



Illinois Department of Insurance

JB Pritzker
Governor

Dana Popish Severinghaus
Director

June 23, 2022

Mr. Grady B. Campbell, President
Encova Mutual Insurance Group
471 East Broad Street
Columbus, OH. 43215

Re: Consumers Insurance USA Inc., NAIC 10204
Iowa Mutual Insurance Company, NAIC 14338
MICO Insurance Company, NAIC 40932
Market Conduct Examination Verified Report

Dear Mr. Campbell,

A Market Conduct Examination of your companies 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: Consumers Insurance USA Inc.	CoCode: 10204	Group Code: 291										
Private Passenger Auto Liability	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				31,639				5,241				0
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend				78,347				19,536				0
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium				0				699				0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense				0				0				0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses				31,109				37,143				331
(7) Net Ultimate Adjusting & Other				10,709				2,336				4,330
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)				6				3				0
(9) Open Claim Counts				17				18				10
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	93.8%	#DIV/0!	#DIV/0!	#DIV/0!	237.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	93.8%	#DIV/0!	#DIV/0!	#DIV/0!	228.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	5,185	#DIV/0!	#DIV/0!	#DIV/0!	12,381	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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.

Company Name: Consumers Insurance USA Inc.	CoCode: 10204	Group Code: 291										
Private Passenger Auto Physical Damage	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				17,628				3,138				0
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend				43,652				11,696				0
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium				0				418				0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense				0				0				0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses				45,822				3,656				0
(7) Net Ultimate Adjusting & Other				8,097				0				0
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)				14				4				0
(9) Open Claim Counts				36				30				28
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	163.9%	#DIV/0!	#DIV/0!	#DIV/0!	60.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	163.9%	#DIV/0!	#DIV/0!	#DIV/0!	58.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	3,273	#DIV/0!	#DIV/0!	#DIV/0!	914	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Notes:

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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.

Company Name: Iowa Mutual Insurance Company	CoCode:	14338	Group Code:	291								
Private Passenger Auto Liability	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				240,010				117,260				82,000
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend				594,330				437,072				339,710
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium				0				11,529				0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense				0				0				0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses				74,040				147,732				119,449
(7) Net Ultimate Adjusting & Other				23,653				51,906				51,950
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)				18				18				16
(9) Open Claim Counts				61				22				17
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	56.8%	#DIV/0!	#DIV/0!	#DIV/0!	74.5%	#DIV/0!	#DIV/0!	#DIV/0!	74.6%
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	56.8%	#DIV/0!	#DIV/0!	#DIV/0!	72.5%	#DIV/0!	#DIV/0!	#DIV/0!	74.6%
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	4,113	#DIV/0!	#DIV/0!	#DIV/0!	8,207	#DIV/0!	#DIV/0!	#DIV/0!	7,466

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

Claim counts should be reported net of quota share reinsurance.

Company Name: Iowa Mutual Insurance Company	CoCode:	14338	Group Code:	291								
Private Passenger Auto Physical Damage	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				176,909				91,100				66,413
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend				438,075				339,563				275,135
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium				0				8,957				0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense				0				0				0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses				317,206				221,323				124,048
(7) Net Ultimate Adjusting & Other				23,384				38,059				38,202
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)				113				85				53
(9) Open Claim Counts				21				18				11
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	118.1%	#DIV/0!	#DIV/0!	#DIV/0!	106.0%	#DIV/0!	#DIV/0!	#DIV/0!	83.1%
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	118.1%	#DIV/0!	#DIV/0!	#DIV/0!	103.2%	#DIV/0!	#DIV/0!	#DIV/0!	83.1%
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	2,807	#DIV/0!	#DIV/0!	#DIV/0!	2,604	#DIV/0!	#DIV/0!	#DIV/0!	2,341

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Claim counts should be reported net of quota share reinsurance.

Company Name: MICO Insurance Company	CoCode:	40932	Group Code:	291								
Private Passenger Auto Liability	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												1,901
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend												7,877
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium												0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense												0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses												0
(7) Net Ultimate Adjusting & Other												0
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)												0
(9) Open Claim Counts												0
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	24.1%
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	24.1%
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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

Claim counts should be reported net of quota share reinsurance.

Company Name: MICO Insurance Company	CoCode:	40932	Group Code:	291								
Private Passenger Auto Physical Damage	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												1,374
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend												5,691
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium												0
(5) The Amount of any COVID-19 Related Credit/Refund/Dividend accounted for as expense												0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses												0
(7) Net Ultimate Adjusting & Other												0
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)												0
(9) Open Claim Counts												0
Post-refund combined ratio (6+7+2+5)/(3-4)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	24.1%
Pre-refund combined ratio (6+7+2)/(3)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	24.1%
Claims severity (6)/(8)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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