

Homeowners
2010 Complaint Index

	NAIC #	Company Name	Premium	Complaints Number of	Index Complaint
1	10921	ACA Insurance Company	14,550,571	4	0.76
2	14184	ACUIITY, a Mutual Insurance Company	1,533,346	1	1.81
3	33898	Aegis Security Insurance Company	495,158	4	DNC
4	42579	Allied Property And Casualty Insurance Company	2,135,820	3	3.89
5	19240	Allstate Indemnity Company	1,971,808	10	14.05
6	19232	Allstate Insurance Company	55,146,695	18	0.90
7	17230	Allstate Property And Casualty Insurance Company	46,635,542	18	1.07
8	19100	AMCO Insurance Company	7,079,643	2	0.78
9	10111	American Bankers Insurance Company of Florida	1,381,310	2	4.01
10	19941	American Commerce Insurance Company	2,471,155	1	1.12
11	19275	American Family Mutual Insurance Company	71,704,881	36	1.39
12	23469	American Modern Home Insurance Company	2,567,395	2	2.16
13	38652	American Modern Select Insurance Company	2,888,980	5	4.80
14	28401	American National Property And Casualty Company	4,677,301	2	1.18
15	42978	American Security Insurance Company	475,576	2	DNC
16	19062	Automobile Insurance Company Of Hartford	790,212	1	DNC
17	18988	Auto-Owners Insurance Company	18,296,175	10	1.51
18	24813	Balboa Insurance Company	473,428	2	DNC
19	16713	Buckeye State Mutual Insurance Company	3,146,645	3	2.64
20	10677	Cincinnati Insurance Company	27,468,401	4	0.40
21	31534	Citizens Insurance Company Of America	3,706,412	2	1.50
22	10395	Citizen's Insurance Company Of The Midwest	9,868,709	2	0.56
23	21261	Electric Insurance Company	685,206	1	DNC
24	21326	Empire Fire And Marine Insurance Company	1,345,093	1	2.06
25	26271	Erie Insurance Exchange	50,881,763	19	1.03
26	24201	Farmers Automobile Insurance Association	15,037,570	7	1.29
27	21652	Farmers Insurance Exchange	15,139,201	16	2.93
28	20281	Federal Insurance Company	1,071,701	1	2.59
29	11185	Foremost Insurance Company	3,870,880	3	2.15
30	14060	Grange Mutual Casualty Company	5,151,854	3	1.61
31	15032	GuideOne Mutual Insurance Company	3,051,353	3	2.72
32	14516	Harleysville Lake States Insurance Company	2,974,567	1	0.93
33	19682	Hartford Fire Insurance Company	570,302	1	DNC
34	30104	Hartford Underwriters Insurance Company	4,062,046	1	0.68
35	14176	Hastings Mutual Insurance Company	16,740,338	5	0.83
36	13927	Homesite Insurance Company of the Midwest	9,218,938	10	3.01
37	27570	Hoosier Insurance Company	6,748,275	1	0.41
38	22578	Horace Mann Insurance Company	906,591	1	DNC
39	29068	IDS Property Casualty Insurance Company	2,720,733	1	1.02
40	21679	Illinois Farmers Insurance Company	21,227,241	9	1.17
41	22624	Indiana Farmers Mutual Insurance Company	37,039,388	24	1.80
42	22659	Indiana Insurance Company	36,494,135	9	0.68
43	42404	Liberty Insurance Corporation	6,091,767	1	0.45
44	23035	Liberty Mutual Fire Insurance Company	22,063,721	5	0.63
45	26123	Lightning Rod Mutual Insurance Company	7,001,327	2	0.79
46	28932	Markel American Insurance Company	37,078	1	DNC
47	21229	MemberSelect Insurance Company	9,200,867	7	2.11
48	23353	Meridian Security Insurance Company	18,856,574	5	0.73
49	26298	Metropolitan Property And Casualty Insurance Company	11,733,169	6	1.42
50	16764	Miami Mutual Insurance Company	1,677,990	3	4.95
51	14621	Motorists Mutual Insurance Company	7,948,921	3	1.05

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52	20184	National Mutual Insurance Company	6,406,739	2	0.87
53	26093	Nationwide Affinity Insurance Company of America	3,785,821	1	0.73
54	23779	Nationwide Mutual Fire Insurance Company	17,720,255	13	2.03
55	27740	North Pointe Insurance Company	2,677,165	4	4.14
56	32700	Owners Insurance Company	16,511,288	2	0.34
57	24228	Pekin Insurance Company	6,926,383	1	0.40
58	38784	Progressive Southeastern Insurance Company	4,439,263	4	2.50
59	34690	Property And Casualty Insurance Company Of Hartford	9,633,148	5	1.44
60	32905	Property-Owners Insurance Company	21,222,970	7	0.91
61	24740	Safeco Insurance Company Of America	6,821,089	1	0.41
62	19259	Selective Insurance Company Of South Carolina	5,833,552	2	0.95
63	24988	Sentry Insurance A Mutual Company	4,250,000	2	1.30
64	23388	Shelter Mutual Insurance Company	9,033,862	7	2.15
65	19070	Standard Fire Insurance Company	12,520,138	7	1.55
66	15199	Standard Mutual Insurance Company	6,290,400	3	1.32
67	25143	State Farm Fire and Casualty Company	413,231,198	117	0.78
68	22683	Teachers Insurance Company	2,221,311	1	1.25
69	28188	Travco Insurance Company	22,512,454	12	1.48
70	40118	Trustgard Insurance Company	7,017,533	3	1.18
71	15288	United Farm Family Mutual Insurance Company	126,279,102	31	0.68
72	25941	United Services Automobile Association	14,545,905	1	0.19
73	15350	West Bend Mutual Insurance Company	4,666,179	2	1.19
74	26131	Western Reserve Mutual Casualty Company	4,951,640	4	2.24
75	24112	Westfield Insurance Company	4,329,243	2	1.28
76	15407	Wolverine Mutual Insurance Company	5,015,709	4	2.21

Subtotal Premium and Complaints	1,337,856,099	522
77 Companies with Zero Complaints	<u>108,649,945</u>	
Total Premium and Complaints	1,446,506,044	522

Report does not include 77 companies with zero complaints

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

None - No premium was reported during 2010.

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