

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	2003 Illinois Direct Written Premium	Major Sort Reasons broken down for our DOI Internet Site			
			Underwriting	Marketing - Sales	Claims	Service
ALLSTATE INSURANCE COMPANY	190	185,580,715	54	0	126	10
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	105	117,795,112	38	1	66	0
AUTO OWNERS INSURANCE COMPANY	13	21,462,212	2	0	10	1
CONSTITUTIONAL CASUALTY COMPANY	20	3,384,511	17	0	3	0
COUNTRY MUTUAL INSURANCE COMPANY	48	133,703,340	16	1	29	2
ECONOMY FIRE & CASUALTY COMPANY	13	17,640,027	3	0	9	1
ECONOMY PREMIER ASSURANCE COMPANY	26	47,362,149	14	0	11	1
ERIE INSURANCE EXCHANGE	14	16,079,499	10	0	4	0
GENERAL CASUALTY COMPANY OF ILLINOIS	15	11,704,628	8	0	7	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	16	18,290,635	9	0	7	0
HARTFORD UNDERWRITERS INSURANCE COMPANY *	11	(173,205) *	1	0	10	0
ILLINOIS FARMERS INSURANCE COMPANY	141	121,542,646	40	2	94	5
INDIANA INSURANCE COMPANY	12	12,893,115	8	0	3	1
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	11,319,981	8	0	0	3
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	17	21,080,059	8	0	9	0
PRUDENTIAL PROPERTY & CASUALTY INSURANCE COMPANY	43	17,555,637	33	0	9	1
SAFECO INSURANCE COMPANY OF ILLINOIS	25	12,446,645	13	0	11	1
STANDARD MUTUAL INSURANCE COMPANY	13	11,918,812	5	0	8	0
STATE FARM FIRE & CASUALTY COMPANY	453	649,338,535	346	1	100	6
TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY OF ILLINOIS	28	34,716,789	11	0	15	2
UNITED SERVICES AUTOMOBILE ASSOCIATION	14	19,908,558	10	0	2	2

*** This company had negative direct Illinois written premium in 2003, but they continued to have homeowner policies in force as is shown by their 2003 Illinois earned premium of \$ 6,558,472. Company began transferring their homeowners business to an affiliate in 2002.**