

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

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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

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NAIC #	Company Name	Premium	Complaints Number of Complaints	Index
	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