

DEPARTMENT OF INSURANCE

Statistical Analysis Division
300 South Spring Street, 14th Floor
Los Angeles, California 90013



February 10, 2009

CIRCULAR CRS-2009

TO: All Property & Casualty Insurers Licensed to Issue or Issuing Private Passenger Automobile and / or Homeowners' Insurance in California

SUBJECT: 2009 Complaint Ratio Study (CRS-2009)

Pursuant to **California Insurance Code §12921.1**, the purpose of this circular is to collect your company's exposure and premium information for the three experience years from **January 1, 2006 to December 31, 2008**.

Complete the **Acknowledgement Form** and return it to **California Department of Insurance on or before MARCH 2, 2009** to inform the department of your reporting status.

Please retrieve the **CRS-2009 Data Workbook** from the California Department of Insurance website and provide the data requested for the lines of business specified. **DO NOT REPORT AS A GROUP**. A separate form must be submitted for each company within your group.

Statistical Plan and Related CRS-2009 Forms are available on the Internet

The CRS-2009 Statistical Plan and the related instructions/forms are available on the California Department of Insurance website. To retrieve this information, please follow the instructions below:

- Go to the Department of Insurance website: <http://www.insurance.ca.gov>
- Select **INSURERS** page.
- From the **INSURERS** page, select **Data and Reports** link on the left-hand column.
- Select **Statistical Plans** and then **Reporting Year 2009 Statistical Plans** link.
- A message will appear requesting a user name and a password. Enter the following:
User Name: **GOTNUMBERS09** (case sensitive)
Password: **STAT2009** (case sensitive)
- Select **CRS-2009**.
- Once you have accessed this website, review the instructions and download the files needed to complete your company's reporting obligations under CRS-2009.

Please remember that the CRS-2009 data is due no later than **MARCH 30, 2009**. Any questions should be directed to [Dairyn Valencia](#) at (213) 346-6326.

Sincerely,

Benjamin J. Gentile
BENJAMIN J. GENTILE
Chief, Statistical Analysis Division