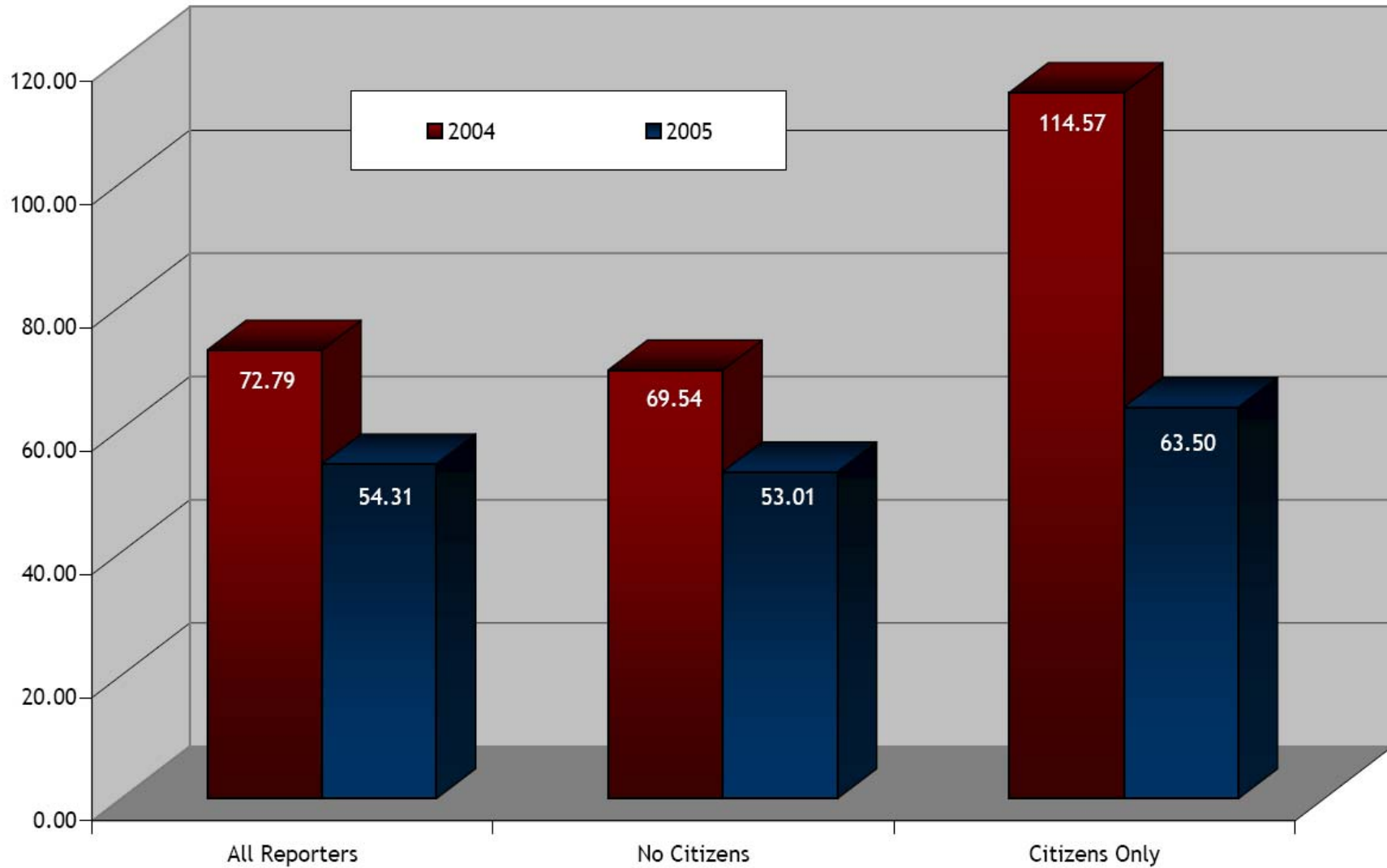


# **State of Florida Task Force on Citizens Claims Handling**

**Stephen A. Alexander, FCAS, MAAA, MBA  
Actuary  
Consumer Advocate's Office  
State of Florida**

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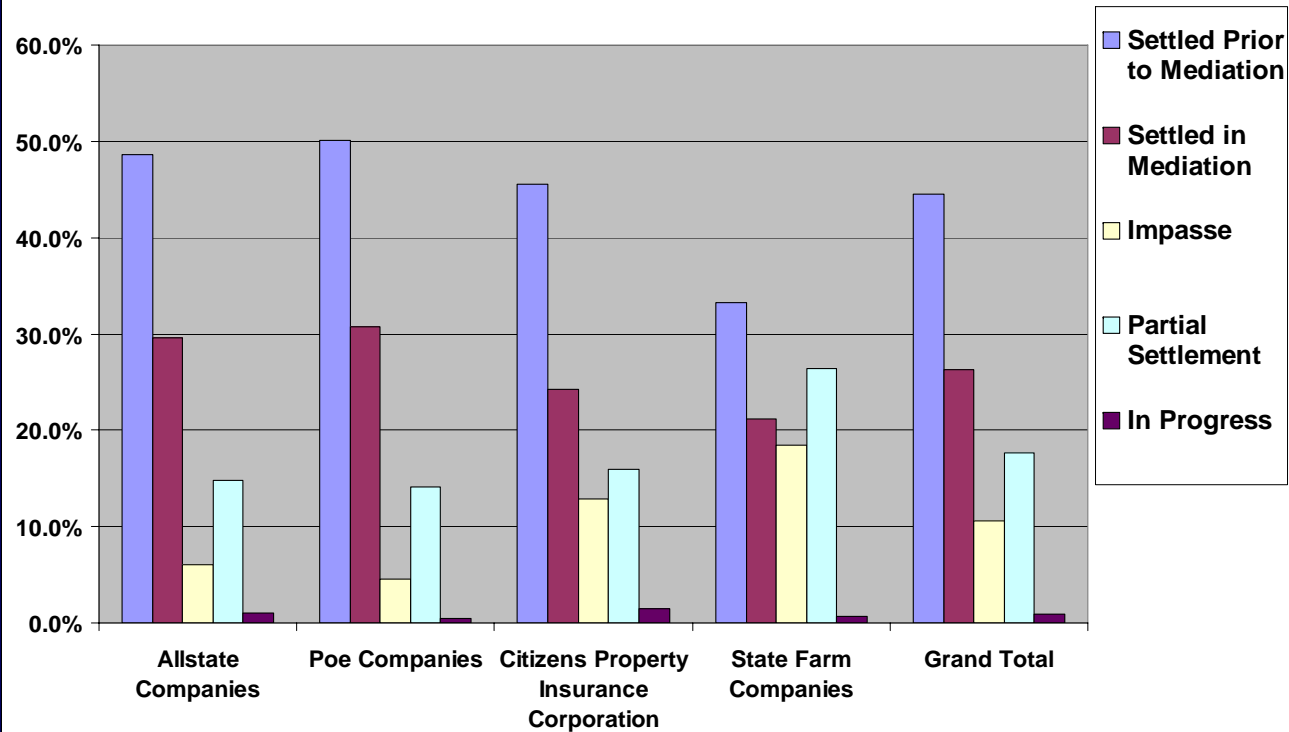
## Reported Average Days to Close Hurricane Claims



Source: Hurricane loss data reported directly to the Florida Office of Insurance Regulation for 2004 (Charley, Frances, Ivan, & Jeanne) and 2005 (Dennis & Wilma). This information is as reported to the Florida Office of Insurance Regulation (Office) by the insurance entities affected. While the Office analyzes the data submissions for completeness and reasonability, the data has not been formally audited or verified. These are the final data for the 2004 and 2005 hurricane seasons and represents the latest information reported by affected insurers. These data are as of 12/31/2005 (Charley, Frances, Ivan, Jeanne, Dennis) and 04/30/2006 (Wilma).

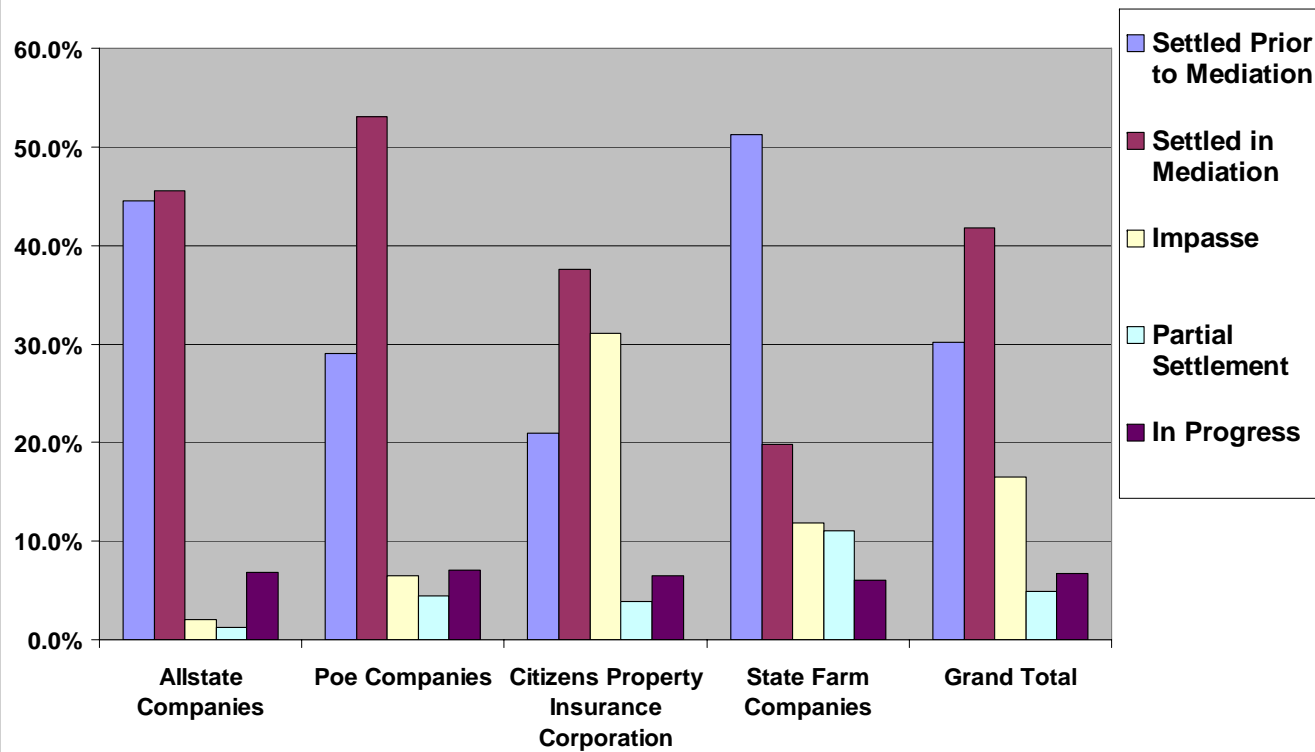
# Disposition of 2004 Mediation Cases

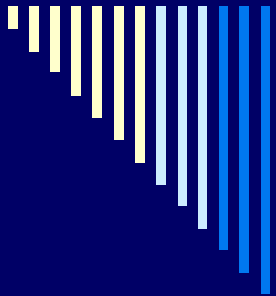
2004 Storms  
Charley, Frances, Ivan & Jeanne



# Disposition of 2005 Mediation Cases

2005 Storms  
Dennis & Wilma





# Percentage of All Claims: 1) Mediated, or 2) Currently Open

