



# Illinois Department of Insurance

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JB Pritzker  
Governor

Dana Popish Severinghaus  
Director

June 23, 2022

Ms. Randa C. Rawlins, President  
Shelter Insurance Group  
1817 West Broadway  
Columbia, MO. 65218

**Re: Shelter General Insurance Company, NAIC 23361**  
**Shelter Mutual Insurance Company, NAIC 23388**  
***Market Conduct Examination Verified Report***

Dear Ms. Rawlins,

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: Shelter General Insurance Company	CoCode:	23361	Group Code:	123								
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	183,229	183,229	174,119	168,337	158,240	152,744	146,930	138,712	129,613	128,077	125,009	122,564
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	133,044	133,044	126,429	122,231	116,862	112,803	108,509	102,440	97,412	96,257	93,952	92,114
(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	28,329	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	147,977	312,451	191,028	199,189	190,520	139,989	103,171	95,905	147,366	55,203	82,492	69,524
(7) Net Ultimate Adjusting & Other	18,138	38,298	23,415	24,415	28,229	20,742	15,286	14,210	13,468	5,045	7,539	6,354
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	18	21	21	20	15	9	8	15	11	8	13	13
(9) Open Claim Counts	0	0	1	0	0	1	1	1	2	1	1	2
Post-refund combined ratio (6+7+2+5)/(3-4)	262.6%	401.4%	307.3%	320.7%	322.6%	277.9%	270.7%	242.9%	298.2%	195.6%	228.9%	215.4%
Pre-refund combined ratio (6+7+2)/(3)	262.6%	401.4%	307.3%	320.7%	322.6%	277.9%	244.6%	242.9%	298.2%	195.6%	228.9%	215.4%
Claims severity (6)/(8)	8,221	14,879	9,097	9,959	12,701	15,554	12,896	6,394	13,397	6,900	6,346	5,348

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: Shelter General Insurance Company	CoCode:	23361	Group Code:	123								
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	132,437	135,311	131,085	129,965	121,934	118,123	115,449	111,339	100,445	104,457	106,702	103,694
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	108,717	109,842	106,845	104,019	100,854	97,536	95,306	92,743	89,280	88,476	87,847	86,651
(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	26,785	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	68,722	158,770	93,027	77,397	115,841	91,871	96,534	78,256	77,249	85,705	107,942	152,733
(7) Net Ultimate Adjusting & Other	5,396	12,466	7,304	6,077	16,698	13,243	13,915	11,280	4,113	4,563	5,747	8,131
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	26	31	28	18	23	19	23	17	18	18	23	28
(9) Open Claim Counts	0	0	0	0	0	0	0	0	0	0	0	2
Post-refund combined ratio (6+7+2+5)/(3-4)	190.0%	279.1%	216.6%	205.2%	252.3%	228.9%	265.1%	216.6%	203.6%	220.1%	250.9%	305.3%
Pre-refund combined ratio (6+7+2)/(3)	190.0%	279.1%	216.6%	205.2%	252.3%	228.9%	237.0%	216.6%	203.6%	220.1%	250.9%	305.3%
Claims severity (6)/(8)	2,643	5,122	3,322	4,300	5,037	4,835	4,197	4,603	4,292	4,761	4,693	5,455

Notes:

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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: Shelter Mutual Insurance Company	CoCode:	23388	Group Code:	123								
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	757,736	761,416	756,781	747,943	890,908	889,965	895,155	869,758	826,699	828,081	834,343	824,937
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	2,434,070	2,444,437	2,428,571	2,401,565	2,376,138	2,372,224	2,384,361	2,317,257	2,236,710	2,238,449	2,254,304	2,229,219
(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	459,870	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	1,683,641	1,441,782	1,541,866	1,397,047	1,221,181	969,579	1,370,507	1,744,138	1,649,222	1,089,963	1,762,991	1,780,463
(7) Net Ultimate Adjusting & Other	126,575	108,393	115,917	105,029	94,437	74,980	105,985	134,879	113,652	75,112	121,492	122,696
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	210	197	191	208	136	120	153	160	167	163	202	176
(9) Open Claim Counts	1	1	2	2	3	5	11	12	14	9	25	44
Post-refund combined ratio (6+7+2+5)/(3-4)	105.5%	94.6%	99.4%	93.7%	92.9%	81.5%	118.8%	118.6%	115.8%	89.0%	120.6%	122.4%
Pre-refund combined ratio (6+7+2)/(3)	105.5%	94.6%	99.4%	93.7%	92.9%	81.5%	99.5%	118.6%	115.8%	89.0%	120.6%	122.4%
Claims severity (6)/(8)	8,017	7,319	8,073	6,717	8,979	8,080	8,958	10,901	9,876	6,687	8,728	10,116

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: Shelter Mutual Insurance Company	CoCode:	23388	Group Code:	123								
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	664,269	675,818	679,271	682,151	763,089	769,080	780,759	772,166	610,554	620,928	631,725	633,815
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	2,402,984	2,444,763	2,457,255	2,467,671	2,489,014	2,508,556	2,546,649	2,518,620	2,477,582	2,519,678	2,563,488	2,571,972
(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	521,411	0	0	0	0	0
(6) Net Ultimate Incurred Losses and Defense and Cost Containment Expenses	1,524,826	1,673,039	1,391,872	2,003,504	1,512,683	1,221,047	1,599,851	1,735,558	1,569,655	1,638,240	2,087,103	2,451,020
(7) Net Ultimate Adjusting & Other	139,594	153,162	127,422	183,416	136,045	109,816	143,885	156,090	142,173	148,385	189,041	222,003
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	556	607	564	611	474	466	567	517	481	503	569	572
(9) Open Claim Counts	0	0	0	0	0	0	1	0	0	0	4	8
Post-refund combined ratio (6+7+2+5)/(3-4)	96.9%	102.3%	89.5%	116.3%	96.9%	83.7%	119.6%	105.8%	93.7%	95.6%	113.4%	128.6%
Pre-refund combined ratio (6+7+2)/(3)	96.9%	102.3%	89.5%	116.3%	96.9%	83.7%	99.1%	105.8%	93.7%	95.6%	113.4%	128.6%
Claims severity (6)/(8)	2,742	2,756	2,468	3,279	3,191	2,620	2,822	3,357	3,263	3,257	3,668	4,285

Notes:

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