

I. Claim Handling Philosophy and Strategy for 1993 and Beyond

A. Philosophy

1. Reduce the average claim payment in injury coverages to a level first consistent with - then lower than our major competitors.
2. Continued reinforcement of Nationwide being a "defense-minded" carrier in the minds of the plaintiff legal community.
3. Consistent and professional claims handling and case management throughout the state.

B. Strategy

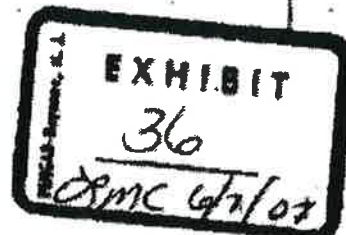
1. Litigation Avoidance

- A. Reduce the average pending per liability Claim Representative to the range of (120 - 125) files through a combination of refined optimal resource utilization and additional staffing located in the field.
- B. Continued emphasis on time service along with timely claimant follow-up control to avoid the need and/or desire to seek counsel.
- C. Increase and refine medical co-ordinator utilization and input on liability claim files (BL, UN/VI).
- D. Schedule activities to allow DCN's this opportunity (time) for proper file review, resolution planning with the Claim Representative, and coaching to case conclusion. Team of control (6-7) Claim Representatives.
- E. Implement a more aggressive posture in handling cases of lesser probable exposure (i.e. cases not exceeding \$25,000.00). Create and reinforce a defense minded perception.
- F. Organize Claim Conference Committees within each division including the following personnel: Claim Representative, two DCN's, Claim Attorney for the division, Medical Coordinator (optional), and CDK on cases with limits potential of \$15,000.00 or \$30,000.00 or any other case necessary.
- G. Proactive medical treatment involvement with claimant and/or physician.

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