

# **FINANCIAL SERVICES COMMISSION**

**OFFICE OF INSURANCE REGULATION  
MARKET INVESTIGATIONS**

**TARGET MARKET CONDUCT FINAL EXAMINATION  
REPORT**

**OF**

**COLUMBIA CASUALTY COMPANY**

**AS OF**

**November 5, 2005**

**NAIC COMPANY CODE: 31127**



**TABLE OF CONTENTS**

**PURPOSE AND SCOPE OF EXAMINATION ..... 1**  
**COMPANY OPERATIONS ..... 1**  
**CLAIMS REVIEW..... 1**  
**EXAMINATION FINAL REPORT..... 3**

## PURPOSE AND SCOPE OF EXAMINATION

Under authorization of the Financial Services Commission, Office of Insurance Regulation (Office), Market Investigations, pursuant to Section 624.3161, Florida Statutes, a target market conduct examination of Columbia Casualty Company (Company) was performed by Thomas Howell Ferguson. The scope of this examination was June 1, 2004 through September 29, 2005. The examination began October 11, 2005 and ended October 14, 2005.

The purpose of this examination was to validate the completeness, accuracy and timeliness of reporting Professional Liability claims as required by Section 627.912, Florida Statutes.

In conducting the review, three tests were performed; Completeness, Accuracy and Timeliness. The Completeness test compares the total number of claims closed during the scope period that should have been reported to closed claims that were actually reported. The Accuracy test compares the information required to be reported to the Office to the information contained in the company's claim file. This test was only conducted on a sample of those claims closed during the scope period and actually reported. The Timeliness test compares the date the claim should have been reported to the Office to the date the claim was actually reported. This test was only conducted on those closed claims actually reported within the scope period. The Timeliness test may include closed claims reported during the scope period but actually closed prior to the scope period. However, because they were not closed during the scope period, such claims would not be included in either the Completeness or Accuracy test.

This Final Report is based upon information from the examiner's draft report, additional research conducted by the Office, and additional information provided by the Company. The files examined were selected systematically from data files provided by the Company using Microsoft Excel's "random sample" selection process. Procedures and conduct of the examination were in accordance with the Market Conduct Examiner's Handbook produced by the National Association of Insurance Commissioners.

## COMPANY OPERATIONS

Columbia Casualty Company is a foreign property and casualty surplus lines insurer eligible to conduct business in the State of Florida. The Company provides professional liability insurance in the State of Florida.

The total Direct Premiums written in Florida for Professional Liability was requested from the Company, however, they failed to provide this information. Section 624.318, Florida Statutes, states that the Company being examined shall make freely available records relating to the subject of the examination.

**Corrective Action:** Subsequent to the examination, the requested premium information was provided. As the result, no further corrective action is required.

The Total Direct Premiums Written in Florida for Professional Liability are broken down as follows:

Year	Total Written Premium (Florida)
2004	\$ 14,206,159

### CLAIMS REVIEW

#### Findings

The Company had 99 Professional Liability claims open as of April 1, 2004, which were subject to Section 627.912, Florida Statutes.

#### Completeness Test

99 claims were subject to the reporting requirements of Section 627.912, Florida Statutes.

92 claims were reported during the scope period. 7, or 8%, of the claims were in error.

7 errors were due to failure to report closed claims. Section 627.912, Florida Statutes, states that closed claims meeting specific reasons for closure must be reported to the Office. The Company did not report closed claims meeting the requirements of the above statute to the Office.

**Corrective Action:** The Company should report those closed claims which were not previously reported during the scope of the examination. The Company should establish procedures to ensure that all closed claims meeting the reporting requirements of Section 627.912, Florida Statutes, are reported.

#### Accuracy Test

10 closed claim reports were reviewed.

No errors were found.

#### Timeliness Test

92 closed claims were reported.

5, or 6%, of the claims reviewed were in error.

5 errors were due to failure to timely report closed claims. Section 627.912, Florida Statutes, states that closed claims meeting specific reasons for closure must be reported to the Office within a certain time frame. The Company failed to report closed claims within the time frame required.

**Corrective Action:** The Company should establish procedures to ensure that closed claims are reported within the time frame required.

### **SUMMARY OF FINDINGS**

		Actually Reported	Errors
Total Population	99		
Completeness Test		92	7
Accuracy Test		10	0
Timeliness Test		92	5

### **EXAMINATION FINAL REPORT**

The Office hereby issues this report as the Final Report, which is based upon information from the examiner's draft report, additional research conducted by the Office, and additional information provided by the Company.