

2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2005 Illinois Direct Written Premium	2005 Auto Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFP, Division of Insurance			
				Underwriting	Marketing - Sales	Claims	Service
AFFIRMATIVE INSURANCE COMPANY	82	\$23,513,868	3.49	5	2	75	0
ALLSTATE INSURANCE COMPANY	212	\$388,868,660	0.55	19	0	187	6
AMERICAN ACCESS CASUALTY COMPANY	128	\$53,521,564	2.39	3	0	124	1
AMERICAN AMBASSADOR CASUALTY COMPANY *	13	-\$9,093	N/A negative premium	1	1	10	1
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	88	\$265,839,377	0.33	25	1	57	5
AMERICAN FREEDOM INSURANCE COMPANY	80	\$15,780,134	5.07	1	0	79	0
AMERICAN HEARTLAND INSURANCE COMPANY	70	\$10,202,745	6.86	1	0	67	2
AMERICAN SERVICE INSURANCE COMPANY, INC.	121	\$42,721,501	2.83	7	2	111	1
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	11	\$36,379,939	0.30	2	0	8	1
APOLLO CASUALTY COMPANY	170	\$33,428,938	5.09	3	0	165	2
AUTO OWNERS INSURANCE COMPANY	10	\$27,551,885	0.36	3	0	7	0
CONSTITUTIONAL CASUALTY COMPANY	17	\$10,207,318	1.67	4	0	13	0
COUNTRY MUTUAL INSURANCE COMPANY	30	\$322,766,336	0.09	12	0	17	1
COUNTRY PREFERRED INSURANCE COMPANY	11	\$115,971,522	0.09	3	0	7	1
FARMERS AUTOMOBILE INSURANCE ASSOCIATION (THE)	10	\$62,606,835	0.16	2	0	7	1
FOUNDERS INSURANCE COMPANY	105	\$51,698,918	2.03	4	0	98	3
GEICO GENERAL INSURANCE COMPANY	26	\$78,683,301	0.33	5	0	21	0
GEICO INDEMNITY COMPANY	14	\$29,499,333	0.47	3	0	10	1
GENERAL CASUALTY COMPANY OF ILLINOIS	11	\$45,337,811	0.24	4	0	7	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	11	\$37,582,403	0.29	7	0	4	0
ILLINOIS FARMERS INSURANCE COMPANY	72	\$257,086,429	0.28	11	0	54	7
INSURA PROPERTY AND CASUALTY INSURANCE COMPANY	53	\$57,140,045	0.93	6	0	47	0
INTERSTATE BANKERS CASUALTY COMPANY	27	\$8,188,890	3.30	2	0	25	0
LIBERTY MUTUAL FIRE INSURANCE COMPANY	20	\$62,866,561	0.32	2	0	15	3
MADISON MUTUAL INSURANCE COMPANY	11	\$27,108,694	0.41	4	0	6	1
MEMBERSELECT INSURANCE COMPANY	27	\$50,787,633	0.53	9	0	18	0
MID-CENTURY INSURANCE COMPANY	16	\$51,675,971	0.31	2	0	14	0
* company withdrew from private passenger automobile business effective June 2005.							

(Continued from prior page) 2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2005 Illinois Direct Written Premium	2005 Auto Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				Underwriting	Marketing Sales	Claims	Service
NATIONAL HERITAGE INSURANCE COMPANY	15	\$4,852,360	3.09	1	0	14	0
PROGRESSIVE HALCYON INSURANCE COMPANY	15	\$66,238,129	0.23	2	0	12	1
PROGRESSIVE NORTHERN INSURANCE COMPANY	16	\$121,900,167	0.13	3	0	11	2
PROGRESSIVE UNIVERSAL INSURANCE COMPANY OF ILLINOIS	18	\$26,299,355	0.68	2	0	16	0
PROPERTY & CASUALTY INSURANCE COMPANY OF HARTFORD	11	\$24,208,725	0.45	5	0	4	2
SAFECO INSURANCE COMPANY OF ILLINOIS	14	\$49,790,538	0.28	2	0	11	1
SAFEWAY INSURANCE COMPANY	123	\$32,933,076	3.73	6	0	116	1
STATE FARM FIRE & CASUALTY COMPANY	11	\$114,371,854	0.10	4	0	7	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	217	\$1,562,550,214	0.14	36	0	176	5
TRAVELERS PERSONAL INSURANCE COMPANY	14	\$29,129,466	0.48	4	0	10	0
UNIQUE INSURANCE COMPANY	195	\$23,120,988	8.43	12	2	179	2
UNITED AUTOMOBILE INSURANCE COMPANY	118	\$35,797,697	3.30	8	0	107	3
UNITED EQUITABLE INSURANCE COMPANY	47	\$11,490,538	4.09	6	0	41	0
UNIVERSAL CASUALTY COMPANY	122	\$57,274,822	2.13	7	2	110	3
USAGENCIES DIRECT INSURANCE COMPANY	12	\$9,650,899	1.24	2	0	10	0
WEST AMERICAN INSURANCE COMPANY	11	\$14,943,142	0.74	1	0	10	0