



## MISSISSIPPI INSURANCE DEPARTMENT

MIKE CHANEY  
Commissioner of Insurance  
State Fire Marshal

DAVID BROWNING  
Deputy Commissioner of Insurance

501 N. WEST STREET, SUITE 1001  
WOOLFOLK BUILDING  
JACKSON, MISSISSIPPI 39201  
[www.mid.ms.gov](http://www.mid.ms.gov)

MAILING ADDRESS  
Post Office Box 79  
Jackson, Mississippi 39205-0079  
TELEPHONE: (601) 359-3569  
FAX: (601) 359-2474  
WATS: 1-800-562-2957 (Incoming-USA)

October 7, 2025

CERTIFIED MAIL AND ELECTRONIC  
TRANSMISSION RETURN RECEIPT REQUESTED

Jon C. Farney, Chair of the Board, President and CEO  
State Farm Insurance Companies  
One State Farm Plaza  
Bloomington, IL 61710

**RE: State Farm Insurance Companies - Target Market Conduct Examination**

Mr. Farney:

This letter serves as official notification that the Mississippi Insurance Department ("Department") will commence a target market conduct examination pursuant to Miss. Code Ann. §§ 83-1-27 and 83-5-201 et seq., on State Farm Mutual Automobile Insurance Company and State Farm Fire and Casualty Company (hereinafter "Companies"). The review period for this examination will be January 1, 2020, through September 30, 2025, including subsequent events through the current date.

During the aforementioned review period, the Department received numerous consumer complaints and inquiries related to automobile and homeowner policies issued in Mississippi by the Companies, primarily related but not limited to the claim adjudication process. The upward trend in complaint activity during the review period has caused concern and prompted an internal review by the Department which resulted in the need for additional targeted market conduct review procedures to be conducted in accordance with the Market Regulation Handbook and other applicable statutes, regulations and bulletins.

The scope of this target market conduct examination will focus on a review of the Companies' automobile and homeowner lines of business and include review of Operations/Management, Complaint Handling, Marketing and Sales, Underwriting and Rating, Policyholder Service, and Claims. The Department reserves the right to expand the scope of this examination and may retain attorneys, appraisers, independent actuaries, independent certified public accountants or other professionals and specialists as examiners, the cost of which shall be borne by the company which is the subject of the examination pursuant to Miss Code Ann. § 83-5-207(4). The Companies shall provide access to the necessary accounts and records to conduct this examination pursuant to Miss Code Ann. § 83-5-205(6).

Please provide the Department with a contact person who will be responsible for the coordination of the aforementioned target market conduct examination. Once received, the Department and its examiners will be in contact regarding the scheduling of an official start date, meetings/conference calls and requests for information.

Mark Cooley, Chief Examiner, will be the initial contact from the Department for this examination. Should you have any questions, please feel free to contact Mark at (601) 359-2554 or [Mark.Cooley@mid.ms.gov](mailto:Mark.Cooley@mid.ms.gov).

Sincerely,

MIKE CHANEY  
COMMISSIONER OF INSURANCE

cc: Keith Berlin (via email [keith.berlin.tsb0@statefarm.com](mailto:keith.berlin.tsb0@statefarm.com))  
David Grow (via email [david.grow.jhns@statefarm.com](mailto:david.grow.jhns@statefarm.com))