



COMMONWEALTH OF MASSACHUSETTS

Office of Consumer Affairs and Business Regulation

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COMMISSIONER OF INSURANCE

April 6, 2007

Ralph A. Iannaco, President
Commonwealth Automobile Reinsurers
225 Franklin Street, 13th Floor
Boston, MA 02110

RE: Performance Standards for the Handling and Payment of Commercial Claims by
Servicing Carriers

Dear Mr. Iannaco:

Thank you for making the changes I requested to the Performance Standards for the Handling and Payment of Commercial Claims by Servicing Carriers. I have reviewed the Standards as re-submitted on April 3, 2007 and they are hereby approved.

Very truly yours,

Nonnie S. Burnes
Commissioner of Insurance