

Homeowners  
2012 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	10921	ACA Insurance Company	17,756,298	6	1.98
2	14184	ACUITY, a Mutual Insurance Company	2,716,300	3	6.46
3	33898	Aegis Security Insurance Company	596,003	1	DNC
4	42579	Allied Property And Casualty Insurance Company	1,596,014	1	3.66
5	29688	Allstate Fire and Casualty Insurance Company	None	1	DNC
6	19232	Allstate Insurance Company	51,855,362	13	1.47
7	17230	Allstate Property And Casualty Insurance Company	64,374,287	13	1.18
8	19100	AMCO Insurance Company	5,477,194	1	1.07
9	23450	American Family Home Insurance Company	2,314,414	1	2.53
10	19275	American Family Mutual Insurance Company	72,512,511	17	1.37
11	43494	American Hallmark Insurance Company of Texas	833,339	3	DNC
12	19976	Amica Mutual Insurance Company	3,802,957	1	1.54
13	18988	Auto-Owners Insurance Company	18,836,123	6	1.86
14	20230	Central Mutual Insurance Company	7,438,818	1	0.79
15	10677	Cincinnati Insurance Company	34,258,007	1	0.17
16	31534	Citizens Insurance Company Of America	2,952,268	1	1.98
17	10395	Citizen's Insurance Company Of The Midwest	13,675,184	1	0.43
18	42587	Depositors Insurance Company	1,236,644	1	4.73
19	21326	Empire Fire And Marine Insurance Company	1,236,087	1	4.73
20	26271	Erie Insurance Exchange	61,381,369	9	0.86
21	17043	Everett Cash Mutual Insurance Company	197,258	1	DNC
22	24201	Farmers Automobile Insurance Association	14,544,944	2	0.80
23	11185	Foremost Insurance Company	9,386,864	1	0.62
24	41513	Foremost Signature Insurance Company	(57,207)	1	DNC
25	14117	Grinnell Mutual Reinsurance Company	538,508	1	DNC
26	14563	Growers Mutual Insurance Company	None	1	DNC
27	14176	Hastings Mutual Insurance Company	15,834,116	2	0.74
28	13927	Homesite Insurance Company of the Midwest	13,918,541	11	4.62
29	27570	Hoosier Insurance Company	4,712,608	1	1.24
30	29068	IDS Property Casualty Insurance Company	4,208,694	3	4.17
31	21679	Illinois Farmers Insurance Company	17,706,895	2	0.66
32	22624	Indiana Farmers Mutual Insurance Company	37,954,686	7	1.08
33	22659	Indiana Insurance Company	34,206,053	3	0.51
34	42404	Liberty Insurance Corporation	13,646,931	2	0.86
35	23035	Liberty Mutual Fire Insurance Company	20,494,964	3	0.86
36	26123	Lightning Rod Mutual Insurance Company	9,389,997	2	1.25
37	33600	LM Insurance Corporation	3,802,063	1	1.54
38	21229	MemberSelect Insurance Company	9,787,793	3	1.79
39	23353	Meridian Security Insurance Company	17,007,910	9	3.09
40	26298	Metropolitan Property And Casualty Insurance Company	15,397,068	1	0.38
41	14621	Motorists Mutual Insurance Company	6,910,197	2	1.69
42	23779	Nationwide Mutual Fire Insurance Company	17,300,216	5	1.69
43	27740	North Pointe Insurance Company	158,317	3	DNC
44	32700	Owners Insurance Company	23,746,328	3	0.74
45	24228	Pekin Insurance Company	6,385,237	1	0.92
46	38784	Progressive Southeastern Insurance Company	5,018,009	3	3.50
47	34690	Property And Casualty Insurance Company Of Hartford	9,738,994	2	1.20
48	32905	Property-Owners Insurance Company	23,281,293	3	0.75
49	24740	Safeco Insurance Company Of America	15,182,590	1	0.39
50	41297	Scottsdale Insurance Company	None	1	DNC
51	10239	SECURA Supreme Insurance Company	1,327,850	1	4.40

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52	19259	Selective Insurance Company Of South Carolina	11,390,622	4	2.05
53	39926	Selective Insurance Company of the Southeast	1,339,176	3	13.10
54	23388	Shelter Mutual Insurance Company	10,966,282	2	1.07
55	19070	Standard Fire Insurance Company	10,673,389	2	1.10
56	15199	Standard Mutual Insurance Company	5,996,005	2	1.95
57	25135	State Automobile Mutual Insurance Company	5,918,317	1	0.99
58	25143	State Farm Fire and Casualty Company	439,109,974	54	0.72
59	25178	State Farm Mutual Automobile Insurance Company	None	1	DNC
60	28188	Travco Insurance Company	26,882,332	3	0.65
61	25674	Travelers Property Casualty Company of America	None	1	DNC
62	36161	Travelers Property Casualty Insurance Company	None	1	DNC
63	23868	UFB Casualty Insurance Company	7,761,223	1	0.75
64	11142	United Casualty Insurance Company Of America	None	2	DNC
65	15288	United Farm Family Mutual Insurance Company	132,308,263	17	0.75
66	69930	United Insurance Company Of America	None	1	DNC
67	26131	Western Reserve Mutual Casualty Company	5,874,405	3	2.99
68	24112	Westfield Insurance Company	4,079,594	3	4.30
69	24120	Westfield National Insurance Company	12,655,543	4	1.85
70	15407	Wolverine Mutual Insurance Company	4,281,326	1	1.37
71	26220	Yosemite Insurance Company	None	1	DNC

Subtotal Premium and Complaints	1,395,813,347	271
95 Companies with Zero Complaints	<u>188,564,014</u>	
Total Premium and Complaints	1,584,377,361	271

Report does not include 95 companies with zero complaints

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

None - No premium was reported during 2012.

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