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March 29, 2019

British Columbia Utilities Commission
Suite 410
900 Howe Street
Vancouver, BC V6Z 2N3

Attention: Mr. Patrick Wruck, Commission Secretary and Manager, Regulatory Services

Re: Second Errata to ICBC's 2019 Revenue Requirements Application

Dear Mr. Wruck:

After further review of ICBC's 2019 Revenue Requirements Application filed on December 14, 2018, it has come to ICBC's attention that the following corrections are required:

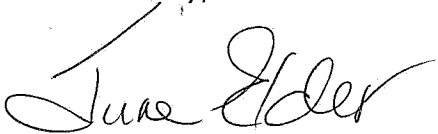
- In Chapter 3, Technical Appendix C.0, Figure C.0.1 on page 4 was mislabeled and did not include the most recent data point at August 31, 2018 which falls within fiscal year 2018/19. The legend to Figure C.0.1 has also been corrected to label the line as the 2004-2009 trend line, as opposed to the 2005-2010 trend line. With the addition of the most recent data point, the last sentence just above the figure is no longer fully accurate and has been deleted and replaced by a simple reference to Figure C.0.1.
- As indicated in the response to information request 2019.1 RR TLA.99.46, ICBC discovered an error in Chapter 3, Technical Appendix D.0, page 4, that affected the two Personal Medical Rehabilitation Severity diagnostic plots on this page; the two plots have now been corrected based on the data provided in Attachment A to the above information request response.
- In addition, the last paragraph on the same page of Technical Appendix D.0 stated an incorrect R^2 value for the Personal Weekly Benefits Severity. The correct R^2 value here is "49.47%" which should be shown, on a rounded basis, as "49%" and not "50%" as set out in the Application. The corrected R^2 value is provided in the revised version of the attachment to the response to information request 2019.1 RR TLA.99.46 which is filed contemporaneously with this letter as supplemental information.
- Appendix 11 B – Basic Insurance Information Sharing, the bottom figure of Appendix B provides the yearly totals for Claims and Adjustment Expenses Incurred for the period from 2013 (calendar year) to fiscal year 2017/18. In this figure, the amounts shown in the line item "Increase in Recorded to March 2018 and Unreconciled Differences" were inadvertently excluded from the corresponding subtotal amounts that are shown in the line item beneath it for "Other Basic Insurance". The figure has now been corrected.
- ICBC is attaching a separate errata letter from Ernst & Young LLP (EY errata letter) listing additional corrections that are required with respect to appendices in Technical

Appendix E.0, Product Reform Costing Report (Ernst & Young LLP, November 2018). These changes have no impact on EY's product reform costing results. This EY errata letter includes the corrected excerpts of those appendices. Please note that two of the four items were mentioned in Round 1 responses to information requests 2019.1 RR TLA.3.54 (correction to Appendix A.5 Table 3d) and 2019.1 RR TLA.3.55 (correction to Appendix A.6 Table 1e)).

These changes have no impact on the rate change to cover costs or on the proposed rate change of 6.3%.

Please accept our apologies for any inconvenience this may have caused.

Yours truly,

A handwritten signature in black ink that reads "June Elder". The signature is written in a cursive, flowing style.

June Elder
Manager, Corporate Regulatory Affairs
gl/jb

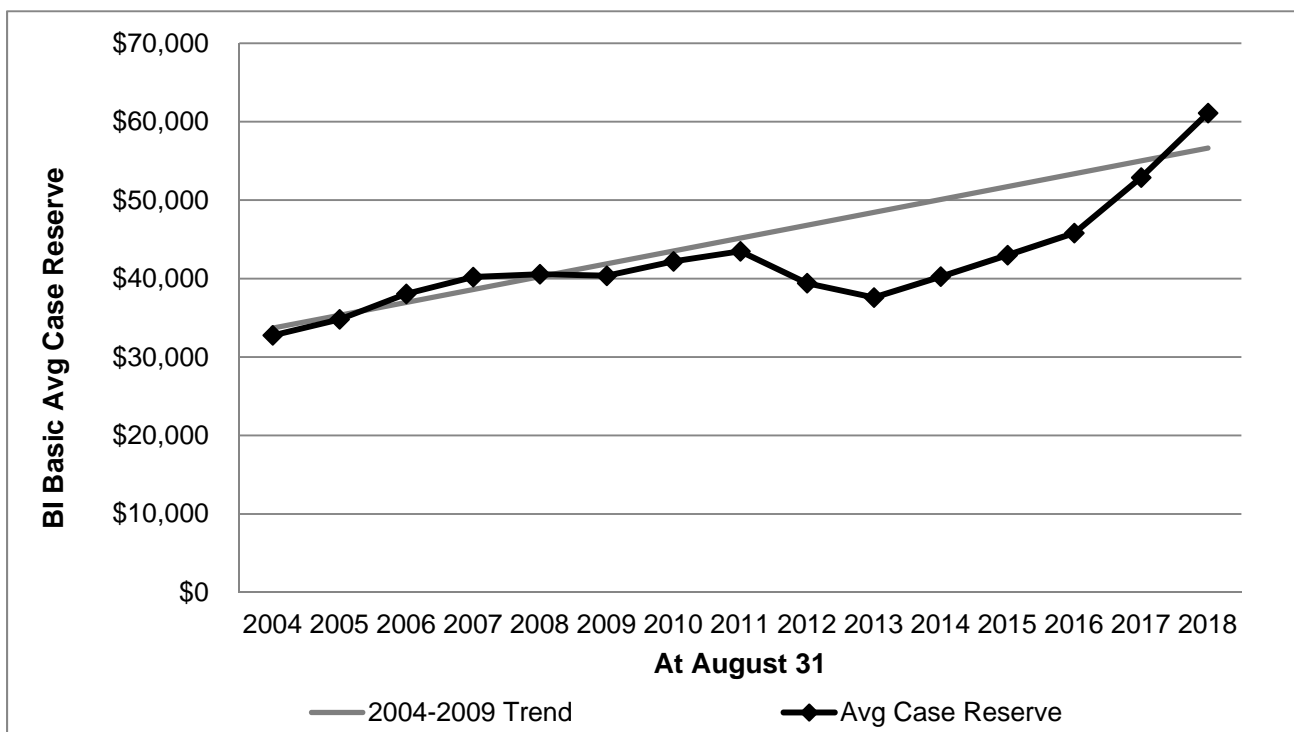
Cc: Registered Interveners
Bill Carpenter, Vice President, Insurance, ICBC

Attachments

the methods used for estimation of the amounts of incurred loss and ALAE not to hold. There are three instances relevant to the BI data, which are discussed below.

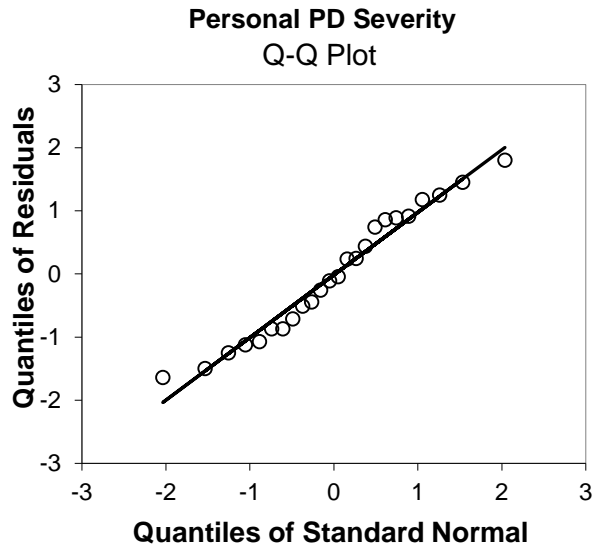
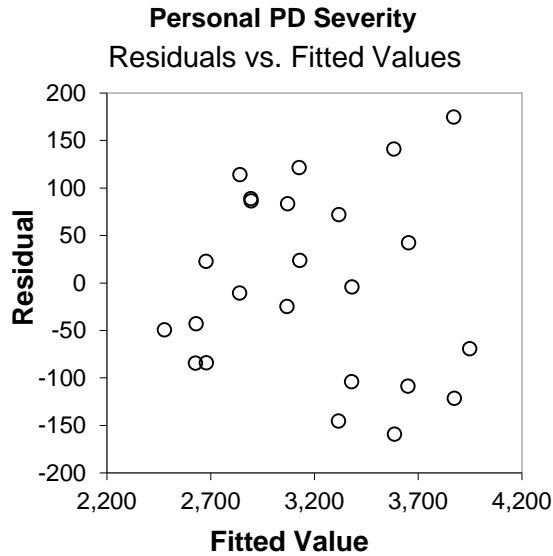
12. **Data Feature – Changing Level of Case Reserves** – As has been discussed in previous RRAs, it has been observed that the average level of case reserves has been changing meaningfully. In contrast to the upward trend observed through 2011, the level of average case reserves declined significantly in 2012 and 2013. This downward trend did not continue in 2014 through 2018, where a new pattern of higher case reserve levels for new claims has been observed following the completion of CT. Average case reserves are shown below in Figure C.0.1.

Figure C.0.1 – BI Basic Average Case Reserves



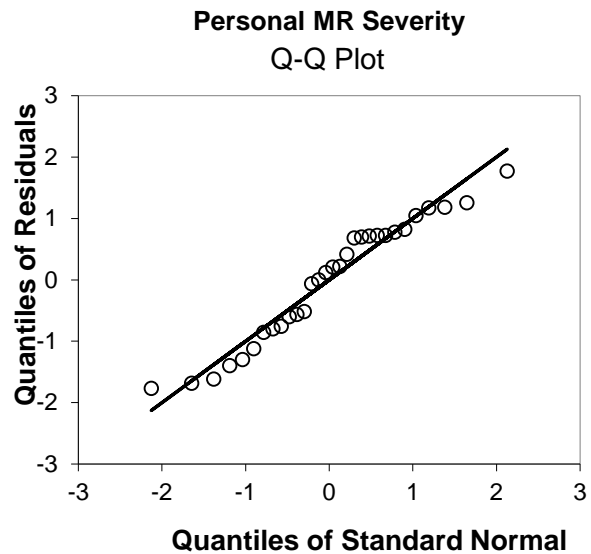
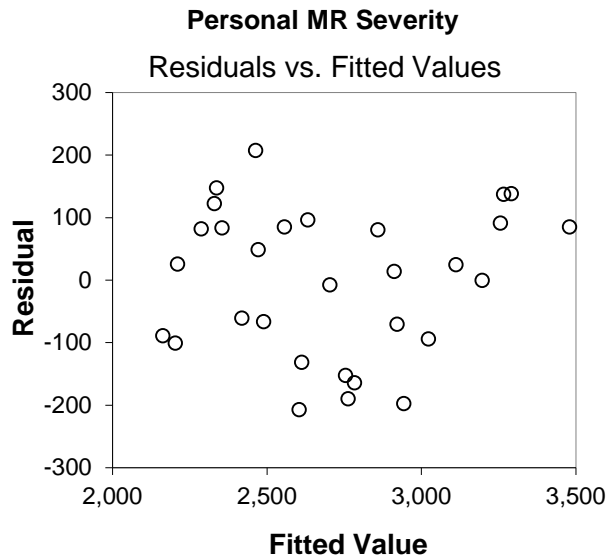
Note that the latest data point (at August 31, 2018) falls within fiscal year 2018/19. In the 2017 RRA, this figure depicted data points as of May 31.

13. **Data Feature – Changing Closure Rates** – As has been discussed in previous RRAs, it has been observed that beginning in fiscal year 2013 there has been a shift in the closure rate of BI claims, with some claims remaining open longer (in part due to increased representation rates) and, therefore, not developing according to the historical development patterns. Closure rates are shown below in Figures C.0.2 and C.0.3.



9. **Personal MR Severity Statistics and Diagnostic Plots**

The selected short-term model has an R^2 value of 90%. The model is based on the period from 2010/11 fiscal Q1 to 2017/18 fiscal Q4, excluding the last two quarters of fiscal loss year 2016/17 (30 quarters).



10. **Personal WB Severity Statistics and Diagnostic Plots**

The selected short-term model has an R^2 value of 49%. The model is based on the period from 2009/10 fiscal Q4 to 2016/17 fiscal Q3 (28 quarters).

APPENDIX B

BASIC INSURANCE TOTAL¹

PREMIUMS WRITTEN					
	2013	2014	2015	2016/17²	2017/18³
EXHIBITS TOTAL	2,220,245,608	2,358,416,721	2,593,859,087	3,515,889,486	3,085,057,622
OTHER BASIC INSURANCE					
TEMPORARY OPERATING PERMITS AND OUT OF PROVINCE POLICIES	69,203,021	76,361,484	75,379,847	94,016,768	80,005,063
MANUAL POLICIES (including garage and fleet reporting policies)	49,438,480	52,431,272	65,390,324	68,508,917	58,985,507
SHORT TERM SURCHARGES & CANCELLATION FEES	15,701,227	16,367,672	17,237,775	14,315,346	17,943,385
DRIVER'S PENALTY POINTS	23,092,332	21,499,911	20,302,400	26,582,843	23,817,369
CREDIT CARD FEES ⁴	(16,626,765)	(18,195,730)	-	-	-
UNPROCESSED TRANSACTIONS AND TIMING DIFFERENCES	(336,229)	7,164,135	(1,427,113)	1,378,876	3,056,773
OTHER BASIC INSURANCE	140,472,066	155,628,744	176,883,232	204,802,749	183,808,097
BASIC INSURANCE - YEAR END FINANCIAL STATEMENTS	2,360,717,674	2,514,045,465	2,770,742,319	3,720,692,235	3,268,865,719

PREMIUMS EARNED					
	2013	2014	2015	2016/17⁵	2017/18
EXHIBITS TOTAL	2,188,470,383	2,295,952,160	2,478,305,540	3,383,763,225	2,974,321,733
OTHER BASIC INSURANCE					
TEMPORARY OPERATING PERMITS AND OUT OF PROVINCE POLICIES	67,430,008	73,340,596	75,061,700	94,483,031	79,141,905
MANUAL POLICIES (including garage and fleet reporting policies)	45,958,834	49,319,239	59,368,993	77,317,191	58,035,317
SHORT TERM SURCHARGES & CANCELLATION FEES	15,701,227	16,367,672	17,237,775	14,315,346	17,943,385
DRIVER'S PENALTY POINTS	23,904,264	22,281,223	20,662,409	25,989,092	22,823,190
CREDIT CARD FEES ⁴	(16,626,765)	(18,195,730)	-	-	-
UNPROCESSED TRANSACTIONS AND TIMING DIFFERENCES	26,787	586,324	5,342,333	5,840,911	(2,952,517)
OTHER BASIC INSURANCE	136,394,356	143,699,324	177,673,210	217,945,572	174,991,280
BASIC INSURANCE - YEAR END FINANCIAL STATEMENTS	2,324,864,738	2,439,651,484	2,655,978,750	3,601,708,797	3,149,313,013

CLAIMS AND ADJUSTMENT EXPENSES INCURRED					
	2013	2014	2015	2016/17⁶	2017/18
EXHIBITS TOTAL	2,098,911,495	2,238,262,789	2,447,175,951	3,004,999,537	2,009,531,762
OTHER BASIC INSURANCE					
TEMPORARY OPERATING PERMITS AND OUT OF PROVINCE POLICIES	73,762,324	83,647,354	82,718,083	88,633,549	58,008,029
MANUAL POLICIES (including garage and fleet reporting policies)	45,770,899	48,819,977	53,324,788	72,214,208	49,889,215
DISCOUNTING (including ULAE)	(3,344,000)	31,503,019	14,364,172	54,038,174	24,456,198
INCURRED BUT NOT REPORTED CLAIMS AND CLAIMS DEVELOPMENT	1,210,326,678	1,026,642,322	1,079,316,144	1,528,642,912	1,313,439,917
INCREASE IN RECORDED TO MARCH 2018 AND UNRECONCILED DIFFERENCES	(1,249,594,395)	(1,131,198,925)	(1,056,641,929)	(880,237,105)	(4,117,307)
OTHER BASIC INSURANCE	76,921,505	59,413,747	173,081,257	863,291,738	1,441,676,052
BASIC INSURANCE - YEAR END FINANCIAL STATEMENTS (including change in ULAE)	2,175,833,000	2,297,676,536	2,620,257,208	3,868,291,274	3,451,207,813

¹ These exhibits are produced from a management information system in ICBC's data warehouse created to provide drilldowns not readily available in the accounting and actuarial systems of record. Minor discrepancies exist primarily due to timing differences and methods of consolidation; historically the discrepancy has been less than one percent. The management information system has been selected as the source of these exhibits since the systems of record do not contain the classification of vehicle use required.

² Exhibits Total based on 15-month transitional period from January 1, 2016 to March 31, 2017. For comparison to prior years, total for the 12 month period in 2016 is \$2,817,726,327; January 1, 2017 to March 31, 2017 is \$698,163,159.

³ 2017/18 Exhibits Totals for Premiums Written, Premiums Earned, and Claims and Adjustment Expenses Incurred are based on a 12-month period from Apr 1, 2017 to March 31, 2018.

⁴ Credit card fees were reclassified from premium to operating expense starting from 2015. 2014 numbers were restated for comparison purpose.

⁵ Exhibits Total based on 15-month transitional period from January 2016 to March 31, 2017. For comparison to prior years, total for the 12 month period in 2016 is \$2,705,713,784; January 1, 2017 to March 31, 2017 is \$678,049,441.

⁶ Exhibits Total based on 15-month transitional period from January 1, 2016 to March 31, 2017. For comparison to prior years, total from the 12 month period in 2016 is \$2,474,978,055; January 1, 2017 to March 31, 2017 is \$530,021,482.



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March 13, 2019

Ms. Kelly Aimers, FCIA, ACAS
Chief Actuary
ICBC

Re: Errata to Technical Appendix E.0 – Product Reform Costing Report (Ernst & Young, November 2018)

Dear Kelly:

In reviewing the EY report filed with ICBC's 2019 Revenue Requirements Application filed on December 14, 2018, it has come to our attention that the following corrections are required:

- In Appendix A.5, Tables 1e), 2e), 3e), and 4e), the statements in italics should be corrected from "*Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 ...*" to "*Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 ...*".
- In Appendix A.5, Table 3d), the basis of selection for the selected development factor of 1.17 for Closed Month period 12-24M should be corrected from "Avg 4" to "Avg 2".
- In Appendix A.6, Tables 1e), 2e), 3e), and 4e), the statements in italics should be corrected from "*Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 ...*" to "*Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 ...*".
- In Appendix A.6, Table 1e), the Selected Trend in row (4) should be corrected from "0.0% (2015-2018 expo trend)" to "0.0% (2015-2018 average)".

Copies of the revised pages are attached. These changes have no impact on the product reform costing results.

Please accept our apologies for any inconvenience this may have caused.



Yours Truly,

A handwritten signature in blue ink, appearing to read 'Liam McFarlane', is written over a light grey grid background.

Liam McFarlane, FCIA, FCAS
Partner

Attachments

1e) Basic Bodily Injury

Unrepresented Minor Injuries

Special Damages Percentage of Total Incurred Claim Amounts

FLY	Closed Month										Ultimate	Trended	
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m			
2009	5.3%	5.8%	5.8%	5.8%	5.8%	5.8%	5.7%	5.7%	5.7%	5.7%	5.7%	5.7%	
2010	5.6%	5.9%	6.1%	6.0%	6.1%	6.1%	6.1%	6.1%	6.1%	6.0%	6.0%	6.0%	
2011	5.1%	5.9%	6.3%	6.3%	6.3%	6.3%	6.3%	6.3%	6.3%	6.3%	6.3%	6.3%	
2012	5.8%	7.1%	7.5%	7.4%	7.3%	7.3%	7.3%	7.3%	7.3%	7.3%	7.3%	7.3%	
2013	6.4%	7.9%	7.9%	7.9%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	
2014	6.8%	7.3%	7.5%	7.4%	7.4%	7.4%	7.4%	7.4%	7.4%	7.4%	7.4%	7.4%	
2015	5.5%	6.4%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	6.8%	6.8%	6.8%	7%
2016	5.6%	6.8%	7.2%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7.1%	7%
2017	5.6%	6.7%	7.0%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	6.9%	7%
2018	5.2%	6.0%	6.3%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	7%
2019													7%
2020												(3)	7%
												(4)	0.0%

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 1d) row (1)

- (1) Ultimate Percentages of Unrepresented Minor Injuries' Total Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Unrepresented Minor Injuries' Total Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Unrepresented Minor Injuries' Total Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)

2e) Basic Bodily Injury

Unrepresented Non-Minor Injuries

Special Damages Percentage of Total Incurred Claim Amounts

FLY	Closed Month										Ultimate	Trended	
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m			
2009	7.5%	8.5%	8.9%	8.5%	9.2%	9.2%	9.2%	9.1%	9.1%	9.1%	9.1%	9.1%	
2010	6.2%	7.7%	7.6%	7.5%	7.4%	7.3%	7.3%	7.4%	7.3%	7.3%	7.3%	7.3%	
2011	6.1%	6.8%	7.4%	7.4%	7.4%	7.3%	7.4%	7.3%	7.3%	7.3%	7.3%	7.3%	
2012	7.7%	9.6%	9.6%	9.4%	9.1%	9.1%	9.0%	9.0%	9.0%	9.0%	9.0%	9.0%	
2013	8.4%	10.2%	9.9%	9.6%	9.5%	9.4%	9.4%	9.4%	9.3%	9.3%	9.3%	9.3%	
2014	6.6%	7.5%	8.1%	8.0%	7.8%	7.7%	7.7%	7.7%	7.7%	7.7%	7.7%	7.7%	
2015	7.3%	7.6%	7.8%	7.8%	7.7%	7.6%	7.6%	7.6%	7.5%	7.5%	7.5%	7.5%	8%
2016	4.7%	6.3%	7.6%	7.5%	7.4%	7.3%	7.3%	7.3%	7.3%	7.2%	7.2%	7.2%	8%
2017	5.7%	7.4%	7.9%	7.8%	7.7%	7.6%	7.6%	7.6%	7.5%	7.5%	7.5%	7.5%	8%
2018	6.3%	7.7%	8.2%	8.0%	7.9%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	8%
2019													8%
2020											(3)	8%	
													Selected Trend
											(4)	0.0%	

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 2d) row (1)

- (1) Ultimate Percentages of Unrepresented Non-Minor Injuries' Total Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Unrepresented Non-Minor Injuries' Total Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Unrepresented Non-Minor Injuries' Total Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)

3e) Basic Bodily Injury

Represented Minor Injuries

Special Damages Percentage of Total Incurred Claim Amounts

FLY	Closed Month											Trended		
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m	Ultimate			
2009	3.4%	3.7%	3.6%	3.5%	3.4%	3.3%	3.3%	3.2%	3.3%	3.2%	3.2%			
2010	3.7%	3.6%	3.7%	3.7%	3.6%	3.5%	3.4%	3.5%	3.5%	3.4%	3.4%			
2011	2.7%	3.7%	3.9%	3.9%	3.7%	3.7%	3.6%	3.6%	3.6%	3.6%	3.6%			
2012	2.7%	4.2%	4.2%	4.0%	3.9%	3.8%	3.8%	3.8%	3.8%	3.8%	3.8%			
2013	3.4%	3.9%	4.0%	4.0%	3.9%	3.8%	3.7%	3.7%	3.7%	3.7%	3.7%			
2014	4.0%	3.9%	4.1%	4.2%	3.9%	3.9%	3.8%	3.8%	3.8%	3.8%	3.8%			
2015	3.7%	3.8%	4.2%	4.1%	3.9%	3.8%	3.8%	3.8%	3.8%	3.7%	3.7%	4%		
2016	3.6%	4.1%	4.2%	4.1%	4.0%	3.9%	3.8%	3.8%	3.8%	3.8%	3.8%	4%		
2017	3.2%	3.8%	4.0%	3.9%	3.8%	3.7%	3.6%	3.6%	3.6%	3.6%	3.6%	3%		
2018	2.8%	3.2%	3.4%	3.4%	3.2%	3.2%	3.1%	3.1%	3.1%	3.1%	3.1%	3%		
2019												3%		
2020											(3)	3%		
													Selected Trend	
													(4)	-6.2%

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 3d) row (1)

- (1) Ultimate Percentages of Represented Minor Injuries' Total Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Represented Minor Injuries' Total Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Represented Minor Injuries' Total Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: -6.2% (2015-2018 expo)

4e) Basic Bodily Injury

Represented Non-Minor Injuries

Special Damages Percentage of Total Incurred Claim Amounts

FLY	Closed Month										Ultimate	Trended	
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m			
2009	9.0%	7.2%	5.9%	5.0%	4.7%	4.4%	4.3%	4.2%	4.2%	4.2%	4.2%		
2010	5.6%	5.8%	5.5%	5.1%	4.7%	4.5%	4.4%	4.3%	4.3%	4.3%	4.3%		
2011	3.4%	6.1%	6.4%	5.4%	5.0%	4.7%	4.6%	4.5%	4.4%	4.4%	4.4%		
2012	8.4%	7.2%	6.0%	5.5%	5.0%	4.8%	4.6%	4.6%	4.5%	4.5%	4.5%		
2013	4.2%	6.0%	5.4%	4.9%	4.4%	4.2%	4.1%	4.0%	4.0%	3.9%	3.9%		
2014	3.8%	4.8%	5.1%	4.7%	4.4%	4.2%	4.1%	4.0%	4.0%	3.9%	3.9%		
2015	2.9%	4.7%	4.5%	4.3%	4.0%	3.8%	3.7%	3.6%	3.6%	3.6%	3.6%	3%	
2016	2.5%	3.8%	4.3%	4.0%	3.7%	3.5%	3.4%	3.4%	3.3%	3.3%	3.3%	3%	
2017	3.1%	3.7%	3.7%	3.4%	3.1%	3.0%	2.9%	2.9%	2.8%	2.8%	2.8%	3%	
2018	2.8%	3.9%	4.0%	3.7%	3.4%	3.2%	3.1%	3.1%	3.0%	3.0%	3.0%	3%	
2019												3%	
2020											(3)	3%	
													Selected Trend
											(4)	0.0%	

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.5 4d) row (1)

- (1) Ultimate Percentages of Represented Non-Minor Injuries' Total Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Represented Non-Minor Injuries' Total Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Represented Non-Minor Injuries' Total Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)

3c) Basic Bodily Injury

Represented Minor Injuries

Special Damages Cumulative Percentage of Total Incurred Claim Amounts*

Closed Month										
FLY	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m
2009	3.4%	3.7%	3.6%	3.5%	3.4%	3.3%	3.3%	3.2%	3.3%	3.2%
2010	3.7%	3.6%	3.7%	3.7%	3.6%	3.5%	3.4%	3.5%	3.5%	
2011	2.7%	3.7%	3.9%	3.9%	3.7%	3.7%	3.6%	3.6%		
2012	2.7%	4.2%	4.2%	4.0%	3.9%	3.8%	3.8%			
2013	3.4%	3.9%	4.0%	4.0%	3.9%	3.8%				
2014	4.0%	3.9%	4.1%	4.2%	3.9%					
2015	3.7%	3.8%	4.2%	4.1%						
2016	3.6%	4.1%	4.2%							
2017	3.2%	3.8%								
2018	2.8%									

3d) Basic Bodily Injury

Represented Minor Injuries

Development Factors - Special Damages Cumulative Percentage of Total Incurred Claim Amounts**

Closed Month										
FLY	12-24M	24-36M	36-48M	48-60M	60-72M	72-84M	84-96M	96-108M	108-120M	120M+
2009	1.08	0.98	0.96	0.98	0.98	0.98	0.99	1.00	1.00	
2010	0.99	1.02	0.99	0.98	0.98	0.98	1.00	1.00		
2011	1.35	1.08	0.99	0.96	0.98	0.99	0.99			
2012	1.51	1.02	0.96	0.96	0.99	0.99				
2013	1.14	1.03	0.98	0.98	0.97					
2014	0.96	1.05	1.02	0.94						
2015	1.01	1.11	0.97							
2016	1.14	1.04								
2017	1.19									

Selected Development Factors

(1) Selected	1.17	1.06	0.98	0.96	0.98	0.98	1.00	1.00	1.00	1.00
(2) Basis	Avg 2	Avg 4	Avg 4	Avg 4	Avg 4	Avg 4	Avg All	Avg All	Avg All	N/A***

* Cumulative Percentage of Total Incurred Claim Amounts eAFuals Special Damages Total Incurred Claim Amounts by Closed Month over 0-XXm from 3b) divided by All Heads of Damage Total Incurred Claim Amounts by Closed Month over 0-XXm from 3a).

** Development factors for XX-YYm calculated from 3c) by dividing Cumulative Percentage of Total Incurred Claim Amounts from 0-YYm by Cumulative Percentage from 0-XXm

*** No further development assumed beyond 120 months

1e) Basic Bodily Injury

Unrepresented Minor Injuries

Past Wage Loss Percentage of Incurred Claim Amounts

FLY	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m	Ultimate	Trended
2009	10.2%	10.2%	10.2%	10.0%	10.0%	9.9%	9.9%	9.9%	9.9%	9.9%	9.9%	
2010	8.5%	8.8%	8.9%	8.9%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	
2011	7.5%	8.0%	8.3%	8.2%	8.2%	8.2%	8.1%	8.1%	8.1%	8.1%	8.1%	
2012	8.1%	8.9%	9.2%	9.1%	9.1%	9.1%	9.0%	9.0%	9.0%	9.0%	9.0%	
2013	8.3%	8.6%	8.4%	8.3%	8.3%	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%	
2014	8.0%	7.9%	7.9%	7.9%	7.9%	7.8%	7.8%	7.8%	7.8%	7.8%	7.8%	
2015	5.7%	6.4%	6.5%	6.5%	6.5%	6.4%	6.4%	6.4%	6.4%	6.4%	6.4%	6%
2016	5.5%	5.9%	6.1%	6.1%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6%
2017	5.4%	5.9%	6.0%	5.9%	5.9%	5.9%	5.9%	5.9%	5.9%	5.9%	5.9%	6%
2018	4.8%	5.1%	5.1%	5.1%	5.1%	5.1%	5.1%	5.0%	5.0%	5.0%	5.0%	6%
2019												6%
2020											(3)	6%
												Selected Trend
											(4)	0.0%

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 1d) row (1)

- (1) Ultimate Percentages of Unrepresented Minor Injuries' Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Unrepresented Minor Injuries' Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Unrepresented Minor Injuries' Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)

2e) Basic Bodily Injury

Unrepresented Non-Minor Injuries

Past Wage Loss Percentage of Incurred Claim Amounts

FLY	Closed Month										Ultimate	Trended	
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m			
2009	10.0%	10.0%	9.2%	8.8%	8.8%	8.7%	8.7%	8.7%	8.6%	8.6%	8.6%	8.6%	
2010	8.6%	8.5%	8.5%	8.5%	8.5%	8.4%	8.4%	8.3%	8.4%	8.3%	8.3%	8.3%	
2011	6.8%	8.2%	8.6%	8.6%	8.6%	8.7%	8.7%	8.6%	8.6%	8.6%	8.6%	8.6%	
2012	7.3%	8.6%	9.1%	8.9%	9.1%	9.0%	9.1%	9.0%	9.0%	9.0%	9.0%	9.0%	
2013	9.2%	8.5%	8.6%	8.5%	8.4%	8.5%	8.5%	8.4%	8.4%	8.4%	8.4%	8.4%	
2014	8.3%	8.5%	8.2%	8.1%	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%	
2015	7.2%	6.5%	6.8%	6.6%	6.6%	6.6%	6.6%	6.6%	6.6%	6.6%	6.6%	6.6%	6%
2016	5.1%	5.8%	6.3%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	6.2%	6.1%	6.1%	6%
2017	4.7%	5.3%	5.4%	5.3%	5.3%	5.4%	5.4%	5.3%	5.3%	5.3%	5.3%	5.3%	6%
2018	4.7%	4.9%	5.0%	4.9%	4.9%	4.9%	4.9%	4.9%	4.9%	4.9%	4.9%	4.9%	6%
2019													6%
2020											(3)	6%	
											(4)	Selected Trend	
													0.0%

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 2d) row (1)

- (1) Ultimate Percentages of Unrepresented Non-Minor Injuries' Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Unrepresented Non-Minor Injuries' Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Unrepresented Non-Minor Injuries' Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)

3e) Basic Bodily Injury

Represented Minor Injuries

Past Wage Loss Percentage of Incurred Claim Amounts

FLY	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m	Ultimate	Trended
2009	9.6%	10.1%	8.9%	8.8%	8.9%	9.0%	9.1%	9.2%	9.2%	9.2%	9.2%	
2010	8.1%	8.4%	8.2%	8.2%	8.7%	9.0%	9.2%	9.2%	9.3%	9.2%	9.2%	
2011	7.4%	7.9%	7.7%	7.8%	8.4%	8.8%	8.8%	9.0%	9.0%	9.0%	9.0%	
2012	5.0%	7.2%	7.1%	7.4%	7.9%	8.5%	8.6%	8.7%	8.7%	8.7%	8.7%	
2013	6.0%	7.2%	7.0%	7.6%	8.1%	8.5%	8.6%	8.6%	8.7%	8.7%	8.7%	
2014	5.2%	6.2%	6.4%	6.9%	7.6%	8.0%	8.1%	8.2%	8.2%	8.2%	8.2%	
2015	5.6%	5.9%	6.3%	6.7%	7.3%	7.6%	7.7%	7.8%	7.8%	7.8%	7.8%	8%
2016	5.4%	5.6%	5.9%	6.4%	6.9%	7.2%	7.3%	7.4%	7.4%	7.4%	7.4%	7%
2017	4.6%	5.1%	5.3%	5.7%	6.1%	6.4%	6.5%	6.5%	6.6%	6.6%	6.6%	6%
2018	4.0%	4.4%	4.5%	4.8%	5.2%	5.5%	5.6%	5.6%	5.6%	5.6%	5.6%	6%
2019												5%
2020											(3) 5%	
											Selected Trend	
											(4) -10.5%	

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 3d) row (1)

- (1) Ultimate Percentages of Represented Minor Injuries' Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Represented Minor Injuries' Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Represented Minor Injuries' Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: -10.5% (2015-2018 expo trend)

4e) Basic Bodily Injury

Represented Non-Minor Injuries

Past Wage Loss Percentage of Incurred Claim Amounts

FLY	Closed Month										Ultimate	Trended
	0-12m	0-24m	0-36m	0-48m	0-60m	0-72m	0-84m	0-96m	0-108m	0-120m		
2009	5.5%	7.6%	8.3%	8.6%	9.1%	9.3%	9.5%	9.5%	9.5%	9.6%	9.6%	
2010	5.4%	7.3%	7.8%	8.1%	8.7%	9.0%	9.3%	9.4%	9.4%	9.4%	9.4%	
2011	4.3%	6.4%	7.0%	8.1%	8.9%	9.0%	9.3%	9.5%	9.5%	9.6%	9.6%	
2012	4.1%	6.7%	7.3%	8.2%	8.9%	9.2%	9.4%	9.5%	9.5%	9.6%	9.6%	
2013	4.9%	6.2%	6.9%	7.5%	8.6%	8.9%	9.2%	9.3%	9.3%	9.4%	9.4%	
2014	4.4%	5.6%	6.5%	7.3%	8.2%	8.4%	8.7%	8.8%	8.8%	8.8%	8.8%	
2015	5.8%	5.1%	6.3%	7.6%	8.5%	8.7%	9.0%	9.1%	9.1%	9.1%	9.1%	9%
2016	3.8%	5.6%	6.9%	7.8%	8.7%	8.9%	9.2%	9.3%	9.3%	9.4%	9.4%	9%
2017	4.2%	5.5%	6.5%	7.3%	8.1%	8.4%	8.6%	8.7%	8.7%	8.8%	8.8%	9%
2018	4.4%	5.5%	6.4%	7.3%	8.1%	8.4%	8.6%	8.7%	8.7%	8.8%	8.8%	9%
2019												9%
2020											(3)	9%
											(4)	Selected Trend
												0.0%

Projected percentages, equal to percentage in prior period multiplied by appropriate selected development factor from Appendix A.6 4d) row (1)

- (1) Ultimate Percentages of Represented Non-Minor Injuries' Incurred Claim Amounts
- (2) Trended Ultimate Percentages of Represented Non-Minor Injuries' Incurred Claim Amounts using Selected Trend in row (4)
- (3) Selected Trended Ultimate Percentage of Represented Non-Minor Injuries' Incurred Claim Amounts for FLY 2020
- (4) Selected Trend: 0.0% (2015-2018 average)