

# State of the Line

2025 YEAR-END

## General liability

GL claim volume continues to rise, driven more by property damage than bodily injury. Claim severity is increasing faster than claim volume, with both paid and incurred amounts accelerating at a pace that exceeds inflation.

Litigation activity is becoming more prevalent across both new and pending claims, particularly for bodily injury. Attorney involvement is happening earlier in the claim life cycle and is becoming more common even among claims that do not ultimately litigate. Pending litigated claims are growing significantly more expensive, reaching their highest levels in recent years. Although litigated claims represent a small portion of total closures, they dominate total payouts and carry substantially higher average costs than non-litigated claims.



[Dive deeper into the stats with the full report here](#)



2.2%

increase in GL claim volume in CY 2025. Property damage claims grew faster (+4.7%) than bodily injury claims (+1.2%), consistent with a five-year average annual increase of 2.3%.

### Attorney engagement

Attorney engagement is occurring earlier and more frequently, with 71% of litigated claims represented within 24 hours of claim filing. Non-litigated bodily injury attorney representation increased to 24.9%, up 2.7 points year over year.

### Jurisdictional risk

Jurisdictional risk remains pronounced, as New York's litigated claim rate is 2.9 times the national average, while California and Florida also exceed national litigation benchmarks.

### SERVICES AND RETAIL

are the sectors that continue to lead in bodily injury claim rates, at 54.9% and 49.8% respectively, well above the average of 39.6%.

11%

increase in bodily injury incurred severity in CY 2025 after a brief decline in CY 2024.

The five-year average annual percent change (AAPC) of 9.7% is over three times the general inflation rate.

10.6% increase in the average paid per new GL claim in CY 2025.

Average paid severity is accelerating faster than claim growth with a five-year AAPC of 14.4%, significantly outpacing inflation.

25.7%

increase in the average incurred for pending litigated GL claims.

These claims are becoming significantly more expensive, reaching the highest level in five years.

### High-severity claims

Driving a disproportionate share of total cost, claims of \$25,000 and above represent 54% of total incurred dollars and just over 2% of new claim volume.

0.95%

increase in overall litigation rate for new GL claims.

The new GL bodily injury litigation rate increased to 1.84%. A similar trend is evident in pending GL claims, with the pending litigation rate rising to 24.8%.

### Litigated claims

Litigated claims, though a small portion of closures, dominate total payouts, representing 5.76% of closed claims but nearly 70% of total dollars paid, with an average cost 37.5 times higher than non-litigated claims.