

Reason Field and Resolutions for All Company complaints from 9/10/2017 through 12/31/2017

Reason Field	count
Adjuster Issue	13
Agent Issue	40
Billing Issues	2
Cancellation Issue	415
Claim Issue	3259
Claims Status	1
Company Issue	206
Coverage Issue	252
Premium Issue	545
Public Adjuster Issue	2
Underwriting Issue	24
Grand Total	4759

Resolution	Count
Additional Payment	3
Adjuster Position Explained	2
Agent Position Explained	3
Attorney Retained	11
Cancel/Nonrenew Withdrawn	37
Claim Reopened	9
Claim Settled	454
Company Position Explained	2210
Company Rep Did not Attend	8
Contractual Provision	131
Coverage Explained	22
Coverage Extended	76
Impasse	174
In-eligible for Mediation	24
In-eligible for NE	1
Information Provided	29
Insufficient Information	40
Issue Resolved	379
Mediation Declined	15
No Jurisdiction	111
Notice Issued-No Relief	55
Notice Issued-Relief	181
Other Miscellaneous Response	2
Policy Reinstated	3
Policyholder Deceased	1
Policyholder Did not Attend	21
Question of Fact	158
Referred to Mediation	19
Refund	67
Remediation Method Modified	2
Reservation of Rights	12
Sent to Proper Agency	2
Settled in Mediation	261
Settled Prior to Mediation	197
Settled Prior to Neutral Eval	3
Sinkhole Loss Eliminated	21
Sinkhole Loss Verified	5
Statutory Provisions	10
Grand Total	4759

Reason Field and Resolutions for All Company complaints from 1/1/2018 through 12/31/2018

Reason Field	Count
Adjuster Issue	35
Agent Issue	120
Cancellation Issue	1005
Claim Issue	16451
Claims Status	1
Company Issue	754
Coverage Information	4
Coverage Issue	724
Legal Issues	1
Premium Issue	1800
Public Adjuster Issue	8
Underwriting Issue	49
Grand Total	20952

Resolution	Count
Additional Payment	31
Adjuster Position Explained	10
Agent Position Explained	19
Attorney Retained	71
Cancel/Nonrenew Withdrawn	70
Claim Reopened	112
Claim Settled	2627
Company Position Explained	8045
Company Rep Did not Attend	64
Contractual Provision	408
Coverage Explained	103
Coverage Extended	193
Exempt by Statute	15
Impasse	1328
In-eligible for Mediation	157
In-eligible for NE	3
Information Provided	97
Insufficient Information	147
Issue Resolved	1310
Loss Run Report Provided	3
Med Declined-Third Party Req	1
Mediation Declined	51
No Jurisdiction	397
Notice Issued-No Relief	131
Notice Issued-Relief	507
Other Miscellaneous Response	2
Policy Reinstated	1
Policyholder Deceased	1
Policyholder Did not Attend	88
Public Records Not Available	1
Question of Fact	1112
Referred to Mediation	108
Refund	172
Remediation Method Modified	4
Remediation Method Upheld	3
Reservation of Rights	32
Sent to Proper Agency	4
Settled in Mediation	2004
Settled Prior to Mediation	1447
Settled Prior to Neutral Eval	2
Sinkhole Loss Eliminated	37
Sinkhole Loss Verified	11
Statutory Provisions	23
Grand Total	20952

Reason Field and Resolutions for All Company complaints from 1/1/2019 through 12/31/2019

Reason field	Count
Adjuster Issue	28
Agent Issue	169
Audit Issues	1
Cancellation Issue	973
Claim Issue	14236
Claims Status	9
Company Issue	663
Coverage Information	3
Coverage Issue	804
Legal Issues	5
Premium Issue	1673
Public Adjuster Issue	32
Underwriting Issue	71
Grand Total	18667

Resolution	Count
Additional Payment	25
Adjuster Position Explained	15
Agent Position Explained	23
Attorney Retained	49
Cancel/Nonrenew Withdrawn	58
Claim Process Explained	6
Claim Reopened	39
Claim Settled	2043
Company Position Explained	7487
Company Rep Did not Attend	62
Contractual Provision	434
Coverage Explained	79
Coverage Extended	113
Exempt by Statute	27
Impasse	1473
In-eligible for Mediation	164
In-eligible for NE	3
Ineligible-Litigation	42
Information Provided	155
Insufficient Information	120
Issue Resolved	1080
Loss Run Report Provided	2
Med Declined-Third Party Req	24
Mediation Declined	23
No Jurisdiction	365
Notice Issued-No Relief	142
Notice Issued-Relief	548
Other Miscellaneous Response	4
Policy Reinstated	3
Policyholder Did not Attend	131
Public Records Provided	1
Question of Fact	950
Referred to Mediation	75
Refund	183
Remediation Method Modified	1
Reservation of Rights	32
RP Status Info Provided-Non GA	1
Sent to Proper Agency	9
Settled in Mediation	1494
Settled Prior to Mediation	1102
Settled Prior to Neutral Eval	3
Sinkhole Loss Eliminated	31
Sinkhole Loss Verified	7
Statutory Provisions	39
Grand Total	18667

Reason Field and Resolutions for All Company complaints from 1/1/2020 through 12/31/2020

Reason Field	Count
Adjuster Issue	19
Agent Issue	134
Cancellation Issue	948
Claim Issue	13412
Company Issue	595
Coverage Information	1
Coverage Issue	766
Premium Issue	1765
Public Adjuster Issue	15
Underwriting Issue	59
Grand Total	17714

Resolution	Count
Additional Payment	6
Adjuster Position Explained	23
Agent Position Explained	18
Attorney Retained	31
Cancel/Nonrenew Withdrawn	64
Claim Reopened	29
Claim Settled	1237
Company Position Explained	6347
Company Rep Did not Attend	70
Contractual Provision	363
Coverage Explained	39
Coverage Extended	65
Exempt by Statute	14
Impasse	2198
In-eligible for Mediation	213
In-eligible for NE	3
Ineligible-Litigation	120
Information Provided	135
Insufficient Information	276
Issue Resolved	1053
Med Declined-Third Party Req	43
Mediation Declined	20
No Jurisdiction	462
Notice Issued-Relief	1
Notice Issued-No Relief	172
Notice Issued-Relief	573
Other Miscellaneous Response	1
Policy Reinstated	5
Policyholder Deceased	2
Policyholder Did not Attend	132
Question of Fact	615
Referred to Mediation	96
Refund	194
Remediation Method Modified	2
Remediation Method Upheld	1
Reservation of Rights	14
Sent to Proper Agency	12
Settled in Mediation	1977
Settled Prior to Mediation	1023
Settled Prior to Neutral Eval	1
Sinkhole Loss Eliminated	20
Sinkhole Loss Verified	9
Statutory Provisions	35
Grand Total	17714

Reason Field and Resolutions for All Company complaints from 1/1/2021 through 12/31/2021

Reason Field	Count
Adjuster Issue	13
Agent Issue	201
Cancellation Issue	1068
Claim Issue	19223
Claims Status	1
Company Issue	835
Coverage Issue	664
Legal Issues	1
Mail Outs	1
Premium Issue	1942
Public Adjuster Issue	30
Underwriting Issue	65
Grand Total	24044

Resolution	Count
Additional Payment	11
Adjuster Position Explained	26
Agent Position Explained	29
Attorney Retained	45
Cancel/Nonrenew Withdrawn	98
Claim Reopened	23
Claim Settled	1379
Company Position Explained	6517
Company Rep Did not Attend	98
Contractual Provision	385
Coverage Explained	64
Coverage Extended	37
Exempt by Statute	54
Impasse	4237
In-eligible for Mediation	367
In-eligible for NE	1
Ineligible-Litigation	193
Information Provided	184
Insufficient Information	280
Issue Resolved	1125
Med Declined-Third Party Req	30
Mediation Declined	30
No Jurisdiction	542
Notice Issued-No Relief	318
Notice Issued-Relief	911
Other Miscellaneous Response	3
Policy Reinstated	2
Policyholder Did not Attend	264
Question of Fact	601
Referred to Mediation	203
Refund	234
Remediation Method Modified	1
Rescinded Settlement	1
Reservation of Rights	38
Sent to Proper Agency	3
Settled in Mediation	3874
Settled Prior to Mediation	1752
Settled Prior to NE	1
Sinkhole Loss Eliminated	17
Sinkhole Loss Verified	6
Statutory Provisions	60
Grand Total	24044

Reason Field and Resolutions for All Company complaints from 1/1/2022 through 11/15/2022

Reason Field	Count
Adjuster Issue	24
Agent Issue	297
Cancellation Issue	916
Claim Issue	15269
Claims Status	6
Company Issue	490
Coverage Information	6
Coverage Issue	623
Mail Outs	1
Premium Issue	1501
Public Adjuster Issue	12
Underwriting Issue	55
Grand Total	19200

Resolution	Count
Additional Payment	3
Adjuster Position Explained	10
Agent Position Explained	45
Attorney Retained	46
Cancel/Nonrenew Withdrawn	74
Claim Reopened	27
Claim Settled	1284
Company Position Explained	4633
Company Rep Did not Attend	85
Contractual Provision	445
Coverage Explained	46
Coverage Extended	50
Exempt by Statute	36
GA Response Explained	3
Impasse	3259
In-eligible for Mediation	226
In-eligible for NE	2
Ineligible-Litigation	87
Information Provided	121
Insufficient Information	229
Issue Resolved	1035
Med Declined-Third Party Req	21
Mediation Declined	51
No Jurisdiction	461
Notice Issued-Relief	1
Notice Issued-No Relief	230
Notice Issued-Relief	784
Other Miscellaneous Response	5
Policy Cancel Info Provided	1
Policy Reinstated	4
Policyholder Deceased	2
Policyholder Did not Attend	202
Question of Fact	467
Referred to Claims TPA	1
Referred to GA	3
Referred to Mediation	106
Refund	217
Remediation Method Modified	1
Remediation Method Upheld	2
Rescinded Settlement	1
Reservation of Rights	56
Sent to Proper Agency	3
Settled in Mediation	3151
Settled Prior to Mediation	1598
Settled Prior to NE	3
Settled Prior to Neutral Eval	1
Sinkhole Loss Eliminated	30
Sinkhole Loss Verified	6
Statutory Provisions	46
Grand Total	19200