



# Illinois Department of Insurance

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JB Pritzker  
Governor

Dana Popish Severinghaus  
Director

June 22, 2022

Mr. Richard L. Guebert Jr., President  
Country Mutual Insurance Company  
1701 N. Towanda Avenue  
Bloomington, IL. 61701

**Re: Country Mutual Insurance Company, NAIC 20990**  
***Market Conduct Examination Verified Report***

Dear Mr. Guebert,

A Market Conduct Examination of your company was conducted by an authorized examiner designated by the Director of the Illinois Department of Insurance (“Department”) pursuant to Illinois Insurance Code (“Code”) Sections 132, 132.5(f), 404(1)(a) and 404(1)(c). This examination covered the period of January 1, 2019, through March 31, 2022. Enclosed with this letter is a copy of the verified examination report.

The examination report is a public document under the Freedom of Information Act (“FOIA”) [5 ILCS 140/1 *et seq.*] and will be posted on the Department’s website. To the extent that the examination report contains information that your Company deems private, personal, or trade secret pursuant to Sections 7(1)(b), (c), or (g) of FOIA [5 ILCS 140/7(b), (c), and (g)], your Company may request that the Department redact such information from the report prior to making it public. In making a request for confidentiality, your Company must provide a factual basis for its assertion of confidentiality. The Department will consider the request and determine whether such information is exempt from disclosure under Section 7 of FOIA.

No company, corporation, or individual shall use this report or any statement, excerpt, portion, or section thereof for any advertising, marketing or solicitation purpose. Any company, corporation or individual action contrary to the above shall be deemed a violation of Section 149 of the Illinois Insurance Code (215 ILCS 5/149).

Please contact me if you have any questions.

Sincerely,

Erica Weyhenmeyer  
Chief Market Conduct Examiner  
Illinois Department of Insurance  
320 West Washington St., 5th Floor  
Springfield, IL 62767  
Phone: 217-782-1790  
Erica.Weyhenmeyer@Illinois.gov

Company Name: COUNTRY Mutual Insurance Co.	CoCode: 20990		Group Code: 50									
<b>Private Passenger Auto Liability</b>	Accident Quarter											
Statewide data (Illinois only) as of 3/31/2022	Q1 - 2019	Q2 -2019	Q3 - 2019	Q4 - 2019	Q1 - 2020	Q2 - 2020	Q3 - 2020	Q4 - 2020	Q1 - 2021	Q2 - 2021	Q3 - 2021	Q4 - 2021
(2) All expenses other than loss adjustment expenses, excluding amounts from item 5 below	15,803,065	13,687,820	14,405,078	14,321,339	17,026,070	14,419,960	13,912,763	16,087,321	16,625,642	14,775,934	15,549,678	15,513,701
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	65,442,064	67,620,153	69,631,116	67,831,005	67,774,113	69,407,433	69,673,476	66,599,857	66,074,388	67,771,862	68,151,359	65,280,919
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	6,953,419	0	0	0	0	0	0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense	0	0	0	0	0	0	0	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	41,207,179	47,746,872	49,312,837	50,564,335	36,526,225	34,571,297	48,427,899	40,087,351	36,596,369	47,833,536	47,979,092	49,908,107
(7) Net Ultimate Adjusting & Other	4,348,113	5,038,171	5,203,409	5,335,465	4,683,125	4,432,478	6,209,070	5,139,706	3,842,974	5,022,986	5,038,270	5,240,836
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	4,682	4,892	5,029	5,091	3,788	2,795	3,791	3,491	3,244	3,889	3,971	3,987
(9) Open Claim Counts	137	181	227	283	280	254	431	589	609	975	1,456	2,974
Post-refund combined ratio (6+7+2+5)/(3-4)	93.8%	98.3%	99.0%	103.5%	85.9%	85.5%	98.4%	92.1%	86.4%	99.8%	100.6%	108.2%
Pre-refund combined ratio (6+7+2)/(3)	93.8%	98.3%	99.0%	103.5%	85.9%	77.0%	98.4%	92.1%	86.4%	99.8%	100.6%	108.2%
Claims severity (6)/(8)	8,800	9,761	9,806	9,933	9,643	12,369	12,773	11,482	11,282	12,299	12,083	12,517

Notes:

Data from row (1) will be made available on an all company weighted average frequency basis. Data will not be publicly released on an individual company basis.

All data provided in rows (2)-(9) will be considered public.

"Net" refers to net of reinsurance and salvage & subrogation.

Claim counts should be reported net of quota share reinsurance.

Country Group utilizes a 0% pooling arrangement. Country Mutual Insurance Company (NAIC#20990) is assigned 100% of the intercompany pool. (Including COUNTRY Preferred Insurance Company (NAIC#21008) and COUNTRY Casualty Insurance Company (NAIC#20982).

Company Name: COUNTRY Mutual Insurance Co.	CoCode: 20990		Group Code: 50									
<b>Private Passenger Auto Physical Damage</b>	Accident Quarter											
Statewide data (Illinois only) as of 3/31/2022	Q1 - 2019	Q2 -2019	Q3 - 2019	Q4 - 2019	Q1 - 2020	Q2 - 2020	Q3 - 2020	Q4 - 2020	Q1 - 2021	Q2 - 2021	Q3 - 2021	Q4 - 2021
(2) All expenses other than loss adjustment expenses, excluding amounts from item 5 below	14,832,384	12,672,870	13,422,745	13,390,567	16,589,595	13,877,831	13,261,647	15,749,827	16,985,317	15,057,187	15,875,067	15,830,224
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	60,532,904	62,623,971	64,073,164	62,798,548	63,319,414	65,003,815	66,058,759	64,377,759	64,918,202	67,307,909	68,242,477	66,135,771
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	6,481,225	0	0	0	0	0	0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense	0	0	0	0	0	0	0	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	34,727,240	47,700,964	35,514,635	43,919,692	31,284,726	30,478,934	39,906,676	36,977,786	31,888,076	37,999,417	42,368,350	47,306,470
(7) Net Ultimate Adjusting & Other	3,840,250	5,274,926	3,927,323	4,856,781	4,203,631	4,095,359	5,362,135	4,968,589	3,509,288	4,181,842	4,662,644	5,206,085
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	21,029	23,316	20,253	21,380	17,028	15,891	19,613	14,787	15,940	15,831	17,064	17,908
(9) Open Claim Counts	2	8	6	7	7	19	39	293	64	70	560	2,087
Post-refund combined ratio (6+7+2+5)/(3-4)	88.2%	104.8%	82.5%	99.0%	82.2%	82.8%	88.6%	89.6%	80.7%	85.0%	92.2%	103.3%
Pre-refund combined ratio (6+7+2)/(3)	88.2%	104.8%	82.5%	99.0%	82.2%	74.5%	88.6%	89.6%	80.7%	85.0%	92.2%	103.3%
Claims severity (6)/(8)	1,651	2,046	1,754	2,054	1,837	1,918	2,035	2,501	2,000	2,400	2,483	2,642

Notes:

Data from row (1) will be made available on an all company weighted average frequency basis. Data will not be publicly released on an individual company basis.

All data provided in rows (2)-(9) will be considered public.

"Net" refers to net of reinsurance and salvage & subrogation.

Claim counts should be reported net of quota share reinsurance.

Submission Notes:

Country Group utilizes a 0% pooling arrangement. Country Mutual Insurance Company (NAIC#20990) is assigned 100% of the intercompany pool. (Including COUNTRY Preferred Insurance Company (NAIC#21008) and COUNTRY Casualty Insurance Company (NAIC#20982).