

California Home Insurance Survey

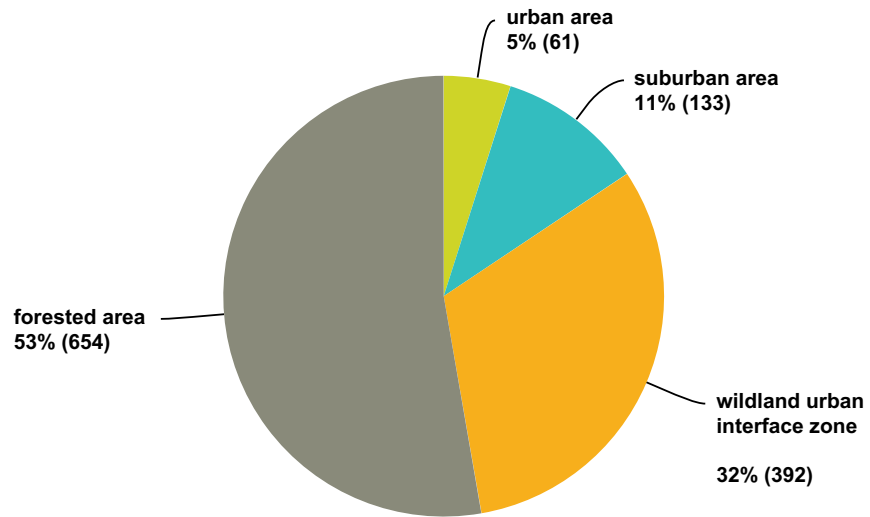
Q1 Where is your home located?

Answered: 1,240 Skipped: 0

Answer Choices	Responses
Name:	0.00% 0
Company:	0.00% 0
Address:	0.00% 0
Address 2:	0.00% 0
City/Town:	100.00% 1,240
State:	100.00% 1,240
ZIP:	100.00% 1,240
Country:	0.00% 0
Email Address:	0.00% 0
Phone Number:	0.00% 0

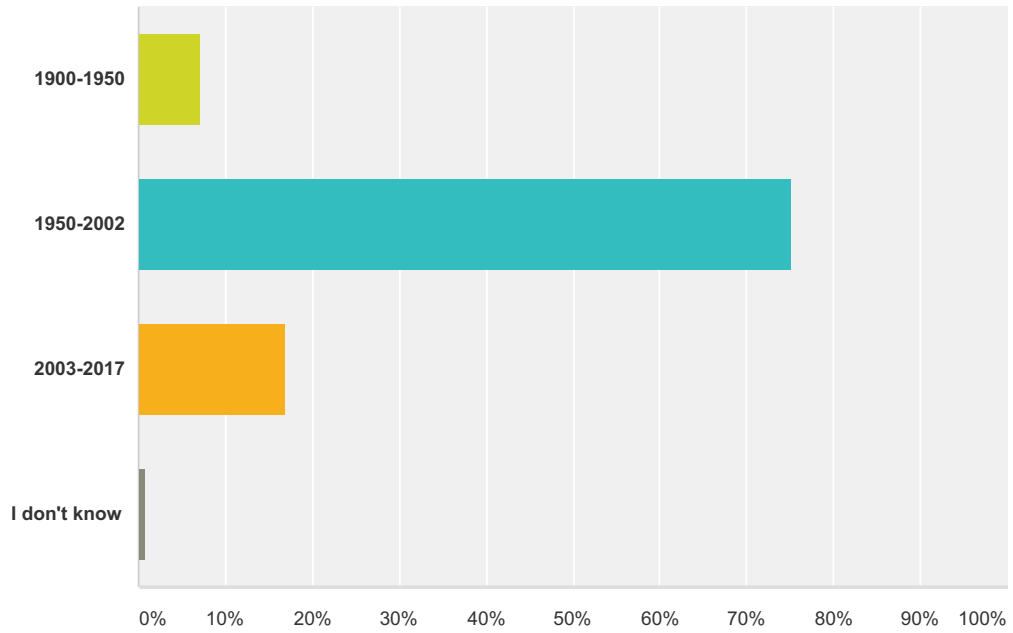
Q2 How would you describe where your home is located?

Answered: 1,240 Skipped: 0



Q3 What year was your home built?

Answered: 1,240 Skipped: 0



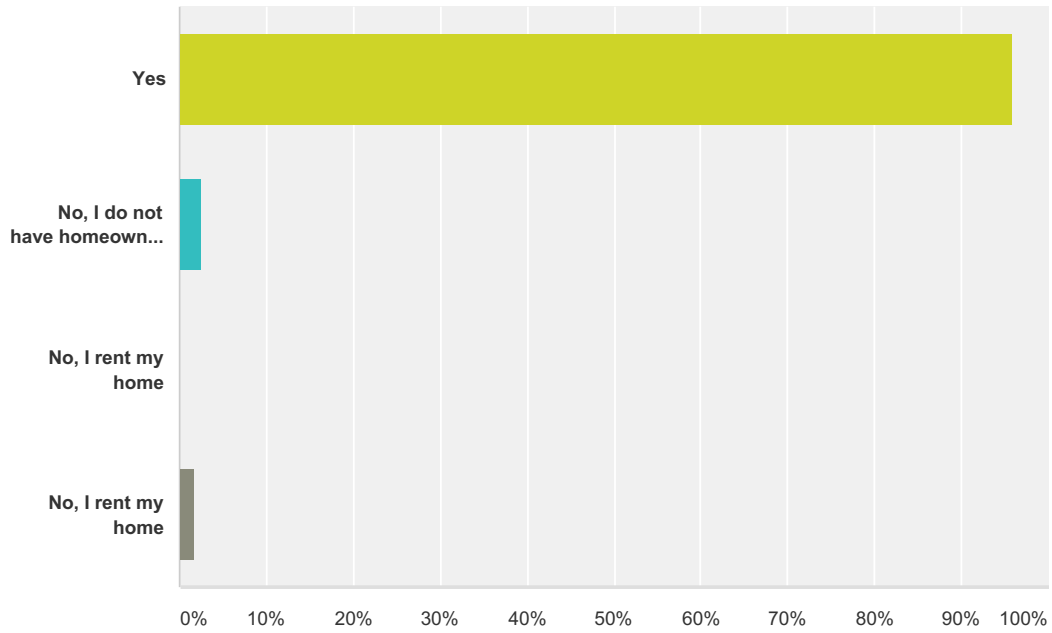
Answer Choices	Responses
1900-1950	7.10% 88
1950-2002	75.16% 932
2003-2017	16.94% 210
I don't know	0.81% 10
Total	1,240

Q4 What is the square footage of living space in your home? [Your best guess]

Answered: 1,237 Skipped: 3

Q5 Do you have homeowners insurance?

Answered: 1,240 Skipped: 0



Answer Choices	Responses
Yes	95.81% 1,188
No, I do not have homeowners insurance	2.42% 30
No, I rent my home	0.00% 0
No, I rent my home	1.77% 22
Total	1,240

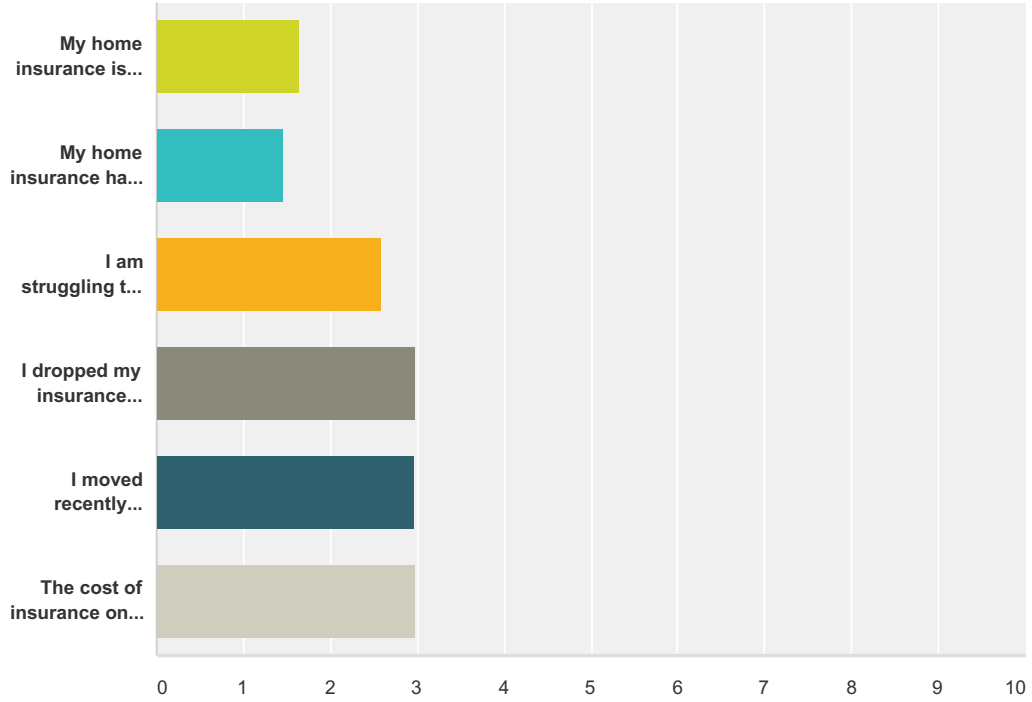
Q6 What is the name of the insurance company on your policy/policies? [If you only have one policy, complete the box for Homeowners/Fire]

Answered: 976 Skipped: 264

Answer Choices	Responses	
Homeowners/Fire	100.00%	976
Flood	19.16%	187
Earthquake	23.77%	232
"Difference in Condition" policy	10.04%	98

Q7 We want to know how the cost of your home insurance is impacting you. Please answer the following as best you can

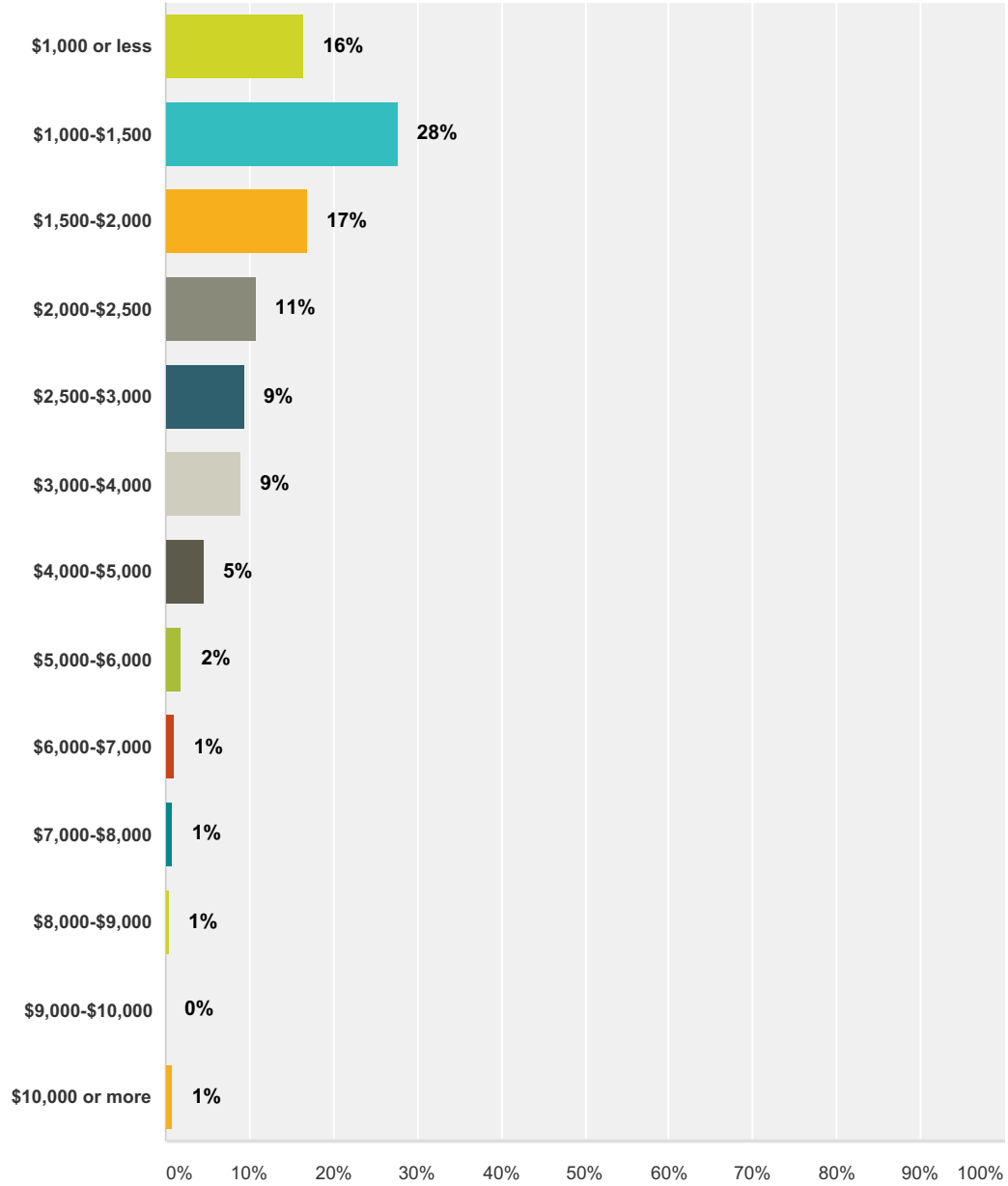
Answered: 1,000 Skipped: 240



	Agree	Disagree	Total	Weighted Average
My home insurance is affordable	67.93% 661	32.07% 312	973	1.64
My home insurance has increased in the last 3 years	77.08% 713	22.92% 212	925	1.46
I am struggling to pay my home insurance	20.87% 183	79.13% 694	877	2.58
I dropped my insurance because I couldn't afford it	1.18% 10	98.82% 840	850	2.98
I moved recently because of the cost of my insurance	1.76% 15	98.24% 835	850	2.96
The cost of insurance on my home is one of the reasons I'm in foreclosure	1.07% 9	98.93% 835	844	2.98

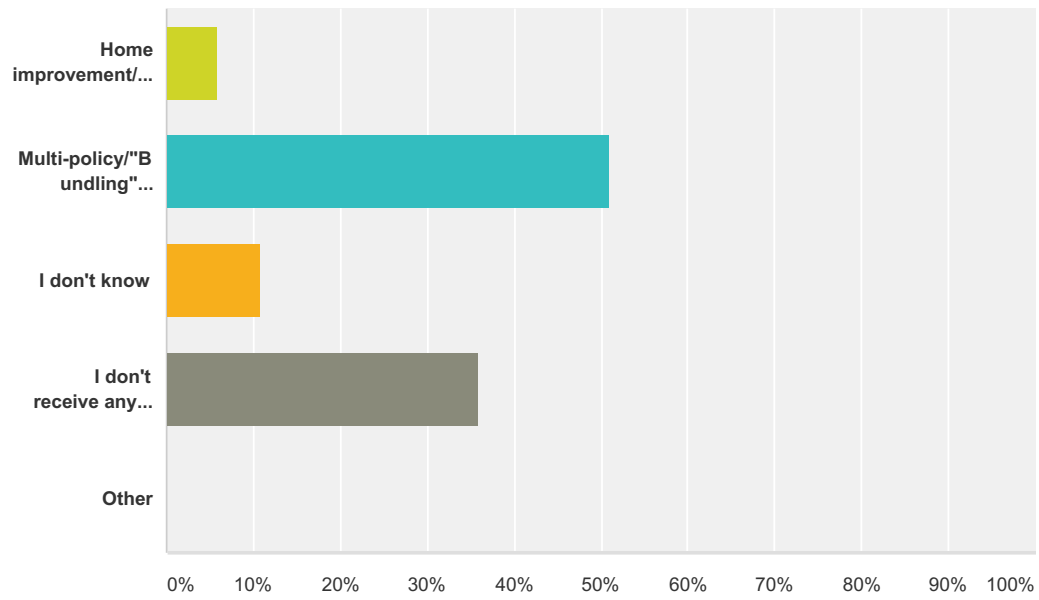
Q8 What is the annual cost of your home insurance? (Please do not include your auto insurance)

Answered: 1,000 Skipped: 240



Q9 Do you receive any of the following discounts on your home insurance?

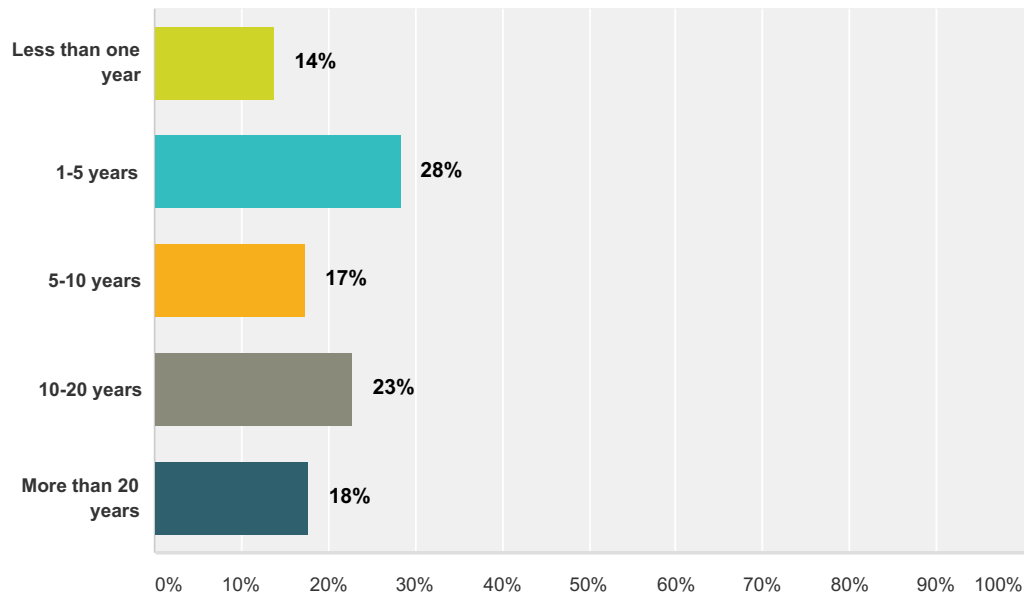
Answered: 1,000 Skipped: 240



Answer Choices	Responses
Home improvement/Mitigation discount	5.90% 59
Multi-policy/"Bundling" discount	51.00% 510
I don't know	10.80% 108
I don't receive any discounts	36.00% 360
Other	0.00% 0
Total Respondents: 1,000	

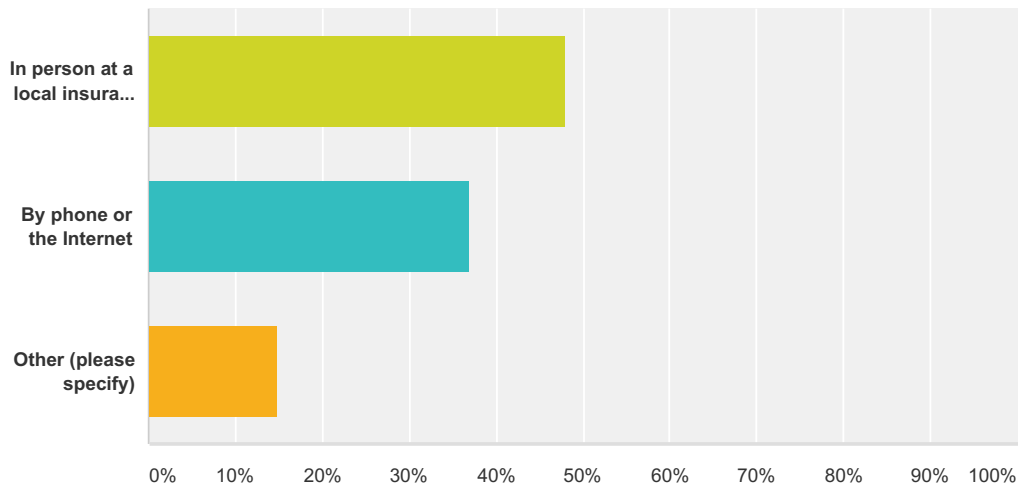
Q10 How many years has your home been insured with the same company?

Answered: 1,000 Skipped: 240



Q11 How did you buy your current home insurance?

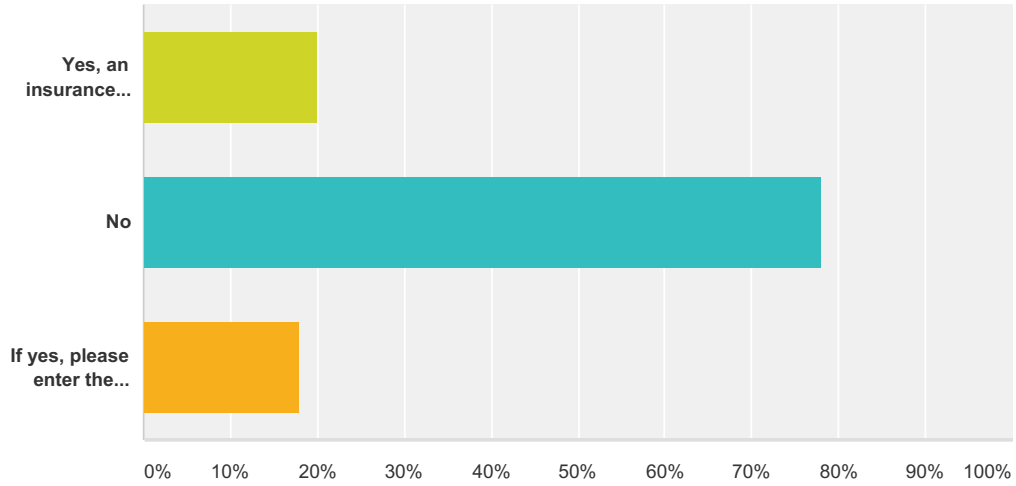
Answered: 996 Skipped: 244



Answer Choices	Responses
In person at a local insurance agent's office	48.09% 479
By phone or the Internet	37.05% 369
Other (please specify)	14.86% 148
Total	996

Q12 Did an insurance company drop/non-renew your home policy in the past 3 years?

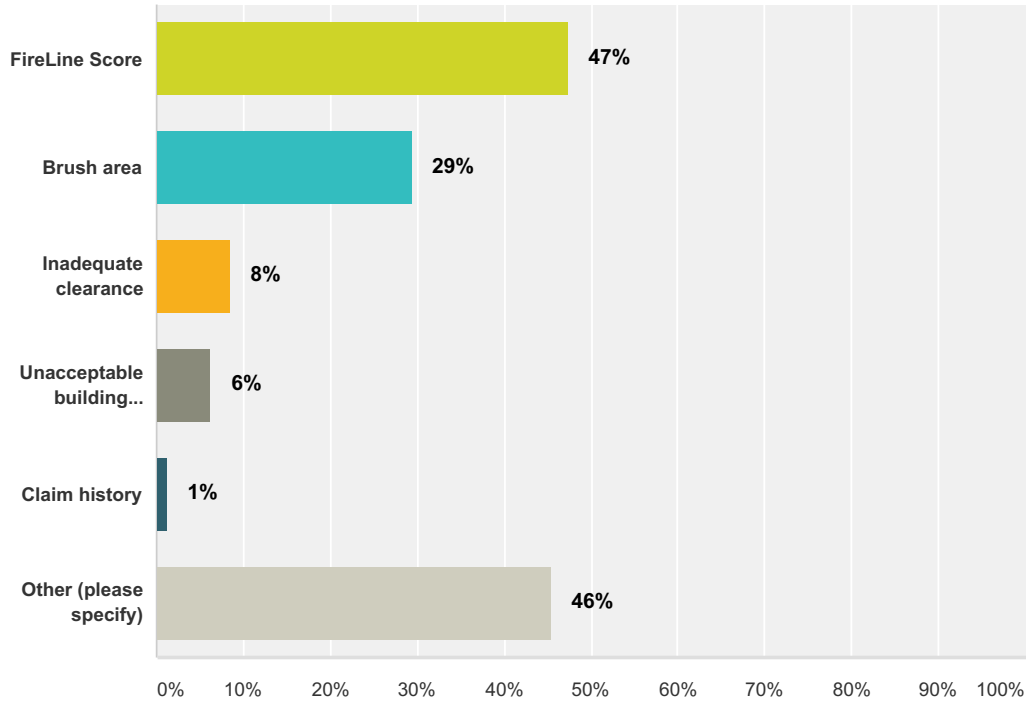
Answered: 983 Skipped: 257



Answer Choices	Responses	
Yes, an insurance company dropped me/non-renewed my policy	19.94%	196
No	78.13%	768
If yes, please enter the name(s) of the insurance company that dropped you	18.01%	177
Total Respondents: 983		

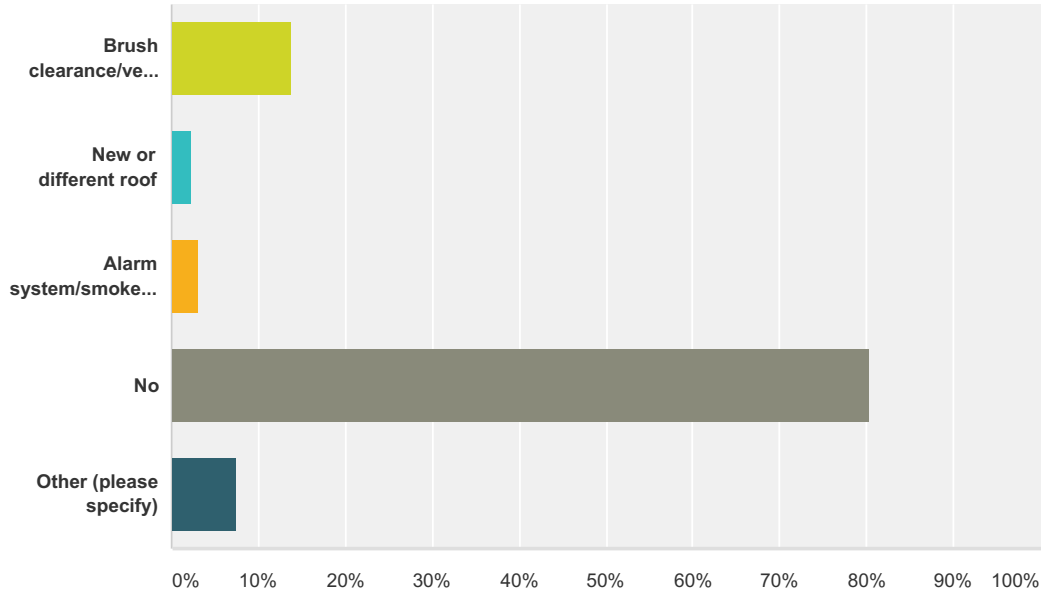
Q13 If you answered yes to the previous question, check all reasons that were given to you

Answered: 224 Skipped: 1,016



Q14 Has an insurance company or agent told you to make specific improvements in order to keep your policy? Please check all that apply

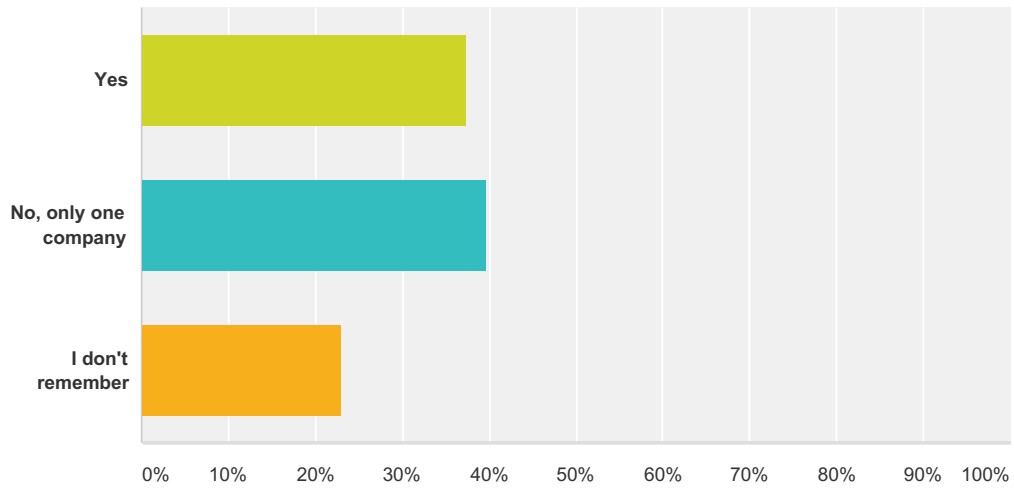
Answered: 961 Skipped: 279



Answer Choices	Responses
Brush clearance/vegetation removal	13.74% 132
New or different roof	2.29% 22
Alarm system/smoke alarm	3.23% 31
No	80.44% 773
Other (please specify)	7.60% 73
Total Respondents: 961	

Q15 The last time you shopped for home insurance did you have choices between different companies?

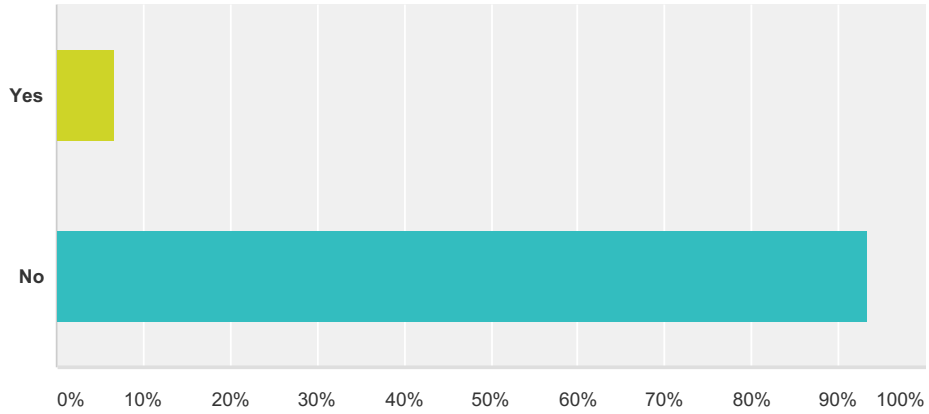
Answered: 983 Skipped: 257



Answer Choices	Responses	Count
Yes	37.44%	368
No, only one company	39.57%	389
I don't remember	22.99%	226
Total		983

Q16 Have you ever contacted the California Department of Insurance about your home insurance?

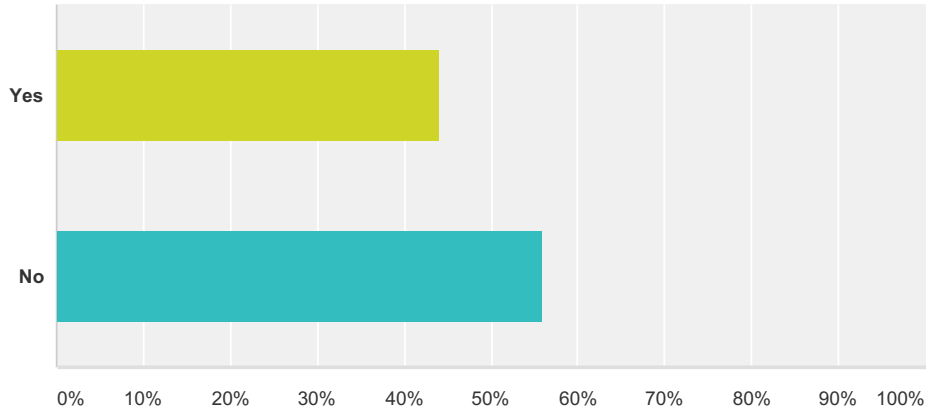
Answered: 1,010 Skipped: 230



Answer Choices	Responses
Yes	6.63% 67
No	93.37% 943
Total	1,010

Q17 Are you willing to share your insurance story with the media or elected officials to help fight unfair insurance practices?

Answered: 951 Skipped: 289



Answer Choices	Responses
Yes	44.06% 419
No	55.94% 532
Total	951

Q18 [Optional] Please provide your name and email so we can contact you if we have questions about your responses. This information will not be shared without your consent. As a thank you, all email addresses will be entered into a drawing to receive a \$25 Amazon Gift Card.

Answered: 540 Skipped: 700

Answer Choices	Responses	
Name:	99.26%	536
Company:	0.00%	0
Address:	0.00%	0
Address 2:	0.00%	0
City/Town:	0.00%	0
State:	0.00%	0
ZIP:	0.00%	0
Country:	0.00%	0
Email Address:	99.26%	536
Phone Number:	0.00%	0