

2003 Complaint Index Homeowners

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	33898	AEGIS SECURITY INS CO	510,928	1	DNC
2	42579	ALLIED PROP & CAS INS CO	2,261,820	5	3.82
3	19240	ALLSTATE IND CO	939,723	1	DNC
4	19232	ALLSTATE INS CO	76,162,283	40	0.91
5	19100	AMCO INS CO	10,632,390	8	1.30
6	10111	AMERICAN BANKERS INS CO OF FL	619,742	3	DNC
7	19941	AMERICAN COMMERCE INS CO	1,808,722	2	1.91
8	23450	AMERICAN FAMILY HOME INS CO	339,465	1	DNC
9	19275	AMERICAN FAMILY MUT INS CO	68,393,303	54	1.37
10	21857	AMERICAN INS CO	1,141,295	1	1.52
11	32220	AMERICAN INTL INS CO	1,205,826	3	4.30
12	23469	AMERICAN MODERN HOME INS CO	480,320	10	DNC
13	28401	AMERICAN NATL PROP & CAS CO	4,590,859	6	2.26
14	19615	AMERICAN RELIABLE INS CO	1,692,574	1	1.02
15	42978	AMERICAN SECURITY INS CO	55,359	1	DNC
16	19992	AMERICAN SELECT INS CO	1,813,467	1	0.95
17	19976	AMICA MUT INS CO	1,750,568	1	0.99
18	19062	AUTOMOBILE INS CO OF HARTFORD CT	2,010,391	2	1.72
19	18988	AUTO-OWNERS INS CO	23,119,082	21	1.57
20	24813	BALBOA INS CO	717,224	8	DNC
21	13528	BROTHERHOOD MUT INS CO	2,213,023	2	1.56
22	16713	BUCKEYE STATE MUT INS CO	2,499,738	1	0.69
23	34649	CENTRE INS CO	1,417,923	2	2.44
24	10052	CHUBB NATL INS CO	4,521,675	2	0.76
25	16721	CINCINNATI EQUITABLE INS CO	725,379	2	DNC
26	10677	CINCINNATI INS CO	25,585,587	7	0.47
27	31534	CITIZENS INS CO OF AMER	10,346,045	3	0.50
28	42587	DEPOSITORS INS CO	1,365,462	1	1.27
29	40649	ECONOMY PREMIER ASSUR CO	7,560,810	11	2.52
30	21407	EMCASCO INS CO	59,180	1	DNC
31	10071	ENCOMPASS INS CO OF AMERICA	1,784,754	2	1.94
32	26271	ERIE INS EXCH	41,100,854	19	0.80
33	17043	EVERETT CASH MUT INS CO	852,077	2	DNC
34	24201	FARMERS AUTOMOBILE INS ASSOC	8,619,606	4	0.80
35	24724	FIRST NATL INS CO OF AMER	-3,266	1	DNC
36	11185	FOREMOST INS CO	7,024,796	6	1.48
37	11800	FOREMOST PROPERTY & CAS INS CO	983,927	1	DNC
38	41513	FOREMOST SIGNATURE INS CO	3,915,301	3	1.33
39	14249	FOUNDERS INS CO	-8,643	2	DNC
40	22098	GRAIN DEALERS MUT INS CO	993,305	1	DNC
41	14060	GRANGE MUT CAS CO	12,375,056	6	0.84
42	15032	GUIDEONE MUT INS CO	3,103,770	2	1.11
43	14516	HARLEYSVILLE LAKE STATES INS CO	2,223,425	2	1.56
44	29424	HARTFORD CAS INS CO	1,403,933	1	1.23
45	19682	HARTFORD FIRE IN CO	1,715,847	2	2.02
46	37478	HARTFORD INS CO OF THE MIDWEST	316,819	2	DNC
47	30104	HARTFORD UNDERWRITERS INS CO	6,592,647	6	1.57
48	14176	HASTINGS MUT INS CO	7,734,433	10	2.24
49	13927	HOMESITE INS CO OF THE MIDWEST	1,209,962	1	1.43
50	27570	HOOSIER INS CO	5,979,116	1	0.29
51	22578	HORACE MANN INS CO	1,125,674	2	3.07
52	29068	IDS PROP CAS INS CO	946,810	1	DNC
53	21679	ILLINOIS FARMERS INS CO	31,801,238	19	1.03
54	22624	INDIANA FARMERS MUT INS CO	23,495,876	21	1.55
55	22659	INDIANA INS CO	34,783,681	22	1.09
56	11630	JEFFERSON INS CO	139	1	DNC
57	29149	KENTUCKY NATL INS CO	616,988	2	DNC
58	23035	LIBERTY MUT FIRE INS CO	6,647,122	4	DNC
59	26123	LIGHTNING ROD MUT INS CO	3,905,422	4	1.77
60	22152	MAYFLOWER INS CO LTD	2,324,438	1	0.74
61	23353	MERIDIAN SECURITY INS CO	4,606,075	8	3.00

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62	34339	METROPOLITAN GRP PROP & CAS INS CO	2,001,225	2	1.73
63	26298	METROPOLITAN PROPERTY & CAS INS CO	4,079,489	4	1.70
64	16764	MIAMI MUT INS CO	167,488	1	DNC
65	14621	MOTORISTS MUT INS CO	5,714,970	2	0.61
66	20184	NATIONAL MUT INS CO	2,317,385	2	1.49
67	23779	NATIONWIDE MUT FIRE INS CO	16,414,688	7	0.74
68	24074	OHIO CAS INS CO	650,751	1	DNC
69	24104	OHIO FARMERS INS CO	811,730	3	DNC
70	42650	ONEBEACON MIDWEST INS CO	43,160	3	DNC
71	24228	PEKIN INS CO	7,140,041	7	1.70
72	38628	PROGRESSIVE NORTHERN INS CO	2,922,276	4	2.37
73	34690	PROPERTY & CAS INS CO OF HARTFORD	2,287,832	2	1.51
74	32352	PRUDENTIAL PROP & CAS INS CO	11,480,596	16	2.41
75	27065	ROCKFORD MUT INS CO	-77	1	DNC
76	24740	SAFECO INS CO OF AMER	12,670,103	25	3.41
77	41297	SCOTTSDALE INS CO	160,457	1	DNC
78	24988	SENTRY INS A MUT CO	3,319,134	3	1.56
79	23388	SHELTER MUT INS CO	5,001,463	6	2.07
80	10271	SONNENBERG MUT INS ASSOC	78,759	1	DNC
81	19070	STANDARD FIRE INS CO	8,822,165	1	0.20
82	15199	STANDARD MUT INS CO	5,919,355	3	0.88
83	25127	STATE AUTO PROP & CAS INS CO	2,522,364	1	0.69
84	25135	STATE AUTOMOBILE MUT INS CO	14,098,549	7	0.86
85	25143	STATE FARM FIRE AND CAS CO	278,036,048	89	0.55
86	25666	TRAVELERS IND CO OF AMER	873,735	4	DNC
87	23868	UFB CAS INS CO	9,083,270	4	0.76
88	15288	UNITED FARM FAMILY MUT INS CO	91,905,618	30	0.56
89	25941	UNITED SERVICES AUTO ASSOC	8,796,520	2	0.39
90	32867	UNIVERSAL FIRE & CAS INS CO	864,062	3	DNC
91	25968	USAA CAS INS CO	4,711,296	4	1.47
92	44393	WEST AMERICAN INS CO	11,474,603	6	0.90
93	26131	WESTERN RESERVE MUT CAS CO	4,237,052	4	1.63
94	24112	WESTFIELD INS CO	6,195,214	6	1.68
95	24120	WESTFIELD NATL INS CO	10,321,377	5	0.84

Subtotal Premium and Complaints	1,009,834,043	621
90 Companies with Zero Complaints	<u>64,208,942</u>	
Total Premium and Complaints	1,074,042,985	621

DNC- Did Not Calculate (Premiums Under \$1 Million)

Premium Information from Property & Casualty Annual Statement Page 26, Line 4, Column 1

Report Does Not Include 90 Companies with Zero Complaints