

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2006 Illinois Direct Written Premium \$	2006 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	45	\$23,263,385	1.93	2	0	43	0
ALLSTATE INSURANCE COMPANY	209	\$359,320,248	0.58	15	7	175	12
AMERICAN ACCESS CASUALTY COMPANY	141	\$63,597,555	2.22	7	1	130	3
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	66	\$269,736,290	0.24	6	0	58	2
AMERICAN FREEDOM INSURANCE COMPANY	64	\$13,853,449	4.62	0	0	63	1
AMERICAN HEARTLAND INSURANCE COMPANY	53	\$9,192,853	5.76	0	0	53	0
AMERICAN SERVICE INSURANCE COMPANY, INC.	96	\$29,093,578	3.30	8	1	84	3
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	10	\$35,226,116	0.28	1	0	8	1
APOLLO CASUALTY COMPANY	119	\$21,659,774	5.49	2	1	116	1
CONSTITUTIONAL CASUALTY COMPANY	11	\$9,729,884	1.13	0	0	11	0
COUNTRY MUTUAL INSURANCE COMPANY	32	\$296,969,646	0.11	6	1	20	5
COUNTRY PREFERRED INSURANCE COMPANY	12	\$136,242,480	0.09	2	1	9	0
ESURANCE INSURANCE COMPANY	10	\$21,436,572	0.47	2	0	7	1
FIRST ACCEPTANCE INSURANCE COMPANY INC	19	\$30,125,331	0.63	2	1	15	1
FOUNDERS INSURANCE COMPANY	97	\$48,297,621	2.01	4	0	91	2
GENERAL CASUALTY COMPANY OF ILLINOIS	10	\$42,653,740	0.23	0	0	10	0
ILLINOIS FARMERS INSURANCE COMPANY	76	\$264,357,334	0.29	10	1	58	7
INSURA PROPERTY AND CASUALTY INSURANCE COMPANY	89	\$43,561,988	2.04	4	1	84	0
INTERSTATE BANKERS CASUALTY COMPANY	16	\$6,331,183	2.53	0	0	16	0

(continued from previous page) 2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2006 Illinois Direct Written Premium \$	2006 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
LIBERTY MUTUAL FIRE INSURANCE COMPANY	18	\$64,457,123	0.28	4	0	14	0
MADISON MUTUAL INSURANCE COMPANY	10	\$25,984,497	0.38	3	0	6	1
MEMBERSELECT INSURANCE COMPANY	30	\$54,774,082	0.55	7	2	18	3
MERCURY INSURANCE COMPANY OF ILLINOIS	11	\$24,841,474	0.44	3	0	8	0
MID-CENTURY INSURANCE COMPANY	17	\$49,407,640	0.34	2	0	14	1
NATIONAL HERITAGE INSURANCE COMPANY	11	\$4,862,397	2.26	1	0	10	0
PROGRESSIVE DIRECT INSURANCE COMPANY	20	\$75,872,422	0.26	1	0	18	1
PROGRESSIVE NORTHERN INSURANCE COMPANY	29	\$147,154,282	0.20	2	0	27	0
SAFE AUTO INSURANCE COMPANY	27	\$8,046,672	3.35	4	1	12	10
SAFeway INSURANCE COMPANY	79	\$19,435,069	4.06	4	1	73	1
STATE FARM FIRE & CASUALTY COMPANY	14	\$106,265,386	0.13	5	0	8	1
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	211	\$1,576,855,838	0.13	31	2	173	6
TRAVELERS PERSONAL INSURANCE COMPANY	15	\$23,367,487	0.64	6	0	9	0
UNIQUE INSURANCE COMPANY	133	\$23,114,850	5.75	2	1	130	0
UNITED AUTOMOBILE INSURANCE COMPANY	102	\$28,170,546	3.62	4	0	96	2
UNITED EQUITABLE INSURANCE COMPANY	51	\$11,043,904	4.62	2	0	49	0
UNITED SERVICES AUTOMOBILE ASSOCIATION	11	\$52,217,748	0.21	0	0	10	1
UNIVERSAL CASUALTY COMPANY	235	\$55,605,277	4.23	8	0	223	4
USAGENCIES DIRECT INSURANCE COMPANY	73	\$12,454,099	5.86	0	2	69	2