

Homeowners
2013 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	19232	Allstate Insurance Company	49,211,663	6	1.76
2	17230	Allstate Property And Casualty Insurance Company	63,755,595	2	0.45
3	10111	American Bankers Insurance Company of Florida	3,506,013	3	12.34
4	19941	American Commerce Insurance Company	3,110,081	1	4.64
5	23450	American Family Home Insurance Company	2,269,193	1	6.35
6	19275	American Family Mutual Insurance Company	75,501,268	8	1.53
7	43494	American Hallmark Insurance Company of Texas	460,836	1	DNC
8	38652	American Modern Select Insurance Company	4,539,677	1	3.18
9	18988	Auto-Owners Insurance Company	19,206,416	1	0.75
10	16713	Buckeye State Mutual Insurance Company	2,678,583	1	5.38
11	20230	Central Mutual Insurance Company	7,390,404	1	1.95
12	10921	CSAA Fire & Casualty Insurance Company	19,757,111	2	1.46
13	26271	Erie Insurance Exchange	59,073,698	4	0.98
14	21652	Farmers Insurance Exchange	21,983,950	4	2.62
15	11185	Foremost Insurance Company	10,394,742	1	1.39
16	14044	Goodville Mutual Casualty Company	1,037,642	1	13.90
17	13927	Homesite Insurance Company of the Midwest	16,391,117	3	2.64
18	29068	IDS Property Casualty Insurance Company	5,619,059	1	2.57
19	21679	Illinois Farmers Insurance Company	15,751,815	1	0.92
20	22624	Indiana Farmers Mutual Insurance Company	42,139,265	2	0.68
21	22659	Indiana Insurance Company	3,718,841	4	15.51
22	42404	Liberty Insurance Corporation	18,668,543	3	2.32
23	23035	Liberty Mutual Fire Insurance Company	19,117,960	2	1.51
24	34339	Metropolitan Group Property And Casualty Insurance Company	5,960,626	1	2.42
25	26298	Metropolitan Property And Casualty Insurance Company	16,107,103	1	0.90
26	21687	Mid-Century Insurance Company	None	1	DNC
27	14621	Motorists Mutual Insurance Company	6,543,729	1	2.20
28	23779	Nationwide Mutual Fire Insurance Company	18,376,547	2	1.57
29	23787	Nationwide Mutual Insurance Company	None	1	DNC
30	27740	North Pointe Insurance Company	-564	1	DNC
31	32700	Owners Insurance Company	25,760,073	2	1.12
32	34690	Property And Casualty Insurance Company Of Hartford	9,344,419	2	3.09
33	32905	Property-Owners Insurance Company	23,979,960	1	0.60
34	92334	Rochester Farmers Mutual Insurance Company	None	1	DNC
35	24740	Safeco Insurance Company Of America	11,741,202	2	2.46
36	41297	Scottsdale Insurance Company	None	1	DNC
37	19259	Selective Insurance Company Of South Carolina	12,577,813	2	2.29
38	24988	Sentry Insurance A Mutual Company	2,912,786	1	4.95
39	23388	Shelter Mutual Insurance Company	12,214,763	3	3.54
40	19070	Standard Fire Insurance Company	9,475,629	1	1.52
41	25143	State Farm Fire and Casualty Company	465,414,630	23	0.71
42	28188	Travco Insurance Company	28,653,143	3	1.51
43	27998	Travelers Home And Marine Insurance Company	1,109,317	1	13.00
44	15288	United Farm Family Mutual Insurance Company	139,970,753	9	0.93
45	18600	USAA General Indemnity Company	5,190,564	1	2.78
46	44393	West American Insurance Company	3,560,948	1	4.05
47	92279	Widner Mutual Fire Insurance Association	None	1	DNC

Subtotal Premium and Complaints	1,264,176,913	117
115 Companies with Zero Complaints	<u>422,946,767</u>	
Total Premium and Complaints	1,687,123,680	117

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Report does not include 115 companies with zero complaints

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

None - No premium was reported during 2013.

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