



State of Utah

Insurance Department

Neal T. Gooch
Commissioner

2012

As required by law, the Utah Insurance Department has prepared this guide to auto and homeowners insurance. This annual guide provides general information about auto and homeowners insurance, and about some of the insurance companies that write this coverage in Utah. It is hoped this will be helpful to you.

3110 State Office Building
Salt Lake City, UT 84114
(801)538-3800
(800)439-3805 (toll free in Utah)
<http://www.insurance.utah.gov>

2012 Annual Private Passenger Automobile & Homeowners Insurance Comparison Tables

The comparison tables provide examples of three locations in Utah. The areas are identified by zip codes. The zip codes used in the comparison samples are; 84133 – Salt Lake City, 84601 - Provo and 84701 – Richfield. Look at the comparisons for the zip code that is most similar to where you live.

The insurance companies providing information for this comparison are the top 20 companies based on the highest volume of homeowners and private passenger auto insurance premiums in Utah. This list is NOT A "RECOMMENDATION" by the Insurance Department. Your agent can provide you with a premium quote to fit your circumstances. Consumers are cautioned that price is not the only factor to consider when choosing an insurance company. You should also consider the service provided by the company and the agent, the financial stability of the company, as well as the coverages they provide. Most insurers use their own credit criteria to determine premium and eligibility. Your premium will also vary based on eligible credits and/or discounts, surcharges, and additional coverages you select. Your insurance representative can advise you about additional coverages, available credits and/or discounts for your situation. If you decide to change companies make sure the coverage is the same or better. To avoid possible early cancellation charges, the best time to change companies is on your renewal date. Check with your current company to determine potential additional amounts owed.

Loss & Expense Ratios

In general terms, the Loss Ratio is, losses paid compared to premiums earned. The Expense Ratio is, administrative expense compared to premiums earned. The Combined Loss and Expense Ratio is, losses paid combined with administrative expenses compared to premiums earned. If the Combined Loss and Expense Ratio is more than 1.000 it means the company has paid out more for claims and expenses than it collected in premiums. Example: a ratio of 1.150 means the company paid out \$1.15 for every \$1.00 of premium received.

Complaint Ratio

The Utah Insurance Department receives complaints from consumers on various types of insurance matters. The Department reviews complaints to determine their validity and then attempts to resolve the problem. Complaints opened in 2011, determined by the Department to have a degree of validity, are used to calculate the complaint ratio for each listed company. The ratio calculation is based on the valid complaints per \$100,000 of earned premium.

HOMEOWNERS INSURANCE

Homeowners premiums vary according to the age of the home, location, condition and your credit score. Eligibility requirements and premiums for coverage may be determined by previous loss experience and age of the dwelling. Other factors may also be considered.

Coverage for your home, its contents, and your liability to others is usually combined into a "single" package. The package is called a homeowners policy.

Our comparison table shows three types of homeowners policies:

- 1) HO-3 Homeowner: the most common owner-occupied homeowners policy insuring the dwelling, personal property and liability of the owner.
- 2) HO-4 Renters: insuring the personal property and liability of tenants.
- 3) HO-6 Condominium Unit Owner: insuring personal property and liability of the unit owner. Coverage should include the association's insurance deductible that the unit owner is responsible for. [U.C.A. 57-8-43]

The examples included in this comparison assume that the dwelling is ten years old and located in a fire protection class of one through six. Unless otherwise noted, the policy has a \$500 deductible. The Personal Liability limit is \$100,000. Medical Payment limit is \$1,000. Higher limits may be available through your insurance company. The Department of Insurance does not recommend limits of coverage. No discounts or special coverages are included.

(The Insurance Department Does Not SET Homeowners Insurance Rates.)

2012 Annual Homeowners Insurance Comparison Table

Insurance Company	Premium for 1-year policy (2012 rates)					Complaint Ratio per 100K of Earned Premium	Nat'l Comb. Loss & Exp. Ratio	
	Zip Code 84133 Salt Lake City	\$225,000 Brick	\$225,000 Frame	Renters HO-4	Condo Unit HO-6			Earned Premium (Utah)
State Farm Fire & Cas Co (a)		\$742	\$894	\$150	\$412	\$80,205,916	0.000	1.139
+Fire Ins Exchange						\$38,809,362	0.000	0.917
Bear River Mutual Ins Co		427	472	163	230	\$26,049,892	0.000	0.998
Farmers Ins Exchange (b)		366	369	155	240	\$20,765,181	0.000	1.057
+Allstate Prop & Cas Ins Co		643	680			\$19,822,182	0.000	1.094
American Family Mutual Ins Co		619	666	172	187	\$16,989,284	0.006	1.062
+Allstate Indemnity Co				170	164	\$16,652,377	0.006	1.052
+Allstate Insurance Co						\$16,583,209	0.000	1.003
Farm Bureau Prop & Cas Ins Co (c)		791	858	167	210	\$11,714,428	0.000	1.131
Owners Ins Co		933	1,044	272	421	\$7,980,954	0.000	1.152
United Services Auto Assoc (d)		692	741	254	265	\$7,404,870	0.000	1.012
Liberty Mutual Fire Ins Co						\$7,170,927	0.000	1.008
Travelers Home & Marine Ins Co		562	591	196	369	\$6,524,211	0.000	1.248
USAA Casualty Ins Co (e)		827	886	265	242	\$6,413,632	0.000	0.980
Allied Prop & Cas Ins Co						\$6,229,394	0.000	1.172
Metropolitan Prop & Cas Ins Co		795	873	209	267	\$6,015,104	0.000	1.049
Pacific Indemnity Co		1,291	1,291	307	499	\$5,942,037	0.000	1.053
Amco Ins Co						\$5,795,643	0.000	1.033
Western United Ins Co		543	593	154	262	\$5,766,748	0.000	1.012
CSE Safeguard Ins Co		442	490	170	252	\$5,739,770	0.000	1.112

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

+ These companies do not offer earthquake insurance. Other companies, or an affiliate, have an earthquake product available.

(a) Uses a different form, coverages differ. Deductible is 1% of Coverage A – Dwelling amount.

(b) Uses a different form, coverages differ.

(c) Uses a lower Coverage B - Other structures limits.

(d) Specific eligibility requirements. Generally restricted to military officer and their families. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

(e) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

Homeowners Table (continued)

Insurance Company	Premium for 1-year policy (2012 rates)				Earned Premium (Utah)	Complaint Ratio per 100K of Earned Premium	Nat'l Comb. Loss & Exp. Ratio
	\$225,000 Brick	\$225,000 Frame	Renters HO-4	Condo Unit HO-6			
State Farm Fire & Cas Co (a)	\$819	\$986	\$150	\$412	\$80,205,916	0.000	1.139
Fire Ins Exchange					\$38,809,362	0.000	0.917
Bear River Mutual Ins Co	427	472	163	230	\$26,049,892	0.000	0.998
Farmers Ins Exchange (b)	316	321	148	229	\$20,765,181	0.000	1.057
Allstate Prop & Cas Ins Co	619	648			\$19,822,182	0.000	1.094
American Family Mutual Ins Co	549	590	172	200	\$16,989,284	0.006	1.062
Allstate Indemnity Co			170	163	\$16,652,377	0.006	1.052
Allstate Insurance Co					\$16,583,209	0.000	1.003
Farm Bureau Prop & Cas Ins Co (c)	901	970	204	278	\$11,714,428	0.000	1.131
Owners Ins Co	993	1,113	272	421	\$7,980,954	0.000	1.152
United Services Auto Assoc (d)	716	762	254	283	\$7,404,870	0.000	1.012
Liberty Mutual Fire Ins Co					\$7,170,927	0.000	1.008
Travelers Home & Marine Ins Co	614	641	157	451	\$6,524,211	0.000	1.248
USAA Casualty Ins Co (e)	856	912	265	259	\$6,413,632	0.000	0.980
Allied Prop & Cas Ins Co					\$6,229,394	0.000	1.172
Metropolitan Prop & Cas Ins Co	580	637	184	235	\$6,015,104	0.000	1.049
Pacific Indemnity Co	1,415	1,415	335	489	\$5,942,037	0.000	1.053
Amco Ins Co					\$5,795,643	0.000	1.033
Western United Ins Co	463	580	150	255	\$5,766,748	0.000	1.012
CSE Safeguard Ins Co	442	490	170	252	\$5,739,770	0.000	1.112

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

+ These companies do not offer earthquake insurance. Other companies, or an affiliate, have an earthquake product available.

(a) Uses a different form, coverages differ. Deductible is 1% of Coverage A – Dwelling amount.

(b) Uses a different form, coverages differ.

(c) Uses a lower Coverage B - Other structures limits.

(d) Specific eligibility requirements. Generally restricted to military officer and their families. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

(e) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

Homeowners Table (continued)

Insurance Company	Premium for 1-year policy (2012 rates)					Complaint Ratio per 100K of Earned Premium	Nat'l Comb. Loss & Exp. Ratio
	\$225,000 Brick	\$225,000 Frame	Renters HO-4	Condo Unit HO-6	Earned Premium (Utah)		
State Farm Fire & Cas Co (a)	\$791	\$953	\$136	\$367	\$80,205,916	0.000	1.139
Fire Ins Exchange					\$38,809,362	0.000	0.917
Bear River Mutual Ins Co	427	472	163	230	\$26,049,892	0.000	0.998
Farmers Ins Exchange (b)	325	329	165	254	\$20,765,181	0.000	1.057
Allstate Prop & Cas Ins Co	606	669			\$19,822,182	0.000	1.094
American Family Mutual Ins Co	559	601	144	163	\$16,989,284	0.006	1.062
Allstate Indemnity Co			170	165	\$16,652,377	0.006	1.052
Allstate Insurance Co					\$16,583,209	0.000	1.003
Farm Bureau Prop & Cas Ins Co (c)	882	958	197	235	\$11,714,428	0.000	1.131
Owners Ins Co	1,024	1,249	272	421	\$7,980,954	0.000	1.152
United Services Auto Assoc (d)	715	766	214	298	\$7,404,870	0.000	1.012
Liberty Mutual Fire Ins Co					\$7,170,927	0.000	1.008
Travelers Home & Marine Ins Co	697	728	161	451	\$6,524,211	0.000	1.248
USAA Casualty Ins Co (e)	856	917	225	273	\$6,413,632	0.000	0.980
Allied Prop & Cas Ins Co					\$6,229,394	0.000	1.172
Metropolitan Prop & Cas Ins Co	655	718	163	207	\$6,015,104	0.000	1.049
Pacific Indemnity Co	1,415	1,415	335	489	\$5,942,037	0.000	1.053
Amco Ins Co					\$5,795,643	0.000	1.033
Western United Ins Co	534	582	147	242	\$5,766,748	0.000	1.012
CSE Safeguard Ins Co	442	490	170	252	\$5,739,770	0.000	1.112

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

+ These companies do not offer earthquake insurance. Other companies, or an affiliate, have an earthquake product available.

(a) Uses a different form, coverages differ. Deductible is 1% of Coverage A – Dwelling amount.

(b) Uses a different form, coverages differ.

(c) Uses a lower Coverage B - Other structures limits.

(d) Specific eligibility requirements. Generally restricted to military officer and their families. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

(e) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members. Medical Payment limit is \$5,000. HO-3 & HO-6 Liability limit is \$300,000.

Optional Homeowners Coverage/Policies

Earthquake Coverage - The standard homeowners, condominium and renters policies will not cover earthquake damage. Many companies will add this coverage as an endorsement with additional premium to your existing policy or you may purchase it as a separate policy. If your company does not offer earthquake coverage you may get it through another company. This coverage will have a separate deductible. The average rate per \$1,000 in value (based on a 10% deductible) is \$4.59 for a brick dwelling and \$1.48 for a frame dwelling, structure only. For more information and an exact quote, contact your agent.

Flood Insurance Policy – If you live in a designated flood zone you may be required to buy flood insurance. However, you may consider buying a flood policy if your home could be flooded by an overflowing creek, melting snow or water running down a steep hill. You may purchase a flood policy through your insurance agent or directly from the Federal Flood Insurance Program. (www.floodsmart.gov) In most situations, there is a 30-day waiting period before coverage takes effect.

Difference in Conditions Policy - These policies provide catastrophe coverage not normally included in homeowners policies. Earthquake, mudslides and flood coverage are included in these policies. Contact your insurance agent for information regarding this type of policy.

It is always important to understand the policy and the coverage it affords. The Department always recommends you review your insurance needs and the coverages available through various types of policies prior to purchase. We also recommend review of your policy when you receive it and ask questions about anything you do not understand.

AUTOMOBILE INSURANCE

Auto premiums vary based on many factors, which may include the vehicle type, age, cost new, garaging location and annual miles driven. The auto premium is also based on the driver's record, age, sex, credit score, home ownership, and additional coverages selected. Additional factors considered in the premium rating include marital status, how the car is used, longevity with the company and years without incidents. The number of autos in an area, traffic congestion and average number of auto accidents in a particular location play an important role in premium determinations. Premiums in metropolitan areas tend to be higher for these reasons. The following may help lower your auto insurance premiums: driving safely, comparing companies' premiums, higher physical damage deductibles, insuring all vehicles under one policy, buying moderately priced vehicles, package policies and discounts.

All licensed drivers who reside in the household, need to be listed on the policy. Please check with your insurance company regarding their requirements.

[U.C.A. 41-1a-1101(1)(b)] allows officers to impound uninsured vehicles.

The Utah minimum liability limits are \$25,000/\$65,000/\$15,000.

The vehicle used in our comparisons is a 2011 Hyundai Tucson, GL model, 4-door. The examples listed in the auto comparison assume that the driver has a clean driving record, mid-range credit score, and drives to work between 3-15 miles one way. The Department of Insurance does not recommend limits of coverage. Check with the company for limits available that will fit your circumstances.

Unless otherwise noted, the coverages quoted in our examples provide for the following limits of insurance:

- Bodily Injury: \$50,000 Per Person / \$100,000 Per Accident / Property Damage: \$50,000 Per Accident
- Uninsured Motorist Bodily Injury: \$50,000 Per Person / \$100,000 Per Accident
- Underinsured Motorist Bodily Injury: \$50,000 Per Person / \$100,000 Per Accident
- Personal Injury Protection: \$3,000
- Optional Physical Damage limits are: Comprehensive: \$250 deductible / Collision: \$250 deductible

(The Insurance Department Does Not SET Automobile Insurance Rates.)

2012 Annual Auto Insurance Comparison Table

Insurance Company	Premium for 6-month policy (2012 rates)					Earned Premiums (UTAH)	Complaint Ratio Per 100K of Earn. Prem.	Nat'l Comb. Loss & Expense Ratio
	Single Male Age 20	Single Female Age 20	Married Couple Age 39	Single Male/Female Age 39	Married Couple Age 66			
State Farm Mutual Automobile Ins Co	\$1,258	\$960	\$552	\$552	\$497	\$190,524,662	0.001	1.132
Farmers Ins Exchange						\$73,022,334	0.004	1.057
Mid-Century Ins Co	730	617	353	364/417	361	\$72,594,551	0.003	1.060
Allstate Fire & Cas Ins Co	1,547	1,199	677	735/746	654	\$67,546,448	0.000	1.061
*American Family Mutual Ins Co	2,147	1,652	567	567	521	\$64,437,977	0.000	1.062
Bear River Mutual Ins Co (a)	1,060	677	432	423	423	\$62,084,518	0.000	0.998
Allstate Ins Co						\$55,096,376	0.000	1.003
Progressive Classic Ins Co	2,142	1,729	951	930/998	839	\$49,229,967	0.004	0.942
GEICO General Ins Co						\$41,690,173	0.002	1.018
Progressive Direct Ins Co	1,713	1,399	843	769/863	734	\$41,130,490	0.002	0.948
Farm Bureau Prop & Cas Ins Co	1,619	1,336	681	677/741	650	\$37,106,906	0.000	1.131
Liberty Mutual Fire Ins Co						\$28,486,401	0.007	1.008
Allstate Prop & Cas Ins Co						\$26,129,737	0.004	1.094
*Bristol West Ins Co	1,337	1,005	618	603/623	548	\$23,754,861	0.000	0.972
GEICO Indemnity Co						\$23,462,534	0.000	0.947
Western United Ins Co	1,289	940	518	572/561	512	\$22,978,451	0.000	1.012
USAA Casualty Ins Co (b)	827	724	380	411/409	356	\$22,360,346	0.004	0.980
United Services Auto Assoc (c)	708	620	347	375/373	335	\$22,318,563	0.000	1.012
American National Prop & Cas Co (d)	1,460	1,253	1,526	763	1,492	\$19,023,565	0.000	1.128
Metro Group Prop & Cas Ins Co (e)	1,842	1,643	732	808/791	692	\$18,149,469	0.000	1.049
*GEICO Cas Co	530	470	240	237/235	244	\$1,024,789	0.000	1.203

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

* These companies consider writing non-standard insurance, primarily high risk drivers or special types of automobiles. Other companies may have affiliated companies that may offer coverage for non-standard risks.

(a) Comprehensive / Collision deductible of \$300.

(b) Specific eligibility requirements. Generally restricted to military officers and their families.

(c) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members.

(d) Comprehensive deductible of \$200.

(e) Available to Employer sponsored groups. Rates vary by group.

Automobile Table (continued)

Zip Code 84601 Provo		Premium for 6-month policy (2012 rates)					Earned Premiums (UTAH)	Complaint Ratio Per 100K of Earn. Prem.	Nat'l Comb. Loss & Expense Ratio
Insurance Company	Single Male Age 20	Single Female Age 20	Married Couple Age 39	Single Male/Female Age 39	Married Couple Age 66				
State Farm Mutual Automobile Ins Co	\$1,165	\$890	\$512	\$512	\$461	\$190,524,662	0.001	1.132	
Farmers Ins Exchange						\$73,022,334	0.004	1.057	
Mid-Century Ins Co	650	552	318	328/376	326	\$72,594,551	0.003	1.060	
Allstate Fire & Cas Ins Co	1,405	1,101	632	682/694	609	\$67,546,448	0.000	1.061	
*American Family Mutual Ins Co	1,957	1,506	518	518	476	\$64,437,977	0.000	1.062	
Bear River Mutual Ins Co (a)	937	607	393	393	393	\$62,084,518	0.000	0.998	
Allstate Ins Co						\$55,096,376	0.000	1.003	
Progressive Classic Ins Co	1,266	1,026	574	556/599	509	\$49,229,967	0.004	0.942	
GEICO General Ins Co						\$41,690,173	0.002	1.018	
Progressive Direct Ins Co	1,125	922	572	527/582	502	\$41,130,490	0.002	0.948	
Farm Bureau Prop & Cas Ins Co	1,381	1,139	580	577/631	554	\$37,106,906	0.000	1.131	
Liberty Mutual Fire Ins Co						\$28,486,401	0.007	1.008	
Allstate Prop & Cas Ins Co						\$26,129,737	0.004	1.094	
*Bristol West Ins Co	1,267	954	583	573/588	517	\$23,754,861	0.000	0.972	
GEICO Indemnity Co						\$23,462,534	0.000	0.947	
Western United Ins Co	1,082	794	436	481/474	430	\$22,978,451	0.000	1.012	
USAA Casualty Ins Co (b)	876	766	401	434/432	375	\$22,360,346	0.004	0.980	
United Services Auto Assoc (c)	749	656	366	397/394	353	\$22,318,563	0.000	1.012	
American National Prop & Cas Co (d)	1,390	1,192	1,462	731	1,432	\$19,023,565	0.000	1.128	
Metro Group Prop & Cas Ins Co (e)	1,622	1,450	650	718/702	617	\$18,149,469	0.000	1.049	
*GEICO Cas Co	472	419	218	216/213	221	\$1,024,789	0.000	1.203	

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

* These companies consider writing non-standard insurance, primarily high risk drivers or special types of automobiles. Other companies may have affiliated companies that may offer coverage for non-standard risks.

- (a) Comprehensive / Collision deductible of \$300.
- (b) Specific eligibility requirements. Generally restricted to military officers and their families.
- (c) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members.
- (d) Comprehensive deductible of \$200.
- (e) Available to Employer sponsored groups. Rates vary by group.

Automobile Table (continued)

Insurance Company	Premium for 6-month policy (2012 rates)					Earned Premiums (UTAH)	Complaint Ratio Per 100K of Earn. Prem.	Nat'l Comb. Loss & Expense Ratio
	Single Male Age 20	Single Female Age 20	Married Couple Age 39	Single Male/Female Age 39	Married Couple Age 66			
State Farm Mutual Automobile Ins Co	\$1,064	\$807	\$479	\$479	\$428	\$190,524,662	0.001	1.132
Farmers Ins Exchange						\$73,022,334	0.004	1.057
Mid-Century Ins Co	623	529	310	326/365	312	\$72,594,551	0.003	1.060
Allstate Fire & Cas Ins Co	1,147	912	538	579/584	511	\$67,546,448	0.000	1.061
*American Family Mutual Ins Co	1,752	1,332	459	459	419	\$64,437,977	0.000	1.062
Bear River Mutual Ins Co (a)	886	580	356	356	356	\$62,084,518	0.000	0.998
Allstate Ins Co						\$55,096,376	0.000	1.003
Progressive Classic Ins Co	982	793	455	447/475	400	\$49,229,967	0.004	0.942
GEICO General Ins Co						\$41,690,173	0.002	1.018
Progressive Direct Ins Co	921	755	481	452/492	421	\$41,130,490	0.002	0.948
Farm Bureau Prop & Cas Ins Co	1,248	1,030	552	549/600	524	\$37,106,906	0.000	1.131
Liberty Mutual Fire Ins Co						\$28,486,401	0.007	1.008
Allstate Prop & Cas Ins Co						\$26,129,737	0.004	1.094
*Bristol West Ins Co	1,130	833	522	514/526	451	\$23,754,861	0.000	0.972
GEICO Indemnity Co						\$23,462,534	0.000	0.947
Western United Ins Co	1,013	720	408	456/438	400	\$22,978,451	0.000	1.012
USAA Casualty Ins Co (b)	737	647	345	373/371	320	\$22,360,346	0.004	0.980
United Services Auto Assoc (c)	638	561	319	345/342	305	\$22,318,563	0.000	1.012
American National Prop & Cas Co (d)	1,460	1,253	1,526	763	1,492	\$19,023,565	0.000	1.128
Metro Group Prop & Cas Ins Co (e)	1,821	1,602	763	841/798	711	\$18,149,469	0.000	1.049
*GEICO Cas Co	446	395	211	210/206	211	\$1,024,789	0.000	1.203

A blank cell indicates this type of policy is not offered by this company. An affiliated company may offer this type of policy.

* These companies consider writing non-standard insurance, primarily high risk drivers or special types of automobiles. Other companies may have affiliated companies that may offer coverage for non-standard risks.

- (a) Comprehensive / Collision deductible of \$300.
- (b) Specific eligibility requirements. Generally restricted to military officers and their families.
- (c) Specific eligibility requirements. Generally restricted to enlisted military personnel and ex-dependents of USAA members.
- (d) Comprehensive deductible of \$200.
- (e) Available to Employer sponsored groups. Rates vary by group.