2002 Complaint Index Homeowners

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	14184	Acuity A Mut Ins Co	320,290	1	DNC
2	42579	Allied Prop & Cas Ins Co	1,803,204	9	6.51
3	19240	Allstate Ind Co	1,145,074	3	3.42
4	19232	Allstate Ins Co	72,415,255	81	1.46
5	19100	Amco Ins Co	7,361,646	6	1.06
6	19941	American Commerce Ins Co	1,640,025	5	3.98
7	19275	American Family Mut Ins Co	53,007,745	39	0.96
8	24066	American Fire & Cas Co	1,057,294	2	2.47
9	32220	American Intl Ins Co	694,047	3	DNC
10	30562	American Manufacturers Mut Ins Co	1,025,971	1	1.27
11	23469	American Modern Home Ins Co	1,404,859	3	2.79
12	28401	American Natl Prop & Cas Co	3,565,725	2	0.73
13	42978	American Security Ins Co	25,975	3	DNC
14	19992	American Select Ins Co	1,601,975	1	0.81
15	19976	Amica Mut Ins Co	1,269,785	1	1.03
16	27235	Auto Club Family Ins Co	116,504	1	DNC
17	19062	Automobile Ins Co Of Hartford CT	1,689,905	1	0.77
18	18988	Auto-Owners Ins Co	16,769,642	22	1.71
19	24813	Balboa Ins Co	525,708	5	DNC
20	13528	Brotherhood Mut Ins Co	2,007,555	2	1.30
21	20230	Central Mut Ins Co	3,137,059	1	0.42
22	12777	Chubb Ind Ins Co	(10)	1	DNC
23	28665	Cincinnati Cas Co	577,172	2	DNC
24	16721	Cincinnati Equitable Ins Co	684,668	1	DNC
25	10677	Cincinnati Ins Co	23,591,524	3	0.17
26	31534	Citizens Ins Co Of Amer	9,552,312	8	1.09
27	10395	Citizens Ins Co Of The Midwest	811,307	1	DNC
28	22640	Consolidated Ins Co	(5,892)	1	DNC
29	42587	Depositors Ins Co	843,618	1	DNC
30	38067	Economy Preferred Ins Co	(40,983)	2	DNC
31	40649	Economy Premier Assur Co	8,143,822	4	0.64
32	21261	Electric Ins Co	488,599	1	DNC
33	26271	Erie Ins Exch	30,602,053	10	0.43
34	17043	Everett Cash Mut Ins Co	417,501	1	DNC
35	24201	Farmers Automobile Ins Assoc	7,217,115	4	0.72
36	21652	Farmers Ins Exch	733,275	5	DNC
37	11185	Foremost Ins Co	6,046,695	4	0.86
38	41513	Foremost Signature Ins Co	3,261,051	3	1.20
39	14249	Founders Ins Co	638,898	1	DNC
40	24732	General Ins Co Of Amer	570,279	1	DNC
41	14044	Goodville Mut Cas Co	461,549	2	DNC
42	22098	Grain Dealers Mut Ins Co	925,498	4	DNC
43	14060	Grange Mut Cas Co	9,091,459	6	0.86
44	42331	Guideone America Ins Co	459,763	2	DNC
45	15032	Guideone Mut Ins Co	2,794,290	10	4.67
46	14516	Harleysville Lake States Ins Co	1,856,201	3	2.11
47	29424	Hartford Cas Ins Co	1,219,866	1	1.07
48	19682	Hartford Fire In Co	1,636,159	1	0.80
49	37478	Hartford Ins Co Of The Midwest	304,159	1	DNC
50	30104	Hartford Underwriters Ins Co	6,402,594	15	3.06

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
51	14176	Hastings Mut Ins Co	7,389,895	6	1.06
52	13927	Homesite Ins Co Of The Midwest	721,016	1	DNC
53	27570	Hoosier Ins Co	4,820,794	7	1.90
54	22578	Horace Mann Ins Co	973,276	3	DNC
55	29068	IDS Prop Cas Ins Co	702,190	3	DNC
56	21679	Illinois Farmers Ins Co	31,742,968	35	1.44
57	22624	Indiana Farmers Mut Ins Co	20,876,750	22	1.38
58	22659	Indiana Ins Co	34,429,139	35	1.33
59	19437	Lexington Ins Co	113,361	1	DNC
60	23035	Liberty Mut Fire Ins Co	5,360,605	6	1.46
61	26123	Lightning Rod Mut Ins Co	3,039,948	4	1.72
62	22152	Mayflower Ins Co Ltd	4,260,474	3	0.92
63	11894	Merchants Property Ins Co Of IN	127,806	1	DNC
64	23353	Meridian Security Ins Co	3,654,915	7	2.50
65	34339	Metropolitan Grp Prop & Cas Ins Co	1,622,330	1	0.80
66	26298	Metropolitan Property & Cas Ins Co	3,465,484	9	3.39
67	13441	Midwestern Indemnity Company	None	1	DNC
68	13502	Millers Insurance Company	None	2	DNC
69	14621	Motorists Mut Ins Co	4,488,262	2	0.58
70	23779	Nationwide Mut Fire Ins Co	13,541,168	7	0.67
71	23906	Northwestern Natl Cas Co	(76,708)	4	DNC
72	24074	Ohio Cas Ins Co	649,801	3	DNC
73	21970	OneBeacon Ins Co	(68)	2	DNC
74	42650	OneBeacon Midwest Ins Co	3,231,512	6	2.42
75	24228	Pekin Ins Co	6,051,836	9	1.94
76	38628	Progressive Northern Ins Co	2,309,295	2	1.13
77	34690	Property & Cas Ins Co Of Hartford	1,397,807	1	0.93
78	32905	Property-Owners Ins Co	15,053,032	5	0.43
79	32352	Prudential Prop & Cas Ins Co	10,197,322	6	0.77
80	27065	Rockford Mut Ins Co	74,880	2	DNC
81	24740	Safeco Ins Co Of Amer	13,297,756	27	2.65
82	22543	Secura Ins A Mut Co	866,794	1	DNC
83	24988	Sentry Ins A Mut Co	3,026,666	1	0.43
84	30503	Shelby Cas Ins Comp	24,935	1	DNC
85	23388	Shelter Mut Ins Co	4,158,358	5	1.57
86	24775	St Paul Guardian Ins Co	(1,720)	1	DNC
87	12846	Saint Paul Fire And Marine Insurance Company	None	1	DNC
88	19070	Standard Fire Ins Co	6,874,871	10	1.90
89	15199	Standard Mut Ins Co	5,388,957	7	1.70
90	25127	State Auto Prop & Cas Ins Co	2,423,769	2	1.08
91	25135	State Automobile Mut Ins Co	14,179,226	11	1.01
92	25143	State Farm Fire And Cas Co	236,531,050	76	0.42
93	22683	Teachers Ins Co	1,171,134	1	1.11
94	25666	Travelers Ind Co Of Amer	786,440	1	DNC
95	25674	Travelers Ind Co Of IL	411	1	DNC
96	15288	United Farm Family Mut Ins Co	74,047,632	36	0.63
97	32867	Universal Fire & Cas Ins Co	2,139,128	6	3.66
98	25968	USAA Cas Ins Co	3,245,536	1	0.40
99	35971	Voyager Property & Cas Ins Co	139,723	1	DNC
100	44393	West American Ins Co	10,589,131	5	0.62

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
101	26131	Western Reserve Mut Cas Co	3,498,060	7	2.61
102	24112	Westfield Ins Co	5,675,515	8	1.84
103	24120	Westfield Natl Ins Co	8,525,549	3	0.46
104	15407	Wolverine Mut Ins Co	2,656,183	4	1.97

Subtotal Premium and Complaints	871,333,979	704
100 Companies with Zero Complaints	47,461,333	
Total Premium and Complaints	918,795,312	704

DNC- Did Not Calculate (Premiums Under $1 Million)

Premium Information from Property & Casualty Annual Statement Page 24, Line 4, Column 1

Report Does Not Include 100 Companies with Zero Complaints

None - No Premium was reported during 2002; and occurrence date was in 2001 or prior year.