

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	Homeowners - 2004 Illinois Direct Written Premium \$	2004 Complaint Ratio Per \$1 Million of Direct Premiums Written in Illinois	Major Reasons Complaints Were Filed			
				<i>Underwriting</i>	<i>Marketing</i>	<i>Claims</i>	<i>Service</i>
ALLSTATE INSURANCE COMPANY	151	\$177,755,611	0.85	25	2	118	6
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	86	\$137,480,699	0.63	23	1	61	1
AUTO OWNERS INSURANCE COMPANY	11	\$24,018,586	0.46	3	0	8	0
COUNTRY MUTUAL INSURANCE COMPANY	40	\$156,047,344	0.26	12	0	28	0
ECONOMY PREMIER ASSURANCE COMPANY	16	\$41,458,257	0.39	6	0	10	0
ERIE INSURANCE EXCHANGE	11	\$19,441,226	0.57	9	0	2	0
GENERAL CASUALTY COMPANY OF ILLINOIS	13	\$13,294,187	0.98	4	0	9	0
ILLINOIS FARMERS INSURANCE COMPANY	91	\$126,092,655	0.72	19	0	66	6
LM PROPERTY AND CASUALTY INSURANCE COMPANY	16	\$1,246,223	12.84	10	0	4	2
MEMBERSELECT INSURANCE COMPANY	15	\$14,924,036	1.01	9	0	4	2
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	18	\$21,123,405	0.85	4	0	14	0
SAFECO INSURANCE COMPANY OF ILLINOIS	16	\$4,785,724	3.34	8	0	6	2
STANDARD MUTUAL INSURANCE COMPANY	12	\$11,322,988	1.06	2	0	10	0
STATE FARM FIRE & CASUALTY COMPANY	287	\$703,821,602	0.41	204	0	77	6
TRAVELERS PERSONAL INSURANCE COMPANY	24	\$37,730,724	0.64	12	0	9	3