

# Glossary of Insurance Terms

**Actual Cash Value:**

Insurance under which the amount payable is the current replacement cost of the property new; reduced by an allowance for depreciation, wear and obsolescence.

**Actuary:**

A highly-specialized mathematician professionally trained in the risk aspects of insurance, whose functions include the determination of proper insurance rates, evaluation of reserves and other statistical responsibilities.

**Additional Living Expense:**

A property coverage which pays for the extra, above-normal costs of such expenses as food and lodging incurred while the insured's residence is being rebuilt or repaired after damage from an insured peril.

**Adjuster:**

A person who investigates and settles losses for an insurance carrier.

**Agent:**

Laws of all states require all insurance agents to be licensed by the state to sell insurance. Agents may be categorized as: (1) An Exclusive Agent, who is a sales employee or sales representative of one and only one insurance company or its affiliated group of insurance companies, and seeks and services business exclusively for that company or group. (2) An Independent Agent, who usually represents two or more insurance companies or groups in a sales and service capacity as an independent businessperson.

**Allied Lines:**

Types of insurance associated with property insurance, which may include earthquake, sprinkler leakage, and income and extra expense coverages.

**Application:**

The statement of information that a prospective insured provides when applying for an insurance policy and that an insurance company uses to help decide if it will issue the policy and what premium rate will be charged.

**Arson:**

The willful and malicious burning of, or attempt to burn, any structure or other property, often with criminal or fraudulent intent.

**Assigned Claims Facility:**

A mechanism in Michigan to provide Personal Injury Protection benefits to eligible persons injured in auto accidents -- when no regular policy is available or identifiable.

**Automobile Insurance (Coverages):**

Definitions of specific types of auto insurance coverages are listed alphabetically throughout the Glossary—[Personal Injury Protection](#), [Property Protection](#), [Property Damage](#), [Bodily Injury Liability](#), [Collision](#), [Comprehensive](#), [Collision and Comprehensive Coverages](#), [Underinsured Motorists Coverage](#), and [Uninsured Motorists Coverage](#).

**Binder:**

A written or oral contract issued temporarily to place insurance in force immediately prior to issuance of new policy or endorsement of existing one.

**Business Interruption Insurance:**

Coverage for a business policyholder against losses resulting from a temporary shutdown because of fire or other insured peril. The insurance provides reimbursement for loss net profits and necessary continuing expenses.

**Cancellation:**

The termination of an insurance policy or bond by an insurance company or policyholder before its expiration date.

**Catastrophe:**

A sudden event causing an extraordinary level of loss; most often associated with natural disasters, such as tornadoes or floods.

**Claim:**

A request for payment to recover from a loss which may come under the terms of an insurance contract.

**Claim Frequency**

The number of claims occurring under a given coverage divided by the number of earned exposures for the given coverage.

**Claim Severity:**

The average cost per claim.

**Classification:**

The combining of policyholders or properties into groups with the same general characteristics so that the various groups' inherent differences in exposure to loss can be recognized for rating or underwriting purposes.

**Coinurance (property insurance):**

A provision in an insurance policy which requires the insured to carry insurance equal to a certain specified percentage of the value of the property in order to receive full payment for a loss. However, if the policyholder fails to carry the necessary amount of insurance, the insured assumes a proportionate share of the loss.

**Collision Coverage:**

Protection against loss resulting from any damage to the policyholder's vehicle caused by collision with another vehicle or object.

**Combined Ratio:**

The sum of the ratio of losses incurred to premiums earned and the ratio of commissions and expenses incurred to premiums written.

**Commercial General Liability:**

Often referred to as the CGL, this policy provides broad protection against situations in which a business must defend itself against lawsuits or pay damages for personal injury or property damage to third parties.

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**Commercial Lines:**

The various kinds of insurance which are written for businesses, organizations, institutions, governmental agencies or other establishments.

**Commission:**

A percentage of an insurance premium paid to an agent or broker for producing and servicing the business.

**Comprehensive Coverage:**

Protection against loss resulting from damage to the vehicle from things other than collision, such as theft, fire, glass breakage, deer collisions, hail.

**Coverage:**

The scope of the protection provided under a contract of insurance.

**Credit-Based Insurance Score:**

Credit-based insurance scores are confidential rankings based on credit information. This includes whether the consumer has made timely payments on loans, the number of open credit card accounts and whether a bankruptcy filing has been made. A credit-based insurance score is a measure of how well consumers manage their financial affairs, not of their financial assets. It does not include information about income or race.

**Declaration:**

The part of an insurance policy which includes the name and address of the insured, the property insured, its location and description, the policy period, the amount of insurance coverage, applicable premiums, and supplemental information provided by the insured.

**Deductible:**

The specified amount of a loss a policyholder agrees to pay, per claim or per accident, toward the total amount of an insured loss.

**Depreciation:**

A decrease in the value of property due to wear and tear or obsolescence.

**Dividend:**

An amount returned to a policyholder by an insurance company out of its earnings. Also, in stock companies, a share of profits distributed to stockholders.

**Earned Premium:**

The portion of a premium which is the property of an insurance company, based on the expired portion of the policy period.

**Endorsement:**

A form attached to an insurance policy to add to, alter or vary its provisions.

**Essential Insurance Act:**

A law unique to Michigan that limits the factors which an insurance company can use to establish rates for auto and home policies. Defines the circumstances under which a company can refuse to issue or renew policies and requires that consumers receive more information, including the insurance company's underwriting and rating procedures.

**Exclusion:**

A provision in an insurance policy that eliminates coverage for certain risks, people, property classes, or locations.

**Expense Ratio:**

The ratio of a company's operating expenses to premiums written. (Expenses include losses and loss adjustment expenses.)

**Experience:**

The loss record of an insured or of a particular class of coverage.

**Exposure:**

This term in the insurance field may have several meanings: (1) possibility of loss; (2) a loss potential as measured by type of construction, area or values; (3) a possibility of a loss being communicated to an insurance risk from its surroundings; or (4) a unit of measure of the amount of risk a company assumes (For example, one car insured for one year).

**Fire Insurance:**

Coverage protecting property against losses caused by a fire or lightning that is usually included in homeowners or commercial multiple peril policies.

**First-Party Coverage:**

Coverage for the policyholder's own property or person.

**Floater:**

A form of insurance that applies to movable property, whatever its location, within the territorial limits imposed by the contract. The coverage "floats" with the property.

**Flood Insurance:**

Flood insurance is not available under a regular homeowners policy. It is available from a federal program, the National Flood Insurance Program.

**Foreign Insurance Company:**

An insurer headquartered in a state other than Michigan.

**Fraud: (Insurance)**

Intentional concealment or misrepresentation with the objective of forcing an insurer to provide a benefit (such as paying a claim) which otherwise would not be provided.

**General Liability Insurance:**

A broad term meaning liability insurance, other than automobile liability or employers' liability, written to cover professional and commercial risks. In respect to commercial liability, various available coverages could cover such risks as premises and operations, contractual liability, products and completed operations.

**Group Insurance:**

A single policy covering a group of individuals, usually employees of the same company or members of the same association and their dependents. Coverage is provided under a master policy issued to the employer or association with individual certificates given to each insured person.

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**Hazard:**

The presence of a condition which creates or increases the chance for loss or injury to property or persons. For example, smoking in bed increases the chance for loss of property and life resulting from fire.

**Homeowners Policy:**

A package type of insurance for the homeowner that combines "named peril" (including theft coverage) protection on contents with dwelling coverage ranging from "named peril" to "all perils except those specifically excluded" for physical loss, additional living expense and personal liability insurance.

**Identity Theft Coverage:**

Coverage for expenses incurred as the result of an identity theft. Can include costs for notarizing fraud affidavits and certified mail, lost income from time taken off from work to meet with law-enforcement personnel or credit agencies, fees for reapplying for loans and attorney's fees to defend against lawsuits and remove criminal or civil judgments.

**Incurred Losses:**

Losses occurring within a fixed period, whether or not adjusted or paid during the same period.

**Indemnify:**

Provide financial compensation for losses.

**Inland Marine Insurance:**

Covers articles in transit by all forms of land and air transportation as well as bridges, tunnels and other means of transportation and communication. Floaters that cover expensive personal items such as fine art and jewelry are included in this category.

**Insolvency:**

Insurer's inability to pay debts. When regulators deem an insurance company is in danger of becoming insolvent, they can take one of three actions: place a company in conservatorship or rehabilitation if the company can be saved or liquidation if salvage is deemed impossible.

**Insurable Risk:**

Risks for which it is relatively easy to get insurance and that meet certain criteria. These include being definable, accidental in nature, and part of a group of similar risks large enough to make losses predictable. The insurance company also must be able to come up with a reasonable price for the insurance.

**Insurance:**

A system to make large financial losses more affordable by pooling the risks of many individuals and business entities and transferring them to an insurance company or other large group in return for a premium.

**Insured:**

A person covered by an insurance policy.

**Investment Income:**

The income generated by a company's portfolio of investments (such as bonds, stocks or other financial ventures).

**Liability Insurance:**

Insurance covering the policyholder's legal liability for injuries to other persons or damages to their property.

**Limit:**

The maximum amount of benefits that an insurer agrees to pay in the event of a loss.

**Litigation:**

The process of a lawsuit.

**Loss:**

A reduction in the quality or value of a property, or a legal liability.

**Loss Adjustment Expenses:**

The sum insurers pay for investigating and settling insurance claims, including the cost of defending a lawsuit in court.

**Loss Ratio:**

In property and liability insurance, the percent that losses bear to premiums for a given period.

**Loss Reserve:**

The estimated liability on an insurer's balance sheet for unpaid insurance claims or losses that have occurred as of a given reporting date. On an individual claim, the loss reserve is the estimate of what will ultimately be paid out on that case.

**Malpractice Insurance:**

Coverage afforded to a professional practitioner, such as a doctor or a lawyer, against claims for damages resulting from alleged negligence in the performance of the insured's services.

**Michigan Catastrophic Claims Association:**

A fund set up by Michigan law that reimburses auto insurance companies for medical claims over \$440,000. Insurance companies pay an assessment to cover the MCCA's liabilities. These costs are then passed on to all policyholders.

**Mini-Tort:**

A law in Michigan that allows motorists to recover up to \$500 for vehicle damage not covered by insurance.

**Multi-Peril Policy:**

A package policy that provides protection against a number of separate perils.

**Mutual Insurance Company**

An insurance company owned by its policyholders.

**No-Fault Automobile Insurance:**

A form of insurance by which a person's financial losses resulting from an automobile accident, such as medical and hospital expenses and loss of income, are paid by his/her own insurance company without regard to who was at fault. The right to sue may be restricted in some cases.

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**Notice of Loss:**

A written notice required by insurance companies immediately after an accident or other loss. Part of the standard provisions defining a policyholder's responsibilities after a loss.

**Ocean Marine Insurance:**

Coverage for property damage to seagoing vessels and cargo, including such risks as piracy and the jettisoning of cargo to save the property of others. Coverage for marine-related liabilities. War is excluded from basic policies, but can be bought back.

**Operating Expenses:**

The cost of maintaining a business' property, includes insurance, property taxes, utilities and rent, but excludes income tax, depreciation and other financing expenses.

**Package Policy:**

A combination of two or more coverages into a single policy. A homeowners policy, for example, is a package combining property, liability and theft coverages for the homeowner.

**Paid Losses:**

The actual dollar total that has been paid on incurred losses by issuing checks or drafts to claimants.

**Peril:**

The cause of a loss, such as fire, windstorm, theft, explosion or riot.

**Personal Injury Protection Automobile Insurance (PIP):**

Benefits paid to the insured by his/her own insurance company, including medical expenses, lost wages, replacement services, and funeral and death benefits. In Michigan, there is unlimited benefits for all reasonable and necessary medical services.

**Personal Lines:**

Types of insurance written for individuals or families, rather than for businesses.

**Personal Property:**

This type of property is usually movable and easily transportable.

**Policy:**

The written contract of insurance.

**Policyholder:**

One who owns an insurance policy. A mortgagee often is issued a copy of an insurance policy or certificate of insurance at the request of the insured, but it is not a policyholder.

**Policyholders' Surplus:**

The sum an insurance company has remaining after all liabilities are deducted from all assets. Sums such as paid-in capital and special voluntary reserves are also included in this term. This surplus is one form of financial protection to policyholders in the event a company suffers unexpected or catastrophic losses.

**Pool:**

An organization of insurers or reinsurers through which particular types of risks are underwritten with premiums, losses and expenses shared in agreed ratios.

**Premium:**

The amount of money charged a policyholder for an insurance policy.

**Premium Discount:**

An amount subtracted from an insurance premium due to some merit or circumstance of the policyholder.

**Premiums Written:**

The total premiums on all policies written by an insurer during a specified period of time, regardless of what portions have been earned. Net premiums written are premiums written after reinsurance transactions.

**Product Liability Insurance:**

Protects manufacturers' and distributors' exposure to lawsuits by people who have sustained bodily injury or property damage through the use of the product.

**Proof of Loss:**

A written statement made by the policyholder for the insurer regarding a claim so that the insurer may determine its liability under the policy.

**Property/Casualty Insurance:**

Covers damage to or loss of policyholders' property and legal liability for damages caused to other people or their property. Property/casualty insurance, which includes auto, homeowners and commercial insurance, is one segment of the insurance industry. The other sector is life/health.

**Property Protection Coverage:**

Provides coverage for damaged caused by your car to the property of others.

**Rate:**

The cost of a given unit of insurance on which a premium is based.

**Rating Territory:**

In various property and casualty lines, a geographical grouping within which insureds are likely to share an exposure to similar risks. Grouping of insureds within a territory helps establish equitable rates for the territory.

**Redlining:**

An illegal act to refuse to lend money or issue insurance based only on geographic area.

**Reinsurance:**

An arrangement by which one insurer transfers all or a portion of its risk under a policy or group of policies to another insurer (reinsurer). Thus reinsurance is insurance purchased by an insurance company from another insurer, to reduce risk for the original insurer.

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**Renters Policy:**

A package type of insurance that includes coverage similar to a homeowners policy to cover the personal property of a renter or tenant in a building.

**Replacement Cost Property Coverage:**

Insurance under which the amount payable is the current replacement cost of the property new, rather than the depreciated value. Applies to the building structures (in most cases) and can apply to contents in some policies.

**Reserve:**

(1) An amount representing actual or potential liabilities kept by an insurer to cover obligations to policyholders and third-party claimants. (2) An amount allocated for a special purpose. Note that a reserve is usually a liability and not an extra fund. On occasion, a reserve may be an asset, such as a reserve for taxes not yet due.

**Residual Liability Coverage:**

In Michigan, provides protection if you are sued or legally responsible: 1) in accidents involving death, serious impairment of body function or permanent, serious disfigurement; 2) when actual economic losses sustained in an accident exceed the benefits available in Personal Injury Protection; 3) in accidents occurring outside of Michigan for property damage and bodily injury.

**Residual Market:**

A general term describing the total of all consumers who have had difficulty purchasing insurance through normal channels. Automobile Insurance Plans, FAIR Plans, Reinsurance Facilities and Joint Underwriting Associations all service this market.

**Retention:**

The net amount of risk retained by an insurance company for its own account or that of specified others, and not reinsured.

**Rider:**

Additional provision added to a policy by issuance of an amending document.

**Risk:**

Chance of loss with respect to person, liability or the property of the insured. Also is used to mean "the insured."

**Schedule:**

A list describing the property or items insured under the policy and the extent to which they are insured.

**Self-Insurance:**

A form of risk financing through which a firm assumes all or a part of its own losses. Self-insurers may purchase insurance to cover excess losses.

**Special Multi-Peril Policy (SMP):**

A business policy which combines in one contract the coverages normally purchased under several policies. Many options and endorsements are available to tailor it to the policyholder's needs.

**Spread of Risk:**

The selling of insurance in multiple areas to multiple policyholders to minimize the danger that all policyholders will have losses at the same time. Companies are more likely to insure perils that offer a good spread of risk. Flood insurance is an example of a poor spread of risk because the people most likely to buy it are the people close to rivers and other bodies of water that flood.

**Statutory Underwriting Profit or Loss:**

Earnings or losses as shown by an insurer on its Statutory Income Statement (convention blank) as required by state insurance departments. More specifically: (1) the profit or loss realized from insurance operations as distinct from that realized from investments; (2) the excess of premiums over losses and expenses (profit), or the excess of losses and expenses over premiums (loss).

**Stock Company:**

A company organized and owned by stockholders, as distinguished from the mutual form of company, which is owned by its policyholders.

**Subrogation:**

A principle of law incorporated in insurance policies that enables an insurance company, after paying a loss to its insured, to recover the amount of the loss from another who is legally liable for it.

**Surety Bond:**

An agreement providing for monetary compensation should there be a failure to perform specific acts within a stated period. The surety company, for example, becomes responsible for fulfillment of a contract if the contractor defaults.

**Surplus:**

A stock company's surplus is the amount by which its admitted assets exceed its liabilities and capital stock. In both stock and mutual companies, the term surplus-to-policyholders means the excess of admitted assets over liabilities.

**Surplus Lines:**

A term originating in property/casualty insurance, used to describe any risk or part thereof for which insurance is not available through a company licensed in the applicant's state (an "admitted" insurer). The business, therefore, is placed with "non-admitted" insurers (insurers not licensed in the state) in accordance with surplus or excess lines provisions of state insurance laws. These provisions generally allow operations on a relatively unregulated basis; that is, the non-admitted insurer is not subject to the same rate or coverage requirements that apply to an admitted insurer.

**Term:**

A period of time for which a policy is issued.

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**Territorial Rating:**

A method of classifying risks by geographic location to set a fair price for coverage. The location of the insured may have a considerable impact on the cost of losses. The chance of an accident or theft is much higher in an urban area than in a rural one, for example.

**Terrorism Coverage:**

Included as a part of the package in standard commercial insurance policies before September 11, 2001 virtually free of charge. Since September 11, terrorism coverage prices have increased substantially to reflect the current risk.

**Theft Insurance:**

Protection for loss of property due to stealing, including burglary, robbery and larceny.

**Third-Party Coverage:**

Liability coverage purchased by the policyholder as a protection against possible lawsuits filed by a third party. The insured and the insurer are the first and second parties to the insurance contract.

**Threshold:**

Used in no-fault auto insurance to remove non-serious cases from the tort system by establishing a point of "threshold" that must be met or exceeded to sue in tort. Michigan has a verbal threshold.

**Title Insurance:**

An insurance contract relating to real estate described in the policy which protects the insured landowner against loss or damage by reason of defects, liens or encumbrances in the insured title, if these faults exist at the date of the policy and are not expressly excluded from its terms.

**Tort:**

Any wrongful act, damage or injury done willfully, negligently or in circumstances involving strict liability, but not involving breach of contract, for which a civil lawsuit can be brought.

**Total Loss:**

The condition of an automobile or other property when damage is so extensive that repair costs would exceed the value of the vehicle or property.

**Umbrella Liability Policy:**

A form of insurance protection against losses in excess of amounts covered by other liability insurance policies; also protects the insured in many situations not covered by the usual liability policies. This policy is available for both personal and commercial lines coverage.

**Underinsured Motorists Coverage (UIM):**

Coverage is intended to cover you and passengers in your car for losses unpaid because sufficient bodily injury liability limits are not available from the policy of an at-fault driver.

**Underwriter:**

An employee of an insurance company who is a selector of risks. The underwriter is expected to select business that will produce an average risk of loss no greater than anticipated for the class of business. In the life insurance industry, "underwriter" may also mean an agent or other field representative who is referred to as a "field underwriter."

**Underwriting:**

The process of selecting risks for insurance and determining in what amounts and on what terms the insurance company accepts the risk.

**Underwriting Profit or Loss:**

The profit or loss experienced by a property/casualty insurance company after deducting from earned premiums the incurred losses and expenses of doing business, but before provision of federal income tax. It excludes investment income.

**Unearned Premium:**

The portion of a property/casualty insurance premium that applies to the unexpired portion of the policy period.

**Uninsurable Risk:**

Insurance is not available due to excessive risk.

**Uninsured Motorists Coverage:**

Insurance which covers the policyholder and family members if injured by a hit-and-run motorist or a driver who carries no liability insurance.

**Void:**

A policy contract that for some reason specified in the policy becomes free of all legal effect. One example under which a policy could be voided is when information a policyholder provided is proven untrue.

**Voluntary Market:**

The market where a person seeking insurance obtains it with no help from the state, through an insurer of his or her own selection.

**Waiver:**

The surrender of a right or privilege which is known to exist.

**Warranty:**

A statement made on an application for most kinds of insurance that is warranted as true in all respects. If untrue, in any respect, even though the untruth was not known to the applicant, the contract may be voided without regard to the materiality of the statement.

**Workers' Compensation:**

A system (established under state laws) where employers secure insurance for their employees for work-related injury, death and disease regardless of fault.

# IIM Members

Looking for an insurance company or related organization operating in Michigan? IIM's members write 52 percent of the state's property/casualty insurance. Contact these companies for your insurance needs.

Accident Fund Insurance Company of America  
232 S. Capitol Avenue  
Lansing, MI 48933  
517-342-4200  
[www.accidentfund.com](http://www.accidentfund.com)

Affirmative Insurance Company  
150 Harvester Drive, Suite 300  
Burr Ridge, IL 60527  
800-333-5530  
[www.affirmativeinsurance.com](http://www.affirmativeinsurance.com)

Allstate Insurance Company  
P.O. Box 9227  
Farmington Hills, MI 48333-9227  
800-347-7828  
[www.allstate.com](http://www.allstate.com)

American Fellowship Mutual Insurance Company  
25925 Telegraph Road, Suite 200  
Southfield, MI 48033  
800-648-6329  
<http://afmico.com>

Auto Club Insurance Group  
One Auto Club Drive  
Dearborn, MI 48126  
800-222-6424  
[www.aaamich.com](http://www.aaamich.com)

Badger Mutual Insurance Company  
1635 W. National Avenue  
Milwaukee, WI 53204  
800-837-7833  
[www.badgermutual.com](http://www.badgermutual.com)

Chrysler Insurance Company  
27777 Inkster  
Farmington Hills, MI 48334  
800-782-9164  
[www.chryslerfinancial.com](http://www.chryslerfinancial.com)

EMC Insurance Companies  
P.O. Box 712  
Des Moines, IA 50306  
800-447-2295

[www.emcins.com](http://www.emcins.com)

Farm Bureau Insurance  
P.O. Box 30400  
Lansing, MI 48909  
800-292-2680  
[www.farmbureauinsurance-mi.com](http://www.farmbureauinsurance-mi.com)

Farmers Insurance Group  
4680 Wilshire  
Los Angeles, CA 90010  
800-221-4261  
[www.farmers.com](http://www.farmers.com)

Farmers & Merchants Mutual Insurance Company  
100 Fourth Street, P.O. Box 509  
Calumet, MI 49913  
800-221-4261  
[www.farmmut.com](http://www.farmmut.com)

Farmers Mutual Fire Insurance Co. Branch County  
36 Division Street  
Coldwater, MI 49036  
517-278-2108

FCCI  
3175 Satellite Blvd., 2nd Floor  
Duluth, GA 30096  
800-805-3737  
[www.fcci-group.com](http://www.fcci-group.com)

Foremost Insurance Company  
5600 Beech Tree Lane  
Caledonia, MI 49316  
800-527-3905  
[www.foremost.com](http://www.foremost.com)

Frankenmuth Mutual Insurance Company  
One Mutual Avenue  
Frankenmuth, MI 48787  
800-234-1133  
[www.fmins.com](http://www.fmins.com)

Fremont Insurance Company  
933 East Main Street  
Fremont, MI 49412  
888-968-3664  
[www.fmico.com](http://www.fmico.com)

GEICO Group  
One GEICO Plaza  
Washington, DC 20076  
800-861-8380  
[www.geico.com](http://www.geico.com)

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GMAC Insurance Holdings Group  
300 Galleria Officecentre Suite 200  
Southfield, MI 48034  
800-225-5642  
[www.gmacinsurance.com](http://www.gmacinsurance.com)

Grange Insurance Company of Michigan  
650 S. Front Street  
Columbus, OH 43206  
800-422-0550  
[www.grangeinsurance.com](http://www.grangeinsurance.com)

Great Lakes Casualty Insurance Company  
2959 Lucerne Drive, SE, Suite 220  
Grand Rapids, MI 49546  
800-318-3114  
[www.greatlakescasualty.com](http://www.greatlakescasualty.com)

Hastings Mutual Insurance Company  
404 East Woodlawn Avenue  
Hastings, MI 49058  
800-442-8277  
[www.hastingsmutual.com](http://www.hastingsmutual.com)

MEEMIC Insurance Company  
P.O. Box 217019  
Auburn Hills, MI 48321-7019  
800-362-4030  
[www.meemic.com](http://www.meemic.com)

Michigan Construction Insurance Mutual  
P.O. Box 80440  
Lansing, MI 48908-0440  
800-262-4743  
[www.micim.com](http://www.micim.com)

Michigan Millers Mutual Insurance Co.  
P.O. Box 30060  
Lansing, MI 48909-7560  
800-888-1914  
[www.mimillers.com](http://www.mimillers.com)

Nationwide Mutual Insurance Company  
One Nationwide Plaza  
Columbus, OH 43215  
800-882-2822  
[www.nationwide.com](http://www.nationwide.com)

North Pointe Insurance Company  
P.O. Box 2223  
Southfield, MI 48037-2223  
800-229-6742  
[www.northpointeins.com](http://www.northpointeins.com)

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Northern Mutual Insurance Company  
P.O. Box 570  
Hancock, MI 49930-0570  
906-482-2880  
<http://www.northernmutual.biz>

Pioneer State Mutual Insurance Company  
1510 North Elms Road  
Flint, MI 48532  
800-837-7674  
[www.psmic.com](http://www.psmic.com)

ProAssurance Insurance Company  
P.O. Box 150  
Okemos, MI 48805  
800-292-1036  
[www.proassurance.com](http://www.proassurance.com)

Progressive Direct Insurance Company  
6300 Wilson Mills Road  
Mayfield Village, OH 44143  
800-776-4737  
[www.progressive.com](http://www.progressive.com)

Retailers Mutual Insurance Company  
603 S. Washington Avenue  
Lansing, MI 48933  
800-366-3699  
[www.retailersmutual.com](http://www.retailersmutual.com)

Secura Insurance Company  
3870 W. Heritage Drive, Suite C  
Okemos, MI 48864  
800-233-2345  
[www.secura.net](http://www.secura.net)

Sentry Insurance  
1800 North Point Drive  
Stevens Point, Wisconsin 54481-1253  
800-648-1122  
[www.sentry.com](http://www.sentry.com)

Star Insurance Company  
P.O. Box 2054  
Southfield, MI 48034-6112  
800-482-2726  
[www.meadowbrookinsgrp.com](http://www.meadowbrookinsgrp.com)

State Auto Insurance Companies  
518 E. Broad Street  
Columbus, OH 43215-3976  
800-444-9950  
[www.stauto.com](http://www.stauto.com)

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State Farm Insurance  
One State Farm Plaza  
Bloomington, IL 61710  
765-463-8123  
[www.statefarm.com](http://www.statefarm.com)

Titan Insurance Company  
P.O. Box 7024  
Troy, MI 48007  
800-347-7930  
[www.titanauto.com](http://www.titanauto.com)

USAA  
P.O. Box 65946  
San Antonio, TX 78265  
800-531-2103  
[www.usaa.com](http://www.usaa.com)

Westfield Companies  
P.O. Box 5001  
Westfield Center, OH 44251-5001  
800-243-0210  
[www.westfieldgrp.com](http://www.westfieldgrp.com)

Wolverine Mutual Insurance Company  
P.O. Box 530  
Dowagiac, MI 49057-0530  
800-733-3320  
[www.wolverinemutual.com](http://www.wolverinemutual.com)

## Associate Members

Aon Benfield  
3600 American Blvd., Suite 700  
Minneapolis, MN 55431  
614-934-1196  
[www.us.benfieldgroup.com](http://www.us.benfieldgroup.com)

Arch Re Fac Underwriters  
4449 Easton Way, 2nd Floor  
Columbus, OH 43219  
614-934-1196  
[www.archrefac.com](http://www.archrefac.com)

BF Underwriters LLC  
5400 Frantz Road, #170  
Dublin, OH 43016  
800-606-8360  
[www.bfreunds.com](http://www.bfreunds.com)

Collins  
8500 Normandale Lake Blvd., Suite 2400  
Minneapolis, MN 55437-3842  
452-820-1000  
[www.collins.com](http://www.collins.com)

Dorinco Reinsurance Company  
1320 Waldo Avenue, Suite 200  
Midland, MI 48642  
989-636-0047  
[www.dorinco.com](http://www.dorinco.com)

Endurance Reinsurance Corporation of America  
4801 Main Street, Suite 300  
Kansas City, MO 64112  
816-410-1866  
[www.endurancereusa.com](http://www.endurancereusa.com)

Gen Re  
471 E. Broad Street, Suite 900  
Columbus, OH 43215  
614-221-7111  
[www.genre.com](http://www.genre.com)

Guy Carpenter & Company  
Two Logan Square  
Philadelphia, PA 19103  
215-864-3600  
[www.guycarp.com](http://www.guycarp.com)

Maiden Re  
6000 Midlantic Drive, Suite 200 South  
Mt. Laurel, NJ 08054  
856-359-2590  
[www.maidenre.com](http://www.maidenre.com)

Mutual Reinsurance Bureau  
17 West Kansas Avenue  
Liberty, MO 64068  
816-781-9166  
[www.mutualre.com](http://www.mutualre.com)

Swiss Re  
222 West Adams, Suite 2300  
Chicago, IL 60606  
312-821-4003  
[www.swissre.com](http://www.swissre.com)

Towers Perrin Reinsurance  
1500 Market Street  
Philadelphia, PA 19102  
215-246-1622  
[www.towers.com](http://www.towers.com)

# IIM Members

Willis Re Inc.  
10 S. LaSalle, Suite 300  
Chicago, IL 60603  
312-621-4923  
[www.willis.com](http://www.willis.com)

## Associate Members - Trade Associations

American Insurance Association  
150 N. Wacker Drive  
Chicago, IL 60606  
312-782-7720  
[www.aiadc.org](http://www.aiadc.org)

National Association of Mutual Insurance Companies  
3601 Vincennes Road  
Indianapolis, IN 46268  
317-875-5250  
[www.namic.org](http://www.namic.org)

Property/Casualty Insurers Association of America  
2600 S. River Road  
Des Plaines, IL 60018-3286  
847-297-7800  
[www.pciaa.net](http://www.pciaa.net)

Reinsurance Association America  
1301 Pennsylvania Ave., NW, Suite 900  
Washington, DC 20004  
202-638-3690  
[www.reinsurance.org](http://www.reinsurance.org)

## Subscriber - Insurance Bar

Cummings, McClorey, Davis & Acho, PLC  
125 Park Street, #415  
Traverse City, MI 49684  
231-922-1888  
[www.cmda-law.com](http://www.cmda-law.com)

Foster, Swift, Collins & Smith. PC  
313 S. Washington Square  
Lansing, MI 48933  
517-371-8100  
[www.fosterswift.com](http://www.fosterswift.com)

Garan, Lucow Miller, P.C.  
1000 Woodbridge Street  
Detroit, MI 48207  
248-641-7600  
[www.garanlucow.com](http://www.garanlucow.com)

Hopkins, Yeager & Smith, P.C.  
20700 Civic Center  
Southfield, MI 48034  
248-213-2900  
[www.hys-law.com](http://www.hys-law.com)

Kopka, Pinkus, Dolin & Eads, PLC  
32605 W. 12 Mile Road, Suite 200  
Farmington Hills, MI 48334  
248-324-2620  
[www.robstegen.com](http://www.robstegen.com)

Plunkett & Cooney  
38505 Woodward Avenue, Suite 2000  
Bloomfield Hills, MI 48304  
248-901-4040  
[www.plunkettcooney.com](http://www.plunkettcooney.com)

Raftery, Janeczek & Hoelscher, P.C.  
32901 Middlebelt, #500  
Farmington Hills, MI 48334  
248-538-2400

Secrest Wardle  
30903 Northwestern Highway  
Farmington Hills, MI 48333  
248-539-2814  
[www.secrestwardle.com](http://www.secrestwardle.com)

Willingham & Cote'  
333 Albert Avenue, Suite 500  
East Lansing, MI 48823  
517-351-6200  
[www.willinghamcote.com](http://www.willinghamcote.com)

Zausmer, Kaufman, August, Caldwell & Tayler, P.C.  
31700 Middlebelt, Suite 150  
Farmington Hills, MI 48324  
248-851-4111  
[www.lawsite.com](http://www.lawsite.com)

## Subscribers

Americare Medical  
1938 Woodlee Drive  
Troy, MI 48083  
[www.americaremedical.com](http://www.americaremedical.com)

AWCA  
28588 Northwestern Highway  
Southfield, MI 48034  
248-357-7766  
[www.aenta.com](http://www.aenta.com)

# IIM Members

Brown Rehab and Review Management  
29688 Telegraph Road, #100  
Southfield, MI 48034  
248-357-2195  
[www.brownre.com](http://www.brownre.com)

CareWorks  
228 W. Lafayette Street  
Milford, MI 48381  
248-762-3041  
[www.careworks.com](http://www.careworks.com)

ChoicePoint  
928 Smokerise Drive  
Medina, OH 44258  
800-342-5339  
[www.choicepoint.com](http://www.choicepoint.com)

Coach's Catastrophe Cleaning & Restoration Services  
2625 East Michigan Avenue  
Ypsilanti, MI 48198  
734-485-7730  
[www.gocoach.com](http://www.gocoach.com)

Concraft  
1171 Centre Road  
Auburn Hills, MI 48326  
888-290-2121  
[www.concraft.com](http://www.concraft.com)

Enterprise Rent-A-Car  
5700 Executive Drive, Suite 1  
Lansing, MI 48911  
800-rent-a-car  
[www.enterprise.com](http://www.enterprise.com)

F. Lax Construction  
651 Livernois  
Ferndale, MI 48220  
800-547-1914  
[www.faxco.com](http://www.faxco.com)

Gleason & Associates Claim Service  
P.O. Box 430  
Royal Oak, MI 48068  
248-935-0094  
[www.gleasonassoc.com/](http://www.gleasonassoc.com/)

Henderson Glass/Great Lakes Claim Services  
715 South Boulevard  
Rochester Hills, MI 48307  
248-829-4710  
[www.diversifiedglass.com](http://www.diversifiedglass.com)

Herndon & Associates  
36135 Schoolcraft  
Livonia, MI 48150  
800-961-2909  
[www.herndon-assoc.com](http://www.herndon-assoc.com)

ImageSoft, Inc.  
40 Oak Hollow, Suite 120  
Southfield, MI 48033  
248-948-8100  
[www.imagesoftinc.com](http://www.imagesoftinc.com)

IndeQuest Nurse Case Management  
42237 E. Ann Arbor Road  
Plymouth, MI 48170  
734-468-1743  
[www.indepquest.com](http://www.indepquest.com)

Insurance Services Office, Inc.  
2525 Cabot Drive, Suite 105  
Lisle, IL 60532  
800-888-4476  
[www.iso.com](http://www.iso.com)

Kerby, Bailey & Associates  
5750 New King Street, #205  
Troy, MI 48098  
248-267-8445  
[www.rehmann.com](http://www.rehmann.com)

Latitude Subrogation Services  
1760 S. Telegraph Road, #104  
Bloomfield Hills, MI 48302  
248-454-3400  
[www.latitudesubro.com](http://www.latitudesubro.com)

LKQ Corporation  
2900 S. Port Ryale Blvd.  
Fort Lauderdale, FL 33308  
954-492-9092

ManageAbility, Inc.  
39500 High Pointe Blvd. #400  
Novi, MI 48375  
800-472-1622  
[www.manageability.com](http://www.manageability.com)

McMartin Wasek & Associates  
4763 Old 23, Suite A  
Brighton, MI 48814  
[www.mcmartin-wasek.com](http://www.mcmartin-wasek.com)

# IIM Members

MedAudit Services Inc.  
116 Harold Street  
Midland, MI 48640  
989-631-3707  
[www.medaudit.net](http://www.medaudit.net)

Mitchell Medical  
25594 Portico Lane  
Novi, MI 48375  
248-756-9197  
[www.mitchell.com](http://www.mitchell.com)

National Insurance Crime Bureau  
111 E. Touhy, Suite 400  
Des Plaines, IL 60018  
847-544-7083  
[www.nicb.org](http://www.nicb.org)

Northwood, Inc.  
7277 Bernice  
Center Line, MI 48015  
586-755-3830  
[www.northwoodinc.com](http://www.northwoodinc.com)

Occupational Consulting Services  
P.O. Box 80798  
Lansing, MI 48908  
586-601-5785

ReviewWorks  
33533 West 12 Mile Road #200  
Farmington Hills, MI 48331  
800-443-1320  
[www.reviewworks.com](http://www.reviewworks.com)

Signal Building Company  
2490 Industrial Row  
Troy, MI 48084  
800-533-9898  
[www.signalbuildingco.com](http://www.signalbuildingco.com)

Specht Insurance Regulatory Compliance Consulting  
P.O. Box 2417  
Georgetown, TX 78627  
512-255-8991

TransUnion, LLC  
555 West Adams  
Chicago, IL 60661  
312-466-8703  
[www.transunion.com](http://www.transunion.com)

# Insurance Related Organizations

This is a listing of key insurance industry trade associations, special funds, government agencies and other related organizations.

## Michigan Insurance Industry Trade Associations

### Insurance Institute of Michigan

A government affairs and public information association representing more than 90 property/casualty insurance companies and related organizations operating in Michigan. IIM's purpose is to serve the Michigan insurance industry and the insurance consumer as a central focal point – for educational, media, legislative, and public information insurance issues.

334 Townsend Street, Lansing, MI 48933

517-371-2880

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

### Michigan Association of Insurance Agents

A statewide trade association representing independent insurance agents.

P.O. Box 80620, Lansing, MI 48908-0620

517-323-9473

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

### Michigan Insurance Coalition

A statewide trade association representing property/casualty insurance companies.

124 W. Allegan, Suite 800

Lansing, MI 48933

517-374-9185

### Michigan Professional Insurance Agents Association

4550 Cascade Road, 205 B

Grand Rapids, MI 49546

800-836-8842

[www.mipia.com](http://www.mipia.com)

## Michigan Residual Markets, Other Special Funds and Data Collection Organizations

### Compensation Advisory Organization of Michigan

This organization collects and distributes historical loss data for workers' compensation insurance in the state.

17197 N. Laurel Park Drive, Suite 311, Livonia, MI 48152

734-462-9600

[www.caom.com](http://www.caom.com)

### Michigan Assigned Claims Facility

This program, required by state law, provides benefits for certain persons injured in auto accidents who are not covered by other insurance. It is funded through assessments paid by self-insurers and regular auto insurance companies and their policyholders.

7064 Crouner Drive, Lansing, MI 48918-1412

517-322-1157

### Michigan Automobile Insurance Placement Facility

MAIPF was created by state law to make auto insurance coverage available to any person who might be unable to purchase through ordinary methods. All automobile insurance carriers are required to be members of the Facility and share in its operating losses.

17456 N. Laurel Park Drive, Ste, 130E, Livonia, MI 48152

734-464-1100

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

### Michigan Basic Property Insurance Association

MBPIA was established by state law to make property insurance more available and affordable for some persons. All property insurance carriers in Michigan are required to be members of the Association and share in its operating losses.

P.O. Box 86, Detroit, MI 48226

313-877-7400

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

# Insurance Related Organizations

## **Michigan Catastrophic Claims Association**

The MCCA is an unincorporated nonprofit association established by the Michigan Legislature to reimburse no-fault auto insurance companies for medical claims exceeding \$400,000 as Michigan's no-fault law provides for unlimited medical benefits. Member companies pay an assessment to cover the MCCA liabilities and the cost is passed on to consumers.

17584 Laurel Park Drive North, Livonia, MI 48152

734-953-2779

[www.michigancatastrophic.com](http://www.michigancatastrophic.com)

## **Michigan Property/Casualty Guaranty Association**

MPCGA is a special program required by state law to pay losses on behalf of property/casualty insurance companies that become insolvent. It is funded through assessments paid by insurance companies.

P.O. Box 531266, Livonia, MI 48152-1266

248-482-0381

[www.mpcga.com](http://www.mpcga.com)

## **Michigan Workers' Compensation Placement Facility**

MWCPF is a state-mandated program which offers workers' compensation insurance to employers who might have difficulty obtaining coverage from regular insurance companies.

17197 N. Laurel Park Drive, Suite 311, Livonia, MI 48152

734-462-9600

[www.caom.com](http://www.caom.com)

## **Safety Education & Training Fund**

SET is a state-mandated program staffed with safety advisors who work with employers and employees to address safety issues and requirements under the Michigan Occupational Safety and Health Act. The program is funded by an assessment on insurance companies and self-insured employers.

Bureau of Safety & Regulation

7150 Harris Drive, Lansing, MI 48909

517-322-1809

## **Second Injury Fund**

This fund was established by state law to pay primary or supplemental workers' compensation benefits for certain persons.

Funds Administration

7201 W. Saginaw, Suite 110, Lansing, MI 48917

517-241-8999

## **Silicosis, Dust, Disease and Logging Compensation**

This is a statutory program subsidizing workers' compensation insurance costs paid by employers in certain high-risk industries.

Funds Administration

7201 W. Saginaw, Suite 110, Lansing, MI 48917

517-241-8999

## **Michigan Crime & Insurance Loss Prevention Organizations**

### **Michigan Anti-Car Theft Committee**

ACT is a statewide coalition designed to help control auto theft in Michigan. Its members include representatives from insurance companies, law enforcement agencies, auto manufacturers, banks, car and rental companies.

18050 Deering, Livonia, MI 48152

734-525-4197

### **Automobile Theft Prevention Authority**

Created by state law, the ATPA provides grants to various law enforcement units, prosecutors, and nonprofit organizations for auto theft prevention programs. It is funded by a \$1 per car, per year assessment paid by auto insurance companies and their policyholders.

714 South Harrison Road, East Lansing, MI 48823

517-336-6197

[www.michigan.gov/msp](http://www.michigan.gov/msp)

# Insurance Related Organizations

## **HEAT® (Help Eliminate Auto Thefts)**

A statewide tip-reward program, HEAT® grants rewards for information leading to the arrest and prosecution of suspected auto thieves and chop shop operators. Citizens can call the tip line (1-800-242-HEAT) with information on stolen cars and suspected auto theft activities. It is funded by auto insurance companies.

17456 Laurel Park Drive North, Livonia, MI 48152

734-464-1100

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

## **Michigan Arson Prevention Committee**

MAPC was formed in 1973 as Michigan's front-line task force against arson. It sponsors a number of education and public awareness programs aimed at reducing the incidence of arson. Also funded by insurance companies, MAPC offers rewards of up to \$5,000 for information which leads to the arrest and/or conviction of arsonists.

P.O. Box 86, Detroit, MI 48321-0086

586-228-9486

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

## **Insurance Regulatory Agencies**

### **Michigan Office of Financial and Insurance Regulation**

This state agency is designed with the task of regulating the business of insurance.

P.O. Box 30220, Lansing, MI 48909

877-999-6442/517-373-0220

[www.michigan.gov/ofis](http://www.michigan.gov/ofis)

## **National Insurance Industry Trade Associations**

### **American Insurance Association**

Trade and service organization for property/casualty insurance companies. Provides a forum for the discussion of problems; provides safety, promotional and legislative services.

1130 Connecticut Ave. NW, Washington, DC 20036

202-828-7100

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

### **Independent Insurance Agents and Brokers of America, Inc.**

A national trade association for independent agents.

127 S. Peyton Street, Alexandria, VA 23314

800-221-7917

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

### **Insurance Information Institute**

III is a communications organization dedicated to improving public understanding of property/casualty insurance.

110 William Street, New York, NY 10038

212-669-9200

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

### **National Association of Mutual Insurance Companies**

NAMIC is a national trade association of property and casualty insurance companies.

3601 Vincennes Road, Indianapolis, IN 47268-0700

317-875-5250

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

### **Professional Insurance Agents**

PIA is a national trade association of independent insurance agents.

400 N. Washington Street, Alexandria, VA 22314

703-836-9340

[www.pianet.com](http://www.pianet.com)

### **Property/Casualty Insurers Association of America**

Trade association for property/casualty insurance companies.

2600 South River Road, Des Plaines, IL 60018-3286

847-297-7800

[www.pciaa.net](http://www.pciaa.net)

# Insurance Related Organizations

## National Data Collection Research and Other Organizations

### Advocates for Highway and Auto Safety

An alliance of consumer, safety and insurance organizations dedicated to highway and auto safety.

202-408-1711

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

### American Tort Reform Association

A broad-based coalition of businesses, corporations, municipalities and associations that support civil justice reform.

202-682-1163

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

### Coalition Against Insurance Fraud

This is an alliance of consumer, law enforcement and industry groups dedicated to reducing all forms of insurance fraud through public advocacy and education.

202-393-7330

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

### Institute for Business and Home Safety

An insurance industry-sponsored nonprofit organization dedicated to reducing losses, deaths, injuries and property damage resulting from natural hazards.

813-286-3400

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

### Insurance Committee for Arson Control

All-industry coalition that serves as catalyst for anti-arson efforts.

317-879-8408

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

### Insurance Institute of Highway Safety

IHS is a nonprofit research and communication organization that identifies ways to reduce deaths, injuries and property damage resulting from motor vehicle crashes.

703-247-1500

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

### Insurance Research Council

The Council provides the public and insurance industry with timely research information relevant to public policy issues affecting risk and insurance.

610-644-2212

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

### Insurance Services Office, Inc.

ISO provides a wide range of advisory, actuarial, statistical, and other services relating to property and casualty insurance, including the development of policy forms, loss costs.

800-888-4476

[www.iso.com](http://www.iso.com)

### National Insurance Crime Bureau

NICB is an organization sponsored by the insurance industry to fight fraud, auto theft and other types of property/casualty insurance crimes.

708-430-2430

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