

2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	Homeowners 2005 Illinois Direct Written Premium	2005 Homeowners Complaint Ratio per \$1,000,000 IL Direct Written Premiums	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				Underwriting	Marketing Sales	Claims	Service
ALLSTATE INSURANCE COMPANY	165	\$165,649,656	1.00	26	2	130	7
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	51	\$130,529,241	0.39	11	1	37	2
COUNTRY MUTUAL INSURANCE COMPANY	26	\$167,051,866	0.16	6	1	18	1
ERIE INSURANCE EXCHANGE	14	\$19,562,613	0.72	5	1	8	0
FARMERS AUTOMOBILE INSURANCE ASSOCIATION (THE)	11	\$24,190,208	0.45	3	0	8	0
ILLINOIS FARMERS INSURANCE COMPANY	57	\$129,941,580	0.44	18	1	32	6
MEMBERSELECT INSURANCE COMPANY	10	\$18,753,896	0.53	4	0	6	0
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	10	\$20,239,576	0.49	2	0	8	0
STATE FARM FIRE & CASUALTY COMPANY	185	\$710,558,915	0.26	111	1	70	3
TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY	10	\$19,358,303	0.51	5	0	5	0