

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	Auto - 2004 Illinois Direct Written Premium \$	2004 Complaint Ratio Per \$1 Million of Direct Premiums Written in Illinois	Major Reasons Complaints Were Filed			
				Underwriting	Marketing	Claims	Service
AFFIRMATIVE INSURANCE COMPANY	175	\$74,231,961	2.36	18	0	155	2
ALLSTATE INSURANCE COMPANY	221	\$403,269,801	0.55	26	0	185	10
AMERICAN ACCESS CASUALTY COMPANY	114	\$39,121,012	2.91	2	0	112	0
AMERICAN AMBASSADOR CASUALTY COMPANY	47	\$5,692,461	8.26	5	0	42	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	95	\$263,693,689	0.36	25	2	65	3
AMERICAN FREEDOM INSURANCE COMPANY	104	\$15,726,568	6.61	4	0	100	0
AMERICAN HEARTLAND INSURANCE COMPANY	70	\$10,452,233	6.70	4	0	66	0
AMERICAN SERVICE INSURANCE COMPANY, INC.	159	\$43,409,246	3.66	17	0	140	2
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	11	\$37,843,646	0.29	2	1	8	0
APOLLO CASUALTY COMPANY	154	\$34,060,054	4.52	1	1	152	0
CONSTITUTIONAL CASUALTY COMPANY	16	\$11,074,822	1.44	1	0	15	0
COUNTRY MUTUAL INSURANCE COMPANY	45	\$338,201,532	0.13	8	0	33	4
ECONOMY PREMIER ASSURANCE COMPANY	19	\$58,259,732	0.33	4	0	11	4
ERIE INSURANCE COMPANY	16	\$6,207,357	2.58	6	0	10	0
FARMERS AUTOMOBILE INSURANCE ASSOCIATION (THE)	12	\$61,129,151	0.20	3	0	9	0
FOUNDERS INSURANCE COMPANY	81	\$50,581,149	1.60	3	0	77	1
GEICO GENERAL INSURANCE COMPANY	25	\$74,005,889	0.34	7	0	17	1
GENERAL CASUALTY COMPANY OF ILLINOIS	10	\$50,141,841	0.20	3	0	7	0
GOVERNMENT EMPLOYEES INSURANCE COMPANY	15	\$29,613,368	0.51	3	0	12	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	19	\$43,434,504	0.44	11	0	8	0
ILLINOIS FARMERS INSURANCE COMPANY	96	\$246,289,587	0.39	16	1	74	5
INTERSTATE BANKERS CASUALTY COMPANY	49	\$13,564,872	3.61	1	0	48	0
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	\$63,519,442	0.17	1	0	9	1
MADISON MUTUAL INSURANCE COMPANY	17	\$28,083,659	0.61	8	0	9	0
MEDMARC CASUALTY INSURANCE COMPANY *	17	(\$53,653)	N/A negative premium	2	0	15	0
MEMBERSELECT INSURANCE COMPANY	32	\$48,038,875	0.67	10	0	19	3
MERCURY INSURANCE COMPANY OF ILLINOIS	13	\$21,139,645	0.61	4	0	9	0
* Company began withdrawing from Illinois on July 31, 2003.							

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				Underwriting	Marketing	Claims	Service
NATIONAL HERITAGE INSURANCE COMPANY	27	\$5,127,018	5.27	4	0	22	1
PROGRESSIVE HALCYON INSURANCE COMPANY	16	\$56,108,367	0.29	5	0	10	1
PROGRESSIVE PREMIER INSURANCE COMPANY OF ILLINOIS	11	\$28,482,776	0.39	3	1	7	0
PROGRESSIVE UNIVERSAL INSURANCE COMPANY OF ILLINOIS	23	\$107,131,664	0.21	5	2	16	0
PROPERTY & CASUALTY INSURANCE COMPANY OF HARTFORD	14	\$22,970,411	0.61	9	0	5	0
SAFECO INSURANCE COMPANY OF ILLINOIS	20	\$53,552,258	0.37	0	0	20	0
SAFEWAY INSURANCE COMPANY	127	\$40,785,578	3.11	8	0	119	0
STATE FARM FIRE & CASUALTY COMPANY	20	\$133,925,404	0.15	7	0	12	1
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	283	\$1,612,335,325	0.18	76	0	201	6
TRAVELERS PERSONAL INSURANCE COMPANY	10	\$29,016,513	0.34	5	0	3	2
UNIQUE INSURANCE COMPANY	120	\$25,749,074	4.66	4	0	116	0
UNITED AUTOMOBILE INSURANCE COMPANY	121	\$37,549,622	3.22	9	0	109	3
UNITED EQUITABLE INSURANCE COMPANY	49	\$10,773,530	4.55	2	0	47	0
UNIVERSAL CASUALTY COMPANY	272	\$55,278,423	4.92	18	0	252	2
USAA CASUALTY INSURANCE COMPANY	11	\$35,026,346	0.31	1	1	9	0
USAGENCIES DIRECT INSURANCE COMPANY	10	\$7,539,552	1.33	0	0	7	3