



Illinois Department of Insurance

JB Pritzker
Governor

Dana Popish Severinghaus
Director

June 22, 2022

Mr. Kevin A. Steiner, President
West Bend Mutual Insurance Company
1900 South 18th Avenue
West Bend, WI. 53095

Re: West Bend Mutual Insurance Company, NAIC 15350
Market Conduct Examination Verified Report

Dear Mr. Steiner,

A Market Conduct Examination of your company was conducted by an authorized examiner designated by the Director of the Illinois Department of Insurance (“Department”) pursuant to Illinois Insurance Code (“Code”) Sections 132, 132.5(f), 404(1)(a) and 404(1)(c). This examination covered the period of January 1, 2019, through March 31, 2022. Enclosed with this letter is a copy of the verified examination report.

The examination report is a public document under the Freedom of Information Act (“FOIA”) [5 ILCS 140/1 *et seq.*] and will be posted on the Department’s website. To the extent that the examination report contains information that your Company deems private, personal, or trade secret pursuant to Sections 7(1)(b), (c), or (g) of FOIA [5 ILCS 140/7(b), (c), and (g)], your Company may request that the Department redact such information from the report prior to making it public. In making a request for confidentiality, your Company must provide a factual basis for its assertion of confidentiality. The Department will consider the request and determine whether such information is exempt from disclosure under Section 7 of FOIA.

No company, corporation, or individual shall use this report or any statement, excerpt, portion, or section thereof for any advertising, marketing or solicitation purpose. Any company, corporation or individual action contrary to the above shall be deemed a violation of Section 149 of the Illinois Insurance Code (215 ILCS 5/149).

Please contact me if you have any questions.

Sincerely,

Erica Weyhenmeyer
Chief Market Conduct Examiner
Illinois Department of Insurance
320 West Washington St., 5th Floor
Springfield, IL 62767
Phone: 217-782-1790
Erica.Weyhenmeyer@Illinois.gov

Company Name: West Bend Mutual Insurance Company	CoCode:	15350	Group Code:	n/a								
Private Passenger Auto Liability	Accident Quarter											
Statewide data (Illinois only) as of 3/31/2022	Q1 - 2019	Q2 -2019	Q3 - 2019	Q4 - 2019	Q1 - 2020	Q2 - 2020	Q3 - 2020	Q4 - 2020	Q1 - 2021	Q2 - 2021	Q3 - 2021	Q4 - 2021
(2) All expenses other than loss adjustment expenses, excluding amounts from item 5 below	1,302,534	1,345,000	1,385,328	1,394,074	1,480,667	1,489,992	1,515,767	1,517,874	1,499,289	1,521,859	1,543,559	1,556,450
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	4,701,382	4,854,658	5,000,219	5,031,786	4,963,886	4,995,147	5,081,558	5,088,620	4,899,990	4,973,756	5,044,675	5,086,804
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium						1,125,650						
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense												
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	2,735,562	2,871,363	2,428,721	3,261,131	2,391,429	1,659,934	2,312,225	2,406,715	2,277,842	3,085,902	2,552,590	2,580,153
(7) Net Ultimate Adjusting & Other	532,033	549,378	565,851	569,423	423,108	425,772	433,138	433,740	471,817	478,920	485,749	489,805
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	320	346	333	362	268	190	282	235	244	288	285	329
(9) Open Claim Counts	13	15	17	21	23	23	41	36	45	92	123	156
Post-refund combined ratio (6+7+2+5)/(3-4)	97.2%	98.2%	87.6%	103.8%	86.5%	92.4%	83.9%	85.6%	86.7%	102.3%	90.8%	90.9%
Pre-refund combined ratio (6+7+2)/(3)	97.2%	98.2%	87.6%	103.8%	86.5%	71.6%	83.9%	85.6%	86.7%	102.3%	90.8%	90.9%
Claims severity (6)/(8)	8,536	8,288	7,291	9,007	8,911	8,721	8,206	10,228	9,341	10,712	8,948	7,831

Notes:

Data from row (1) will be made available on an all company weighted average frequency basis. Data will not be publicly released on an individual company basis.

All data provided in rows (2)-(9) will be considered public.

"Net" refers to net of reinsurance and salvage & subrogation.

Claim counts should be reported net of quota share reinsurance.

Company Name: West Bend Mutual Insurance Company	CoCode:	15350	Group Code:	n/a								
Private Passenger Auto Physical Damage	Accident Quarter											
Statewide data (Illinois only) as of 3/31/2022	Q1 - 2019	Q2 -2019	Q3 - 2019	Q4 - 2019	Q1 - 2020	Q2 - 2020	Q3 - 2020	Q4 - 2020	Q1 - 2021	Q2 - 2021	Q3 - 2021	Q4 - 2021
(2) All expenses other than loss adjustment expenses, excluding amounts from item 5 below	1,077,233	1,112,467	1,141,606	1,149,735	1,217,642	1,220,352	1,241,623	1,270,569	1,283,063	1,324,560	1,358,995	1,365,962
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	3,862,182	3,988,505	4,092,975	4,122,121	4,084,695	4,093,787	4,165,142	4,262,244	4,207,945	4,344,038	4,456,970	4,479,821
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium												
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense												
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	1,934,667	2,827,657	2,101,008	2,940,591	2,112,617	1,988,095	2,511,073	2,236,329	2,032,162	2,280,912	2,899,710	3,374,483
(7) Net Ultimate Adjusting & Other	365,555	377,512	387,400	390,158	328,284	329,014	334,749	342,553	368,203	380,112	389,993	391,993
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	1,362	1,436	1,281	1,239	983	949	1,289	1,088	1,169	1,198	1,301	1,132
(9) Open Claim Counts	6	13	17	12	16	9	25	29	31	70	113	172
Post-refund combined ratio (6+7+2+5)/(3-4)	87.4%	108.3%	88.7%	108.7%	89.6%	86.4%	98.1%	90.3%	87.5%	91.7%	104.3%	114.6%
Pre-refund combined ratio (6+7+2)/(3)	87.4%	108.3%	88.7%	108.7%	89.6%	86.4%	98.1%	90.3%	87.5%	91.7%	104.3%	114.6%
Claims severity (6)/(8)	1,420	1,969	1,640	2,373	2,149	2,095	1,947	2,055	1,738	1,904	2,229	2,980

Notes:

Data from row (1) will be made available on an all company weighted average frequency basis. Data will not be publicly released on an individual company basis.

All data provided in rows (2)-(9) will be considered public.

"Net" refers to net of reinsurance and salvage & subrogation.

Claim counts should be reported net of quota share reinsurance.