**OVERVIEW AND PURPOSE**

On August 25, 2017, Hurricane Harvey made landfall near Rockport, Texas as a Category 4 hurricane with maximum sustained winds of 130 m.p.h. Hurricane Harvey then moved inland over Texas, stalled, headed back over the Gulf of Mexico, and on August 30, 2017, made another landfall in Western Louisiana as Tropical Storm Harvey. In addition to damage in the Coastal Bend and South Central Texas caused by Hurricane Harvey's storm surge and hurricane-force winds, Harvey's rains caused extensive catastrophic flooding in South Central Texas, the greater Houston metropolitan area, and Southeast Texas.

The Texas Department of Insurance (TDI) issues this data call to collect data from insurers about the financial impact of Hurricane Harvey, to monitor the market in terms of claims handling, and to provide aggregate data to policymakers and public officials.

**CONFIDENTIALITY**

**Admitted Companies**

TDI requests this information under Chapters 401 and 402 of the Insurance Code. Under Insurance Code §401.058 this information is confidential and not subject to disclosure under Government Code Chapter 552.

**Surplus Lines Companies**

TDI requests this information under Insurance Code §38.001. Information submitted to TDI is subject to Government Code Chapter 552, including the exceptions from public disclosure found in that chapter. Surplus lines companies that believe the information submitted is exempt from public disclosure should mark their submission as confidential, or assert in their response that the data submitted is exempt from public disclosure.

For both admitted and surplus lines companies, TDI may release aggregate data compiled from this data call in a manner that does not identify individual insurers or groups of insurers to the public.

**GENERAL REPORTING INSTRUCTIONS**

All insurance companies writing property and casualty insurance in Texas must report Hurricane Harvey data. This includes all stock companies, mutuals, reciprocal or inter-insurance exchanges, county mutuals, and farm mutual insurers writing property and casualty insurance in Texas, whether through a licensed insurance company or an eligible surplus lines insurance company. This also includes the Texas Windstorm Insurance Association and the Texas FAIR Plan Association. Companies that have no claims for, or exposure to, Hurricane Harvey are only required to submit the general information tab (*see* **General Information Tab**).

Each insurer must provide the required information evaluated as of the end of each month. Each insurer's initial submission must include data evaluated as of September 30, 2017, and must be received **no later than** **5:00 p.m. Central time on Tuesday, October 31, 2017**. Thereafter and beginning on November 15, 2017, companies must continue to provide the required information on a monthly basis not later than 5:00 p.m. Central time 15 calendar days after the last day of each month (if the 15th falls on a weekend or holiday then the due date is the next business day), until the insurer receives notice from TDI regarding changes to the reporting guidelines. The information for Hurricane Harvey must be submitted on a company basis.

**General Information Tab**

If a company has no exposure in the designated ZIP codes or counties indicate “N” in the column "Exposure (Y/N)” in the General Information tab. Once the company has submitted this form, it will not need to report again for Hurricane Harvey.

If the company has exposure in the ZIP codes or counties, but has not yet received claims as a result of Hurricane Harvey, indicate “N” in the column "Claims Received (Y/N).” Once the company has submitted this form, it will not need to report again for Hurricane Harvey until the company receives one or more claims during the required reporting timeframe.

If the listed company is an eligible surplus lines insurer in Texas, enter "Y" in the "Surplus Lines (Y/N)" column. If the listed company is a licensed insurance company in Texas, enter "N" in the "Surplus Lines (Y/N)" column.

Be sure to provide the contact information for the individual submitting the data, including the name, position/title, telephone numbers, and email address.

**Hurricane Harvey Claims Reporting**

While most claims will involve "windstorm" or "flood" causes of loss, each company should report all claims it can attribute to Hurricane Harvey regardless of the cause of loss. For example, if the company can attribute certain fire losses to Hurricane Harvey, the company should include those claims in its submission.

This data call applies to all Hurricane Harvey claims except for liability, workers' compensation, and credit insurance. **Do not report any liability, workers' compensation, or credit insurance claims** even if the company can attribute them to Hurricane Harvey.

**Geographic Reporting**

All companies must report data in Tab A.1 (Residential Property, Other than Mobile Homeowners) and A.2 (All Other Lines of Insurance) by ZIP code. Companies must report data for each ZIP code within one of the 62 declared disaster counties (*see* "Counties" below). For convenience, the A.1 and A.2 reporting forms have been prepopulated with the applicable ZIP codes. In addition, companies can find a list of the applicable ZIP codes in Attachment 2.

Counties

This data call applies to the following 62 Texas counties:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Angelina | Aransas | Atascosa | | Austin | | Bastrop | |
| Bee | Bexar | Brazoria | | Brazos | | Burleson | |
| Caldwell | Calhoun | Cameron | | Chambers | | Colorado | |
| Comal | DeWitt | Fayette | | Fort Bend | | Galveston | |
| Goliad | Gonzales | Grimes | | Guadalupe | | Hardin | |
| Harris | Hays | Hidalgo | | Jackson | | Jasper | |
| Jefferson | Jim Wells | Karnes | | Kerr | | Kleberg | |
| Lavaca | Lee | Leon | Liberty | | Live Oak | |
| Madison | Matagorda | Montgomery | Newton | | Nueces | |
| Orange | Polk | Refugio | Sabine | | San Jacinto | |
| San Patricio | Travis | Trinity | Tyler | | Victoria | |
| Walker | Waller | Washington | Wharton | | Willacy | |
| Williamson | Wilson |  |  | |  | |

**TAB A.1: RESIDENTIAL PROPERTY, OTHER THAN MOBILE HOMEOWNERS, BY ZIP CODE**

Each submission must contain the **cumulative results** experienced by the insurer because of Hurricane Harvey. All insurers must report data **by company**. However, insurers may submit data for multiple companies on one tab as long as the data is reported **by company**. Insurers **must** report the applicable NAIC company code in column 1.

Report only claims for damage to residential property attributed to Hurricane Harvey.

*Insurers may not modify the reporting form in any way except to: (i) add any additional ZIP codes (if needed); (ii) delete any ZIP codes for which there is no experience to report; or (iii) add additional rows in order to submit data for more than one company. Insurers may not insert additional columns (either hidden or not hidden), change column headings, or insert rows above the header row.*

**Definitions - Lines of Insurance**

1. **Homeowners** means insurance coverage against loss to real property, or tangible personal property, at a fixed location provided through a homeowners insurance policy, a tenants insurance policy, or a condominium unit owners insurance policy. Under homeowners, do **not** report data for mobile homeowners insurance policies. Homeowners includes all business reported under annual statement line 4 (Homeowners), except mobile homeowners.
2. **Residential dwelling** means insurance coverage against a loss to real property, or tangible personal property, at a fixed location provided through a residential fire and allied lines insurance policy. Residential dwelling includes all residential property business reported under lines 1 (Fire) and 2.1 (Allied Lines).

**Definition of a Residential Property Claim**

Report each claim as an occurrence for a given dwelling. Do **not** report a separate claim for each coverage for which the company paid (or is expected to pay) a loss for a given property. For example, damage to the building resulted in $20,000 in insured losses. The company also paid $2,500 for additional living expenses, $5,000 for damage to contents, and $1,000 for damage to an outbuilding. The company should report this as **one** claim.

**Definition of Reopened Claims**

This data call requests information about claims that have been reopened. Reopened claims should be only those claims the insurer reopened in order to reinspect a property, reinvestigate a claim, or make additional payments to the policyholder (other than depreciation cost or "holdback" payments). Reopened claims do not include claims that were reopened for administrative reasons, such as processing a holdback payment or processing a payment to a claims adjusting firm associated with the claim. *However*, TDI recognizes that not all companies can easily identify claims that were reopened for administrative reasons. Eliminate from reopened claims those claims that were reopened solely for administrative reasons, unless doing so requires a substantial programming effort or a manual review of claims.

**Data to Report**

1. **NAIC company code.** Report the five-digit NAIC company code for the applicable insurance company. For insurers that do not have an NAIC company code, such as alien insurers, report the applicable TDI number for the company. Insurers can find their TDI number using the company lookup feature on TDI's website.

(<https://apps.tdi.state.tx.us/pcci/pcci_search.jsp>)

1. **ZIP code.** Report a row for each ZIP code in the 62 Harvey-affected Texas counties. TDI has prepopulated this column. However, companies may add new rows for ZIP codes that may have been inadvertently left off.
2. **Number of claims reported - RCV.** Report the cumulative number of claims reported to date, by ZIP code for **homeowners** and **residential dwelling policies** that provide replacement cost coverage (RCV) for the dwelling **and** the roof. Do **not** report as RCV, claims on policies that contain endorsements that limit coverage on the dwelling or the roof to actual cash value, or endorsements that limit wind coverage for the dwelling or the roof to actual cash value.
3. **Number of claims reported - ACV.** Report the cumulative number of claims reported to date, by ZIP code for **homeowner** and **residential dwelling policies** that provide actual cash value coverage for **either** the dwelling **or** the roof. This specifically includes claims on policies that include endorsements that limit coverage on the dwelling or the roof to actual cash value, as well as endorsements that limit wind coverage for the dwelling or the roof to actual cash value.
4. **Number of claims closed with payment - RCV.** Report the cumulative number of claims closed or settled with payment to the insured as of the evaluation date for policies with RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). A closed claim is a claim where all coverages on the claim are closed.
5. **Number of claims closed with payment - ACV.** Report the cumulative number of claims closed or settled with payment to the insured as of the evaluation date for policies with ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). A closed claim is a claim where all coverages on the claim are closed.
6. **Number of claims closed without payment - RCV.** Report the cumulative number of claims closed or settled with **no** payment to the insured as of the evaluation date for policies with RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). A closed claim is a claim where all coverages on the claim are closed.
7. **Number of claims closed without payment - ACV.** Report the cumulative number of claims closed or settled with **no** payment to the insured as of the evaluation date for policies with ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). A closed claim is a claim where all coverages on the claim are closed.
8. **Number of claims determined to be a total loss - RCV.** Report the cumulative number of claims on structures that the insurer determined were a total loss for policies providing RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). Total loss means a claim that requires settlement of the maximum amount of insurance on the covered property.
9. **Number of claims determined to be a total loss - ACV.** Report the cumulative number of claims on structures that the insurer determined were a total loss for policies providing ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). Total loss means a claim that requires settlement of the maximum amount of insurance on the covered property.
10. **Number of claims reopened - RCV.** Report the cumulative number of claims reopened for policies providing RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). Count any claim reopened at any point during its lifespan, regardless of whether the claim is currently open or closed, as reopened. *See* also **Definition of Reopened Claims**.
11. **Number of claims reopened - ACV.** Report the cumulative number of claims reopened for policies providing ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). Count any claim reopened at any point during its lifespan, regardless of whether the claim is currently open or closed, as reopened. *See* also **Definition of Reopened Claims**.
12. **Amount of losses paid - RCV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for policies providing RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). Report losses only; do not report any amounts for loss adjustment expenses.
13. **Amount of losses paid - ACV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for policies providing ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). Report losses only; do not report any amounts for loss adjustment expenses.
14. **Amount of case reserves - RCV.** Report the total case reserves (gross of reinsurance) for claims on policies that provide RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). Report only case reserves in this column; do **not** report any incurred but not reported (IBNR) reserves. Report loss reserves only; do **not** report reserves for loss adjustment expenses, if any.
15. **Amount of case reserves - ACV.** Report the total case reserves (gross of reinsurance) for claims on policies that provide ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). Report only case reserves in this column; do **not** report any IBNR reserves. Report loss reserves only; do **not** report reserves for loss adjustment expenses.
16. **Average time to close a claim (in days) - RCV.** Report the average number of days it took to close a claim for policies providing RCV coverage (*See* **(3) Number of claims reported - RCV** for an explanation of RCV coverage). Calculate this as a simple average of the difference (in days) between the date the claim was last closed and the date the claim was reported. Only include claims closed as of the evaluation date in the calculation. If reasonably practicable, exclude any dates where the claim was reopened **solely** for administrative reasons. *See* also **Definition of Reopened Claims**.
17. **Average time to close a claim (in days) - ACV.** Report the average number of days it took to close a claim for policies providing ACV coverage (*See* **(4) Number of claims reported - ACV** for an explanation of ACV coverage). Calculate this as a simple average of the difference (in days) between the date the claim was last closed and the date the claim was reported. Only include claims closed as of the evaluation date in the calculation. If reasonably practicable, exclude any dates where the claim was reopened **solely** for administrative reasons. *See* also **Definition of Reopened Claims**.

**Tab A.2: ALL OTHER LINES OF INSURANCE BY ZIP CODE**

Each submission must contain the **cumulative results** experienced by the insurer because of Hurricane Harvey. All insurers must report data **by company**. However, insurers may submit data for multiple companies on one tab as long as the data is reported **by company**. Insurers **must** report the applicable NAIC company code in column 1.

Do not report homeowners or residential dwelling data using Tab A.2; use Tab A.1 to report homeowners and residential dwelling data for Hurricane Harvey.

*Insurers may not modify the reporting form in any way except to: (i) add any additional ZIP codes (if needed); (ii) delete any ZIP codes for which there is no experience to report; or (iii) add additional rows in order to submit data for more than one company. Insurers may not insert additional columns (either hidden or not hidden), change column headings, or insert rows above the header row.*

**Offshore Risks**

Do **not** report Hurricane Harvey experience for offshore risks using Tab A.2. Instead, report Hurricane Harvey experience for offshore risks using the **offshore** line of insurance found on Tab A.3. **Offshore** means risks, such as oil drilling platforms, other permanent installations, or ocean-going vessels located off the coast of Texas in the Gulf of Mexico or another adjacent body of water for which a ZIP code does not apply.

**Definitions - Lines of Insurance**

1. **Mobile homeowners** means insurance coverage against loss to a mobile home, or associated tangible personal property, at a fixed location provided through a mobile homeowners insurance policy. Report business as mobile homeowners whether the mobile home is insured using a property insurance policy form or an automobile insurance policy form.
2. **Farmowners** means insurance coverage against loss to real property, or tangible personal property, at a fixed location provided through a farmowners insurance policy or a farm and ranch insurance policy. Companies that are unable to easily separate farm and ranch policies from other commercial property policies may report farm and ranch policies as other commercial property. However, all companies must report experience for policies reported on Annual Statement line 3 (Farmowners) as farmowners.
3. **Businessowners** means insurance coverage against a loss to real property, or tangible personal property, at a fixed location provided through a businessowners policy. Businessowners includes all policies reported under the Businessowners Experience Report of TDI's *Texas Commercial Lines Statistical Plan* (TCLSP) or the businessowners module of ISO's Commercial Statistical Plan (CSP+).
4. **Business interruption (or time element)** includes losses under a commercial policy for loss of income, operating expenses, and extra expenses while a business is restoring its operations.
5. **All other commercial property** means all other commercial property business, excluding farmowners and businessowners, reported under any of the following annual statement lines of insurance: 1 (Fire), 2.1 (Allied Lines), and 5.1 (Commercial Multiple Peril (Non-Liability Portion)). This includes all business, other than business interruption, reported under the Commercial Property Experience Report of TDI's TCLSP or the Commercial Fire and Allied Lines module of ISO's CSP+.
6. **Personal automobile** means insurance coverage against physical loss to an insured **vehicle** or trailer provided through a personal automobile policy. Do not report data for private passenger type vehicles written on a commercial automobile policy as personal automobile. Report this business as commercial automobile. Do not report data for mobile homes written on a private passenger automobile policy as personal automobile. Report this business as mobile homeowners.

**Vehicle** includes any vehicle insured through a personal automobile policy, including a car, motorcycle, recreational vehicle, golf cart, dune buggy, antique vehicle, or an all-terrain vehicle. This includes business reported as either "group 1" or "group 2" under the Texas Private Passenger Automobile Statistical Plan.

1. **Commercial automobile** means insurance coverage against physical loss to an insured vehicle or trailer provided through a commercial automobile policy. This includes private passenger automobiles insured under a commercial automobile policy.
2. **Federal flood** means insurance coverage against a loss to real property, or tangible personal property, at a fixed location provided through a federal flood policy and reported under Annual Statement line 2.3 (Federal Flood).
3. **Private flood** means insurance coverage against a loss to real property, or tangible personal property, at a fixed location provided through a private flood policy, including a flood endorsement, and reported under Annual Statement line 2.4 (Private Flood).
4. **All other lines of insurance** means all other claims experience the company can attribute to Hurricane Harvey. This *may* include claims for business reported under annual statement lines: 2.2 (Multi-Peril Crop), 2.3 (Private Crop), 8 (Ocean Marine), 9 (Inland Marine), 22 (Aircraft), 26 (Burglary and Theft), 27 (Boiler and Machinery), and 33 (Aggregate Write-Ins). Do **not** report any liability, workers' compensation, or credit insurance experience even if the company can attribute the claims to Hurricane Harvey.

**Definition of a Claim**

For **mobile homeowners**, use the same definition of a claim found on Page 4 (**Definition of a Residential Property Claim**).

For **personal automobile**, insurers should report each claim as an individual vehicle. If a personal automobile policy involves damage to more than one vehicle, report a separate claim for each vehicle.

For **lines other than personal automobile and residential property**, insurers should use their own internal definition for what constitutes a single claim.

**Reopened Claims**

This data call requests information about claims that have been reopened. Reopened claims should be only those claims the insurer reopened in order to reinspect a property, reinvestigate a claim, or make additional payments to the policyholder (other than depreciation cost or "holdback" payments). Reopened claims do not include claims that were reopened for administrative reasons, such as processing a holdback payment or processing a payment to a claims adjusting firm associated with the claim. However, TDI recognizes that not all companies can easily identify claims that were reopened for administrative reasons. Eliminate from reopened claims those claims that were reopened solely for administrative reasons, unless doing so requires a substantial programming effort or a manual review of claims.

**Data to Report**

1. **NAIC company code.** Report the five-digit NAIC company code for the applicable insurance company. For insurers that do not have an NAIC company code, such as alien insurers, report the applicable TDI number for the company. Insurers can find their TDI number using the company lookup feature on TDI's website.

(<https://apps.tdi.state.tx.us/pcci/pcci_search.jsp>)

1. **ZIP code.** Report a row for each ZIP code in the 62 Harvey-affected Texas counties. TDI has prepopulated this column. However, companies may add new rows for ZIP codes that may have been inadvertently left off.
2. **Number of claims reported.** Report the cumulative number of claims reported to date.
3. **Number of claims closed with payment.** Report the cumulative number of claims closed or settled with payment to the insured as of the evaluation date. For claims that involve multiple coverages, a closed claim is a claim where all coverages on the claim are closed.
4. **Number of claims closed without payment.** Report the cumulative number of claims closed or settled with **no** payment to the insured as of the evaluation date. For claims that involve multiple coverages, a closed claim is a claim where all coverages on the claim are closed.
5. **Number of claims determined to be a total loss.** Report the cumulative number of claims where the insured property or automobile was determined to be a total loss. Except for automobile claims, total loss means a claim that requires settlement of the maximum amount of insurance on the covered property. For automobile claims, total loss means the company determined the vehicle (or vehicles) involved could not be repaired, or the cost to repair the vehicle exceeded the value of the vehicle (or vehicles).
6. **Number of claims reopened.** Report the cumulative number of claims reopened. Count any claim reopened at any point during its lifespan, regardless of whether the claim is currently open or closed, as reopened. *See* also **Definition of Reopened Claims**.
7. **Amount of losses paid.** Report the cumulative amount of losses paid (gross of reinsurance) to date. Report losses only; do not report any amounts for loss adjustment expenses.
8. **Amount of case reserves.** Report the total case reserves gross of reinsurance. Report only case reserves in this column; do **not** report any IBNR reserves. Report loss reserves only; do **not** report reserves for loss adjustment expenses.
9. **Average time to close a claim (in days) (personal automobile and mobile homeowners only).** Report the average number of days it took to close a claim. Calculate this as a simple average of the difference (in days) between the date the claim was last closed and the date the claim was reported. Only include claims closed as of the evaluation date in the calculation. If reasonably practicable, exclude any dates where the claim was closed **solely** for administrative reasons. See also **Definition of Reopened Claims**.

Each submission must contain the **cumulative results** experienced by the insurer because of Hurricane Harvey. All insurers must report data **by company**. However, insurers may submit data for multiple companies in one submission as long as the data is reported **by company**. Insurers reporting data for more than one company **must** submit a **separate Tab A.3,** for each company.

In Tab A.3, companies must report results for **all ZIP codes combined**. Columns (3) through (9) contain formulas for all lines except Offshore. **Do not delete or modify the formulas in columns (3) through (9).** Report data only for the columns with yellow shading.

*Insurers may not modify the reporting form. In particular, insurers may not insert additional columns or rows (either hidden or not hidden) or change column or row headings.*

**Definitions - Lines of Insurance**

The lines of insurance in Tab A.3 are defined in the same manner as in Tabs A.1 and A.2.

**Offshore Risks**

Report aggregate Hurricane Harvey experience for offshore risks using the **offshore** line of insurance. Do **not** report Hurricane Harvey experience for offshore risks using Tab A.2. **Offshore** means risks, such as oil drilling platforms, other permanent installations, or ocean-going vessels located off the coast of Texas in the Gulf of Mexico or another adjacent body of water for which a ZIP code does not apply.

**Data to Report**

1. **NAIC company code.** Report the five-digit NAIC company code for the applicable insurance company. Insurers reporting data for more than one company must complete a separate Tab A.3 **for each company**. For insurers that do not have an NAIC company code, such as alien insurers, report the applicable TDI number for the company. Insurers can find their TDI number using the company lookup feature on TDI's website.

(<https://apps.tdi.state.tx.us/pcci/pcci_search.jsp>)

1. **Company name.** Enter the name of the company for which the insurer is reporting data.
2. **Number of claims reported.** Except for **offshore** risks, do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (3).** For **offshore** risks, report the cumulative number of claims reported to date.
3. **Number of claims closed with payment.** Except for **offshore** risks, do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (4).** For **offshore** risks, report the cumulative number of claims closed or settled with payment to the insured as of the evaluation date.
4. **Number of claims closed without payment.** Except for **offshore** risks, do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (5).** For **offshore** risks, report the cumulative number of claims closed or settled with **no** payment to the insured as of the evaluation date.
5. **Number of claims reopened.** This column contains a formula. **Do not delete or modify the formulas in column (6).**
6. **Number of claims determined to be a total loss.** Do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (7).**
7. **Amount of paid losses.** Except for **offshore** risks, do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (8).** For **offshore** risks, report the cumulative amount of losses paid (gross of reinsurance) to date. Report losses only; do not report any amounts for loss adjustment expenses.
8. **Amount of case-incurred losses.** Except for **offshore** risks, do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (9).** **For offshore** risks, report the cumulative amount of case incurred losses. Include only paid losses and case reserves; do not include IBNR reserves. Do not include any amounts for loss adjustment expenses.
9. **Gross incurred losses.** Report the total incurred losses **before** any actual or expected recoveries from reinsurance. Gross incurred losses includes paid losses, case reserves, **and** IBNR reserves. Do not include any payments or reserves for loss adjustment expenses.
10. **Net incurred losses.** Report the total incurred losses **after** any actual or expected recoveries from reinsurance. Net incurred losses includes paid losses, case reserves, **and** IBNR reserves. Do not include any payments or reserves for loss adjustment expenses.

Only groups listed in **Attachment 1** are required to report data using Tab B. Groups listed in Attachment 1 must report data for all **licensed** companies withinthe group that have Hurricane Harvey claims, including farm mutual insurers and county mutual fire insurance companies operating under Texas Insurance Code §912.310.

Each submission must contain the **cumulative results** experienced by the insurer because of Hurricane Harvey. All insurers must report data **by company**. However, insurers may submit data for multiple companies on one tab as long as the data is reported **by company**. Insurers reporting data for more than one company **must** report the applicable NAIC company code in column (1).

*Insurers may not modify the reporting form in any way except to: (i) add any additional ZIP code/line of insurance combinations (if needed); (ii) delete any ZIP code/line of insurance combinations for which there is no experience to report; or (iii) add additional rows in order to submit data for more than one company. Insurers may not insert additional columns (either hidden or not hidden), change column headings, or insert rows above the header row.*

**Definitions - Lines of Insurance**

1. **Homeowners (HO)** means insurance coverage against loss to real property, or tangible personal property, at a fixed location provided through an owner-occupied homeowners insurance policy. **The definition of *homeowners* in Tab B differs from the definition of *homeowners* under Tab A.1.** The definition of homeowners under Tab B does **not** include tenant or condominium unit owners policies.Do **not** report claims attributable to mobile homeowners insurance policies under homeowners in Tab B.
2. **Tenant and condo (TEN/CON)** means insurance coverage against loss to real property, or tangible personal property, at a fixed location provided through a tenant or condominium unit owners policy.
3. **Residential dwelling (DWLG)** means insurance coverage against loss to real property, or tangible personal property, at a fixed location provided through a residential fire and allied lines insurance policy. Residential dwelling includes all residential property business reported under lines 1 (Fire) and 2.1 (Allied Lines). This is the same definition of residential dwelling provided for experience reported in Tab A.1.
4. **Mobile homeowners (MHO)** means insurance coverage against loss to a mobile home, or associated tangible personal property, at a fixed location provided through a mobile homeowners insurance policy. Report business as mobile homeowners whether the mobile home is insured using a property insurance policy form or an automobile insurance policy form. This is the same definition of mobile homeowners provided for experience reported in Tab A.2.

**Definition of a Residential Property Claim**

Insurers should report each claim as an occurrence for a given dwelling. Do **not** report a separate claim for each coverage for which the company paid (or is expected to pay) a loss for a given property. For example, damage to the building resulted in $20,000 in insured losses. The company also paid $2,500 for additional living expenses, $5,000 for damage to contents, and $1,000 for damage to an outbuilding. The company should report this as **one** claim.

**Data to Report**

1. **NAIC company code.** Report the five-digit NAIC company code for the applicable insurance company.
2. **ZIP code.** Report a row for each ZIP code in the 62 Harvey-affected Texas counties. TDI has prepopulated this column. However, companies may add new rows for ZIP codes that may have been inadvertently left off.
3. **Line of insurance.** Insurers must report experience for each company, ZIP code, and line of insurance combination. See **Definitions - Lines of Insurance** on Page 14 for an explanation for the lines of insurance.
4. **Number of claims reported.** Report the cumulative number of claims reported to date.
5. **Number of claims closed with payment.** Report the cumulative number of claims closed or settled with payment to the insured as of the evaluation date. A closed claim is a claim where all coverages on the claim are closed.
6. **Number of claims closed without payment.** Report the cumulative number of claims closed or settled with **no** payment to the insured as of the evaluation date. A closed claim is a claim where all coverages on the claim are closed.
7. **Number of open claims.** Do **not** enter anything in this column. This column contains a formula. **Do not delete or modify the formulas in column (7).** Please copy the formula down as necessary.
8. **Amount of paid losses on claims closed - RCV.** Report the cumulative amount of losses paid (gross of reinsurance) to date on claims that were closed as of the evaluation date for policies providing RCV coverage (*See* the instructions for **Tab A.1.**, column **(3) Number of claims reported - RCV** on Page 5 for an explanation of RCV coverage). Report the total paid losses for all coverages. Report losses only; do not report any amounts for loss adjustment expenses. A closed claim is a claim where all coverages on the claim are closed. For the **mobile homeowners** line of insurance, enter "0" for all ZIP codes.
9. **Paid ALE losses on claims closed - RCV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for additional living expense coverage (ALE) only on claims that were closed as of the evaluation date for policies providing RCV coverage (*See* the instructions for **Tab A.1**, column **(3) Number of claims reported - RCV** on Page 5 for an explanation of RCV coverage). Report losses only; do not report any amounts for loss adjustment expenses. A closed claim is a claim where all coverages on the claim are closed. For the **mobile homeowners** line of insurance, enter "0" for all ZIP codes.
10. **Amount of paid losses on claims closed - ACV.** Report the cumulative amount of losses paid (gross of reinsurance) to date on claims that were closed as of the evaluation date for policies providing ACV coverage (*See* the instructions for **Tab A.1.**, column **(4) Number of claims reported - ACV** on Page 5 for an explanation of ACV coverage). Report the total paid losses for all coverages, including ALE. Report losses only, do not report any amounts for loss adjustment expenses. A closed claim is a claim where all coverages on the claim are closed. For the **mobile homeowners** line of insurance, report as "ACV" paid losses on all claims closed regardless whether the policy provides ACV or RCV coverage on the dwelling.
11. **Paid ALE losses on claims closed - ACV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for additional living expense coverage (ALE) only on claims that were closed as of the evaluation date for policies providing ACV coverage (*See* the instructions for **Tab A.1**, column **(4) Number of claims reported - ACV** on Page 5 for an explanation of ACV coverage). Report losses only; do not report any amounts for loss adjustment expenses. A closed claim is a claim where all coverages on the claim are closed. For the **mobile homeowners** line of insurance, report as "ACV" paid ALE losses on all claims closed regardless of whether the policy provides ACV or RCV coverage on the dwelling.
12. **Total paid losses on claims open - RCV.** Report the cumulative amount of losses paid (gross of reinsurance) to date on claims that were open as of the evaluation date for policies providing RCV coverage (*See* the instructions for **Tab A.1**, column **(3) Number of claims reported - RCV** on Page 5 for an explanation of RCV coverage). Report the total paid losses for all coverages, including ALE. Report losses only; do not report any amounts for loss adjustment expenses. An open claim is a claim where the claim for any coverage is open. For the **mobile homeowners** line of insurance, enter "0" for all ZIP codes.
13. **Paid ALE losses on claims open - RCV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for additional living expense coverage (ALE) only on claims that were open as of the evaluation date for policies providing RCV coverage (*See* the instructions for **Tab A.1**, column **(3) Number of claims reported - RCV** on Page 5 for an explanation of RCV coverage). Report losses only; do not report any amounts for loss adjustment expenses. An open claim is a claim where the claim for any coverage is open. For the **mobile homeowners** line of insurance, enter "0" for all ZIP codes.
14. **Total paid losses on claims open - ACV.** Report the cumulative amount of losses paid (gross of reinsurance) to date on claims that were open as of the evaluation date for policies providing ACV coverage (*See* the instructions for **Tab A.1**, column **(4) Number of claims reported - ACV** on Page 5 for an explanation of ACV coverage). Report the total paid losses for all coverages. Report losses only; do not report any amounts for loss adjustment expenses. An open claim is a claim where the claim for any coverage is open. For the **mobile homeowners** line of insurance, report as "ACV" paid losses on all claims open regardless whether the policy provides ACV or RCV coverage on the dwelling.
15. **Paid ALE losses on claims open - ACV.** Report the cumulative amount of losses paid (gross of reinsurance) to date for additional living expense (ALE) coverage only on claims that were open as of the evaluation date for policies providing ACV coverage (*See* the instructions for **Tab A.1**, column **(4) Number of claims reported - ACV** on Page 5 for an explanation of ACV coverage). Report losses only; do not report any amounts for loss adjustment expenses. An open claim is a claim where the claim for any coverage is open. For the **mobile homeowners** line of insurance, report as "ACV" paid ALE losses on all claims open regardless whether the policy provides ACV or RCV coverage on the dwelling.
16. **Average time to close a claim with payment (in days).** Report the average number of days it took to close a claim for claims the insurer closed with payment to the insured. Calculate this as a simple average of the difference (in days) between the date the claim was last closed and the date the claim was reported. Only include claims closed with payment as of the evaluation date in the calculation. A closed claim is a claim where all coverages on the claim are closed. If reasonably practicable, exclude any dates where the claim was reopened **solely** for administrative reasons. *See* also **Definition of Reopened Claims**.
17. **Average time to close a claim without payment (in days).** Report the average number of days it took to close a claim that the insurer closed with **no** payment to the insured. Calculate this as a simple average of the difference (in days) between the date the claim was last closed and the date the claim was reported. Only include claims closed with no payment as of the evaluation date in the calculation. A closed claim is a claim where all coverages on the claim are closed. If reasonably practicable, exclude any dates where the claim was reopened **solely** for administrative reasons. *See* also **Definition of Reopened Claims**.
18. **Average age of open claims (in days).** Report the average number of days claims remained open for claims that were open as of the evaluation date. Calculate this as a simple average of the difference (in days) between the evaluation date and the date the claim was first reported. For reopened claims, companies *may* subtract from the difference the number of days the claim had been closed. Only include claims that were open as of the evaluation date in the calculation. The evaluation date is the date at which the data is evaluated for the particular report. For example, the evaluation date for the report due October 31, 2017, is September 30, 2017. The evaluation date for the report due November 15, 2017, is October 31, 2017, and so on.

**DEADLINE AND SUBMISSION**

**Deadline:** Each insurer must provide the required information as of the end of each month. Each insurer's initial submission must include data through the end of September 2017, and must be received **no later than 5:00 p.m. Central time on Tuesday, October 31, 2017**. Thereafter and beginning on November 15, 2017, companies must continue to provide the required information on a monthly basis not later than 5:00 p.m. Central time 15 calendar days after the last day of each month (if the 15th falls on a weekend or holiday then the due date is the next business day), until the insurer receives notice from TDI regarding changes to the reporting guidelines. The information for Hurricane Harvey must be submitted on a company basis.

**Submission:** In your submission do **not** convert Excel files to PDF files. Companies that wish to send email submissions must compress all files larger than 30MB using a .zip or similar format. All data should be submitted via email, diskette, or CD to:

**Email Address**: [HurricaneData@tdi.texas.gov](mailto:HurricaneData@tdi.texas.gov)

**Mailing Address**: Brian Ryder

Senior Actuary and Data Services Team Lead

Mail Code 105-5F

Texas Department of Insurance

P.O. Box 149104

Austin, TX 78714-9104

**Overnight Address**: Brian Ryder

Senior Actuary and Data Services Team Lead

Mail Code 105-5F

Texas Department of Insurance

333 Guadalupe

Austin, TX 78701

**Questions:** All questions regarding this section of the data call should be directed to TDI's Property and Casualty Actuarial Office, Data Services Team.

Email Address: [HurricaneData@tdi.texas.gov](mailto:HurricaneData@tdi.texas.gov)

Phone Number: 512-676-6690

All groups and unaffiliated companies listed below are required to report data using Tab B. These groups must report data for each **licensed** company withinthe group with Hurricane Harvey claims for homeowners insurance, tenants insurance, condominium owners insurance, residential fire and allied lines insurance, and mobile homeowners insurance. This includes any affiliated farm mutual insurers and any county mutual fire insurance companies operating under Texas Insurance Code §912.310. To the right of each group name (or unaffiliated company name) is the group's (or company's) corresponding NAIC group or company code, as applicable.

Allstate Insurance Group (0008)

Amica Mutual Group (0028)

AmTrust NGH Group (2538)

Auto Club Enterprises (AAA) Insurance Group (1318)

Centauri Specialty Insurance Company (12573)

Chubb Ltd. Group (0626)

Cypress Holdings Inc. Group (3456)

Farmers Insurance Group (0069)

Farmers Mutual Protection Association Group (1342)

Germania Insurance Group (0171)

Hartford Fire and Casualty Group (0091)

Hochhiem Prairie Group (0147)

Homeowners of America Insurance Company (12536)

Kemper Corp Group (0215)

Liberty Mutual Group (0111)

Metropolitan Group (0241)

Munich Re Group (0361)

Nationwide Corp Group (0140)

NLASCO Group (0732)

Progressive Group (0155)

QBE Insurance Group (0796)

Southern Vanguard Insurance Company (10925)

State Farm Group (0176)

State National Group (0093)

Texas FAIR Plan Association (11543)

Texas Farm Bureau Mutual Group (0809)

Texas Windstorm Insurance Association (TWIA) (30040)

Travelers Group (3548)

United Insurance Holdings Group (4830)

United Services Automobile Association (USAA) Group (0200)

Universal Insurance Co Group (0071)

WL Dunn Group (4233)

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 73301 | 75973 | 77028 | 77070 | 77215 | 77259 | 77306 | 77367 | 77423 | 77471 | 77520 |
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| 75852 | 76573 | 77038 | 77080 | 77225 | 77270 | 77332 | 77378 | 77436 | 77482 | 77536 |
| 75855 | 76574 | 77039 | 77081 | 77226 | 77271 | 77333 | 77379 | 77437 | 77483 | 77538 |
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