



Superintendent of Insurance 2020 Annual Report

Report of Business Transacted

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Overview

This Report shows Alberta's insurance business transactions for the year ending December 31, 2020.

During 2020, the following insurance business transactions were completed in Alberta:

	(in Thousands)
Premiums Written	
Life ¹	\$7,391,765
General	\$12,869,993
Total Premiums Written	\$20,261,758
Claims and Disbursements	
Life ²	\$4,597,560
General	\$9,091,605
Total Claims and Disbursements	\$13,689,165

The Superintendent recovers all costs of regulation from industry on an annual basis. Based on 2020 written premiums, \$1,935,764 was collected through the Recovery of Administration Costs Regulation.

INSURANCE COMPANIES OPERATING IN ALBERTA

As of December 31, 2020, 231 insurance entities were licensed to operate in the province.

Business Type	Alberta	Extra-provincial	Federal ³	Total
Property and Casualty Insurance Companies	9	17	120	146
Life Insurance Companies	2	11	43	56
Fraternal Societies	0	0	9	9
Reciprocal Insurance Exchanges	15	5	0	20
Total	26	33	172	231

The Superintendent maintains a [list](#) of Insurance Companies, Reciprocal Insurance exchanges and Fraternal Societies licensed to operate in Alberta. The list includes insurance classes, attorney for service (person delegated to accept service of legal papers), and contact information for the Complaint Liaison officer/ombudsperson.

The Superintendent also maintains a [list](#) of entities that have withdrawn, amalgamated or changed their names, and includes the name of the entity and the historical information on why they no longer operate in Alberta.

1 Life premiums include annuities and accident and sickness.

2 Life claims and disbursements include annuities and accident and sickness.

3 Includes branch operations of foreign insurers.

PROVINCIAL INSURER FINANCIAL RESULTS

The Superintendent publishes select [financial data](#) of Alberta-incorporated insurance companies. The data is published as provided by the insurers in their quarterly reporting to the Superintendent.

ENSURING COMPLIANCE

Pursuant to section 792.1 of the *Insurance Act (Act)*, the Superintendent issues guidelines and interpretation bulletins to clarify expectations with respect to interpretation and application of the Act and its regulations. In 2020, the Superintendent issued four interpretation bulletins:

- Additional Automobile Insurance Reform Measures
- Automobile Insurance Reform Measures
- Best Terms Pricing
- Minor Injury Regulation - Annual Increase in Amount for Non-Pecuniary Damages

In addition, the Superintendent issued one notice:

- Revoking Previous Notices on Rating Territories and Usage Based Insurance for Private Passenger Vehicles

Additional information is available [online](#) at Superintendent of Insurance Bulletins and Notices.

MARKET CONDUCT ACTIVITIES

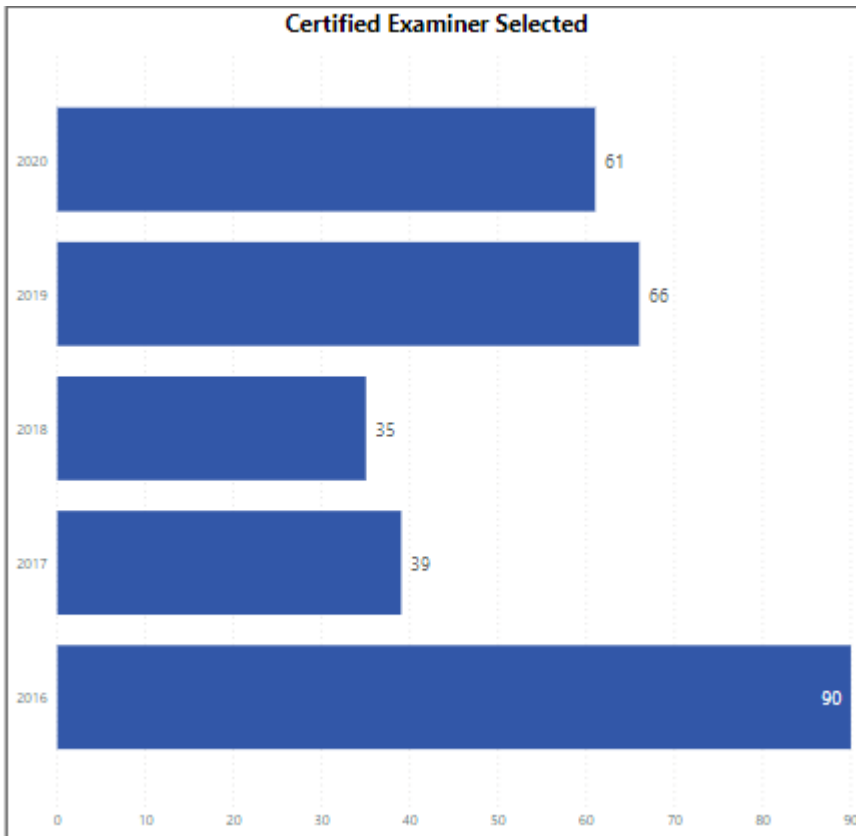
As part of a risk-based approach to the supervision of the insurance industry in Alberta, the Superintendent investigates consumer complaints, allegations of misconduct on the part of insurers, unfair acts or practices taken against consumers, and occurrences of non-compliance with the Act and its regulations.

Upon completion of an investigation, the Superintendent may take regulatory action. Regulatory action includes but is not limited to the assessment of administrative penalties. In 2020, the Superintendent assessed five administrative penalties totaling \$245,000. Enforcement actions taken by the Superintendent are posted [online](#).

CERTIFIED EXAMINER SELECTION

In the event of a disagreement between a claimant and an insurance company as to whether or not an injury arising from a motor vehicle accident is a minor injury, or if a minor injury has caused a serious impairment, the Certified Examiner (CE) process is mandated under the minor Injury Regulation to resolve the dispute. Under this process, either party may apply to the Superintendent of Insurance to appoint a physician from the CE Register to assess the patient and determine if the injury is minor or not.

The appointment of CEs began in 2005. See the chart for the number of CE applications processed using the Certified Examiner process. More information on the Certified Examiner process, the Certified Examiner Register, or application forms for the appointment of a CE is available at the Superintendent's [website](#).



Abstract of returns

DISCLAIMER — the information presented in the following pages was extracted from the 2020 annual filings filed with Alberta's Superintendent of Insurance plus information filed with the office of the Superintendent of Financial Institutions for federal insurers. While reasonable efforts have been made to ensure the accuracy of this report, decisions regarding insurance purchases or an analysis of insurer profitability should not be made solely on the information contained in this report.

FINANCIAL PERFORMANCE OF INSURANCE COMPANIES

The Superintendent of Insurance monitors the following and other information to ensure that Alberta's insurance industry is healthy and well-positioned to help when Albertans suffer insured losses. The financial performance of insurance companies is determined primarily by two factors: underwriting performance and investment performance.

UNDERWRITING PERFORMANCE

An insurer's over-all underwriting performance is determined by adding the claims ratio¹ and expense ratio² and comparing it to 100%. This is called the combined ratio. For example, the estimated combined ratio for Alberta's property insurers for 2020 is 26% (OSFI insurer's P&C expense ratio—see footnote #2 below) + 72% (loss ratio from table on page 5 below) = ~98%. For the automobile insurance class, the estimated combined ratio is ~103% for 2020. Any number greater than 100% represents an underwriting loss.

INVESTMENT PERFORMANCE

Investment performance refers to how much an insurer earns on its portfolio of invested assets, such as bonds and stocks. In order to maintain profitability, insurers seek to offset any underwriting losses with net investment income. For insurer-specific financial data, including underwriting income (loss) and investment income (loss), see [Alberta insurers](#) and [Federal insurers](#). For provincial insurers registered in other provinces, please contact the insurance regulator for the insurer's home province.

¹ Claims Ratio for purposes of this report is the ratio of total direct claims and adjustment expense incurred to total direct premiums written in Alberta. This ratio represents claims-related expenses only, and does not include other expenses such as commissions, premium taxes and administrative costs.

² Expense Ratio: the ratio of other expenses incurred to the total direct premiums written. The Superintendent does not collect Alberta-only insurer other expense data; however, based on the information filed with the Office of the Superintendent of Financial Institutions for federal insurers, the 2020 overall insurer expense ratio for federal Property and Casualty (P&C) insurance companies is 26% of direct written premium. This ratio includes commissions, premium taxes and administrative costs but does not include claims and adjustment expense.

COMPARISON OF TOTAL DIRECT PREMIUMS WRITTEN AND TOTAL CLAIMS BY CLASS OF INSURANCE

Class	2020			2019	2018	2017	2016
	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio (%)	Claims Ratio (%)	Claims Ratio (%)	Claims Ratio (%)	Claims Ratio (%)
Accident and Sickness	3,226,713	1,922,413	60	59	58	59	59
Aircraft	56,338	49,601	88	53	44	80	50
Automobile	5,813,148	4,489,038	77	79	80	81	87
Boiler and Machinery	106,458	52,291	49	27	37	36	69
Credit	16,757	2,890	17	10	33	-38	113
Credit Protection	39,454	17,828	45	11	14	23	38
Equipment Warranty	68,075	17,627	26	28	26	32	28
Fidelity	16,686	8,554	51	63	40	63	74
Hail	53,012	49,539	93	91	53	37	130
Home Warranty	10,812	7,645	71	69	33	18	4
Legal Expense	10,674	4,652	44	37	47	25	45
Liability	1,287,013	672,496	52	54	53	35	60
Life	4,165,052	2,675,147	64	65	62	60	64
Marine	31,882	14,174	44	58	35	40	20
Mortgage	289,655	89,469	31	32	28	19	39
Product Warranty	66,961	18,672	28	25	25	31	31
Property	4,896,898	3,542,553	72	47	52	46	176
Surety	83,268	47,422	57	10	24	22	20
Title	22,902	7,153	31	26	21	24	21
TOTAL	20,261,758	13,689,164	68%	62%	62%	60%	93%

ACCIDENT AND SICKNESS INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Actra Fraternal Benefit Society	364	296	81.32%
Aetna Life Insurance Company	282	459	162.77%
AIG Insurance Company of Canada	9,570	1,180	12.33%
Alberta Motor Association Insurance Company	1,220	257	21.07%
Allianz Global Risks US Insurance Company	1,558	485	31.13%
Allstate Insurance Company of Canada	984	312	31.71%
American Bankers Insurance Company of Florida	26,928	2,893	10.74%
American Bankers Life Assurance Company of Florida	31,566	6,496	20.58%
American Income Life Insurance Company	2,904	729	25.1%
Arch Insurance Canada Ltd.	6	-	0.0%
Assumption Mutual Life Insurance Company	1,322	522	39.49%
Aviva Insurance Company of Canada	24	-16	-66.67%
AWP Health & Life SA	1,291	378	29.28%
AXIS Reinsurance Company (Canadian Branch)	7	7	100.0%
Berkley Insurance Company	2,978	2,127	71.42%
Blue Cross Life Insurance Company of Canada	47,664	30,291	63.55%
BMO Life Assurance Company	6,097	1,135	18.62%
BMO Life Insurance Company	2,690	147	5.46%
Canadian Premier General Insurance Company	578	89	15.4%
Canadian Premier Life Insurance Company	40,454	7,106	17.57%
Canassurance Insurance Company	170	88	51.76%
Chubb Insurance Company of Canada	593	57	9.61%
Chubb Life Insurance Company of Canada	34,318	7,354	21.43%
CIBC Life Insurance Company Limited	5,960	439	7.37%
CIGNA Life Insurance Company of Canada	1,541	617	40.04%
Combined Insurance Company of America	30,552	8,200	26.84%
Continental Casualty Company	-	-30	-
Co-operators General Insurance Company	14,323	5,715	39.9%
Co-operators Life Insurance Company	51,162	29,806	58.26%
Cumis General Insurance Company	14,199	5,714	40.24%
Cumis Life Insurance Company	9,944	2,860	28.76%

ACCIDENT AND SICKNESS INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Desjardins Financial Security Life Assurance Company	168,997	106,411	62.97%
Everest Insurance Company of Canada	92	11	11.96%
FaithLife Financial	76	51	67.11%
Fenchurch General Insurance Company	1,151	797	69.24%
First Canadian Insurance Corporation / La Corporation d'Assurance First Canadian	26,557	7,793	29.34%
Foresters Life Insurance Company	809	70	8.65%
GMS Insurance Inc.	6,002	4,745	79.06%
Green Shield Canada	82,190	63,773	77.59%
Humania Assurance Inc.	1,107	249	22.49%
Industrial Alliance Insurance and Financial Services Inc.	106,403	46,711	43.9%
Intact Insurance Company	34	49	144.12%
ivari	1,090	247	22.66%
Knights of Columbus	1,034	138	13.35%
La Capitale Civil Service Insurer Inc.	15,551	11,406	73.35%
La Capitale Financial Security Insurance Company	11,486	7,443	64.8%
Liberty Life Assurance Company of Boston	-	108	-
Life Insurance Company of North America	-	1,294	-
Lloyd's Underwriters	21,389	5,773	26.99%
LS-Travel, Insurance Company	1,416	1,647	116.31%
National Bank Life Insurance Company	307	84	27.51%
Old Republic Insurance Company of Canada	1,844	2,305	125.0%
Orion Travel Insurance Company	6,791	4,508	66.38%
Pavonia Life Insurance Company of Michigan	186	-24	-12.9%
PBC Health Benefits Society	2,383	2,399	100.68%
Primerica Life Insurance Company of Canada	1	19	1,900.0%
RBC Insurance Company of Canada	14,087	19,051	135.24%
RBC Life Insurance Company	131,891	66,959	50.77%
Reliable Life Insurance Company	101	119	117.82%
Royal & Sun Alliance Insurance Company of Canada	2,112	221	10.46%
Scotia Life Insurance Company	-	13	-
SSQ Life Insurance Company Inc.	80,095	55,945	69.85%
Starr Insurance & Reinsurance Limited	693	455	65.66%
Sun Life Assurance Company of Canada	689,223	448,187	65.03%

ACCIDENT AND SICKNESS INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

TD Life Insurance Company	13,892	3,974	28.61%
Temple Insurance Company	891	366	41.08%
The Canada Life Assurance Company	832,335	513,632	61.71%
The Empire Life Insurance Company	40,583	26,805	66.05%
The Equitable Life Insurance Company of Canada	77,003	51,930	67.44%
The Guarantee Company of North America	34	49	144.12%
The Independent Order of Foresters	1	11	1,100.0%
The Manufacturers Life Insurance Company	521,195	339,678	65.17%
The Union Life Mutual Assurance Company	83	-	0.0%
The Wawanesa Life Insurance Company	19,629	9,845	50.16%
Trans Global Life Insurance Company	882	35	3.97%
Trisura Guarantee Insurance Company	327	12	3.67%
Triton Insurance Company	3,447	1,872	54.31%
Zurich Insurance Company Ltd	64	-467	-729.69%
Totals and Average Claim Ratios	3,226,713	1,922,413	59.58%

AIRCRAFT INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	3,331	5,542	166.38%
Allianz Global Risks US Insurance Company	8,030	11,612	144.61%
Aspen Insurance U.K. Limited	8	9	112.5%
Canadian Applicators Insurance Reciprocal	429	-	0.0%
Chubb Insurance Company of Canada	2,081	3,610	173.47%
Co-operators General Insurance Company	1	-	0.0%
Great American Insurance Company	215	180	83.72%
HDI Global Specialty SE	1,553	861	55.44%
Intact Insurance Company	331	630	190.33%
Liberty Mutual Insurance Company	235	2,500	1,063.83%
Lloyd's Underwriters	15,976	14,544	91.04%
Mitsui Sumitomo Insurance Company, Limited	957	75	7.84%
National Liability & Fire Insurance Company	1,917	452	23.58%
Northbridge General Insurance Corporation	2,366	247	10.44%

AIRCRAFT INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Old Republic Insurance Company of Canada	171	411	240.35%
Royal & Sun Alliance Insurance Company of Canada	-	-7	-
Starr Insurance & Reinsurance Limited	3,173	1,940	61.14%
Temple Insurance Company	5,318	1,486	27.94%
Westport Insurance Corporation	336	2,055	611.61%
XL Specialty Insurance Company	9,910	3,454	34.85%
Totals and Average Claim Ratios	56,338	49,601	88.04%

AUTOMOBILE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	13,779	5,417	39.31%
Alberta Motor Association Insurance Company	153,114	71,851	46.93%
Alberta Municipal Insurance Exchange	1,197	417	34.84%
Allianz Global Risks US Insurance Company	327	-110	-33.64%
Allstate Insurance Company of Canada	235,874	154,997	65.71%
American Road Insurance Company	2,333	3,308	141.79%
Arch Insurance Canada Ltd.	1,196	2,622	219.23%
Ascentus Insurance Ltd.	-	17	-
Aviva General Insurance Company	41,440	28,678	69.2%
Aviva Insurance Company of Canada	289,885	226,559	78.15%
Belair Insurance Company Inc.	79,961	67,654	84.61%
Canadian Farm Insurance Corp.	5,791	2,593	44.78%
Canadian Premier General Insurance Company	12	-	0.0%
Certas Direct Insurance Company	28,515	39,154	137.31%
Certas Home and Auto Insurance Company	189,030	194,676	102.99%
Chubb Insurance Company of Canada	31,410	13,496	42.97%
Continental Casualty Company	12,602	7,294	57.88%
Co-operators General Insurance Company	438,497	278,630	63.54%
Coseco Insurance Company	19,532	26,086	133.56%
Cumis General Insurance Company	8,155	7,883	96.66%
Echelon Insurance	12,159	9,810	80.68%
Economical Mutual Insurance Company	228,098	177,127	77.65%

AUTOMOBILE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Electric Insurance Company		241	337	139.83%
Elite Insurance Company		13,008	6,124	47.08%
Esurance Insurance Company of Canada		-248	-9	3.63%
Everest Insurance Company of Canada		4,397	2,687	61.11%
Federal Insurance Company		-	-117	-
Federated Insurance Company of Canada		29,387	15,229	51.82%
Fortress Insurance Company		233	69	29.59%
Genesis Reciprocal Insurance Exchange		2,763	2,410	87.23%
Gore Mutual Insurance Company		2	1	50.0%
Hartford Fire Insurance Company		194	-113	-58.25%
HDI Global Specialty SE		3,922	2,186	55.74%
Intact Insurance Company		854,492	564,451	66.06%
Jevco Insurance Company		-3	397	-
Liberty Mutual Insurance Company		13,639	6,896	50.56%
Lloyd's Underwriters		25,064	12,642	50.44%
Mennonite Mutual Insurance Co. (Alberta) Ltd.		20	-	0.0%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium		43,525	27,343	62.82%
Mitsui Sumitomo Insurance Company, Limited		658	329	50.0%
National Liability & Fire Insurance Company		90	53	58.89%
Northbridge General Insurance Corporation		153,697	90,483	58.87%
Novex Insurance Company		58,509	53,067	90.7%
Old Republic Insurance Company of Canada		11,503	7,637	66.39%
Optimum West Insurance Company Inc.		8,213	7,156	87.13%
Peace Hills General Insurance Company		119,811	60,841	50.78%
Pembridge Insurance Company		46,874	34,091	72.73%
Perth Insurance Company		-	-2	-
Primum Insurance Company		208,745	205,880	98.63%
Protective Insurance Company		566	533	94.17%
Royal & Sun Alliance Insurance Company of Canada		86,003	69,836	81.2%
S&Y Insurance Company		586	351	59.9%
Saskatchewan Mutual Insurance Company		1	-	0.0%
Scottish & York Insurance Co. Limited		-	-302	-

AUTOMOBILE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Security National Insurance Company	777,365	699,754	90.02%
Sentry Insurance A Mutual Company	57	53	92.98%
SGI CANADA Insurance Services Ltd.	99,948	69,868	69.9%
Sompo Japan Insurance Inc.	44	-21	-47.73%
Sonnet Insurance Company	43,743	40,569	92.74%
St. Paul Fire and Marine Insurance Company	6,230	3,799	60.98%
Starr Insurance & Reinsurance Limited	48	47	97.92%
TD Home and Auto Insurance Company	11,746	9,428	80.27%
The Dominion of Canada General Insurance Company	109,866	84,987	77.36%
The Guarantee Company of North America	3,270	3,671	112.26%
The Missisquoi Insurance Company	-1	-	0.0%
The Nordic Insurance Company of Canada	-	-7	-
The Personal Insurance Company	132,835	114,198	85.97%
The Portage La Prairie Mutual Insurance Company	27,274	12,158	44.58%
The Sovereign General Insurance Company	24,457	15,226	62.26%
The Wawanesa Mutual Insurance Company	771,254	707,031	91.67%
Tokio Marine & Nichido Fire Insurance Co., Ltd.	919	387	42.11%
Traders General Insurance Company	73,168	50,278	68.72%
Travelers Insurance Company of Canada	12,881	8,706	67.59%
Unifund Assurance Company	197,432	157,597	79.82%
Verassure Insurance Company	-	-	-
Waterloo Insurance Company	-911	366	-40.18%
XL Specialty Insurance Company	1,160	348	30.0%
Zenith Insurance Company	17,911	14,319	79.95%
Zurich Insurance Company Ltd	23,653	7,631	32.26%
Totals and Average Claim Ratios	5,813,148	4,489,038	77.22%

BOILER AND MACHINERY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Affiliated FM Insurance Company	591	-46	-7.78%
AIG Insurance Company of Canada	3,531	-179	-5.07%
Allianz Global Risks US Insurance Company	14,450	3,638	25.18%
Aviva Insurance Company of Canada	4,448	1,007	22.64%
AXIS Reinsurance Company (Canadian Branch)	-	1	-
Berkley Insurance Company	18	-28	-155.56%
Canadian Northern Shield Insurance Company	17	-	0.0%
Certas Home and Auto Insurance Company	250	52	20.8%
Chubb Insurance Company of Canada	1,726	750	43.45%
Continental Casualty Company	931	122	13.1%
Co-operators General Insurance Company	3,156	2,017	63.91%
Cumis General Insurance Company	73	1	1.37%
Ecclesiastical Insurance Office Public Limited Company	378	175	46.3%
Echelon Insurance	33	-	0.0%
Economical Mutual Insurance Company	1,043	-9	-0.86%
Everest Insurance Company of Canada	29	136	468.97%
Factory Mutual Insurance Company	15,786	4,197	26.59%
Federal Insurance Company	-	-7	-
Federated Insurance Company of Canada	728	-168	-23.08%
Gore Mutual Insurance Company	227	234	103.08%
Great American Insurance Company	45	6	13.33%
Hartford Fire Insurance Company	2	-	0.0%
Intact Insurance Company	5,731	701	12.23%
Liberty Mutual Insurance Company	43	9	20.93%
Lloyd's Underwriters	17,538	30,313	172.84%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	175	-2	-1.14%
Mitsui Sumitomo Insurance Company, Limited	32	2	6.25%
National Liability & Fire Insurance Company	1,616	157	9.72%
Northbridge General Insurance Corporation	2,098	193	9.2%
Novex Insurance Company	12	1	8.33%
Optimum West Insurance Company Inc.	78	-	0.0%
Royal & Sun Alliance Insurance Company of Canada	14,276	3,800	26.62%

BOILER AND MACHINERY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Saskatchewan Mutual Insurance Company	366	34	9.29%
SGI CANADA Insurance Services Ltd.	1,166	177	15.18%
St. Paul Fire and Marine Insurance Company	127	-3	-2.36%
Temple Insurance Company	1,148	2,265	197.3%
The Boiler Inspection and Insurance Company of Canada	5,509	1,092	19.82%
The Dominion of Canada General Insurance Company	683	-15	-2.2%
The Guarantee Company of North America	-	-11	-
The Mutual Fire Insurance Company of British Columbia	104	41	39.42%
The Sovereign General Insurance Company	1,198	1,113	92.9%
The Wawanesa Mutual Insurance Company	1,729	246	14.23%
Travelers Insurance Company of Canada	296	102	34.46%
Trisura Guarantee Insurance Company	16	3	18.75%
United States Liability Insurance Company	67	20	29.85%
Wynward Insurance Group	1,091	47	4.31%
Zurich Insurance Company Ltd	3,897	107	2.75%
Totals and Average Claim Ratios	106,458	52,291	49.12%

CREDIT INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	1,274	-589	-46.23%
Allied World Specialty Insurance Company	60	-79	-131.67%
Atradius Credito y Caucion, S.A. de Seguros y Reaseguros	3,298	1,659	50.3%
Compagnie Francaise d'Assurance pour le Commerce Exterieur	1,052	486	46.2%
Euler Hermes North America Insurance Company	2,930	973	33.21%
Intact Insurance Company	646	212	32.82%
Lloyd's Underwriters	621	16	2.58%
The Guarantee Company of North America	646	212	32.82%
XL Specialty Insurance Company	6,230	-	0.0%
Totals and Average Claim Ratios	16,757	2,890	17.25%

CREDIT PROTECTION INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
American Bankers Insurance Company of Florida	34,590	17,036	49.25%
Arch Insurance Canada Ltd.	190	210	110.53%
Canadian Premier General Insurance Company	365	6	1.64%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	1,760	250	14.2%
Trans Global Insurance Company	2,274	255	11.21%
Trisura Guarantee Insurance Company	275	71	25.82%
Totals and Average Claim Ratios	39,454	17,828	45.19%

EQUIPMENT WARRANTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Fenchurch General Insurance Company	7,355	1,949	26.5%
First North American Insurance Company	-	9	-
Industrial Alliance Pacific General Insurance Corporation	20,258	2,786	13.75%
Lloyd's Underwriters	-	-322	-
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	27,563	10,973	39.81%
Motors Insurance Corporation	6,092	1,081	17.74%
Trisura Guarantee Insurance Company	6,556	1,105	16.85%
Virginia Surety Company, Inc.	251	46	18.33%
Totals and Average Claim Ratios	68,075	17,627	25.89%

FIDELITY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	1,136	990	87.15%
Arch Insurance Canada Ltd.	121	253	209.09%
Aviva Insurance Company of Canada	136	7	5.15%
AXIS Reinsurance Company (Canadian Branch)	-	-23	-
Berkley Insurance Company	25	148	592.0%
Canadian Northern Shield Insurance Company	-	15	-
Certas Home and Auto Insurance Company	245	5	2.04%
Chubb Insurance Company of Canada	2,146	-1,009	-47.02%
Continental Casualty Company	88	161	182.95%
Co-operators General Insurance Company	1,908	956	50.1%
Cumis General Insurance Company	1,665	956	57.42%
Economical Mutual Insurance Company	131	9	6.87%
Federated Insurance Company of Canada	91	90	98.9%
Great American Insurance Company	362	94	25.97%
Hartford Fire Insurance Company	3	-	0.0%
HDI Global Specialty SE	11	-7	-63.64%
Intact Insurance Company	2,513	1,544	61.44%
Liberty Mutual Insurance Company	758	1,056	139.31%
Lloyd's Underwriters	1,314	60	4.57%
Mitsui Sumitomo Insurance Company, Limited	32	-2	-6.25%
National Liability & Fire Insurance Company	88	169	192.05%
Northbridge General Insurance Corporation	325	70	21.54%
Optimum West Insurance Company Inc.	5	-	0.0%
Royal & Sun Alliance Insurance Company of Canada	285	554	194.39%
Saskatchewan Mutual Insurance Company	22	2	9.09%
SGI CANADA Insurance Services Ltd.	9	2	22.22%
St. Paul Fire and Marine Insurance Company	16	58	362.5%
The Dominion of Canada General Insurance Company	10	5	50.0%
The Guarantee Company of North America	749	1,250	166.89%
The Sovereign General Insurance Company	243	-	0.0%
Tokio Marine & Nichido Fire Insurance Co., Ltd.	-	-22	-
Travelers Insurance Company of Canada	1,944	893	45.94%

FIDELITY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Trisura Guarantee Insurance Company	152	15	9.87%
United States Liability Insurance Company	19	10	52.63%
Western Surety Company	3	-	0.0%
Zurich Insurance Company Ltd	131	245	187.02%
Totals and Average Claim Ratios	16,686	8,554	51.26%

HAIL INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Additional Municipal Hail Limited	3,593	1,337	37.21%
Allianz Global Risks US Insurance Company	22,513	23,491	104.34%
Chubb Insurance Company of Canada	2,351	1,154	49.09%
Northbridge General Insurance Corporation	1,824	2,981	163.43%
Palliser Insurance Company Limited	22,731	20,576	90.52%
Totals and Average Claim Ratios	53,012	49,539	93.45%

HOME WARRANTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Echelon Insurance	3,742	7,843	209.59%
Lloyd's Underwriters	-	16	-
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	585	240	41.03%
Royal & Sun Alliance Insurance Company of Canada	547	190	34.73%
The New Home Warranty Insurance (Canada) Corporation	4,884	730	14.95%
Travelers Insurance Company of Canada	1,054	-1,374	-130.36%
Totals and Average Claim Ratios	10,812	7,645	70.71%

LEGAL EXPENSE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Arch Insurance Canada Ltd.	214	39	18.22%
Belair Insurance Company Inc.	49	-	0.0%
Co-operators General Insurance Company	39	1	2.56%
Echelon Insurance	15	-	0.0%
Intact Insurance Company	1,330	978	73.53%
Lloyd's Underwriters	4,782	2,155	45.06%
Novex Insurance Company	150	237	158.0%
Omega General Insurance Company	8	-5	-62.5%
Temple Insurance Company	3,791	1,175	30.99%
The Guarantee Company of North America	74	72	97.3%
The Wawanesa Mutual Insurance Company	222	-	0.0%
Totals and Average Claim Ratios	10,674	4,652	43.58%

LIABILITY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	77,728	14,148	18.2%
Alberta Municipal Insurance Exchange	6,022	4,205	69.83%
Alberta Roofing Contractors Reciprocal Insurance Exchange	534	168	31.46%
Alberta School Boards Insurance Exchange	-	1,468	-
Allianz Global Risks US Insurance Company	19,769	5,752	29.1%
Allied World Specialty Insurance Company	4,413	599	13.57%
Arch Insurance Canada Ltd.	7,901	3,024	38.27%
Aspen Insurance U.K. Limited	6,397	4,947	77.33%
Associated Electric & Gas Insurance Services Limited	13,729	1,909	13.9%
Aviva Insurance Company of Canada	41,684	34,487	82.73%
AXIS Reinsurance Company (Canadian Branch)	18,213	8,373	45.97%
Belair Insurance Company Inc.	15	22	146.67%
Berkley Insurance Company	20,487	6,363	31.06%
Canadian Lawyers Insurance Association	1,593	-1,525	-95.73%
Canadian Lawyers Liability Assurance Society	1,094	2,062	188.48%
Canadian Northern Shield Insurance Company	126	221	175.4%
Canadian Universities Reciprocal Insurance Exchange	1,646	1,722	104.62%
Canassurance Insurance Company	4	17	425.0%
Certas Home and Auto Insurance Company	6,023	18,821	312.49%
Chubb Insurance Company of Canada	82,466	47,288	57.34%
Continental Casualty Company	24,618	9,578	38.91%
Co-operators General Insurance Company	59,904	39,507	65.95%
Coseco Insurance Company	362	43	11.88%
Cumis General Insurance Company	1,595	926	58.06%
Ecclesiastical Insurance Office Public Limited Company	5,482	1,244	22.69%
Echelon Insurance	573	1,080	188.48%
Economical Mutual Insurance Company	14,978	5,065	33.82%
Electric Insurance Company	482	-388	-80.5%
Everest Insurance Company of Canada	10,271	7,077	68.9%
FCT Insurance Company Ltd.	205	61	29.76%
Federal Insurance Company	-	-405	-

LIABILITY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Federated Insurance Company of Canada	16,573	5,717	34.5%
FedGas Insurance Reciprocal Exchange	343	119	34.69%
Genesis Reciprocal Insurance Exchange	7,525	5,570	74.02%
Gore Mutual Insurance Company	1,564	617	39.45%
Great American Insurance Company	6,547	1,920	29.33%
Hartford Fire Insurance Company	2,559	122	4.77%
HDI Global SE Canada Branch	6,284	4,443	70.7%
HDI Global Specialty SE	5,121	2,670	52.14%
Healthcare Insurance Reciprocal of Canada	12,973	24,918	192.08%
Intact Insurance Company	86,663	68,958	79.57%
Jevco Insurance Company	-	-147	-
Jewelers Mutual Insurance Company, SI	128	-	0.0%
La Capitale General Insurance Inc.	7	-	0.0%
Liberty Mutual Insurance Company	48,335	46,118	95.41%
Lloyd's Underwriters	296,727	131,599	44.35%
Max Insurance	316	-664	-210.13%
Mennonite Mutual Insurance Co. (Alberta) Ltd.	1,186	-89	-7.51%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	1,104	203	18.39%
Mitsui Sumitomo Insurance Company, Limited	1,155	1,023	88.57%
National Liability & Fire Insurance Company	40,425	22,546	55.77%
Northbridge General Insurance Corporation	45,694	21,685	47.46%
Novex Insurance Company	188	-155	-82.45%
Old Republic Insurance Company of Canada	2,124	1,144	53.86%
Omega General Insurance Company	380	577	151.84%
Optimum West Insurance Company Inc.	1,388	213	15.35%
Provincial Health Authorities of Alberta Liability and Property Insurance Plan	-	28,346	-
Real Estate Insurance Exchange	2,384	2,098	88.0%
Red River Mutual Insurance Company	15	-	0.0%
Royal & Sun Alliance Insurance Company of Canada	23,455	-10,171	-43.36%
Saskatchewan Mutual Insurance Company	4,553	3,298	72.44%
SCOR Insurance - Canadian Branch	1,969	454	23.06%
Scottish & York Insurance Co. Limited	1	-384	-38,400.0%

LIABILITY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Security National Insurance Company	5,424	2,659	49.02%
Sentry Insurance A Mutual Company	6	-14	-233.33%
SGI CANADA Insurance Services Ltd.	10,845	4,285	39.51%
Sompo Japan Insurance Inc.	364	-	0.0%
Sonnet Insurance Company	267	213	79.78%
St. Paul Fire and Marine Insurance Company	4,811	-1,241	-25.8%
Starr Insurance & Reinsurance Limited	7,395	3,465	46.86%
TD Home and Auto Insurance Company	5,424	2,659	49.02%
Technology Insurance Company, Inc.	114	5	4.39%
Temple Insurance Company	8,331	-1,305	-15.66%
The Dominion of Canada General Insurance Company	8,285	509	6.14%
The Guarantee Company of North America	2,651	4,749	179.14%
The Mutual Fire Insurance Company of British Columbia	1,789	2,460	137.51%
The Nordic Insurance Company of Canada	-	638	-
The Portage La Prairie Mutual Insurance Company	1,445	858	59.38%
The Sovereign General Insurance Company	18,478	21,040	113.87%
The Wawanesa Mutual Insurance Company	25,301	13,158	52.01%
Tokio Marine & Nichido Fire Insurance Co., Ltd.	85	150	176.47%
Traders General Insurance Company	-	17	-
Travelers Insurance Company of Canada	19,599	9,279	47.34%
Trisura Guarantee Insurance Company	8,085	2,600	32.16%
United States Liability Insurance Company	750	229	30.53%
Urban School Insurance Consortium Reciprocal (USIC)	900	1,646	182.89%
Verassure Insurance Company	-	901	-
Waterloo Insurance Company	-	-292	-
Westport Insurance Corporation	16,952	1,304	7.69%
Wynward Insurance Group	7,606	1,646	21.64%
XL Reinsurance America Inc.	2,844	-134	-4.71%
XL Specialty Insurance Company	34,625	17,233	49.77%
Zurich Insurance Company Ltd	48,637	3,172	6.52%
Totals and Average Claim Ratios	1,287,013	672,496	52.25%

LIFE INSURANCE – DIRECT CLAIMS, ANNUITIES, DIVIDENDS IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Death Claims (\$000)	Dividends (\$000)	Annuity (\$000)	Grand Total
Actra Fraternal Benefit Society	10	-	-	10
Aetna Life Insurance Company	30	-	-	30
Allianz Life Insurance Company of North America	41	-	-	41
American Bankers Life Assurance Company of Florida	2,215	25	-	2,240
American Health and Life Insurance Company	197	-	-	197
American Income Life Insurance Company	4,029	-	-	4,029
Assumption Mutual Life Insurance Company	2,471	67	1,502	4,040
Assurant Life of Canada	3,260	-	10,516	13,776
AWP Health & Life SA	251	-	-	251
Blue Cross Life Insurance Company of Canada	12,555	-	-	12,555
BMO Life Assurance Company	18,583	176	16,763	35,522
BMO Life Insurance Company	89	-	118	207
Brookfield Annuity Company	-	-	3,784	3,784
Canadian Premier Life Insurance Company	3,237	-	-	3,237
Chubb Life Insurance Company of Canada	1,864	-	-	1,864
CIBC Life Insurance Company Limited	428	-	-	428
CIGNA Life Insurance Company of Canada	1	-	-	1
Combined Insurance Company of America	160	-	-	160
Connecticut General Life Insurance Company	-	-	3	3
Co-operators Life Insurance Company	36,795	820	7,596	45,211
Cumis Life Insurance Company	8,077	3,528	321	11,926
Desjardins Financial Security Life Assurance Company	33,977	3,508	18,194	55,679
FaithLife Financial	1,924	620	1,015	3,559
First Canadian Insurance Corporation / La Corporation d'Assurance First Canadian	2,644	-	-	2,644
Foresters Life Insurance Company	8,762	242	4,348	13,352
Gerber Life Insurance Company	123	-	-	123
Humania Assurance Inc.	2	-	-	2
Industrial Alliance Insurance and Financial Services Inc.	66,296	2,423	309,749	378,468
ivari	98,317	1	1,896	100,214
Jackson National Life Insurance Company	1	-	-	1

LIFE INSURANCE – DIRECT CLAIMS, ANNUITIES, DIVIDENDS IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Knights of Columbus	14,795	3,804	2,044	20,643
La Capitale Civil Service Insurer Inc.	1,560	8	9,973	11,541
La Capitale Financial Security Insurance Company	896	-	103	999
Life Insurance Company of North America	360	-	50	410
Manulife Assurance Company of Canada	-	-	731	731
National Bank Life Insurance Company	112	-	-	112
New York Life Insurance Company	(566)	479	-	(87)
Pavonia Life Insurance Company of Michigan	43	-	-	43
Primerica Life Insurance Company of Canada	17,900	-	-	17,900
RBC Life Insurance Company	85,379	150	5,920	91,449
Reliable Life Insurance Company	27	-	-	27
Scotia Life Insurance Company	(2)	-	-	(2)
SSQ Life Insurance Company Inc.	10,013	316	1,100	11,429
Sun Life Assurance Company of Canada	280,895	98,441	314,330	693,666
TD Life Insurance Company	347	-	-	347
The Canada Life Assurance Company	353,534	136,945	66,871	557,350
The Empire Life Insurance Company	16,100	2,009	9,800	27,909
The Equitable Life Insurance Company of Canada	45,549	9,070	9,559	64,178
The Grand Orange Lodge of British America Benefit Fund	29	-	-	29
The Independent Order of Foresters	4,541	1,060	617	6,218
The Manufacturers Life Insurance Company	265,164	28,357	152,482	446,003
The Union Life Mutual Assurance Company	-	-	133	133
The Wawanesa Life Insurance Company	12,423	746	17,378	30,547
Trans Global Life Insurance Company	14	-	-	14
UFSC Heritage Life Insurance Fraternal Society	1	-	-	1
Ukrainian National Association Inc.	3	-	-	3
Totals and Average Claim Ratios	1,415,456	292,795	966,896	2,675,147

LIFE INSURANCE – DIRECT PREMIUMS WRITTEN IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Insurance Premiums			Consideration for Annuities			Grand Total
	Individual	Group	Total	Individual	Group	Total	
Actra Fraternal Benefit Society	-	29	29	-	-	-	29
Aetna Life Insurance Company	1	4	5	-	-	-	5
Allianz Life Insurance Company of North America	6	-	6	-	-	-	6
American Bankers Life Assurance Company of Florida	33	26,602	26,635	-	-	-	26,635
American Health and Life Insurance Company	1	1,530	1,531	-	-	-	1,531
American Income Life Insurance Company	20,340	-	20,340	-	-	-	20,340
Assumption Mutual Life Insurance Company	5,115	396	5,511	917	-	917	6,428
Assurant Life of Canada	178	493	671	471	25,411	25,882	26,553
AWP Health & Life SA	-	666	666	-	-	-	666
Blue Cross Life Insurance Company of Canada	1,495	17,957	19,452	-	-	-	19,452
BMO Life Assurance Company	50,087	64	50,151	1,795	1,969	3,764	53,915
BMO Life Insurance Company	-	755	755	-	570	570	1,325
Brookfield Annuity Company	-	-	-	-	38,853	38,853	38,853
Canadian Premier Life Insurance Company	62	14,914	14,976	-	-	-	14,976
Canassurance Insurance Company	1	-	1	-	-	-	1
Chubb Life Insurance Company of Canada	2,718	13,545	16,263	-	-	-	16,263
CIBC Life Insurance Company Limited	928	-	928	-	-	-	928
CIGNA Life Insurance Company of Canada	-	47	47	-	-	-	47
Combined Insurance Company of America	91	(1)	90	-	-	-	90
Connecticut General Life Insurance Company	82	-	82	-	-	-	82
Co-operators Life Insurance Company	61,093	5,963	67,056	5,169	369	5,538	72,594
Cumis Life Insurance Company	2,087	18,873	20,960	-	16	16	20,976
Desjardins Financial Security Life Assurance Company	35,089	24,236	59,325	12,330	2,442	14,772	74,097
FaithLife Financial	3,719	-	3,719	291	-	291	4,010
First Canadian Insurance Corporation / La Corporation d'Assurance First Canadian	18	18,363	18,381	-	-	-	18,381
Foresters Life Insurance Company	19,234	419	19,653	-	80	80	19,733
Gerber Life Insurance Company	358	-	358	-	-	-	358
Humania Assurance Inc.	1,408	44	1,452	-	-	-	1,452
Industrial Alliance Insurance and Financial Services Inc.	182,400	13,685	196,085	280,976	65,471	346,447	542,532

LIFE INSURANCE – DIRECT PREMIUMS WRITTEN IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

ivari	166,613	-	166,613	74	-	74	166,687
Knights of Columbus	29,784	-	29,784	20	-	20	29,804
La Capitale Civil Service Insurer Inc.	1,942	1,559	3,501	72,239	-	72,239	75,740
La Capitale Financial Security Insurance Company	935	-	935	7	-	7	942
National Bank Life Insurance Company	58	379	437	-	-	-	437
New York Life Insurance Company	35	671	706	-	1	1	707
Pavonia Life Insurance Company of Michigan	4	581	585	-	-	-	585
Primerica Life Insurance Company of Canada	57,082	-	57,082	-	-	-	57,082
RBC Life Insurance Company	77,091	1,760	78,851	2,956	7,738	10,694	89,545
Reliable Life Insurance Company	364	-	364	-	-	-	364
SSQ Life Insurance Company Inc.	11,252	18,142	29,394	1,424	1,486	2,910	32,304
Sun Life Assurance Company of Canada	491,063	179,575	670,638	68,372	180,785	249,157	919,795
TD Life Insurance Company	4,438	2	4,440	-	-	-	4,440
Teachers Life Insurance Society (Fraternal)	17	-	17	-	-	-	17
The Canada Life Assurance Company	693,159	337,970	1,031,129	12,957	(1,626)	11,331	1,042,460
The Empire Life Insurance Company	32,506	4,301	36,807	4,211	604	4,815	41,622
The Equitable Life Insurance Company of Canada	137,480	7,896	145,376	8,994	1,433	10,427	155,803
The Grand Orange Lodge of British America Benefit Fund	18	-	18	-	-	-	18
The Independent Order of Foresters	4,766	-	4,766	45	-	45	4,811
The Manufacturers Life Insurance Company	353,397	118,613	472,010	8,021	30,806	38,827	510,837
The Union Life Mutual Assurance Company	633	-	633	-	-	-	633
The Wawanesa Life Insurance Company	29,539	4,156	33,695	14,309	-	14,309	48,004
Trans Global Life Insurance Company	-	143	143	-	-	-	143
UFSC Heritage Life Insurance Fraternal Society	2	-	2	-	-	-	2
Ukrainian National Association Inc.	2	-	2	-	-	-	2
United American Insurance Company	10	-	10	-	-	-	10
Totals:	2,478,734	834,332	3,313,066	495,578	356,408	851,986	4,165,052

MARINE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	182	156	85.71%
Allianz Global Risks US Insurance Company	1,657	-891	-53.77%
Aspen Insurance U.K. Limited	-	4	-
Associated Electric & Gas Insurance Services Limited	50	-2	-4.0%
Aviva General Insurance Company	91	41	45.05%
Aviva Insurance Company of Canada	109	10	9.17%
Berkley Insurance Company	916	-564	-61.57%
Certas Home and Auto Insurance Company	88	151	171.59%
Chubb Insurance Company of Canada	103	47	45.63%
Continental Casualty Company	1,231	1,093	88.79%
Co-operators General Insurance Company	2,133	384	18.0%
Elite Insurance Company	7,580	3,973	52.41%
Great American Insurance Company	46	-5	-10.87%
Hartford Fire Insurance Company	63	-	0.0%
HDI Global SE Canada Branch	110	7	6.36%
HDI Global Specialty SE	711	204	28.69%
Intact Insurance Company	1,084	5,851	539.76%
Liberty Mutual Insurance Company	2,999	593	19.77%
Lloyd's Underwriters	3,088	798	25.84%
National Liability & Fire Insurance Company	2,405	272	11.31%
Northbridge General Insurance Corporation	1,775	1,343	75.66%
Royal & Sun Alliance Insurance Company of Canada	617	128	20.75%
SCOR Insurance - Canadian Branch	75	-2	-2.67%
St. Paul Fire and Marine Insurance Company	88	7	7.95%
Starr Insurance & Reinsurance Limited	391	-16	-4.09%
The Mutual Fire Insurance Company of British Columbia	2	-	0.0%
The Sovereign General Insurance Company	2,133	384	18.0%
Tokio Marine & Nichido Fire Insurance Co., Ltd.	2	-1	-50.0%
Traders General Insurance Company	54	8	14.81%
Travelers Insurance Company of Canada	39	-4	-10.26%
Westport Insurance Corporation	145	-	0.0%
XL Specialty Insurance Company	804	167	20.77%
Zurich Insurance Company Ltd	1,111	38	3.42%
Totals and Average Claim Ratios	31,882	14,174	44.46%

MORTGAGE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Canada Guaranty Mortgage Insurance Company	135,848	21,509	15.83%
FCT Insurance Company Ltd.	595	257	43.19%
Genworth Financial Mortgage Insurance Company Canada	153,212	67,703	44.19%
Totals and Average Claim Ratios	289,655	89,469	30.89%

PRODUCT WARRANTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	309	255	82.52%
American Bankers Insurance Company of Florida	24,734	9,325	37.7%
Aviva Insurance Company of Canada	596	105	17.62%
Elite Insurance Company	-2	10	-500.0%
Industrial Alliance Pacific General Insurance Corporation	838	426	50.84%
Intact Insurance Company	20	1	5.0%
Lloyd's Underwriters	1,528	60	3.93%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	37,780	8,481	22.45%
Royal & Sun Alliance Insurance Company of Canada	70	-	0.0%
Starr Insurance & Reinsurance Limited	3	-	0.0%
Technology Insurance Company, Inc.	1,063	-7	-0.66%
The Guarantee Company of North America	20	1	5.0%
Travelers Insurance Company of Canada	-	13	-
Virginia Surety Company, Inc.	-	4	-
Totals and Average Claim Ratios	66,961	18,672	27.88%

PROPERTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Affiliated FM Insurance Company	10,744	4,058	37.77%
AIG Insurance Company of Canada	306,921	18,935	6.17%
Alberta Motor Association Insurance Company	81,532	48,093	58.99%
Alberta Municipal Insurance Exchange	6,583	4,361	66.25%
Alberta School Boards Insurance Exchange	-	6,089	-
Allianz Global Risks US Insurance Company	81,711	45,556	55.75%
Allied World Specialty Insurance Company	10,871	3,418	31.44%
Allstate Insurance Company of Canada	118,300	105,379	89.08%
American Bankers Insurance Company of Florida	28,271	11,100	39.26%
Arch Insurance Canada Ltd.	5,784	4,930	85.24%
Aspen Insurance U.K. Limited	42	-316	-752.38%
Asset Protection Insurance Exchange	1,692	578	34.16%
Associated Electric & Gas Insurance Services Limited	4,976	1,212	24.36%
Automobile Dealers Insurance Exchange	2,792	6,341	227.11%
Aviva General Insurance Company	25,436	22,463	88.31%
Aviva Insurance Company of Canada	194,411	257,195	132.29%
AXIS Reinsurance Company (Canadian Branch)	1	-1,199	- 119,900.0%
Belair Insurance Company Inc.	30,634	24,241	79.13%
Berkley Insurance Company	3,620	6,592	182.1%
Canadian Airports Reciprocal Insurance Exchange (CARIE)	1,497	-140	-9.35%
Canadian Egg Industry Reciprocal Alliance / Alliance réciproque de l'industrie des œufs de consommation du Canada	879	120	13.65%
Canadian Farm Insurance Corp.	4,320	2,238	51.81%
Canadian Northern Shield Insurance Company	897	2,371	264.33%
Canadian Universities Reciprocal Insurance Exchange	2,251	1,487	66.08%
Canassurance Insurance Company	4	3	75.0%
Certas Direct Insurance Company	6,848	13,053	190.61%
Certas Home and Auto Insurance Company	88,776	128,872	145.17%
Chubb Insurance Company of Canada	71,963	38,014	52.82%
Continental Casualty Company	24,039	28,940	120.39%
Co-operators General Insurance Company	381,620	302,258	79.2%
Coseco Insurance Company	9,391	20,675	220.16%

PROPERTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Cumis General Insurance Company	9,410	12,076	128.33%
Ecclesiastical Insurance Office Public Limited Company	12,096	16,817	139.03%
Echelon Insurance	21,936	19,388	88.38%
Economical Mutual Insurance Company	133,119	103,016	77.39%
Elite Insurance Company	38,764	23,467	60.54%
Esurance Insurance Company of Canada	-	-2	-
Everest Insurance Company of Canada	10,134	7,437	73.39%
Factory Mutual Insurance Company	49,850	10,799	21.66%
Federal Insurance Company	-	23	-
Federated Insurance Company of Canada	22,865	12,156	53.16%
FedGas Insurance Reciprocal Exchange	222	158	71.17%
First North American Insurance Company	2,419	650	26.87%
Fortress Insurance Company	638	-	0.0%
Genesis Reciprocal Insurance Exchange	10,574	9,979	94.37%
GMS Insurance Inc.	-4	-	0.0%
Gore Mutual Insurance Company	7,316	8,240	112.63%
Great American Insurance Company	5,283	3,639	68.88%
Hartford Fire Insurance Company	5,184	2,765	53.34%
HDI Global SE Canada Branch	9,451	3,471	36.73%
HDI Global Specialty SE	24,119	15,818	65.58%
Healthcare Insurance Reciprocal of Canada	81	-	0.0%
Industrial Alliance Pacific General Insurance Corporation	8,249	1,785	21.64%
Intact Insurance Company	451,932	265,411	58.73%
Jevco Insurance Company	-	95	-
Jewelers Mutual Insurance Company, SI	831	605	72.8%
La Capitale General Insurance Inc.	33	-	0.0%
Liberty Mutual Insurance Company	48,324	16,846	34.86%
Lloyd's Underwriters	263,063	115,670	43.97%
Max Insurance	6,823	3,875	56.79%
Mennonite Mutual Insurance Co. (Alberta) Ltd.	11,746	7,670	65.3%
Millennium Insurance Corporation / La Corporation d'Assurance Millennium	101,378	34,575	34.11%
Mitsui Sumitomo Insurance Company, Limited	2,820	367	13.01%
National Liability & Fire Insurance Company	25,765	19,992	77.59%
Northbridge General Insurance Corporation	115,746	114,059	98.54%

PROPERTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Novex Insurance Company	33,561	28,816	85.86%
Old Republic Insurance Company of Canada	1,018	737	72.4%
Omega General Insurance Company	36,556	23,376	63.95%
Optimum West Insurance Company Inc.	7,279	3,538	48.61%
Orion Travel Insurance Company	3,803	3,200	84.14%
Peace Hills General Insurance Company	84,693	43,716	51.62%
Pembridge Insurance Company	25,281	23,703	93.76%
Petline Insurance Company/Compagnie D'Assurance Petline	9,644	5,384	55.83%
Poultry Insurance Exchange Reciprocal of Canada	257	390	151.75%
Primum Insurance Company	75,680	136,001	179.71%
Provincial Health Authorities of Alberta Liability and Property Insurance Plan	-	-125	-
RBC Insurance Company of Canada	2,887	356	12.33%
Red River Mutual Insurance Company	483	109	22.57%
Royal & Sun Alliance Insurance Company of Canada	94,093	90,494	96.18%
S&Y Insurance Company	378	388	102.65%
Saskatchewan Mutual Insurance Company	20,224	9,778	48.35%
SCOR Insurance - Canadian Branch	9,358	3,075	32.86%
Scottish & York Insurance Co. Limited	3	-	0.0%
Security National Insurance Company	381,221	405,418	106.35%
SGI CANADA Insurance Services Ltd.	78,508	40,150	51.14%
Sompo Japan Insurance Inc.	1,113	-19	-1.71%
Sonnet Insurance Company	7,722	5,424	70.24%
St. Paul Fire and Marine Insurance Company	6,772	4,140	61.13%
Starr Insurance & Reinsurance Limited	38,992	25,466	65.31%
TD Home and Auto Insurance Company	11,966	20,899	174.65%
Technology Insurance Company, Inc.	1,063	-7	-0.66%
Temple Insurance Company	10,033	19,586	195.22%
The Boiler Inspection and Insurance Company of Canada	429	16	3.73%
The Dominion of Canada General Insurance Company	62,103	51,456	82.86%
The Guarantee Company of North America	6,716	8,013	119.31%
The Mutual Fire Insurance Company of British Columbia	18,727	15,332	81.87%
The New Home Warranty Insurance (Canada) Corporation	4,884	730	14.95%
The Personal Insurance Company	57,203	67,806	118.54%
The Portage La Prairie Mutual Insurance Company	35,355	13,111	37.08%

PROPERTY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

The Sovereign General Insurance Company	42,861	34,326	80.09%
The Wawanesa Mutual Insurance Company	460,695	296,159	64.29%
Tokio Marine & Nichido Fire Insurance Co., Ltd.	3,570	3,631	101.71%
Traders General Insurance Company	31,893	20,012	62.75%
Trans Global Insurance Company	2	-	0.0%
Travelers Insurance Company of Canada	16,463	14,536	88.29%
Trisura Guarantee Insurance Company	3,238	2,359	72.85%
Triton Insurance Company	4,599	6,130	133.29%
Unifund Assurance Company	94,624	44,165	46.67%
United States Liability Insurance Company	1,670	607	36.35%
Urban School Insurance Consortium Reciprocal (USIC)	9,998	5,377	53.78%
Verasure Insurance Company	5,439	6,994	128.59%
Virginia Surety Company, Inc.	-	4	-
Waterloo Insurance Company	-3	471	-15,700.0%
Westport Insurance Corporation	20,099	19,494	96.99%
Wynward Insurance Group	18,465	28,487	154.28%
XL Specialty Insurance Company	62,050	43,046	69.37%
Zenith Insurance Company	5,439	6,994	128.59%
Zurich Insurance Company Ltd	80,818	21,540	26.65%
Totals and Average Claim Ratios	4,896,898	3,542,553	72.34%

SURETY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
AIG Insurance Company of Canada	384	6,346	1,652.6%
Aspen Insurance U.K. Limited	30	-26	-86.67%
Aviva Insurance Company of Canada	5,066	5,101	100.69%
Berkley Insurance Company	547	118	21.57%
Canadian Farm Insurance Corp.	37	-	0.0%
Certas Home and Auto Insurance Company	5	-	0.0%
Chubb Insurance Company of Canada	2,591	-16	-0.62%
Continental Casualty Company	542	-158	-29.15%
Co-operators General Insurance Company	3,084	-180	-5.84%
CorePointe Insurance Company	33	-	0.0%
Echelon Insurance	571	342	59.89%
Economical Mutual Insurance Company	38	7	18.42%
Euler Hermes North America Insurance Company	153	72	47.06%
Everest Insurance Company of Canada	287	75	26.13%
Federated Insurance Company of Canada	89	-43	-48.31%
Great American Insurance Company	-	-3	-
Hartford Fire Insurance Company	36	350	972.22%
Industrial Alliance Pacific General Insurance Corporation	236	13	5.51%
Intact Insurance Company	22,426	7,279	32.46%
La Capitale General Insurance Inc.	-	15	-
Liberty Mutual Insurance Company	9,339	4,305	46.1%
Lloyd's Underwriters	3,789	2,502	66.03%
National Liability & Fire Insurance Company	597	6	1.01%
Northbridge General Insurance Corporation	2,789	1,900	68.12%
Royal & Sun Alliance Insurance Company of Canada	-	484	-
SGI CANADA Insurance Services Ltd.	63	1	1.59%
The Dominion of Canada General Insurance Company	-	3	-
The Guarantee Company of North America	8,263	3,312	40.08%
The Sovereign General Insurance Company	2,988	-180	-6.02%
Travelers Insurance Company of Canada	4,706	1,292	27.45%
Trisura Guarantee Insurance Company	4,404	1,550	35.2%
Western Surety Company	5,079	-160	-3.15%

SURETY INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020 (CONT)

Westport Insurance Corporation	465	167	35.91%
Wynward Insurance Group	174	3,895	2,238.51%
XL Specialty Insurance Company	24	-47	-195.83%
Zurich Insurance Company Ltd	4,433	9,100	205.28%
Totals and Average Claim Ratios	83,268	47,422	56.95%

TITLE INSURANCE IN THE PROVINCE OF ALBERTA FOR 2020

Name of Licensed Insurance Company	Premiums Written (\$000)	Total Direct Claims (\$000)	Claims Ratio
Chicago Title Insurance Company	3,434	241	7.02%
FCT Insurance Company Ltd.	14,456	4,648	32.15%
First American Title Insurance Company	1	2	200.0%
Lawyers' Professional Indemnity Company	51	45	88.24%
Stewart Title Guaranty Company	4,960	2,217	44.7%
Totals and Average Claim Ratios	22,902	7,153	31.23%

NOTE: The information on pages 5 – 32 was obtained from the 2020 annual filings filed with Alberta Superintendent of Insurance and information filed with the Office of the Superintendent of Financial Institutions for federal insurers. All premium and claims data presented in this report are based on the consolidated data reported on the provincial pages of the regulatory reporting provided by each insurer

Glossary

A glossary has been provided to:

- define abbreviations used in this annual report; and
- define application and technical terms used in this annual report.

Attorney for Service

A person delegated to accept service of legal papers.

Claims Including Adjustment Expenses

All of the expenses related to the settlement of claims and can include such costs as adjuster and legal fees in addition to the claim settlement amount.

Claims Ratio

The ratio of total direct claims and adjustment expense incurred to total direct premiums written in Alberta. This ratio represents claims-related expenses only, and does not include other expenses such as commissions, premium taxes and administrative costs.

Classes of Insurance

For a definition of any of the classes of insurance used in this annual report, please refer to the Classes of Insurance Regulation, located on our website.

Combined Ratio

The Combined Ratio is determined by adding the claims ratio and expense ratio and comparing it to 100%. Any number greater than 100% represents an underwriting loss.

Consideration for Annuities

Inclusion of any annuities reported.

Expense Ratio

The expense ratio is calculated by dividing the expenses associated with acquiring, underwriting, and servicing premiums by the premiums collected by the insurance company.

Extra Provincial

An insurer that is formed by or incorporated under the laws of another province or territory.

Federal

An insurer that has authorization from the office of the Superintendent of Financial Institutions (OSFI).

Fraternal Benefit Society

A body corporate that is a not for profit society, order or association formed for the purpose of making, with its members only, contracts of life, accident or sickness insurance in accordance with its institution, bylaws and rules and the *Insurance Act*.

Insurance Entities

Insurance companies, reciprocal insurance exchanges and exempt entities.

Provincial

An insurer that is formed by or incorporated under the laws of the province of Alberta.

Reciprocal Insurance Exchange

A group of subscribers exchanging reciprocal contracts of indemnity or inter insurance with each other through a principle attorney as defined in section 78(b) of the *Insurance Act*.

The office of the Superintendent of Insurance is a branch of Financial Sector Regulation and Policy, a division of Alberta Treasury Board and Finance.

[Insurance | Alberta.ca](https://www.alberta.ca/insurance)

Alberta ■