

| Company Name  | 2015 premium       | Total complaints | Confirmed complaints | Complaint index |
|---|--------------------|------------------|----------------------|-----------------|
| Affiliated Fm Insurance Company                             | 4,118              | 0                | 0                    | 0.00            |
| AIG Property Casualty Company                               | 1,334,317          | 0                | 0                    | 0.00            |
| Allied Property And Casualty Insurance Company              | 702,758            | 0                | 0                    | 0.00            |
| Allstate Indemnity Company                                  | 13,950,178         | 8                | 1                    | 1.58            |
| Allstate Insurance Company                                  | 15,844,941         | 3                | 0                    | 0.00            |
| Allstate Property And Casualty Insurance Company            | 19,198,392         | 8                | 1                    | 1.15            |
| Allstate Vehicle And Property Insurance Company             | 9,048,266          | 1                | 0                    | 0.00            |
| Alpha Property & Casualty Insurance Company                 | 88,257             | 0                | 0                    | 0.00            |
| Amco Insurance Company                                      | 1,791,728          | 0                | 0                    | 0.00            |
| American Automobile Insurance Company                       | 172,266            | 0                | 0                    | 0.00            |
| American Bankers Insurance Company Of Florida               | 4,270,920          | 4                | 0                    | 0.00            |
| American Commerce Insurance Company                         | 5,359,616          | 5                | 0                    | 0.00            |
| American Family Home Insurance Company                      | 802,995            | 0                | 0                    | 0.00            |
| American Family Mutual Insurance Company                    | 23,369,782         | 20               | 3                    | 2.84            |
| American Insurance Company (The)                            | 901,128            | 0                | 0                    | 0.00            |
| American Modern Home Insurance Company                      | 1,246,539          | 2                | 1                    | 17.74           |
| American Modern Select Insurance Company                    | 1,593,927          | 1                | 0                    | 0.00            |
| American National General Insurance Company                 | 14,359             | 0                | 0                    | 0.00            |
| American National Property And Casualty Company             | 866,797            | 0                | 0                    | 0.00            |
| American Reliable Insurance Company                         | 200,322            | 0                | 0                    | 0.00            |
| American Security Insurance Company                         | 22,220             | 0                | 0                    | 0.00            |
| American Strategic Insurance Corp.                          | 1,953,347          | 0                | 0                    | 0.00            |
| Amica Mutual Insurance Company                              | 5,375,189          | 0                | 0                    | 0.00            |
| Armed Forces Insurance Exchange                             | 224,882            | 1                | 0                    | 0.00            |
| Aspen American Insurance Company                            | 5,659              | 0                | 0                    | 0.00            |
| Associated Indemnity Corporation                            | 8,597              | 0                | 0                    | 0.00            |
| Austin Mutual Insurance Company                             | 619,146            | 0                | 0                    | 0.00            |
| Automobile Insurance Company Of Hartford, Connecticut       | 1,599,098          | 1                | 0                    | 0.00            |
| Bankers Standard Insurance Company                          | 903,082            | 0                | 0                    | 0.00            |
| California Casualty General Insurance Company Of Oregon     | 3,432,834          | 2                | 0                    | 0.00            |
| Century-National Insurance Company                          | 186,943            | 0                | 0                    | 0.00            |
| Cincinnati Insurance Company (The)                          | 943,250            | 0                | 0                    | 0.00            |
| Commerce West Insurance Company                             | 1,816,180          | 0                | 0                    | 0.00            |
| Country Casualty Insurance Company                          | 28,973             | 0                | 0                    | 0.00            |
| Country Mutual Insurance Company                            | 34,344,051         | 7                | 1                    | 0.64            |
| Country Preferred Insurance Company                         | 240,481            | 0                | 0                    | 0.00            |
| CSAA Fire & Casualty Insurance Company                      | 3,287,798          | 4                | 1                    | 6.72            |
| Depositors Insurance Company                                | 1,065,143          | 0                | 0                    | 0.00            |
| Eagle West Insurance Company                                | 1,243,965          | 1                | 0                    | 0.00            |
| Economy Premier Assurance Company                           | 1,573,434          | 1                | 0                    | 0.00            |
| Electric Insurance Company                                  | 81,856             | 0                | 0                    | 0.00            |
| Empire Fire And Marine Insurance Company                    | 1,100              | 0                | 0                    | 0.00            |
| Encompass Indemnity Company                                 | 1,131,042          | 1                | 0                    | 0.00            |
| Encompass Insurance Company Of America                      | 219,388            | 0                | 0                    | 0.00            |
| Enumclaw Property And Casualty Insurance Company            | 5,069,548          | 1                | 0                    | 0.00            |
| Esurance Insurance Company                                  | 310,800            | 2                | 0                    | 0.00            |
| Esurance Property And Casualty Insurance Company            | 476,711            | 1                | 0                    | 0.00            |
| Farmers Insurance Company Of Oregon                         | 42,083,108         | 8                | 1                    | 0.53            |
| Farmers Insurance Exchange                                  | 41,418,461         | 11               | 0                    | 0.00            |
| Federal Insurance Company                                   | 4,911,328          | 0                | 0                    | 0.00            |
| Fidelity And Deposit Company Of Maryland                    | 2,505              | 0                | 0                    | 0.00            |
| Fireman's Fund Insurance Company                            | 279,638            | 0                | 0                    | 0.00            |
| First American Property & Casualty Insurance Company        | 1,336,005          | 1                | 0                    | 0.00            |
| First Liberty Insurance Corporation (The)                   | 104,008            | 0                | 0                    | 0.00            |
| Foremost Insurance Company Grand Rapids, Michigan           | 31,149,684         | 8                | 0                    | 0.00            |
| Foremost Property And Casualty Insurance Company            | 4,212,115          | 0                | 0                    | 0.00            |
| Garrison Property And Casualty Insurance Company            | 3,730,109          | 1                | 0                    | 0.00            |
| Grange Insurance Association                                | 2,562,482          | 2                | 0                    | 0.00            |
| Great Northern Insurance Company                            | 423,686            | 0                | 0                    | 0.00            |
| Great Northwest Insurance Company                           | 267,771            | 0                | 0                    | 0.00            |
| Guideone Mutual Insurance Company                           | 516,575            | 0                | 0                    | 0.00            |
| Hartford Accident And Indemnity Company                     | 451,329            | 0                | 0                    | 0.00            |
| Hartford Casualty Insurance Company                         | 283,156            | 0                | 0                    | 0.00            |
| Hartford Fire Insurance Company                             | 65,200             | 0                | 0                    | 0.00            |
| Hartford Insurance Company Of The Midwest                   | 2,111,134          | 1                | 0                    | 0.00            |
| Hartford Underwriters Insurance Company                     | 543,983            | 0                | 0                    | 0.00            |
| Homesite Insurance Company Of The Midwest                   | 9,319,070          | 7                | 1                    | 2.37            |
| Horace Mann Insurance Company                               | 925,062            | 0                | 0                    | 0.00            |
| IDS Property Casualty Insurance Company                     | 6,975,671          | 0                | 0                    | 0.00            |
| Kemper Independence Insurance Company                       | 771                | 0                | 0                    | 0.00            |
| Liberty Insurance Corporation                               | 11,988,948         | 5                | 2                    | 3.69            |
| Liberty Mutual Fire Insurance Company                       | 8,066,010          | 2                | 1                    | 2.74            |
| LM Insurance Corporation                                    | 1,949,115          | 0                | 0                    | 0.00            |
| Markel American Insurance Company                           | 364,203            | 0                | 0                    | 0.00            |
| Merastar Insurance Company                                  | 1,876              | 0                | 0                    | 0.00            |
| Metropolitan Direct Property And Casualty Insurance Company | 1,952,185          | 0                | 0                    | 0.00            |
| Metropolitan Property And Casualty Insurance Company        | 8,990,980          | 1                | 0                    | 0.00            |
| Mutual Of Enumclaw Insurance Company                        | 8,237,910          | 5                | 1                    | 2.68            |
| National Surety Corporation                                 | 863,739            | 0                | 0                    | 0.00            |
| Nationwide Affinity Insurance Company Of America            | 4,838,166          | 0                | 0                    | 0.00            |
| Nationwide Insurance Company Of America                     | 4,258,776          | 2                | 0                    | 0.00            |
| Nationwide Mutual Fire Insurance Company                    | 2,531,826          | 2                | 0                    | 0.00            |
| Oregon Mutual Insurance Company                             | 10,213,546         | 7                | 1                    | 2.16            |
| Pacific Indemnity Company                                   | 2,632,876          | 0                | 0                    | 0.00            |
| Pemco Mutual Insurance Company                              | 3,640,567          | 1                | 0                    | 0.00            |
| Pharmacists Mutual Insurance Company                        | 12,358             | 0                | 0                    | 0.00            |
| Praetorian Insurance Company                                | 305,372            | 0                | 0                    | 0.00            |
| Privilege Underwriters Reciprocal Exchange                  | 203,568            | 0                | 0                    | 0.00            |
| Progressive Classic Insurance Company                       | 2,752              | 0                | 0                    | 0.00            |
| Property And Casualty Insurance Company Of Hartford         | 6,322,578          | 4                | 0                    | 0.00            |
| QBE Insurance Corporation                                   | 484,654            | 1                | 0                    | 0.00            |
| Rocky Mountain Fire & Casualty Company                      | 22                 | 0                | 0                    | 0.00            |
| Safeco Insurance Company Of Oregon                          | 73,530,046         | 27               | 3                    | 0.90            |
| Sentinel Insurance Company, Ltd.                            | 576,194            | 2                | 0                    | 0.00            |
| Standard Fire Insurance Company (The)                       | 986,038            | 3                | 0                    | 0.00            |
| Standard Guaranty Insurance Company                         | 157,706            | 2                | 1                    | 140.20          |
| State Farm Fire And Casualty Company                        | 178,467,442        | 46               | 7                    | 0.87            |
| Stillwater Property And Casualty Insurance Company          | 1,610,905          | 2                | 0                    | 0.00            |
| Sublimity Insurance Company                                 | 6,302,251          | 3                | 1                    | 3.51            |
| Sutter Insurance Company                                    | 189,529            | 0                | 0                    | 0.00            |
| Teachers Insurance Company                                  | 748,677            | 0                | 0                    | 0.00            |
| Travelers Commercial Insurance Company                      | 1,755,274          | 1                | 0                    | 0.00            |
| Travelers Home And Marine Insurance Company (The)           | 11,328,181         | 6                | 1                    | 1.95            |
| Travelers Indemnity Company Of America                      | 913,506            | 1                | 0                    | 0.00            |
| Trumbull Insurance Company                                  | 3,116,390          | 4                | 1                    | 7.09            |
| Twin City Fire Insurance Company                            | 319,648            | 0                | 0                    | 0.00            |
| Unigard Insurance Company                                   | 2,451,562          | 1                | 0                    | 0.00            |
| United Heritage Property & Casualty Company                 | 4,419,714          | 1                | 1                    | 5.00            |
| United Services Automobile Association                      | 16,900,869         | 4                | 1                    | 1.31            |
| Unitrin Auto And Home Insurance Company                     | 130,963            | 0                | 0                    | 0.00            |
| Unitrin Direct Property & Casualty Company                  | 34,719             | 0                | 0                    | 0.00            |
| USAA Casualty Insurance Company                             | 16,679,398         | 4                | 0                    | 0.00            |
| USAA General Indemnity Company                              | 5,673,886          | 3                | 1                    | 3.90            |
| Valley Property & Casualty Insurance Company                | 4,882,057          | 3                | 1                    | 4.53            |
| Western Protectors Insurance Company                        | (134)              | 0                | 0                    | 0.00            |
| <b>Total for Homeowner</b>                                  | <b>729,636,022</b> | <b>256</b>       | <b>33</b>            |                 |