

2007 Complaint Index Homeowners

| | NAIC # | Company Name | Premium | Number of Complaints | Complaint Index |
|----|--------|--|------------|----------------------|-----------------|
| 1 | 14184 | Acuity | 228,840 | 1 | DNC |
| 2 | 33898 | Aegis Security Insurance Company | 363,718 | 1 | DNC |
| 3 | 42579 | Allied Property And Casualty Insurance Company | 3,475,825 | 4 | 1.68 |
| 4 | 19240 | Allstate Indemnity Company | 1,296,459 | 3 | 3.37 |
| 5 | 19232 | Allstate Insurance Company | 65,058,001 | 31 | 0.69 |
| 6 | 17230 | Allstate Property And Casualty Insurance Company | 22,241,709 | 16 | 1.05 |
| 7 | 19100 | AMCO Insurance Company | 11,626,024 | 4 | 0.50 |
| 8 | 10111 | American Bankers Insurance Company of Florida | 709,690 | 2 | DNC |
| 9 | 19275 | American Family Mutual Insurance Company | 79,989,375 | 74 | 1.35 |
| 10 | 21857 | American Insurance Company | 3,072,855 | 1 | 0.47 |
| 11 | 23469 | American Modern Home Insurance Company | 29,331 | 3 | DNC |
| 12 | 19615 | American Reliable Insurance Company | 1,783,796 | 2 | 1.63 |
| 13 | 42978 | American Security Insurance Company | 378,565 | 5 | DNC |
| 14 | 19976 | Amica Mutual Insurance Company | 2,689,693 | 3 | 1.63 |
| 15 | 19062 | Automobile Insurance Company Of Hartford | 1,402,668 | 4 | 4.16 |
| 16 | 18988 | Auto-Owners Insurance Company | 19,940,519 | 6 | 0.44 |
| 17 | 24813 | Balboa Insurance Company | 912,661 | 2 | DNC |
| 18 | 16713 | Buckeye State Mutual Insurance Company | 3,935,545 | 1 | 0.37 |
| 19 | 20117 | California Casualty Indemnity Exchange | 617,628 | 3 | DNC |
| 20 | 20230 | Central Mutual Insurance Company | 6,142,244 | 1 | 0.24 |
| 21 | 16721 | Cincinnati Equitable Insurance Company | 229,491 | 1 | DNC |
| 22 | 10677 | Cincinnati Insurance Company | 25,808,584 | 8 | 0.45 |
| 23 | 31534 | Citizens Insurance Company Of America | 6,894,221 | 2 | 0.42 |
| 24 | 10395 | Citizen's Insurance Company Of The Midwest | 7,863,321 | 1 | 0.19 |
| 25 | 42587 | Depositors Insurance Company | 2,357,522 | 2 | 1.24 |
| 26 | 40649 | Economy Premier Assurance Company | 3,445,382 | 2 | 0.85 |
| 27 | 21326 | Empire Fire And Marine Insurance Company | 1,552,478 | 3 | 2.82 |
| 28 | 10071 | Encompass Insurance Company of America | 1,447,045 | 1 | 1.01 |
| 29 | 26271 | Erie Insurance Exchange | 39,743,687 | 10 | 0.37 |
| 30 | 24201 | Farmers Automobile Insurance Association | 12,412,533 | 2 | 0.23 |
| 31 | 21652 | Farmers Insurance Exchange | 4,929,375 | 2 | 0.59 |
| 32 | 25180 | Fidelity National Insurance Company | 899,354 | 1 | DNC |
| 33 | 11185 | Foremost Insurance Company | 5,020,627 | 2 | 0.58 |
| 34 | 11800 | Foremost Property And Casualty Insurance Company | 1,228,061 | 1 | 1.19 |
| 35 | 41513 | Foremost Signature Insurance Company | 3,461,153 | 3 | 1.26 |
| 36 | 14060 | Grange Mutual Casualty Company | 8,691,013 | 2 | 0.34 |
| 37 | 15032 | Guideone Mutual Insurance Company | 3,316,015 | 3 | 1.32 |
| 38 | 14125 | Hamilton Mutual Insurance Company | 674,692 | 1 | DNC |
| 39 | 29424 | Hartford Casualty Insurance Company | 944,974 | 1 | DNC |
| 40 | 37478 | Hartford Insurance Company Of The Midwest | 130,039 | 2 | DNC |
| 41 | 30104 | Hartford Underwriters Insurance Company | 5,062,400 | 1 | 0.29 |
| 42 | 14176 | Hastings Mutual Insurance Company | 10,750,803 | 9 | 1.22 |
| 43 | 13927 | Homesite Insurance Company of the Midwest | 3,862,213 | 7 | 2.64 |
| 44 | 27570 | Hoosier Insurance Company | 9,441,573 | 1 | 0.15 |
| 45 | 29068 | IDS Property Casualty Insurance Company | 2,216,846 | 1 | 0.66 |
| 46 | 21679 | Illinois Farmers Insurance Company | 31,678,145 | 27 | 1.24 |
| 47 | 22624 | Indiana Farmers Mutual Insurance Company | 33,015,864 | 6 | 0.26 |
| 48 | 22659 | Indiana Insurance Company | 31,804,425 | 7 | 0.32 |
| 49 | 23035 | Liberty Mutual Fire Insurance Company | 20,130,432 | 9 | 0.65 |
| 50 | 26123 | Lightning Rod Mutual Insurance Company | 4,817,175 | 2 | 0.61 |
| 51 | 21229 | MemberSelect Insurance Company | 9,831,846 | 10 | 1.48 |
| 52 | 23353 | Meridian Security Insurance Company | 13,758,391 | 7 | 0.74 |

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| | | | | | |
|----|-------|--|-------------|-----|------|
| 53 | 34339 | Metropolitan Group Property And Casualty Insurance Company | 3,073,263 | 2 | 0.95 |
| 54 | 26298 | Metropolitan Property And Casualty Insurance Company | 7,410,974 | 2 | 0.39 |
| 55 | 16764 | Miami Mutual Insurance Company | 1,408,978 | 1 | 1.03 |
| 56 | 23434 | Middlesex Insurance Company | 935,274 | 1 | DNC |
| 57 | 14621 | Motorists Mutual Insurance Company | 8,207,673 | 3 | 0.53 |
| 58 | 20184 | National Mutual Insurance Company | 4,179,210 | 2 | 0.70 |
| 59 | 23779 | Nationwide Mutual Fire Insurance Company | 18,038,452 | 11 | 0.89 |
| 60 | 27740 | North Pointe Insurance Company | 2,052,106 | 11 | 7.81 |
| 61 | 24074 | Ohio Casualty Insurance Company | 359,202 | 2 | DNC |
| 62 | 32700 | Owners Insurance Company | 4,040,981 | 2 | 0.72 |
| 63 | 20346 | Pacific Indemnity Company | 3,555,914 | 1 | 0.41 |
| 64 | 24228 | Pekin Insurance Company | 6,720,083 | 4 | 0.87 |
| 65 | 38628 | Progressive Northern Insurance Company | 3,961,795 | 5 | 1.84 |
| 66 | 34690 | Property And Casualty Insurance Company Of Hartford | 6,526,839 | 2 | 0.45 |
| 67 | 32905 | Property-Owners Insurance Company | 21,325,088 | 5 | 0.34 |
| 68 | 24740 | Safeco Insurance Company Of America | 7,976,748 | 7 | 1.28 |
| 69 | 24988 | Sentry Insurance A Mutual Company | 2,962,187 | 2 | 0.98 |
| 70 | 23388 | Shelter Mutual Insurance Company | 6,737,082 | 3 | 0.65 |
| 71 | 19070 | Standard Fire Insurance Company | 16,453,702 | 17 | 1.51 |
| 72 | 15199 | Standard Mutual Insurance Company | 5,559,525 | 16 | 4.20 |
| 73 | 25135 | State Automobile Mutual Insurance Company | 9,369,724 | 3 | 0.47 |
| 74 | 25143 | State Farm Fire and Casualty Company | 339,519,120 | 382 | 1.64 |
| 75 | 22683 | Teachers Insurance Company | 1,701,931 | 1 | 0.86 |
| 76 | 28188 | Travco Insurance Company | 2,071,039 | 3 | 2.11 |
| 77 | 25666 | Travelers Indemnity Company Of America | 874,098 | 2 | DNC |
| 78 | 23868 | UFB Casualty Insurance Company | 9,252,718 | 1 | 0.16 |
| 79 | 15288 | United Farm Family Mutual Insurance Company | 102,188,436 | 34 | 0.49 |
| 80 | 25941 | United Services Automobile Association | 10,948,121 | 1 | 0.13 |
| 81 | 25968 | USAA Casualty Insurance Company | 6,191,001 | 3 | 0.71 |
| 82 | 44393 | West American Insurance Company | 7,537,175 | 5 | 0.97 |
| 83 | 15350 | West Bend Mutual Insurance Company | 2,916,765 | 2 | 1.00 |
| 84 | 26131 | Western Reserve Mutual Casualty Company | 4,525,215 | 2 | 0.64 |
| 85 | 24112 | Westfield Insurance Company | 4,466,465 | 1 | 0.33 |
| 86 | 15407 | Wolverine Mutual Insurance Company | 6,769,447 | 2 | 0.43 |

| | | |
|-----------------------------------|-------------------|-----|
| Subtotal Premium and Complaints | 1,173,131,157 | 845 |
| 65 Companies with Zero Complaints | <u>58,803,797</u> | |
| Total Premium and Complaints | 1,231,934,954 | 845 |

Report does not include 65 companies with zero complaints

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

None - No premium was reported during 2006.

Premium information from Property & Casualty Annual Statement Page 20, Line 4, Column 1