

November 2, 2022

2023 GENERAL RATE APPLICATION
Undertaking #35 Transcript Page 1711

Undertaking #35

For MPI to provide the differences in operating expenses employed for the 2019/'20 year between slide 20 being 1.96 billion and slide 21 being 1.35 billion.

RESPONSE:

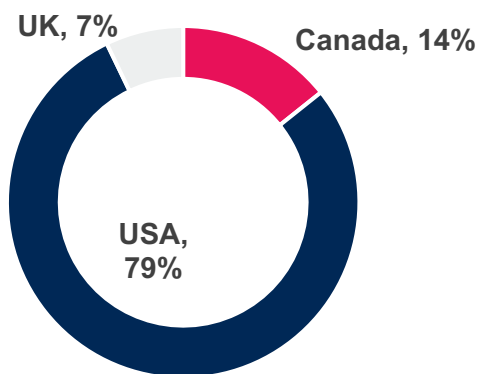
Gartner has advised the amounts for FPY2020/21 are correct on both pages (\$1,196.8M and \$1.20 B) with rounding. The label is incorrect on page 20 and should read 2020/21 (the year of the current benchmark) not 2019/20. Please see Appendix 1.

Gartner's Spending and Staffing Benchmark compared MPI with industry peers

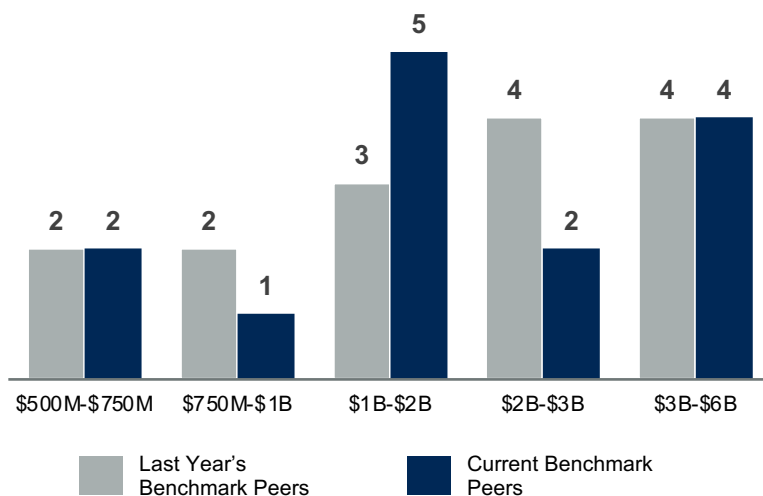
14 Insurance Industry Peers

- Predominately firms which had automotive insurance business lines
- 5 of the same organizations were the same peers from the last year's benchmark
- Firm size range from 550 to 5900 full-time employees
- Benchmark data was taken for 2021

Geographic Profile



Number of Peers by Revenue



Enterprise Metrics

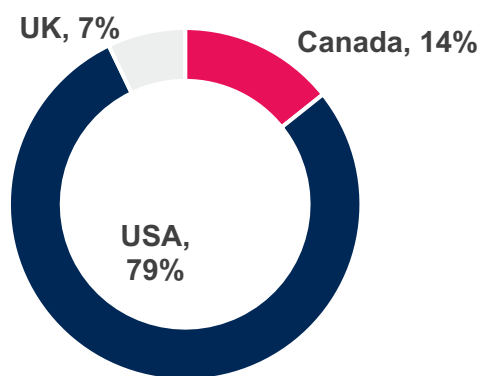
Metric	MPI (2019/20)	Current Peer Average	Last Year's Peer Average
Number of Peers	-	14	15
Total Revenue	\$1,559.1 M	\$2,303.2 M	\$2,346.0 M
Total Operating Expense	\$1,196.8 M	\$1,979.4 M	\$2,130.2 M
Total Number of Employees	1,801	2,106	1909
Total Number of IT Employees (Including Contractors)	410	269	319
Total IT Operating and Capital Expenditure	\$89.0 M	\$104.5 M	\$104.2 M

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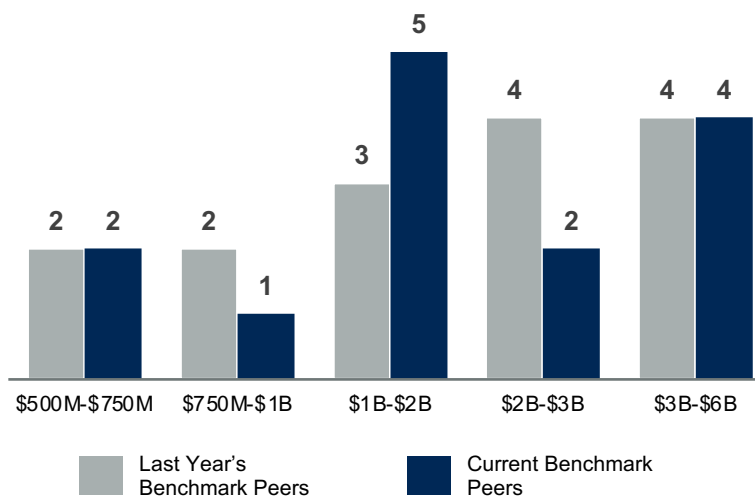
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