



**ONTARIO RISK SHARING POOL**

**NOVEMBER 2016 OPERATIONAL REPORT**

**ACTUARIAL HIGHLIGHTS**

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**ACTUARIAL HIGHLIGHTS**

**RSP ONTARIO**

**OPERATIONAL REPORT**

**NOVEMBER 2016**

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**TABLE OF CONTENTS**

<b>1</b>	<b>Summary.....</b>	<b>3</b>
1.1	Valuation Schedule (Fiscal Year 2016).....	3
1.2	Appointed Actuary and Hybrid Actuarial Services Model.....	3
1.3	Consideration of Recent Legal Decisions and Changes in Legislation / Regulation .....	3
1.4	Ontario RSP Bodily Injury Case Reserve summary .....	4
1.5	Current Provision Summary .....	6
<b>2</b>	<b>Activity During the Month of November 2016.....</b>	<b>7</b>
2.1	Recorded Premium and Claims Activity .....	7
2.1.a	Actual vs. Projected (AvsP): Earned Premium.....	8
2.1.b	AvsP: Recorded Indemnity & Allowed Claims Expense .....	9
2.1.c	AvsP: Paid Indemnity & Allowed Claims Expense .....	12
2.2	Actuarial Provisions.....	14
<b>3</b>	<b>Ultimate Loss Ratio Matching Method.....</b>	<b>15</b>
<b>4</b>	<b>Calendar Year-to-Date Results.....</b>	<b>15</b>
<b>5</b>	<b>Current Operational Report – Additional Exhibits .....</b>	<b>16</b>
<b>6</b>	<b>EXHIBITS .....</b>	<b>16</b>

## 1 Summary

### 1.1 Valuation Schedule (Fiscal Year 2016)

The November 2016 Operational Report leverages actuarial assumptions consistent with last month (that is, it does not reflect the results of an updated valuation). The table immediately below summarizes the implemented valuations and future scheduled valuations for fiscal year 2017.

<b>ONTARIO RISK SHARING POOL FISCAL YEAR 2017 – SCHEDULE OF VALUATIONS</b>			
<b>Valuation Date</b>	<b>Discount Rate (per annum)</b>	<b>Operational Report</b>	<b>Description of Changes</b>
Sep. 30, 2016 (completed)	0.62% mfad: 25 bp	Oct. 2016	updated valuation (roll forward): accident year 2016 loss ratio increased 0.8 points to 117.3%; discount rate decreased by 6 basis points; no change to selected margins for adverse deviations
Dec. 31, 2016		Mar. 2017	update valuation:
Mar. 31, 2017		May 2017	update valuation (roll forward):
Jun. 30, 2017		Aug. 2017	update valuation:
Sep. 30, 2017		Oct. 2017	update valuation (roll forward):

Under the proposed schedule for fiscal year 2017, the “off-half” valuation quarters ending March 31, 2017 and September 30, 2017 would not reflect a full valuation update of assumptions, but would rather “roll-forward” key assumptions from the previous valuation.

### 1.2 Appointed Actuary and Hybrid Actuarial Services Model

Liam McFarlane of Ernst & Young LLP is Facility Association’s Appointed Actuary (effective as of June 1, 2013).

Facility Association operates under a “hybrid” model in relation to the management and provision of actuarial services. Under this model, actuarial services are performed by both Facility Association’s internal staff and its external actuarial consulting firm. The hybrid model approach maximizes the efficiency of resource allocation while providing access to additional expertise and capacity as needed.

### 1.3 Consideration of Recent Legal Decisions and Changes in Legislation / Regulation<sup>1</sup>

Consideration and assessment of potential impacts of legal decisions and changes in legislation /

<sup>1</sup>How bills become laws in Ontario is described in detail in the publication: <http://www.ontla.on.ca/lao/en/media/laointernet/pdf/bills-and-lawmaking-background-documents/how-bills-become-law-en.pdf>.

regulation constitutes a regular part of the valuation process. Descriptions of some of the more recent changes are provided below.

**Ontario Bill 15** (Fighting Fraud and Reducing Automobile Insurance Rates Act, 2014) was introduced into the Legislature by the Minister of Finance on July 15, 2014 and received Royal Assent on November 20, 2014. Bill 15 includes various amendments and provisions such as moving the Ontario Automobile Dispute Resolution System (DRS) for statutory accident benefits from the Financial Services Commission of Ontario to the Ministry of the Attorney General (Licence Appeal Tribunal), regulation of the Tow and Storage Industry (amendments to the Consumer Protection Act and Repair and Storage Liens Act), regulations related to licensing of insurance agents and adjusters, changes the applicable interest rate applied to overdue payments in the Statutory Accident Benefits Schedule (SABS), and changes to the prejudgment interest rate on general damages for non-pecuniary loss from the rate as set out in the Courts of Justice Act to rates linked to market conditions. With the current valuation, reform adjustments (originally introduced with the June 30, 2015 valuation) specifically related to changes in the non-pecuniary prejudgment interest provision calculation impacting the bodily injury coverage and the applicable interest rate applied to overdue payments in the SABS impacting the accident benefits coverage, were included with the updated industry trend analysis (completed using industry data as at December 31, 2015), impacting the selection of ultimates.

**Ontario Bill 91** (Building Ontario Up Act (Budget Measures), 2015) was introduced into the Legislature by the Minister of Finance on April 23, 2015 and received Royal Assent on June 4, 2015. Bill 91 announced a number of amendments to regulations made under the Insurance Act, including: updating the Catastrophic Impairment Definition and changes to the standard benefit level under the Statutory Accident Benefits Schedule (SABS); restrictions on insurance premium increases and lowering of the maximum interest rate charged on monthly auto insurance premium payments; and adjustments to the monetary threshold beyond which the tort deductible does not apply to reflect inflation (adjustments to reflect inflation in the associated tort deductible were undertaken via an update to regulation 461/96). On August 26, 2015, the Ontario government filed Ontario regulations 250/15 and 251/15 implementing reforms set out in Bill 91. With the current valuation, reform adjustments (originally introduced with the September 30, 2015 valuation) specifically related to changes in the tort threshold and deductibles impacting the bodily injury coverage and changes to the SABS impacting the bodily injury and accident benefits coverages, were included with the updated industry trend analysis (completed using industry data as at December 31, 2015) and nominal valuation estimates, impacting the selection of ultimates.

#### **1.4 Ontario RSP Bodily Injury Case Reserve summary**

As indicated in the previous section, reform adjustments, specifically related to changes in the non-pecuniary prejudgment interest provisions in **Ontario Bill 15** and the changes in the tort threshold and deductibles in **Ontario Bill 91** impacting the third party liability - bodily injury coverage for accident year 2015 and subsequent, was included with the updated Ontario Private Passenger Vehicle industry trend analysis (completed using industry data as at December 31, 2015).

There have been two conflicting Ontario Superior Court decisions in relation to the application of prejudgment interest provisions: *Carillo v. Rizzo* (April 15, 2015) and *El-Khodr v. Lackie et al* (July 28, 2015). In the first, the judge ruled that the change to prejudgment interest for non-pecuniary

losses<sup>2</sup> from a set level of 5% to the level that applies to pecuniary losses applies retroactively (i.e. applies to all open claims), whereas in the second, the judge ruled that the change applies only to claims where notification was provided to the insurer on or after January 1, 2015. FA's current view is that the second judgment supersedes the first, and no adjustments have been made to the provisions for accident years 2014 and prior as a result.

In addition to the above, there have also been multiple conflicting Ontario Superior Court decisions in relation to the application of the changes in the tort threshold and deductibles: *Cobb v. Long Estates* (November 13, 2015), *Vickers v. Palacious* (December 8, 2015) and *Corbett v. Odorico* (March 22, 2016). In the first, the judge ruled that the changes to the tort threshold and deductibles were substantive in nature such that the defendant was not entitled to apply the higher deductible, whereas in the second and third, the judges concluded the deductible change is procedural on the grounds that the cap on damages and the statutory deductible were implemented to achieve particular policy objectives and therefore applied retroactively (i.e. applies to all open claims). FA's current view, consistent with the latter two judgments, is that the changes to the applicable tort threshold and deductibles are applied on a settlement date basis. With the current valuation (as at September 30, 2016), no additional reform adjustment was included as we have assumed the retroactive impact of this product reform change has been fully reflected in outstanding case reserves.

Recognizing that individual members may interpret these results differently, we have included a table at the top of the next page displaying the current levels of Ontario RSP Third Party Liability – Bodily Injury Case Reserves (as at December 31, 2015) by accident year as well as projected average duration, from accident date to projected settlement date, from the December 31, 2015 valuation paid emergence projection model. No attempt has been made to distinguish case reserves held for pecuniary versus non-pecuniary losses, nor in estimating the amount of prejudgment interest, if any, is included in the case reserve estimates.

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<sup>2</sup>**Pecuniary** awards are defined on the Ontario Attorney General's website as "Damages that can be measured in money (i.e., special damages)" with special damages further defined as "Damages intended to compensate a plaintiff for a quantifiable monetary loss. Examples of such losses include: lost earnings, medical bills, and repair costs." In contrast, **non-pecuniary** awards defined as "Damages that cannot be measured in money, but nevertheless are compensated for with money (i.e., general damages)" with general damages further defined as "Damages for non-monetary losses suffered by a plaintiff. These damages are not capable of exact quantification. Examples of such losses suffered include pain, suffering, and disfigurement."

**ON RSP** (Amounts in \$000s; as at Dec. 31, 2015)

AY	Curr BI Case	avg yrs to Dec 2015	projected avg # yrs to settlement	projected avg duration
1993	-	22.5	-	-
1994	-	21.5	-	-
1995	-	20.5	-	-
1996	168	19.5	2.6	22.1
1997	-	18.5	-	-
1998	-	17.5	-	-
1999	-	16.5	-	-
2000	-	15.5	-	-
2001	-	14.5	-	-
2002	-	13.5	-	-
2003	38	12.5	6.4	18.9
2004	-	11.5	6.9	18.4
2005	70	10.5	7.4	17.9
2006	640	9.5	4.8	14.3
2007	2,012	8.5	3.1	11.6
2008	5,983	7.5	2.6	10.1
2009	11,116	6.5	2.4	8.9
2010	24,857	5.5	2.5	8.0
2011	26,424	4.5	2.3	6.8
2012	40,771	3.5	2.4	5.9
2013	54,426	2.5	2.7	5.2
2014	45,063	1.5	3.3	4.8
2015	29,944	0.5	4.1	4.6
<b>TOTAL</b>	<b>241,512</b>	<b>3.2</b>	<b>2.9</b>	<b>6.0</b>

In the above table, the column “projected avg duration” is an estimate of the number of years from claim occurrence<sup>3</sup> to claim settlement, via summing the average number of years from claim occurrence to December 31, 2015 (3<sup>rd</sup> column) and from December 31, 2015 to settlement (4<sup>th</sup> column).

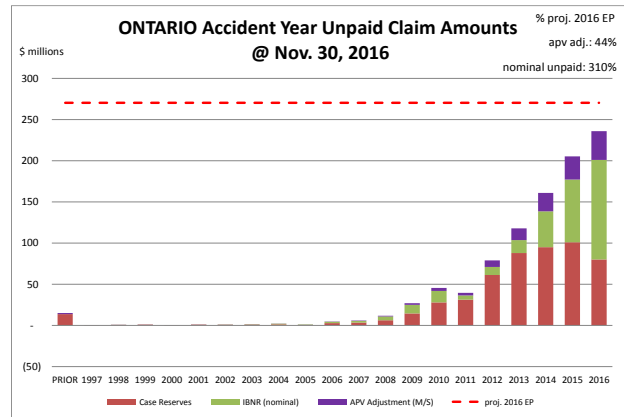
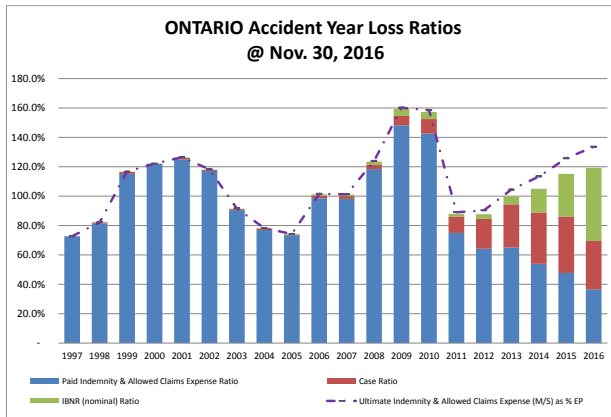
### 1.5 Current Provision Summary

The charts at the top of the next page show the current levels of claim liabilities<sup>4</sup> booked by accident year<sup>5</sup>. The left chart displays life-to-date payments, case reserves, IBNR, and the total including actuarial present value adjustments against accident year earned premium. The right chart shows the associated dollar amounts for the components of the claim liabilities and the current projected amount of 2016 full year earned premium (the red hash-mark line) to provide some perspective.

<sup>3</sup>Prejudgment interest in Ontario applies to the period from the date the claim is reported, not from the time of occurrence. We have provided the latter to allow actuarial judgment to be applied in estimating the lag between occurrence and reporting.

<sup>4</sup>Claim liabilities refer to provision for unpaid indemnity and allowed claims expenses. Allowed claims expenses are first party legal and other expenses as listed in the RSP Claims Guide. Claims expenses paid through the member company expense allowance are NOT included in this discussion.

<sup>5</sup>The loss ratio chart has been limited to show the most recent 20 accident years; the unpaid provision chart has been limited to show the most recent 20 accident years, and show all accident years older than 20 years collectively as “PRIOR”.



“M/S” refers to “Member Statement” values – that is, actuarial present value adjustments at the selected discount rate.

The current actuarial present value adjustments provision for claims liabilities (\$119.9 million – see table below) represents 44% of the earned premium projected for the full year 2016 (see the upper right corner of the right chart above). If our current estimates of the nominal unpaid amounts prove to match actual claims payments, the actuarial present value adjustments will be released into the net operating result over future periods.

claim liabilities (\$000s)	amt	%
case	530,630	55.5%
ibnr	306,332	32.0%
M/S apv adjust.	119,938	12.5%
M/S total	956,900	100.0%

The table to the left breaks down the Member Statement (M/S) claim liabilities total into component parts, indicating case reserves represent the largest portion. Approximately 64% of the IBNR balance relates to accident years 2015 and 2016 (see Exhibit B). Approximately 84% of the M/S total claim

liabilities are related to accident years 2012-2016 inclusive (i.e. the most recent 5 accident years), and approximately 3% is related to accident years 2006 and prior (i.e. prior to the most recent 10 accident years).

The tables immediately below summarize the premium liabilities and the total policy liabilities.

premium liabilities (\$000s)	amt	%
unearned prem	180,945	74.5%
prem def/(dpac)	32,539	13.4%
M/S apv adjust.	29,248	12.0%
M/S total	242,732	100.0%

policy liabilities (\$000s)	amt	%
claim	836,962	69.8%
premium	213,484	17.8%
M/S apv adjust.	149,186	12.4%
M/S total	1,199,632	100.0%

## 2 Activity During the Month of November 2016

### 2.1 Recorded Premium and Claims Activity

The table at the top of the next page summarizes the extent to which premiums and claims amounts recorded during the month differ from projections reflected in the prior month’s Operational Report<sup>6</sup>.

<sup>6</sup>There may be rounding differences in values in this document compared with the associated Bulletin and/or Operational Report.

Ontario RSP Actual vs Projected Summary: Recorded Transaction Amounts (\$ thousands)

Table 01 Accident Year	Earned Premium		Paid Indemnity & Allowed Claims Expense		Case increase / (decrease)		Recorded increase / (decrease)	
	Actual	Actual less Projected	Actual	Actual less Projected	Actual	Actual less Projected	Actual	Actual less Projected
Prior	0	0	11,326	4,151	(14,784)	(8,925)	(3,457)	(4,773)
2014	(10)	(10)	2,032	(1,482)	349	2,944	2,381	1,462
2015	(12)	(12)	2,595	(2,796)	(1,056)	2,780	1,538	(17)
2016	26,013	357	13,046	1,642	9,800	1,585	22,846	3,227
TOTAL	25,992	336	28,999	1,515	(5,691)	(1,615)	23,308	(101)

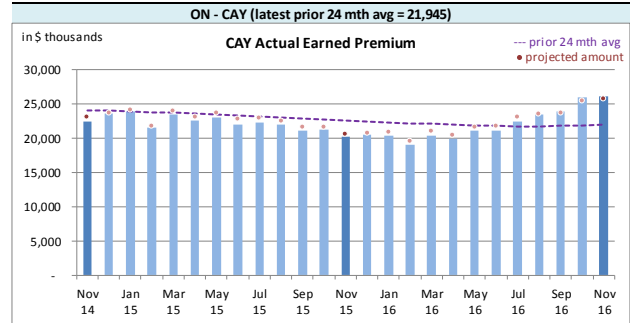
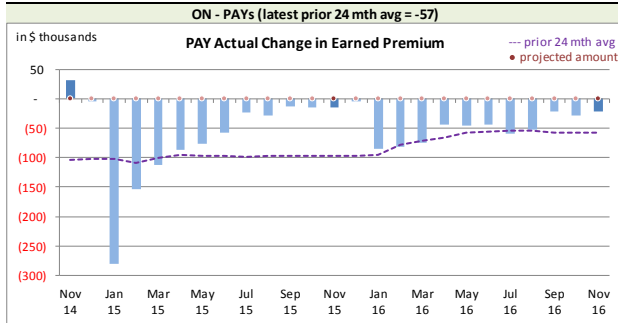
(Recorded transaction amounts exclude IBNR & other actuarial provisions)

Claims transaction activity is generally volatile and changes from one month to the next are anticipated due to this natural “process variance”. Each month, the projection variances are reviewed for signs of projection bias and to identify potential ways to reduce the level of the variance. Commentary from our review is provided in the sub-sections that follow.

**2.1.a Actual vs. Projected (AvsP): Earned Premium**

The charts immediately below show actual **earned premium**<sup>7</sup> activity in each of the most recent 25 calendar months, along with a “prior 24-month average” to show how each month’s actual compares with the average amount of the preceding 24 calendar months.

Ontario RSP Actual **Earned Premium** by Calendar Month



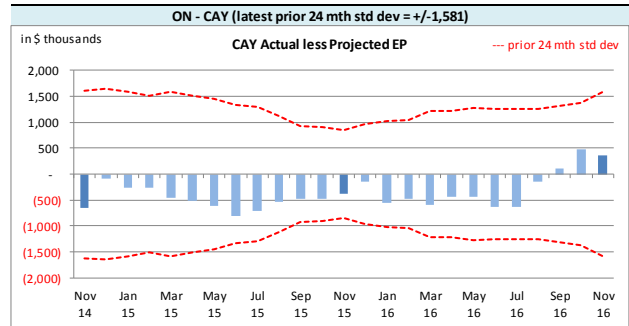
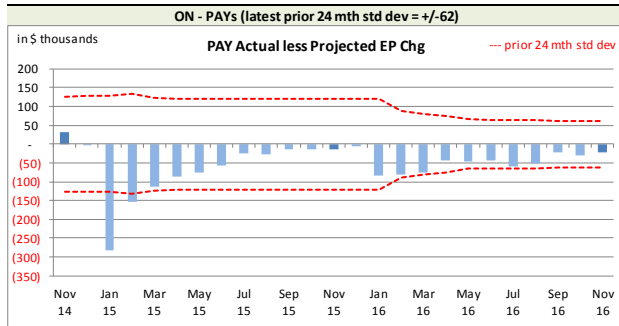
**Earned premium** changes during a given calendar month in relation to prior accident years tend to be at modest levels (note the different scales in the charts above), although relatively high levels generally occur at the beginning of each year.

The associated variance between the actual changes and the projections from the previous month are shown in the charts at the top of the next page. **Earned premium** change projections are all attributed to the current accident year as the projection upload does not accept **earned premium** changes for other accident years. We do not see this limitation as being significant for our purposes, but it does mean that the actual less projection variance will equal the actual **earned premium** change in relation to prior accident years.

<sup>7</sup>Premium is earned on a daily basis based on the transaction term measured in days. As a result, months with 31 days earned relatively more than those with 30 days, and February earns the least.



*Ontario RSP Actual vs. Projected Summary: Earned Premium Variances by Calendar Month*



On Latest \$ thousands		
Earned Premium	PAYs	CAY
Mthly Avg EP Chg (prior 24 mths)	(57)	21,945
std dev	62	1,581
A-P <> std dev	2	-
% <> std dev	8.0%	0.0%
norm <> std dev	31.7%	31.7%

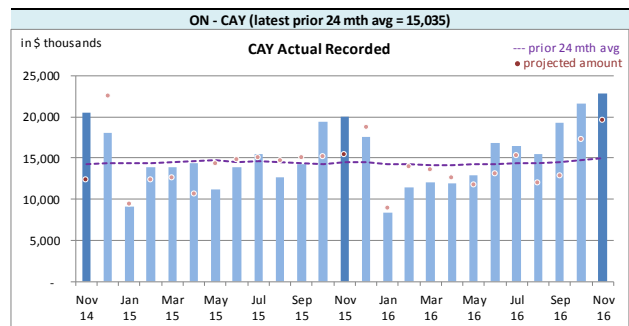
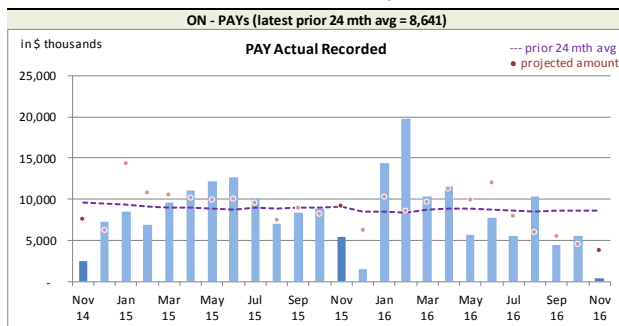
We project **earned premium** changes from known unearned premium and projected written premium levels, but upload the total projections as current accident year (CAY). This process has generated prior accident years' bias<sup>8</sup>, with actuals generally lower than projected. However, the magnitude is not high relative to monthly premium, and the

variances are within the prior 24-month standard deviation for monthly earned premium more often than indicated by a normal distribution (see table above). In addition to the prior accident years' bias, the CAY has also shown bias, with actuals being generally lower than projected. Starting with the August 2016 projections, we have modified our projections processes in an attempt to account for CAY bias. Over time, we may consider other projection approaches to narrow monthly variance levels further, but it is not currently deemed a priority.

**2.1.b AvsP: Recorded Indemnity & Allowed Claims Expense**

Actual **recorded** activity (**paid** and case reserve changes) over the last 25-month period is shown in the charts immediately below, including the “prior 24-month average” level.

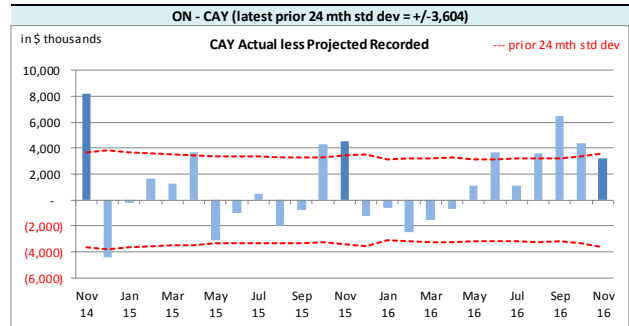
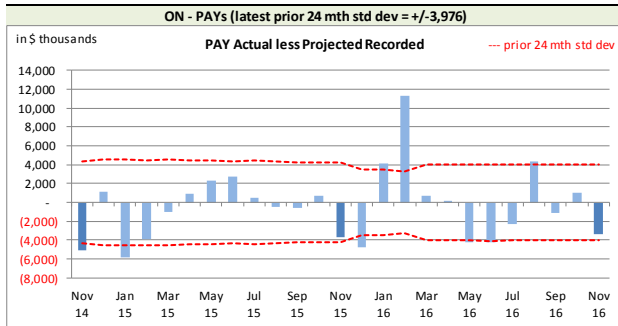
*Ontario RSP Actual Recorded by Calendar Month*



**Recorded** activity variances from the previous month's projections are shown in the charts at the top of the next page, including the “prior 24-month standard deviation” levels.

<sup>8</sup>The prior accident years (PAYs) variances will show bias as the projection upload forces all earned premium projections to be attributed to the current accident year.

*Ontario RSP Actual vs Projected Summary: Recorded Variances by Calendar Month*



On Latest \$ thousands		
	<b>Recorded</b>	<b>PAYs</b>
Mthly Avg Recorded (prior 24 mths)	8,641	15,035
std dev	3,976	3,604
A-P <> std dev	8	9
% <> std dev	32.0%	36.0%
norm <> std dev	31.7%	31.7%

With respect to **recorded** indemnity & allowed claims expense, 32% of the prior accident years' (PAYs) variances (left chart above) were outside of one standard deviation over the period, suggesting the projection process has performed no better than simply projecting the prior 24-month average amount. We note that the ratio of

PAYs' **recorded** activity relative to beginning IBNR has been below the average of the preceding 24-months for most of those months where our projections have been too high (see bottom left chart at top of next page). We continue to investigate to understand the implications to our projections and make adjustments accordingly.

The current accident year (CAY) **recorded** variances (right chart above) fell outside of one standard deviation 36% of the time over the entire period, suggesting that the projection process performs worse than simply projecting the prior 24-month average amount. While we see no evidence of systemic bias in the variances, this is the seventh consecutive month where our projection was below the actual CAY **recorded** amount. Of these, four variances were outside the one standard deviation band. The CAY **recorded** during the month as a percentage of the year-to-date **earned premium** chart on the next page does show consistently higher ratios during 2016 than 2015 and 2014. This is also occurring in relation to the **paid-to-ytd-earned premium** ratio (next section). In fact, looking at results over the last 8 years, the averages of monthly ratios for recorded and paid to year-to-date earned premium have been on the rise generally since 2012, as is evident in the table below (showing the average monthly ratios up to November each year). Note in particular that the average of the monthly paid ratios so far in 2016 is the highest level since 2010 (which was pre-2010 reform).

CAY avg of mthly ratios for yr

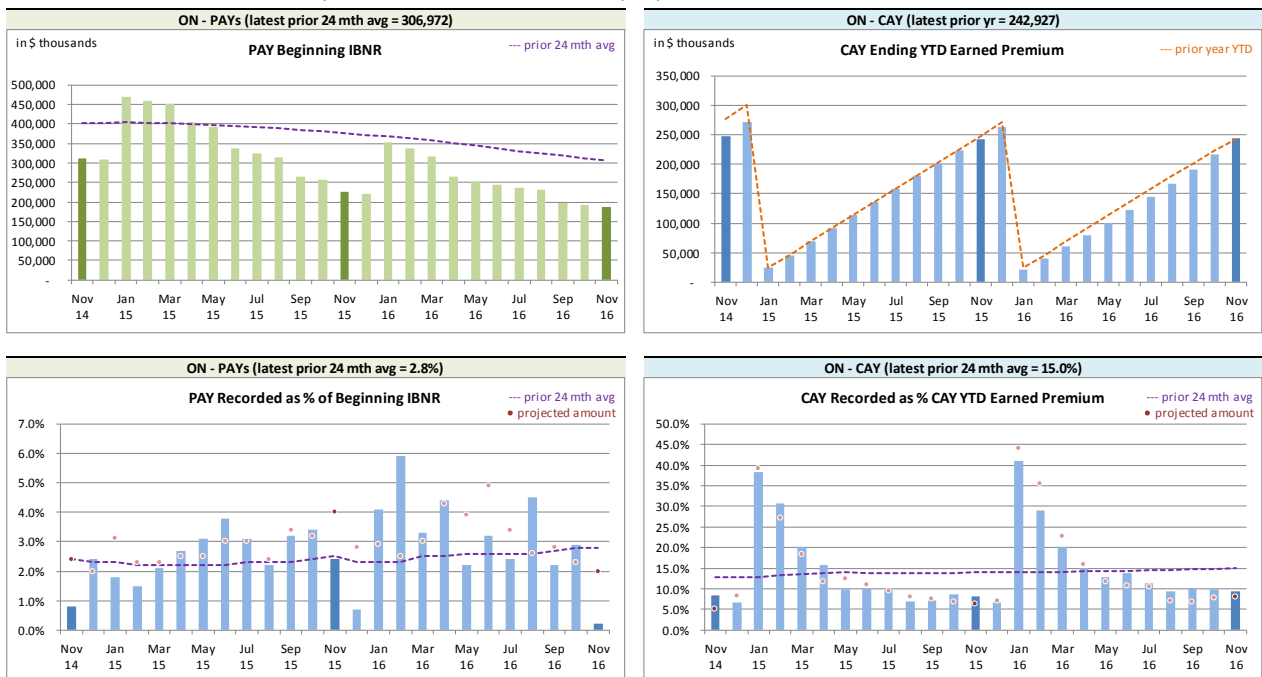
as at	Rec'd	yr-on-yr chg	Paid	yr-on-yr chg
Nov 2009	19.4%		7.3%	
Nov 2010	24.5%	5.1%	8.2%	0.9%
Nov 2011	12.0%	(12.5%)	5.2%	(3.0%)
Nov 2012	11.9%	(0.1%)	4.8%	(0.4%)
Nov 2013	12.4%	0.5%	5.3%	0.5%
Nov 2014	14.3%	1.9%	6.1%	0.8%
Nov 2015	15.0%	0.7%	6.7%	0.6%
Nov 2016	16.5%	1.5%	7.9%	1.2%

This may be signalling an actual increase in claim amounts generally, or simply signalling a change in the pattern of **recorded** / **paid** activity, or belated impacts of rate decreases (reducing **earned premium** level per loss cost level). The **CAY recorded** activity will be monitored to determine if this is an ongoing trend.

The method for establishing IBNR adjusts automatically for changes in **earned premium** and **recorded** claims activity level (see sections 2.2 and 3).

We have included, for reference, additional charts immediately below related to levels influencing **recorded** activity. Note in particular the reduction in the level of PAY beginning IBNR over the months, as a response to valuations and showing up as a beginning IBNR change one month after the valuation is implemented (i.e. April, June, September, and November).

*Ontario RSP Levels that influence<sup>9</sup> Recorded activity by Calendar Month*



We track beginning prior accident years’ IBNR as **recorded** activity “comes out of” IBNR. Changes in the prior accident years’ beginning IBNR (see upper left chart above) occur for several possible reasons:

- to offset actual **recorded** activity (through loss ratio matching);
- the annual switchover as a current accident year becomes a prior accident year (occurs in January); and
- when a new valuation is implemented, where the valuation resulted in changes to the selection of prior accident years’ ultimate (will show up as a beginning IBNR change one

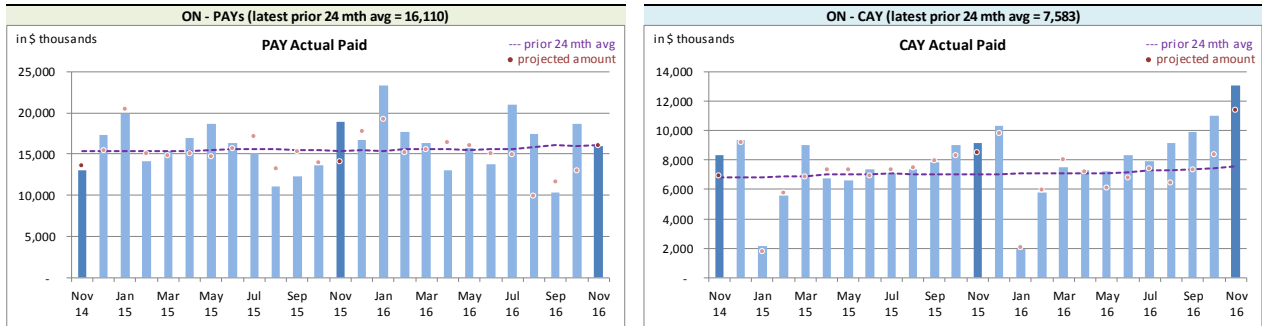
<sup>9</sup>Our recorded activity projections for the prior accident years are based on selected ratios of recorded activity to beginning unpaid balances, whereas the current accident year projections are based on selected ratios of year-to-date IBNR to year-to-date selected ultimate (i.e. selected LR x earned premium), deriving year-to-date recorded as selected ultimate less IBNR. In both cases, the ratio selection is based on our review of the more recent recorded activity and recent AvsP analyses.

month after the valuation is implemented, i.e. the change will generally show in April, June, September, and November).

**2.1.c AvsP: Paid Indemnity & Allowed Claims Expense**

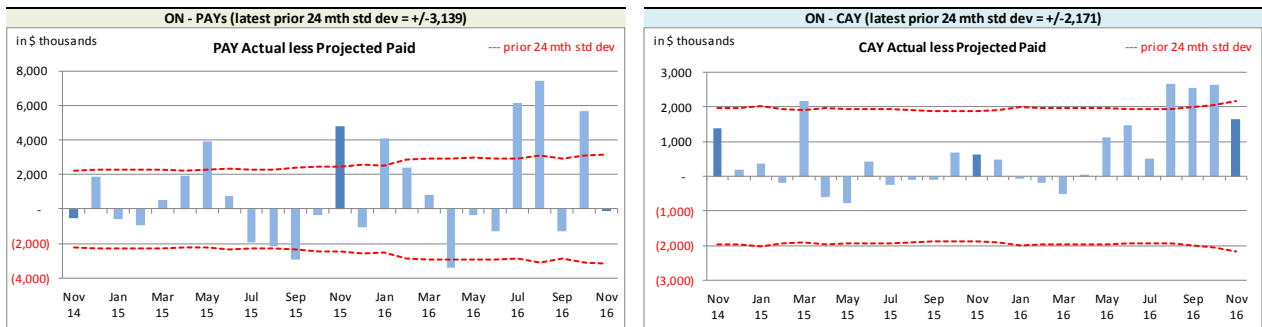
The charts immediately below show actual **paid** activity in each of the most recent 25 calendar months, along with a “prior 24-month average” to show how each month’s actual compares with the average amount of the preceding 24 calendar months.

*Ontario RSP Actual **Paid** activity by Calendar Month*



The charts immediately below show the actual less projected **paid** variances for the last 25 calendar months, along with bands for the “prior 24-month standard deviations” to show how the variances from projection compare with historical standard deviations.

*Ontario RSP Actual vs Projected Summary: **Paid** Variances by Calendar Month*



	On Latest \$ thousands	
	<b>Paid</b>	
	PAYs	CAY
Mthly Avg Paid (prior 24 mths)	16,110	7,583
std dev	3,139	2,171
A-P <> std dev	8	4
% <> std dev	32.0%	16.0%
norm <> std dev	31.7%	31.7%

With respect to **paid** indemnity & allowed claims expense, 32% of the prior accident years’ (PAYs) variances (left chart above) over the last 25 calendar months have fallen outside of one standard deviation, suggesting the projection process has performed no better than projecting simply based on the preceding 24-month

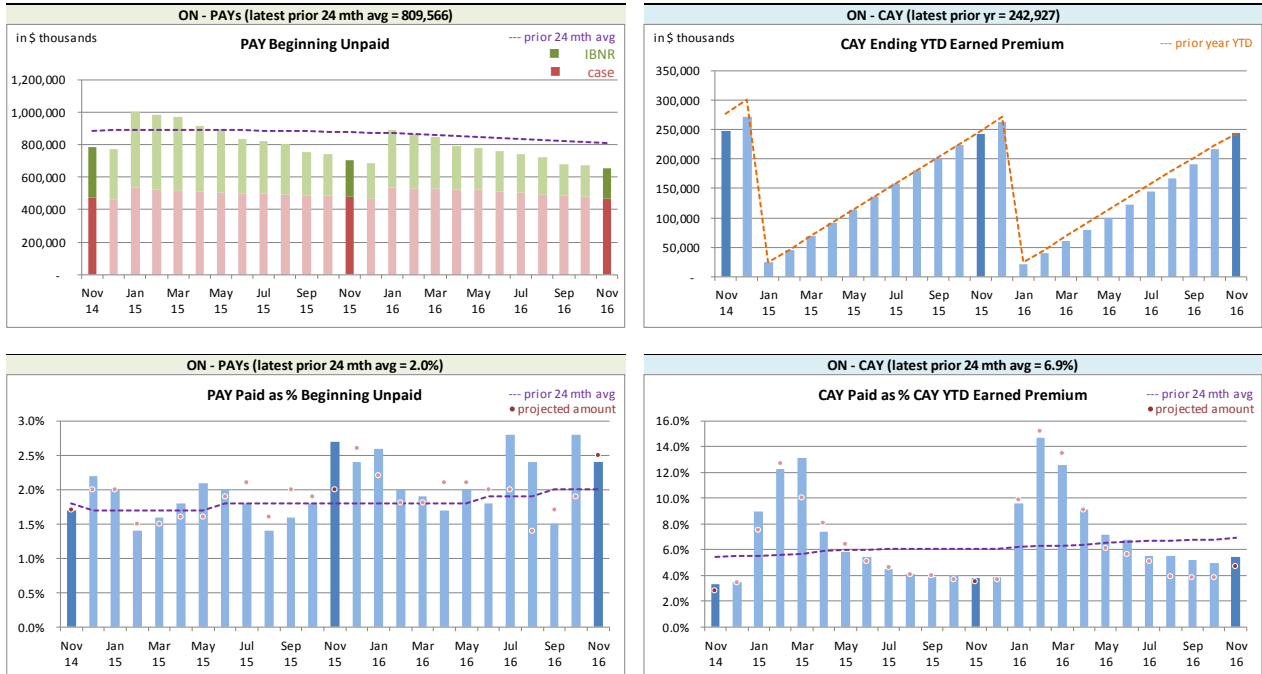
average. There does not appear to be evidence of bias.

The current accident year (CAY) **paid** variances (right chart above) has shown seven consecutive months where actuals have been higher than projected, three of which were also outside the one standard deviation band. The bottom right chart in the middle of the next page shows that the rolling 24-month ratio of CAY **paid** to ytd **earned premium** has been increasing, which adds to the

difficulty in projecting **paid**s. We have made adjustments to our assumption selections in an attempt to account for these issues, but recognize, as discussed in the previous section, that the results may be signalling a change in paid patterns, a change in claims levels in general, or the impact of rate changes.

We have included, for reference, additional charts immediately below related to levels influencing **paid** activity.

*Ontario RSP Levels that influence<sup>10</sup> Paid activity by Calendar Month*



We track beginning prior accident years’ unpaid balance (case and IBNR) as **paid** activity “comes out of” the unpaid balance. Changes in the prior accident years’ beginning unpaid balance (see upper left chart above) occur for several possible reasons:

- to offset actual **paid** activity (may reduce case or IBNR or both);
- the annual switchover as a current accident year becomes a prior accident year (occurs in January); and
- when a new valuation is implemented, where the valuation resulted in changes to the selection of prior accident years’ ultimate (will show up as a beginning unpaid balance change one month after the valuation is implemented, i.e. the change will generally show in April, June, September, and November).

<sup>10</sup>Our paid projections for the prior accident years are based on selected ratios of paid to beginning unpaid balances, whereas the current accident year projections are based on selected ratios of year-to-date paid to year-to-date selected ultimate indemnity (i.e. selected LR x earned premium). In both cases, the ratio selection is based on our review of the more recent recorded activity and recent AvsP analyses.

## 2.2 Actuarial Provisions

An “ultimate loss ratio matching method” (described in section 3) is used to determine the month’s IBNR<sup>11</sup>, and factors are applied to the nominal unpaid claims liability (case plus IBNR) to determine the discount amount (shown as a negative value to indicate its impact of reducing the liability) and the Provisions for Adverse Deviations. The loss ratios and the factors used to determine the projections and actuals were based on the applicable valuation. The table immediately below summarizes variances in provisions included in the November 2016 Operational Report and the associated one-month projections from last month’s Report.

*Ontario RSP Actual vs Projected Summary: IBNR and APV Amounts (\$ thousands)*

Table 02

Accident Year	IBNR		actuarial present value adjustments				IBNR + actuarial present value adjustments	
	Actual	Actual less Projected	Discount Amount		Provisions for Adverse Deviations		Actual	Actual less Projected
			Actual	Actual less Projected	Actual	Actual less Projected		
Prior	65,687	4,774	(6,241)	78	40,663	(542)	100,109	4,310
2014	43,562	(1,473)	(2,355)	(25)	24,799	265	66,006	(1,233)
2015	76,203	3	(3,365)	(53)	31,471	494	104,309	444
2016	120,880	(2,801)	(4,220)	26	39,186	(236)	155,846	(3,011)
TOTAL	306,332	503	(16,181)	26	136,119	(19)	426,270	510

The IBNR provision is \$0.5 million higher than projected, counterbalancing the recorded claims activity and adjusting for the earned premium variance impacts indicated in section 2.1.

Exhibit G shows the accident year IBNR amount change from last month to this month broken down into:

- (i) the change projected last month;
- (ii) the additional change due to variances in earned premium (because we apply a loss ratio to earned premium in determining ultimate level) and/or recorded claims (as IBNR is calculated as ultimate less recorded) differences; and
- (iii) the additional change due to valuation implementation impacts (as applicable)

The variances associated with (ii) above are discussed in sections 2.1.a and 2.1.b.

The table at the top of the next page summarizes the variances in the provisions for the premium deficiency amounts included in the November 2016 Operational Report and the one-month projections from last month’s Report. This RSP is in a premium deficiency position (shown as a positive amount) prior to and after actuarial present value adjustments. Actuarial present value adjustments increase the liability value as the adjustments increase the expected future policy obligations (costs) associated with the unearned premium. Variances are mainly driven by the unearned premium variance.

<sup>11</sup>For ease of discussion, “IBNR” is used in place of “provisions for incurred but not recorded (IBNR) and development”.

*Ontario RSP Actual vs Projected Summary: Premium Deficiency / (DPAC) Amounts (\$ thousands)*

Table 03

	Premium Deficiency / (Deferred Policy Acquisition Costs)		actuarial present value adjustments		Premium Deficiency / (DPAC) including actuarial present value adjustments	
	Actual	Actual less Projected	Actual	Actual less Projected	Actual	Actual less Projected
balance:	32,539	1,017	29,248	911	61,787	1,928
balance as % unearned premium:	18.0%	-	16.2%	-	34.1%	-
actual unearned premium:	180,945					
less projected:	5,644					

### 3 Ultimate Loss Ratio Matching Method

An “ultimate loss ratio matching method” continues to be applied to the current month and two projected months shown in the Operational Reports, with IBNR determined by accident year as follows:

- (a) Earned premium to-date
- (b) Ultimate loss<sup>12</sup> ratio per latest valuation
- (c) Estimated ultimate incurred = (a) x (b)
- (d) Recorded indemnity & allowed claims expense to-date
- (e) IBNR = (c) – (d)

### 4 Calendar Year-to-Date Results

The table at the top of the next page summarizes the calendar year-to-date results for indemnity & allowed claims expenses<sup>13</sup>, including IBNR.

In calculating the amounts as percentages of earned premium, the calendar year-to-date earned premium has been used, which includes earned premium associated with the current accident year but also earned premium adjustments related to prior accident years. Specifically, the current accident year (CAY) ratio in the table is 119.5% rather than 119.2% (the valuation ultimate ratio for accident year 2016), as the calendar year-to-date earned premium includes prior accident year earned premium adjustments. (Note that the ratios in this table may differ slightly from those shown in the Ontario RSP Summary of Operations due to rounding.)

<sup>12</sup>“Loss” here refers to indemnity and allowed claims expenses, but does not include the claims expense allowance included in member company overall expense allowances (“Expense Allowance” in the Operational Report).

<sup>13</sup>Allowed claims expenses are first party legal and other expenses as listed in the RSP Claims Guide. Claims expenses paid through the member company expense allowance are NOT included in this analysis.



*Ontario RSP Calendar Year-to-Date Indemnity & Allowed Claims Expense Summary (\$ thousands)*

Table 04	YTD Nominal Values		YTD actuarial present value adjustment		YTD Total		Change from Prior Month YTD	
	Amount	% EP	Amount	% EP	Amount	% EP	Amount	LR pts
PAYs	(70,524)	(29.0%)	(34,028)	(14.0%)	(104,552)	(43.1%)	(2,019)	4.2%
CAY	290,078	119.5%	34,966	14.4%	325,044	133.9%	34,134	(0.3%)
TOTAL	219,554	90.4%	938	0.4%	220,492	90.8%	32,115	3.9%

(“% EP” based on 2016 calendar year-to-date earned premium; ratios may not total due to rounding)

The prior accident years (PAYs) changes from last month are due to the release of the actuarial present value adjustments with claims payments. The loss ratio change year-to-date reflects not only changes in the prior accident year levels, but also the increase in the calendar year-to-date earned premium with an additional month’s earned premium.

For the current accident year, changes in the year-to-date total reflects the additional month’s exposure and regular changes to actuarial present value adjustments as the year ages.

## 5 Current Operational Report – Additional Exhibits

Section 6 provides exhibits pertaining to the actuarial provisions reflected in the current month’s Operational Report.

IBNR (including actuarial present value adjustments) presented in section 6, Exhibit A, were derived on a discounted basis, and therefore reflect the time value of money and include an explicit provision for adverse deviations in accordance with accepted actuarial practice in Canada.

IBNR presented in section 6, Exhibit B, does NOT include any actuarial present value adjustments. The “Total IBNR” from this exhibit is shown in the Operational Report as “Undiscounted IBNR”.

The ultimate loss ratios presented in section 6, Exhibit B, refer to the estimates derived on the basis of various actuarial methodologies applied to the experience of the Ontario Risk Sharing Pool for the purposes of the most recent quarterly valuation. As discussed in section 3, IBNR in the current month’s Operational Report was derived as the difference between the estimated ultimate for the claims amount (i.e. earned premium x ultimate loss ratio) and the associated current recorded amounts (life-to-date payments plus current case reserves).

## 6 EXHIBITS

The exhibits listed below are provided on the pages that follow:

- EXHIBIT A IBNR for Member Sharing – includes Actuarial Present Value Adjustments
- EXHIBIT B IBNR
- EXHIBIT C Premium Liabilities
- EXHIBIT D Projected Year-end Policy Liabilities
- EXHIBIT E Discount Rate & Margins for Adverse Deviations
- EXHIBIT F Interest Rate Sensitivity
- EXHIBIT G Components of IBNR Change During Month



## EXHIBIT A

## IBNR for Member Sharing – includes Actuarial Present Value Adjustments

TABLE EXHIBIT A

		Amounts in \$000s					
IBNR + M/S actuarial present value adjustments		Accident Year	Actual Oct. 2016	Actual Nov. 2016	Projected Dec. 2016	Projected Jan. 2017	Projected Dec. 2017
		prior	1,185	459	449	498	392
		1997	(21)	(20)	(19)	(19)	(14)
		1998	88	87	85	85	73
		1999	167	142	139	138	112
		2000	73	73	72	71	59
		2001	312	312	307	304	242
		2002	468	446	438	432	345
		2003	580	580	568	560	449
		2004	921	920	903	887	711
		2005	991	996	976	962	769
		2006	2,133	2,087	2,045	1,989	1,594
		2007	2,456	2,506	2,456	2,382	1,905
		2008	5,534	5,594	5,481	5,337	4,272
		2009	12,619	12,572	12,321	12,045	9,646
		2010	17,207	17,428	17,080	16,737	13,403
discount rate		2011	8,560	8,204	8,039	7,838	6,276
0.62%		2012	15,427	17,748	17,393	16,884	13,521
		2013	29,202	29,975	29,375	28,659	22,948
interest rate margin		2014	68,728	66,006	64,137	62,877	50,347
25 basis pts		2015	106,275	104,309	101,180	98,535	71,173
		2016	144,558	155,846	172,601	166,384	84,110
		2017	-	-	-	28,518	213,624
		<b>TOTAL</b>	<b>417,463</b>	<b>426,270</b>	<b>436,026</b>	<b>452,103</b>	<b>495,957</b>
Change				8,807	9,756	16,077	

Please see Exhibit G, page 1 for Components of Change during Current Month

**EXHIBIT B**
**IBNR**

TABLE EXHIBIT B

Amounts in \$000s

IBNR	Ultimate Loss Ratio	Accident Year	Actual Oct. 2016	Actual Nov. 2016	Projected Dec. 2016	Projected Jan. 2017	Projected Dec. 2017
	-	prior	(34)	(750)	(736)	(722)	(585)
	72.7%	1997	(33)	(32)	(31)	(30)	(24)
	82.1%	1998	23	23	23	23	23
	116.5%	1999	83	61	60	59	48
	122.1%	2000	66	66	65	64	53
	126.3%	2001	224	224	220	216	172
	118.1%	2002	383	361	354	347	277
	91.5%	2003	476	476	466	457	366
	78.1%	2004	768	768	753	738	591
	74.1%	2005	909	914	896	878	702
	101.3%	2006	1,795	1,752	1,717	1,683	1,347
	101.1%	2007	1,982	2,075	2,033	1,992	1,594
	123.5%	2008	4,618	4,695	4,601	4,509	3,610
	159.3%	2009	10,460	10,485	10,275	10,069	8,063
	157.3%	2010	13,593	13,920	13,642	13,369	10,705
	87.9%	2011	5,346	5,114	5,012	4,912	3,934
	87.7%	2012	7,209	9,810	9,614	9,422	7,545
	99.6%	2013	14,361	15,725	15,410	15,102	12,092
	105.0%	2014	45,954	43,562	42,255	41,410	33,157
	115.0%	2015	77,755	76,203	73,917	71,699	49,684
	119.2%	2016	112,719	120,880	133,670	128,323	58,272
	117.5%	2017	-	-	-	23,109	163,157
		<b>TOTAL</b>	<b>298,657</b>	<b>306,332</b>	<b>314,216</b>	<b>327,629</b>	<b>354,783</b>
		Change		7,675	7,884	13,413	

Please see Exhibit G, page 2 for Components of Change during Current Month

## EXHIBIT C

## Premium Liabilities

TABLE EXHIBIT C

	Amounts in \$000s				
	Actual	Actual	Projected	Projected	Projected
	Oct. 2016	Nov. 2016	Dec. 2016	Jan. 2017	Dec. 2017
Premium Liabilities					
(1) unearned premium (UP)	171,858	180,945	177,278	170,799	186,501
FOR MEMBER SHARING					
(2) expected future costs ratio {% of (1)}	134.4%	134.1%	133.9%	133.9%	139.5%
(3) expected future costs {(1) x (2)}	230,972	242,732	237,314	228,692	260,261
(4) premium deficiency / (deferred policy acquisition cost)	59,115	61,787	60,036	57,893	73,760
Excluding Actuarial Present Value Adjustments					
(5) expected future costs ratio {% of (1)}	118.2%	118.0%	117.7%	117.8%	122.7%
(6) expected future costs {(1) x (5)}	203,140	213,484	208,717	201,135	228,899
(7) premium deficiency / (deferred policy acquisition cost)	31,283	32,539	31,439	30,336	42,398

## EXHIBIT D

## Projected Year-end Policy Liabilities

The table below presents the projected policy liabilities as at December 31, 2016, broken down by component.

<b>Ontario</b>		<b>Projected Balances as at Dec. 31, 2016 (\$000s)</b>							
<b>ending 2016</b>		<b>nominal values</b>			<b>actuarial present value adjustments (apvs)</b>				
Acc Yr	Case	IBNR	Total Unpaid	discount	investment PfAD	development PfAD	Total apvs	TOTAL	
prior	13,479	(736)	12,743	(127)	50	1,262	1,185	13,928	
1997	156	(31)	125	(2)	1	13	12	137	
1998	692	23	715	(13)	5	70	62	777	
1999	869	60	929	(20)	8	91	79	1,008	
2000	14	65	79	(2)	1	8	7	86	
2001	861	220	1,081	(31)	13	105	87	1,168	
2002	714	354	1,068	(34)	14	104	84	1,152	
2003	885	466	1,351	(46)	18	130	102	1,453	
2004	1,257	753	2,010	(74)	30	194	150	2,160	
2005	245	896	1,141	(47)	18	109	80	1,221	
2006	2,704	1,717	4,421	(164)	66	426	328	4,749	
2007	3,310	2,033	5,343	(155)	59	519	423	5,766	
2008	6,068	4,601	10,669	(267)	107	1,040	880	11,549	
2009	14,165	10,275	24,440	(562)	220	2,388	2,046	26,486	
2010	27,432	13,642	41,074	(945)	370	4,013	3,438	44,512	
2011	30,648	5,012	35,660	(749)	285	3,491	3,027	38,687	
2012	60,006	9,614	69,620	(1,253)	487	8,545	7,779	77,399	
2013	86,086	15,410	101,496	(1,624)	609	14,980	13,965	115,461	
2014	92,800	42,255	135,055	(2,296)	945	23,233	21,882	156,937	
2015	97,878	73,917	171,795	(3,264)	1,203	29,324	27,263	199,058	
<b>PAYs (sub-total):</b>	<b>440,269</b>	<b>180,546</b>	<b>620,815</b>	<b>(11,675)</b>	<b>4,509</b>	<b>90,045</b>	<b>82,879</b>	<b>703,694</b>	
<b>CAY (2016)</b>	<b>90,082</b>	<b>133,670</b>	<b>223,752</b>	<b>(4,699)</b>	<b>1,790</b>	<b>41,840</b>	<b>38,931</b>	<b>262,683</b>	
<b>claims liabilities:</b>	<b>530,351</b>	<b>314,216</b>	<b>844,567</b>	<b>(16,374)</b>	<b>6,299</b>	<b>131,885</b>	<b>121,810</b>	<b>966,377</b>	
	<b>Unearned Premium</b>	<b>Premium Deficiency / (DPAC)</b>	<b>Total Provision</b>	<b>discount</b>	<b>investment PfAD</b>	<b>development PfAD</b>	<b>Total apvs</b>	<b>TOTAL*</b>	
<b>premium liabilities:</b>	177,278	31,439	208,717	(3,750)	1,458	30,889	28,597	237,314	
				*Total may not be sum of parts, as apvs apply to future costs within UPR					
<b>policy liabilities:</b>	<b>1,053,284</b>			<b>(20,124)</b>	<b>7,757</b>	<b>162,774</b>	<b>150,407</b>	<b>1,203,691</b>	

EXHIBIT E

Discount Rate & Margins for Adverse Deviations

The tables below present selected margins for adverse development by coverage (the total is a weighted average, based on the unpaid claims projection for December 31, 2016 from the valuation), followed by the selected discount rate and the associated margin for investment income.

Accident Year	Selected Claims Development MfADs (Sep. 30, 2016)			Total
	Third Party Liability	Accident Benefits	Other Coverages	
1994	10.0%	10.0%	10.0%	10.0%
1995	10.0%	10.0%	10.0%	10.0%
1996	10.0%	10.0%	10.0%	10.0%
1997	10.0%	10.0%	10.0%	10.0%
1998	10.0%	10.0%	10.0%	10.0%
1999	10.0%	10.0%	10.0%	10.0%
2000	10.0%	10.0%	10.0%	10.0%
2001	10.0%	10.0%	10.0%	10.0%
2002	10.0%	10.0%	10.0%	10.0%
2003	10.0%	10.0%	10.0%	10.0%
2004	10.0%	10.0%	10.0%	10.0%
2005	10.0%	10.0%	10.0%	10.0%
2006	10.0%	10.0%	10.0%	10.0%
2007	10.0%	10.0%	10.0%	10.0%
2008	10.0%	10.0%	10.0%	10.0%
2009	10.0%	10.0%	9.5%	10.0%
2010	10.0%	10.0%	9.6%	10.0%
2011	10.0%	10.0%	9.9%	10.0%
2012	12.5%	12.5%	11.7%	12.5%
2013	15.0%	15.0%	14.4%	15.0%
2014	17.5%	17.5%	16.3%	17.5%
2015	17.4%	17.5%	15.3%	17.4%
2016	19.1%	20.0%	7.1%	19.1%
2017	20.0%	20.0%	20.0%	20.0%
prem liab	15.0%	20.0%	5.3%	15.1%

discount rate: 0.62%  
margin (basis points): 25

**EXHIBIT F**
**Interest Rate Sensitivity**

The tables below present sensitivity to the member statement claims liability as projected to Dec. 31, 2016 from the latest valuation date (projections in exhibits A to D are to Dec. 31, 2016 and based on more up-to-date information). We have included both the current valuation selection (0.62%), the prior valuation assumption (0.68%) and the prior fiscal year end valuation assumption (0.98%) for comparative purposes. A 25 basis point margin for investment return adverse deviation is used in all scenarios presented.

\$ Format: \$000s

Actuarial Present Value of Provisions at Various Discount Rates - Dec. 31, 2016 projected Unpaid								
AY	0.12%	0.62%	1.12%	1.62%	2.12%	2.62%	0.68%	0.98%
2001 & prior	16,519	16,393	16,229	16,071	15,915	15,763	16,373	16,276
2002	1,166	1,142	1,113	1,085	1,057	1,031	1,139	1,121
2003	1,478	1,447	1,407	1,369	1,332	1,297	1,442	1,418
2004	2,265	2,213	2,146	2,083	2,023	1,965	2,204	2,164
2005	1,248	1,216	1,176	1,138	1,102	1,068	1,211	1,187
2006	4,568	4,462	4,329	4,203	4,084	3,971	4,446	4,366
2007	5,853	5,747	5,612	5,485	5,365	5,251	5,730	5,649
2008	11,489	11,313	11,093	10,884	10,686	10,497	11,286	11,153
2009	27,216	26,831	26,349	25,893	25,457	25,041	26,773	26,483
2010	44,761	44,131	43,340	42,589	41,872	41,184	44,035	43,560
2011	38,838	38,332	37,691	37,079	36,500	35,942	38,253	37,866
2012	75,177	74,324	73,241	72,203	71,214	70,265	74,190	73,533
2013	120,266	119,057	117,544	116,085	114,676	113,322	118,864	117,957
2014	156,053	154,358	152,224	150,206	148,231	146,328	154,091	152,817
2015	204,199	201,736	198,627	195,622	192,743	189,967	201,352	199,483
2016	266,318	262,777	258,376	254,121	250,046	246,074	262,239	259,576
<b>Total</b>	<b>977,414</b>	<b>965,479</b>	<b>950,497</b>	<b>936,116</b>	<b>922,303</b>	<b>908,966</b>	<b>963,628</b>	<b>954,609</b>
	curr - 50 bp	curr val assumption	curr + 50bp	curr + 100bp	curr + 150bp	curr + 200bp	prior val assumption	prior fyr end assumption

Dollar Impact Relative to Valuation Assumption								
AY	0.12%	0.62%	1.12%	1.62%	2.12%	2.62%	0.68%	0.98%
<b>Total</b>	<b>11,935</b>	<b>-</b>	<b>(14,982)</b>	<b>(29,363)</b>	<b>(43,176)</b>	<b>(56,513)</b>	<b>(1,851)</b>	<b>(10,870)</b>
	curr - 50 bp	curr val assumption	curr + 50bp	curr + 100bp	curr + 150bp	curr + 200bp	prior val assumption	prior fyr end assumption

Percentage Impact Relative to Valuation Assumption								
AY	0.12%	0.62%	1.12%	1.62%	2.12%	2.62%	0.68%	0.98%
2001 & prior	0.8%	-	(1.0%)	(2.0%)	(2.9%)	(3.8%)	(0.1%)	(0.7%)
2002	2.1%	-	(2.5%)	(5.0%)	(7.4%)	(9.7%)	(0.3%)	(1.8%)
2003	2.1%	-	(2.8%)	(5.4%)	(7.9%)	(10.4%)	(0.3%)	(2.0%)
2004	2.3%	-	(3.0%)	(5.9%)	(8.6%)	(11.2%)	(0.4%)	(2.2%)
2005	2.6%	-	(3.3%)	(6.4%)	(9.4%)	(12.2%)	(0.4%)	(2.4%)
2006	2.4%	-	(3.0%)	(5.8%)	(8.5%)	(11.0%)	(0.4%)	(2.2%)
2007	1.8%	-	(2.3%)	(4.6%)	(6.6%)	(8.6%)	(0.3%)	(1.7%)
2008	1.6%	-	(1.9%)	(3.8%)	(5.5%)	(7.2%)	(0.2%)	(1.4%)
2009	1.4%	-	(1.8%)	(3.5%)	(5.1%)	(6.7%)	(0.2%)	(1.3%)
2010	1.4%	-	(1.8%)	(3.5%)	(5.1%)	(6.7%)	(0.2%)	(1.3%)
2011	1.3%	-	(1.7%)	(3.3%)	(4.8%)	(6.2%)	(0.2%)	(1.2%)
2012	1.1%	-	(1.5%)	(2.9%)	(4.2%)	(5.5%)	(0.2%)	(1.1%)
2013	1.0%	-	(1.3%)	(2.5%)	(3.7%)	(4.8%)	(0.2%)	(0.9%)
2014	1.1%	-	(1.4%)	(2.7%)	(4.0%)	(5.2%)	(0.2%)	(1.0%)
2015	1.2%	-	(1.5%)	(3.0%)	(4.5%)	(5.8%)	(0.2%)	(1.1%)
2016	1.3%	-	(1.7%)	(3.3%)	(4.8%)	(6.4%)	(0.2%)	(1.2%)
<b>Total</b>	<b>1.2%</b>	<b>-</b>	<b>(1.6%)</b>	<b>(3.0%)</b>	<b>(4.5%)</b>	<b>(5.9%)</b>	<b>(0.2%)</b>	<b>(1.1%)</b>
	curr - 50 bp	curr val assumption	curr + 50bp	curr + 100bp	curr + 150bp	curr + 200bp	prior val assumption	prior fyr end assumption

EXHIBIT G

Page 1 of 2

Components of Member Statement IBNR (i.e. “Discounted”) Change During Month

RSP		Ontario						M/S IBNR - in \$000s
AccountCode Desc		IBNR - Discour						
AccYear	Values		Sum of Projected Change	Sum of Change Due to AvsP Variances	Sum of Change Due to Valuation Implementation	Sum of Total Change	Sum of % Total Change	Sum of Current Month Final Amount
	Sum of Prior Month Actual Amount							
prior	1,185	(25)	(701)	-	(726)	(61.3%)	459	
1997	(21)	-	1	-	1	(4.8%)	(20)	
1998	88	(2)	1	-	(1)	(1.1%)	87	
1999	167	(4)	(21)	-	(25)	(15.0%)	142	
2000	73	(1)	1	-	-	-	73	
2001	312	(5)	5	-	-	-	312	
2002	468	(9)	(13)	-	(22)	(4.7%)	446	
2003	580	(12)	12	-	-	-	580	
2004	921	(18)	17	-	(1)	(0.1%)	920	
2005	991	(20)	25	-	5	0.5%	996	
2006	2,133	(43)	(3)	-	(46)	(2.2%)	2,087	
2007	2,456	(49)	99	-	50	2.0%	2,506	
2008	5,534	(110)	170	-	60	1.1%	5,594	
2009	12,619	(253)	206	-	(47)	(0.4%)	12,572	
2010	17,207	(344)	565	-	221	1.3%	17,428	
2011	8,560	(170)	(186)	-	(356)	(4.2%)	8,204	
2012	15,427	(309)	2,630	-	2,321	15.0%	17,748	
2013	29,202	(729)	1,502	-	773	2.6%	29,975	
2014	68,728	(1,489)	(1,233)	-	(2,722)	(4.0%)	66,006	
2015	106,275	(2,410)	444	-	(1,966)	(1.8%)	104,309	
2016	144,558	14,299	(3,011)	-	11,288	7.8%	155,846	
<b>Grand Total</b>	<b>417,463</b>	<b>8,297</b>	<b>510</b>	<b>-</b>	<b>8,807</b>	<b>2.1%</b>	<b>426,270</b>	

EXHIBIT G

Components of IBNR (i.e. “Undiscounted”) Change During Month

RSP **Ontario**  
AccountCode Desc **IBNR - Undiscounted**

IBNR - in \$000s

AccYear	Values				Sum of Total Change	Sum of % Total Change	Sum of Current Month Final Amount
	Sum of Prior Month Actual Amount	Sum of Projected Change	Sum of Change Due to AvsP Variances	Sum of Change Due to Valuation Implementation			
prior	(34)	-	(716)	-	(716)	2,105.9%	(750)
1997	(33)	1	-	-	1	(3.0%)	(32)
1998	23	-	-	-	-	-	23
1999	83	(2)	(20)	-	(22)	(26.5%)	61
2000	66	(1)	1	-	-	-	66
2001	224	(4)	4	-	-	-	224
2002	383	(8)	(14)	-	(22)	(5.7%)	361
2003	476	(10)	10	-	-	-	476
2004	768	(15)	15	-	-	-	768
2005	909	(18)	23	-	5	0.6%	914
2006	1,795	(36)	(7)	-	(43)	(2.4%)	1,752
2007	1,982	(40)	133	-	93	4.7%	2,075
2008	4,618	(92)	169	-	77	1.7%	4,695
2009	10,460	(209)	234	-	25	0.2%	10,485
2010	13,593	(272)	599	-	327	2.4%	13,920
2011	5,346	(107)	(125)	-	(232)	(4.3%)	5,114
2012	7,209	(144)	2,745	-	2,601	36.1%	9,810
2013	14,361	(359)	1,723	-	1,364	9.5%	15,725
2014	45,954	(919)	(1,473)	-	(2,392)	(5.2%)	43,562
2015	77,755	(1,555)	3	-	(1,552)	(2.0%)	76,203
2016	112,719	10,962	(2,801)	-	8,161	7.2%	120,880
<b>Grand Total</b>	<b>298,657</b>	<b>7,172</b>	<b>503</b>	<b>-</b>	<b>7,675</b>	<b>2.6%</b>	<b>306,332</b>