

Texas Department of Insurance

Insured Losses Resulting from the February 2021 Texas Winter Weather Event

Catastrophe Statistical Plan Data as of July 31, 2021

December 27, 2021

Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

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Background and Purpose

From February 11-19, 2021, most of Texas experienced a prolonged period of frigid cold, ice, sleet, and snow. Temperatures in much of the state remained below freezing until February 20, and much of the state experienced sustained or rotating power outages. The prolonged freezing temperatures and accompanying power outages resulted in property damage caused by freezing pipes; fallen tree limbs; the weight of ice, sleet, and snow; and other related causes.

On February 26, 2021, the Texas Department of Insurance issued Bulletin B-0009-21, activating its catastrophe statistical plan to collect data for this event. This data compilation contains data provided by TDI's statistical agent, Insurance Services Office, Inc. (ISO) for the February 2021 Texas winter weather event.

Overview of Data

This document provides a summary of the data submitted. Data is for property insurance, automobile insurance, and all other lines of insurance. The data includes the experience of insurers that wrote more than \$5 million in written premiums in Texas in 2019, respectively, for these lines of insurance. The data includes experience from licensed insurers and eligible surplus lines insurers. Insurers reporting data account for approximately 94% of the Texas property insurance market, 95% of the Texas automobile insurance market, and 86% of the market for all other lines of insurance. The data includes insured losses resulting from damages caused by freezing (including related water damage), ice, snow, wind, or power outage. The claims and losses for automobile insurance only include losses under comprehensive coverage. It does not include liability or collision claims that resulted from accidents caused by icy road conditions.

This document provides a snapshot as of July 31, 2021, or 170 days after the beginning of the event (February 11), and 162 days after the end of the event (February 19). At that time about 93 percent of residential property claims were closed, but insurers were still investigating and adjusting commercial property claims and some residential property claims. Paid losses can be expected to increase in future reports. In addition, later data may show an increase in reported claims and incurred losses.

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As of July 31, 2021, reporting insurers indicated they had 500,196 insurance claims (↑ 4,006 or 1% from June) and expected to ultimately pay about \$10.3 billion in insured Texas losses from this event (↑ \$340M or 3%). The \$10.3 billion consists of \$5.8 billion in payments made to policyholders (↑ \$539M or 10%), \$3.3 billion in unpaid losses on individual claims (claim reserves) (↓ \$112M or -3%), and \$1.3 billion in actuarially determined reserves for incurred but not reported (IBNR) losses (↓ \$87M or -6%). Insurers expect that about \$3.1 billion of the \$10.3 billion (30%) will be covered by reinsurance. Reinsurance is insurance that insurance companies buy to protect their surplus.

As of July 31, 2021, approximately 10% of the claims were open (↓2%), 53% were closed with a payment to the policyholder (↑2%), and 37% were closed without a payment to the policyholder (0%). The percentage of claims open differs between residential property and commercial property; about 7% of residential property claims (↓1%) and 37% of commercial property claims (↓5%) were open.

For residential property claims that were closed by July 31, 2021, on average insurers closed a claim after 34.4 days (↑ 3 days). This differed between policies that provided actual cash value (ACV) coverage versus policies that provide replacement cost coverage (RCV). For residential property-RCV policies, the average time to close a claim was 35.4 days (↑ 3.3 days). For residential property-ACV policies it was 28 days (↑ 1.6 days).

The average incurred loss was about \$15,800 for residential property policies (↑ \$500 or 3%), about \$126,900 for commercial property policies (↑ \$6,700 or 6%), about \$4,400 for automobile policies (no change), and about \$51,600 for all other (↑ \$6,400 or 14%). These averages will likely change as the data matures and insurers investigate and adjust claims.

TDI Claim and Loss Survey

On February 26, 2021, when TDI activated its catastrophe statistical plan, TDI also issued an ad hoc survey to 68 top personal and commercial lines insurers to report weekly aggregate claims and losses resulting from the winter weather event. The survey does not include surplus lines companies, has limited data elements, and has no geographic breakdown.

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However, it provides a snapshot of claims data more quickly than the catastrophe statistical plan. Appendix C contains a comparison of the data collected under the catastrophe statistical plan with data collected under TDI's claim and loss survey.

Known Data Issues

There are no known data issues.

Open Claims, Days to Close a Claim, and Claim Reserves

There is no industry standard definition for when a claim should be considered "closed" or "open." Each insurer makes that determination based on its own claims handling process. Policyholders with an "open" claim may have received a partial payment or payment in full. Insurers may hold a claim open for administrative reasons—to pay an adjuster or to book a salvage recovery, for example.

In general, the more damage there is, the longer it takes an insurer to settle a claim. Commercial property claims tend to be more complex, take longer to settle, and will have a higher percentage open than residential claims.

Many residential property replacement cost policies have a provision in the policy that the insurer will pay the actual cash value of the claim until the policyholder repairs or replaces the damaged property. After the policyholder has repaired or replaced the damaged property, the insurer will pay the difference between replacement cost and actual cash value (called the "holdback payment"). Some insurers will hold replacement cost claims open until the policyholder makes repairs and the insurer issues the holdback payment. Other insurers will close the claim after it makes the actual cash value payment and reopen the claim to make the holdback payment.

When calculating the number of days to close for claims that are reopened some insurers are not able to easily remove periods when the claim was closed. For example, if a claim was: open for 20 days then closed; reopened 50 days later; and closed three days after that, some insurers will report this as having been open for 73 days rather than 23 days.

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As described in Appendix A, claim reserves are reserves insurers establish for individual claims. These reserves are estimates of the amount the insurer expects to pay on open claims. However, these estimates change over time as the insurer investigates the claim and some of these changes may be large. Reserves also change over time as the insurer makes claim payments until ultimately reserves are \$0 for all claims once the last claim has been closed. Reserves for some commercial claims may be quite large. It is not unusual for some commercial property claims to be \$10 million or more. Readers should keep all of this in mind as they review the ZIP code maps showing the total amount of claim reserves.

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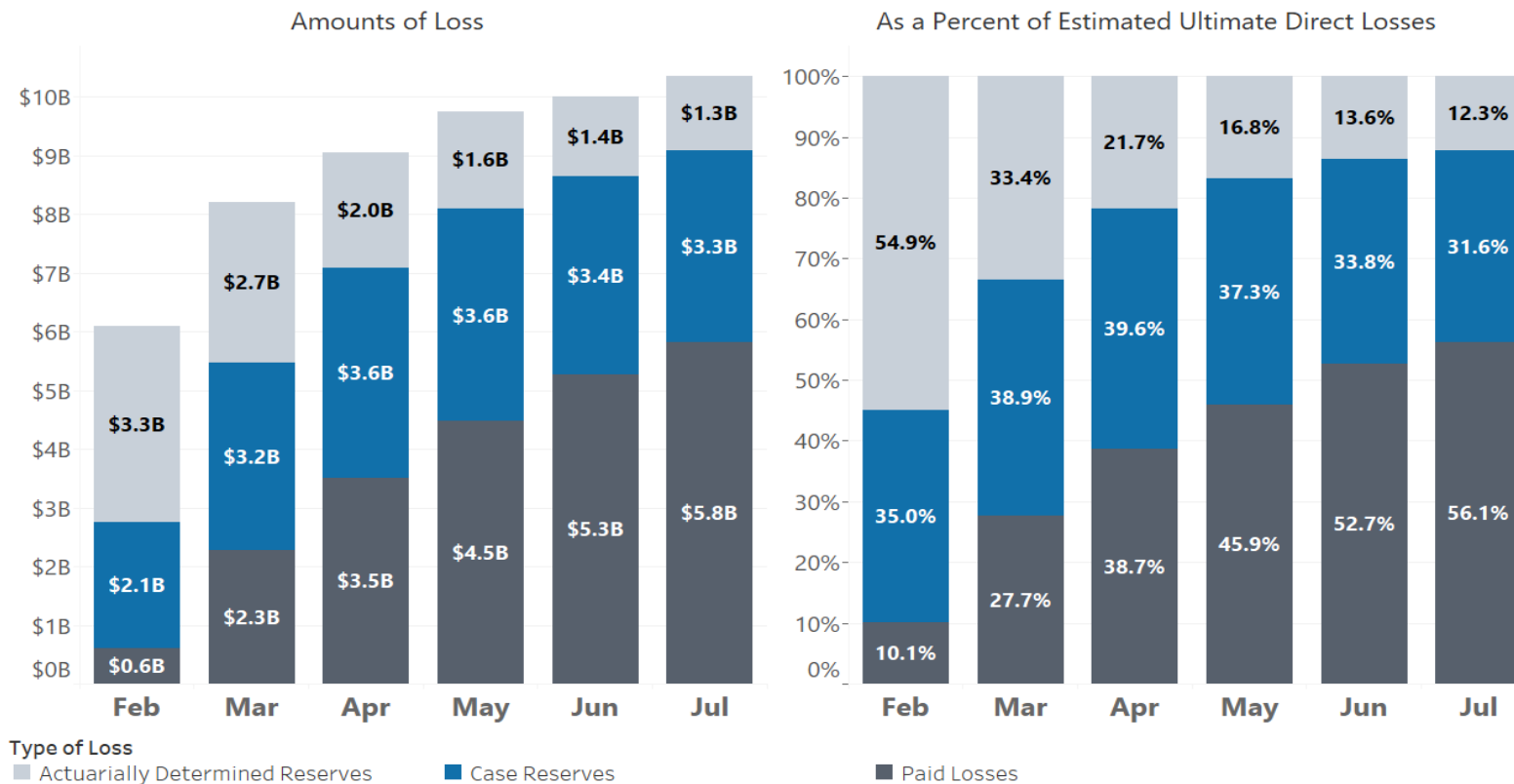
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Changes from Previous Data Compilations

The following charts summarize how key statistics changed when the data through July 31, 2021, is compared to the data for previous reporting months. The first chart shows how losses have changed over time. The left panel shows amounts of paid losses, individual claim (case) reserves, and actuarial reserves. The height of each bar represents the estimated ultimate loss. The right panel shows these losses as a percent of estimated ultimate losses.

Historic Losses by Type--All Lines of Insurance Combined

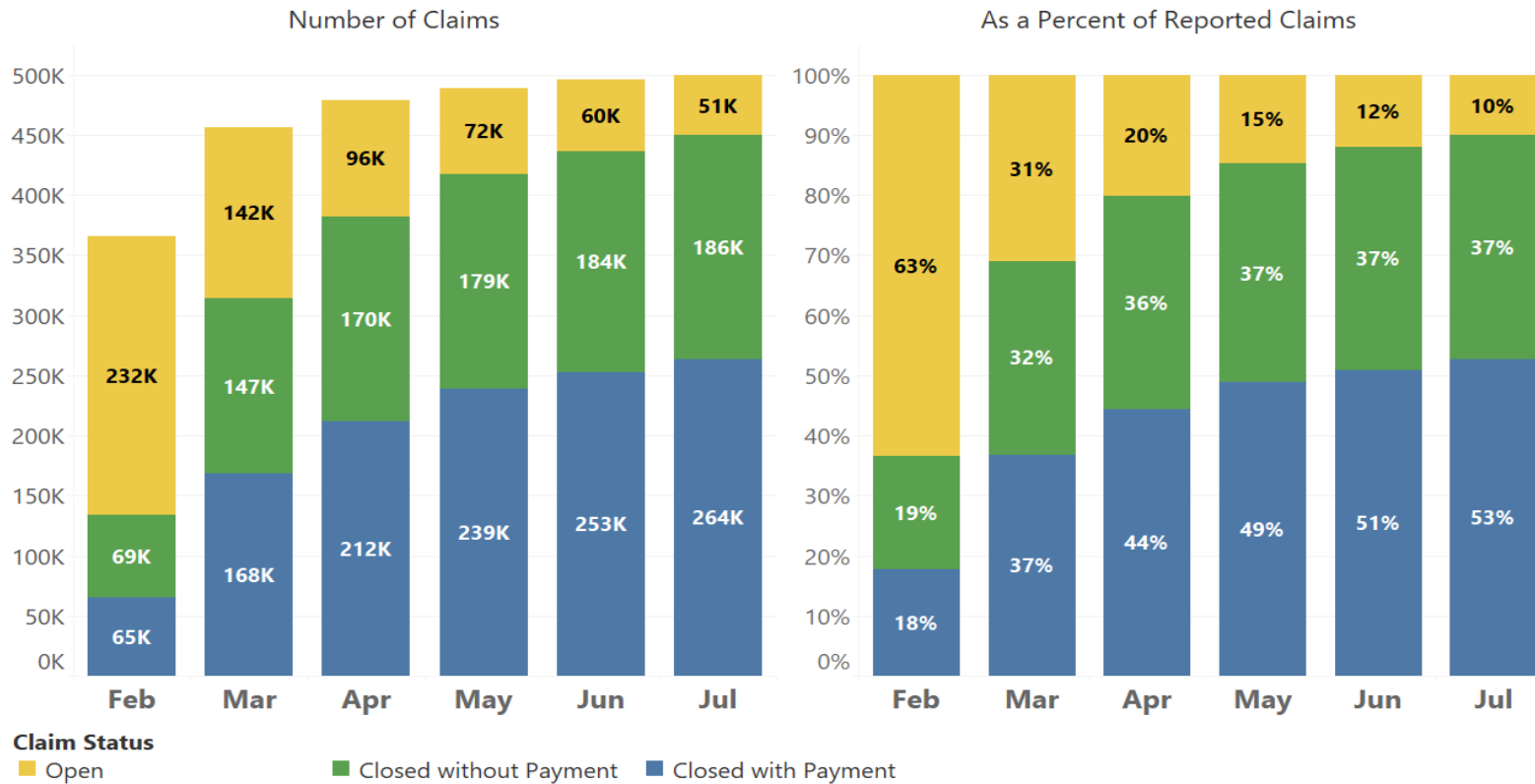


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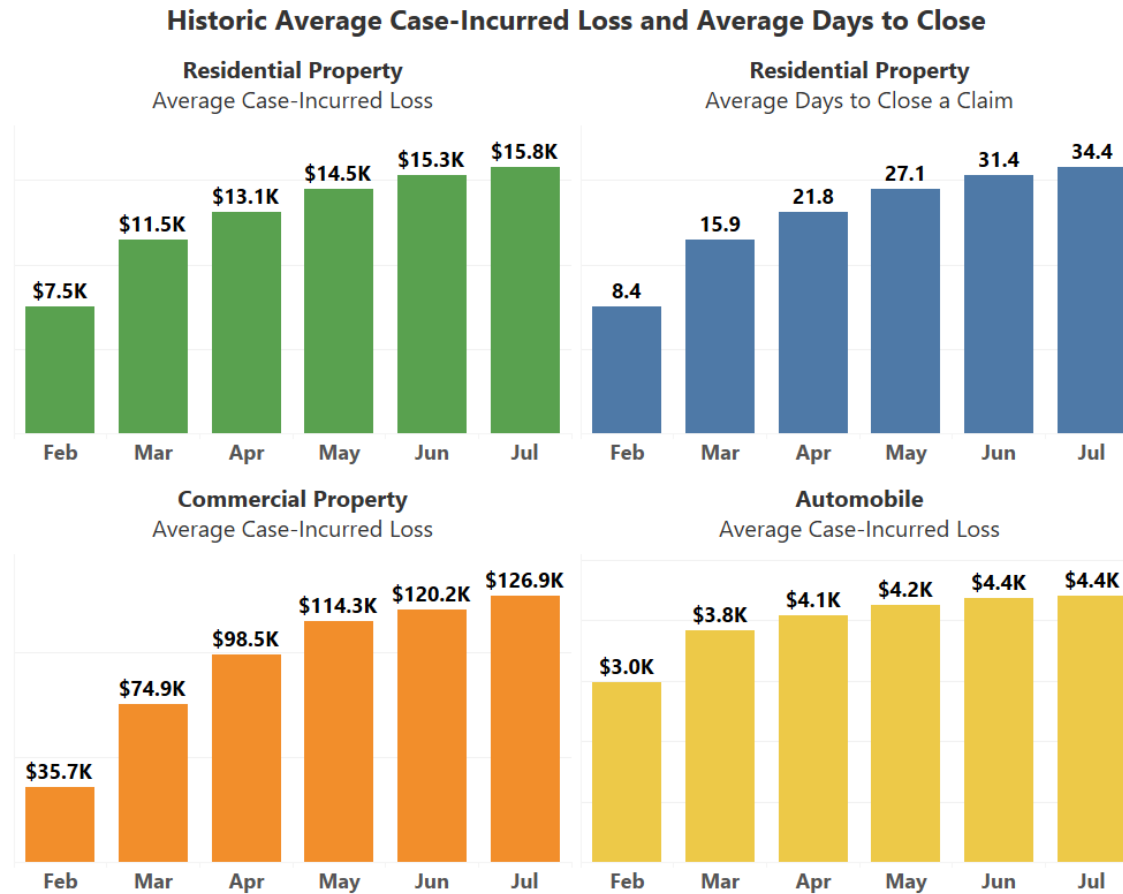
The second chart shows how claims have changed over time. The left panel shows claims closed with payment, claims closed without payment and open claims. The height of each bar represents the total number of reported claims. The right panel shows these losses as a percent of reported claims.

Historic Claims by Claim Status--All Lines of Insurance Combined



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The third chart shows how the average claim size and average time to close a residential property claim has changed over time.



Questions

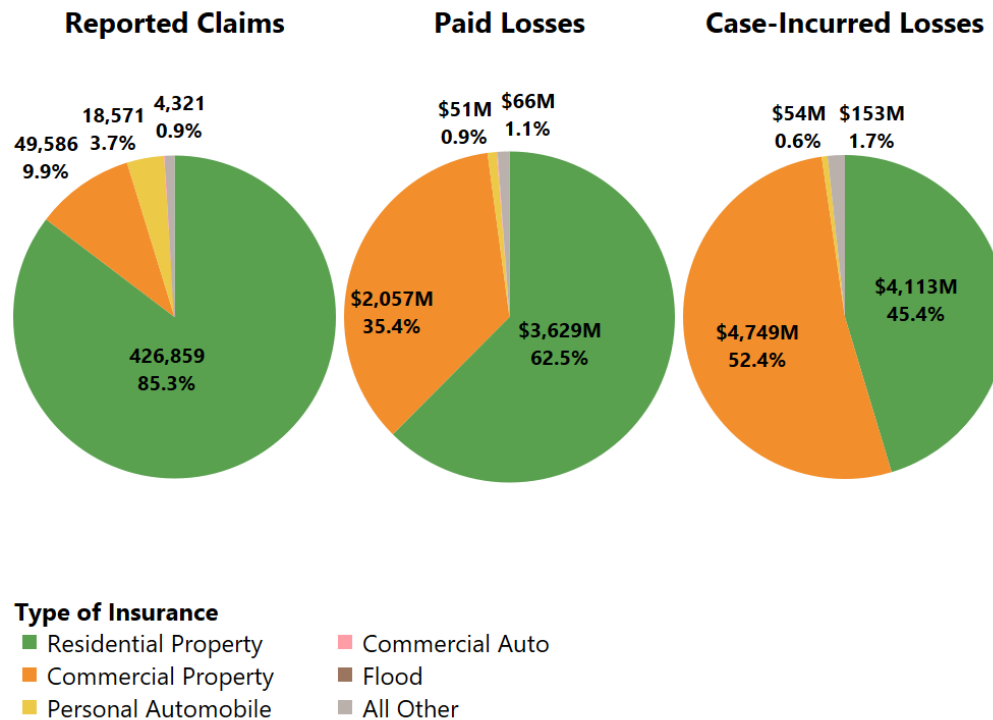
Questions? Contact 512-676-6605 or GovernmentRelations@tdi.texas.gov.

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Claims and Losses by Type of Insurance

About 85% of the claims were on residential property policies; 10% were on commercial property policies; 3.7% were on personal auto physical damage policies; and 0.9% were for all other types of insurance. Claims for commercial automobile and flood insurance were a very small percentage of the total claims (<0.2%). While the number of commercial property claims were small, it had a much higher percentage of paid losses (35%) and case-incurred losses (52%) because of its high average cost per claim.

Summary of Claims and Losses by Type of Insurance



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TDI's data breaks the types of insurance into the following categories:

- **Residential property-ACV policies:** Residential property insurance policies that provide actual cash value (ACV) coverage to the dwelling or the roof (or to the contents, in the case of renters and condo owner policies). This includes homeowner policies, renters policies, condo owners policies, and residential dwelling fire and allied lines policies.
- **Residential property-RCV policies:** Residential property insurance policies that provide replacement cost value (RCV) coverage to the dwelling or the roof (or to the contents, in the case of renters and condo owner policies). This includes homeowner policies, renters policies, condo owners policies, and residential dwelling fire and allied lines policies.
- **Business interruption:** Either the business interruption portion of a commercial property policy (including a businessowner policy, or the commercial property portion of a commercial multiple peril policy) or a commercial policy that provides coverage for business interruption in the event of a covered loss.
- **Commercial property (other than business interruption):** All other commercial property insurance coverage, including businessowners, farm and ranch-owners, farm and ranch, and the commercial property portion of a commercial multiple peril policy.
- **Flood insurance:** Residential and commercial property insurance that provides coverage for damage cause by flood or rising water. For the purposes of this data compilation, flood insurance includes claims for private flood insurance and claims for federal flood insurance policies sold by private insurers under the National Flood Insurance Program's "Write Your Own" program.
- **Personal automobile physical damage:** Insurance coverage against physical loss to an insured vehicle or trailer provided through a personal automobile policy. Insured vehicles include cars, trucks, motorcycles, RVs, golf carts, ATVs, and other vehicles insured under a personal auto policy. Personal automobile physical damage does not include third-party liability claims or uninsured motorist claims.

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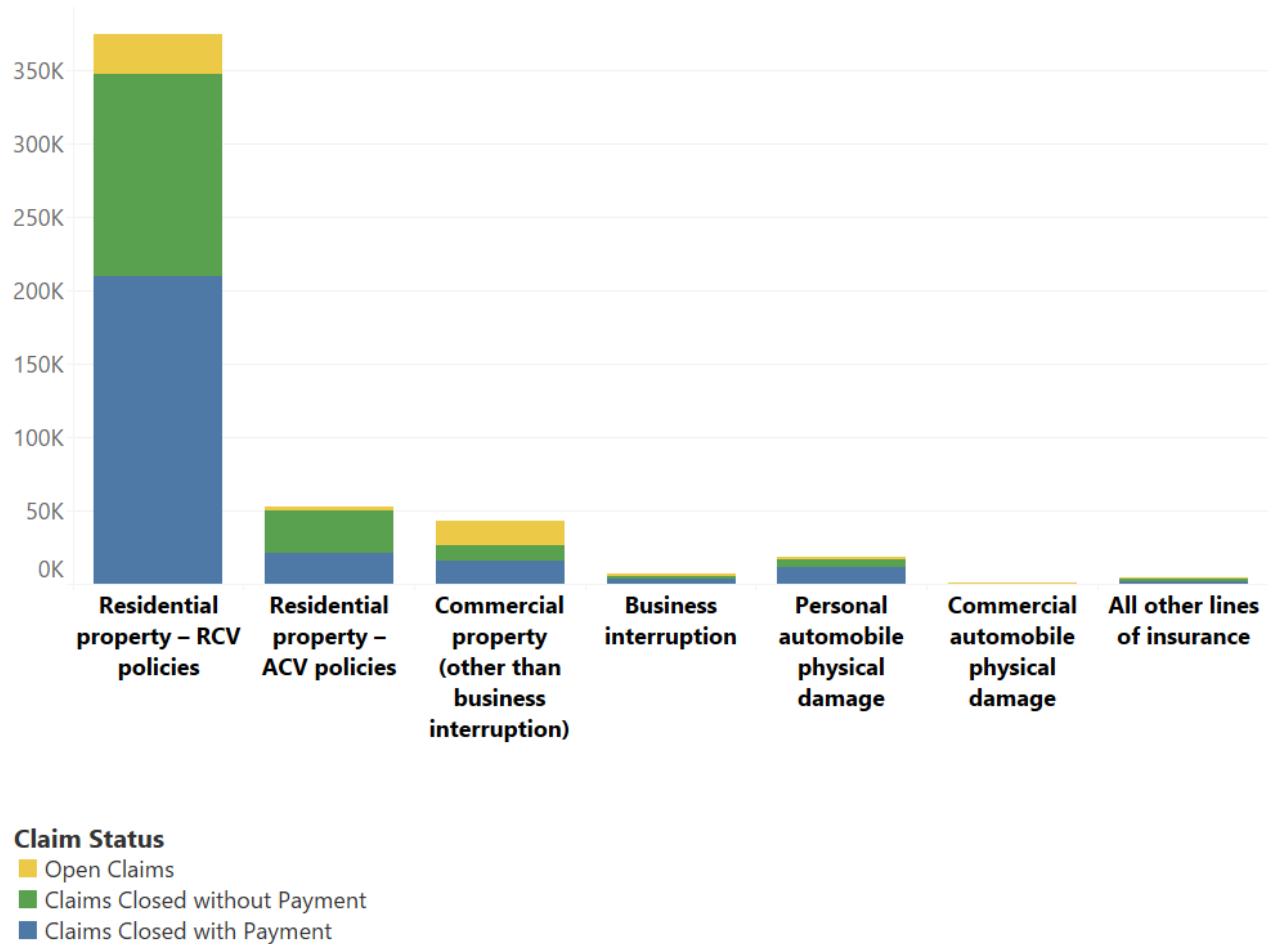
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- **Commercial automobile physical damage:** Insurance coverage against physical loss to an insured vehicle or trailer provided through a commercial automobile policy. Insured vehicles include cars, trucks, taxis, buses, tractor-trailers, vehicles insured under a garage dealer's or garage keeper's policy, and other vehicles insured under a commercial auto policy. Commercial automobile physical damage does not include third-party liability claims or uninsured motorist claims.
- **All other:** All other claims experience that insurers can attribute to the February 2021 Texas winter weather event for any of the following lines of insurance:
 - Multi-peril crop;
 - Private crop;
 - Ocean marine;
 - Inland marine;
 - Aircraft;
 - Boiler and machinery; or
 - Aggregate write-ins.

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This chart shows the number of claims by type of insurance and by claim status. Most claims were on residential property policies with replacement cost coverage.

Number of Claims by Claim Status

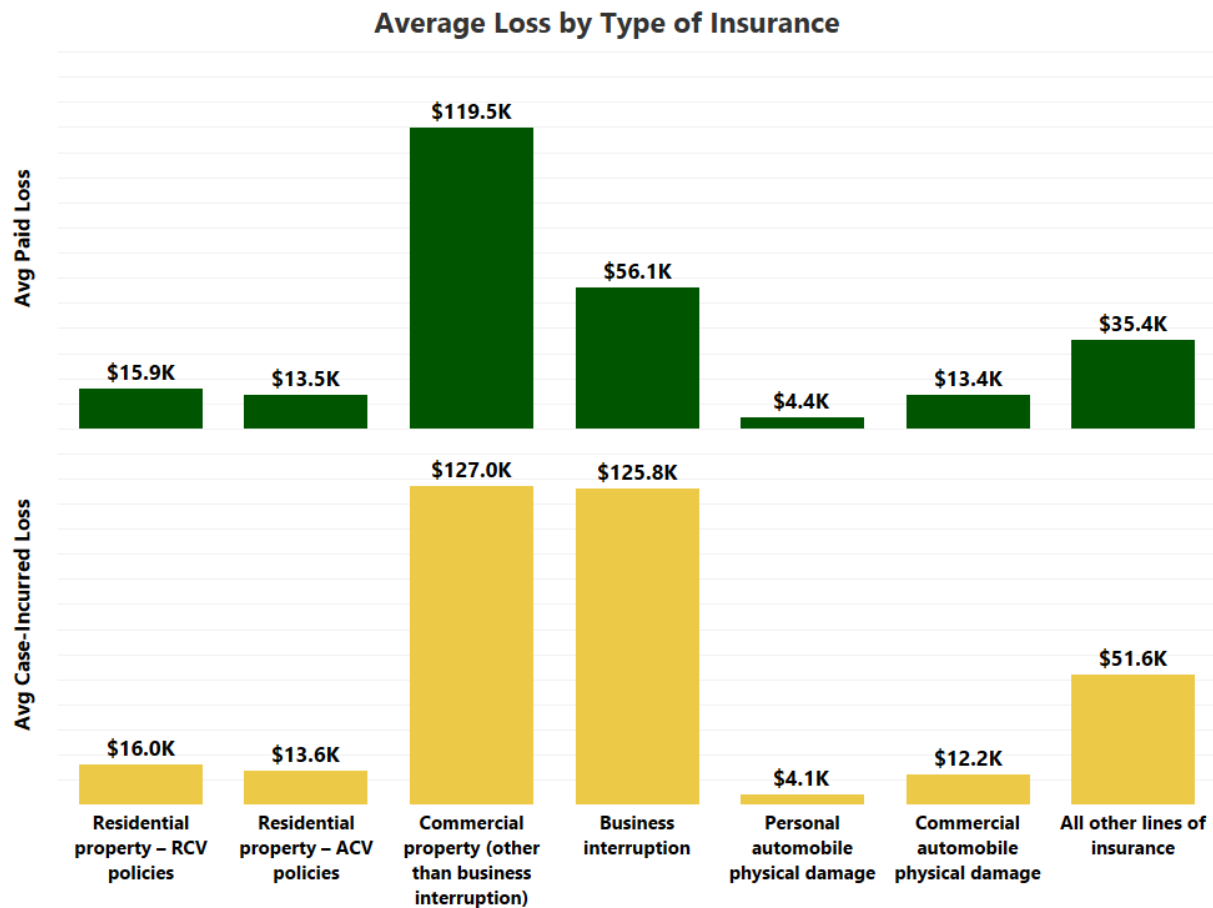


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The average claim size differs significantly depending on the type of insurance. The average paid loss can be unusually high if there are many open claims. This is because insurers tend to make partial payments before closing a claim (for example, an additional living expense payment).



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Table 1 provides statewide data in more detail.

| Line of Insurance | Reported Claims | Closed with Payment | Closed without Payment | Percent Open | Avg Days to Close | Total Paid Losses (in millions) | Total Case-Incurred Losses (in millions) |
|--|-----------------|---------------------|------------------------|--------------|-------------------|---------------------------------|--|
| Residential property – RCV policies | 374,082 | 56.0% | 36.9% | 7.1% | 35.4 | \$ 3,340.3 | \$ 3,786.2 |
| Residential property – ACV policies | 52,777 | 40.5% | 54.5% | 5.0% | 28.0 | \$ 288.4 | \$ 327.0 |
| Commercial property (other than business interruption) | 42,683 | 36.8% | 24.1% | 39.1% | 0.0 | \$ 1,878.4 | \$ 4,113.9 |
| Business interruption | 6,903 | 46.1% | 26.9% | 27.0% | 0.0 | \$ 178.5 | \$ 635.3 |
| Personal automobile physical damage | 18,571 | 61.8% | 29.9% | 8.3% | 0.0 | \$ 51.0 | \$ 53.5 |
| Commercial automobile physical damage | 831 | 48.7% | 37.9% | 13.4% | 0.0 | \$ 5.4 | \$ 6.3 |
| Flood Insurance | 28 | 0.0% | 100.0% | 0.0% | 0.0 | \$ - | \$ - |
| All other lines of insurance | 4,321 | 43.3% | 31.5% | 25.3% | 0.0 | \$ 66.1 | \$ 152.9 |
| Grand Total | 500,196 | 52.7% | 37.2% | 10.1% | 34.4 | \$ 5,808.2 | \$ 9,075.1 |

Claims and Losses by County

TDI asked insurers to report data for all Texas ZIP codes and counties. The table below shows data for the top 25 counties affected by this event. This includes residential property, commercial property, automobile, flood, and all other types of insurance.

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| County | Reported Claims | Closed with Payment | Closed without Payment | Percent Open | Total Paid Losses (in millions) | Total Case-Incurred Losses (in millions) |
|---------------|------------------------|----------------------------|-------------------------------|---------------------|--|---|
| Harris | 110,342 | 53.5% | 35.6% | 10.8% | \$ 1,260.7 | \$ 1,742.5 |
| Dallas | 47,295 | 52.1% | 36.5% | 11.4% | \$ 791.5 | \$ 1,276.9 |
| Bexar | 43,539 | 54.1% | 41.8% | 4.2% | \$ 190.4 | \$ 343.9 |
| Tarrant | 35,705 | 53.1% | 36.9% | 10.1% | \$ 514.3 | \$ 771.3 |
| Travis | 31,069 | 51.3% | 40.8% | 7.9% | \$ 408.3 | \$ 751.4 |
| Collin | 21,209 | 54.7% | 33.2% | 12.1% | \$ 425.7 | \$ 576.2 |
| Fort Bend | 18,646 | 54.5% | 34.1% | 11.4% | \$ 228.6 | \$ 273.0 |
| Denton | 15,774 | 54.6% | 33.4% | 12.0% | \$ 295.7 | \$ 392.4 |
| Montgomery | 14,386 | 56.1% | 32.4% | 11.5% | \$ 205.9 | \$ 261.2 |
| Williamson | 14,059 | 50.5% | 43.2% | 6.3% | \$ 97.5 | \$ 146.6 |
| Bell | 12,626 | 55.6% | 40.0% | 4.5% | \$ 46.6 | \$ 89.0 |
| Galveston | 9,122 | 56.8% | 32.1% | 11.1% | \$ 105.2 | \$ 123.6 |
| Brazoria | 8,194 | 55.4% | 33.5% | 11.2% | \$ 94.8 | \$ 207.6 |
| Hays | 4,299 | 50.3% | 42.6% | 7.1% | \$ 26.5 | \$ 36.2 |
| Comal | 4,218 | 54.6% | 38.6% | 6.8% | \$ 36.0 | \$ 66.5 |
| Nueces | 3,914 | 39.1% | 54.4% | 6.5% | \$ 9.3 | \$ 14.4 |
| McLennan | 3,601 | 48.2% | 40.7% | 11.1% | \$ 30.9 | \$ 66.4 |
| Smith | 3,435 | 48.8% | 40.5% | 10.7% | \$ 63.2 | \$ 154.6 |
| Ellis | 2,962 | 49.7% | 37.9% | 12.4% | \$ 30.8 | \$ 48.1 |
| Guadalupe | 2,907 | 57.7% | 38.1% | 4.2% | \$ 9.3 | \$ 10.9 |
| Jefferson | 2,865 | 50.3% | 37.3% | 12.5% | \$ 22.0 | \$ 30.5 |
| Brazos | 2,713 | 50.8% | 38.1% | 11.1% | \$ 24.3 | \$ 47.7 |

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| County | Reported Claims | Closed with Payment | Closed without Payment | Percent Open | Total Paid Losses (in millions) | Total Case-Incurred Losses (in millions) |
|--------------------|------------------------|----------------------------|-------------------------------|---------------------|--|---|
| Hidalgo | 2,595 | 35.7% | 50.8% | 13.6% | \$ 18.4 | \$ 20.6 |
| Coryell | 2,415 | 54.2% | 41.0% | 4.8% | \$ 5.5 | \$ 7.7 |
| Rockwall | 2,370 | 55.0% | 28.9% | 16.1% | \$ 65.8 | \$ 83.2 |
| All Other | 76,797 | 51.0% | 37.8% | 11.2% | \$ 607.7 | \$ 917.8 |
| Unknown | 3,139 | 30.2% | 21.4% | 48.3% | \$ 193.3 | \$ 614.9 |
| Grand Total | 500,196 | 52.7% | 37.2% | 10.1% | \$ 5,808.2 | \$ 9,075.1 |

ZIP Code Data

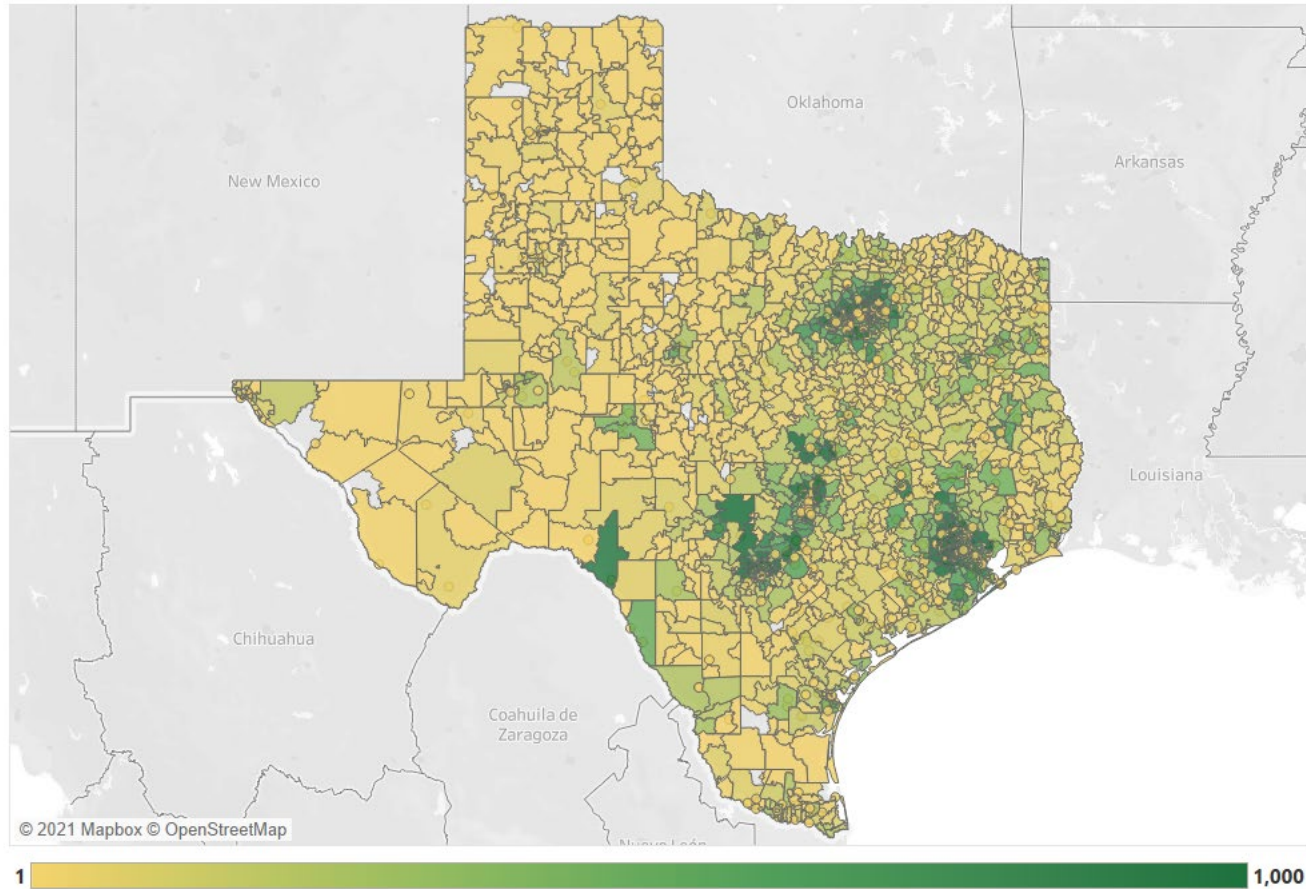
All Lines of Insurance Combined

TDI collected data for all Texas ZIP codes. The following maps provide the reader with a broad perspective of where the claims and losses are located within Texas. ZIP code maps that follow will zoom in to different parts of Texas to make it easier to see data for individual ZIP codes.

Appendix D shows claims and losses by ZIP code for each Texas ZIP code with 10 or more reported claims.

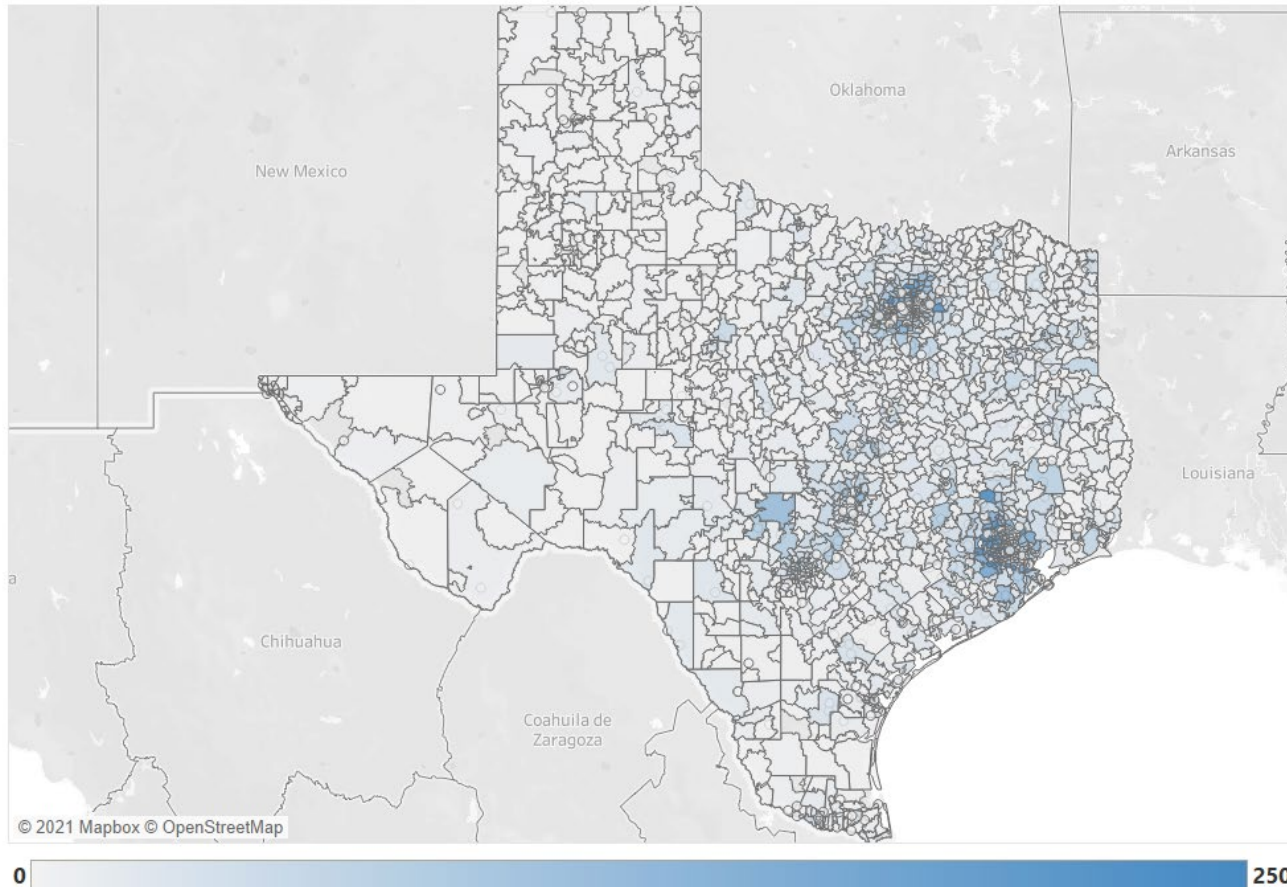
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Number of Reported Claims
All Lines of Insurance Combined
Statewide



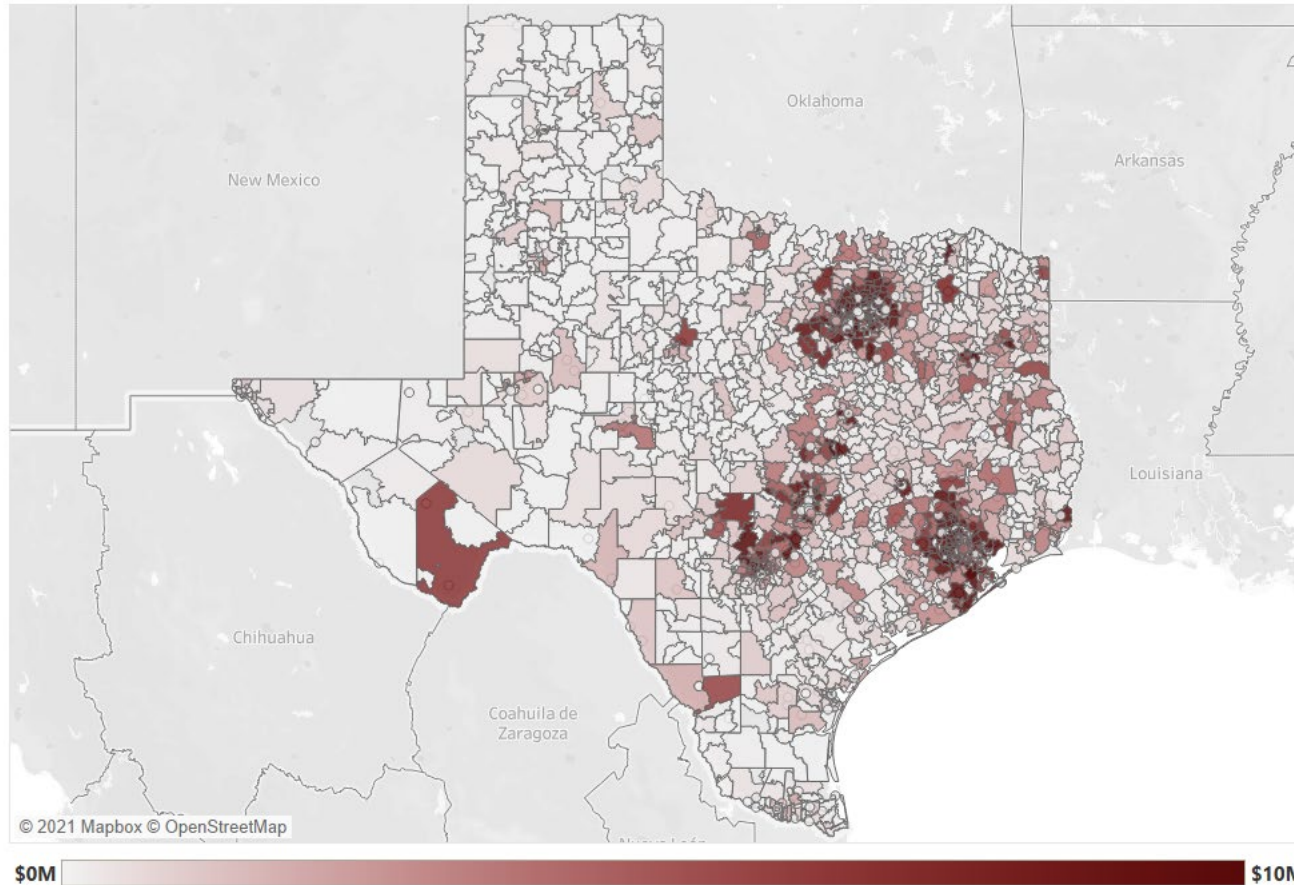
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Number of Open Claims
All Lines of Insurance Combined
Statewide



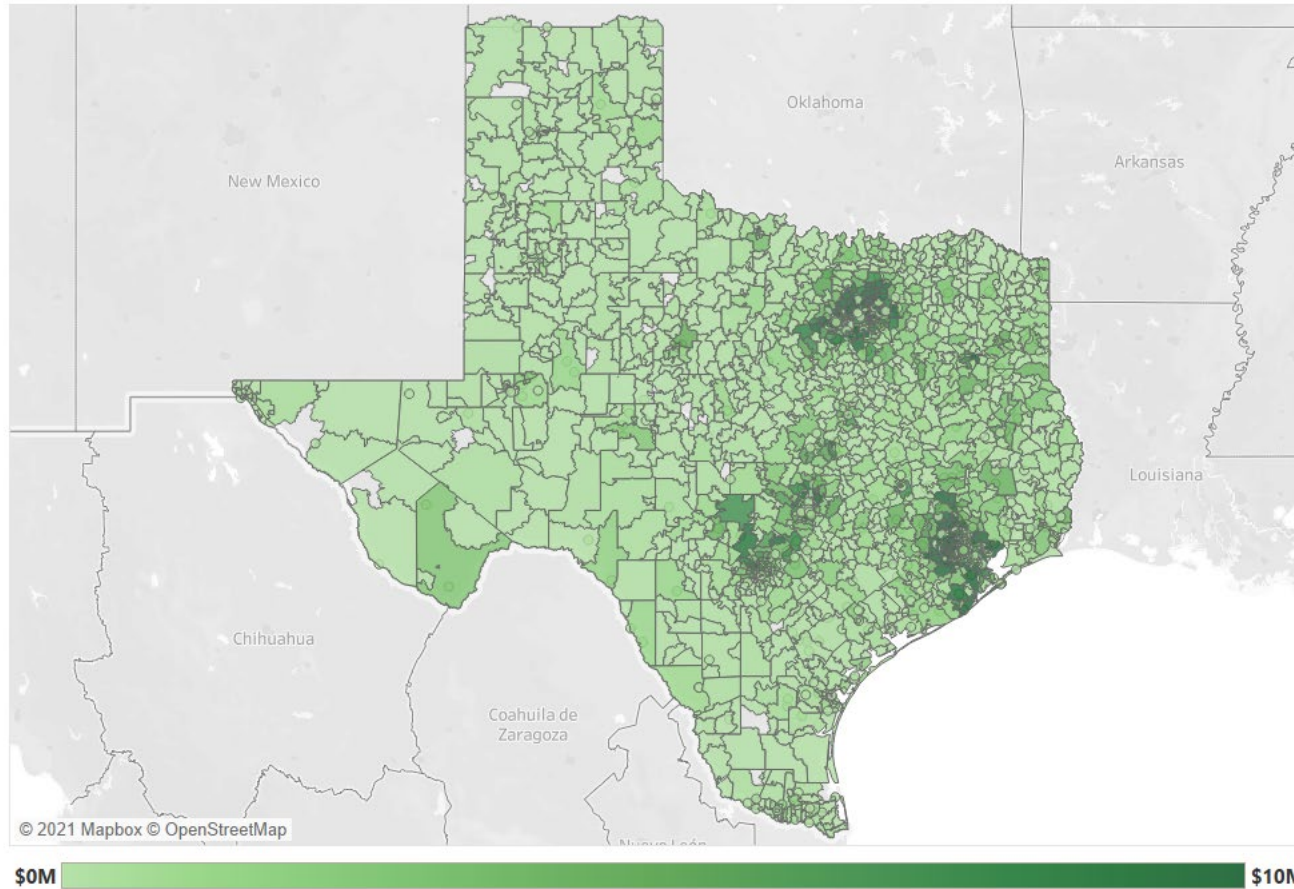
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Amount of Case-Incurred Losses
All Lines of Insurance Combined
Statewide



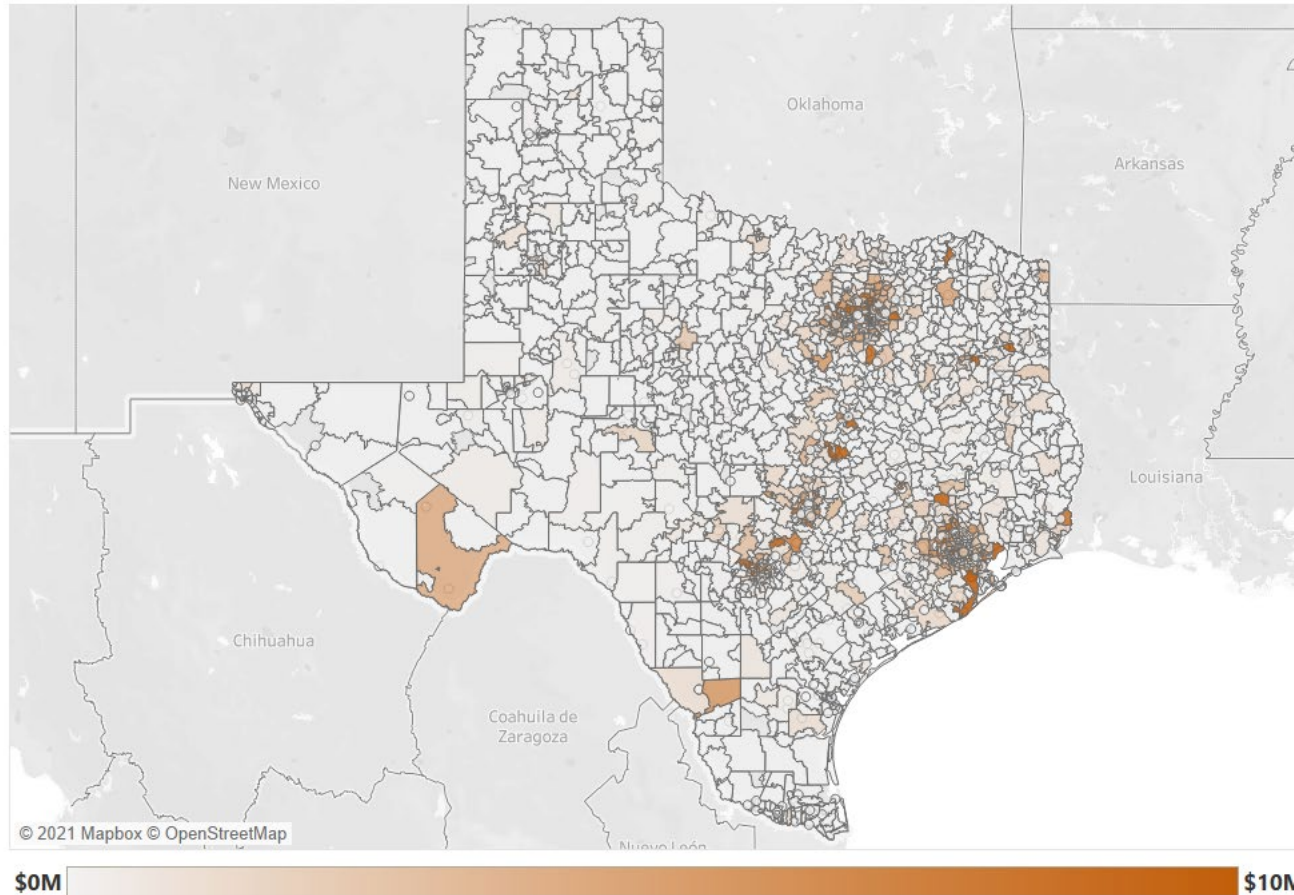
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Amount of Paid Losses
All Lines of Insurance Combined
Statewide



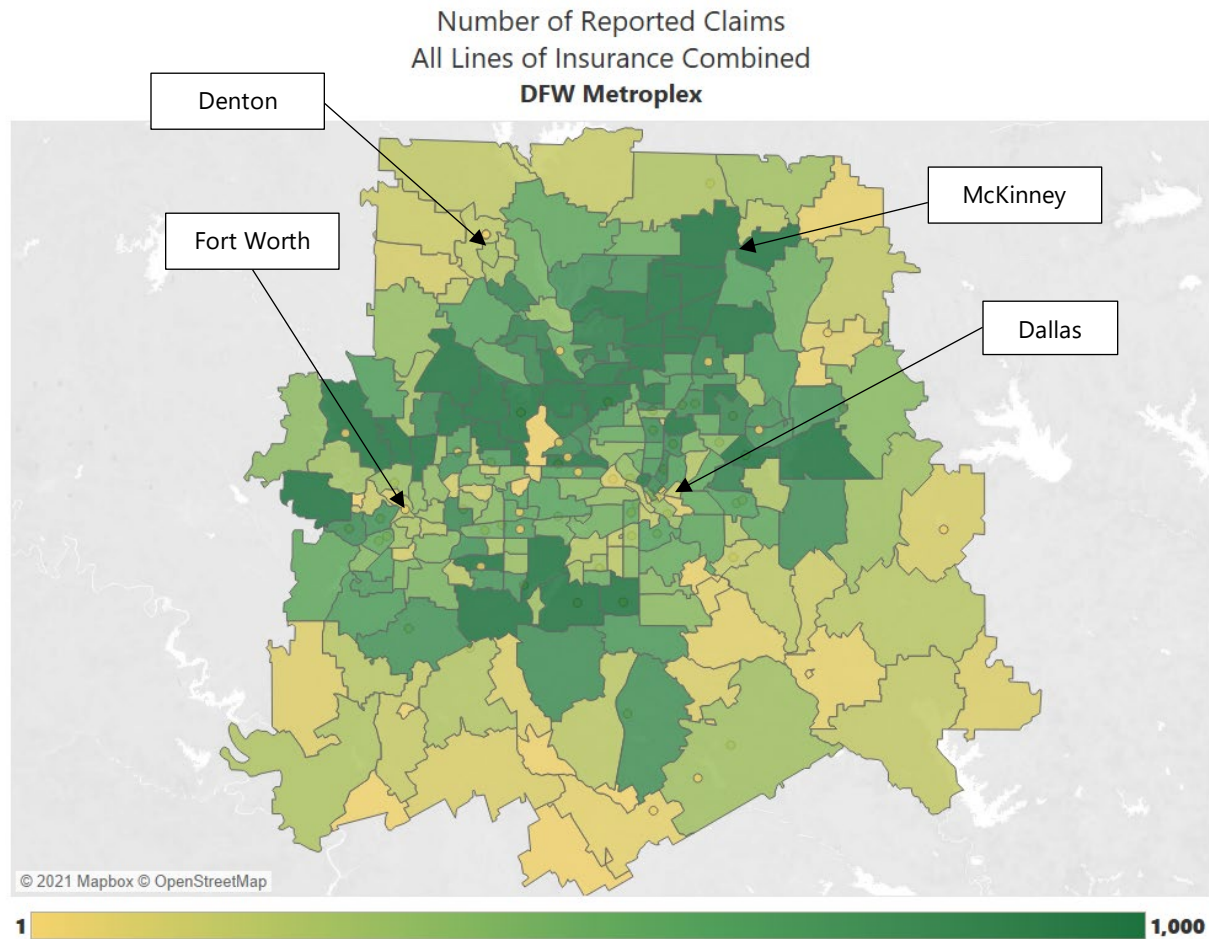
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Total Amount of Claim Reserves
All Lines of Insurance Combined
Statewide

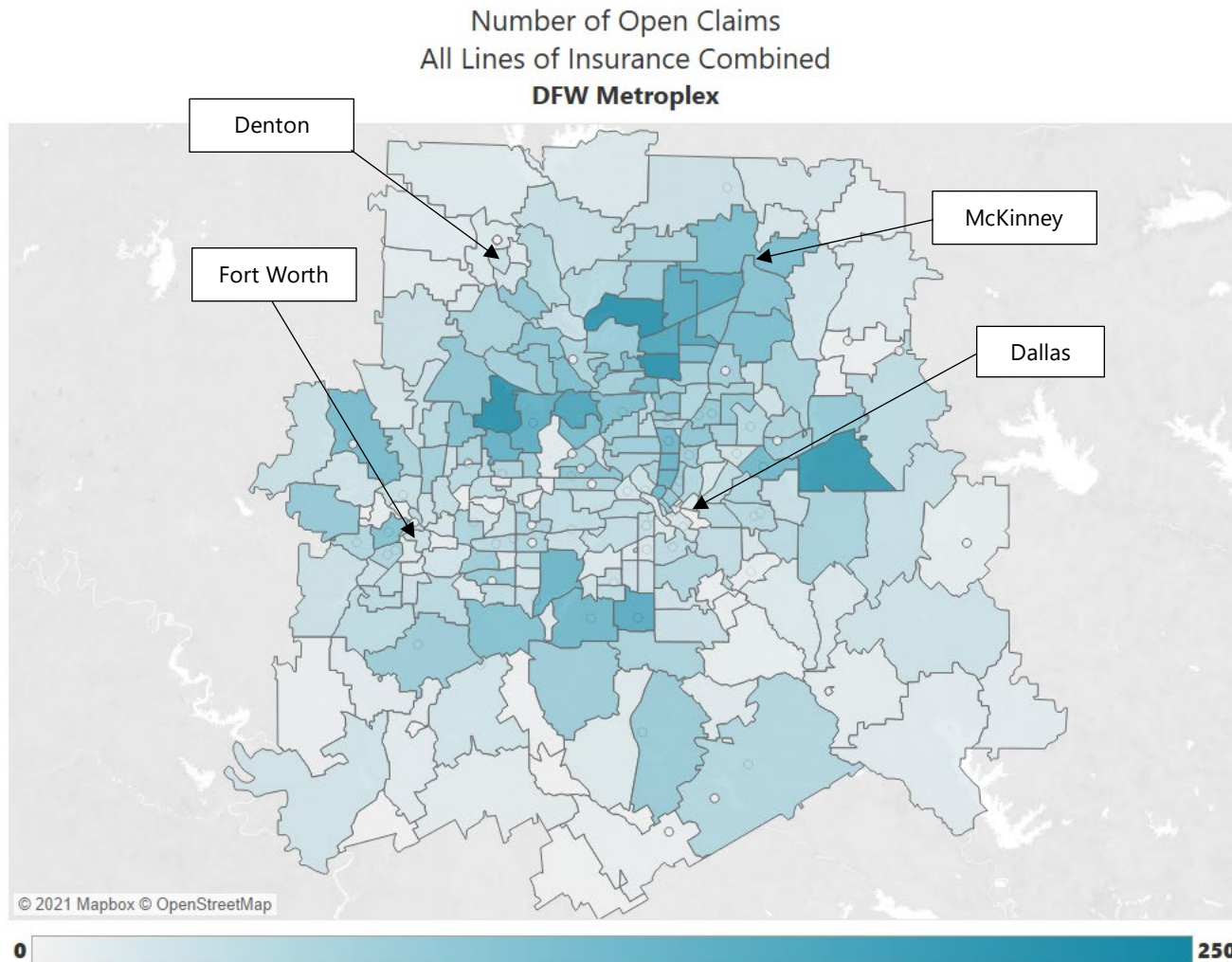


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The next three maps show reported claims, case-incurred losses, and paid losses for ZIP codes in the following North Texas counties: Collin, Dallas, Denton, Ellis, Johnson, Kaufman, Rockwall, and Tarrant. The arrows are only meant to orient the reader.

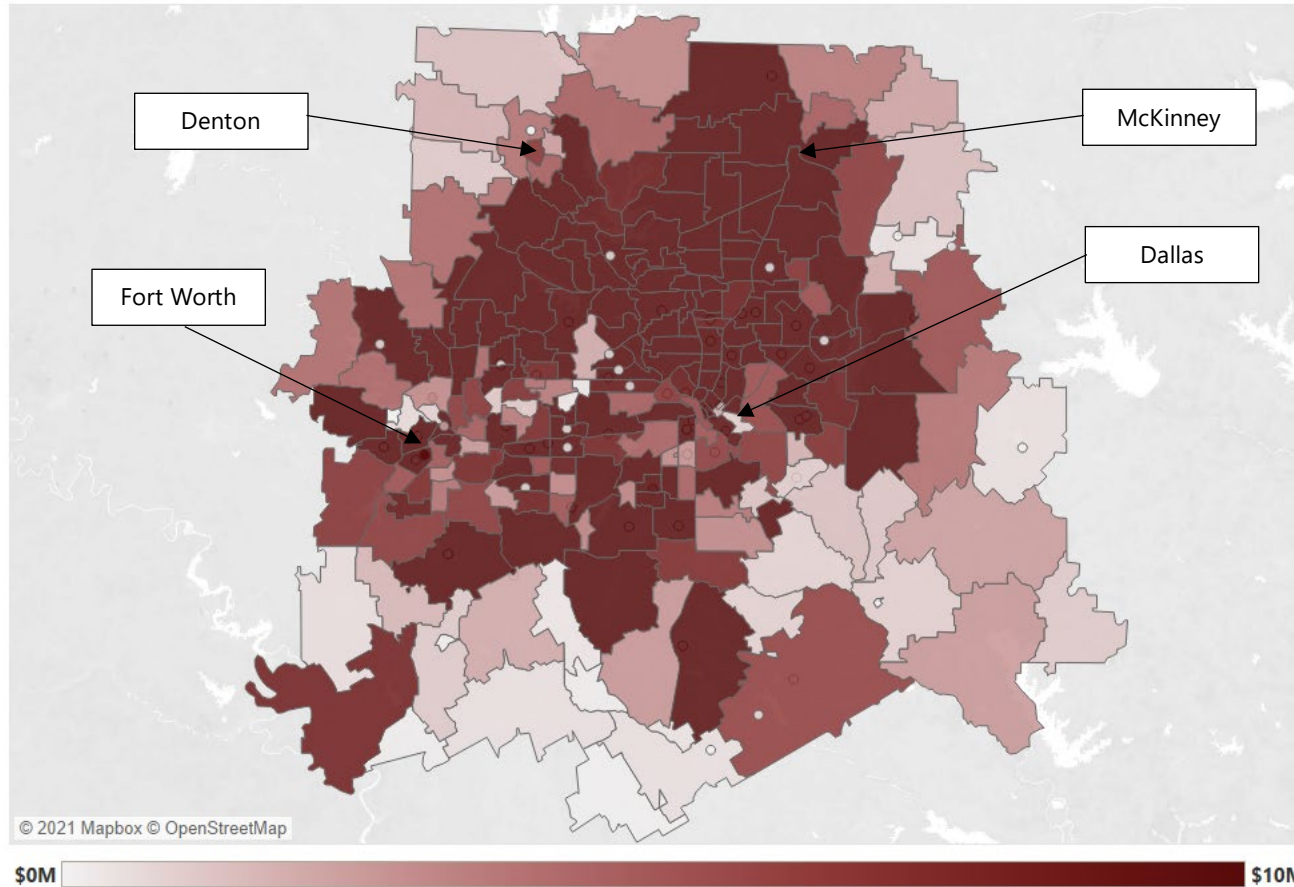


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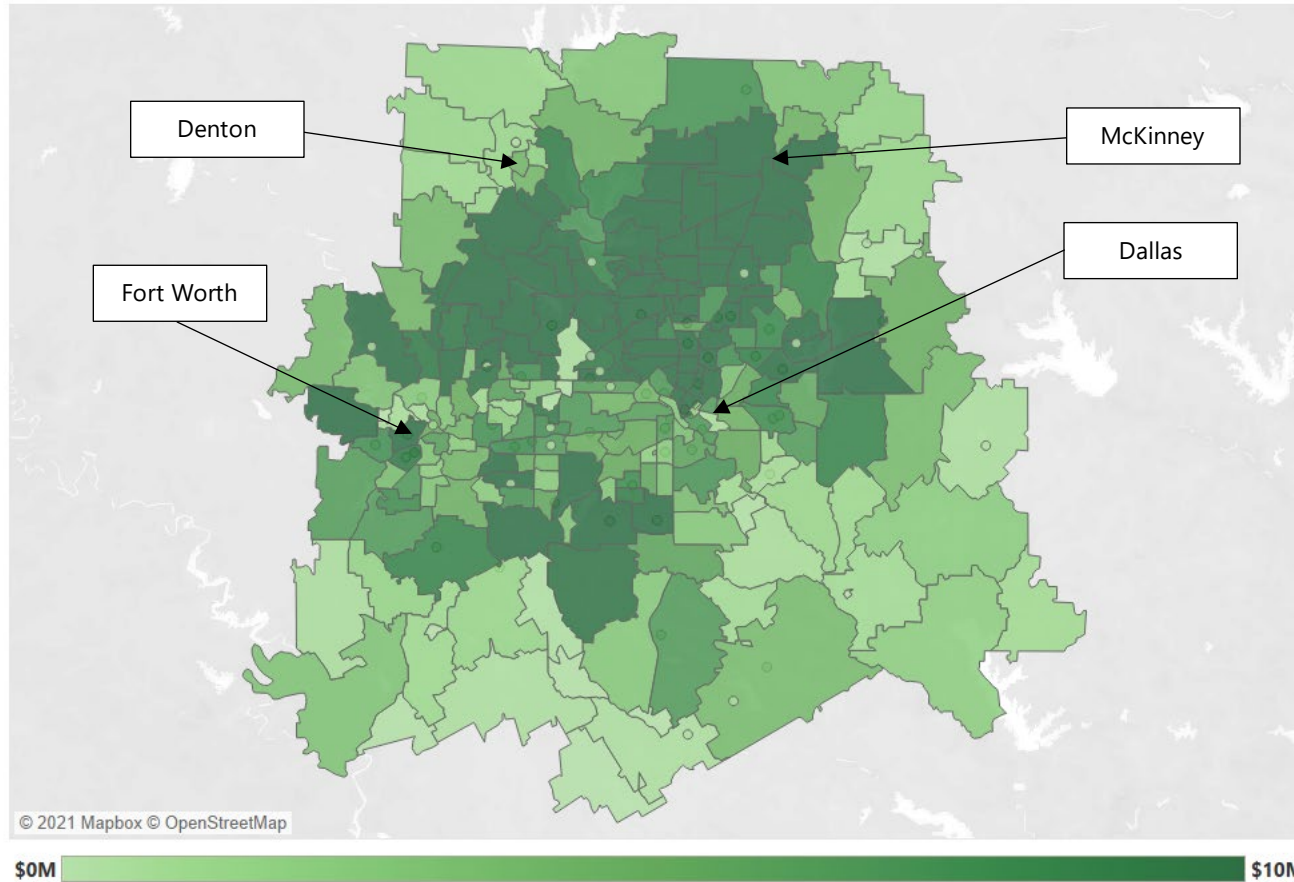
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Amount of Case-Incurred Losses
All Lines of Insurance Combined
DFW Metroplex



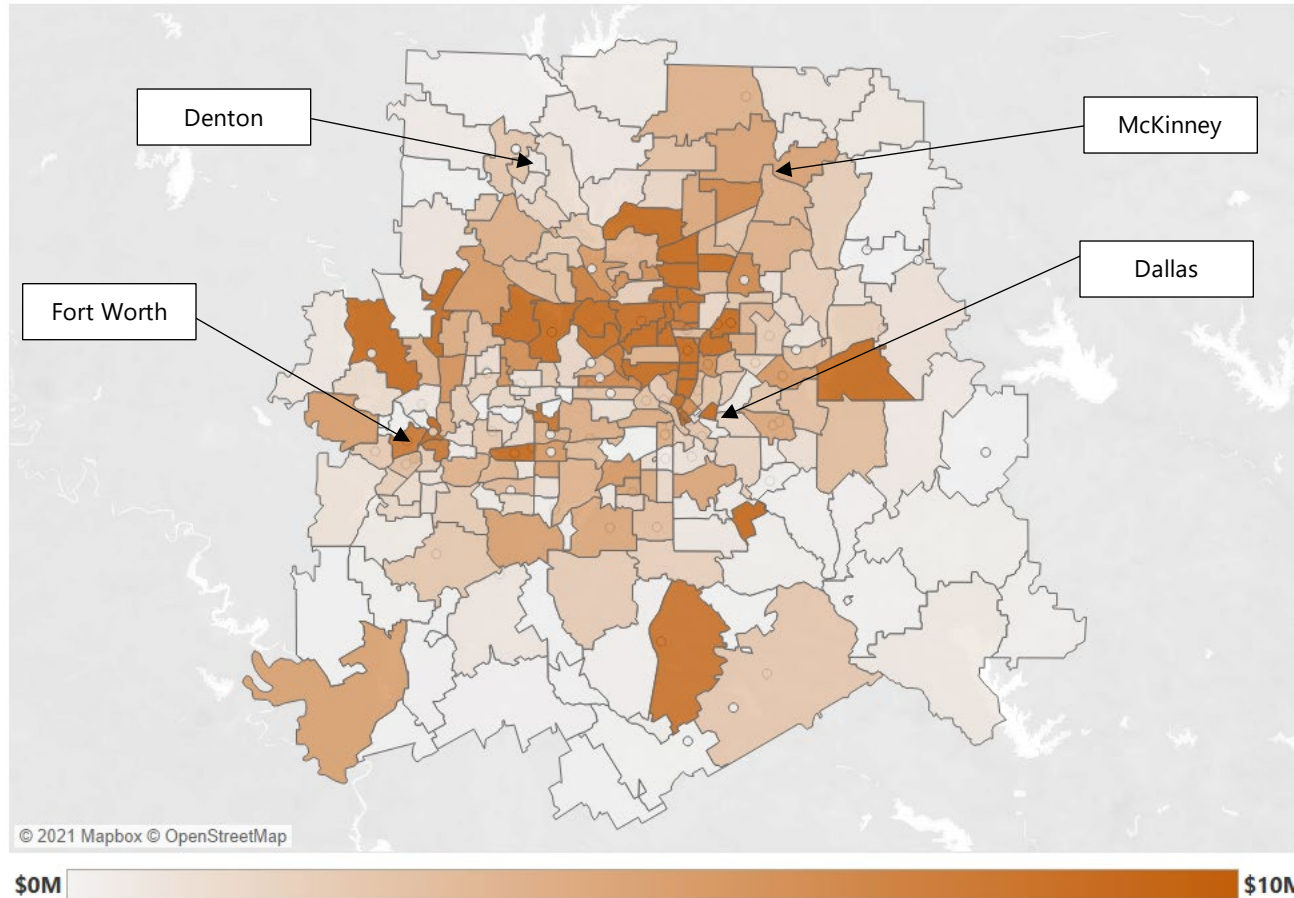
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Amount of Paid Losses
All Lines of Insurance Combined
DFW Metroplex



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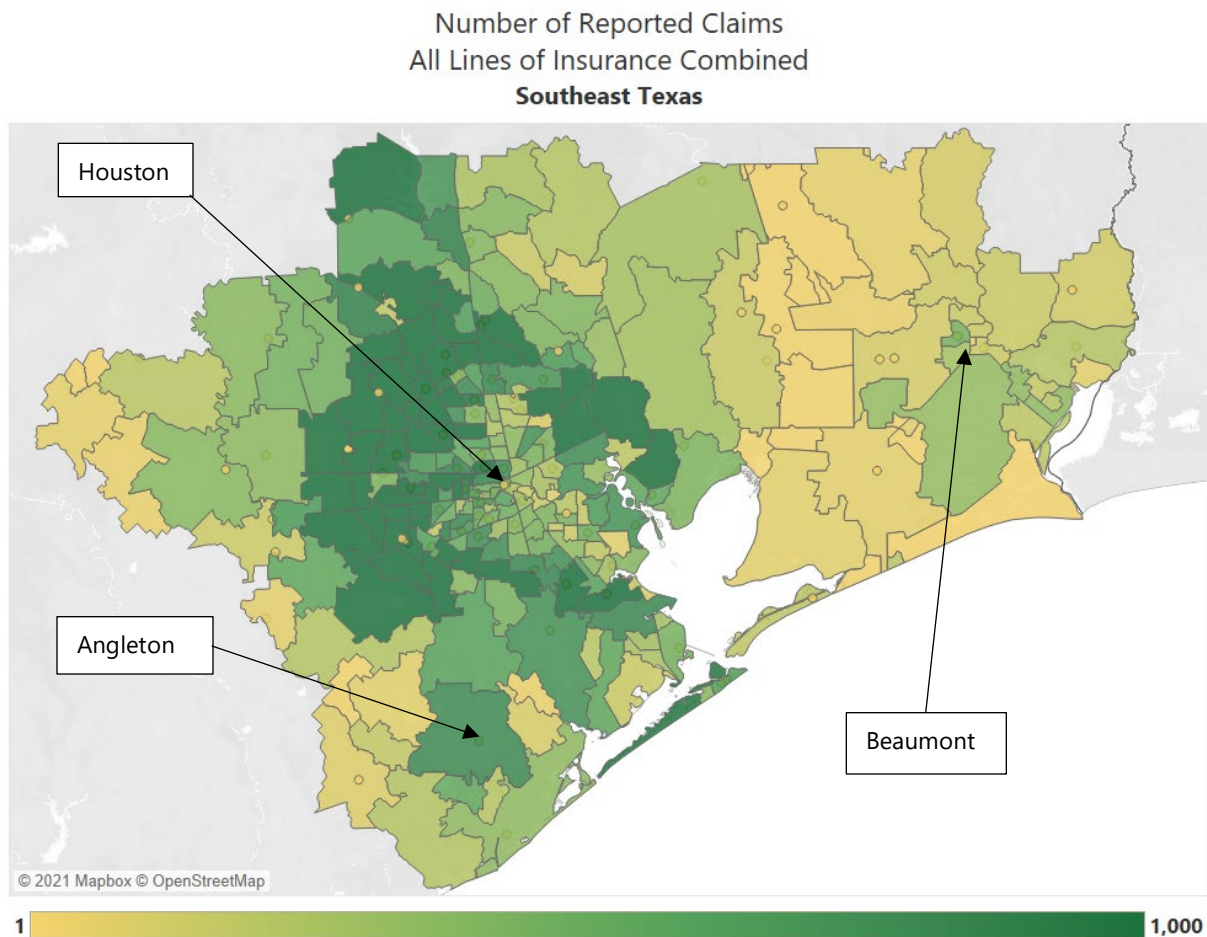
Total Amount of Claim Reserves
All Lines of Insurance Combined
DFW Metroplex



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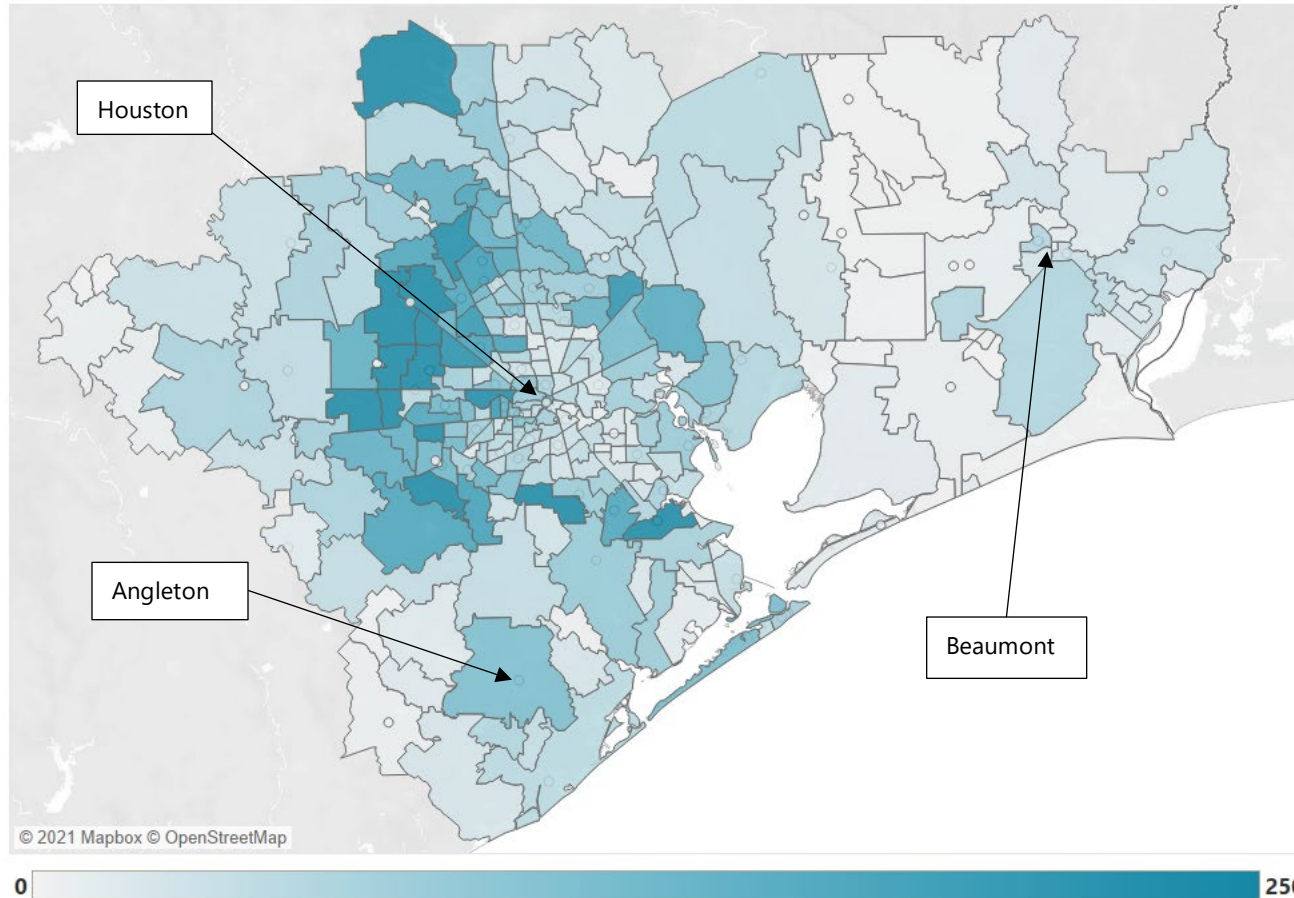
Data as of July 31, 2021 (162 Days After the End of the Event)

The next three maps show reported claims, case-incurred losses, and paid losses for ZIP codes in the following Southeast Texas counties: Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jefferson, Liberty, Montgomery, Orange, and Waller. The arrows are only meant to orient the reader.



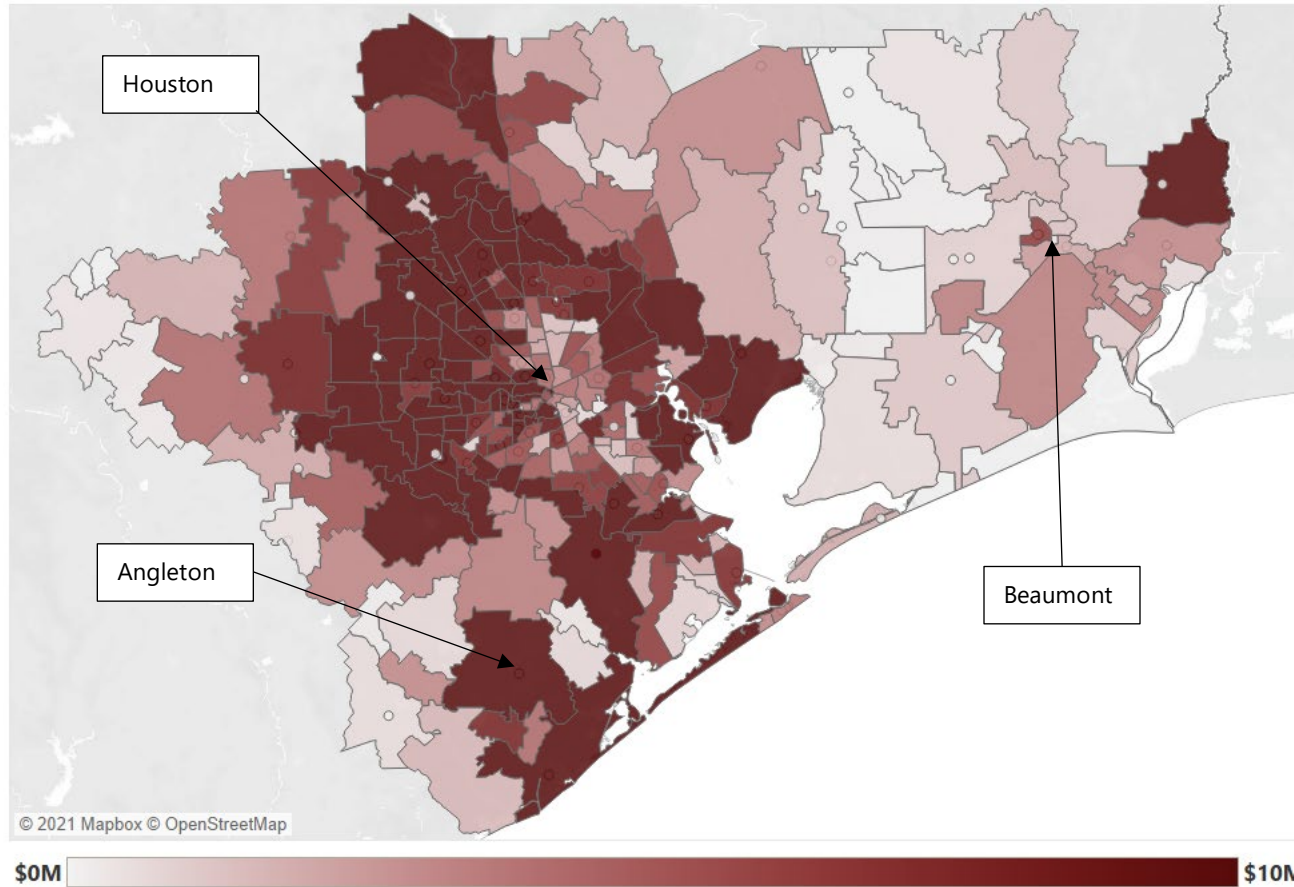
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Number of Open Claims
All Lines of Insurance Combined
Southeast Texas



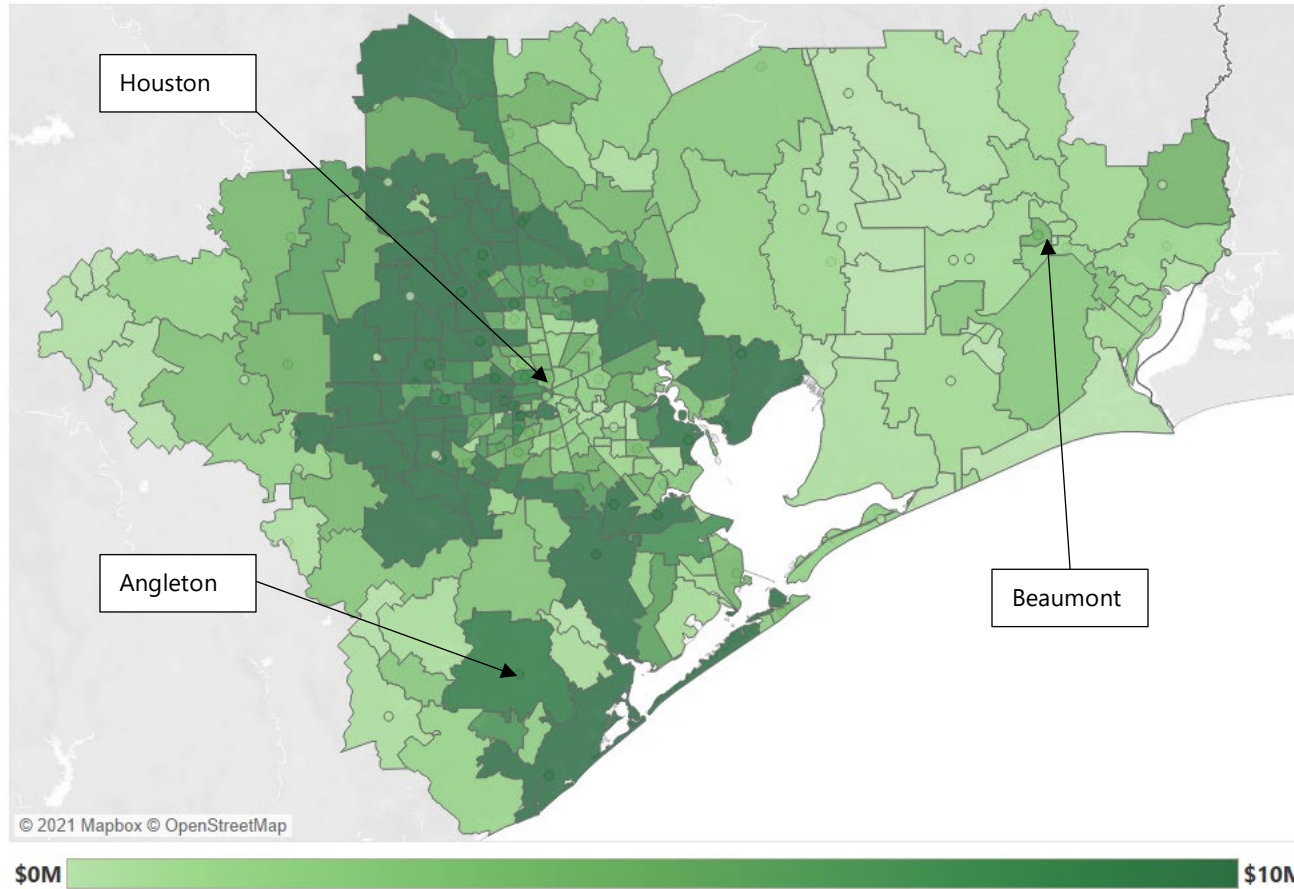
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Amount of Case-Incurred Losses
All Lines of Insurance Combined
Southeast Texas



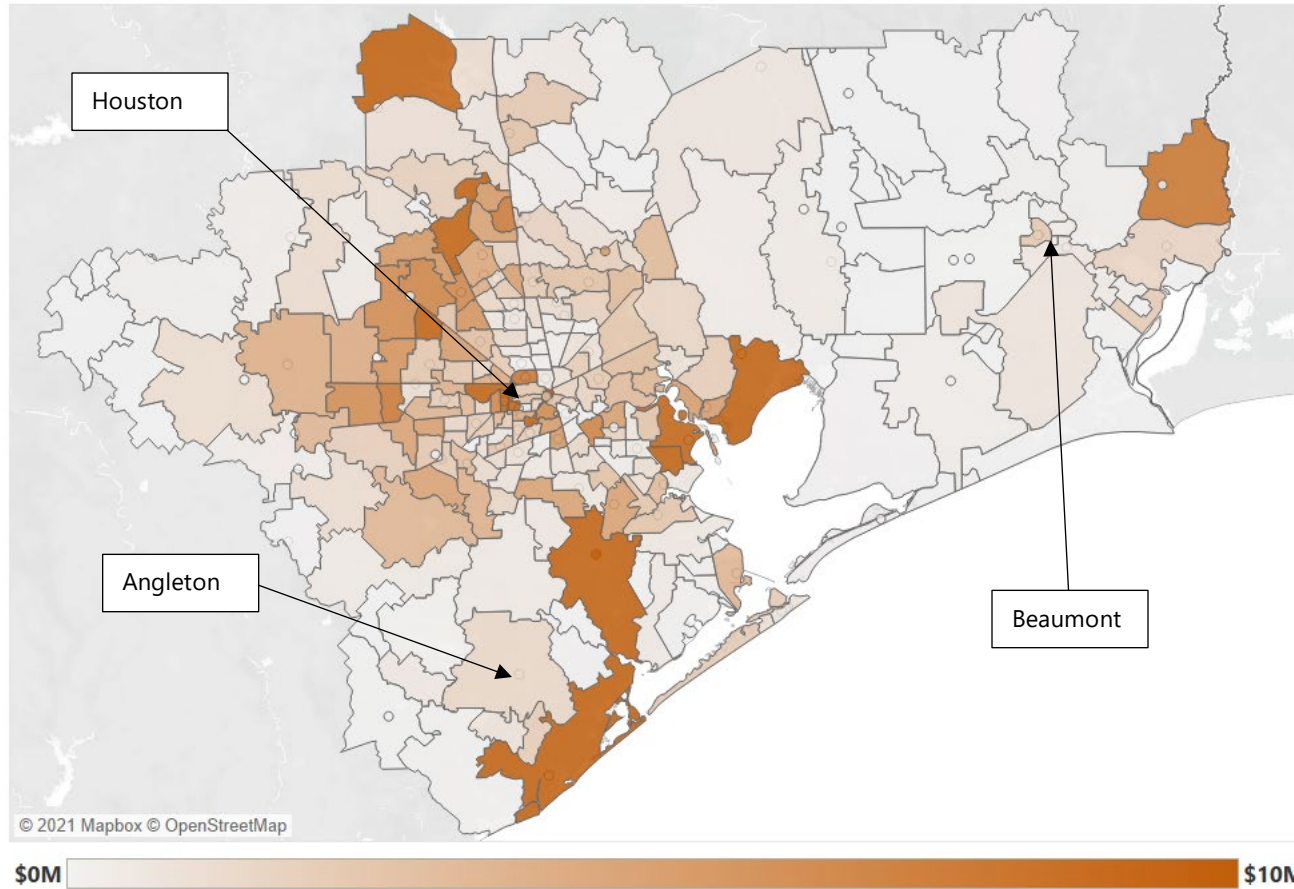
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Amount of Paid Losses
All Lines of Insurance Combined
Southeast Texas



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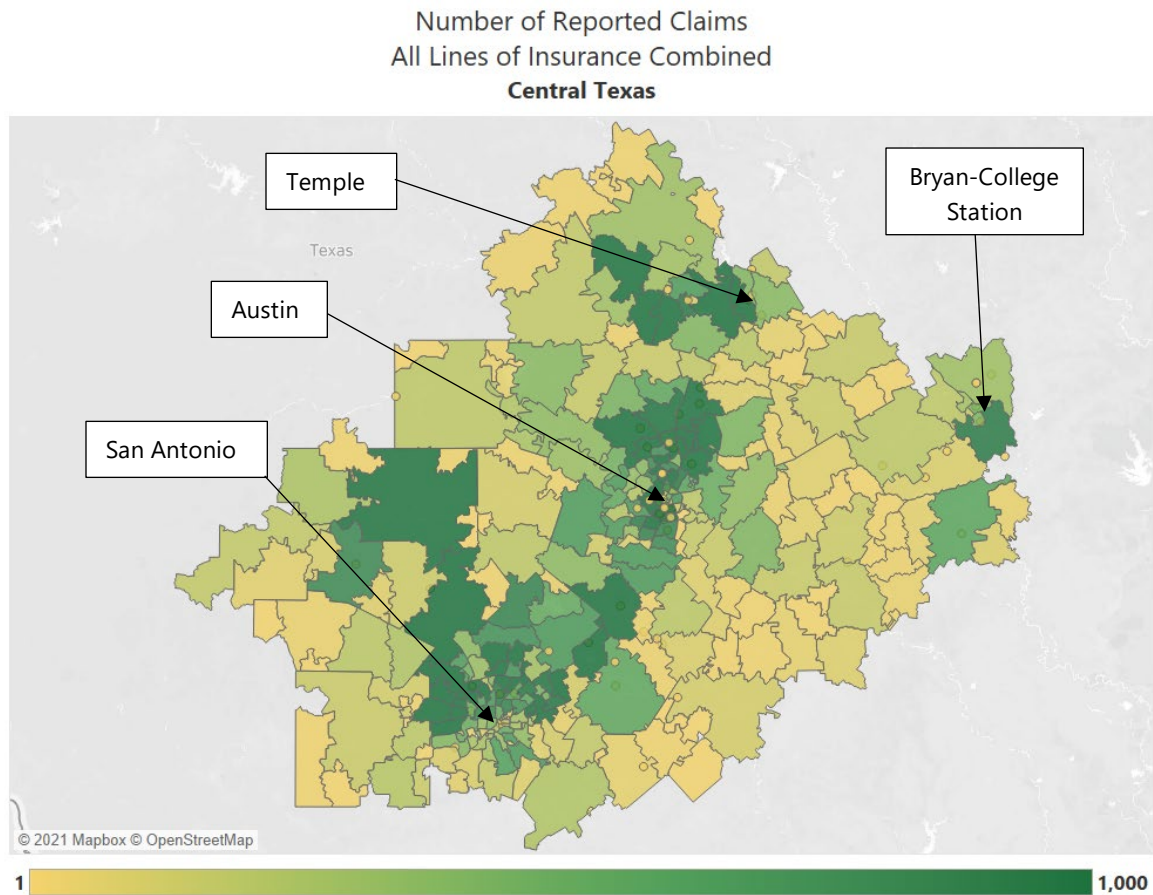
Total Amount of Claim Reserves
All Lines of Insurance Combined
Southeast Texas



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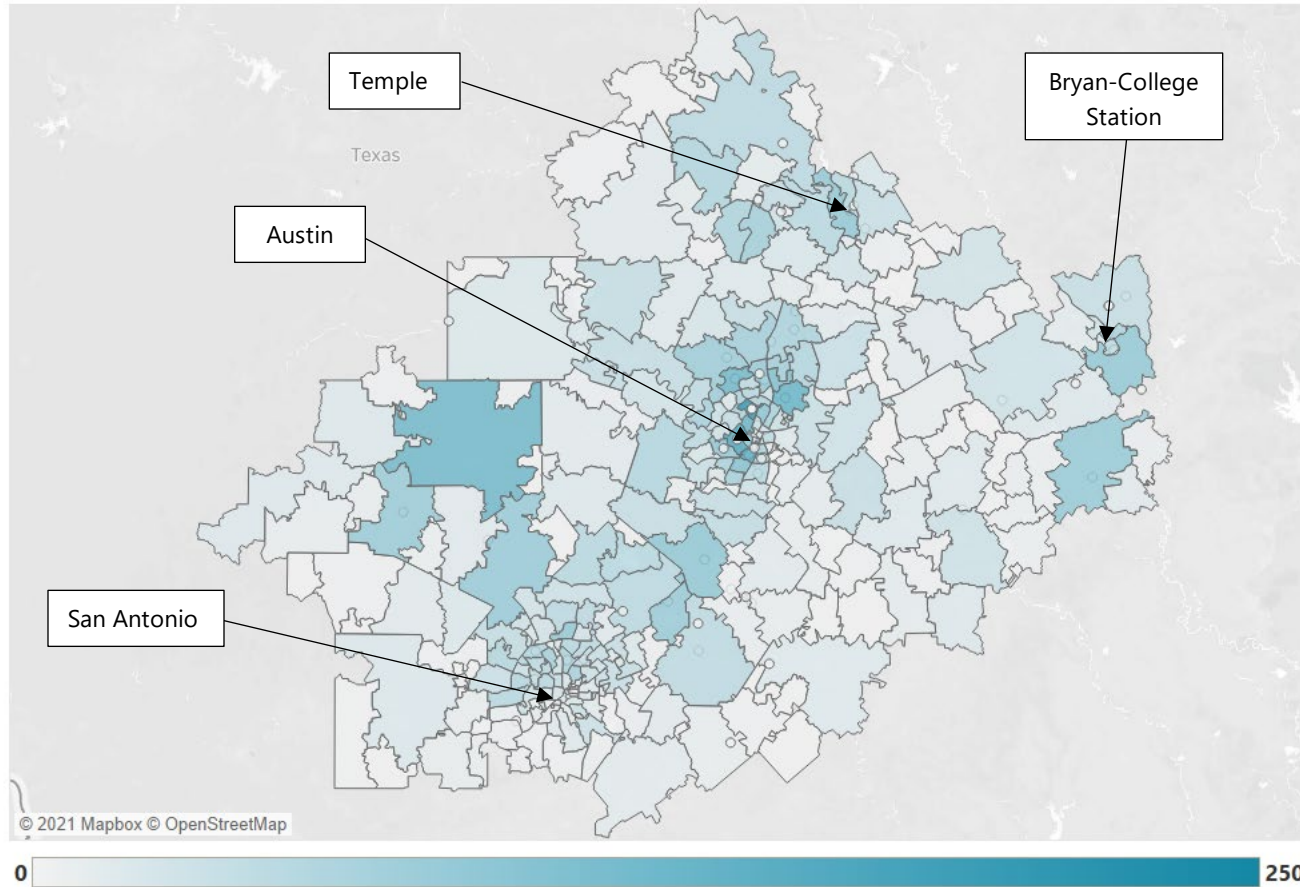
Data as of July 31, 2021 (162 Days After the End of the Event)

The next three maps show reported claims, case-incurred losses, and paid losses for ZIP codes in the following Central Texas counties: Bandera, Bastrop, Bell, Bexar, Blanco, Brazos, Burleson, Burnet, Caldwell, Comal, Coryell, Fayette, Gillespie, Gonzales, Guadalupe, Hays, Kendall, Kerr, Lampasas, Lee, Llano, Medina, Milam, Travis, Washington, Williamson, and Wilson. The arrows are only meant to orient the reader.



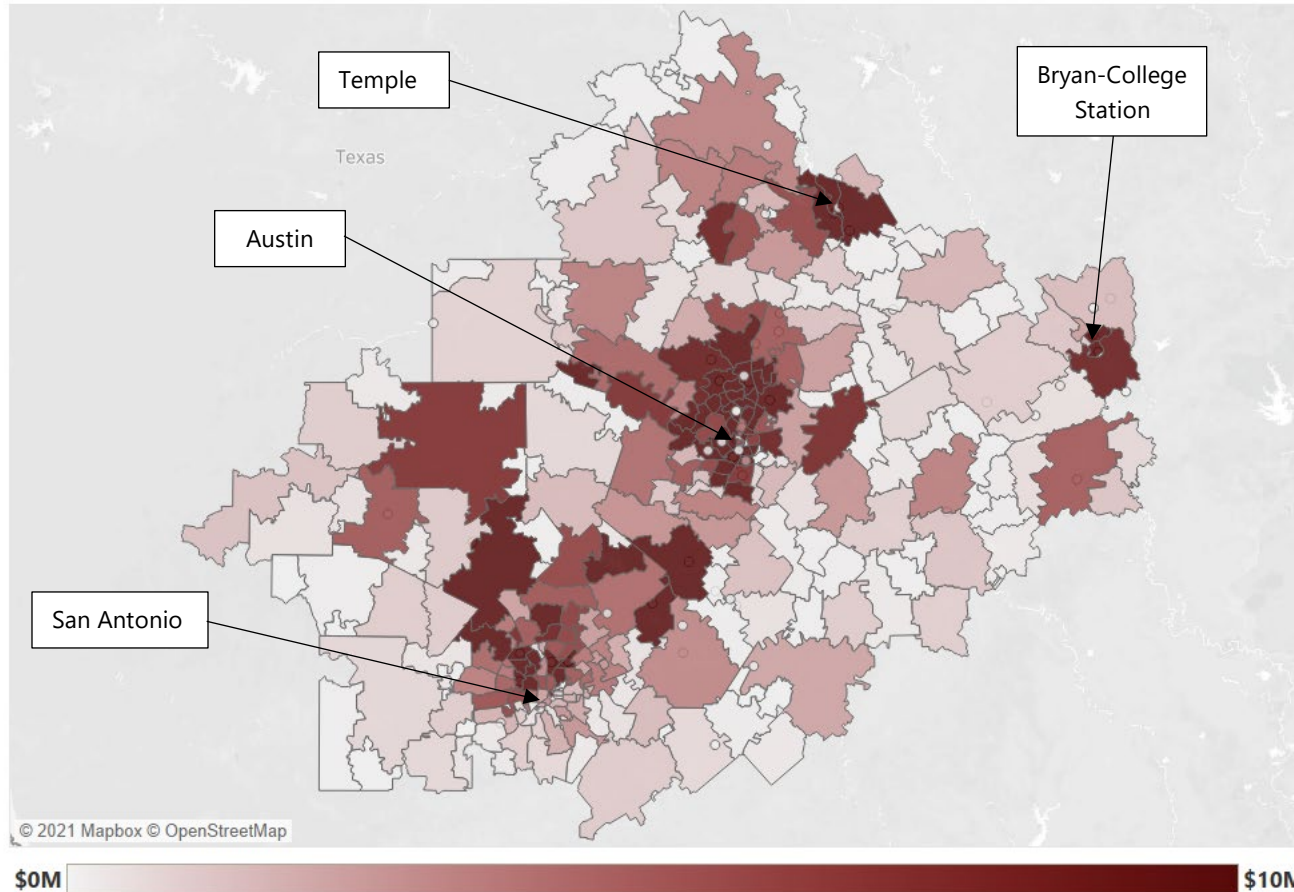
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Number of Open Claims
All Lines of Insurance Combined
Central Texas



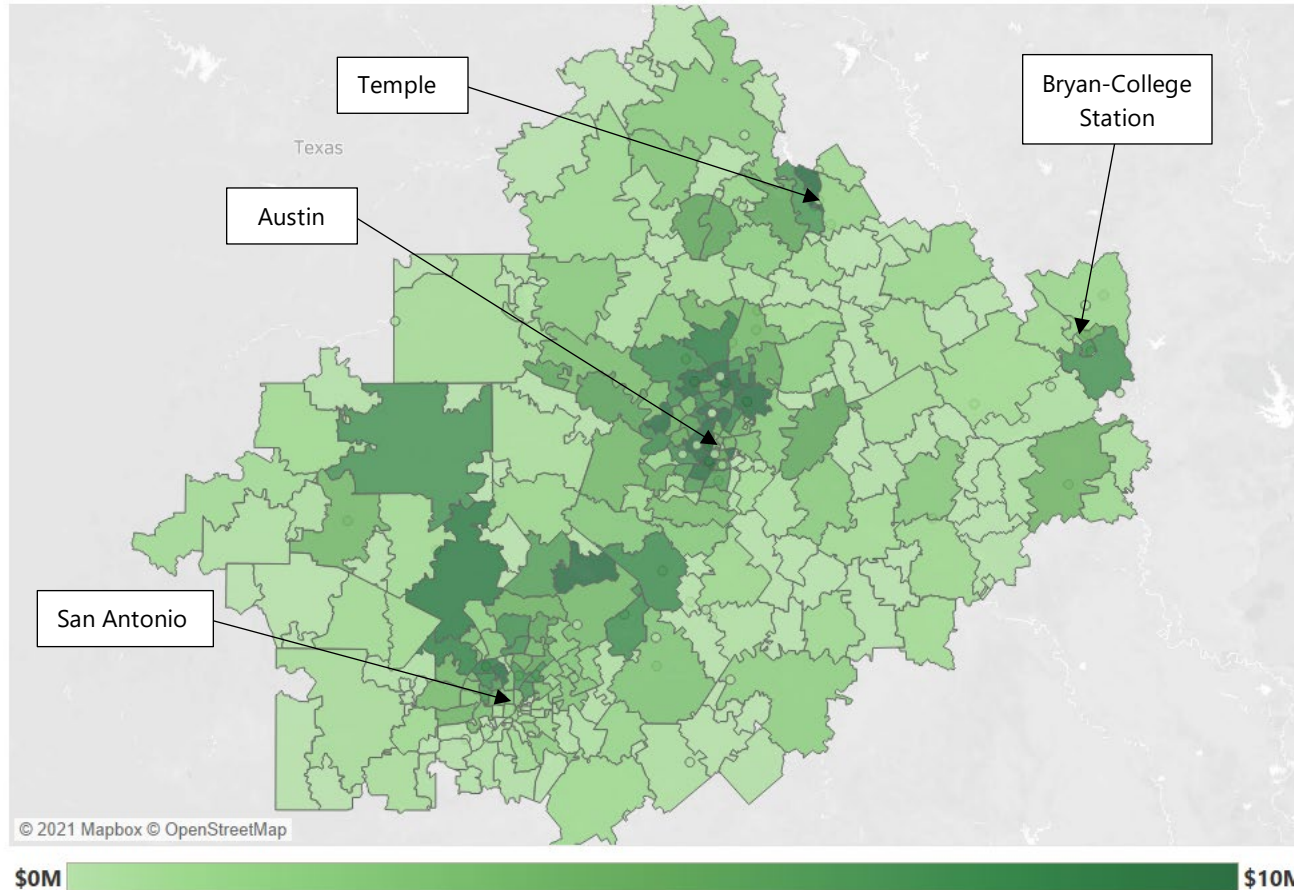
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Amount of Case-Incurred Losses
All Lines of Insurance Combined
Central Texas



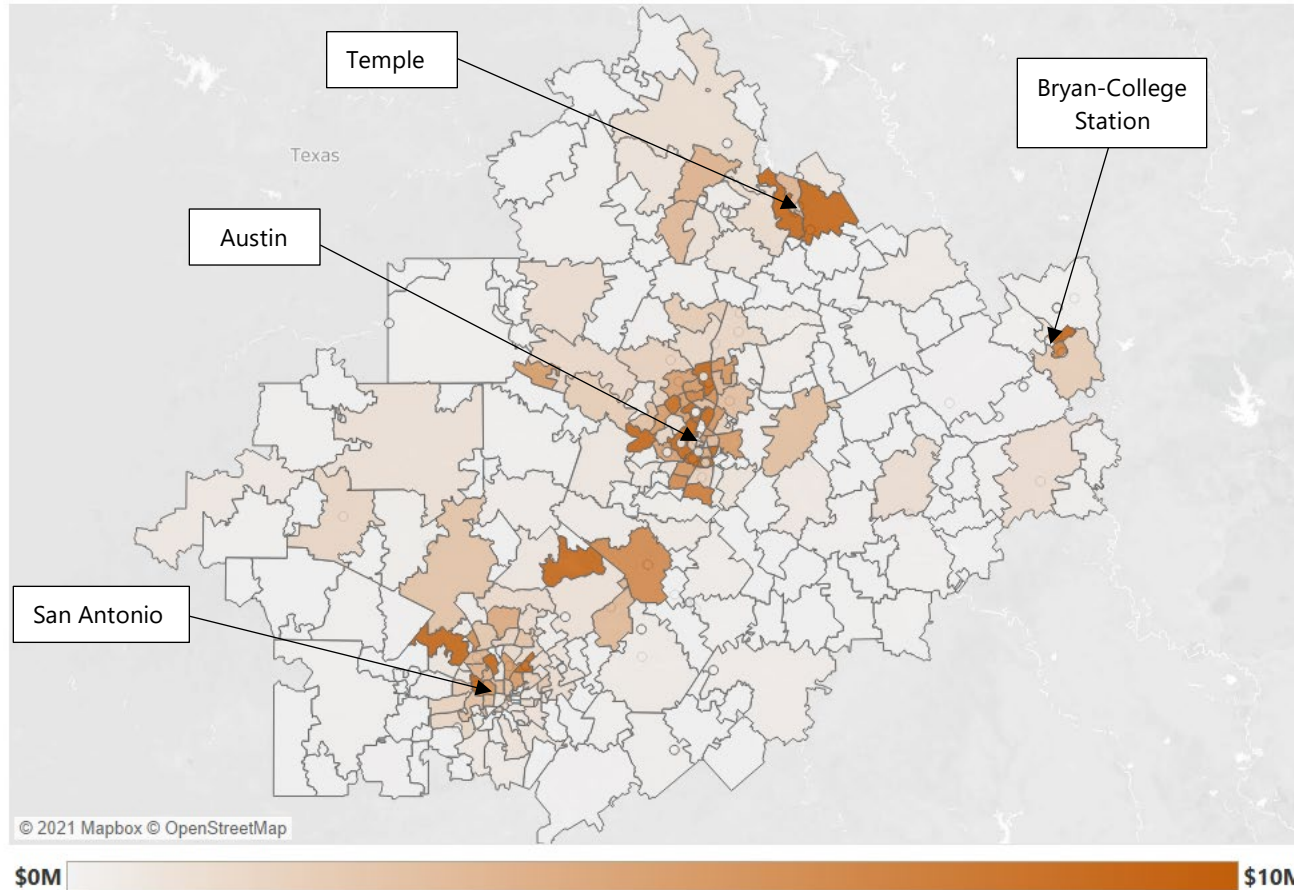
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Amount of Paid Losses
All Lines of Insurance Combined
Central Texas



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Total Amount of Claim Reserves
All Lines of Insurance Combined
Central Texas



Texas Department of Insurance

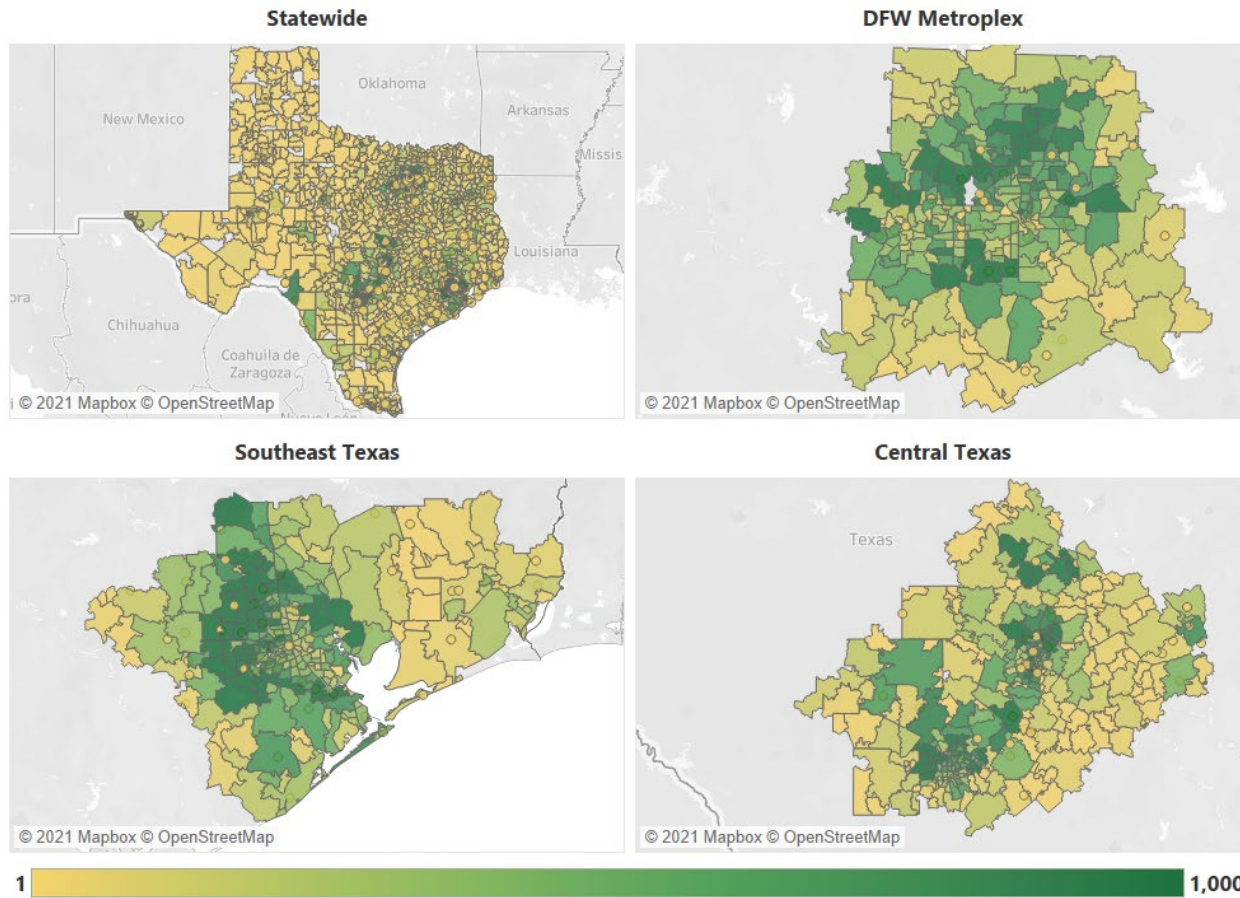
February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

Residential Property Insurance

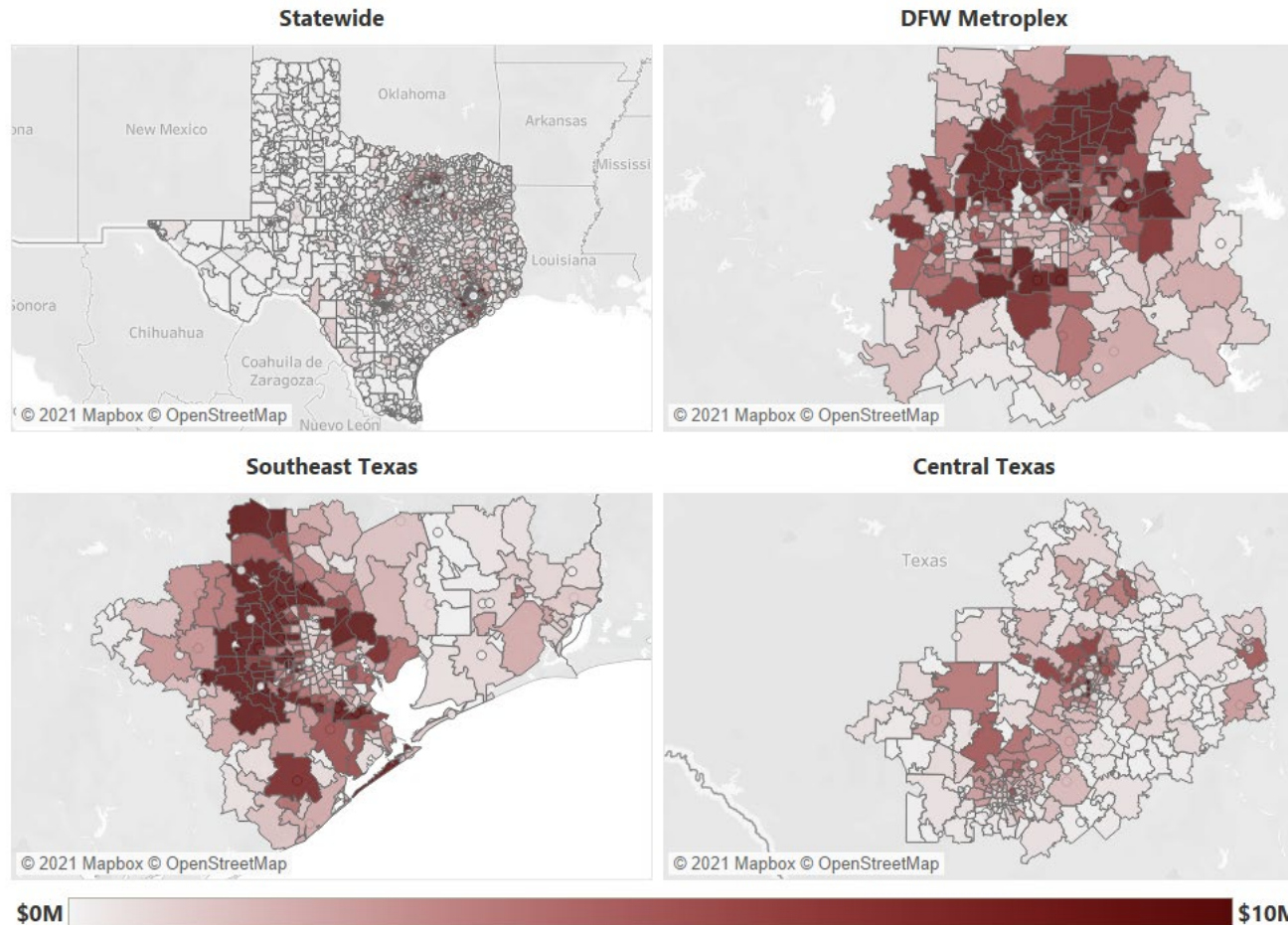
The following maps shows key statistics for residential property insurance claims by ZIP code.

Residential Property Insurance Reported Claims



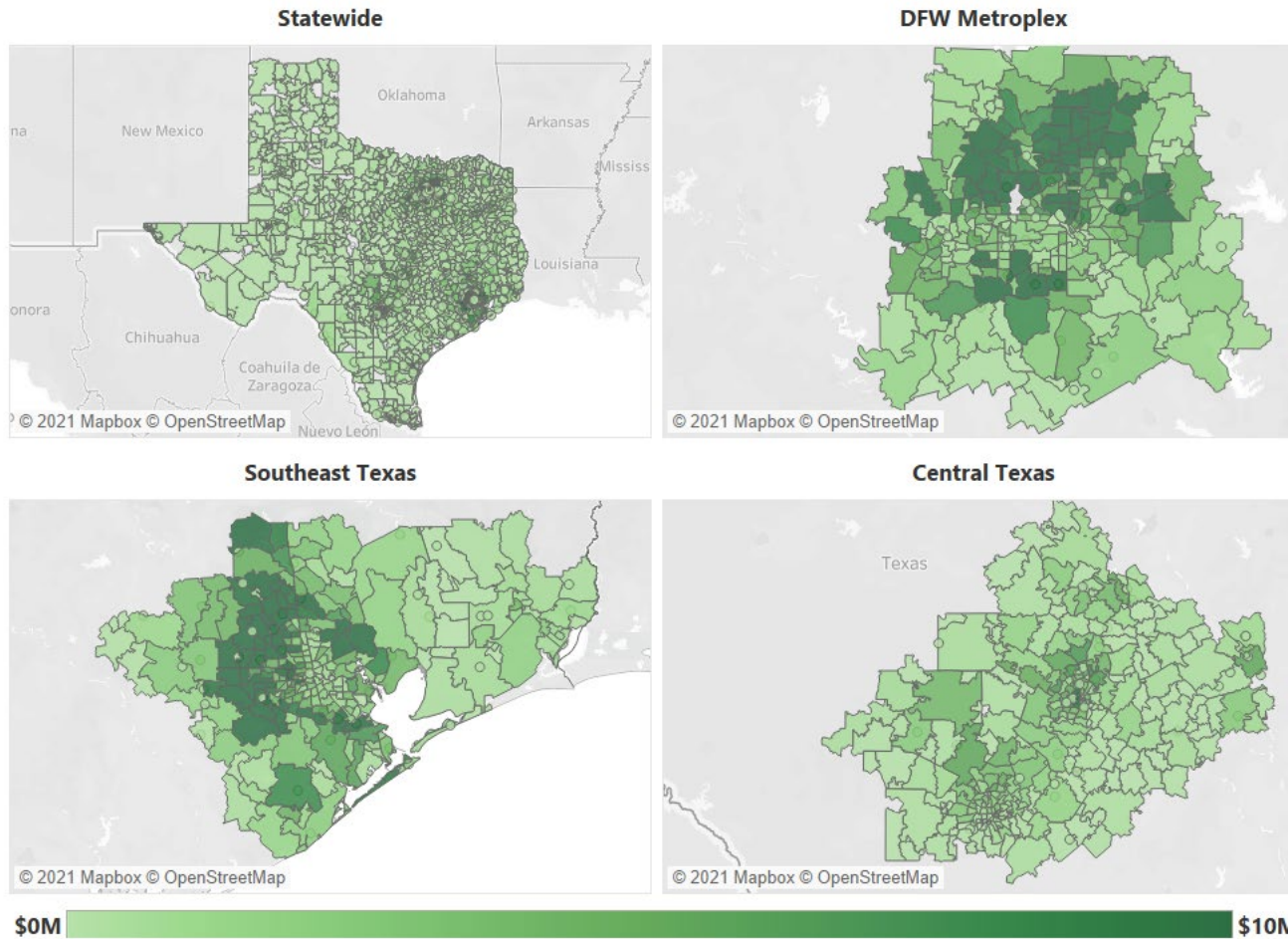
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Residential Property
Amount of Case-Incurred Losses



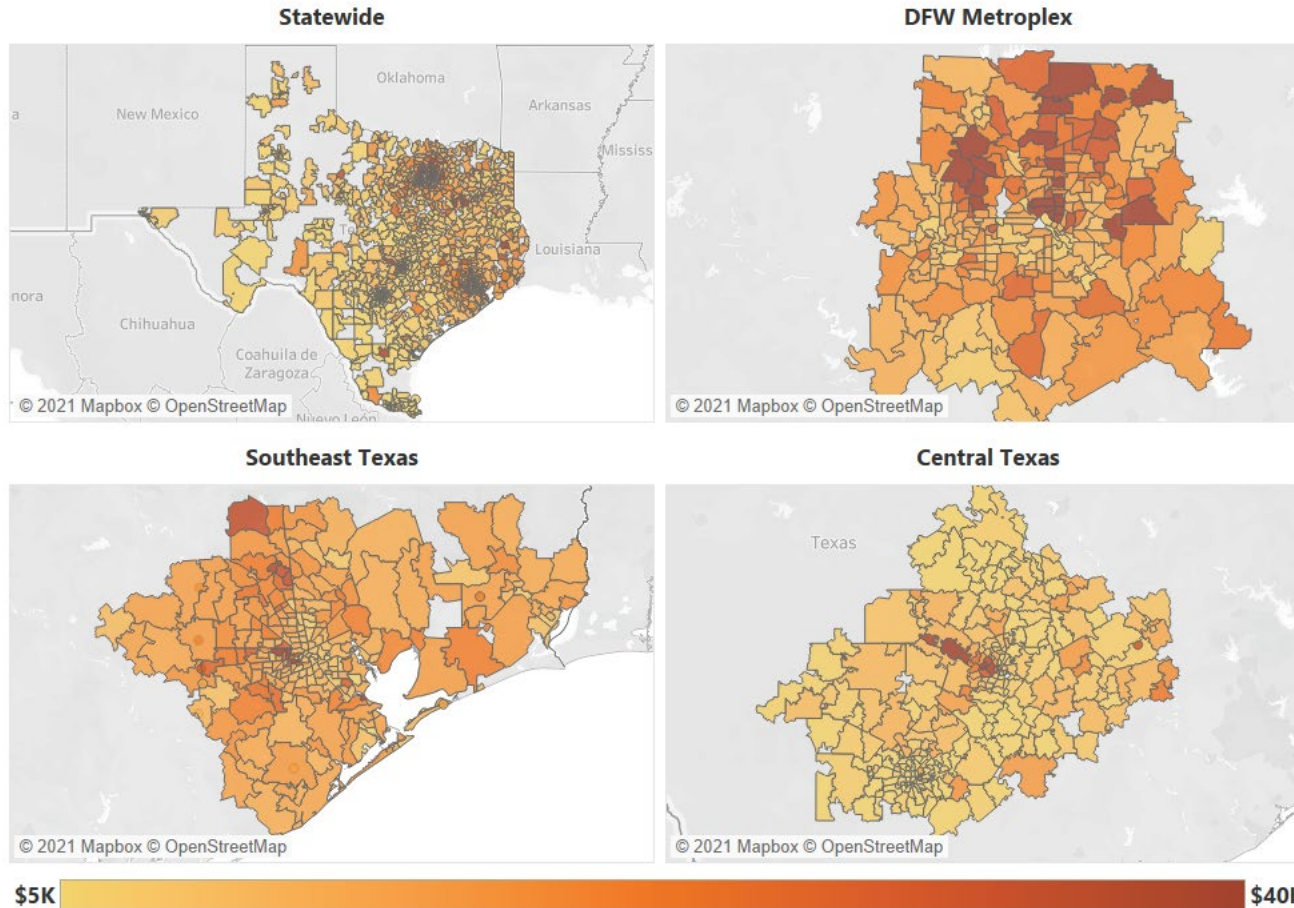
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Residential Property
Amount of Paid Losses



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

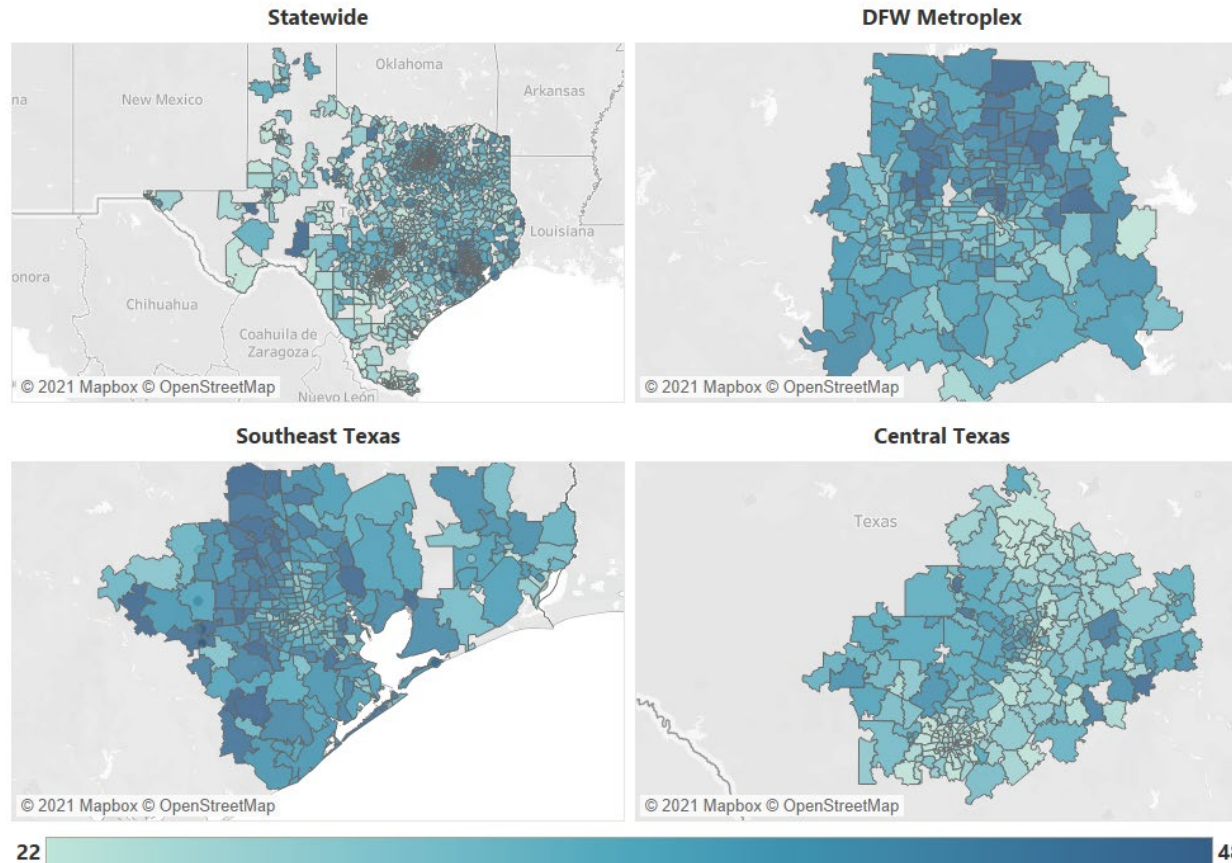
Residential Property Insurance
Average Case-Incurred Losses
ZIP Codes with 10 or more Reported Claims



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

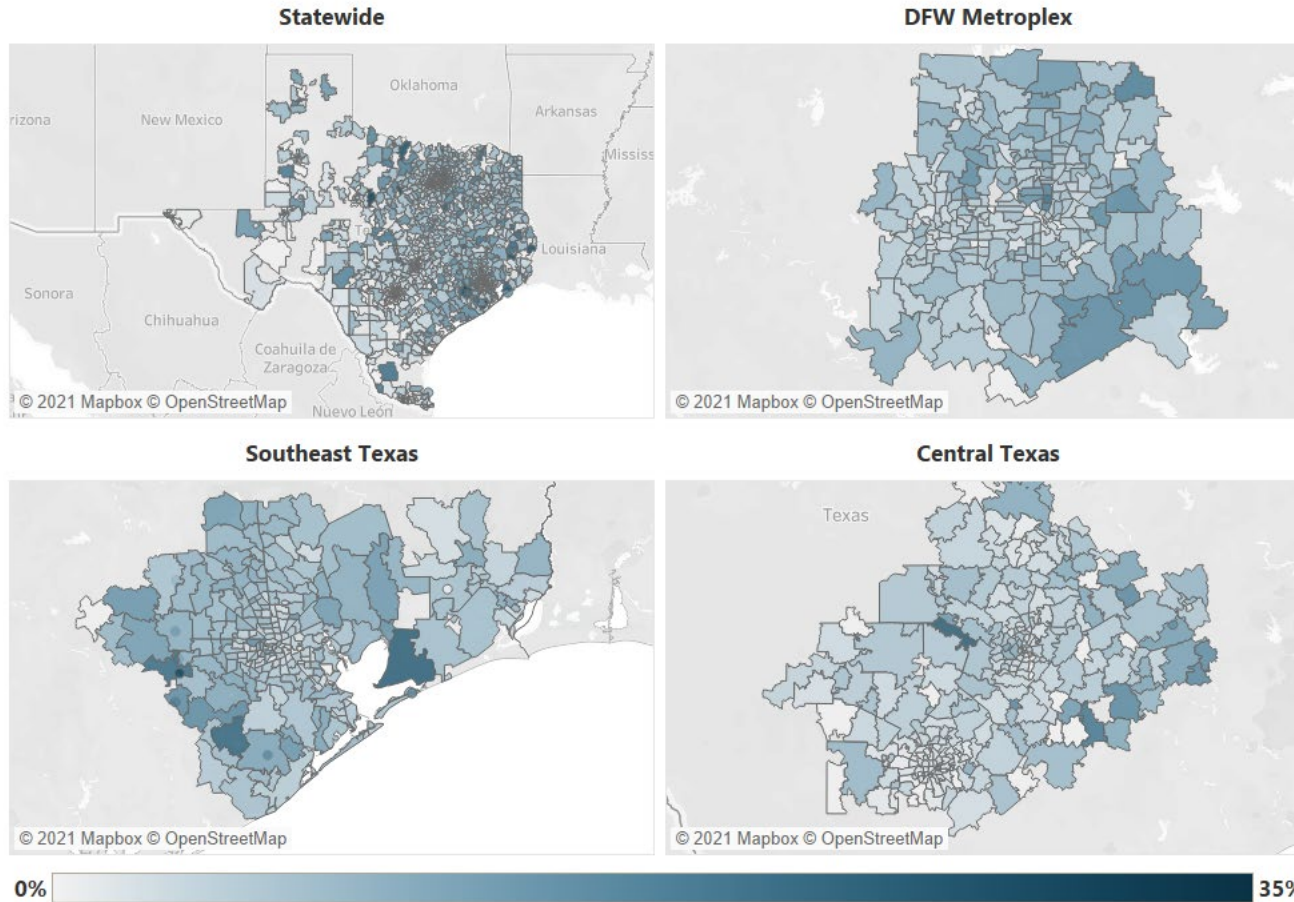
The average number of days to close a claim is only available for residential property insurance.

Residential Property Insurance
Average Number of Days to Close a Claim
ZIP Codes with 10 or more Closed Claims



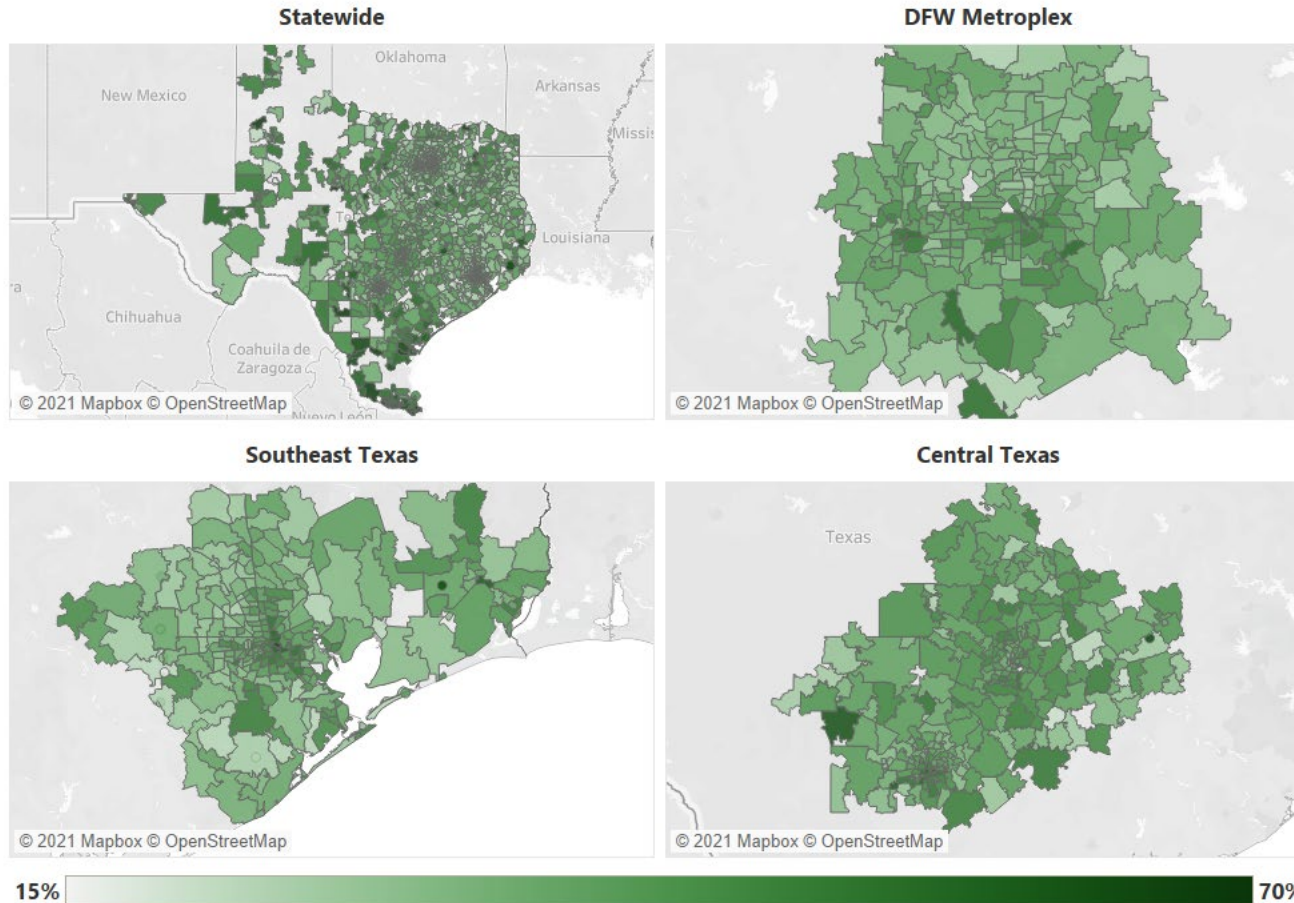
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Residential Property Insurance
Percentage of Claims Open
ZIP Code with more than 10 Reported Claims



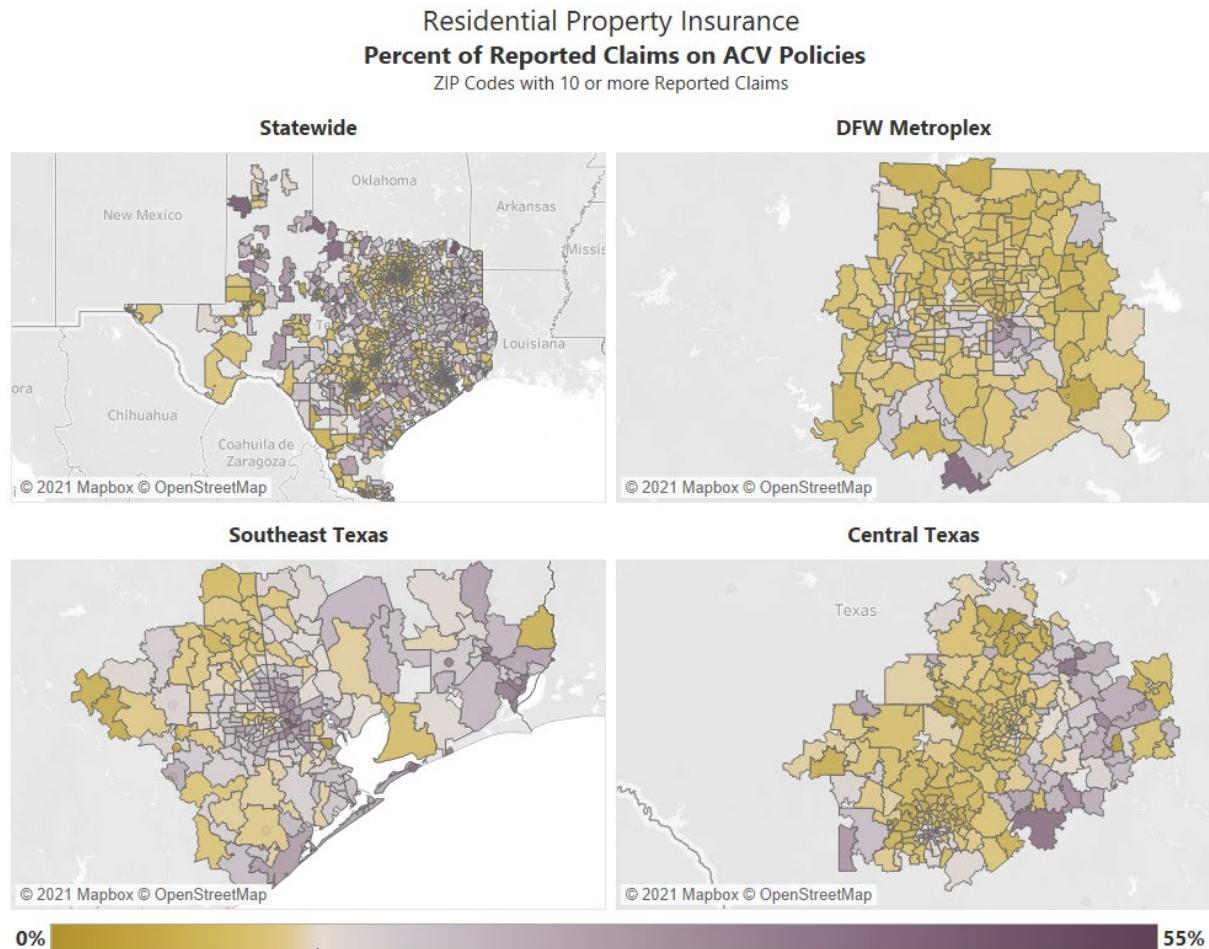
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Residential Property Insurance
Percentage of Claims Closed without Payment
ZIP Codes with 10 or more Reported Claims



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

This map shows the percentage of residential property claims on policies that provide actual cash value (ACV) coverage to the dwelling or roof. ZIP codes with percentages less than the median percentage of 13.25% are shown as gold. ZIP codes with percentages greater than the median percentage are shown as purple.

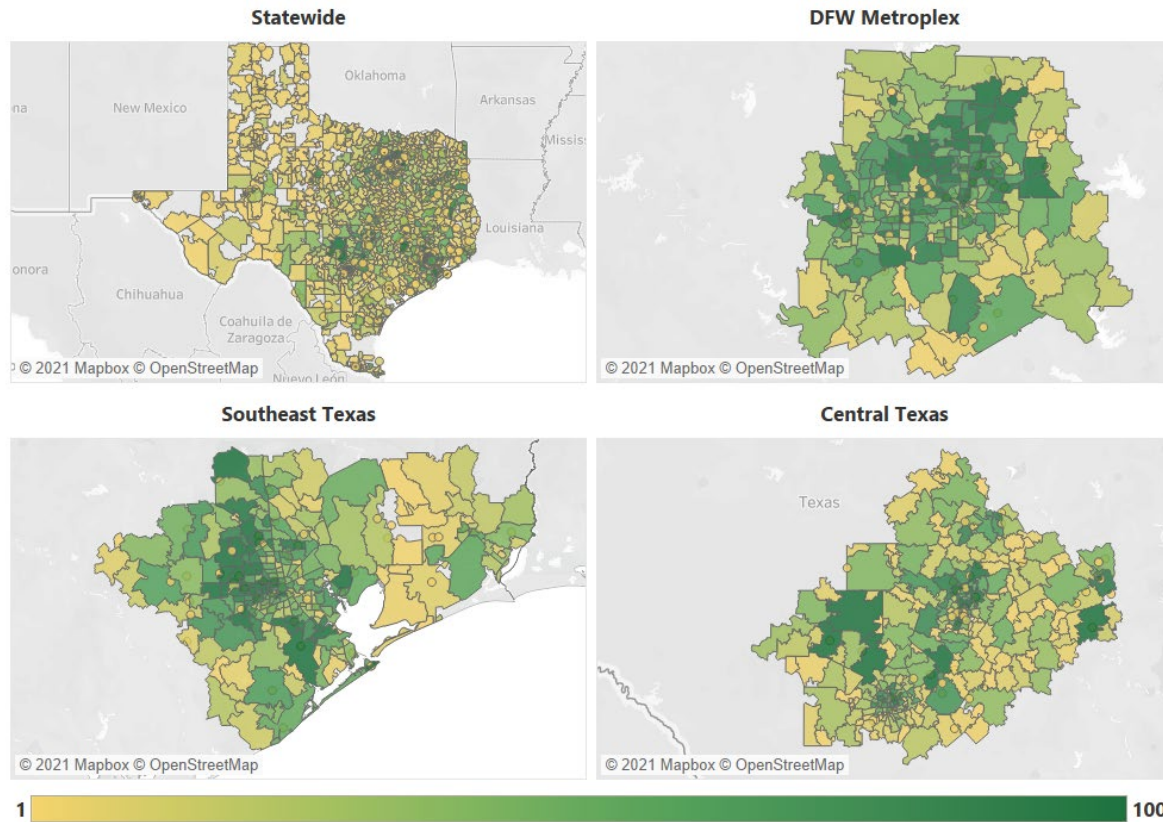


Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Commercial Property Insurance

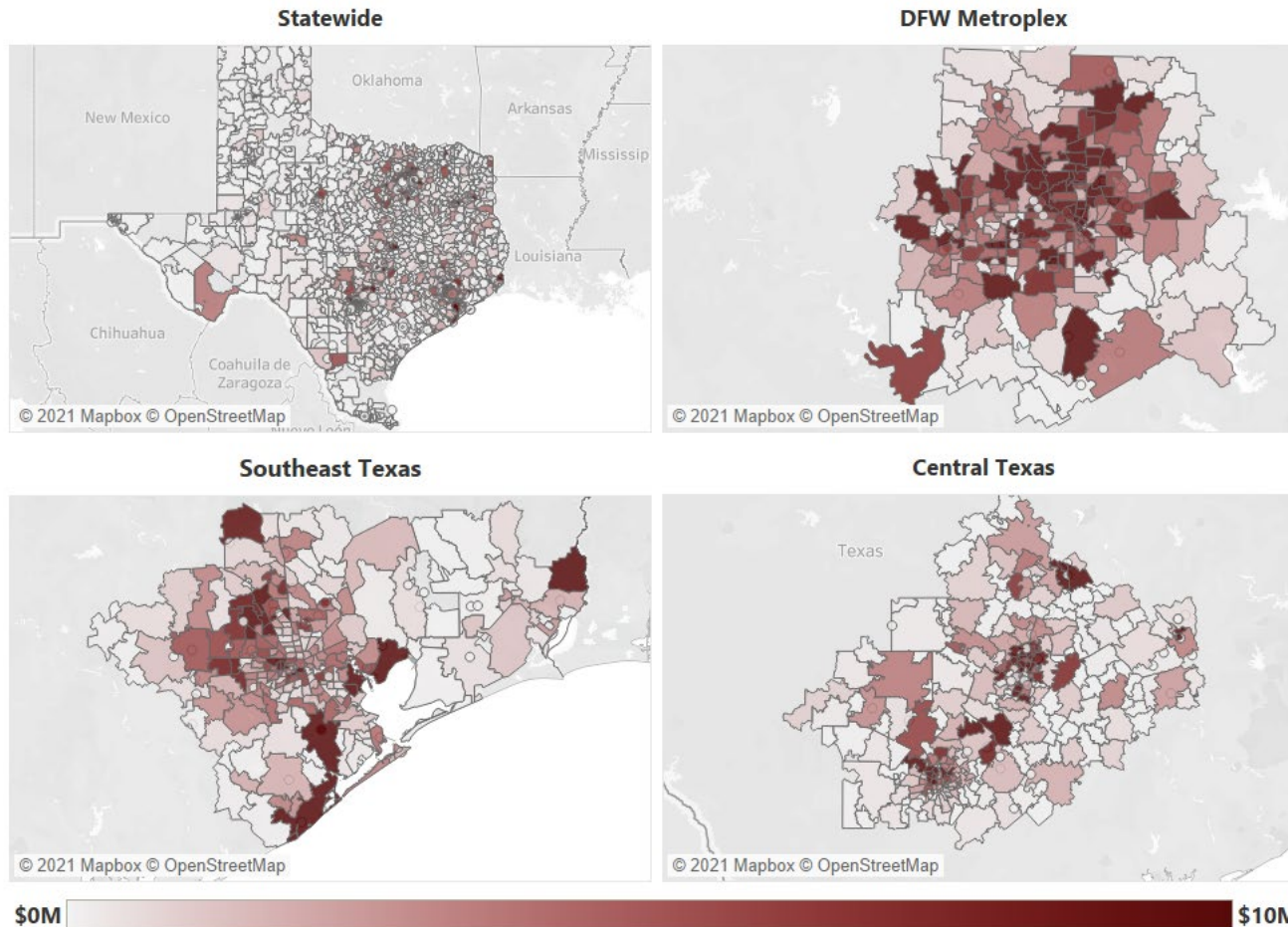
The following maps shows key statistics for commercial property insurance claims by ZIP code.

Commercial Property
Number of Reported Claims



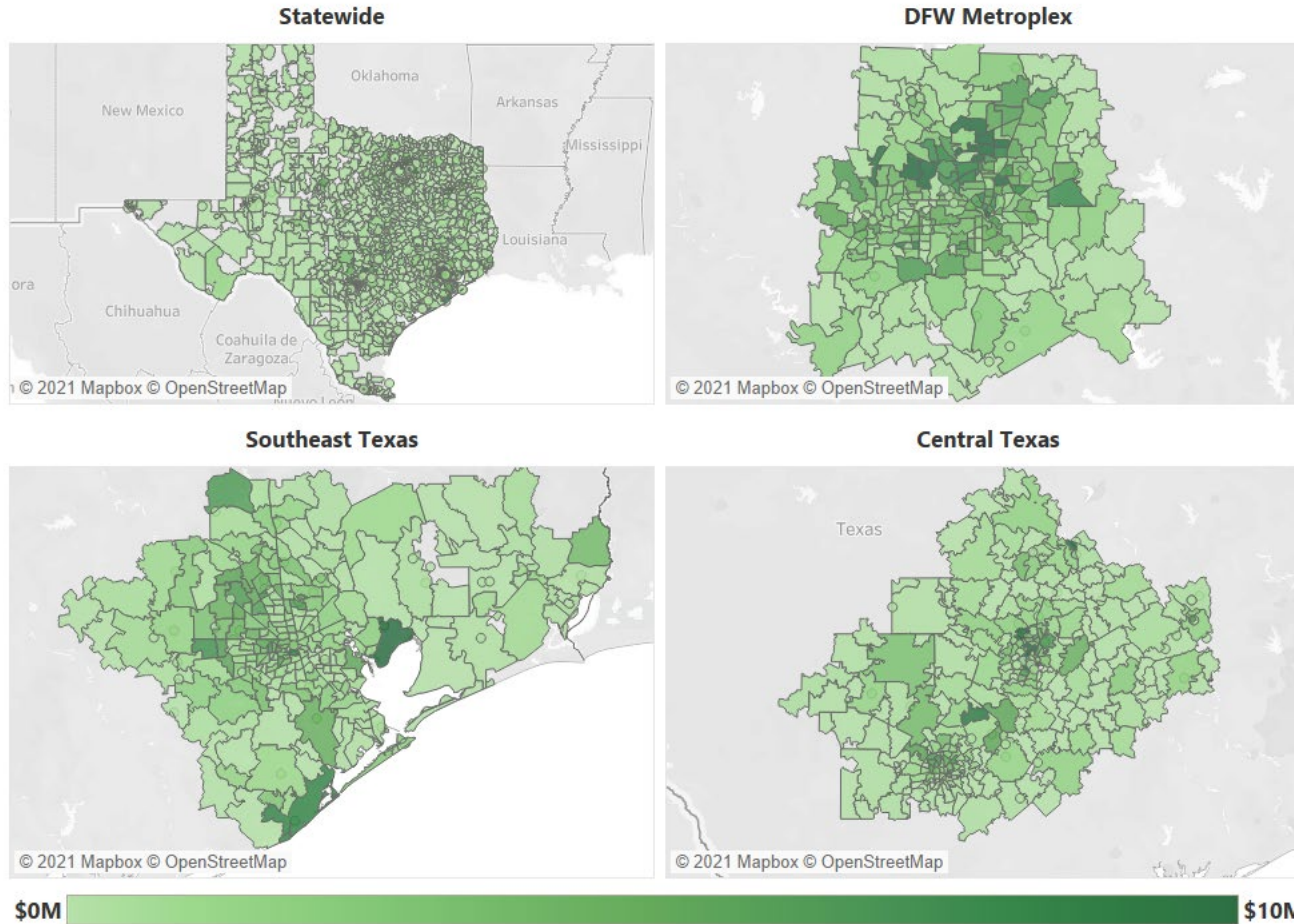
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Commercial Property
Amount of Case-Incurred Losses



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

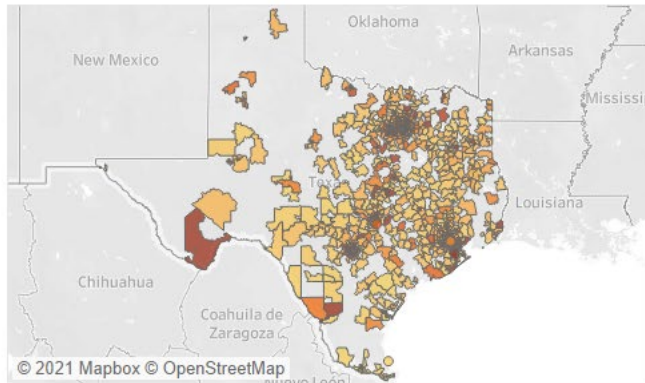
Commercial Property
Amount of Paid Losses



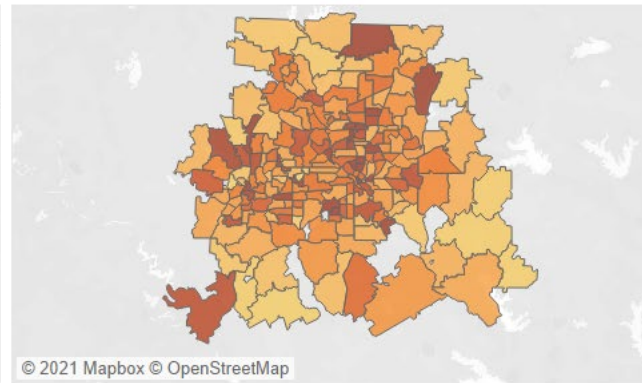
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Commercial Property
Average Case-Incurred Loss
ZIP Codes with 10 or more Reported Claims

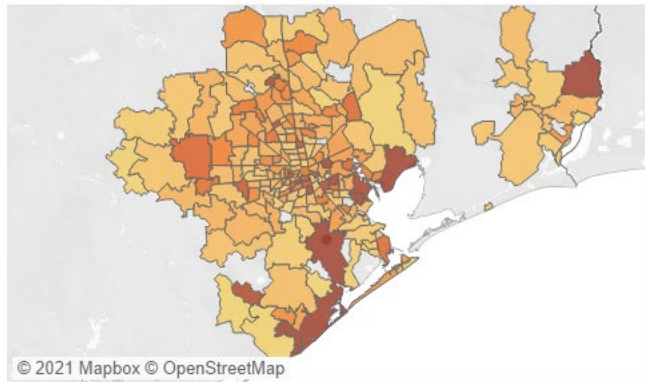
Statewide



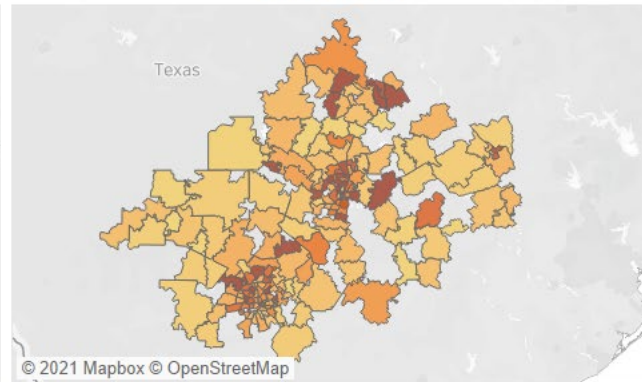
DFW Metroplex



Southeast Texas

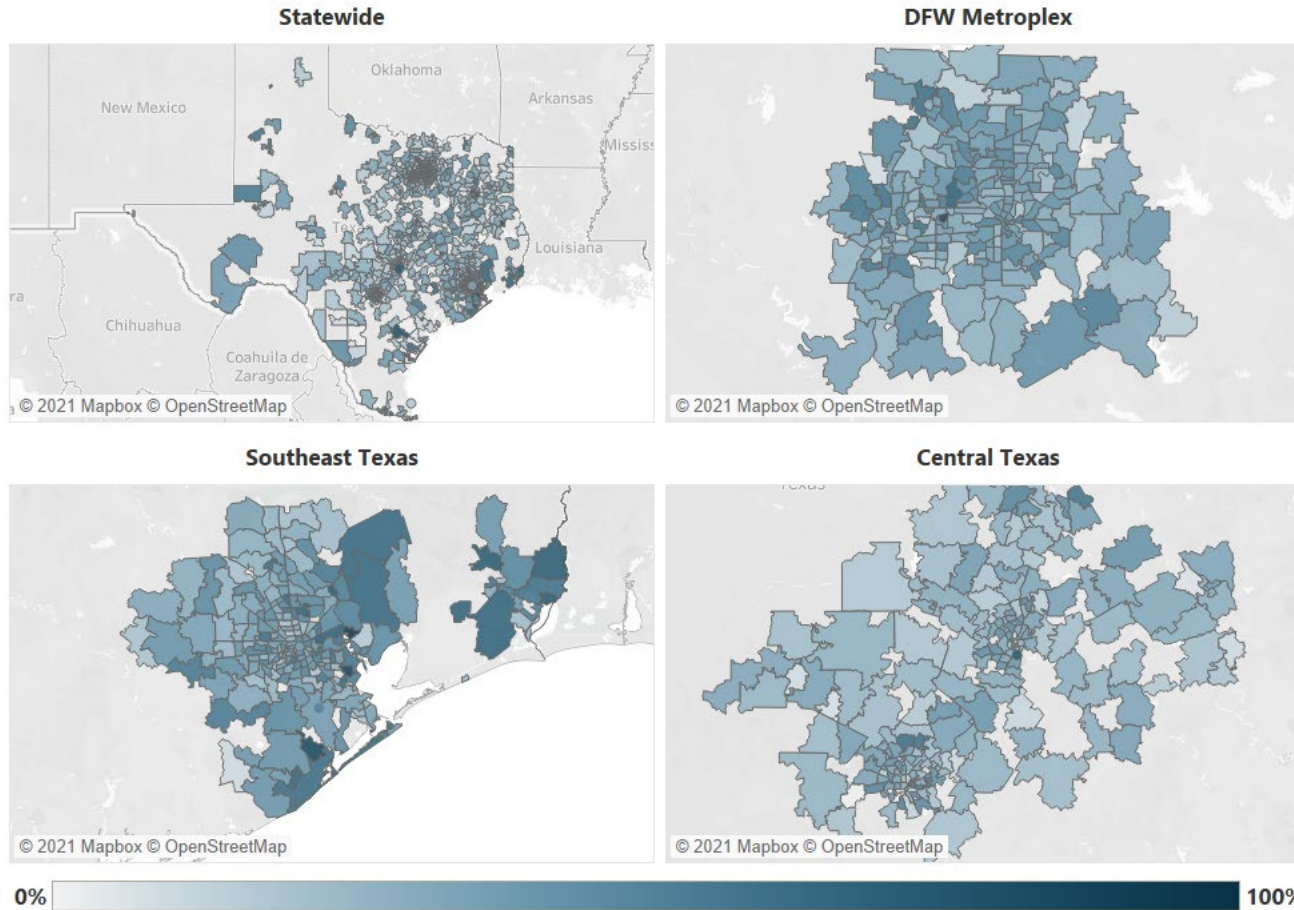


Central Texas



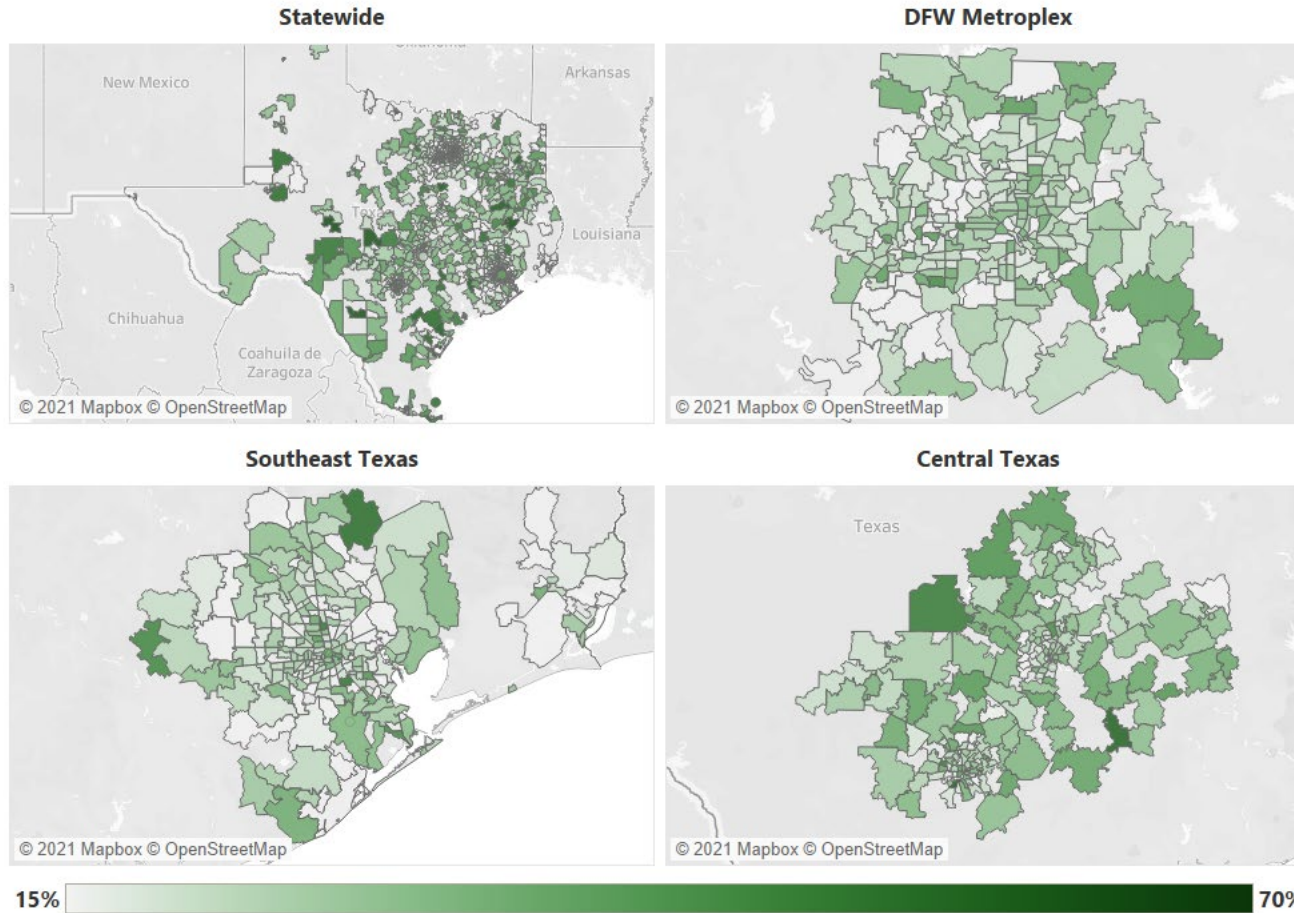
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Commercial Property
Percentage of Claims Open
ZIP Codes with 10 or more Reported Claims



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

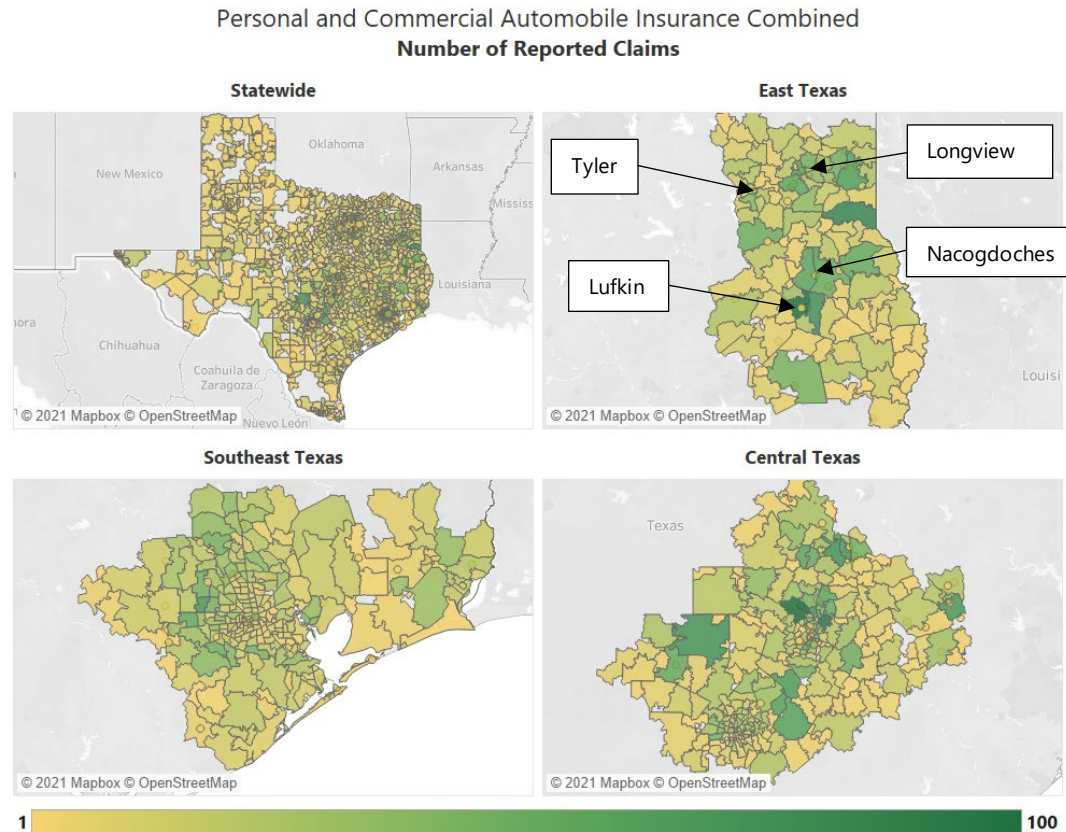
Commercial Property
Percentage of Claims Closed without Payment
ZIP Codes with 10 or more Reported Claims



Texas Department of Insurance
February 2021 Texas Winter Weather Event
 Data as of July 31, 2021 (162 Days After the End of the Event)

Automobile Insurance

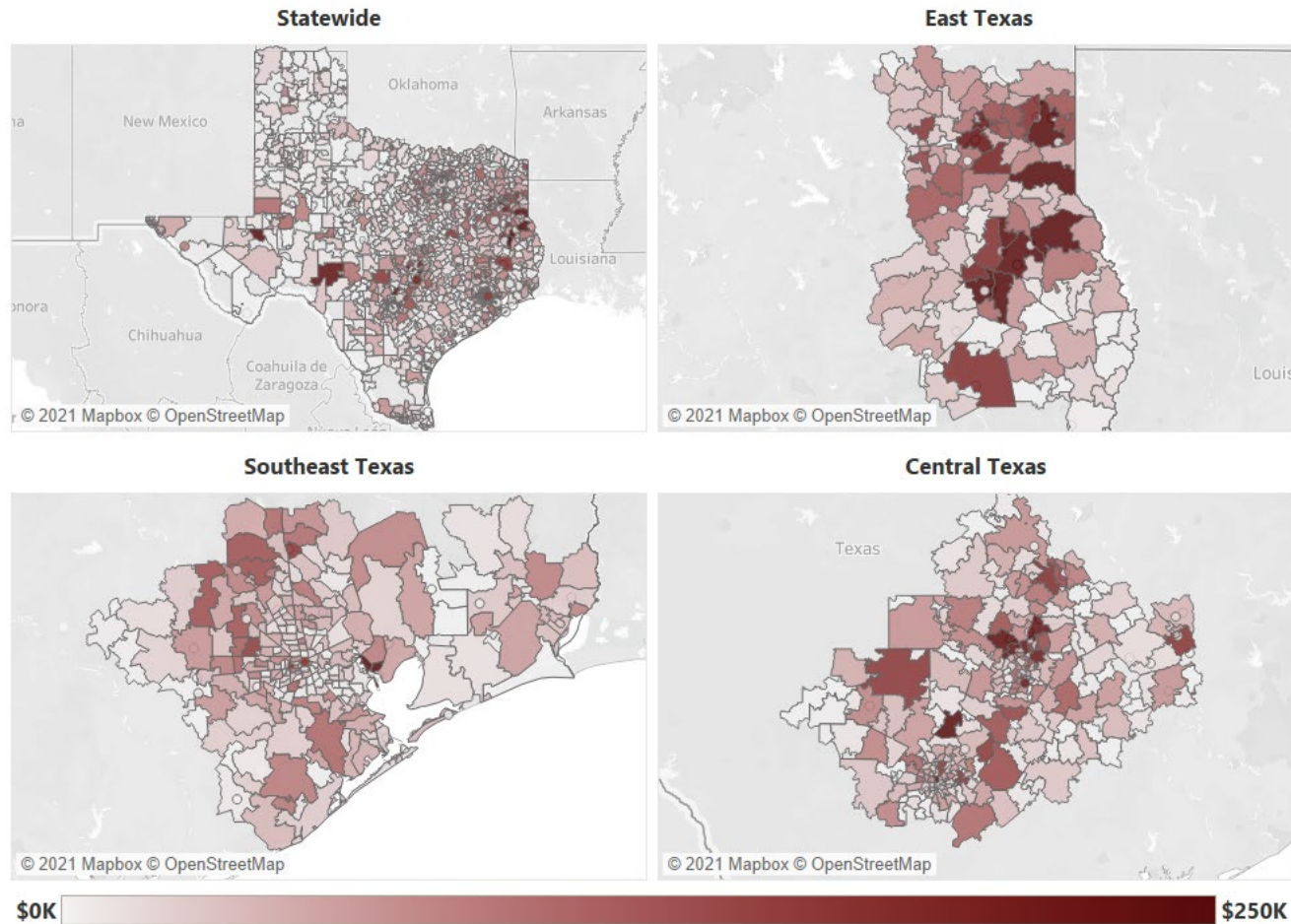
The following maps shows key statistics for automobile insurance claims by ZIP code. The automobile maps include East Texas instead of DFW because East Texas showed more automobile claims than other areas.



East Texas includes the following counties: Angelina, Cherokee, Gregg, Harrison, Houston, Jasper, Marion, Nacogdoches, Newton, Panola, Polk, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Trinity, Tyler, Upshur, and Wood.

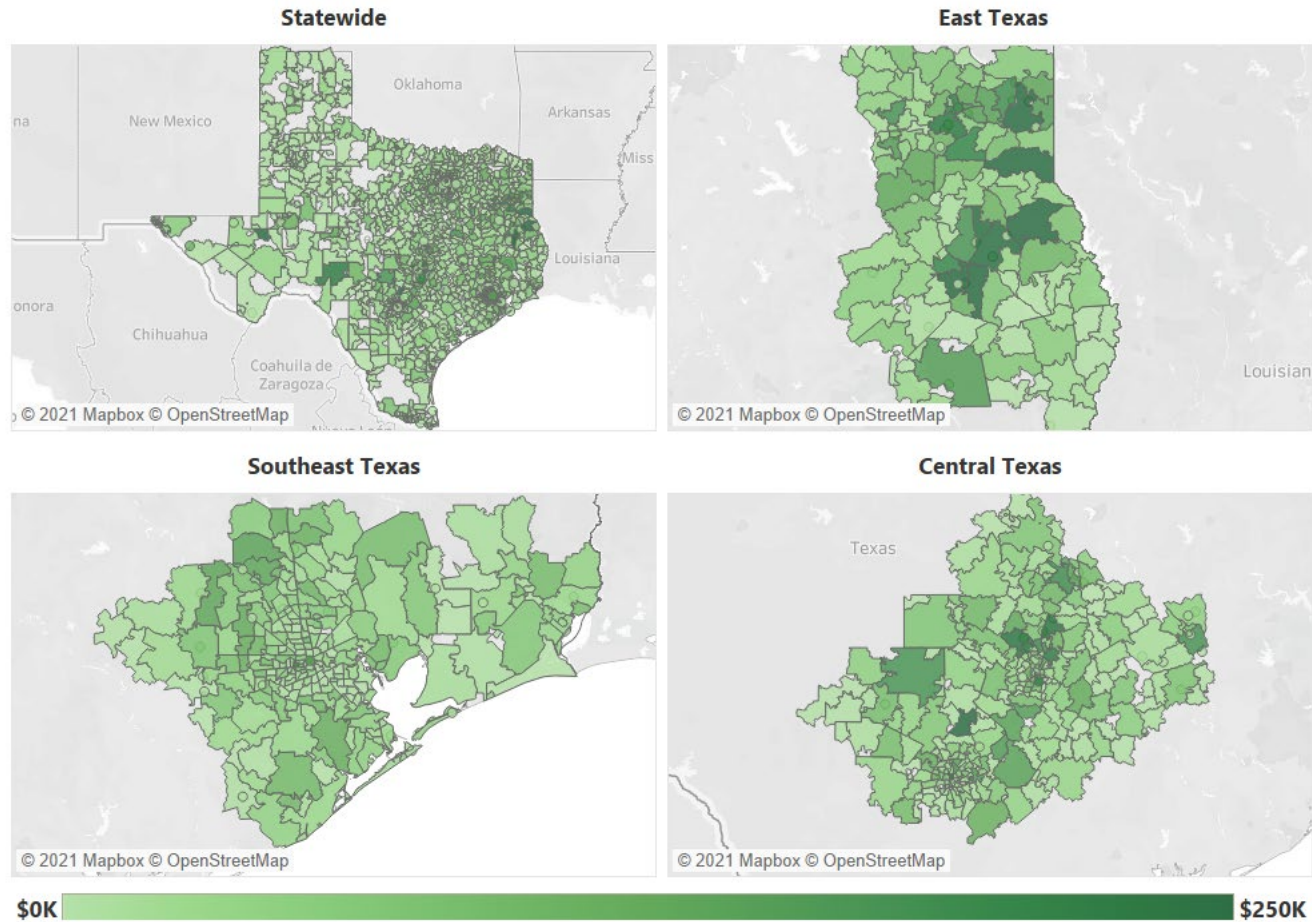
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Personal and Commercial Automobile Insurance Combined
Amount of Case-Incurred Losses



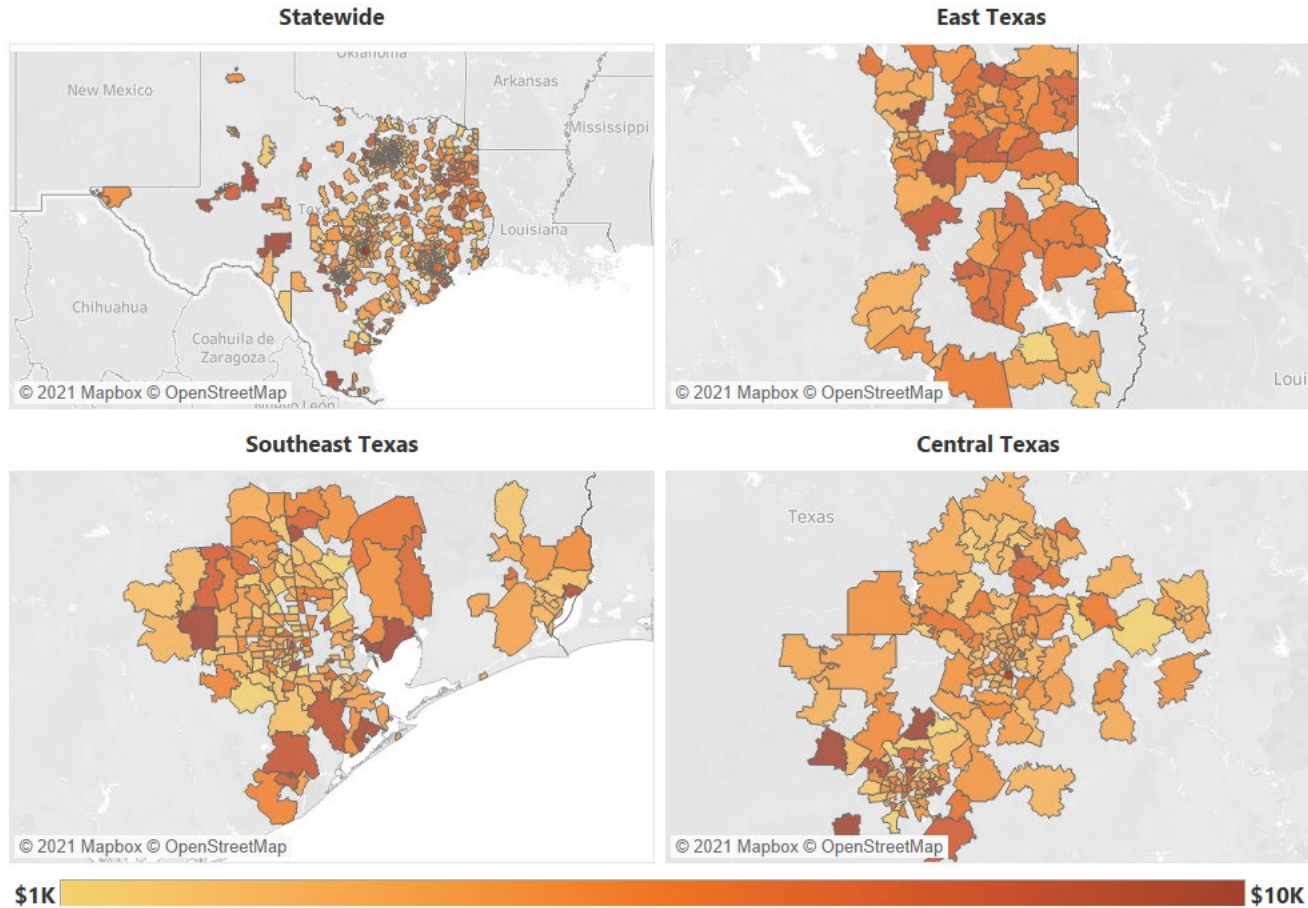
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Personal and Commercial Automobile Insurance Combined
Amount of Paid Losses



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Personal and Commercial Automobile Insurance Combined
Average Case-Incurred Loss
ZIP Codes with 10 or more Reported Claims

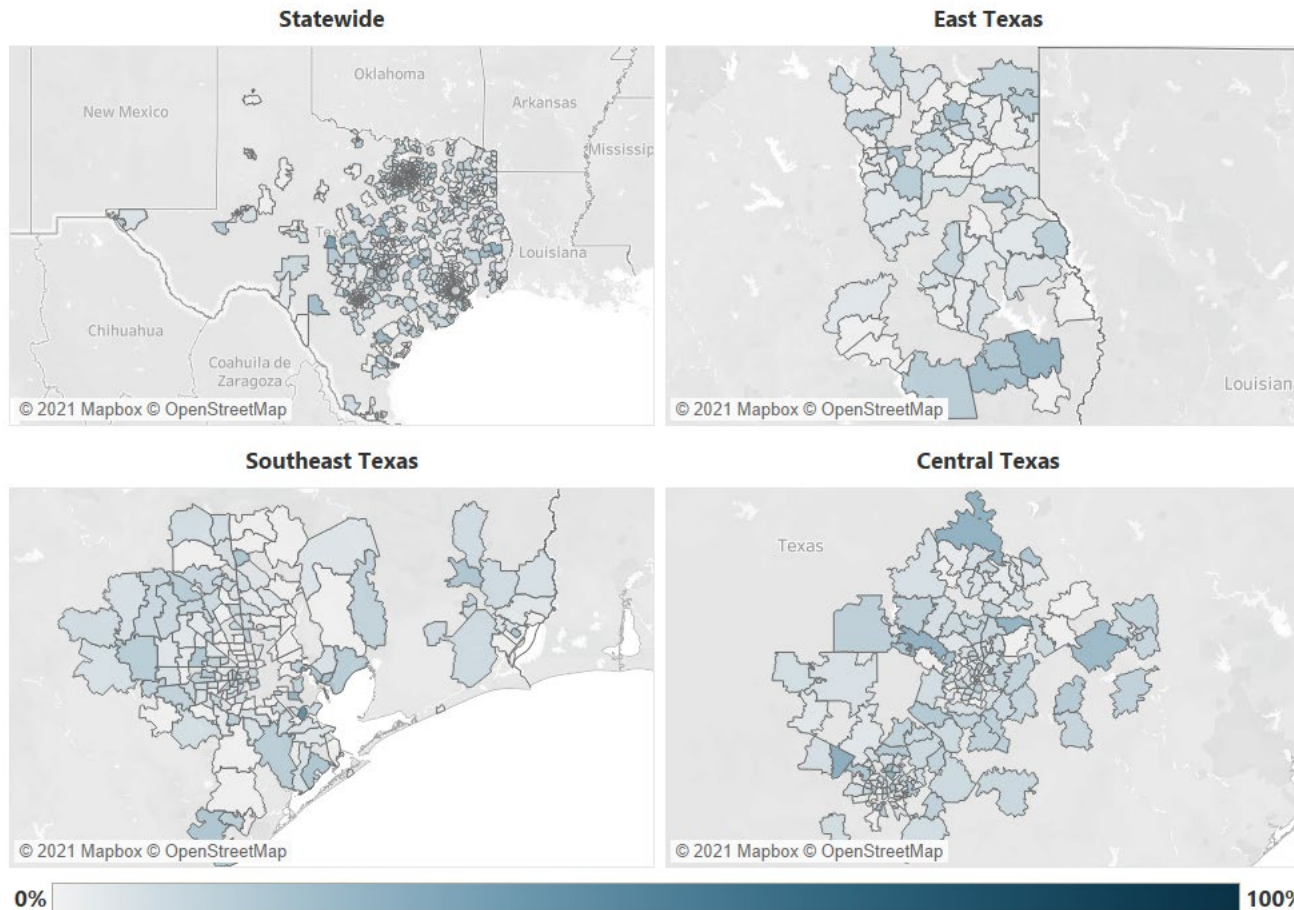


Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Personal and Commercial Automobile Insurance Combined

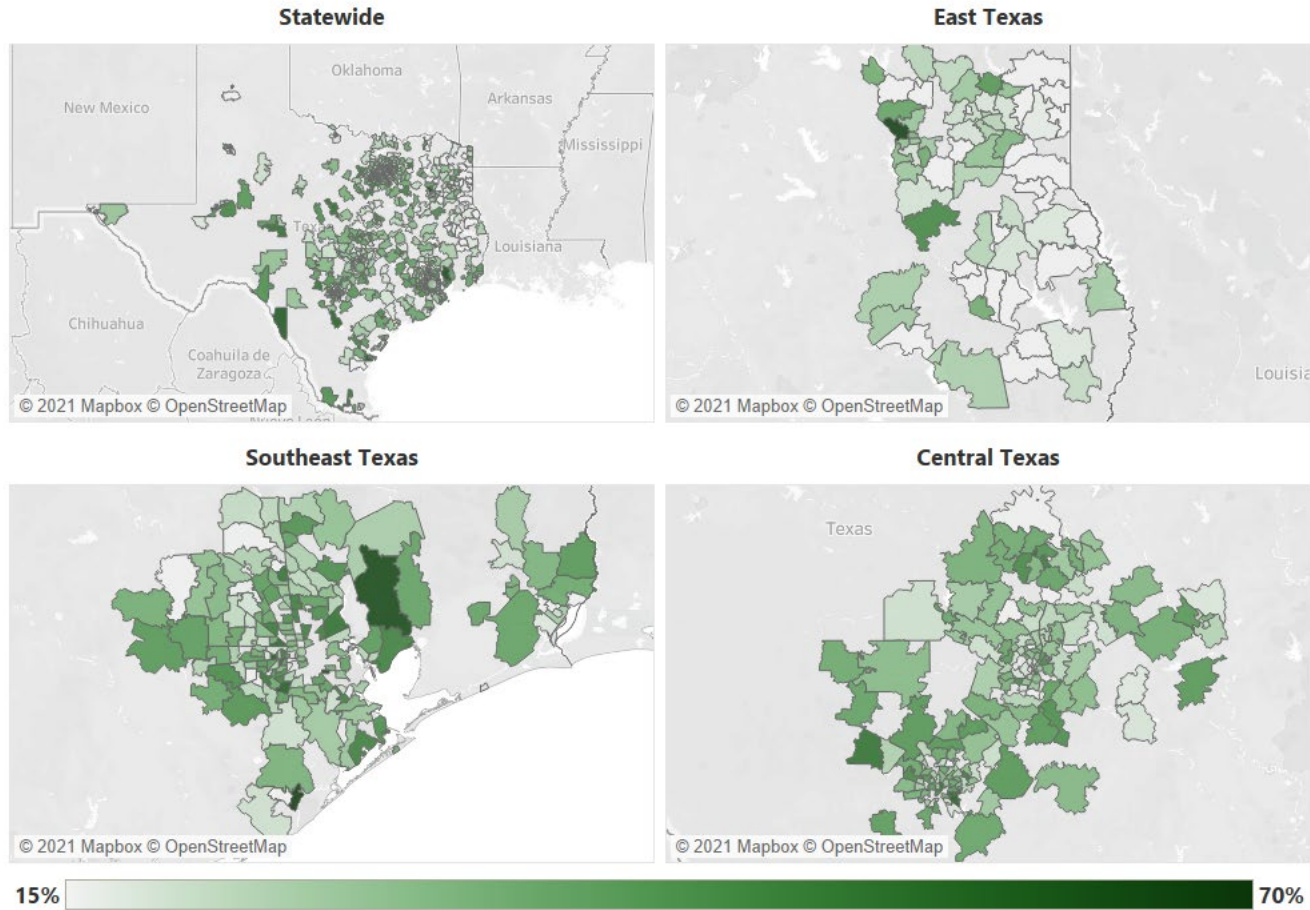
Percentage of Claims Open

ZIP Codes with 10 or more Reported Claims



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

Personal and Commercial Automobile Insurance Combined
Percentage of Claims Closed without Payment
ZIP Codes with 10 or more Reported Claims



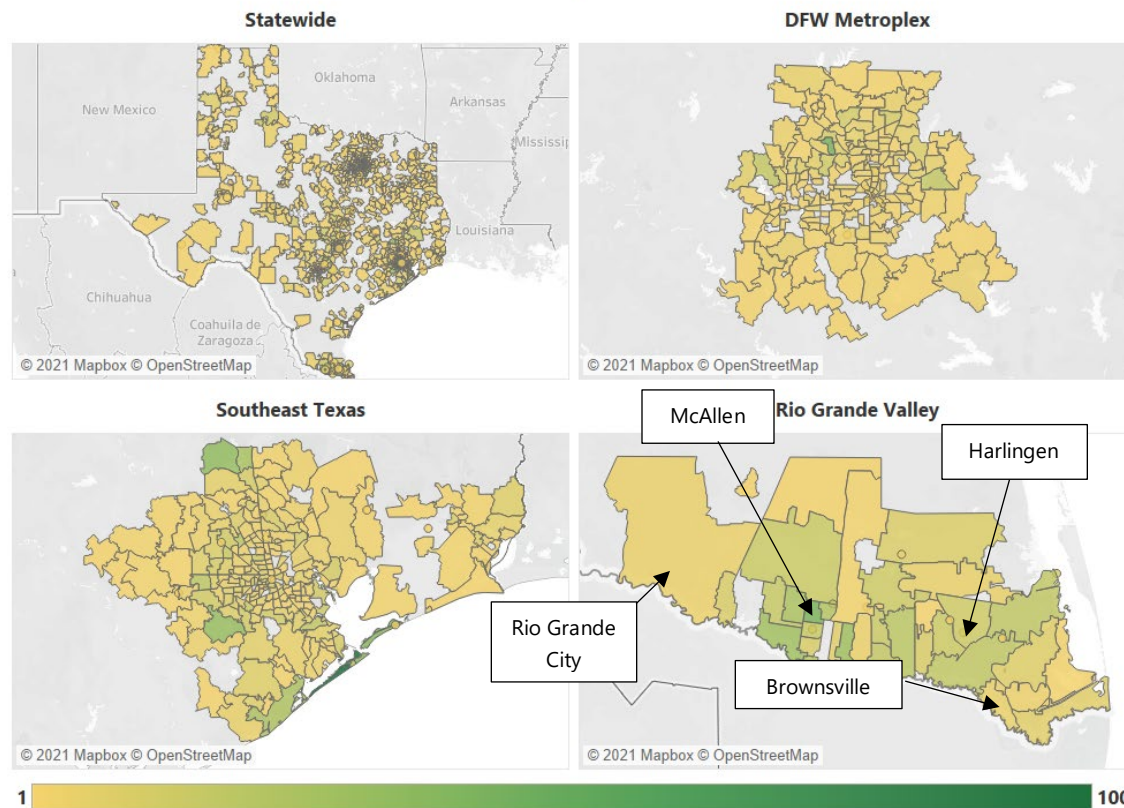
Texas Department of Insurance February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

All Other Lines of Insurance

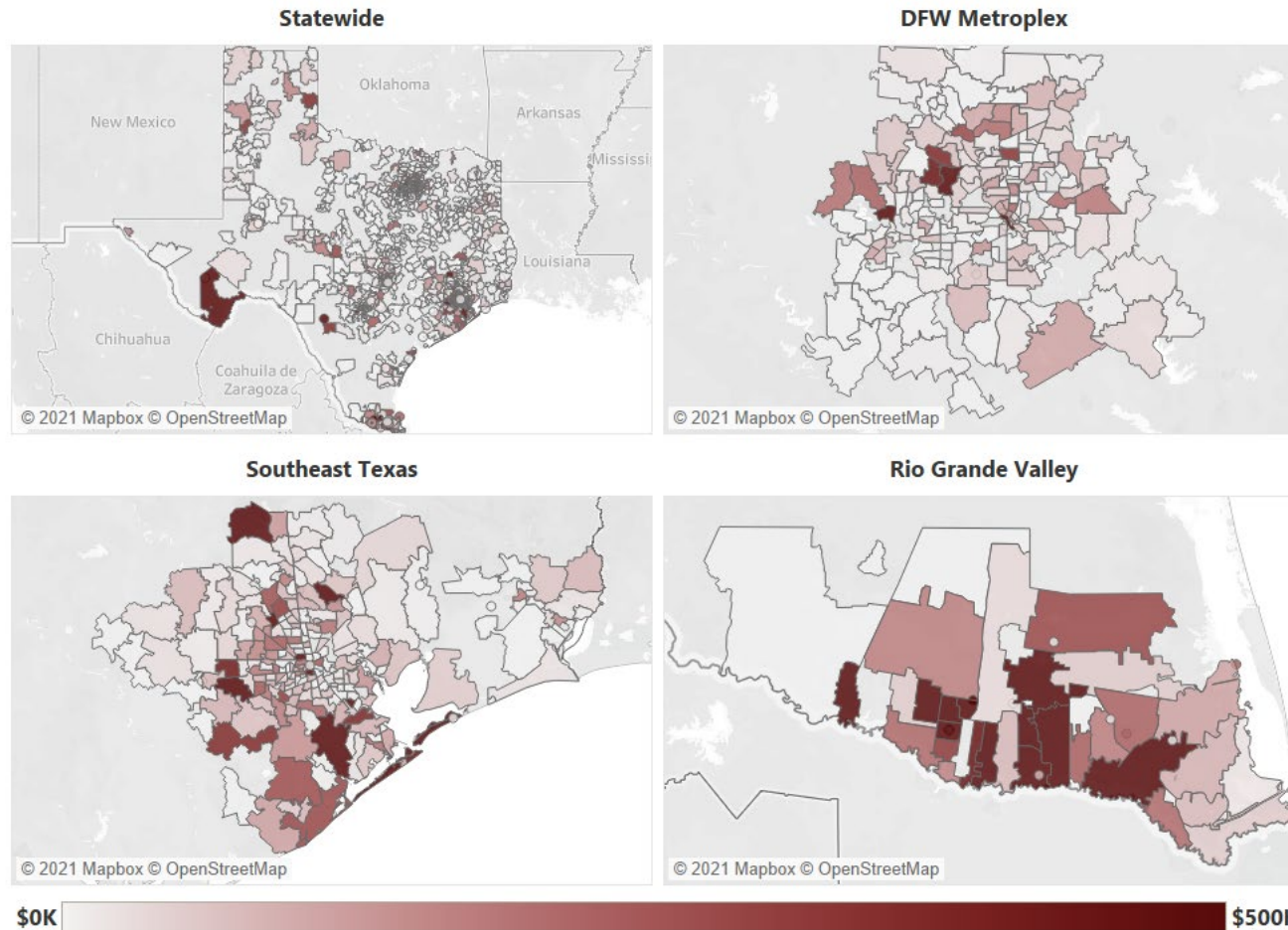
The following maps shows key statistics by ZIP code for all other lines of insurance. All other lines include the following lines of insurance: multi-peril crop; private crop; ocean marine; inland marine; aircraft; boiler and machinery, and aggregate write-ins. For the purposes of these maps, since there were few flood insurance claims, flood claims are included with "all other." For these maps, the Rio Grande Valley includes Cameron, Hidalgo, Starr, and Willacy Counties. The arrows are only meant to orient the reader.

All Other Lines of Insurance
Number of Reported Claims



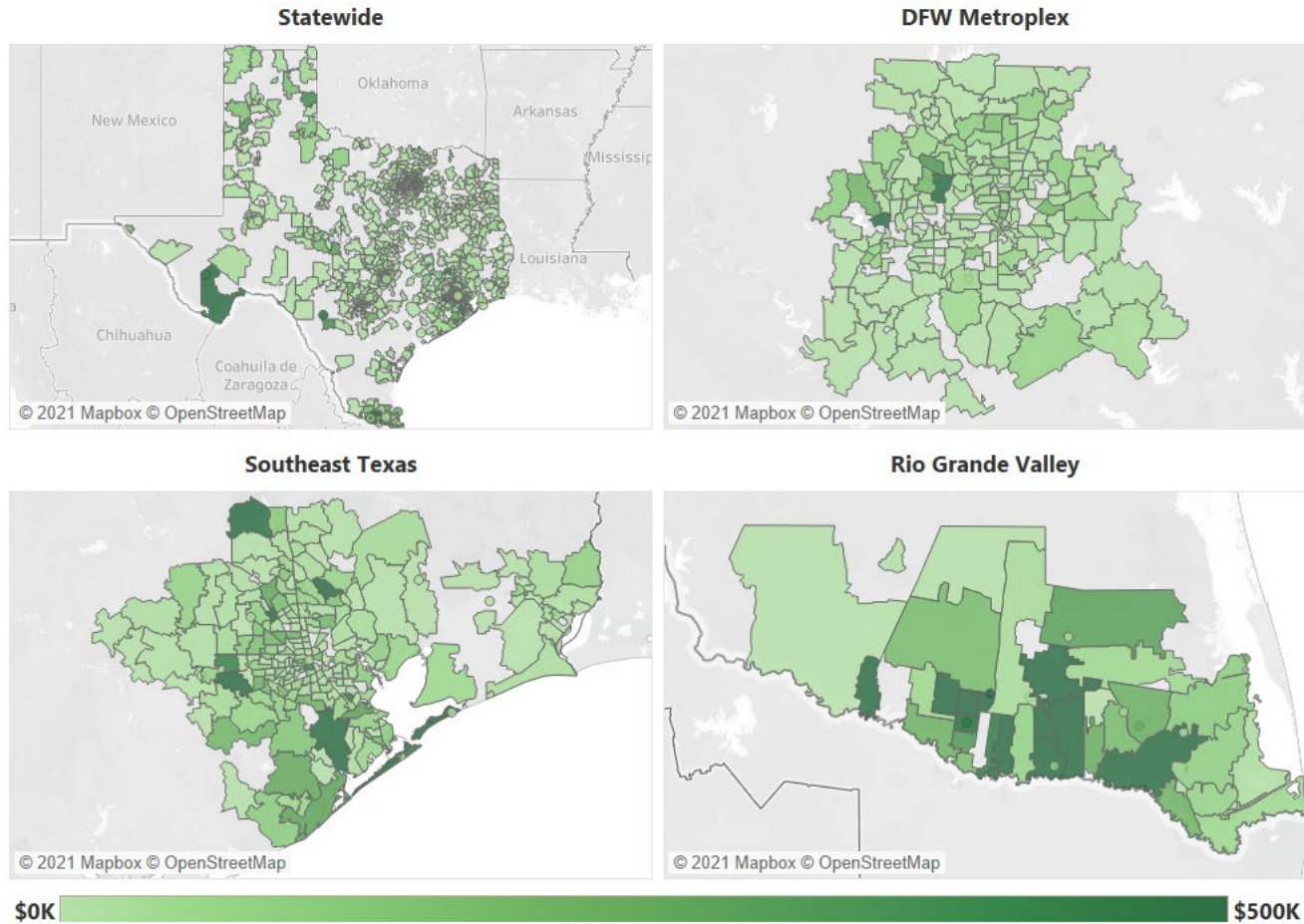
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

All Other Lines of Insurance
Amount of Case-Incurred Losses



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

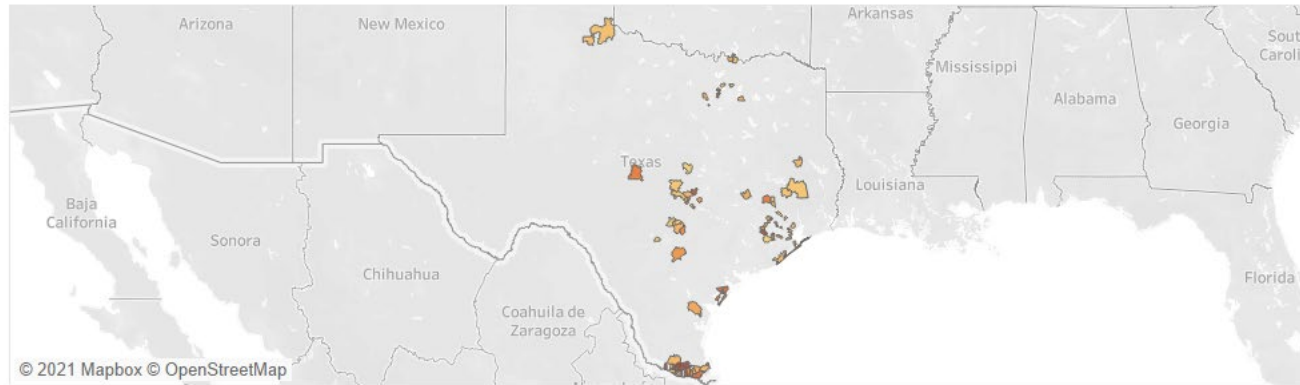
All Other Lines of Insurance
Amount of Paid Losses



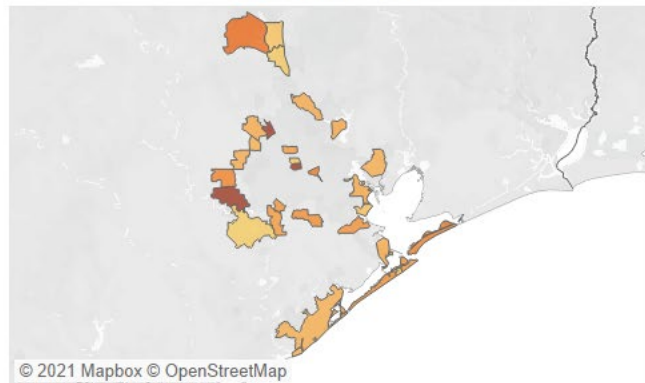
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

All Other Lines of Insurance
Average Case-Incurred Loss
ZIP Codes with 10 or more Reported Claims

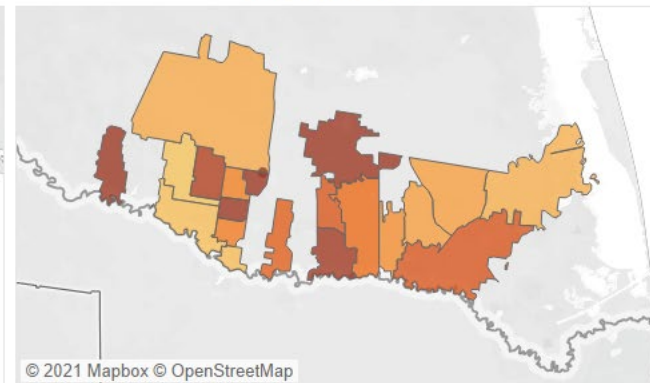
Statewide



Southeast Texas



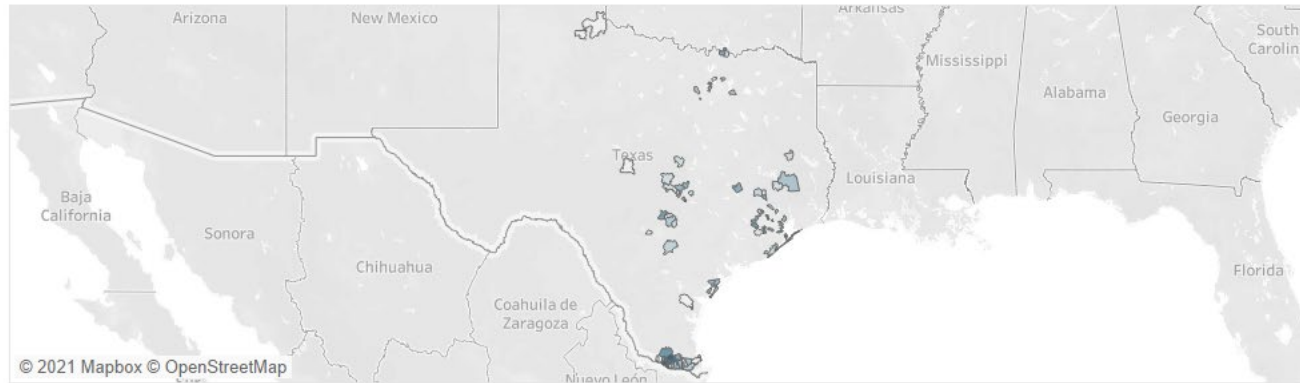
Rio Grande Valley



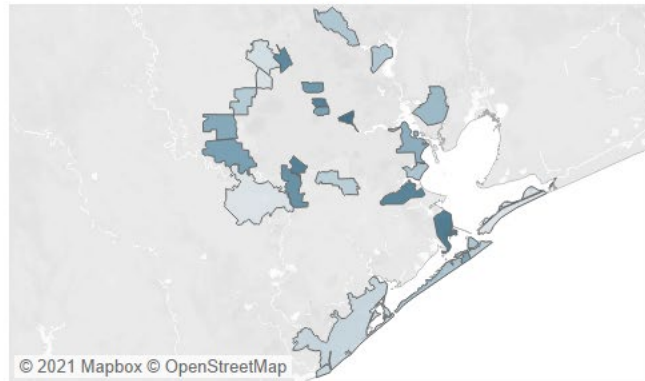
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

All Other Lines of Insurance
Percentage of Claims Open
ZIP Codes with 10 or more Reported Claims

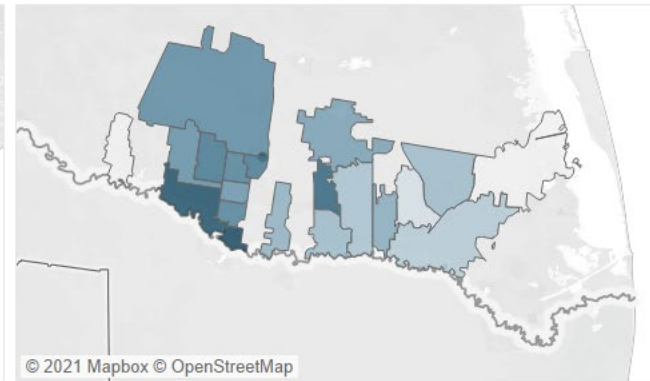
Statewide



Southeast Texas



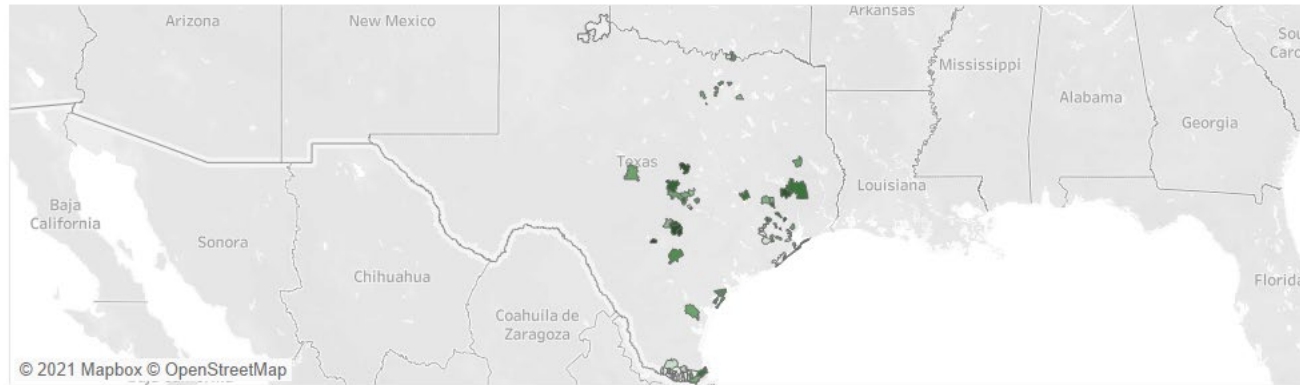
Rio Grande Valley



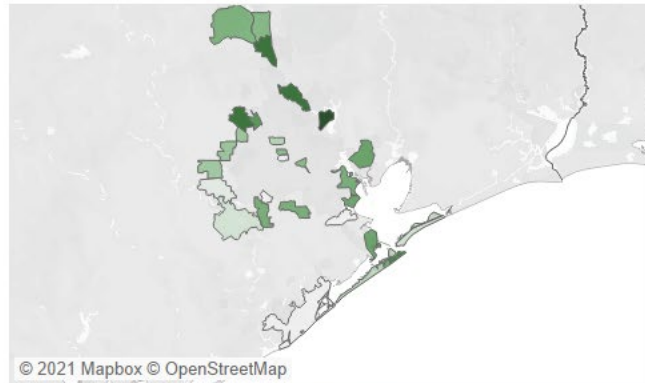
Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)

All Other Lines of Insurance
Percentage of Claims Closed without Payment
ZIP Codes with 10 or more Reported Claims

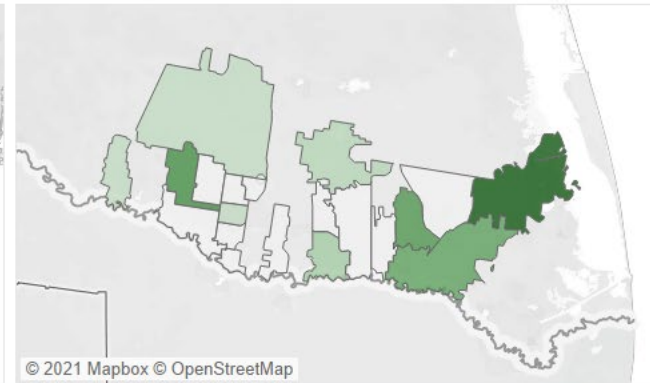
Statewide



Southeast Texas



Rio Grande Valley



Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)
Appendix A: Glossary of Terms

Appendix A: Glossary of Terms

Data Elements

Average incurred loss is a measure of the average amount of loss. It is calculated as the total incurred losses divided by the total number of claims closed with payment plus the total number of **open claims**.

Average paid loss is a measure of the average amount paid to claimants, excluding claims closed without payment. It is calculated as the total paid losses divided by the total number of claims closed with payment. Because insurers tend to make partial payments before closing a claim (for example, an additional living expense payment), the average paid loss can be unusually high if there are many open claims.

Case-incurred losses are amounts paid by the insurer to the claimant plus any claim reserves (or case reserves) held by the insurer. Case-incurred losses do not include reserves for incurred but not reported (IBNR) claims or other actuarially established reserves.

Claims closed are claims that were closed as of the reporting date. It includes both claims closed with payment and claims closed without payment. These claims may have been reopened, or may never have been reopened, at some time during the lifetime of the claim.

Claims closed with payment are claims that were closed as of the reporting date and where the insurer has made a payment to the claimant. These claims may have been reopened, or may never have been reopened, at some time during the lifetime of the claim.

Texas Department of Insurance
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Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix A: Glossary of Terms

Claims closed without payment are claims that were closed as of the reporting date and where the insurer has not made any payment to the claimant. These claims may have been reopened, or may never have been reopened, at some time during the lifetime of the claim.

Claim reserves are reserves for individual claims (case reserves) held by the insurer, usually in expectation of future payment.

Estimated ultimate loss is the estimated losses insurers ultimately expect to pay because of the event for direct business written. It is calculated as incurred losses plus incurred but not reported reserves for business directly written.

Estimated ultimate net loss is the estimated losses insurers expect to pay because of the event after ceding losses to other companies (both affiliated and non-affiliated companies) through reinsurance.

Incurred but not reported (IBNR) reserves are amounts insurers set aside to pay for claims that have already occurred but have not yet been reported to the insurance company. IBNR reserves are determined using actuarial methods.

Open claims are claims that were open as of the reporting date. Insurers may have made payments to the claimant for these claims, or the insurers may have made no payment to the claimant. These claims may have been previously closed (reopened claims) or may have never been closed.

Paid losses are amounts paid by the insurer to the claimant. Paid losses do not include any expense amounts paid by the insurer to adjust the claim.

Texas Department of Insurance
February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix A: Glossary of Terms

Reinsurance is insurance that other insurance companies buy to protect their surplus (or ability to pay future claims). Estimated ultimate net loss includes the impact of reinsurance purchased from other insurance companies (ceded reinsurance) and, as applicable, reinsurance sold to other insurance companies (assumed reinsurance).

Reopened claim means a claim that has been reopened at least once during the lifetime of the claim. Reopened claims may be open or closed as of the reporting date and may be closed without payment or closed with payment. There are many reasons an insurer may reopen a claim, ranging from purely administrative reasons (for example, to process a payment to the claims adjuster for adjusting the claim) to a reinvestigation or reinspection of a claim.

Reported claim is a claim reported to the insurer. For residential property insurance, a claim means a single residence regardless of the number of coverages under which the insurer makes payment. For other lines of insurance, insurers use their own definition of what constitutes a single "claim." In this case, one claim may mean a single policy that generated a claim, a single piece of property that generated a claim, a single coverage on a policy that generated a claim, or some other definition.

Types of Insurance

Actual cash value (ACV) is the cost to repair or replace a piece of property based on current prices, less the cost of depreciation. Depreciation is the reduction in value of a piece of property over time due to wear and tear, deterioration, or aging.

Aggregate write-in is a catch-all category for miscellaneous types of insurance not otherwise classified for financial or statistical reporting purposes.

Texas Department of Insurance
February 2021 Texas Winter Weather Event

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Appendix A: Glossary of Terms

Aircraft insurance provides liability and physical damage coverage for private and commercial aircraft. Some aircraft insurance also provides coverage for damage to airports, hangars, or other land-based property.

Boiler and machinery insurance provides coverage for commercial machinery resulting from equipment failure or mechanical breakdown. Boiler and machinery insurance covers the cost to repair or replace the machinery but may also cover loss of income and other types of loss resulting from the equipment failure or mechanical breakdown.

Businessowners insurance provides property and liability insurance for small businesses. It may provide coverage for buildings, contents, or both, as well as premises liability coverage. It may also provide coverage for business interruption. Generally, businessowners insurance is designed for small to medium-sized businesses.

Business interruption insurance provides coverage for loss of business income resulting from a covered peril. Business interruption coverage may be purchased separately or purchased as part of a commercial property policy. For the purposes of the data call, insurers reported business interruption coverage separately even if purchased in conjunction with another policy.

Commercial automobile insurance primarily provides liability coverage for automobiles owned, operated, or in the custody of businesses. If "other than collision" coverage is purchased, commercial automobile insurance may provide coverage for vehicles owned or leased by the business for damage caused by weather-related perils, including coverage for flood or rising waters.

Commercial property, other than business interruption is commercial property insurance other than businessowners and business interruption. It includes most insurance that provides coverage to commercial buildings and their contents against

Texas Department of Insurance
February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix A: Glossary of Terms

fire, windstorm, and other perils. Commercial property insurance may be sold alone, or packaged with other policies, such as a premises liability or commercial automobile policy. Commercial property policies usually do not provide coverage for flood or rising waters.

Federal flood insurance provides coverage for flood or rising water for residential and commercial structures. Federal flood insurance is underwritten by the federal government, even if sold through private insurance companies. Federal flood insurance is the most common type of flood insurance coverage purchased.

Homeowners insurance is the type of insurance purchased by most homeowners. It provides property coverage to dwelling and contents of an owner-occupied house. It usually also provides coverage for other structures on the property (such as storage buildings, detached garages, etc.), coverage for additional living expenses when the home becomes uninhabitable because of a covered cause of loss, and premises liability coverage for the homeowner. For the purposes of this data call, homeowners insurance also includes condominium unit owners and renters insurance. Renters and condominium unit owners insurance provides coverage for the contents of renters and condominium owners, as well as premises liability coverage. Homeowners policies usually exclude coverage for damage caused by a flood or rising water.

Inland marine insurance is a broad category that encompasses several types of insurance. For the most part, inland marine covers property in transit or property that is generally mobile. It includes both commercial insurance (motor truck cargo insurance, mobile equipment insurance) and personal insurance that provides coverage for things like jewelry or art, as well as personal watercraft.

Mobile homeowners insurance is homeowners insurance purchased by owner-occupants of mobile homes. Mobile homeowners policies sometimes provide coverage for damage caused by flood or rising waters.

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Appendix A: Glossary of Terms

Multiple peril crop is crop insurance sold under the Federal Crop Insurance Program and covers loss to crops resulting from drought, excess moisture, freeze, and disease. This type of insurance must be purchased before planting begins.

Ocean marine insurance provides coverage for ocean and inland transportation exposures, including coverage for the ship (or boat), the cargo, and liability coverage. Ocean marine does not include personal watercraft, which is considered inland marine.

Personal automobile insurance primarily provides liability coverage for individually owned and operated automobiles. If comprehensive coverage is purchased, personal automobile insurance usually provides coverage for damage caused by weather-related perils, including coverage for flood or rising waters.

Private crop, commonly called crop-hail, is crop insurance underwritten and sold by private insurance companies. It is not federally backed and is not part of the Federal Crop Insurance Program. It covers limited perils, such as hail and fire, but can be purchased in the middle of the growing season.

Private flood insurance provides coverage for flood or rising water for residential or commercial structures. Private flood insurance is underwritten by private insurance companies rather than the government. Most private flood insurance in Texas is written by insurers that primarily insure commercial structures.

Replacement cost or replacement cost value (RCV) is the cost to repair or replace a piece of property based on current prices with an item of like kind or quality regardless of the age of the property. Replacement cost does not consider reduction in value due to age, normal wear and tear, or deterioration.

Texas Department of Insurance
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Appendix A: Glossary of Terms

Residential dwelling insurance is similar to homeowners insurance except that it does not provide premises liability coverage, and it may provide coverage for fewer perils than a homeowners policy. Dwelling policies can cover fire only; fire and extended coverage; or fire, extended coverage, and other extended coverages.¹ Residential dwelling policies usually exclude coverage for damage caused by a flood or rising waters.

Residential property-ACV policies are residential property insurance policies that provide actual cash value coverage to the dwelling or the roof (or to the contents, in the case of renters and condo owner policies). This includes homeowners policies, mobile homeowner policies, and residential dwelling policies.

Residential property-RCV policies are residential property insurance policies that provide replacement cost coverage to the dwelling and the roof (or to the contents, in the case of renters and condo owner policies). This includes homeowners policies, mobile homeowner policies, and residential dwelling.

¹ Extended coverage includes windstorm, hurricane, hail, and miscellaneous other perils such as explosion, riot and civil commotion, smoke, and damage from aircraft and vehicles. Other extended coverage includes water damage and other miscellaneous perils, such as collapse.

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February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix B: Comparison to Hurricane Harvey

Appendix B: Comparison to Hurricane Harvey

The following table provide a comparison of the data for the February 2021 Texas winter weather event to that of Hurricane Harvey. To make the two events as comparable as we can, we use Harvey data as of October 31, 2017 (59 days), TDI’s second² Hurricane Harvey data compilation.

| Key Statistic | Texas Winter Weather Event as of 7/31/2021 (162 Days) | Hurricane Harvey as of 10/31/2017 (59 Days) |
|---|--|--|
| Estimated Ultimate Loss | \$10.346 B | \$19.358 B ³ |
| Estimated Ultimate Net Loss | \$ 7.235 B | \$ 9.067 B ³ |
| Paid Losses | \$ 5.808 B | \$ 7.663 B |
| Case-Incurred Losses | \$ 9.075 B | \$14.156 B |
| Reported Claims | 500,196 | 716,838 |
| Percent Closed with Payment | 52.7% | 40.4% |
| Percent Closed without Payment | 37.2% | 35.1% |
| Percent Open | 10.1% | 24.6% |
| Average Incurred Claim—Residential Property | \$15,815 | \$ 9,869 |
| Average Incurred Claim—Commercial Property | \$126,853 | \$125,953 |
| Avg. Time to Close a Claim (Residential only) | 34.4 | 25.3 |

² TDI did not publish Harvey data as of January 31, 2018 (151 days). TDI’s third Harvey data compilation was through June 30, 2018, or about 300 days after the hurricane. TDI’s second compilation of Harvey data is the closest evaluation available.

³ Gross losses include \$7.012 billion in federal flood insurance losses written by private insurers under the National Flood Insurance Program’s “Write Your Own” program. These losses were “reinsured” by the federal government.

Texas Department of Insurance
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Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix C: Comparison to TDI 2021 Winter Event Survey

Appendix C: Comparison to TDI 2021 Winter Event Survey

On February 26, 2021, when TDI activated its catastrophe statistical plan, TDI issued an ad hoc survey to 68 top personal and commercial lines insurers to report weekly aggregate claims and losses resulting from the February 2021, Texas winter weather event. This data call included limited data elements and no geographic breakdown. This appendix compares data reported under the *Texas Catastrophe Event Statistical Plan for Personal and Commercial Risks* to data reported under that survey. For this comparison, claims and losses for flood and all other lines of insurance are excluded because TDI did not collect this data as part of its claim survey.

| Key Statistic | Cat Stat Plan Data as of 7/31/2021 (162 Days) | Most Recent TDI Survey Data (7/30/2021 or 161 Days)⁴ |
|------------------------------|--|--|
| Case-Incurred Losses | \$8.922B | \$6.453B |
| Paid Losses | \$5.742B | \$4.563B |
| Reported Claims ⁵ | 495,847 | 431,194 |
| Percent Closed | 90.0% | 91.8% |
| Percent Open | 10.0% | 8.2% |

⁴ Reporting companies comprise 86% of the admitted Texas property insurance market and 95% of the admitted Texas automobile physical damage market.

⁵ Residential property claim counts were defined differently between the two data calls. For the catastrophe statistical plan data, each claim is a structure no matter how many coverages are involved. For the TDI claims survey, companies could use their own internal definition of a claim.

Texas Department of Insurance
February 2021 Texas Winter Weather Event

Data as of July 31, 2021 (162 Days After the End of the Event)

Appendix C: Comparison to TDI 2021 Winter Event Survey

| Key Statistic | Cat Stat Plan Data as of 7/31/2021 (162 Days) | Most Recent TDI Survey Data (7/30/2021 or 161 Days)⁴ |
|---|--|--|
| Average Case-Incurred Claim—Residential Property ⁶ | \$ 15,815 | \$ 9,632 |
| Average Case-Incurred Claim—Commercial Property ⁶ | \$ 126,853 | \$ 87,126 |
| Average Case-Incurred Claim—Automobile | \$ 4,417 | \$ 4,164 |

⁶ The formula for average case-incurred loss differs between the survey data and the catastrophe statistical plan data. The formula used for the survey does not exclude claims closed without payment from the denominator because those claims were not reported separately in the weekly survey.

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February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)
Appendix D: Data by ZIP Code

Appendix D: Data by ZIP Code

See separate attachment.

Texas Department of Insurance
February 2021 Texas Winter Weather Event
Data as of July 31, 2021 (162 Days After the End of the Event)
Appendix E: List of Texas ZIP Codes with Claims Data

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See separate attachment.