

Homeowners
2011 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	10921	ACA Insurance Company	15,557,785	10	1.53
2	14184	ACUITY, a Mutual Insurance Company	2,150,760	1	1.10
3	42579	Allied Property And Casualty Insurance Company	1,885,019	1	1.26
4	19240	Allstate Indemnity Company	2,061,563	8	9.22
5	19232	Allstate Insurance Company	52,887,120	22	0.99
6	17230	Allstate Property And Casualty Insurance Company	55,124,101	35	1.51
7	19100	AMCO Insurance Company	6,133,111	1	0.39
8	10111	American Bankers Insurance Company of Florida	2,031,850	4	4.68
9	19941	American Commerce Insurance Company	2,789,167	2	1.70
10	23450	American Family Home Insurance Company	2,561,578	3	2.78
11	19275	American Family Mutual Insurance Company	73,445,086	37	1.20
12	43494	American Hallmark Insurance Company of Texas	702,447	1	DNC
13	38652	American Modern Select Insurance Company	3,177,834	4	2.99
14	28401	American National Property And Casualty Company	4,089,805	2	1.16
15	19615	American Reliable Insurance Company	465,336	1	DNC
16	42978	American Security Insurance Company	459,023	5	DNC
17	19976	Amica Mutual Insurance Company	3,370,501	1	0.70
18	19062	Automobile Insurance Company Of Hartford	724,731	2	DNC
19	18988	Auto-Owners Insurance Company	18,888,986	31	3.90
20	16713	Buckeye State Mutual Insurance Company	2,897,318	1	0.82
21	20117	California Casualty Indemnity Exchange	911,558	1	DNC
22	10677	Cincinnati Insurance Company	30,956,192	8	0.61
23	10395	Citizen's Insurance Company Of The Midwest	11,926,377	6	1.20
24	40649	Economy Premier Assurance Company	1,850,051	1	1.28
25	21326	Empire Fire And Marine Insurance Company	1,334,074	1	1.78
26	26271	Erie Insurance Exchange	56,497,810	21	0.88
27	24201	Farmers Automobile Insurance Association	14,939,625	3	0.48
28	21652	Farmers Insurance Exchange	16,825,161	7	0.99
29	16578	Fidelity National Property and Casualty Insurance Co	None	1	DNC
30	11185	Foremost Insurance Company	5,235,823	8	3.63
31	11800	Foremost Property And Casualty Insurance Company	1,427,742	1	1.66
32	41513	Foremost Signature Insurance Company	2,637,133	3	2.70
33	14044	Goodville Mutual Casualty Company	696,669	2	DNC
34	22098	Grain Dealers Mutual Insurance Company	814,419	2	DNC
35	42331	Guideone America Insurance Company	246,377	2	DNC
36	15032	GuideOne Mutual Insurance Company	3,006,855	4	3.16
37	14125	Hamilton Mutual Insurance Company	1,963,580	2	2.42
38	22292	Hanover Insurance Company	3,036	1	DNC
39	23582	Harleysville Insurance Company	None	1	DNC
40	14516	Harleysville Lake States Insurance Company	3,365,292	1	0.71
41	19682	Hartford Fire Insurance Company	298,167	2	DNC
42	37478	Hartford Insurance Company Of The Midwest	10,185	1	DNC
43	30104	Hartford Underwriters Insurance Company	3,564,254	1	0.67
44	14176	Hastings Mutual Insurance Company	16,085,344	8	1.18
45	13927	Homesite Insurance Company of the Midwest	11,756,150	21	4.24
46	27570	Hoosier Insurance Company	5,884,044	1	0.40
47	22578	Horace Mann Insurance Company	878,689	2	DNC
48	21679	Illinois Farmers Insurance Company	18,902,844	6	0.75
49	27960	Illinois Union Insurance Company	None	1	DNC
50	22624	Indiana Farmers Mutual Insurance Company	36,542,921	17	1.11
51	22659	Indiana Insurance Company	36,926,069	14	0.90

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52	42404	Liberty Insurance Corporation	9,414,087	2	0.50
53	23035	Liberty Mutual Fire Insurance Company	21,322,337	12	1.34
54	26123	Lightning Rod Mutual Insurance Company	8,254,155	1	0.29
55	21229	MemberSelect Insurance Company	9,164,403	6	1.56
56	23353	Meridian Security Insurance Company	18,262,284	6	0.78
57	34339	Metropolitan Group Property And Casualty Insurance Co	4,989,679	2	0.95
58	26298	Metropolitan Property And Casualty Insurance Company	13,248,230	1	0.18
59	16764	Miami Mutual Insurance Company	461,166	4	DNC
60	23434	Middlesex Insurance Company	(159)	1	DNC
61	14621	Motorists Mutual Insurance Company	7,370,666	5	1.61
62	20184	National Mutual Insurance Company	7,611,727	2	0.62
63	26093	Nationwide Affinity Insurance Company of America	5,243,998	3	1.36
64	23779	Nationwide Mutual Fire Insurance Company	17,359,424	15	2.05
65	27740	North Pointe Insurance Company	2,566,465	9	8.33
66	32700	Owners Insurance Company	21,337,676	3	0.33
67	24228	Pekin Insurance Company	6,814,978	2	0.70
68	38784	Progressive Southeastern Insurance Company	4,568,788	8	4.16
69	34690	Property And Casualty Insurance Company Of Hartford	10,283,437	2	0.46
70	32905	Property-Owners Insurance Company	22,711,739	7	0.73
71	27065	Rockford Mutual Insurance Company	61,969	1	DNC
72	24740	Safeco Insurance Company Of America	8,170,886	3	0.87
73	41297	Scottsdale Insurance Company	None	2	DNC
74	19259	Selective Insurance Company Of South Carolina	8,592,383	4	1.11
75	39926	Selective Insurance Company of the Southeast	1,558,667	4	6.10
76	11000	Sentinel Insurance Company, Ltd.	2,948,256	3	2.42
77	24988	Sentry Insurance A Mutual Company	3,938,445	2	1.21
78	23388	Shelter Mutual Insurance Company	10,096,785	8	1.88
79	19070	Standard Fire Insurance Company	11,686,437	8	1.63
80	15199	Standard Mutual Insurance Company	6,226,320	5	1.91
81	25135	State Automobile Mutual Insurance Company	6,520,884	2	0.73
82	25143	State Farm Fire and Casualty Company	412,390,582	110	0.63
83	22683	Teachers Insurance Company	2,406,702	2	1.97
84	28188	Travco Insurance Company	26,155,673	10	0.91
85	40118	Trustgard Insurance Company	6,981,723	3	1.02
86	15288	United Farm Family Mutual Insurance Company	125,550,381	31	0.59
87	25941	United Services Automobile Association	17,260,366	3	0.41
88	10915	Unitrin Direct Property & Casualty Company	87,836	1	DNC
89	25968	USAA Casualty Insurance Company	10,657,717	1	0.22
90	18600	USAA General Indemnity Company	2,389,371	1	0.99
91	15350	West Bend Mutual Insurance Company	4,676,123	1	0.51
92	26131	Western Reserve Mutual Casualty Company	5,401,917	1	0.44
93	24112	Westfield Insurance Company	4,259,394	2	1.12
94	24120	Westfield National Insurance Company	12,410,910	4	0.77
95	15407	Wolverine Mutual Insurance Company	4,586,239	3	1.55

Subtotal Premium and Complaints	1,422,890,608	628
64 Companies with Zero Complaints	<u>69,257,211</u>	
Total Premium and Complaints	1,492,147,819	628

Report does not include 64 companies with zero complaints

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

None - No premium was reported during 2011.

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