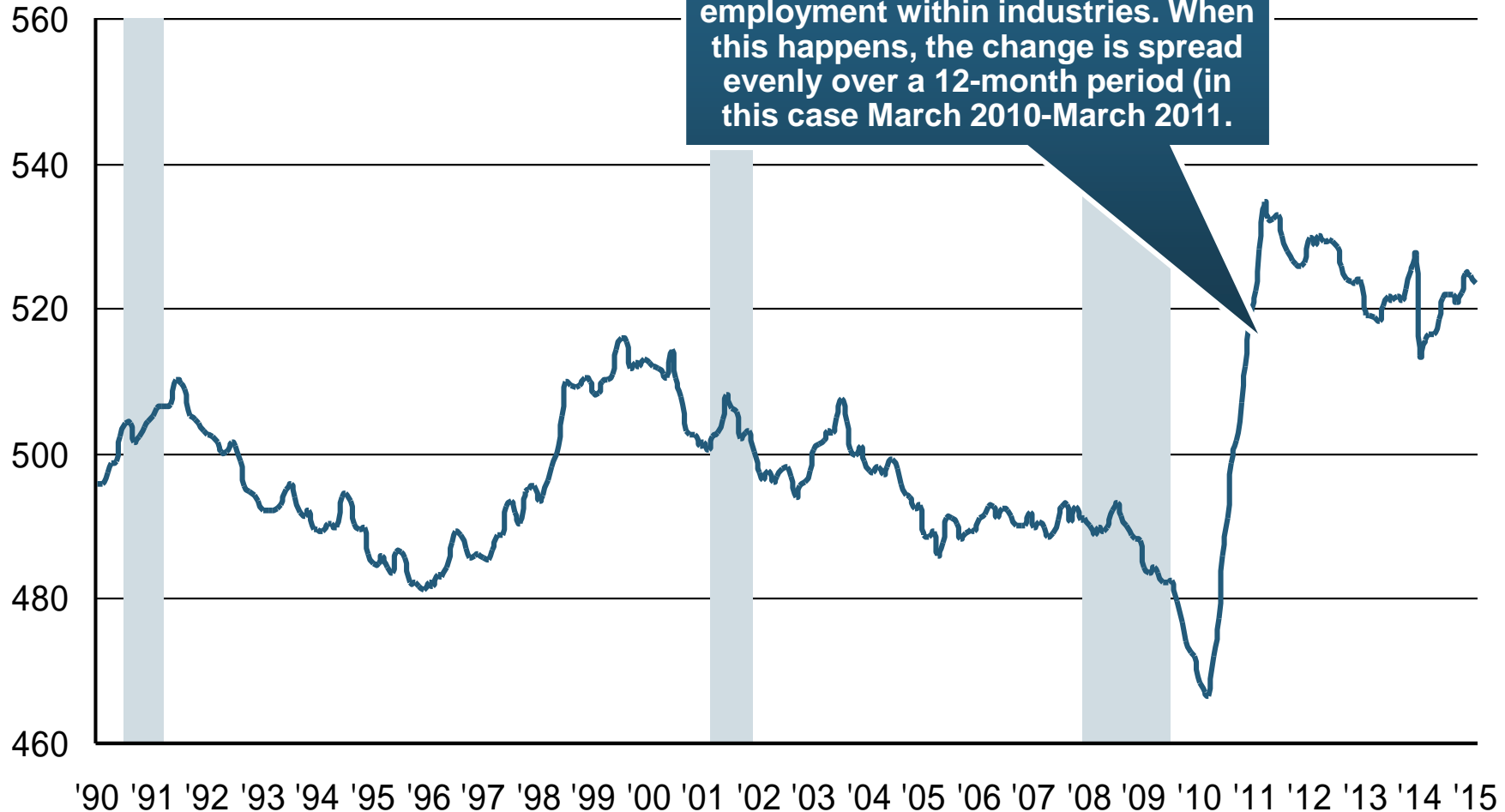
# Overview of Insurance Sector Employment Changes\*

Insurance Subsector	December 2014 Employment	January 2015 Employment	Change
<b>CARRIERS</b>			
P-C Direct	524,400	525,600	+1,200
Life Direct	350,100	353,400	+3,300
Health/Medical Direct	505,300	506,800	+1,500
Title & Other Direct	76,200	76,600	+400
Reinsurers	24,900	24,900	+0
<b>OTHERS</b>			
Agents/Brokers	725,400	729,000	+3,600
3rd-Party Administration	175,600	177,800	+2,200
Claims Adjusters	51,800	51,100	-700

\*Data are through January 2015 and are preliminary (i.e., subject to later revision); seasonally adjusted.

# U.S. Employment in the Direct P/C Insurance Industry: 1990–2015\*

Thousands



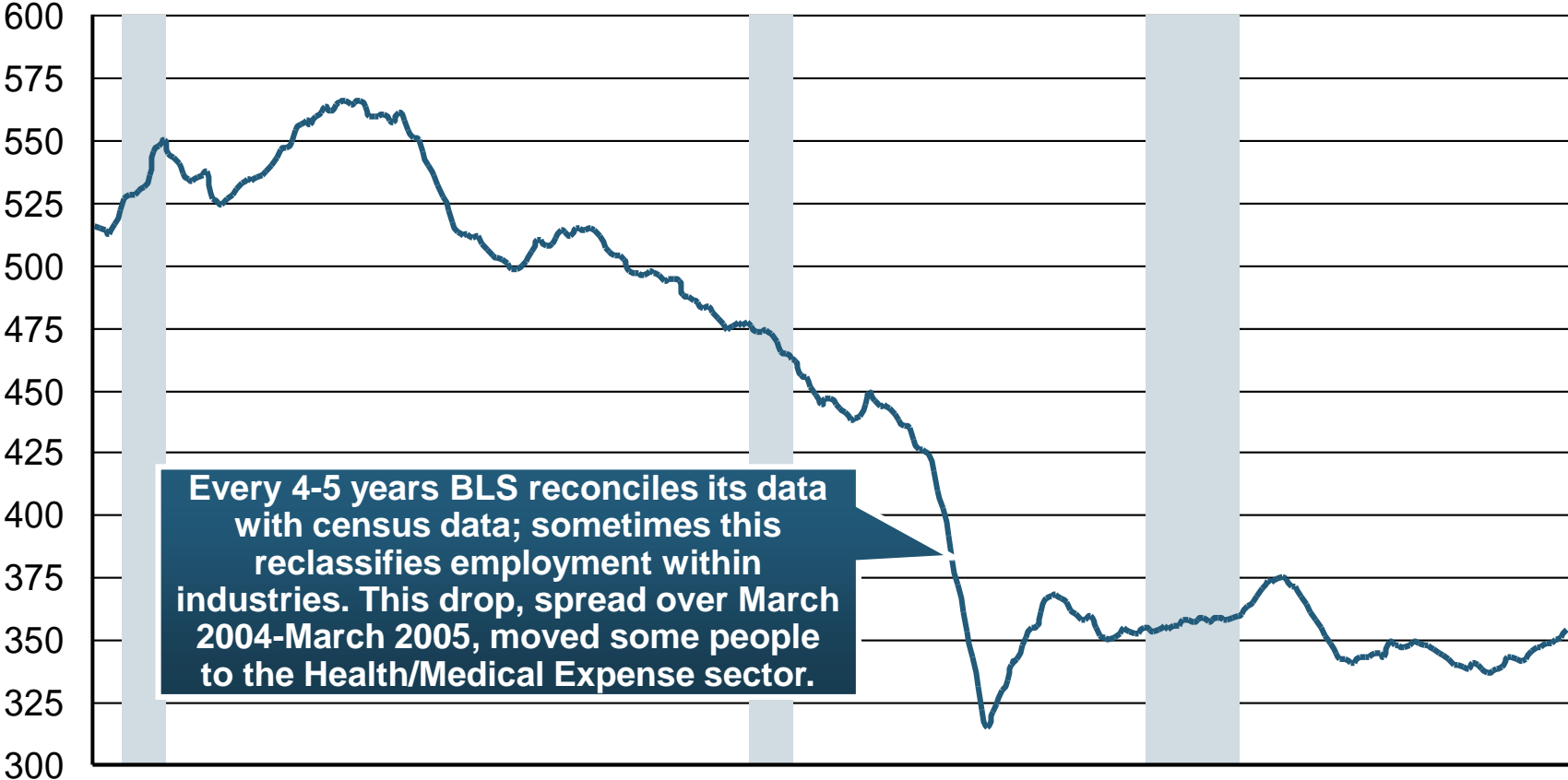
\*As of January 2015; not seasonally adjusted; Does not including agents & brokers.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# U.S. Employment in the Direct Life Insurance Industry: 1990–2015\*

Thousands



'90 '91 '92 '93 '94 '95 '96 '97 '98 '99 '00 '01 '02 '03 '04 '05 '06 '07 '08 '09 '10 '11 '12 '13 '14 '15

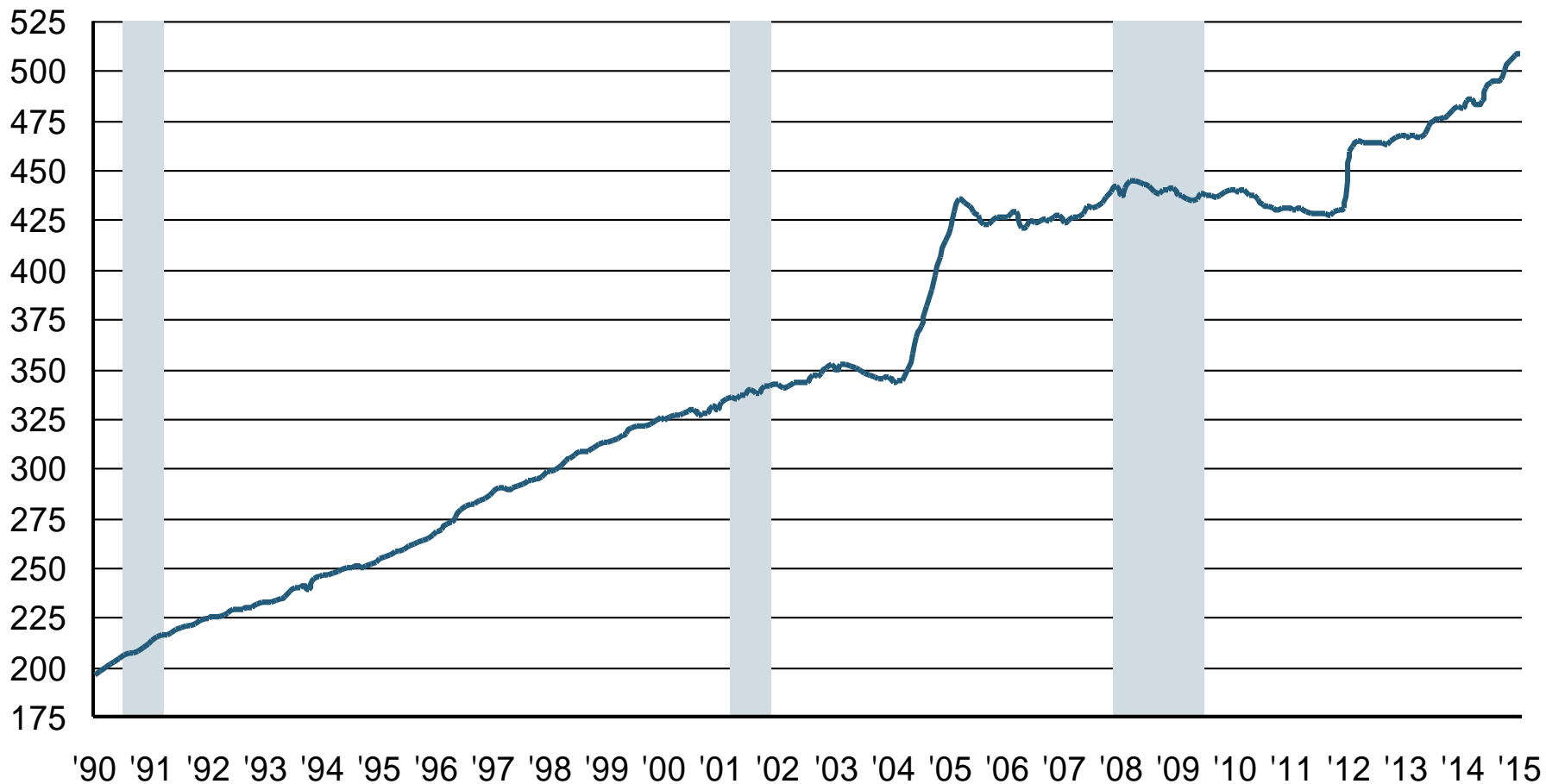
\*As of January 2015; not seasonally adjusted; Does not including agents & brokers.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# U.S. Employment in the Direct Health-Medical Insurance Industry: 1990–2015\*

Thousands



\*As of January 2015; not seasonally adjusted; Does not including agents & brokers.

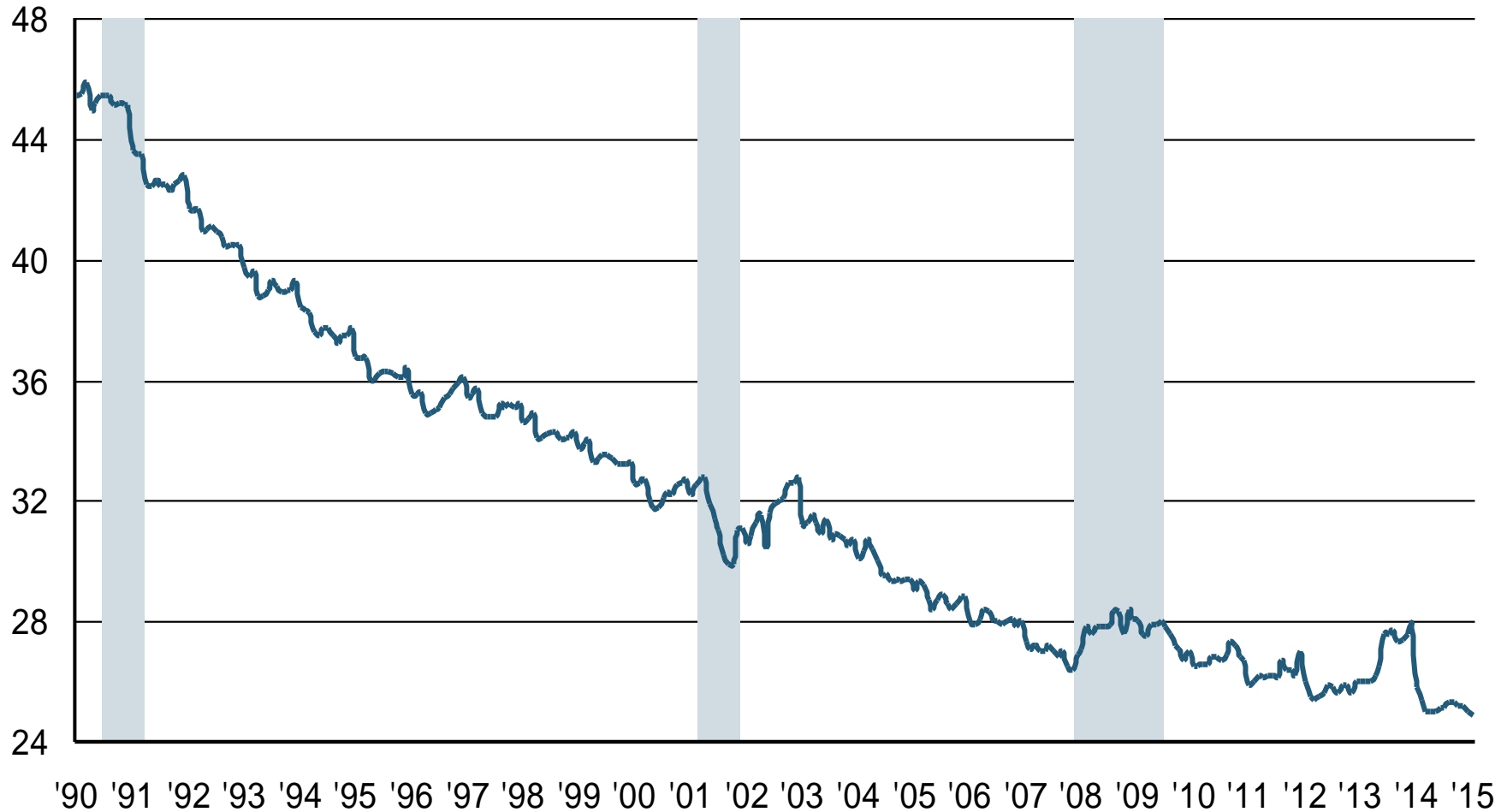
Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.



# U.S. Employment in the Reinsurance Industry: 1990–2015\*

Thousands



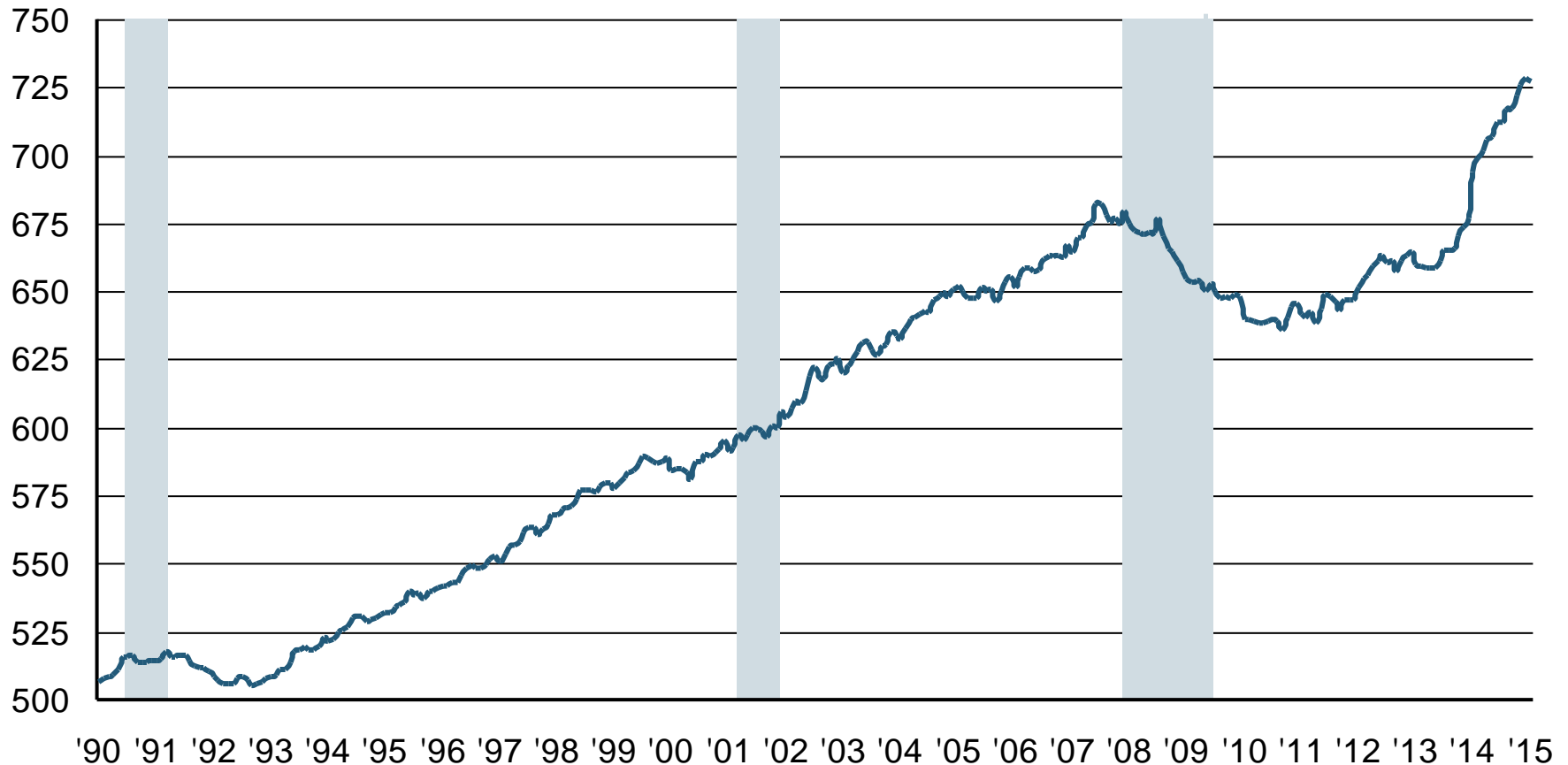
\*As of January 2015; not seasonally adjusted; Does not including agents & brokers.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# U.S. Employment in Insurance Agencies & Brokerages: 1990–2015\*

Thousands



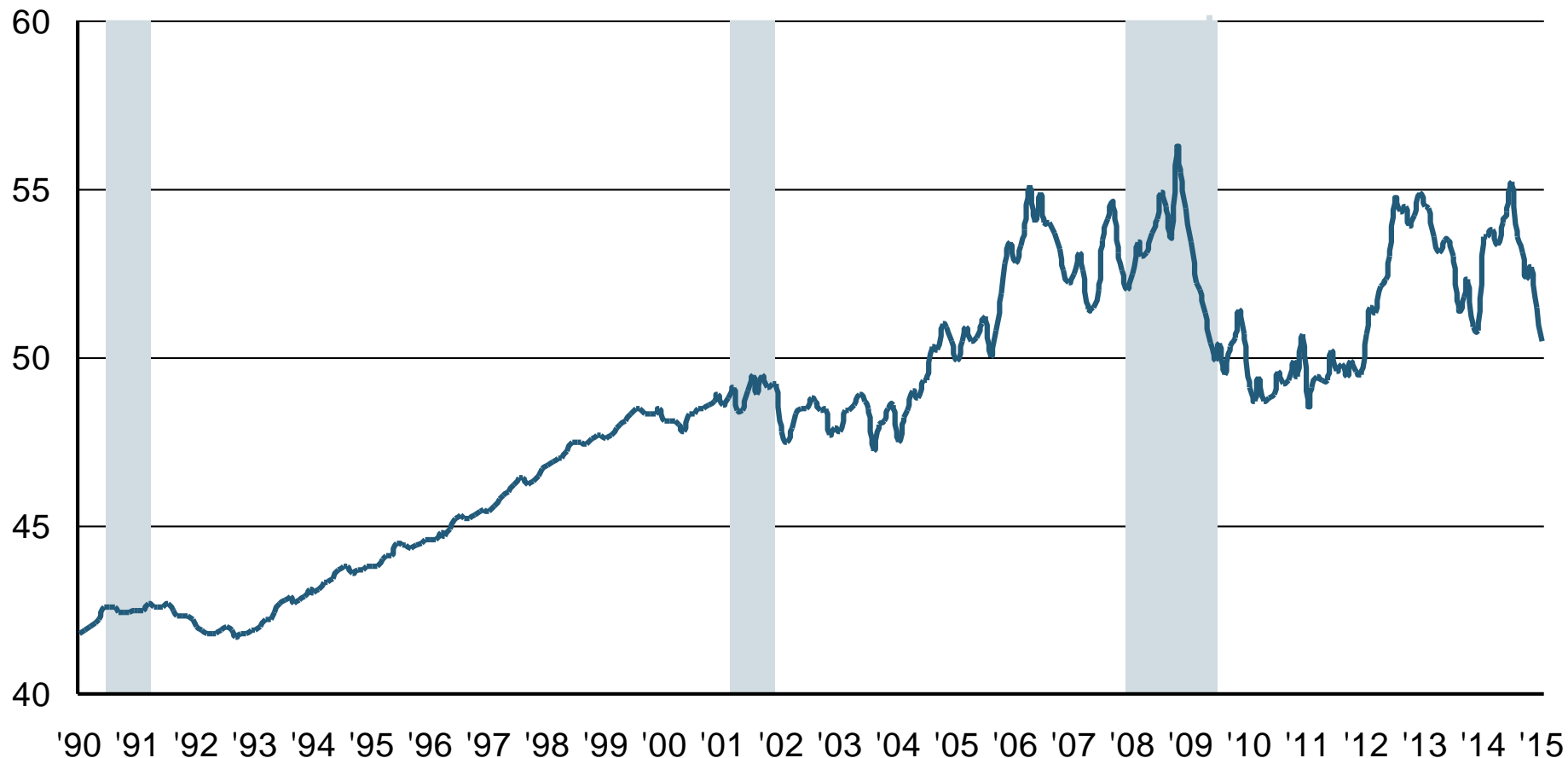
\*As of January 2015; not seasonally adjusted. Includes all types of insurance.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# U.S. Employment in Insurance Claims Adjusting: 1990–2015\*

Thousands



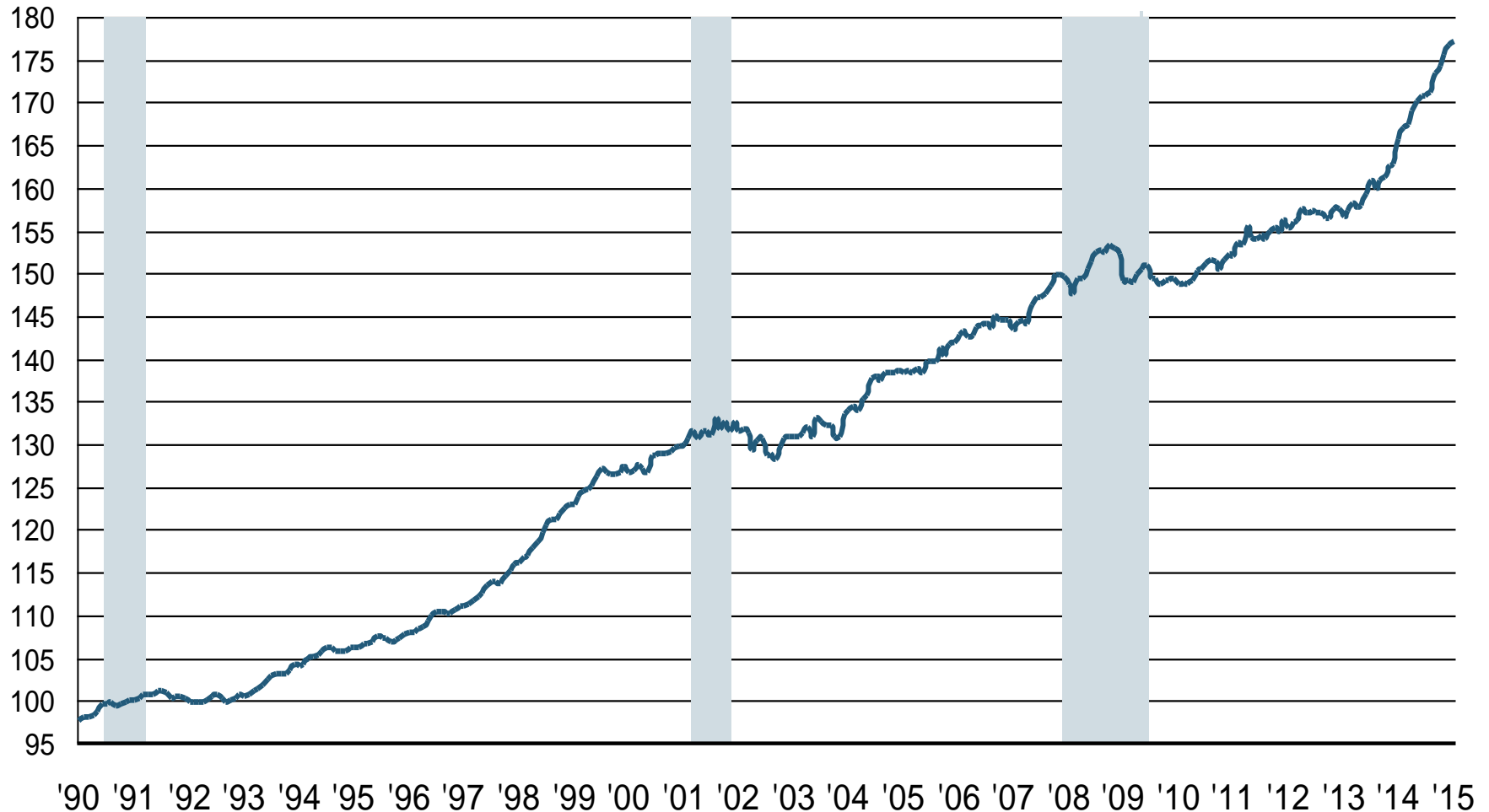
\*As of January, 2015; not seasonally adjusted.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

# U.S. Employment in Third-Party Administration of Insurance Funds: 1990–2015\*

Thousands



\*As of January 2015; not seasonally adjusted. Includes all types of insurance.

Note: Recessions indicated by gray shaded columns.

Sources: U.S. Bureau of Labor Statistics; National Bureau of Economic Research (recession dates); Insurance Information Institute.

Insurance Information Institute Online:

[www.iii.org](http://www.iii.org)

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