

## 2005 Homeowners Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
ALLSTATE INDEMNITY COMPANY	17	0.00029	1.00000	6.16%	\$59,306,460.00
ALLSTATE INSURANCE COMPANY	44	0.00064	2.20690	7.15%	\$68,798,520.00
AMCO INSURANCE COMPANY	3	0.00060	2.06897	0.52%	\$5,011,000.00
AMERICAN AUTOMOBILE INSURANCE COMPANY	1	0.00014	0.48276	0.76%	\$7,355,901.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1	0.00051	1.75862	0.20%	\$1,964,627.00
AMERICAN COMMERCE INSURANCE COMPANY	2	0.00025	0.86207	0.83%	\$7,966,004.00
AMERICAN FAMILY HOME INSURANCE COMPANY	1	0.06133	211.48276	0.00%	\$16,306.00
AMERICAN MODERN HOME INSURANCE COMPANY	3	1.07836	3718.48276	0.00%	\$2,782.00
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	1	0.00064	2.20690	0.16%	\$1,566,530.00
AMERICAN SECURITY INSURANCE COMPANY	3	0.00558	19.24138	0.06%	\$537,960.00
AMEX ASSURANCE COMPANY	3	0.00042	1.44828	0.75%	\$7,175,375.00
AMICA MUTUAL INSURANCE COMPANY	2	0.00029	1.00000	0.71%	\$6,858,317.00
ARMED FORCES INSURANCE EXCHANGE	2	0.00133	4.58621	0.16%	\$1,498,750.00
AUTOMOBILE INSURANCE COMPANY OF HARTFORD CONNECTICUT THE	2	0.00035	1.20690	0.59%	\$5,682,041.00
BALBOA INSURANCE COMPANY	6	0.00164	5.65517	0.38%	\$3,667,572.00
COUNTRY MUTUAL INSURANCE COMPANY	9	0.00055	1.89655	1.69%	\$16,263,564.00
DEPOSITORS INSURANCE COMPANY	4	0.00035	1.20690	1.20%	\$11,568,224.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	2	0.00013	0.44828	1.55%	\$14,872,361.00
FARMERS HOME MUTUAL INSURANCE COMPANY	1	0.00048	1.65517	0.22%	\$2,081,295.00
FARMERS INSURANCE COMPANY OF WASHINGTON	40	0.00033	1.13793	12.66%	\$121,835,330.00
FIDELITY NATIONAL INSURANCE COMPANY	3	0.00153	5.27586	0.20%	\$1,956,007.00
FOREMOST INSURANCE COMPANY	5	0.00049	1.68966	1.06%	\$10,237,704.00
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00022	0.75862	0.47%	\$4,547,729.00
FOREMOST SIGNATURE INSURANCE COMPANY	4	0.00013	0.44828	3.11%	\$29,952,486.00
HARTFORD FIRE INSURANCE COMPANY	2	0.00314	10.82759	0.07%	\$636,024.00
HARTFORD INSURANCE COMPANY THE MIDWEST	6	0.00043	1.48276	1.45%	\$13,931,034.00
HARTFORD UNDERWRITERS INSURANCE COMPANY	1	0.00062	2.13793	0.17%	\$1,616,282.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	5	0.00151	5.20690	0.34%	\$3,301,762.00
HORACE MANN INSURANCE COMPANY	1	0.00074	2.55172	0.14%	\$1,355,307.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	5	0.00034	1.17241	1.55%	\$14,907,385.00
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00037	1.27586	0.28%	\$2,714,832.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00021	0.72414	1.94%	\$18,635,212.00
MUTUAL OF ENUMCLAW INSURANCE COMPANY	6	0.00015	0.51724	4.21%	\$40,559,375.00
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	1	0.00013	0.44828	0.78%	\$7,501,312.00
NORTH PACIFIC INSURANCE COMPANY	2	0.00025	0.86207	0.83%	\$7,940,439.00

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PEMCO MUTUAL INSURANCE COMPANY	20	0.00028	0.96552	7.50%	\$72,214,808.00
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	4	0.00038	1.31034	1.08%	\$10,404,069.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1	0.00036	1.24138	0.29%	\$2,812,635.00
SAFECO INSURANCE COMPANY OF AMERICA	24	0.00024	0.82759	10.21%	\$98,217,604.00
STANDARD FIRE INSURANCE COMPANY THE	1	0.00012	0.41379	0.87%	\$8,345,457.00
STATE FARM FIRE & CASUALTY COMPANY	27	0.00014	0.48276	19.90%	\$191,491,388.00
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	1	0.00059	2.03448	0.17%	\$1,683,204.00
UMIALIK INSURANCE COMPANY	2	0.00130	4.48276	0.16%	\$1,532,871.00
UNIGARD INSURANCE COMPANY	1	0.00011	0.37931	0.95%	\$9,184,886.00
UNITED SERVICES AUTOMOBILE ASSOCIATION	1	0.00003	0.10345	4.07%	\$39,183,059.00
UNITRIN AUTO AND HOME INSURANCE COMPANY	3	0.00045	1.55172	0.69%	\$6,593,690.00
VIGILANT INSURANCE COMPANY	1	0.00006	0.20690	1.63%	\$15,649,424.00
WESTERN HOME INSURANCE COMPANY	2	0.00175	6.03448	0.12%	\$1,142,685.00