



Illinois Department of Insurance

JB Pritzker
Governor

Dana Popish Severinghaus
Director

June 23, 2022

Alan D. Schnitzer, President
Travelers Companies, Inc.
One Tower Square, MS08
Hartford, CT. 06183

**Re: Standard Fire Insurance Company, NAIC 19070
Travelers Commercial Insurance Company, NAIC 36137
Travelers Home & Marine Insurance Company, NAIC 27998
Market Conduct Examination Verified Report**

Dear Mr. Schnitzer,

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, CPCU, PIR, MCM, AIE
Chief Market Conduct Examiner
Illinois Department of Insurance
320 West Washington St., 5th Floor
Springfield, IL 62767
Phone: 217-782-1790
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Company Name: The Standard Fire Insurance Company	CoCode:	19070	Group Code:	3548								
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	3,629,453	3,750,249	3,871,818	3,963,019	4,008,446	4,163,641	4,376,401	4,432,612	4,359,222	4,483,828	4,617,307	4,721,663
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	15,644,195	16,164,865	16,688,871	17,081,979	17,277,784	17,946,730	18,863,796	19,106,088	18,789,749	19,326,844	19,902,185	20,351,996
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	2,739,379	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	8,922,972	9,117,467	11,174,648	10,560,681	10,286,177	5,778,146	10,108,516	10,122,956	9,177,369	13,090,868	13,997,664	15,320,061
(7) Net Ultimate Adjusting & Other	1,344,051	1,388,784	1,433,803	1,467,577	1,484,399	1,541,871	1,620,659	1,641,476	1,614,298	1,660,442	1,709,871	1,748,516
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	853	865	850	969	728	452	724	715	712	860	954	1,045
(9) Open Claim Counts	14	23	19	33	34	31	51	61	77	141	273	470
Post-refund combined ratio (6+7+2+5)/(3-4)	88.8%	88.2%	98.8%	93.6%	91.3%	75.5%	85.4%	84.8%	80.6%	99.5%	102.1%	107.1%
Pre-refund combined ratio (6+7+2)/(3)	88.8%	88.2%	98.8%	93.6%	91.3%	64.0%	85.4%	84.8%	80.6%	99.5%	102.1%	107.1%
Claims severity (6)/(8)	10,461	10,540	13,147	10,899	14,129	12,784	13,962	14,158	12,890	15,222	14,673	14,660

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.

The information provided is limited to a brief window in time, does not reflect key actuarial considerations, and therefore is not intended for ratemaking purposes. Instead, this information must be considered in the larger context of environmental and experiential loss trends that preceded and followed this period. The information provided is also incomplete as earned premium does not fully account for a rate decrease that Travelers implemented which provided further relief to our customers during the pandemic. Lastly, this information is confidential and proprietary and is statutorily protected from public disclosure. 5 ILCS 140/7(g); 215 Ill. Comp. Stat. 5/132.5(f).

Company Name: The Standard Fire Insurance Company	CoCode: 19070	Group Code: 3548										
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	2,327,213	2,399,719	2,486,129	2,559,688	2,622,659	2,751,974	2,937,575	3,018,531	3,011,458	3,135,857	3,264,230	3,370,794
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	9,603,353	9,902,556	10,259,128	10,562,675	10,822,529	11,356,152	12,122,044	12,456,112	12,426,924	12,940,262	13,469,999	13,909,740
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	1,733,397	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	5,720,217	6,054,600	5,823,735	6,798,699	5,702,883	4,492,902	6,147,605	7,415,484	6,839,865	7,954,260	9,645,442	13,070,714
(7) Net Ultimate Adjusting & Other	825,060	850,766	881,400	907,479	929,804	975,650	1,041,450	1,070,151	1,067,644	1,111,746	1,157,258	1,195,038
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	4,219	3,768	3,641	3,812	3,239	3,087	3,701	3,664	4,303	4,119	4,487	4,660
(9) Open Claim Counts	13	16	11	28	30	24	47	52	81	144	320	687
Post-refund combined ratio (6+7+2+5)/(3-4)	92.4%	94.0%	89.6%	97.2%	85.5%	85.4%	83.5%	92.4%	87.9%	94.3%	104.4%	126.8%
Pre-refund combined ratio (6+7+2)/(3)	92.4%	94.0%	89.6%	97.2%	85.5%	72.4%	83.5%	92.4%	87.9%	94.3%	104.4%	126.8%
Claims severity (6)/(8)	1,356	1,607	1,599	1,783	1,761	1,455	1,661	2,024	1,590	1,931	2,150	2,805

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.

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Company Name: Travelers Commercial Insurance Company	CoCode: 36137	Group Code: 3548										
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	48,091	46,174	44,742	43,228	41,501	39,895	38,473	36,408	33,335	32,195	30,750	28,809
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	207,287	199,025	192,856	186,327	178,883	171,961	165,832	156,931	143,684	138,772	132,542	124,177
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	26,335	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	46,263	209,237	157,240	53,843	7,845	14,385	296,578	11,702	21,727	5,587	13,883	46,368
(7) Net Ultimate Adjusting & Other	17,809	17,099	16,569	16,008	15,369	14,774	14,247	13,483	12,344	11,922	11,387	10,669
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	10	15	7	7	3	4	5	2	2	3	5	8
(9) Open Claim Counts	0	1	0	0	0	1	2	0	1	0	1	3
Post-refund combined ratio (6+7+2+5)/(3-4)	54.1%	136.9%	113.3%	60.7%	36.2%	47.4%	210.6%	39.2%	46.9%	35.8%	42.3%	69.1%
Pre-refund combined ratio (6+7+2)/(3)	54.1%	136.9%	113.3%	60.7%	36.2%	40.2%	210.6%	39.2%	46.9%	35.8%	42.3%	69.1%
Claims severity (6)/(8)	4,626	13,949	22,463	7,692	2,615	3,596	59,316	5,851	10,863	1,862	2,777	5,796

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.

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Company Name: Travelers Commercial Insurance Company	CoCode:	36137	Group Code:	3548									
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	38,304	37,211	35,967	34,981	33,807	32,621	31,867	30,489	28,289	27,722	26,245	24,504	
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	158,064	153,551	148,418	144,351	139,506	134,613	131,502	125,813	116,736	114,395	108,300	101,116	
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	20,615	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	108,749	52,816	83,585	48,065	27,530	31,739	52,096	14,611	21,606	22,876	31,687	60,105	
(7) Net Ultimate Adjusting & Other	13,580	13,192	12,751	12,402	11,985	11,565	11,298	10,809	10,029	9,828	9,304	8,687	
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	43	34	41	30	36	22	23	24	26	26	35	19	
(9) Open Claim Counts	0	1	0	0	0	1	2	0	0	0	0	5	
Post-refund combined ratio (6+7+2+5)/(3-4)	101.6%	67.2%	89.1%	66.1%	52.6%	66.6%	72.4%	44.4%	51.3%	52.8%	62.1%	92.3%	
Pre-refund combined ratio (6+7+2)/(3)	101.6%	67.2%	89.1%	66.1%	52.6%	56.4%	72.4%	44.4%	51.3%	52.8%	62.1%	92.3%	
Claims severity (6)/(8)	2,529	1,553	2,039	1,602	765	1,443	2,265	609	831	880	905	3,163	

Notes:

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Company Name: The Travelers Home and Marine Insurance Company	CoCode: 27998	Group Code: 3548										
Private Passenger Auto Liability	Accident Quarter				Accident Quarter				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	785,194	760,566	736,494	707,728	673,948	650,278	629,073	594,829	557,462	539,289	512,489	485,297
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	3,384,456	3,278,302	3,174,544	3,050,550	2,904,947	2,802,921	2,711,521	2,563,917	2,402,852	2,324,520	2,209,004	2,091,796
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	428,144	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	2,331,240	1,317,656	1,616,812	916,825	1,172,021	533,036	894,787	406,796	990,248	577,993	984,729	764,451
(7) Net Ultimate Adjusting & Other	290,771	281,651	272,737	262,084	249,575	240,809	232,957	220,276	206,438	199,708	189,784	179,714
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	129	154	116	139	80	45	83	75	60	64	89	97
(9) Open Claim Counts	3	7	3	5	2	4	7	3	9	8	13	40
Post-refund combined ratio (6+7+2+5)/(3-4)	100.7%	72.0%	82.7%	61.8%	72.1%	60.0%	64.8%	47.7%	73.0%	56.7%	76.4%	68.3%
Pre-refund combined ratio (6+7+2)/(3)	100.7%	72.0%	82.7%	61.8%	72.1%	50.8%	64.8%	47.7%	73.0%	56.7%	76.4%	68.3%
Claims severity (6)/(8)	18,072	8,556	13,938	6,596	14,650	11,845	10,781	5,424	16,504	9,031	11,064	7,881

Notes:

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Claim counts should be reported net of quota share reinsurance.

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Company Name: The Travelers Home and Marine Insurance Company	CoCode: 27998	Group Code: 3548										
Private Passenger Auto Physical Damage	Accident Quarter				Accident Quarter				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	572,619	559,813	546,030	526,600	505,200	490,032	478,169	457,687	433,386	422,736	403,748	384,996
(3) Net Earned Premium Before Application of any COVID-19 Related Premium Credit/Refund/Dividend	2,362,940	2,310,093	2,253,218	2,173,039	2,084,732	2,022,141	1,973,187	1,888,665	1,788,389	1,744,441	1,666,085	1,588,706
(4) The Amount of any COVID-19 Related Premium Credit/Refund/Dividend accounted for as premium	0	0	0	0	0	308,880	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	839,532	953,723	897,245	996,913	662,492	455,377	421,851	566,638	593,945	574,415	569,802	864,427
(7) Net Ultimate Adjusting & Other	203,009	198,469	193,582	186,694	179,107	173,730	169,524	162,262	153,647	149,871	143,140	136,492
(8) Ultimate Reported Claim Counts (excluding Claims Closed without Payment)	562	518	486	513	360	253	344	285	341	285	280	290
(9) Open Claim Counts	3	6	5	2	2	2	3	2	4	14	15	57
Post-refund combined ratio (6+7+2+5)/(3-4)	68.4%	74.1%	72.6%	78.7%	64.6%	65.3%	54.2%	62.8%	66.0%	65.8%	67.0%	87.2%
Pre-refund combined ratio (6+7+2)/(3)	68.4%	74.1%	72.6%	78.7%	64.6%	55.3%	54.2%	62.8%	66.0%	65.8%	67.0%	87.2%
Claims severity (6)/(8)	1,494	1,841	1,846	1,943	1,840	1,800	1,226	1,988	1,742	2,015	2,035	2,981

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