

## Private Passenger Automobile by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Private Passenger Automobile	Complaints	Private Passenger Automobile 2010 Illinois Direct Written Premium \$	2010 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Country Preferred Insurance Company	10	224,380,606	0.04	4	0	5	1
Country Mutual Insurance Company	18	218,008,254	0.08	4	2	12	0
Metropolitan Casualty Insurance Company	6	57,755,153	0.10	1	0	5	0
Farmers Automobile Insurance Association (The)	10	81,480,135	0.12	4	0	5	1
Progressive Northern Insurance Company	16	126,662,597	0.13	2	0	14	0
Travelers Home And Marine Ins Co (The)	13	91,667,357	0.14	2	0	9	2
State Farm Mutual Automobile Insurance Company	240	1,670,014,878	0.14	45	4	184	7
Erie Insurance Exchange	7	45,337,603	0.15	1	0	6	0
American Family Mutual Insurance Company	42	263,326,617	0.16	6	2	34	0
Liberty Mutual Fire Insurance Company	13	80,271,164	0.16	1	0	10	2
Progressive Universal Insurance Company	12	73,359,914	0.16	1	1	10	0
Geico General Insurance Company	23	122,052,907	0.19	0	1	22	0
Safeco Insurance Company of Illinois	12	62,175,367	0.19	0	0	11	1
Mid-Century Insurance Company	5	23,880,880	0.21	0	0	5	0

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Government Employees Insurance Company	8	35,047,985	0.23	3	0	5	0
Illinois Farmers Insurance Company	55	220,044,871	0.25	13	3	33	6
Geico Indemnity Company	21	69,445,686	0.30	1	0	17	3
Progressive Direct Insurance Company	13	42,670,731	0.30	0	1	11	1
Indiana Insurance Company	6	18,700,996	0.32	1	0	5	0
General Casualty Insurance Company	9	26,908,766	0.33	2	0	6	1
Property & Casualty Insurance Co of Hartford	5	13,728,610	0.36	4	0	1	0
21st Century North American Insurance Company	6	16,215,029	0.37	1	0	5	0
Auto Club Services, Inc.	8	21,171,542	0.38	6	0	2	0
Trumbull Insurance Company	16	39,718,005	0.40	9	0	7	0
MemberSelect Insurance Company	31	62,458,085	0.50	17	1	11	2
USAA Casualty Insurance Company	23	40,818,149	0.56	0	0	22	1
Allstate Insurance Company	149	239,610,901	0.62	27	8	101	13
Bristol West Insurance Company	11	16,030,324	0.69	1	1	6	3

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Pekin Insurance Company	5	7,279,426	0.69	1	0	4	0
Hartford Insurance Company Of Illinois	14	19,668,511	0.71	7	0	6	1
Esurance Insurance Company	18	24,859,554	0.72	0	0	16	2
Safe Auto Insurance Company	18	18,508,543	0.97	2	1	13	2
First Acceptance Insurance Company Inc.	24	24,043,991	1.00	3	0	20	1
Infinity Casualty Insurance Company	9	6,962,371	1.29	1	0	8	0
American Access Casualty Company	123	76,719,413	1.60	11	0	111	1
Delphi Casualty Company	9	5,439,997	1.65	0	0	9	0
Affirmative Insurance Company	75	41,124,228	1.82	10	2	61	2
Safeway Insurance Company	43	21,191,262	2.03	1	0	40	2
Geico Casualty Company	5	2,282,377	2.19	0	0	4	1
First Chicago Insurance Company	15	6,678,599	2.25	3	0	12	0
Founders Insurance Company	114	44,708,810	2.55	2	1	111	0
American Service Insurance Company Inc	39	15,251,598	2.56	4	0	34	1

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American Freedom Insurance Company	<b>29</b>	11,299,617	<b>2.57</b>	4	0	24	1
Direct Auto Insurance Company	<b>34</b>	11,730,700	<b>2.90</b>	1	1	32	0
Unique Insurance Company	<b>88</b>	27,544,802	<b>3.19</b>	1	0	84	3
Universal Casualty Company	<b>58</b>	17,970,571	<b>3.23</b>	3	0	55	0
Apollo Casualty Company	<b>105</b>	23,488,728	<b>4.47</b>	2	0	103	0
National Heritage Insurance Company	<b>14</b>	2,982,248	<b>4.69</b>	0	0	14	0
United Automobile Insurance Company	<b>15</b>	2,744,911	<b>5.46</b>	2	0	11	2
Interstate Bankers Casualty Company	<b>87</b>	15,646,338	<b>5.56</b>	2	1	84	0
American Heartland Insurance Company	<b>46</b>	8,027,191	<b>5.73</b>	1	1	44	0
United Equitable Insurance Company	<b>64</b>	10,859,443	<b>5.89</b>	3	0	61	0
Constitutional Casualty Company *	<b>24</b>	N/A	<b>N/A</b>	4	0	18	2

\* Company entered in Liquidation status as of 1/20/2011