

## Homeowners by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Foremost Insurance Company	8	74,680,173	0.11	1	0	7	0
Country Mutual Insurance Company	52	230,636,557	0.23	14	1	35	2
State Farm Fire & Casualty Company	241	921,725,556	0.26	139	4	97	1
Auto Owners Insurance Company	7	24,645,072	0.28	1	0	5	1
Erie Insurance Exchange	7	22,692,998	0.31	2	0	5	0
Metropolitan Casualty Insurance Company	12	38,480,131	0.31	2	1	8	1
Safeco Insurance Company of Illinois	10	31,720,616	0.32	4	0	6	0
Cincinnati Insurance Company (The)	7	21,495,908	0.33	0	1	6	0
USAA Casualty Insurance Company	8	23,631,171	0.34	4	0	4	0
Farmers Automobile Insurance Association (The)	11	30,873,739	0.36	2	0	9	0
Property & Casualty Insurance Co of Hartford	8	22,280,835	0.36	6	0	1	1
Travelers Home And Marine Ins Co (The)	24	55,206,417	0.43	14	1	9	0
Sentinel Insurance Company Ltd	6	12,437,859	0.48	5	0	1	0
American Family Mutual Insurance Company	79	135,259,612	0.58	8	1	68	2
Illinois Fair Plan Association	7	11,510,899	0.61	1	0	6	0

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Illinois Farmers Insurance Company	44	65,969,915	0.67	14	1	26	3
Liberty Mutual Fire Insurance Company	29	41,894,918	0.69	4	0	24	1
MemberSelect Insurance Company	32	36,274,561	0.88	12	0	17	3
Homesite Insurance Company of Illinois	11	12,464,000	0.88	3	0	7	1
Hartford Insurance Company Of Illinois	12	13,221,103	0.91	6	0	5	1
Acuity, A Mutual Insurance Company	5	5,428,983	0.92	3	0	1	1
Standard Mutual Insurance Company	12	12,295,170	0.98	4	0	8	0
Madison Mutual Insurance Company	8	7,937,430	1.01	2	0	6	0
General Casualty Insurance Company	8	6,837,296	1.17	3	0	5	0
IMT Insurance Company	6	5,036,201	1.19	3	0	3	0
Farmers Insurance Exchange	44	36,729,641	1.20	10	1	31	2
Travelers Personal Insurance Company	30	18,450,162	1.63	11	0	18	1
Allstate Insurance Company	221	131,331,532	1.68	48	4	157	12
Balboa Insurance Company	6	2,941,160	2.04	2	0	4	0
Economy Premier Assurance Company	5	413,705	12.09	1	0	4	0

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Constitutional Casualty Company *	7	N/A	N/A	3	0	4	0
State Farm Mutual Automobile Insurance Company **	5	0	N/A	1	1	2	1

\* Company entered in Liquidation status as of 1/20/2011.

\*\* Company wrote no new premium in this coverage in 2010.