

Homeowners  
2009 Complaint Index

	NAIC #	Company Name	Premium	Complaints Number of	Index Complaint
1	10921	ACA Insurance Company	11,675,582	2	0.37
2	14184	Acuity, A Mutual Insurance Company	840,345	2	DNC
3	42579	Allied Property And Casualty Insurance Company	2,379,565	3	2.69
4	19240	Allstate Indemnity Company	1,698,094	7	8.81
5	19232	Allstate Insurance Company	55,905,028	34	1.30
6	17230	Allstate Property And Casualty Insurance Company	36,929,885	12	0.69
7	19100	AMCO Insurance Company	8,360,732	3	0.77
8	10111	American Bankers Insurance Company of Florida	920,122	2	DNC
9	23450	American Family Home Insurance Company	2,328,655	1	0.92
10	19275	American Family Mutual Insurance Company	72,965,219	53	1.55
11	21857	American Insurance Company	3,495,009	1	0.61
12	23469	American Modern Home Insurance Company	2,521,238	3	2.54
13	38652	American Modern Select Insurance Company	2,351,196	1	0.91
14	28401	American National Property And Casualty Company	4,828,167	2	0.89
15	19615	American Reliable Insurance Company	660,099	2	DNC
16	42978	American Security Insurance Company	392,008	11	DNC
17	41459	Armed Forces Insurance Exchange	295,190	1	DNC
18	27235	Auto Club Family Insurance Company	628,840	1	DNC
19	18988	Auto-Owners Insurance Company	17,822,148	5	0.60
20	24813	Balboa Insurance Company	558,620	3	DNC
21	13455	Bankers Independent Insurance Company	None	1	DNC
22	16713	Buckeye State Mutual Insurance Company	3,407,706	2	1.25
23	20117	California Casualty Indemnity Exchange	748,443	1	DNC
24	20176	Celina Mutual Insurance Company	None	1	DNC
25	20230	Central Mutual Insurance Company	8,031,494	1	0.27
26	10677	Cincinnati Insurance Company	25,423,900	2	0.17
27	31534	Citizens Insurance Company Of America	4,434,664	2	0.96
28	10395	Citizen's Insurance Company Of The Midwest	9,612,631	2	0.44
29	40649	Economy Premier Assurance Company	2,319,941	1	0.92
30	21261	Electric Insurance Company	720,423	1	DNC
31	21326	Empire Fire And Marine Insurance Company	1,414,914	3	4.53
32	26271	Erie Insurance Exchange	45,462,857	20	0.94
33	35378	Evanston Insurance Company	None	1	DNC
34	17043	Everett Cash Mutual Insurance Company	299,530	2	DNC
35	24201	Farmers Automobile Insurance Association	13,303,791	2	0.32
36	21652	Farmers Insurance Exchange	14,370,688	5	0.74
37	20281	Federal Insurance Company	1,030,160	1	2.07
38	11185	Foremost Insurance Company	4,005,994	8	4.27
39	11800	Foremost Property And Casualty Insurance Company	1,368,428	1	1.56
40	24414	General Casualty Company of Wisconsin	None	1	DNC
41	14044	Goodville Mutual Casualty Company	455,296	1	DNC
42	14060	Grange Mutual Casualty Company	6,257,806	4	1.37
43	15032	GuideOne Mutual Insurance Company	3,067,996	1	0.70
44	14559	GuideOne Specialty Mutual Insurance Company	47,933	2	DNC
45	29424	Hartford Casualty Insurance Company	465,467	1	DNC
46	19682	Hartford Fire Insurance Company	654,038	2	DNC
47	37478	Hartford Insurance Company Of The Midwest	115,472	1	DNC
48	30104	Hartford Underwriters Insurance Company	4,374,073	2	0.98
49	14176	Hastings Mutual Insurance Company	14,475,710	3	0.44
50	15822	Home Mutual Insurance Company	None	2	DNC
51	17221	Homesite Insurance Company	None	2	DNC
52	13927	Homesite Insurance Company of the Midwest	6,856,402	11	3.43

Homeowners  
2009 Complaint Index

	NAIC #	Company Name	Premium	Complaints Number of	Index Complaint
53	27570	Hoosier Insurance Company	6,812,866	2	0.63
54	21679	Illinois Farmers Insurance Company	24,407,823	18	1.58
55	22624	Indiana Farmers Mutual Insurance Company	39,654,860	7	0.38
56	22659	Indiana Insurance Company	35,796,617	15	0.90
57	23035	Liberty Mutual Fire Insurance Company	21,720,438	5	0.49
58	26123	Lightning Rod Mutual Insurance Company	5,693,033	3	1.13
59	22306	Massachusetts Bay Insurance Company	847	1	DNC
60	21229	MemberSelect Insurance Company	9,373,295	14	3.19
61	10502	Meridian Citizens Mutual Insurance Company	None	2	DNC
62	23353	Meridian Security Insurance Company	17,076,853	8	1.00
63	34339	Metropolitan Group Property And Casualty Insurance Company	3,803,615	4	2.25
64	26298	Metropolitan Property And Casualty Insurance Company	9,926,344	2	0.43
65	16764	Miami Mutual Insurance Company	2,161,520	1	0.99
66	14621	Motorists Mutual Insurance Company	8,606,129	6	1.49
67	20184	National Mutual Insurance Company	5,034,827	2	0.85
68	25453	Nationwide Insurance Company Of America	None	1	DNC
69	23779	Nationwide Mutual Fire Insurance Company	18,199,294	18	2.11
70	23841	New Hampshire Insurance Company	None	1	DNC
71	27740	North Pointe Insurance Company	2,264,221	2	1.89
72	24074	Ohio Casualty Insurance Company	251,360	1	DNC
73	32700	Owners Insurance Company	10,257,314	4	0.83
74	24228	Pekin Insurance Company	6,259,078	1	0.34
75	21903	ProCentury Insurance Company	None	1	DNC
76	24260	Progressive Casualty Insurance Company	None	1	DNC
77	38628	Progressive Northern Insurance Company	2,683,098	6	4.78
78	34690	Property And Casualty Insurance Company Of Hartford	8,613,457	4	0.99
79	32905	Property-Owners Insurance Company	20,304,484	7	0.74
80	24740	Safeco Insurance Company Of America	6,854,063	6	1.87
81	11215	Safeco Insurance Company Of Indiana	None	1	DNC
82	41297	Scottsdale Insurance Company	None	2	DNC
83	22543	SECURA INSURANCE, A Mutual Company	213,759	1	DNC
84	11000	Sentinel Insurance Company, Ltd.	3,064,853	2	1.39
85	24988	Sentry Insurance A Mutual Company	3,437,683	1	0.62
86	23388	Shelter Mutual Insurance Company	8,247,063	9	2.33
87	19070	Standard Fire Insurance Company	13,278,806	12	1.93
88	15199	Standard Mutual Insurance Company	5,603,305	5	1.91
89	25135	State Automobile Mutual Insurance Company	8,010,344	3	0.80
90	25143	State Farm Fire and Casualty Company	397,776,783	142	0.76
91	25178	State Farm Mutual Automobile Insurance Company	None	1	DNC
92	28188	Travco Insurance Company	15,240,265	7	0.98
93	40118	Trustgard Insurance Company	6,698,112	2	0.64
94	11142	United Casualty Insurance Company Of America	None	2	DNC
95	15288	United Farm Family Mutual Insurance Company	116,898,573	45	0.82
96	25941	United Services Automobile Association	12,297,993	2	0.35
97	25968	USAA Casualty Insurance Company	7,553,006	3	0.85
98	44393	West American Insurance Company	6,680,520	1	0.32
99	15350	West Bend Mutual Insurance Company	4,198,519	6	3.05
100	26131	Western Reserve Mutual Casualty Company	4,406,417	3	1.45
101	24112	Westfield Insurance Company	4,436,751	2	0.96
102	24120	Westfield National Insurance Company	11,144,642	3	0.58
103	15407	Wolverine Mutual Insurance Company	5,628,763	2	0.76

Homeowners  
2009 Complaint Index

NAIC #	Company Name	Premium	Complaints Number of	Index Complaint
	Subtotal Premium and Complaints	1,300,853,092	639	
	62 Companies with Zero Complaints	<u>64,529,639</u>		
	Total Premium and Complaints	1,365,382,731	639	

Report does not include 62 companies with zero complaints

DNC- did not calculate (premiums under \$1 million)

None - No premium was reported during 2009.

Premium information from Property & Casualty Annual Statement Page 19, Line 4, Column 1