

ADMINISTRATIVE OFFICE OF THE COURTS

QUESTIONS AND ANSWERS

RFP OGC-201001-RB

Third Party Claims Administration

August 19, 2010

1. What is the quantity of claims for each of the past five years?

Answer: Not all claims managed by the AOC are sent to a claims administrator. Approximately 50-60 claims were sent in each of the last several years. We anticipate that number will increase over the next three years.

2. What are the number of open claims, with claim detail?

Answer: The number of open claims changes from month to month. We expect that few, if any, might need to transition from a current claims administrator.

3. Do you require a claims management information system?

Answer: The AOC does not require that the claims administrator have a claims management information system dedicated to AOC claims.

4. If not, how is claims history currently tracked?

Answer: The AOC maintains its own records.

[End of Questions and Answers]