Q1 Where in California is your home located?

Answered: 1,345  Skipped: 0
<table>
<thead>
<tr>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Napa County</td>
</tr>
<tr>
<td>Santa Barbara County</td>
</tr>
<tr>
<td>Santa Clara County</td>
</tr>
<tr>
<td>Ventura County</td>
</tr>
<tr>
<td>Fresno County</td>
</tr>
<tr>
<td>Calaveras County</td>
</tr>
<tr>
<td>Plumas County</td>
</tr>
<tr>
<td>Kern County</td>
</tr>
<tr>
<td>San Francisco County</td>
</tr>
<tr>
<td>Lake County</td>
</tr>
<tr>
<td>San Mateo County</td>
</tr>
<tr>
<td>Monterey County</td>
</tr>
<tr>
<td>I do not live in California</td>
</tr>
<tr>
<td>Madera County</td>
</tr>
<tr>
<td>Mariposa County</td>
</tr>
<tr>
<td>San Luis Obispo County</td>
</tr>
<tr>
<td>Siskiyou County</td>
</tr>
<tr>
<td>Yuba County</td>
</tr>
<tr>
<td>Tehama County</td>
</tr>
<tr>
<td>Tulare County</td>
</tr>
<tr>
<td>Solano County</td>
</tr>
<tr>
<td>County</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>Humboldt County</td>
</tr>
<tr>
<td>Sacramento County</td>
</tr>
<tr>
<td>Trinity County</td>
</tr>
<tr>
<td>Del Norte County</td>
</tr>
<tr>
<td>Glenn County</td>
</tr>
<tr>
<td>Mono County</td>
</tr>
<tr>
<td>Sierra County</td>
</tr>
<tr>
<td>Alpine County</td>
</tr>
<tr>
<td>Imperial County</td>
</tr>
<tr>
<td>Kings County</td>
</tr>
<tr>
<td>San Joaquin County</td>
</tr>
<tr>
<td>Stanislaus County</td>
</tr>
<tr>
<td>Yolo County</td>
</tr>
<tr>
<td>Colusa County</td>
</tr>
<tr>
<td>Inyo County</td>
</tr>
<tr>
<td>Lassen County</td>
</tr>
<tr>
<td>Merced County</td>
</tr>
<tr>
<td>Modoc County</td>
</tr>
<tr>
<td>San Benito County</td>
</tr>
<tr>
<td>Sutter County</td>
</tr>
</tbody>
</table>

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>El Dorado County</td>
<td>10.63%</td>
</tr>
<tr>
<td>Alameda County</td>
<td>9.00%</td>
</tr>
<tr>
<td>Sonoma County</td>
<td>8.55%</td>
</tr>
<tr>
<td>San Diego County</td>
<td>6.99%</td>
</tr>
<tr>
<td>Butte County</td>
<td>5.80%</td>
</tr>
<tr>
<td>Los Angeles County</td>
<td>5.72%</td>
</tr>
<tr>
<td>Tuolumne County</td>
<td>5.13%</td>
</tr>
<tr>
<td>Placer County</td>
<td>4.76%</td>
</tr>
<tr>
<td>Nevada County</td>
<td>4.46%</td>
</tr>
<tr>
<td>Santa Cruz County</td>
<td>3.05%</td>
</tr>
<tr>
<td>Marin County</td>
<td>2.83%</td>
</tr>
<tr>
<td>Contra Costa County</td>
<td>2.75%</td>
</tr>
<tr>
<td>San Bernardino County</td>
<td>2.53%</td>
</tr>
<tr>
<td>Orange County</td>
<td>2.23%</td>
</tr>
<tr>
<td>Riverside County</td>
<td>1.71%</td>
</tr>
<tr>
<td>Shasta County</td>
<td>1.56%</td>
</tr>
<tr>
<td>Amador County</td>
<td>1.49%</td>
</tr>
<tr>
<td>Mendocino County</td>
<td>1.41%</td>
</tr>
<tr>
<td>Napa County</td>
<td>1.41%</td>
</tr>
<tr>
<td>Santa Barbara County</td>
<td>1.26%</td>
</tr>
<tr>
<td>Santa Clara County</td>
<td>1.26%</td>
</tr>
<tr>
<td>Ventura County</td>
<td>1.26%</td>
</tr>
<tr>
<td>Fresno County</td>
<td>1.19%</td>
</tr>
<tr>
<td>Calaveras County</td>
<td>1.04%</td>
</tr>
<tr>
<td>Plumas County</td>
<td>1.04%</td>
</tr>
<tr>
<td>Kern County</td>
<td>0.97%</td>
</tr>
<tr>
<td>San Francisco County</td>
<td>0.97%</td>
</tr>
<tr>
<td>Lake County</td>
<td>0.82%</td>
</tr>
<tr>
<td>San Mateo County</td>
<td>0.82%</td>
</tr>
<tr>
<td>Monterey County</td>
<td>0.74%</td>
</tr>
<tr>
<td>I do not live in California</td>
<td>0.74%</td>
</tr>
<tr>
<td>Madera County</td>
<td>0.59%</td>
</tr>
<tr>
<td>County</td>
<td>Availability</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Mariposa County</td>
<td>0.59%</td>
</tr>
<tr>
<td>San Luis Obispo County</td>
<td>0.52%</td>
</tr>
<tr>
<td>Siskiyou County</td>
<td>0.52%</td>
</tr>
<tr>
<td>Yuba County</td>
<td>0.52%</td>
</tr>
<tr>
<td>Tehama County</td>
<td>0.45%</td>
</tr>
<tr>
<td>Tulare County</td>
<td>0.45%</td>
</tr>
<tr>
<td>Solano County</td>
<td>0.37%</td>
</tr>
<tr>
<td>Humboldt County</td>
<td>0.30%</td>
</tr>
<tr>
<td>Sacramento County</td>
<td>0.30%</td>
</tr>
<tr>
<td>Trinity County</td>
<td>0.22%</td>
</tr>
<tr>
<td>Del Norte County</td>
<td>0.15%</td>
</tr>
<tr>
<td>Glenn County</td>
<td>0.15%</td>
</tr>
<tr>
<td>Mono County</td>
<td>0.15%</td>
</tr>
<tr>
<td>Sierra County</td>
<td>0.15%</td>
</tr>
<tr>
<td>Alpine County</td>
<td>0.07%</td>
</tr>
<tr>
<td>Imperial County</td>
<td>0.07%</td>
</tr>
<tr>
<td>Kings County</td>
<td>0.07%</td>
</tr>
<tr>
<td>San Joaquin County</td>
<td>0.07%</td>
</tr>
<tr>
<td>Stanislaus County</td>
<td>0.07%</td>
</tr>
<tr>
<td>Yolo County</td>
<td>0.07%</td>
</tr>
<tr>
<td>Colusa County</td>
<td>0.00%</td>
</tr>
<tr>
<td>Inyo County</td>
<td>0.00%</td>
</tr>
<tr>
<td>Lassen County</td>
<td>0.00%</td>
</tr>
<tr>
<td>Merced County</td>
<td>0.00%</td>
</tr>
<tr>
<td>Modoc County</td>
<td>0.00%</td>
</tr>
<tr>
<td>San Benito County</td>
<td>0.00%</td>
</tr>
<tr>
<td>Sutter County</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,345</strong></td>
</tr>
</tbody>
</table>
Q2 How would you describe where your home is located?

Answered: 1,345  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>urban area</td>
<td>11% 153</td>
</tr>
<tr>
<td>suburban area</td>
<td>25% 336</td>
</tr>
<tr>
<td>WUI</td>
<td>34% 463</td>
</tr>
<tr>
<td>forested area</td>
<td>29% 393</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q3 Did an insurance company drop/non-renew your home policy in the past 3 years?

Answered: 1,345  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, an insurance company dropped/non-renewed my policy</td>
<td>65.65% 883</td>
</tr>
<tr>
<td>No</td>
<td>34.35% 462</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,345</td>
</tr>
</tbody>
</table>
Q4 What reasons were given to you for being dropped by your home insurance company?

Answered: 772   Skipped: 573

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of the home</td>
<td>59.84%</td>
</tr>
<tr>
<td>Age of the home</td>
<td>0.65%</td>
</tr>
<tr>
<td>Brush around or near the home</td>
<td>16.58%</td>
</tr>
<tr>
<td>Condition of the home</td>
<td>0.78%</td>
</tr>
<tr>
<td>Claim history</td>
<td>4.66%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>34.33%</td>
</tr>
<tr>
<td>Total Respondents: 772</td>
<td></td>
</tr>
</tbody>
</table>

Location of the home

Age of the home

Brush around or near the home

Condition of the home

Claim history

Other (please specify) (please specify)
Q5 Did an insurance company or agent tell you to make specific improvements in order to keep your policy? Please check all that apply

Answered: 772   Skipped: 573

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear/remove brush, bushes, plants or trees around the home</td>
<td>6%</td>
</tr>
<tr>
<td>Replace the roof</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
<tr>
<td>No</td>
<td>90%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8%</td>
</tr>
</tbody>
</table>

Total Respondents: 772
Q6 How many insurance companies turned you down before you found replacement coverage?

Answered: 772   Skipped: 573

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I currently do not have insurance</td>
<td>44.69%</td>
</tr>
<tr>
<td>Found coverage right away</td>
<td>11.01%</td>
</tr>
<tr>
<td>1</td>
<td>5.31%</td>
</tr>
<tr>
<td>2</td>
<td>5.44%</td>
</tr>
<tr>
<td>3</td>
<td>8.29%</td>
</tr>
<tr>
<td>4+</td>
<td>25.26%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q7 What is the name of the insurance company that dropped you?

Answered: 772  Skipped: 573

Other (please specify)
AAA / CSAA
Farmers
Nationwide Mutual Group
Travelers Companies, Inc.
Allstate
Liberty Mutual
State Farm
Hartford
Mercury General Corp.
Safeco
Amica
USAA Insurance Group
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify)</td>
<td>36.01%</td>
</tr>
<tr>
<td>AAA / CSAA</td>
<td>18.65%</td>
</tr>
<tr>
<td>Farmers</td>
<td>11.27%</td>
</tr>
<tr>
<td>Nationwide Mutual Group</td>
<td>8.94%</td>
</tr>
<tr>
<td>Travelers Companies, Inc.</td>
<td>6.48%</td>
</tr>
<tr>
<td>Allstate</td>
<td>5.70%</td>
</tr>
<tr>
<td>Liberty Mutual</td>
<td>2.72%</td>
</tr>
<tr>
<td>State Farm</td>
<td>2.72%</td>
</tr>
<tr>
<td>Hartford</td>
<td>2.46%</td>
</tr>
<tr>
<td>Mercury General Corp.</td>
<td>2.20%</td>
</tr>
<tr>
<td>Safeco</td>
<td>1.68%</td>
</tr>
<tr>
<td>Amica</td>
<td>0.65%</td>
</tr>
<tr>
<td>USAA Insurance Group</td>
<td>0.52%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>772</td>
</tr>
</tbody>
</table>

California Home Insurance Availability Survey
Q8 What is the name of your current home insurance company?

Answered: 360  Skipped: 985

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify)</td>
<td>35%</td>
</tr>
<tr>
<td>California FAIR Plan</td>
<td>32%</td>
</tr>
<tr>
<td>AAA / CSAA</td>
<td>6%</td>
</tr>
<tr>
<td>Farmers</td>
<td>5%</td>
</tr>
<tr>
<td>Lloyds of London</td>
<td>5%</td>
</tr>
<tr>
<td>Travelers</td>
<td>4%</td>
</tr>
<tr>
<td>Nationwide Mutual Group</td>
<td>3%</td>
</tr>
<tr>
<td>State Farm</td>
<td>2%</td>
</tr>
<tr>
<td>Allstate</td>
<td>2%</td>
</tr>
<tr>
<td>USAA Insurance Group</td>
<td>2%</td>
</tr>
<tr>
<td>Safeco</td>
<td>2%</td>
</tr>
<tr>
<td>Hartford</td>
<td>1%</td>
</tr>
<tr>
<td>Amica</td>
<td>1%</td>
</tr>
<tr>
<td>Mercury General Corp.</td>
<td>1%</td>
</tr>
<tr>
<td>Liberty Mutual</td>
<td>0%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>360</td>
</tr>
</tbody>
</table>
Q9 How did switching insurance companies affect your annual home insurance cost?

Answered: 360   Skipped: 985

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased</td>
<td>85%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>10%</td>
</tr>
<tr>
<td>Decreased</td>
<td>4%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>360</td>
</tr>
</tbody>
</table>
Q10 How did you buy your current home insurance policy?

Answered: 360   Skipped: 985

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>through an insurance agent</td>
<td>76.39%</td>
</tr>
<tr>
<td>through the internet</td>
<td>5.83%</td>
</tr>
<tr>
<td>by phone</td>
<td>8.33%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>9.44%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>360</td>
</tr>
</tbody>
</table>

through an insurance agent
through the internet
by phone
Other (please specify)
Q11 Did you use any of the following when shopping for home insurance after you were dropped?

Answered: 679  Skipped: 666

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance.ca.gov (The California Department of Insurance)</td>
<td>23.12%</td>
</tr>
<tr>
<td>The Match UP Insurance Finder tool (uphelp.org/insurance-finder)</td>
<td>9.28%</td>
</tr>
<tr>
<td>Other (Please explain)</td>
<td>76.14%</td>
</tr>
<tr>
<td>Total Respondents: 679</td>
<td></td>
</tr>
</tbody>
</table>
Q12 Are you willing to share your insurance story with the media or elected officials?

Answered: 652   Skipped: 693

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64.26%</td>
</tr>
<tr>
<td>No</td>
<td>35.74%</td>
</tr>
</tbody>
</table>

TOTAL          | 652
Q13 [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.

Answered: 517    Skipped: 828

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>95.74%</td>
</tr>
<tr>
<td>Company:</td>
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</tr>
<tr>
<td>Address:</td>
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</tr>
<tr>
<td>Address 2:</td>
<td>0.00%</td>
</tr>
<tr>
<td>City/Town:</td>
<td>96.91%</td>
</tr>
<tr>
<td>State:</td>
<td>99.61%</td>
</tr>
<tr>
<td>ZIP:</td>
<td>0.00%</td>
</tr>
<tr>
<td>Country:</td>
<td>0.00%</td>
</tr>
<tr>
<td>Email Address:</td>
<td>95.16%</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>0.00%</td>
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