

**Independence American Insurance Company  
PetFirst  
Pet Health Insurance Rate Filing  
Experience Exhibit**

**Nationwide Experience - Data through September 2020**

| A             | B             | C              | D                        | E             | F               | G                        | H                   | I                   | J                             |
|---------------|---------------|----------------|--------------------------|---------------|-----------------|--------------------------|---------------------|---------------------|-------------------------------|
| Calendar Year | Member Months | Earned Premium | Incurred and Paid Claims | Claim Reserve | Incurred Claims | Expected Incurred Claims | Incurred Loss Ratio | Expected Loss Ratio | Actual to Expected Loss Ratio |
| 2015          | 84,604        | 2,322,006      | 1,268,599                | 0             | 1,268,599       | 1,149,393                | 54.6%               | 49.5%               | 1.104                         |
| 2016          | 367,031       | 10,528,305     | 5,986,685                | 0             | 5,986,685       | 5,211,511                | 56.9%               | 49.5%               | 1.149                         |
| 2017          | 456,610       | 14,068,264     | 7,632,825                | 0             | 7,632,825       | 6,963,791                | 54.3%               | 49.5%               | 1.096                         |
| 2018          | 510,458       | 16,881,027     | 8,760,834                | 642           | 8,761,476       | 8,356,108                | 51.9%               | 49.5%               | 1.049                         |
| 2019          | 565,359       | 19,589,214     | 11,531,083               | 4,203         | 11,535,286      | 9,696,661                | 58.9%               | 49.5%               | 1.190                         |
| 2020          | 487,206       | 17,174,554     | 9,043,954                | 1,464,565     | 10,508,519      | 8,501,404                | 61.2%               | 49.5%               | 1.236                         |
| Total         | 2,471,269     | 80,563,371     | 44,223,980               | 1,469,410     | 45,693,389      | 39,878,869               | 56.7%               | 49.5%               | 1.146                         |

**Experience - Data through September 2020**

| Calendar Year | Member Months | Earned Premium | Incurred and Paid Claims | Claim Reserve | Incurred Claims | Expected Incurred Claims | Incurred Loss Ratio | Expected Loss Ratio | Actual to Expected Loss Ratio |
|---------------|---------------|----------------|--------------------------|---------------|-----------------|--------------------------|---------------------|---------------------|-------------------------------|
| 2015          | 15,932        | 532,398        | 276,681                  | 0             | 276,681         | 263,537                  | 52.0%               | 49.5%               | 1.050                         |
| 2016          | 65,631        | 2,267,786      | 1,472,925                | 0             | 1,472,925       | 1,122,554                | 64.9%               | 49.5%               | 1.312                         |
| 2017          | 74,235        | 2,793,707      | 1,861,744                | 0             | 1,861,744       | 1,382,885                | 66.6%               | 49.5%               | 1.346                         |
| 2018          | 80,352        | 3,159,149      | 1,914,888                | 145           | 1,915,033       | 1,563,779                | 60.6%               | 49.5%               | 1.225                         |
| 2019          | 96,943        | 3,669,722      | 2,803,093                | 1,027         | 2,804,120       | 1,816,513                | 76.4%               | 49.5%               | 1.544                         |
| 2020          | 81,811        | 3,435,924      | 2,099,433                | 300,873       | 2,400,306       | 1,700,782                | 69.9%               | 49.5%               | 1.411                         |
| Total         | 414,903       | 15,858,687     | 10,428,763               | 302,046       | 10,730,809      | 7,850,050                | 67.7%               | 49.5%               | 1.367                         |

A = Calendar year.

B = Member months for experience period.

C = Earned premium from PetFirst historical data.

D = Incurred and paid claims from PetFirst historical data.

E = Claims that are incurred but not reported and reported but not paid.

F = D + E

G = I x C

H = F / C

I = G / C

J = H / I

Independence American Insurance Company  
 PetFirst  
 Pet Health Insurance Rate Filing  
 Projected Experience and Proposed Rating Changes

Nationwide Experience - Excluding Wellness  
 October 2015 through September 2020 Accruals

| Breed Factor Support           |         |                     |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
|--------------------------------|---------|---------------------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| A                              | B       | C                   | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
| 30-Day Or<br>Emergency<br>Plan | Species | Breed Rate<br>Group | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | Dog     | Beagle              | 13,209    | 48.4%       | 573,486           | 384,421            | 67.0%                  | 974,733             | 588,152                       | 60.3%                  | 49.5%                  | 1.219                   | 0.960                              | 1.269                                      | 1.219  | 1.245   | 1.245                                       | 0.981                                       | 1.269             | 1.245              | 0.981              |
| N                              | Dog     | Boxer               | 14,642    | 51.0%       | 799,969           | 584,985            | 73.1%                  | 1,336,286           | 903,619                       | 67.6%                  | 49.5%                  | 1.366                   | 1.076                              | 1.865                                      | 2.007  | 1.937   | 1.937                                       | 1.039                                       | 1.865             | 1.937              | 1.039              |
| N                              | Dog     | Bulldog             | 17,656    | 56.0%       | 981,522           | 742,880            | 75.7%                  | 1,618,725           | 1,119,681                     | 69.2%                  | 49.5%                  | 1.397                   | 1.101                              | 1.865                                      | 2.053  | 1.970   | 1.970                                       | 1.056                                       | 1.865             | 1.970              | 1.056              |
| N                              | Dog     | Chihuahua           | 32,264    | 75.7%       | 1,213,619         | 561,583            | 46.3%                  | 1,341,638           | 848,321                       | 63.2%                  | 49.5%                  | 1.277                   | 1.006                              | 0.689                                      | 0.693  | 0.692   | 0.692                                       | 1.004                                       | 0.689             | 0.692              | 1.004              |
| N                              | Dog     | Dachshund           | 19,379    | 58.6%       | 969,215           | 491,264            | 50.7%                  | 1,236,486           | 749,296                       | 60.6%                  | 49.5%                  | 1.224                   | 0.964                              | 1.068                                      | 1.030  | 1.046   | 1.046                                       | 0.979                                       | 1.068             | 1.046              | 0.979              |
| N                              | Dog     | G1                  | 4,241     | 27.4%       | 208,941           | 169,613            | 81.2%                  | 273,605             | 253,883                       | 92.8%                  | 49.5%                  | 1.875                   | 1.477                              | 1.559                                      | 2.302  | 1.763   | 1.715                                       | 1.100                                       | 1.559             | 1.715              | 1.100              |
| N                              | Dog     | G2                  | 5,825     | 32.1%       | 300,781           | 261,316            | 86.9%                  | 566,979             | 418,049                       | 73.7%                  | 49.5%                  | 1.490                   | 1.173                              | 2.351                                      | 2.759  | 2.482   | 2.482                                       | 1.056                                       | 2.351             | 2.482              | 1.056              |
| N                              | Dog     | G3                  | 10,321    | 42.8%       | 537,246           | 441,597            | 82.2%                  | 976,368             | 659,969                       | 67.6%                  | 49.5%                  | 1.366                   | 1.076                              | 2.477                                      | 2.664  | 2.557   | 2.557                                       | 1.032                                       | 2.477             | 2.557              | 1.032              |
| N                              | Dog     | German Shepherd     | 22,465    | 63.1%       | 1,009,887         | 528,813            | 52.4%                  | 1,129,384           | 799,647                       | 70.8%                  | 49.5%                  | 1.430                   | 1.127                              | 1.098                                      | 1.237  | 1.186   | 1.186                                       | 1.080                                       | 1.098             | 1.186              | 1.080              |
| N                              | Dog     | Golden Retriever    | 17,603    | 55.9%       | 950,899           | 749,100            | 78.8%                  | 1,652,115           | 1,153,668                     | 69.8%                  | 49.5%                  | 1.411                   | 1.111                              | 1.673                                      | 1.859  | 1.777   | 1.777                                       | 1.062                                       | 1.673             | 1.777              | 1.062              |
| N                              | Dog     | L1                  | 33,137    | 76.7%       | 1,437,721         | 732,823            | 51.0%                  | 1,799,091           | 1,106,987                     | 61.5%                  | 49.5%                  | 1.243                   | 0.979                              | 1.020                                      | 0.999  | 1.004   | 1.004                                       | 0.984                                       | 1.020             | 1.004              | 0.984              |
| N                              | Dog     | L2                  | 30,430    | 73.5%       | 1,412,146         | 883,590            | 62.6%                  | 2,141,936           | 1,336,792                     | 62.4%                  | 49.5%                  | 1.261                   | 0.993                              | 1.285                                      | 1.276  | 1.279   | 1.279                                       | 0.995                                       | 1.285             | 1.279              | 0.995              |
| N                              | Dog     | L3                  | 13,170    | 48.3%       | 623,060           | 460,808            | 74.0%                  | 999,734             | 704,554                       | 70.5%                  | 49.5%                  | 1.424                   | 1.122                              | 1.410                                      | 1.581  | 1.493   | 1.493                                       | 1.059                                       | 1.410             | 1.493              | 1.059              |
| N                              | Dog     | L4                  | 12,258    | 46.6%       | 633,156           | 388,681            | 61.4%                  | 901,130             | 588,666                       | 65.3%                  | 49.5%                  | 1.320                   | 1.040                              | 1.590                                      | 1.653  | 1.619   | 1.619                                       | 1.018                                       | 1.590             | 1.619              | 1.018              |
| N                              | Dog     | Labrador Retriever  | 43,346    | 87.7%       | 2,194,414         | 1,376,314          | 62.7%                  | 2,937,600           | 2,062,471                     | 70.2%                  | 49.5%                  | 1.418                   | 1.117                              | 1.231                                      | 1.375  | 1.358   | 1.354                                       | 1.100                                       | 1.231             | 1.354              | 1.100              |
| N                              | Dog     | M1                  | 21,115    | 61.2%       | 826,974           | 359,275            | 43.4%                  | 1,020,784           | 538,716                       | 52.8%                  | 49.5%                  | 1.066                   | 0.840                              | 0.946                                      | 0.794  | 0.853   | 0.853                                       | 0.902                                       | 0.946             | 0.853              | 0.902              |
| N                              | Dog     | M2                  | 25,457    | 67.2%       | 1,142,148         | 625,389            | 54.8%                  | 1,382,955           | 919,435                       | 66.5%                  | 49.5%                  | 1.343                   | 1.058                              | 0.984                                      | 1.041  | 1.022   | 1.022                                       | 1.039                                       | 0.984             | 1.022              | 1.039              |
| N                              | Dog     | M3                  | 13,901    | 49.7%       | 636,741           | 410,019            | 64.4%                  | 937,366             | 629,535                       | 67.2%                  | 49.5%                  | 1.357                   | 1.069                              | 1.100                                      | 1.176  | 1.138   | 1.138                                       | 1.035                                       | 1.100             | 1.138              | 1.035              |
| N                              | Dog     | Maltese             | 17,085    | 55.1%       | 654,659           | 531,383            | 81.2%                  | 1,160,317           | 807,345                       | 69.6%                  | 49.5%                  | 1.406                   | 1.107                              | 0.972                                      | 1.076  | 1.029   | 1.029                                       | 1.059                                       | 0.972             | 1.029              | 1.059              |
| N                              | Dog     | Mixed               | 1,028,396 | 100.0%      | 37,012,154        | 19,746,451         | 53.4%                  | 47,258,916          | 28,613,180                    | 60.5%                  | 49.5%                  | 1.223                   | 0.964                              | 1.000                                      | 0.964  | 0.964   | 0.964                                       | 0.964                                       | 1.000             | 0.964              | 0.964              |
| N                              | Dog     | Pitbull             | 15,737    | 52.8%       | 647,028           | 307,513            | 47.5%                  | 604,879             | 453,190                       | 74.9%                  | 49.5%                  | 1.514                   | 1.192                              | 0.878                                      | 1.047  | 0.967   | 0.966                                       | 1.100                                       | 0.878             | 0.966              | 1.100              |
| N                              | Dog     | Poodle-Mini         | 14,607    | 50.9%       | 597,660           | 325,992            | 54.5%                  | 835,393             | 491,287                       | 58.8%                  | 49.5%                  | 1.188                   | 0.936                              | 0.855                                      | 0.800  | 0.827   | 0.827                                       | 0.967                                       | 0.855             | 0.827              | 0.967              |
| N                              | Dog     | Pug                 | 7,257     | 35.9%       | 372,246           | 242,547            | 65.2%                  | 596,484             | 376,996                       | 63.2%                  | 49.5%                  | 1.277                   | 1.006                              | 1.378                                      | 1.386  | 1.381   | 1.381                                       | 1.002                                       | 1.378             | 1.381              | 1.002              |
| N                              | Dog     | S1                  | 58,447    | 100.0%      | 2,274,770         | 1,330,025          | 58.5%                  | 3,019,514           | 2,003,336                     | 66.3%                  | 49.5%                  | 1.340                   | 1.056                              | 0.834                                      | 0.881  | 0.881   | 0.881                                       | 1.056                                       | 0.834             | 0.881              | 1.056              |
| N                              | Dog     | S2                  | 46,042    | 90.4%       | 1,986,040         | 1,309,209          | 65.9%                  | 3,323,693           | 1,999,265                     | 60.2%                  | 49.5%                  | 1.215                   | 0.957                              | 1.092                                      | 1.045  | 1.050   | 1.050                                       | 0.962                                       | 1.092             | 1.050              | 0.962              |
| N                              | Dog     | S3                  | 13,949    | 49.7%       | 670,372           | 579,475            | 86.4%                  | 1,125,252           | 840,441                       | 74.7%                  | 49.5%                  | 1.509                   | 1.189                              | 1.747                                      | 2.076  | 1.911   | 1.911                                       | 1.094                                       | 1.747             | 1.911              | 1.094              |
| N                              | Dog     | Schnauzer-Miniatur  | 9,295     | 40.6%       | 405,954           | 263,635            | 64.9%                  | 595,094             | 399,932                       | 67.2%                  | 49.5%                  | 1.358                   | 1.069                              | 1.169                                      | 1.250  | 1.202   | 1.202                                       | 1.028                                       | 1.169             | 1.202              | 1.028              |
| N                              | Dog     | Shih Tzu            | 29,784    | 72.7%       | 1,179,172         | 558,237            | 47.3%                  | 1,470,298           | 847,225                       | 57.6%                  | 49.5%                  | 1.164                   | 0.917                              | 0.826                                      | 0.757  | 0.776   | 0.776                                       | 0.939                                       | 0.826             | 0.776              | 0.939              |
| N                              | Dog     | Yorkshire Terrier   | 34,811    | 78.6%       | 1,465,243         | 868,882            | 59.3%                  | 1,939,316           | 1,297,465                     | 66.9%                  | 49.5%                  | 1.352                   | 1.065                              | 0.904                                      | 0.962  | 0.950   | 0.950                                       | 1.051                                       | 0.904             | 0.950              | 1.051              |
| N                              | Cat     | High                | 24,145    | 65.5%       | 656,575           | 398,937            | 60.8%                  | 900,800             | 596,842                       | 66.3%                  | 49.5%                  | 1.339                   | 1.077                              | 1.089                                      | 1.172  | 1.144   | 1.144                                       | 1.051                                       | 1.089             | 1.144              | 1.051              |
| N                              | Cat     | Low                 | 49,000    | 93.2%       | 1,239,895         | 597,332            | 48.2%                  | 1,460,185           | 888,666                       | 60.9%                  | 49.5%                  | 1.229                   | 0.989                              | 0.927                                      | 0.917  | 0.917   | 0.917                                       | 0.989                                       | 0.927             | 0.917              | 0.989              |
| N                              | Cat     | Mixed Feline        | 368,341   | 100.0%      | 8,462,604         | 4,109,644          | 48.6%                  | 9,645,354           | 5,904,137                     | 61.2%                  | 49.5%                  | 1.237                   | 0.995                              | 1.000                                      | 0.995  | 0.995   | 0.995                                       | 0.995                                       | 1.000             | 0.995              | 0.995              |
| N                              | Dog     | Total               | 1,625,833 | 100.0%      | 63,717,223        | 36,215,823         | 56.8%                  | 85,156,072          | 53,511,102                    | 62.8%                  | 49.5%                  | 1.269                   | 1.000                              | 1.051                                      | 1.051  | 1.051   | 1.042                                       | 0.992                                       | 1.058             | 1.055              | 0.997              |
| N                              | Cat     | Total               | 441,487   | 100.0%      | 10,359,074        | 5,105,914          | 49.3%                  | 12,006,339          | 7,389,646                     | 61.5%                  | 49.5%                  | 1.243                   | 1.000                              | 0.997                                      | 0.997  | 0.997   | 0.995                                       | 0.998                                       | 0.994             | 0.992              | 0.999              |
| N                              | Total   | Total               | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 1.000                              | 1.044                                      | 1.044  | 1.044   | 1.036                                       | 0.992                                       | 1.051             | 1.048              | 0.997              |
| Y                              | Total   | Total               | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 1.000                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total   | Total               | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 1.000                              | 1.043                                      | 1.043  | 1.043   | 1.035                                       | 0.993                                       | 1.051             | 1.048              | 0.997              |

A = 30-Day Plan or Emergency Plan Indicator.  
 B = Species.  
 C = Breed Rate Group.  
 D = Member months for experience period.  
 E = Credibility = Min(1.0, (member months / 56,362)^0.5)  
 F = Earned premium from PetFirst historical data.  
 G = Incurred claims from PetFirst historical data.  
 H = G / F  
 I = Premium adjusted to the currently approved rate manual.  
 J = Non-wellness claims trended to 1/0/1900 at a rate of 0.0% per year.  
 K = J / I

L = Expected incurred claims / earned premium.  
 M = K / L  
 N = M / M species subtotal  
 O = Based on the current rate manual.  
 P = N x O  
 Q = (E x P) + (1 - E) x O  
 R = Proposed nationwide average factor.  
 S = R / O  
 T = Based on the current rate manual for .  
 U = Proposed factor for .  
 V = U / T

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Nationwide Experience - Excluding Wellness  
 October 2015 through September 2020 Accruals

| A                              | B       | C      | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
|--------------------------------|---------|--------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| Species Gender Factor Support  |         |        |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
| 30-Day Or<br>Emergency<br>Plan | Species | Gender | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | Dog     | M      | 862,731   | 100.0%      | 33,823,708        | 19,245,165         | 56.9%                  | 45,029,899          | 28,428,188                    | 63.1%                  | 49.5%                  | 1.275                   | 1.007                              | 1.000                                      | 1.007  | 1.007   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| N                              | Dog     | F      | 763,102   | 100.0%      | 29,893,515        | 16,970,658         | 56.8%                  | 40,126,173          | 25,082,915                    | 62.5%                  | 49.5%                  | 1.263                   | 0.997                              | 1.010                                      | 1.007  | 1.007   | 1.000                                       | 0.990                                       | 1.010             | 1.000              | 0.990              |
| N                              | Cat     | M      | 233,675   | 100.0%      | 5,525,837         | 2,974,490          | 53.8%                  | 6,901,981           | 4,316,631                     | 62.5%                  | 49.5%                  | 1.263                   | 0.998                              | 0.570                                      | 0.569  | 0.569   | 0.565                                       | 0.991                                       | 0.570             | 0.565              | 0.991              |
| N                              | Cat     | F      | 207,812   | 100.0%      | 4,833,237         | 2,131,424          | 44.1%                  | 5,104,358           | 3,073,015                     | 60.2%                  | 49.5%                  | 1.216                   | 0.961                              | 0.464                                      | 0.446  | 0.446   | 0.442                                       | 0.954                                       | 0.464             | 0.442              | 0.953              |
| N                              | Dog     | Total  | 1,625,833 | 100.0%      | 63,717,223        | 36,215,823         | 56.8%                  | 85,156,072          | 53,511,102                    | 62.8%                  | 49.5%                  | 1.269                   | 1.003                              | 1.005                                      | 1.007  | 1.007   | 1.000                                       | 0.995                                       | 1.005             | 1.000              | 0.995              |
| N                              | Cat     | Total  | 441,487   | 100.0%      | 10,359,074        | 5,105,914          | 49.3%                  | 12,006,339          | 7,389,646                     | 61.5%                  | 49.5%                  | 1.243                   | 0.982                              | 0.520                                      | 0.510  | 0.510   | 0.506                                       | 0.975                                       | 0.521             | 0.508              | 0.975              |
| N                              | Total   | Total  | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 1.000                              | 0.901                                      | 0.901  | 0.901   | 0.894                                       | 0.993                                       | 0.912             | 0.906              | 0.993              |
| Y                              | Total   | Total  | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 3.585                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total   | Total  | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 1.000                              | 0.902                                      | 0.902  | 0.902   | 0.896                                       | 0.993                                       | 0.913             | 0.907              | 0.993              |

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 B = Species.  
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 D = Member months for experience period.  
 E = Credibility = Min(1.0, (member months / 56,362)^0.5)  
 F = Earned premium from PetFirst historical data.  
 G = Incurred claims from PetFirst historical data.  
 H = G / F  
 I = Premium adjusted to the currently approved rate manual.  
 J = Non-wellness claims trended to 1/0/1900 at a rate of 0.0% per year.  
 K = J / I

L = Expected incurred claims / earned premium.  
 M = K / L  
 N = M / M subtotal  
 O = Based on the current rate manual.  
 P = N x O  
 Q = (E x P) + (1 - E) x O  
 R = Proposed nationwide average factor.  
 S = R / O  
 T = Based on the current rate manual for .  
 U = Proposed factor for .  
 V = U / T

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| Age Factor Support             |                   |        |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
|--------------------------------|-------------------|--------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| A                              | B                 | C      | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
| 30-Day Or<br>Emergency<br>Plan | Incident<br>Limit | Age    | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | Y                 | 0 to 3 | 101,715   | 100.0%      | 1,710,263         | 571,347            | 33.4%                  | 2,096,929           | 1,009,439                     | 48.1%                  | 49.5%                  | 0.973                   | 0.837                              | 1.000                                      | 0.837  | 0.837   | 0.841                                       | 0.841                                       | 1.000             | 0.841              | 0.841              |
| N                              | Y                 | 4      | 34,278    | 78.0%       | 678,677           | 217,943            | 32.1%                  | 769,595             | 384,446                       | 50.0%                  | 49.5%                  | 1.009                   | 0.868                              | 1.000                                      | 0.868  | 0.897   | 0.902                                       | 0.902                                       | 1.000             | 0.902              | 0.902              |
| N                              | Y                 | 5      | 39,532    | 83.7%       | 848,933           | 342,088            | 40.3%                  | 991,329             | 597,443                       | 60.3%                  | 49.5%                  | 1.218                   | 1.047                              | 1.038                                      | 1.087  | 1.079   | 1.085                                       | 1.045                                       | 1.038             | 1.085              | 1.045              |
| N                              | Y                 | 6      | 42,747    | 87.1%       | 1,005,159         | 438,953            | 43.7%                  | 1,345,144           | 770,510                       | 57.3%                  | 49.5%                  | 1.157                   | 0.996                              | 1.246                                      | 1.240  | 1.241   | 1.247                                       | 1.001                                       | 1.246             | 1.247              | 1.001              |
| N                              | Y                 | 7      | 41,874    | 86.2%       | 1,169,874         | 562,835            | 48.1%                  | 1,675,079           | 979,131                       | 58.5%                  | 49.5%                  | 1.181                   | 1.016                              | 1.477                                      | 1.500  | 1.497   | 1.505                                       | 1.019                                       | 1.477             | 1.505              | 1.019              |
| N                              | Y                 | 8      | 37,156    | 81.2%       | 1,182,040         | 633,555            | 53.6%                  | 1,688,048           | 1,085,922                     | 64.3%                  | 49.5%                  | 1.300                   | 1.118                              | 1.634                                      | 1.827  | 1.791   | 1.800                                       | 1.102                                       | 1.634             | 1.800              | 1.102              |
| N                              | Y                 | 9      | 29,203    | 72.0%       | 1,036,095         | 595,781            | 57.5%                  | 1,579,545           | 1,013,649                     | 64.2%                  | 49.5%                  | 1.296                   | 1.115                              | 1.961                                      | 2.187  | 2.124   | 2.135                                       | 1.089                                       | 1.961             | 2.135              | 1.089              |
| N                              | Y                 | 10     | 18,624    | 57.5%       | 753,184           | 408,196            | 54.2%                  | 1,163,319           | 682,721                       | 58.7%                  | 49.5%                  | 1.186                   | 1.020                              | 2.353                                      | 2.400  | 2.380   | 2.392                                       | 1.017                                       | 2.353             | 2.392              | 1.017              |
| N                              | Y                 | 11     | 13,003    | 48.0%       | 524,102           | 281,845            | 53.8%                  | 844,700             | 479,568                       | 56.8%                  | 49.5%                  | 1.147                   | 0.987                              | 2.641                                      | 2.606  | 2.624   | 2.637                                       | 0.998                                       | 2.641             | 2.637              | 0.998              |
| N                              | Y                 | 12     | 8,981     | 39.9%       | 356,342           | 221,664            | 62.2%                  | 645,831             | 380,051                       | 58.8%                  | 49.5%                  | 1.189                   | 1.023                              | 3.169                                      | 3.241  | 3.198   | 3.214                                       | 1.014                                       | 3.169             | 3.214              | 1.014              |
| N                              | Y                 | 13     | 5,918     | 32.4%       | 237,262           | 156,507            | 66.0%                  | 470,869             | 271,022                       | 57.6%                  | 49.5%                  | 1.163                   | 1.000                              | 3.707                                      | 3.708  | 3.707   | 3.726                                       | 1.005                                       | 3.707             | 3.726              | 1.005              |
| N                              | Y                 | 14+    | 7,605     | 36.7%       | 275,770           | 180,431            | 65.4%                  | 568,453             | 308,809                       | 54.3%                  | 49.5%                  | 1.097                   | 0.944                              | 3.929                                      | 3.710  | 3.848   | 3.867                                       | 0.984                                       | 3.929             | 3.867              | 0.984              |
| N                              | N                 | 0 to 3 | 933,211   | 100.0%      | 29,508,965        | 13,219,618         | 44.8%                  | 31,660,992          | 19,024,394                    | 60.1%                  | 49.5%                  | 1.214                   | 0.946                              | 1.000                                      | 0.946  | 0.946   | 0.967                                       | 0.967                                       | 1.000             | 0.967              | 0.967              |
| N                              | N                 | 4      | 130,816   | 100.0%      | 4,484,676         | 2,165,953          | 48.3%                  | 5,126,771           | 3,109,196                     | 60.6%                  | 49.5%                  | 1.225                   | 0.955                              | 1.200                                      | 1.145  | 1.145   | 1.180                                       | 0.983                                       | 1.200             | 1.180              | 0.983              |
| N                              | N                 | 5      | 113,737   | 100.0%      | 4,083,707         | 2,113,932          | 51.8%                  | 5,206,569           | 3,051,063                     | 58.6%                  | 49.5%                  | 1.184                   | 0.922                              | 1.440                                      | 1.328  | 1.328   | 1.440                                       | 1.000                                       | 1.440             | 1.440              | 1.000              |
| N                              | N                 | 6      | 102,754   | 100.0%      | 3,887,990         | 2,391,670          | 61.5%                  | 5,302,511           | 3,486,972                     | 65.8%                  | 49.5%                  | 1.329                   | 1.035                              | 1.631                                      | 1.688  | 1.620   | 1.669                                       | 1.023                                       | 1.631             | 1.669              | 1.023              |
| N                              | N                 | 7      | 94,421    | 100.0%      | 3,983,320         | 2,616,719          | 65.7%                  | 5,750,993           | 3,800,557                     | 66.1%                  | 49.5%                  | 1.335                   | 1.040                              | 1.958                                      | 2.037  | 2.037   | 2.003                                       | 1.023                                       | 1.958             | 2.003              | 1.023              |
| N                              | N                 | 8      | 86,592    | 100.0%      | 4,051,678         | 2,918,036          | 72.0%                  | 6,205,109           | 4,264,680                     | 68.7%                  | 49.5%                  | 1.388                   | 1.082                              | 2.349                                      | 2.541  | 2.485   | 2.403                                       | 1.023                                       | 2.349             | 2.403              | 1.023              |
| N                              | N                 | 9      | 72,291    | 100.0%      | 3,876,337         | 2,904,898          | 74.9%                  | 6,120,547           | 4,222,157                     | 69.0%                  | 49.5%                  | 1.394                   | 1.086                              | 2.819                                      | 3.061  | 3.061   | 2.884                                       | 1.023                                       | 2.819             | 2.884              | 1.023              |
| N                              | N                 | 10     | 56,107    | 99.8%       | 3,638,045         | 2,728,544          | 75.0%                  | 5,596,494           | 3,939,279                     | 70.4%                  | 49.5%                  | 1.422                   | 1.108                              | 3.383                                      | 3.748  | 3.734   | 3.518                                       | 1.040                                       | 3.383             | 3.518              | 1.040              |
| N                              | N                 | 11     | 38,551    | 82.7%       | 2,657,481         | 2,186,157          | 82.3%                  | 4,497,034           | 3,119,839                     | 69.4%                  | 49.5%                  | 1.402                   | 1.092                              | 4.059                                      | 4.432  | 4.368   | 4.292                                       | 1.057                                       | 4.059             | 4.292              | 1.057              |
| N                              | N                 | 12     | 25,677    | 67.5%       | 1,823,879         | 1,586,946          | 87.0%                  | 3,367,606           | 2,249,980                     | 66.8%                  | 49.5%                  | 1.350                   | 1.052                              | 4.871                                      | 5.122  | 5.041   | 5.236                                       | 1.075                                       | 4.871             | 5.236              | 1.075              |
| N                              | N                 | 13     | 14,836    | 51.3%       | 1,090,396         | 877,846            | 80.5%                  | 2,173,137           | 1,248,236                     | 57.4%                  | 49.5%                  | 1.160                   | 0.904                              | 5.845                                      | 5.284  | 5.557   | 5.405                                       | 0.925                                       | 5.845             | 5.405              | 0.925              |
| N                              | N                 | 14+    | 17,693    | 56.0%       | 1,212,119         | 1,000,273          | 82.5%                  | 2,315,805           | 1,421,686                     | 61.4%                  | 49.5%                  | 1.240                   | 0.966                              | 6.211                                      | 6.002  | 6.094   | 6.232                                       | 1.003                                       | 6.211             | 6.232              | 1.003              |
| N                              | Y                 | Total  | 380,634   | 100.0%      | 9,777,703         | 4,611,145          | 47.2%                  | 13,838,843          | 7,962,710                     | 57.5%                  | 49.5%                  | 1.162                   | 0.982                              | 1.510                                      | 1.510  | 1.503   | 1.510                                       | 1.000                                       | 1.535             | 1.548              | 1.009              |
| N                              | N                 | Total  | 1,686,685 | 100.0%      | 64,298,594        | 36,710,592         | 57.1%                  | 83,323,568          | 52,938,038                    | 63.5%                  | 49.5%                  | 1.283                   | 0.976                              | 1.522                                      | 1.522  | 1.515   | 1.522                                       | 1.000                                       | 1.732             | 1.743              | 1.007              |
| N                              | Total             | Total  | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 0.977                              | 1.520                                      | 1.520  | 1.513   | 1.520                                       | 1.000                                       | 1.697             | 1.709              | 1.007              |
| Y                              | Total             | Total  | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 1.000                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total             | Total  | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 0.978                              | 1.505                                      | 1.472  | 1.472   | 1.505                                       | 1.000                                       | 1.687             | 1.699              | 1.007              |

A = 30-Day Plan or Emergency Plan Indicator.  
B = Incident Limit Indicator.  
C = Age.  
D = Member months for experience period.  
E = Credibility = Min(1.0, (member months / 56,362)^0.5)  
F = Earned premium from PetFirst historical data.  
G = Incurred claims from PetFirst historical data.  
H = G / F  
I = Premium adjusted to the currently approved rate manual.  
J = Non-wellness claims trended to 1/0/1900 at a rate of 0.0% per year.  
K = J / I

L = Expected incurred claims / earned premium.  
M = K / L  
N = M / M subtotal  
O = Based on the current rate manual.  
P = N x O  
Q = (E x P) + (1 - E) x O  
R = Proposed nationwide average factor.  
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| A                              | B              | C               | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
|--------------------------------|----------------|-----------------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| Policy Limit Factor Support    |                |                 |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
| 30-Day Or<br>Emergency<br>Plan | Policy<br>Type | Annual<br>Limit | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | PI             | All             | 1,844,440 | 100.0%      | 66,470,581        | 36,721,140         | 55.2%                  | 89,227,187          | 55,216,479                    | 61.9%                  | 49.5%                  | 1.250                   | 0.987                              | 0.792                                      | 0.782  | 0.782   | 0.792                                       | 1.000                                       | 0.816             | 0.816              | 1.000              |
| N                              | PY             | <= 5,000        | 209,248   | 100.0%      | 6,916,354         | 3,804,853          | 55.0%                  | 7,221,267           | 4,701,823                     | 65.1%                  | 49.5%                  | 1.315                   | 1.039                              | 0.866                                      | 0.899  | 0.899   | 0.909                                       | 1.050                                       | 0.869             | 0.912              | 1.050              |
| N                              | PY             | > 5,000         | 13,631    | 49.2%       | 689,361           | 795,744            | 115.4%                 | 713,958             | 982,446                       | 137.6%                 | 49.5%                  | 2.780                   | 2.195                              | 1.397                                      | 3.067  | 2.218   | 1.537                                       | 1.100                                       | 1.383             | 1.521              | 1.100              |
| N                              | PI             | All             | 1,844,440 | 100.0%      | 66,470,581        | 36,721,140         | 55.2%                  | 89,227,187          | 55,216,479                    | 61.9%                  | 49.5%                  | 1.250                   | 0.987                              | 0.792                                      | 0.782  | 0.782   | 0.792                                       | 1.000                                       | 0.816             | 0.816              | 1.000              |
| N                              | PY             | All             | 222,879   | 100.0%      | 7,605,716         | 4,600,597          | 60.5%                  | 7,935,224           | 5,684,269                     | 71.6%                  | 49.5%                  | 1.447                   | 1.143                              | 0.896                                      | 1.024  | 1.024   | 0.945                                       | 1.054                                       | 0.913             | 0.964              | 1.056              |
| N                              | Total          | Total           | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 1.000                              | 0.800                                      | 0.800  | 0.800   | 0.803                                       | 1.004                                       | 0.820             | 0.821              | 1.002              |
| Y                              | Total          | Total           | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 1.000                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total          | Total           | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 1.000                              | 0.803                                      | 0.803  | 0.803   | 0.806                                       | 1.004                                       | 0.821             | 0.823              | 1.002              |

A = 30-Day Plan or Emergency Plan Indicator.  
B = Policy Type.  
C = Annual Limit.  
D = Member months for experience period.  
E = Credibility =  $\text{Min}(1.0, (\text{member months} / 56,362)^{0.5})$   
F = Earned premium from PetFirst historical data.  
G = Incurred claims from PetFirst historical data.  
H =  $G / F$   
I = Premium adjusted to the currently approved rate manual.  
J = Non-wellness claims trended to 1/0/1900 at a rate of 0.0% per year.  
K =  $J / I$

L = Expected incurred claims / earned premium.  
M =  $K / L$   
N =  $M / M$  policy type subtotal  
O = Based on the current rate manual.  
P =  $N \times O$   
Q =  $(E \times P) + (1 - E) \times O$   
R = Proposed nationwide average factor.  
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| A                              | B              | C                   | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
|--------------------------------|----------------|---------------------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| Family Plan Factor Support     |                |                     |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
| 30-Day Or<br>Emergency<br>Plan | Family<br>Plan | Family<br>Plan Type | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | No             | 1                   | 1,761,460 | 100.0%      | 65,833,297        | 37,451,284         | 56.9%                  | 86,918,548          | 54,981,797                    | 63.3%                  | 49.5%                  | 1.278                   | 1.009                              | 1.000                                      | 1.009  | 1.009   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| N                              | Yes            | 2                   | 239,761   | 100.0%      | 6,715,138         | 3,210,248          | 47.8%                  | 8,382,329           | 4,890,287                     | 58.3%                  | 49.5%                  | 1.179                   | 0.931                              | 1.690                                      | 1.573  | 1.573   | 1.559                                       | 0.922                                       | 1.690             | 1.559              | 0.922              |
| N                              | Yes            | 3                   | 66,099    | 100.0%      | 1,527,862         | 660,204            | 43.2%                  | 1,861,534           | 1,028,663                     | 55.3%                  | 49.5%                  | 1.116                   | 0.882                              | 2.300                                      | 2.028  | 2.028   | 2.009                                       | 0.873                                       | 2.300             | 2.009              | 0.873              |
| N                              | Total          | Total               | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 1.000                              | 1.048                                      | 1.048  | 1.048   | 1.039                                       | 0.991                                       | 1.053             | 1.043              | 0.990              |
| Y                              | Total          | Total               | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 1.000                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total          | Total               | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 1.000                              | 1.047                                      | 1.047  | 1.047   | 1.038                                       | 0.991                                       | 1.053             | 1.042              | 0.990              |

A = 30-Day Plan or Emergency Plan Indicator.  
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 O = Based on the current rate manual.  
 P = N x O  
 Q = (E x P) + (1 - E) x O  
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| A                              | B               | C               | D         | E           | F                 | G                  | H                      | I                   | J                             | K                      | L                      | M                       | N                                  | O  | P  | Q   | R   | S   | T                 | U                  | V                  |
|--------------------------------|-----------------|-----------------|-----------|-------------|-------------------|--------------------|------------------------|---------------------|-------------------------------|------------------------|------------------------|-------------------------|------------------------------------|--|--|---|---|---|-------------------|--------------------|--------------------|
| Weight Factor Support          |                 |                 |           |             |                   |                    |                        |                     |                               |                        |                        |                         |                                    |  |  |   |   |   |                   |                    |                    |
| 30-Day Or<br>Emergency<br>Plan | Weight<br>Group | Weight          | Exposure  | Credibility | Earned<br>Premium | Incurred<br>Claims | Incurred<br>Loss Ratio | Adjusted<br>Premium | Trended<br>Incurred<br>Claims | Adjusted<br>Loss Ratio | Expected<br>Loss Ratio | Rate Level<br>Indicator | Rebased<br>Rate Level<br>Indicator | Nationwide<br>Average<br>Current<br>Factor | Nationwide<br>Rebased<br>Indicated<br>Factor | Credibility<br>Weighted<br>Rebased<br>Indicated<br>Factor | Nationwide<br>Average<br>Proposed<br>Factor | Nationwide<br>Average<br>Proposed<br>Change | Current<br>Factor | Proposed<br>Factor | Proposed<br>Change |
| N                              | None            | None            | 1,038,923 | 100.0%      | 37,064,143        | 21,575,285         | 58.2%                  | 49,903,495          | 32,287,568                    | 64.7%                  | 49.5%                  | 1.307                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| N                              | Small           | Under 20 Pounds | 451,070   | 100.0%      | 15,831,910        | 8,517,675          | 53.8%                  | 20,466,296          | 12,340,497                    | 60.3%                  | 49.5%                  | 1.218                   | 0.996                              | 0.900                                      | 0.896  | 0.896   | 0.900                                       | 1.000                                       | 0.900             | 0.900              | 1.000              |
| N                              | Medium          | 20 - 100 Pounds | 570,850   | 100.0%      | 20,887,033        | 11,050,667         | 52.9%                  | 26,463,800          | 16,028,913                    | 60.6%                  | 49.5%                  | 1.224                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| N                              | Large           | Over 100 Pounds | 6,476     | 33.9%       | 293,212           | 178,109            | 60.7%                  | 328,820             | 243,770                       | 74.1%                  | 49.5%                  | 1.498                   | 1.224                              | 1.200                                      | 1.469  | 1.291   | 1.250                                       | 1.042                                       | 1.200             | 1.250              | 1.042              |
| N                              | None            | None            | 1,038,923 | 100.0%      | 37,064,143        | 21,575,285         | 58.2%                  | 49,903,495          | 32,287,568                    | 64.7%                  | 49.5%                  | 1.307                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| N                              | Small - Large   | Total           | 1,028,396 | 100.0%      | 37,012,154        | 19,746,451         | 53.4%                  | 47,258,916          | 28,613,180                    | 60.5%                  | 49.5%                  | 1.223                   | 1.000                              | 0.955                                      | 0.955  | 0.955   | 0.955                                       | 1.000                                       | 0.951             | 0.952              | 1.000              |
| N                              | Total           | Total           | 2,067,319 | 100.0%      | 74,076,297        | 41,321,737         | 55.8%                  | 97,162,411          | 60,900,748                    | 62.7%                  | 49.5%                  | 1.266                   | 1.000                              | 0.978                                      | 0.978  | 0.978   | 0.978                                       | 1.000                                       | 0.978             | 0.978              | 1.000              |
| Y                              | Total           | Total           | 250,400   | 100.0%      | 1,514,946         | 2,318,104          | 153.0%                 | 1,892,573           | 3,358,261                     | 177.4%                 | 49.5%                  | 1.000                   | 1.000                              | 1.000                                      | 1.000  | 1.000   | 1.000                                       | 1.000                                       | 1.000             | 1.000              | 1.000              |
| Total                          | Total           | Total           | 2,317,719 | 100.0%      | 75,591,243        | 43,639,841         | 57.7%                  | 99,054,984          | 64,259,009                    | 64.9%                  | 49.5%                  | 1.311                   | 1.000                              | 0.978                                      | 0.978  | 0.978   | 0.978                                       | 1.000                                       | 0.978             | 0.979              | 1.000              |

A = 30-Day Plan or Emergency Plan Indicator.  
 B = Weight Group.  
 C = Weight.  
 D = Member months for experience period.  
 E = Credibility = Min(1.0, (member months / 56,362)^0.5)  
 F = Earned premium from PetFirst historical data.  
 G = Incurred claims from PetFirst historical data.  
 H = G / F  
 I = Premium adjusted to the currently approved rate manual.  
 J = Non-wellness claims trended to 1/0/1900 at a rate of 0.0% per year.  
 K = J / I

L = Expected incurred claims / earned premium.  
 M = K / L  
 N = M / M weight group subtotal  
 O = Based on the current rate manual.  
 P = N x O  
 Q = (E x P) + (1 - E) x O  
 R = Proposed nationwide average factor.  
 S = R / O  
 T = Based on the current rate manual for .  
 U = Proposed factor for .  
 V = U / T





**Independence American Insurance Company**  
**PetFirst**  
**Pet Health Insurance Rate Filing**  
**Rate Level Indications**  
  
**California Experience**  
**October 2015 through September 2020 Accruals**

| A                 | B        | C           | D              | E                | F               | G                       | H                   | I                    | J             | K   | L               | M                |
|-------------------|----------|-------------|----------------|------------------|-----------------|-------------------------|---------------------|----------------------|---------------|---|-----------------|------------------|
| Coverage Category | Exposure | Credibility | Earned Premium | Adjusted Premium | Incurred Claims | Trended Incurred Claims | Expected Loss Ratio | Rate Level Indicator | Manual Change | Credibility Adjusted Rate Level Indicator | Proposed Change | Proposed Premium |
| AO, EME, MED      | 387,570  | 100.0%      | 15,030,506     | 23,666,023       | 10,452,443      | 15,415,496              | 49.5%               | 1.316                | 1.221         | 1.316                                     | 1.316           | 31,133,767       |
| WEL               | 27,333   | 69.6%       | 828,181        | 580,789          | 278,366         | 278,366                 | 49.5%               | 0.968                | 1.000         | 0.978                                     | 1.011           | 587,139          |
| Total             | 414,903  | 100.0%      | 15,858,687     | 24,246,812       | 10,730,809      | 15,693,862              | 49.5%               | 1.308                | 1.216         | 1.308                                     | 1.308           | 31,720,907       |

- A = Benefit type indicator.
- B = Member months for experience period.
- C = Credibility =  $\text{Min}(1.0, (\text{member months} / 56,362)^{0.5})$
- D = Earned premium from PetFirst historical data.
- E = Premium adjusted to the currently approved rate manual.
- F = Incurred claims from PetFirst historical data.
- G = Claims trended to 4/1/2022 at a rate of 11.0% per year for non-wellness and 0.0% per year for wellness.
- H = Expected incurred claims / earned premium.
- I =  $G / (E \times H)$
- J = The manual change used for the complement of credibility.
- K =  $(C \times I) + (1 - C) \times J$
- L = Overall proposed rate change for each coverage category.
- M =  $E \times L$

Independence American Insurance Company  
 PetFirst  
 Pet Health Insurance Rate Filing  
 Rate Impact

California Experience  
 October 2015 through September 2020 Accruals

| A                 | B              | C                | D                         | E                            | F                                     | G                          | H                                   | I                                  | J                                  | K                             | L                           | M                    | N                          | O                |
|-------------------|----------------|------------------|---------------------------|------------------------------|---------------------------------------|----------------------------|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|-----------------------------|----------------------|----------------------------|------------------|
| Coverage Category | Earned Premium | Adjusted Premium | Proposed Base Rate Change | Proposed Breed Factor Change | Proposed Species Gender Factor Change | Proposed Age Factor Change | Proposed Policy Limit Factor Change | Proposed Coinsurance Factor Change | Proposed Family Plan Factor Change | Proposed Weight Factor Change | Proposed Area Factor Change | Modeled Trend Change | Proposed Total Rate Change | Proposed Premium |
| AO, EME, MED      | 15,030,506     | 23,666,023       | 1.328                     | 0.997                        | 0.993                                 | 1.007                      | 1.002                               | 1.000                              | 0.990                              | 1.000                         | 1.001                       | 1.000                | 1.316                      | 31,133,767       |
| WEL               | 828,181        | 580,789          | 1.011                     | 1.000                        | 1.000                                 | 1.000                      | 1.000                               | 1.000                              | 1.000                              | 1.000                         | 1.000                       | 1.000                | 1.011                      | 587,139          |
| Total             | 15,858,687     | 24,246,812       | 1.320                     | 0.997                        | 0.993                                 | 1.007                      | 1.002                               | 1.000                              | 0.990                              | 1.000                         | 1.001                       | 1.000                | 1.308                      | 31,720,907       |

A = Benefit type indicator.  
 B = Earned premium from PetFirst historical data.  
 C = Premium adjusted to the currently approved rate manual.  
 D = The aggregate base rate change by benefit type.  
 E = The aggregate breed factor change by benefit type.  
 F = The aggregate species gender factor change by benefit type.  
 G = The aggregate age factor change by benefit type.  
 H = The aggregate policy limit factor change by benefit type.  
 I = The aggregate coinsurance factor change by benefit type.  
 J = The aggregate family plan factor change by benefit type.  
 K = The aggregate weight factor change by benefit type.  
 L = The aggregate area factor change by benefit type.  
 M = The change in the trend factor from the current manual to the proposed manual.  
 $N = D \times E \times F \times G \times H \times I \times J \times K \times L \times M$   
 $O = C \times N$   
 Grand Total Row = (Each Column x Column C) / (Sum of Column C)

**Independence American Insurance Company**  
**PetFirst**  
**Pet Health Insurance Rate Filing**  
**Distribution of Proposed Rate Increases**  
**Proposed Rates Relative to Current Rate Structure**

**California - September 2020 Members**

| Rate Increase Range          | Count of Members | Average Premium Change | Frequency |
|------------------------------|------------------|------------------------|-----------|
| < -30%                       | 0                | 0                      | 0.0%      |
| >= -30% and < -25%           | 0                | 0                      | 0.0%      |
| >= -25% and < -20%           | 0                | 0                      | 0.0%      |
| >= -20% and < -15%           | 0                | 0                      | 0.0%      |
| >= -15% and < -10%           | 0                | 0                      | 0.0%      |
| >= -10% and < -5%            | 0                | 0                      | 0.0%      |
| >= -5% and < 0%              | 2                | -1                     | 0.0%      |
| >= 0% and < 5%               | 647              | 0                      | 6.3%      |
| >= 5% and < 10%              | 33               | 32                     | 0.3%      |
| >= 10% and < 15%             | 242              | 46                     | 2.3%      |
| >= 15% and < 20%             | 725              | 102                    | 7.0%      |
| >= 20% and < 25%             | 1,777            | 112                    | 17.2%     |
| >= 25% and < 30%             | 2,081            | 152                    | 20.1%     |
| >= 30% and < 35%             | 2,450            | 202                    | 23.7%     |
| >= 35% and < 40%             | 1,106            | 293                    | 10.7%     |
| >= 40% and < 45%             | 692              | 353                    | 6.7%      |
| >= 45% and < 50%             | 363              | 423                    | 3.5%      |
| >= 50% and < 55%             | 137              | 614                    | 1.3%      |
| >= 55% and < 60%             | 67               | 665                    | 0.6%      |
| >= 60% and < 65%             | 11               | 813                    | 0.1%      |
| >= 65% and < 70%             | 6                | 1,194                  | 0.1%      |
| >= 70% and < 75%             | 1                | 1,537                  | 0.0%      |
| >= 75%                       | 0                | 0                      | 0.0%      |
| <b>Total Members</b>         | <b>10,340</b>    |                        |           |
| <b>Minimum Rate Increase</b> | <b>-0.6%</b>     |                        |           |
| <b>Maximum Rate Increase</b> | <b>70.3%</b>     |                        |           |

