

Notes

MEDICAL MUTUAL
Liability Insurance Society of Maryland

FROM THE CHAIR OF THE BOARD

HEADLINES

MIA Approves Revised Rate Request for 2005

The Maryland Insurance Administration has approved a revised rate increase effective on January 1, 2005. This large rate increase is due to the dramatic increase in the cost of litigation in Maryland.

Funding Unavailable for Dividend Credit

The deterioration in claims experience has eliminated our ability to provide a dividend credit for 2005 renewals.

Telephone Surveys Introduced

An automated telephone survey is being offered to callers to our Customer Service Department. The survey program is designed to assist us in devising new ways to enhance our customer service offerings.

Web Site Services Expanded

Recognizing that Physicians are facing unprecedented demands on their time, MEDICAL MUTUAL has introduced a number of new online services designed to offer additional convenience for our Insureds.

October 2004

Dear MEDICAL MUTUAL Member:

The Maryland Insurance Administration has approved a revised rate request from MEDICAL MUTUAL to be effective on January 1, 2005. This increase is not across the board so the actual increase in premium will vary among Insureds. This large rate increase, combined with no dividend relief, will mean most of our long-term Insureds will see insurance costs more than 50% higher than what they paid in 2004.

The dramatic increase in the cost of litigation in Maryland has forced this rate action. The average paid claim in 2003 was almost 65% higher than the average for just three years earlier. And, our total claims payout, including defense costs, soared 97% in the same time period. These inflated payouts have also eroded our ability to return a dividend to our Policyholders. We regret the personal hardship this increase will cause for our Physicians, as well as the additional burden it will place on their practices. Unfortunately, despite an unprecedented effort in the recent legislative session, we were unable to obtain a solution to this malpractice insurance crisis.

MEDICAL MUTUAL continues to work actively with our state leaders to seek some form of relief for our embattled Physicians and their patients. We encourage you to press your elected representatives in Annapolis for their assistance at this critical time. Thank you for your understanding and support as we persevere with our efforts.

Sincerely,



D. Ted Lewers, M.D.
Chair of the Board

Telephone Surveys Added to Maximize Customer Service

MEDICAL MUTUAL has introduced automated customer service surveys to assist us in maximizing our response to Policyholder telephone inquiries.

Callers to our Customer Service Department are now being invited, at the conclusion of the call, to take part in a quick, four-question automated survey. The survey is designed to get the caller's feedback on the service received from MEDICAL MUTUAL on that

specific telephone call. Answers to the survey questions are entered using the buttons on a touch tone telephone, or, if preferred, by recording a message.

Responses are being used to enhance our services. Additional departments, such as Claims and Risk Management, will be added to the survey program in the near future. If you are asked to participate in this program, your participation would be appreciated.



Web Site Services Expanded

Recognizing that Physicians are facing unprecedented demands on their time, MEDICAL MUTUAL has introduced a number of new online services designed to offer additional convenience for our Insureds.

- Policyholders can now view online their A/R balance information, such as current balance, last payment amount and date. Some policy information, including limits, discounts and surcharges, as well as your producer name and telephone number, are also shown.
- Policyholders can pay their installments online with their Visa, Mastercard or American Express credit card.
- Seminar attendance and registration information can be viewed online.
- *COMING SOON:* Automatic credit card payment plan, online request for a Certificate of Insurance, online request for a claims history, and the ability to report a claim online.

For additional information, please visit our web site at www.weinsuredocs.com.

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