



Illinois Department of Insurance

JB Pritzker
Governor

Dana Popish Severinghaus
Director

June 22, 2022

Mr. Ronald G. Boyd, President
Midwest Family Mutual Insurance Company
4401 Westown Parkway, Suite 305
West Des Moines, IA. 50266

Re: Midwest Family Mutual Insurance Company, NAIC 23574
Market Conduct Examination Verified Report

Dear Mr. Boyd,

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: Midwest Family Mutual Insurance Company	CoCode:	23574	Group Code:	4911								
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	41,016	41,016	41,016	41,016	26,065	26,065	26,065	26,065	20,978	20,978	20,978	20,978
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	186,474	183,911	185,859	178,884	162,118	148,802	137,970	124,980	114,343	109,977	101,982	92,295
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	0	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	367,588	207,840	291,286	147,708	78,908	72,942	11,394	78,230	131,201	40,175	88,494	101,644
(7) Net Ultimate Adjusting & Other	154	527	1,907	832	368	0	0	746	2,466	196	4,901	4,508
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	29	16	13	18	13	11	4	10	9	7	9	7
(9) Open Claim Counts	0	0	1	0	0	0	0	1	0	0	3	2
Post-refund combined ratio (6+7+2+5)/(3-4)	219.2%	135.6%	179.8%	106.0%	65.0%	66.5%	27.1%	84.0%	135.2%	55.8%	112.1%	137.7%
Pre-refund combined ratio (6+7+2)/(3)	219.2%	135.6%	179.8%	106.0%	65.0%	66.5%	27.1%	84.0%	135.2%	55.8%	112.1%	137.7%
Claims severity (6)/(8)	12,675	12,990	22,407	8,206	6,070	6,631	2,848	7,823	14,578	5,739	9,833	14,521

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: Midwest Family Mutual Insurance Company	CoCode:	23574	Group Code:	4911								
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	42,843	42,843	42,843	42,843	31,796	31,796	31,796	31,796	25,603	25,603	25,603	25,603
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	219,939	217,709	217,483	208,770	191,253	175,421	166,818	153,925	141,192	133,701	124,057	113,106
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	0	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	180,525	131,171	124,619	183,669	111,570	107,621	95,646	66,552	127,034	72,141	93,757	116,363
(7) Net Ultimate Adjusting & Other	628	1,804	902	1,223	826	1,923	509	579	637	299	542	1,793
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	54	41	36	52	32	33	30	21	26	28	23	15
(9) Open Claim Counts	0	0	0	0	0	0	0	1	0	0	2	4
Post-refund combined ratio (6+7+2+5)/(3-4)	101.8%	80.8%	77.4%	109.1%	75.4%	80.6%	76.7%	64.3%	108.6%	73.3%	96.7%	127.1%
Pre-refund combined ratio (6+7+2)/(3)	101.8%	80.8%	77.4%	109.1%	75.4%	80.6%	76.7%	64.3%	108.6%	73.3%	96.7%	127.1%
Claims severity (6)/(8)	3,343	3,199	3,462	3,532	3,487	3,261	3,188	3,169	4,886	2,576	4,076	7,758

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.