

Homeowners by Complaint Ratios

Co Code	2013 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints Closed During 2013	Homeowners 2013 Illinois Direct Written Premium \$	2013 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Consumer Complaint Report Ratio
					under-writing	marketing & sales	claims handling	policy-holders service	
19240	Allstate Indemnity Company	20	175,003,311	0.11	9	0	11	0	0.09
25941	United Services Automobile Association	5	39,497,880	0.13	2	0	3	0	0.16
21652	Farmers Insurance Exchange	14	108,461,952	0.13	9	0	5	0	0.10
24201	Farmers Automobile Insurance Assn The	6	38,911,915	0.15	4	0	2	0	N/A
25968	USAA Casualty Insurance Company	5	30,645,369	0.16	2	0	3	0	N/A
40169	Metropolitan Casualty Insurance Company	10	53,673,275	0.19	2	0	8	0	0.10
26263	Erie Insurance Company	5	23,635,888	0.21	0	0	4	1	N/A
20990	Country Mutual Insurance Company	61	275,790,379	0.22	10	1	45	5	0.14
11185	Foremost Ins Co Grand Rapids, MI	5	20,052,167	0.25	3	1	1	0	0.55
39012	Safeco Insurance Company of Illinois	18	62,151,966	0.29	4	0	13	1	0.32
25143	State Farm Fire & Casualty Company	319	1,058,618,200	0.30	180	4	125	10	0.33
36161	Travelers Property Casualty Ins Co	5	15,030,663	0.33	2	0	3	0	N/A
42404	Liberty Insurance Corporation	13	36,608,780	0.36	7	0	6	0	0.36
23779	Nationwide Mutual Fire Insurance Company	6	16,305,852	0.37	1	0	4	1	N/A
23035	Liberty Mutual Fire Insurance Company	14	37,471,167	0.37	3	1	9	1	0.40
18988	Auto Owners Insurance Company	10	26,252,379	0.38	1	0	8	1	0.30
11016	Homesite Insurance Company of Illinois	8	17,703,945	0.45	3	0	5	0	0.96
26271	Erie Insurance Exchange	15	31,475,065	0.48	4	0	9	2	0.24

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34690	Property & Casualty Ins Co of Hartford	9	17,789,760	0.51	3	0	5	1	0.58
33600	LM INSURANCE CORPORATION	8	15,773,240	0.51	6	0	2	0	N/A
21679	Illinois Farmers Insurance Company	28	52,893,051	0.53	6	1	19	2	0.58
25127	State Auto Prop and Cas Ins Co	7	12,459,315	0.56	2	0	5	0	0.88
19275	American Family Mutual Insurance Company	85	145,070,811	0.59	32	0	51	2	0.42
14443	Madison Mutual Insurance Company	6	10,106,091	0.59	3	0	3	0	1.03
38130	Travelers Personal Insurance Company	9	13,125,279	0.69	5	0	4	0	0.39
27998	Travelers Home and Marine Ins Co The	45	61,120,772	0.74	22	0	21	2	0.48
21229	MemberSelect Insurance Company	31	38,364,313	0.81	15	0	16	0	0.95
24228	Pekin Insurance Company	14	13,527,751	1.03	1	0	13	0	N/A
19232	Allstate Insurance Company	154	113,679,603	1.35	33	2	104	15	1.28
39217	QBE Insurance Corporation	6	3,937,975	1.52	2	0	4	0	N/A
38652	American Modern Select Insurance Company	6	3,366,681	1.78	3	0	3	0	N/A
14249	Founders Insurance Company	9	4,666,106	1.93	2	0	7	0	N/A
	<i>Total</i>	956	2,573,170,901						
				0.56	Mean (The "average" of complaint ratios)				
				0.42	Median (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2012 Consumer Complaint Report due to minimum compliant activity during 2012.

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