SOUTH CAROLINA
STATE ACCIDENT FUND
ANNUAL REPORT
2000-2001
Director's Message

The Honorable James H. Hodges, Governor, and Members of the General Assembly

Ladies and Gentlemen:

We are pleased to submit the report of activities of the State Accident Fund for Fiscal Year 2000-2001. The State Accident Fund is a single program state agency that provides workers' compensation insurance to a wide range of customers. Our policyholders include state agencies and local and municipal entities. The State Accident Fund's goals, objectives, customer requirements and performance measurements in this Annual Report are the direct result of our Agency's continuous improvement efforts. They reflect the needs and concerns expressed by our customers and were developed as part of the Agency's strategic planning process.

During this fiscal year, the State Accident Fund continued to implement many changes improving our service, particularly related to our Management Information System which went live in May 1999. The new system automated our Claims Management System (CMS) and Policyholders System (PHS). With this new system, we plan to greatly reduce staff time in handling workers' compensation claims and related documents. The automation of the Accounting Unit has also led to the expedited payment of medical bills and other claims expenses.

The State Accident Fund maintained its premium costs and had no increase in rates this year. The Agency's premium rates continue to be competitive and among the lowest in South Carolina. The State Accident Fund's administrative cost ratio continues to remain well below those in the private sector. Our staff continues to provide assistance to our policyholders who are starting Drug and Alcohol Free Workplace policies to further reduce their costs. Our Safety and Loss Control Unit continues to provide training and assistance to policyholders in an effort to reduce their e-mods and thus their workers' compensation premiums. We also have continued to reduce permanent staff through the use of technology and continuous improvement of our work processes.

The State Accident Fund has made significant progress in our effort to provide world-class customer service to our policyholders over the past several years. We look forward to continuing this tradition in the future.

Respectfully submitted,

Irvin D. Parker
Director
State Accident Fund
# Table of Contents

Mission and Operational Strategies

Objective 1: Cost Containment  
Objective 2: Equitable Rates  
Objective 3: Customer Satisfaction  
Objective 4: Sound Financial Management

Administration Highlights

Operations Highlights

Financial Statements  
- Balance Sheet  
- Statement of Revenues, Expenses & Changes in Retained Earnings  
- Statement of Cash Flows  
- Premium Receipts Statements  
- Disbursements Statement

Claims Management

Information Request Procedure

5
Mission & Operational Strategies

Enactment

Created in 1947 by an Act of the General Assembly [1947(45)147], the State Accident Fund (formerly the State Workers' Compensation Fund) is one of twenty-seven state sponsored workers' compensation insurance funds.

Mission

Provide a cost effective guaranteed workers’ compensation market for state agencies, other government entities and, if required by the legislature, businesses in the private sector.

Objectives

1. Contain costs by providing appropriate workers' compensation benefits and services promptly and efficiently.

2. Provide competitive premium rates that are sufficient to cover costs and claims liabilities.

3. Continue to receive 90% or greater positive responses on the annual customer satisfaction survey.

4. Ensure sound actuarial and financial management of the State Accident Fund.

Agency Operations

South Carolina, like many other states, is self-insured to meet its workers' compensation obligations. The program is administered through the State Accident Fund, a State Agency, similar to leading commercial and self-insured providers. The State Accident Fund manages workers' compensation claims with a staff of claims adjusters, administrators, attorneys, contracted managed care providers and a loss control and safety team which assists policyholders in reducing their accident rates. Self insuring gives the state complete control to guarantee that all agencies, from those engaged in low risk administrative activities, to high risk law enforcement, health care, and construction activities, are covered and are covered at cost. To meet this requirement, SAF is directed to insure at cost all government entities applying for coverage, regardless of risk or accident history.
This year was the second year the new Management Information System (MIS) was fully operational. The system combines Claims Management, Policyholder Services, Payments, Imaging and Accounting functions into a single integrated system. This allows the Agency to electronically process all its Workers Compensation Claims from opening to close.

At the end of fiscal year 2001, the State Accident Fund completed its fourth consecutive year with a staffing level of less than 100 full time employees. The Agency has aggressively pursued a policy of private company outsourcing and increased use of technology to supply required services without increasing staffing. The SAF has deleted several positions and now has 92.12 authorized FTEs.

**Policyholders**

The State Accident Fund's Policyholders consist of two distinctly different groups.

State Agencies are the first group. They are highly diverse, ranging from large multiple location facilities, to accounts that consist of a single person. The nature of the work and level of risk varies widely, from highway workers to elected officials, and public service volunteers. Prisoners who are under control of the State are also covered when they are working.

County and Municipal Government Entities may also participate in the Fund. This group includes local governments, schools, special purpose districts, volunteer fire departments, rescue squads and other governmental organizations. Because local governments participate voluntarily, the State Accident Fund must maintain a competitive position on par with other workers compensation providers within the state. This ensures the Fund is operating efficiently, effectively and at the lowest cost. Over 500 of these accounts chose to purchase their workers' compensation insurance from the State Accident Fund.
Objective 1: Cost Containment

Objective

Contain costs by providing appropriate workers’ compensation benefits and services, promptly and efficiently.

Measure

The State Accident Fund is a Governmental Agency whose performance is measured against other workers’ compensation providers from the private sector using industry data filed with the South Carolina Department of Insurance, the NCCI and other sources.

Lower Administrative Costs

The State Accident Fund continues to have lower than average administrative costs for South Carolina workers’ compensation insurance providers. Actuaries Ernst & Young LLP determined that the State Accident Fund’s Administrative Cost Ratio is approximately 62% lower than the average cost for other workers compensation carriers in the State as reported by the National Council of Compensation Insurers. During Fiscal Year 2000-2001, the SAF’s Cost Ratio was 19.5% as compared to the average of South Carolina private carriers 51.3%.

*Note: Administrative Cost Ratios measure claims processing and other administrative costs as a percentage of premiums collected. The measure defines the percentage of premium dollars taken in that is not paid out in claim benefits.

Lower Overall Claims Costs

The State Accident Fund claims costs continue to be below the average in South Carolina. To measure claim handling efficiency and effectiveness the State Accident Fund uses the National Council of Compensation Insurers data to compare the Agency’s average cost per claim with the average for other workers’ compensation carriers in the State. The comparison revealed the State Accident Fund’s average medical and indemnity costs were lower than the average of other carriers in 1997 (the most recent year data is available from NCCI).

The SAF’s average medical cost per claim was $1,558 and indemnity cost per claim was $6,183. The state average cost during this period for commercial carriers per medical claim was $2,224* and indemnity costs were $10,873* per claim.

*Note: Data from 2001 NCCI Statistical Bulletin.
Objective 2: Equitable Rates that are Not Excessive Nor Inadequate

Objective

Provide competitive premium rates that are sufficient to cover costs and claims liabilities.

Measure

Average premium rate for five most frequently used job classifications.

Guaranteed Coverage

The State of South Carolina must have workers' compensation insurance coverage for its employees for work-related accidents no matter what insurance market environment exists. South Carolina's General Assembly created the State Accident Fund to guarantee that all Agencies, both low risk and high risk, have coverage regardless of market conditions or insurance industry financial trends.

Among Lowest Premium Rates

Premium rates paid by State and Local Governmental Agencies for workers' compensation insurance are among the lowest in South Carolina.

The State Accident Fund, when compared with the average rates for the most frequently used job classifications with those of the largest insurance writers of workers' compensation in the state, had the fifth lowest rates. (Data: South Carolina Department of Insurance) This is improved from seventh the previous year. The data showed that even though the SAF could not selectively choose to underwrite its accounts, its rates remained competitive. The State Accident Fund must insure all Agencies regardless of risk or accident record when other workers' compensation insurance carriers are able to selectively underwrite, and even deny or drop coverage.

Consistent Premium Rates

During strong financial market cycles some insurance companies set rates below their liability costs and insure higher risk entities in order to expand their market share. The differential between these rates and claims liabilities is offset by the company's investment earnings. This strategy works only as long as there are adequate investment earnings to cover the shortfall in premium assets needed to cover claim liabilities.

When financial markets cycle downward or if companies oversell at rates below cost, funds are inadequate to cover liabilities. When this happens, companies will drop coverage on low premium and high-risk policies and raise their rates. We are beginning to again see this happen in the workers' compensation market.
**Objective 3: Customer Satisfaction**

**Objective**

Maintain positive responses within the 90th percentile range.

**Measure**

The State Accident Fund uses the American Consumer Satisfaction Index for casualty insurance and government services to measure Customer Satisfaction.

**SAF Customer Satisfaction Remains High**

Customers determine the quality of the service provided. To measure customer satisfaction, the State Accident Fund has conducted a customer survey annually for the last seven years. Open ended questions are used to determine customer expectations and gather recommendations on improving current services and each customer evaluates the State Accident Fund’s performance using a four point Likert Scale. Space is provided on the survey form for written comments from our customers.

This information is compiled, trends are noted, and both the raw data and the refined scores are distributed to the staff.

The agency uses the percentage of positive responses to determine trends and adjust and refine services to meet customer expectations and needs.

Shown below are the results for the last seven years. The percentage of positive responses has consistently surpassed the 90% mark.
Objective 4: Sound Financial Management

Objective
The State Accident Fund, using Generally Accepted Accounting Principles for Governmental Agencies, maintains adequate assets to cover liabilities.

Measure
The State Accident Fund’s Annual Actuarial Review and CPA Audit.

Policyholder’s Coverage
Insurance coverage is secured through financial assets of the Workers’ Compensation Trust Fund which is administered by the State Accident Fund. The Agency’s assets are part of the State’s cash management system maintained by the State Treasurer.

The State Treasurer invests assets of the Trust Fund to provide interest income to help offset increases in the cost of medical and indemnity benefits.

Until 1992, the State annually transferred this investment income out of the Trust Fund into the State’s General Fund. Deficits in the Trust Fund resulted, which drove up insurance costs for the State Accident Fund’s Policyholders.

To halt further deficits the Legislature established the policy that Trust Fund assets, including investment income, should remain in the Workers’ Compensation Trust Fund to cover the State’s liabilities for workers’ compensation claims.

Actuarial Report
Like all other insurers, SAF rates are determined through actuarial calculations to determine financial needs to cover existing claims liabilities. The SAF uses nationally recognized financial consultants Ernst & Young LLP to annually provide these calculations.

Auditor’s Report
State Law requires that the SAF annually undergo an independent audit of its financial records. This is directed by the State Auditor’s Office which has oversight responsibility.

The audit for FY 2000-2001 was conducted by Rogers & Laban, PA. There were no findings in this audit.
Administration

Administration Highlights

The State Accident Fund has been aggressively pursuing new electronic technology and contractual partners to provide outstanding customer service to the Fund's Policyholders without increasing staff. The SAF has reduced the number of FTEs from 100 in 1994-95 to 92.12 authorized FTEs in 2000-2001.

During the Annual October Benefits Enrollment the Human Resources Team utilized the "Insurance Center" to ensure the staff was well informed of all the State benefits available to them. It is a one stop benefits information source for the Agency Staff.

In January 2001, each staff member received an annual Benefits Statement that indicates the actual worth or value of their job. It shows, in addition to salary, all of the hidden costs and benefits paid by the State for each employee.

Staff Training and Agency Communications

The Training Unit Manager continued to develop training on the management information system and provide training on the system. Claim Technicians, Adjusters and Claim Supervisors have completed training on their appropriate modules. The Legal Unit's Investigators, Attorneys, and Legal Administrative Staff were also trained on their modules in the system.

This team was responsible for coordinating training for Workers Compensation Representatives throughout the year. SAF employees represented the Agency at various benefits fairs and conferences to educate policyholders on the services we provide.

The SAF Source, a quarterly newsletter, continues to be published and distributed quarterly to inform and educate policyholders, legislators and the general public.

Accounting Report

The Records Management Team is part of the Administrative Accounting Unit. This team handles all the mail, scans and indexes documents and enters & audits payments.

The Accounting Unit prints and issues workers' compensation checks in-house rather than through the State Treasurers Office. The Agency assumed this additional requirement without increasing the number of FTE's. The process enables the Agency to pay medical bills and other claim expenses faster.
Operations

Policyholder Services

The Policyholder Services Team focused on the reduction of premium processing time and revisions. Quality controls were implemented to maintain an error ratio of less than 3%. Processing cycle goals were based on the percentage of audits completed within 90 days after the policy period expires and the percentage of estimates completed 30 days prior to renewal.

The State Accident Fund was successful in maintaining premium costs to Policyholders with no increase in rates.

The Safety and Loss Control team focused on factors affecting the cost of work related injuries, training and strategies aimed at reducing both the incidence of injuries and the duration of incapacity.

Legal Services

The Legal Team’s management of litigated cases continues to be cost effective and efficient.

The assignment of an Investigator to a particular Workflow Team to handle cases for that Team continues to be an effective and cost savings move. The Investigators can gather evidence, under the supervision of an Attorney, at a cost much lower than those charged by contract attorneys or private investigators. A Claim Disposition and Cost Summary Report indicates an effectiveness ratio of 84% for the claims disposed of by Attorneys.

Claims Management System Manages WC Claims

In May 1999, the Claims Unit began using the new Claims Management System (CMS) to manage their Policyholders’ Workers Compensation Claim Files. The Claims Staff is also using the Imaging System and Workflow Programs to work with electronic documents in lieu of paper documents. The new System allows multiple users to simultaneously view and work the same WC File using the PC at their workstation. The Claims Unit, working with the Legal, Accounting and Policyholder Services Units, can now seamlessly provide outstanding customer service from the First Report of Injury to the closing of the claim.
Customer Service continues to be a priority for the Claims Staff. They provide on site training for our Policyholders. Claims Adjusters and Supervisors team up with Legal and Policyholders Services staff to provide multi-disciplinary training and service to our Policyholders.

The Claims Staff continually improves its processes to identify, settle and manage Third Party Claims. Second Injury Fund Claims are handled by a contractor which maximizes the Agency's returns.

State Accident Fund began using a new Managed Comp company beginning January 2001. The new team of nurses handles the medical portion of the claim from completing the first report of injury to the closing of the file. The company uses a network of doctors and provides the State Accident Fund with the status of the doctor’s visit within 24 hours.

Our other Managed Care providers continue to monitor prescription drugs, review medical bills and conduct personal visits to medical providers to expedite the processing of workers' compensation claims. The Managed Comp Program enhances the management of our claims and has resulted in reducing our medical claims costs.

Management Information Systems

The Management Information Systems (MIS) Team continues to work on maintaining SAF's computer systems and strives to continually improve service to the agency's staff and customers. MIS is responsible for maintaining the SAF web-page, the Claims Management System, the Policyholders System, document imaging and local area network.

The MIS Team’s Help Desk is used to log, monitor, and analyze the agency’s computer problems. Monitoring the Help Desk and working on the problems submitted to it also functions as a tool for the MIS Team to continue to learn the intricacies of SAF's computer system.
**SOUTH CAROLINA STATE ACCIDENT FUND**  
**BALANCE SHEET, JUNE 30, 2001**

### ASSETS

**CURRENT ASSETS:**  
- Cash and cash equivalents $25,413,412  
- Premiums receivable 35,368,823  
- Claim recoveries & reimbursement receivables 443,156  
- Recoverable under reinsurance annuity contract 285,974  
- Accrued interest receivable 292,923  
- **Total current assets** 61,804,288

**FIXED ASSETS:**  
- Computer and technical equipment 9,476,824  
- Office furniture and equipment 341,909  
- **Total** 9,818,193  
- Less: Accumulated depreciation 3,856,995  
- **Net property and equipment** 5,961,198

**Other Assets:**  
- Investment in reinsurance annuity contract 1,282,294  
- Less: Accumulated amortization 188,395  
- **Other assets net of accumulated amortization** 1,093,899  
- **Total assets** $68,859,385

### LIABILITIES AND FUND EQUITY

**CURRENT LIABILITIES:**  
- Cash Overdraft $802,776  
- Accounts payable 241,857  
- Accrued compensated absences and related benefits 335,181  
- Accrued payroll and related liabilities 305,644  
- Accrued premium refunds payable 5,295,486  
- Deferred premium revenue 35,417,724  
- Unpaid claims liability and claims adjustment expenses - payable within one year - net 24,411,000  
- Less: Amounts recoverable from the State of South Carolina (83,367)  
- **Total current liabilities** 66,726,301

**NONCURRENT LIABILITIES:**  
- Unpaid claims liability and claims adjustment expenses - payable beyond one year - net 32,741,000  
- Less: Amounts recoverable from the State of South Carolina (749,999)  
- **Total noncurrent liabilities** 31,991,001  
- **Total liabilities** 98,717,302

**FUND EQUITY:**  
- Retained earnings (deficit) (29,857,917)  
- **Total liabilities and fund equity** $68,859,385
**SOUTH CAROLINA STATE ACCIDENT FUND**

**STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN RETAINED EARNINGS**

YEAR ENDED JUNE 30, 2001

<table>
<thead>
<tr>
<th>OPERATING REVENUES:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Premiums</td>
<td>$35,258,685</td>
</tr>
<tr>
<td>Interest Income</td>
<td>2,435,300</td>
</tr>
<tr>
<td>Total operating revenues</td>
<td>37,693,985</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OPERATING EXPENSES:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims expense:</td>
<td>34,201,926</td>
</tr>
<tr>
<td>Administrative expenses:</td>
<td></td>
</tr>
<tr>
<td>Second Injury Fund assessment</td>
<td>6,030,699</td>
</tr>
<tr>
<td>Personal services &amp; employee benefits</td>
<td>3,881,128</td>
</tr>
<tr>
<td>Contractual-services</td>
<td>957,813</td>
</tr>
<tr>
<td>Rent and insurance</td>
<td>319,945</td>
</tr>
<tr>
<td>Supplies and materials</td>
<td>116,467</td>
</tr>
<tr>
<td>Depreciation</td>
<td>1,103,052</td>
</tr>
<tr>
<td>Reinsurance premiums</td>
<td>1,129,214</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>84,930</td>
</tr>
<tr>
<td>Actuarial fee</td>
<td>30,000</td>
</tr>
<tr>
<td>Bad debts</td>
<td>5,436</td>
</tr>
<tr>
<td>Total administrative expenses</td>
<td>13,658,684</td>
</tr>
<tr>
<td>Total operating expenses</td>
<td>47,860,610</td>
</tr>
</tbody>
</table>

| OPERATING INCOME (LOSS)      | (10,166,625) |

<table>
<thead>
<tr>
<th>NONOPERATING REVENUES (EXPENSES)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amortization Expense - reinsurance annuity contract premium</td>
<td>(75,358)</td>
</tr>
</tbody>
</table>

| NET INCOME (LOSS)              | (10,241,983) |

| RETAINED EARNINGS (DEFICIT) AT BEGINNING OF YEAR, AS PREVIOUSLY REPORTED | (19,265,934) |

| PRIOR PERIOD ADJUSTMENTS       | (350,000)  |

| RETAINED EARNINGS (DEFICIT) AT BEGINNING OF YEAR, AS RESTATED | (19,615,934) |

| RETAINED EARNINGS (DEFICIT) AT END OF YEAR                | $(29,857,917) |
# SOUTH CAROLINA STATE ACCIDENT FUND
## STATEMENT OF CASH FLOWS
### YEAR ENDED JUNE 30, 2001

### CASH FLOWS FROM OPERATING ACTIVITIES:
- **Operating income (loss):** $(10,166,625)

  **Adjustments to reconcile net income (loss) to net cash used by operating activities:**
  - Bad Debts: 5,436
  - Depreciation expense: 1,103,051
  - Reclassification of interest/investment income to investing activities: (2,435,300)

  **Changes in assets and liabilities:**
  - (Increase) decrease in premiums receivable: (30,199,306)
  - (Increase) decrease in claims recoveries and reimbursement receivable: 691,404
  - Increase (decrease) in recoverable under reinsurance annuity contract: (34,612)
  - Increase (decrease) in accounts payable: 17,534
  - Increase (decrease) in accrued compensated absences and related benefits: (28,135)
  - Increase (decrease) in accrued payroll and related benefits: (515)
  - Increase (decrease) in accrued refundable premiums: 1,451,872
  - Increase (decrease) in deferred premium revenue: 31,280,647
  - Increase (decrease) in estimate of unpaid claims liability, net of amounts recoverable from the State of SC: 944,634

  **Total adjustments: 2,796,710**

  **Net cash (used) by operating activities:** $(7,369,915)

### CASH FLOWS FROM NON-CAPITAL & RELATED FINANCING ACTIVITIES:
- Repay cash overdraft: $(1,104,325)
- Loans from cash overdraft: 802,776

  **Net cash provided by non-capital & related financing activities:** (301,549)

### CASH FLOW FROM CAPITAL & RELATED FINANCING ACTIVITIES:
- Acquisition of property and equipment: $(110,958)

  **Net cash used by capital and related financing activities:** $(110,958)

### CASH FLOWS FROM INVESTING ACTIVITIES:
- Investment income received: 2,559,979

  **Net cash provided by investing activities:** 2,559,979

  **Net (decrease) in cash and cash equivalents:** (5,222,443)

  **Cash and cash equivalents at beginning of year:** 30,635,855

  **Cash and cash equivalents at end of year:** $25,413,412

**Supplemental Disclosure:**

*Noncash capital and related financing activities:
The cost of equipment disposed of was $357,855 and accumulated depreciation on this equipment was $357,855.*
# STATE ACCIDENT FUND
## PREMIUM RECEIPTS STATEMENT
### FOR THE PERIOD JULY 1, 1995 TO JUNE 30, 2001

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>State</th>
<th>Counties</th>
<th>Cities</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 1996</td>
<td>26,973,250</td>
<td>5,415,997</td>
<td>2,041,759</td>
<td>34,431,006</td>
</tr>
<tr>
<td>FY 1997</td>
<td>25,365,588</td>
<td>5,974,706</td>
<td>2,301,069</td>
<td>33,641,363</td>
</tr>
<tr>
<td>FY 1998</td>
<td>29,617,281</td>
<td>5,634,253</td>
<td>2,712,315</td>
<td>38,003,849</td>
</tr>
<tr>
<td>FY 1999</td>
<td>25,243,026</td>
<td>4,103,517</td>
<td>2,702,228</td>
<td>32,058,771</td>
</tr>
<tr>
<td>FY 2000</td>
<td>28,042,801</td>
<td>4,769,199</td>
<td>3,566,973</td>
<td>36,378,973</td>
</tr>
<tr>
<td>FY 2001</td>
<td>29,480,009</td>
<td>3,565,171</td>
<td>5,283,720</td>
<td>38,328,900</td>
</tr>
</tbody>
</table>

![Bar chart showing premium receipts for different years and categories](chart.png)
# STATE ACCIDENT FUND
## DISBURSEMENTS STATEMENT
### FOR THE PERIOD JULY 1, 1995 TO JUNE 30, 2001

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>State</th>
<th>Counties</th>
<th>Cities</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 1996</td>
<td>27,352,523</td>
<td>6,646,519</td>
<td>2,325,668</td>
<td>36,324,710</td>
</tr>
<tr>
<td>FY 1997</td>
<td>26,855,731</td>
<td>6,223,165</td>
<td>2,514,188</td>
<td>33,593,084</td>
</tr>
<tr>
<td>FY 1998</td>
<td>30,908,701</td>
<td>6,492,952</td>
<td>3,159,500</td>
<td>40,561,153</td>
</tr>
<tr>
<td>FY 1999</td>
<td>29,632,550</td>
<td>6,803,678</td>
<td>3,286,991</td>
<td>39,723,219</td>
</tr>
<tr>
<td>FY 2000</td>
<td>26,820,387</td>
<td>6,229,506</td>
<td>3,374,319</td>
<td>36,424,213</td>
</tr>
<tr>
<td>FY 2001</td>
<td>33,607,165</td>
<td>5,063,811</td>
<td>3,168,320</td>
<td>41,839,297</td>
</tr>
</tbody>
</table>

![Bar chart showing the fiscal year breakdown of state, county, city, and total disbursements from FY 1996 to FY 2001.](chart.png)
STATE ACCIDENT FUND
CLAIMS OPENED & CLAIMS CLOSED
FOR THE PERIOD JULY 1, 1995 TO JUNE 30, 2001

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Opened</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 1996</td>
<td>9,292</td>
<td>13,009</td>
</tr>
<tr>
<td>FY 1997</td>
<td>8,883</td>
<td>11,792</td>
</tr>
<tr>
<td>FY 1998</td>
<td>8,739</td>
<td>12,701</td>
</tr>
<tr>
<td>FY 1999</td>
<td>7,742</td>
<td>11,777</td>
</tr>
<tr>
<td>FY 2000</td>
<td>7,666</td>
<td>11,306</td>
</tr>
<tr>
<td>FY 2001</td>
<td>7,725</td>
<td>9,083</td>
</tr>
</tbody>
</table>

![Bar Chart](chart.png)
South Carolina State Accident Fund
Information Request Procedure

Requests for information about the State Accident Fund by the general public may be made in writing, by telephone or by personal visit to the Agency.

Individuals uncertain of whom to address their problem or question may call toll free 1.800.521.6576 and ask to speak with the Ombudsman.

Submissions or suggestions designed to improve the operation of the State Accident Fund should be submitted in writing to the Agency Director. Requests for information by the media or for copies of publications or materials should also be addressed to the Director.

All requests for information which require a response in the form of a legal opinion or interpretation of a statement of official policy or position of the Agency must be submitted in writing to the Director.

The offices of the State Accident Fund are located at the following address:

800 Dutch Square Boulevard, Suite 160
Columbia, SC 29210

The mailing address of the State Accident Fund is as follows:

Post Office Box 102100
Columbia, SC 29221-5000

The telephone numbers for the State Accident Fund are as follows:

1.800.521.6576 (Toll Free)
1.803.896.5800 (Columbia Area)
<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Documents Printed</td>
<td>100</td>
</tr>
<tr>
<td>Cost Per Unit</td>
<td>$2.09</td>
</tr>
<tr>
<td>Total Printing Cost</td>
<td>$209.00</td>
</tr>
</tbody>
</table>