

Homeowners by Complaint Ratio

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints Closed During 2012	Homeowners 2012 Illinois Direct Written Premium \$	2012 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Consumer Complaint Report Ratio
				under-writing	marketing sales	claims handling	policy-holders service	
Allstate Indemnity Company	17	192,342,042	0.09	5	0	12	0	0.38
Farmers Insurance Exchange	10	99,303,135	0.10	3	0	7	0	0.73
Metropolitan Casualty Insurance Company	5	49,613,338	0.10	1	0	3	1	0.44
Country Mutual Insurance Company	35	257,889,063	0.14	8	0	25	2	0.51
United Service Automobile Association	6	36,870,713	0.16	4	0	2	0	N/A
Erie Insurance Exchange	8	32,992,961	0.24	3	0	4	1	3.05
Auto Owners Insurance Company	8	26,242,821	0.30	3	0	5	0	0.17
Safeco Insurance Company of Illinois	17	52,340,087	0.32	2	0	13	2	0.37
State Farm Fire & Casualty Company	322	986,869,913	0.33	178	3	133	8	0.41
Liberty Insurance Corporation	10	27,500,064	0.36	5	0	4	1	N/A
Travelers Personal Insurance Company	6	15,412,361	0.39	5	0	1	0	1.36
Liberty Mutual Fire Insurance Company	16	39,632,351	0.40	3	0	11	2	N/A
American Family Mutual Insurance Company	60	142,954,400	0.42	22	0	37	1	0.82

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Travelers Home And Marine Ins Co (The)	31	64,851,000	0.48	16	1	12	2	1.04
Standard Mutual Insurance Company	6	12,446,986	0.48	1	0	5	0	0.44
Hartford Insurance Company Of Illinois	5	9,797,372	0.51	1	0	4	0	N/A
Foremost Insurance Company	10	18,312,565	0.55	3	0	6	1	0.19
Property & Casualty Insurance Co of Hartford	11	18,912,548	0.58	3	0	6	2	1.06
Illinois Farmers Insurance Company	34	58,238,007	0.58	2	0	26	6	0.78
State Auto Property and Casualty Ins Co	9	10,175,740	0.88	4	1	4	0	0.34
Shelter Mutual Insurance Company	8	8,411,040	0.95	0	0	7	1	0.67
MemberSelect Insurance Company	37	38,743,473	0.95	17	0	14	6	0.29
Homesite Insurance Company of Illinois	16	16,607,148	0.96	3	0	11	2	0.99
Madison Mutual Insurance Company	10	9,691,698	1.03	7	0	2	1	0.49
Harleysville Lake States Ins Co	6	4,911,191	1.22	2	0	3	1	N/A
Allstate Insurance Company	157	122,672,132	1.28	60	2	91	4	0.36

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Badger Mutual Insurance Company	8	5,447,839	1.47	3	0	5	0	0.37
Fidelity National Property and Casualty Ins Co	6	2,228,793	2.69	4	0	1	1	N/A
Balboa Insurance Company	5	1,676,226	2.98	3	0	2	0	0.24
Total	879	2,363,087,007						
			0.72	Mean (The "average" of complaint ratios)				
			0.48	Median (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2011 Consumer Complaint Report due to minimum compliant activity during 2011.