

Complaints Year: 2010 Total Complaints for Index: 844  
Policy Type: Homeowner  
Premiums Year: 2010 Total Premiums for Index: \$7,568,448,358  
States selected for Index: FL  
Complaint Set used: Confirmed Complaints  
Report Date: 11/18/2011  
Database: DSSSPLP

Complaint Index	Cocode	Company Name	Complaint Share	Complaints	Market Share	Premiums
0.0000	11072	ACA Home Ins Corp	0.000%	0	0.093%	\$7,014,115
1.0356	12196	ASI Assur Corp	1.067%	9	1.030%	\$77,935,571
0.0000	11059	ASI Lloyds	0.000%	0	0.010%	\$696,037
0.1254	13142	ASI Preferred Ins Corp	0.119%	1	0.945%	\$71,494,267
0.0000	26620	AXIS Surplus Ins Co	0.000%	0	0.090%	\$6,739,538
0.0000	22667	Ace Amer Ins Co	0.119%	1	0.000%	\$0
0.0000	26417	Ace Ins Co Of The Midwest	0.000%	0	0.078%	\$5,851,753
0.0000	10324	Addison Ins Co	0.000%	0	0.015%	\$1,112,687
0.0000	33898	Aegis Security Ins Co	0.000%	0	0.007%	\$513,002
0.0000	10014	Affiliated Fm Ins Co	0.000%	0	0.002%	\$104,168
0.0000	42579	Allied Prop & Cas Ins Co	0.119%	1	0.000%	\$0
0.0000	19232	Allstate Ins Co	0.119%	1	0.000%	\$0
0.0000	17230	Allstate Prop & Cas Ins Co	0.237%	2	0.000%	\$0
0.0000	19100	Amco Ins Co	0.000%	0	0.000%	(\$6,155)
0.0000	21849	American Automobile Ins Co	0.000%	0	0.181%	\$13,635,208
2.6182	10111	American Bankers Ins Co Of FL	0.830%	7	0.317%	\$23,975,314
0.0000	43699	American Federation Ins Co	0.000%	0	0.042%	\$3,155,280
0.0651	19380	American Home Assur Co	0.119%	1	1.819%	\$137,667,154
2.5480	12841	American Integrity Ins Co of FL	2.370%	20	0.931%	\$70,388,624
1.4667	16810	American Mercury Ins Co	0.237%	2	0.162%	\$12,228,383
0.0000	23469	American Modern Home Ins Co	0.119%	1	0.000%	\$0
0.0000	12314	American Modern Ins Co of FL	0.000%	0	0.079%	\$5,952,530
0.0000	28401	American Natl Prop & Cas Co	0.119%	1	0.000%	\$0
0.0000	19615	American Reliable Ins Co	0.237%	2	0.000%	\$0
2433.0625	42978	American Security Ins Co	0.948%	8	0.001%	\$29,485
1.9600	41998	American Southern Home Ins Co	0.356%	3	0.182%	\$13,725,739
0.8177	10872	American Strategic Ins Corp	0.711%	6	0.870%	\$65,800,769
1.2092	12359	American Traditions Ins Co	0.711%	6	0.588%	\$44,495,755
0.0000	35912	American Western Home Ins Co	0.000%	0	0.001%	\$27,382
0.4927	19976	Amica Mut Ins Co	0.237%	2	0.481%	\$36,400,431
0.0000	21199	Arch Speciaity Ins Co	0.119%	1	0.000%	\$0
9.3006	10203	Argus Fire & Cas Ins Co	3.555%	30	0.383%	\$28,925,006
0.0000	13038	Ark Royal Ins Co	0.000%	0	0.531%	\$40,121,485
0.0000	41459	Armed Forces Ins Exch	0.000%	0	0.108%	\$8,132,586
0.0000	10717	Aspen Specialty Ins Co	0.000%	0	0.001%	\$33,900
0.0000	21865	Associated Ind Corp	0.000%	0	0.015%	\$1,123,561
0.5380	12813	Auto Club Ins Co of FL	0.237%	2	0.441%	\$33,335,142
0.0000	18988	Auto Owners Ins Co	0.237%	2	0.000%	(\$4,417)
2.2315	13139	Avatar Prop & Cas Ins Co	0.356%	3	0.160%	\$12,055,738
0.0000	24813	Balboa Ins Co	0.237%	2	0.000%	\$0
0.0000	33162	Bankers Ins Co	0.119%	1	0.000%	\$0
1.5233	10908	Capitol Preferred Ins Co	0.711%	6	0.467%	\$35,320,163
0.1863	10835	Castle Key Ind Co	0.237%	2	1.273%	\$96,271,718
0.7290	30511	Castle Key Ins Co	1.304%	11	1.788%	\$135,302,913
0.0000	19402	Chartis Prop Cas Co	0.000%	0	0.032%	\$2,347,450
0.0000	26883	Chartis Specialty Ins Co	0.000%	0	0.031%	\$2,302,840
0.0000	38989	Chubb Custom Ins Co	0.000%	0	0.059%	\$4,427,898
0.0000	10052	Chubb Natl Ins Co	0.119%	1	0.000%	\$0
0.0000	10677	Cincinnati Ins Co	0.000%	0	0.174%	\$13,155,197

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1.0234	10064	Citizens Prop Ins Corp	15.640%	132	15.283%	\$1,156,647,315
0.0000	12157	Companion Prop & Cas Ins Co	0.000%	0	0.093%	\$6,966,296
5.7716	18163	Cooperativa D Seguros Multiples PR	0.356%	3	0.062%	\$4,661,129
0.0000	11956	Coral Ins Co	0.356%	3	0.000%	\$0
1.6828	20966	Cotton States Mut Ins Co	0.474%	4	0.282%	\$21,315,485
1.2338	10953	Cypress Prop & Cas Ins Co	0.948%	8	0.769%	\$58,144,403
0.0000	42587	Depositors Ins Co	0.119%	1	0.000%	\$0
0.0000	40649	Economy Premier Assur Co	0.000%	0	0.004%	\$236,293
1.7772	12482	Edison Ins Co	0.711%	6	0.401%	\$30,274,639
0.0000	21261	Electric Ins Co	0.000%	0	0.049%	\$3,679,209
0.0000	21334	Empire Ind Ins Co	0.000%	0	0.001%	\$12,480
0.0000	11996	Encompass Floridian Ind Co	0.000%	0	0.003%	\$210,502
0.0000	11993	Encompass Floridian Ins Co	0.119%	1	0.000%	(\$20,366)
0.0000	39020	Essex Ins Co	0.000%	0	0.000%	(\$9,547)
0.0648	20281	Federal Ins Co	0.119%	1	1.828%	\$138,344,759
1.6044	27980	Federated Natl Ins Co	1.659%	14	1.034%	\$78,250,391
0.1653	10186	Fidelity Fire & Cas Co	0.119%	1	0.717%	\$54,250,892
0.6400	16578	Fidelity Natl Prop & Cas Ins Co	0.119%	1	0.186%	\$14,011,337
0.0000	21873	Firemans Fund Ins Co	0.000%	0	0.490%	\$37,040,724
0.0000	39640	Firemans Fund Ins Co Of OH	0.000%	0	0.011%	\$808,701
0.0000	37710	First Amer Prop & Cas Ins Co	0.000%	0	0.017%	\$1,223,767
0.9921	13990	First Community Ins Co	0.474%	4	0.478%	\$36,155,307
0.0000	10647	First Floridian Auto & Home Ins Co	0.000%	0	0.398%	\$30,075,311
0.4581	33588	First Liberty Ins Corp	0.237%	2	0.518%	\$39,155,279
0.0000	10657	First Mercury Ins Co	0.119%	1	0.000%	\$0
0.0000	24724	First Natl Ins Co Of Amer	0.000%	0	0.002%	\$95,761
0.2024	10897	First Protective Ins Co	0.237%	2	1.171%	\$88,606,874
0.2577	10688	Florida Family Ins Co	0.237%	2	0.920%	\$69,590,932
0.4274	21817	Florida Farm Bur Gen Ins Co	0.237%	2	0.555%	\$41,958,799
0.1233	31216	Florida Farm Bureau Cas Ins Co	0.119%	1	0.961%	\$72,716,754
2.3516	10132	Florida Peninsula Ins Co	5.569%	47	2.369%	\$179,228,009
0.3644	11185	Foremost Ins Co Grand Rapids MI	0.237%	2	0.651%	\$49,222,953
0.2963	11800	Foremost Prop & Cas Ins Co	0.119%	1	0.400%	\$30,263,484
0.0000	41513	Foremost Signature Ins Co	0.000%	0	0.026%	\$1,962,925
0.3791	10182	Geovera Specialty Ins Co	0.237%	2	0.626%	\$47,309,761
0.0000	20303	Great Northern Ins Co	0.000%	0	0.040%	\$3,007,637
0.4358	12237	Gulfstream Prop & Cas Ins Co	0.356%	3	0.816%	\$61,735,051
0.0000	29424	Hartford Cas Ins Co	0.000%	0	0.006%	\$397,273
534.1368	19682	Hartford Fire In Co	0.237%	2	0.001%	\$33,577
2.0979	37478	Hartford Ins Co Of The Midwest	1.896%	16	0.904%	\$68,391,098
0.0000	38261	Hartford Ins Co Of The Southeast	0.000%	0	0.000%	(\$634)
0.0000	30104	Hartford Underwriters Ins Co	0.000%	0	0.003%	\$201,919
0.0000	12306	Hillcrest Ins Co	0.119%	1	0.000%	\$0
0.8499	12944	Homeowners Choice Prop & Cas Ins Co	1.304%	11	1.534%	\$116,063,121
3.9450	11156	Homesite Ins Co of FL	0.119%	1	0.031%	\$2,273,112
2.3393	10149	Homewise Ins Co	0.474%	4	0.203%	\$15,333,629
0.3494	12438	Homewise Ins Co	0.593%	5	1.696%	\$128,332,164
9.8718	12582	Homewise Preferred Ins Co	0.830%	7	0.085%	\$6,358,692
13.4023	22578	Horace Mann Ins Co	0.119%	1	0.009%	\$669,093

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0.0000	29068	IDS Prop Cas Ins Co	0.000%	0	0.058%	\$4,353,399
0.0000	27960	Illinois Union Ins Co	0.000%	0	0.007%	\$477,562
3.9912	25445	Ironshore Specialty Ins Co	0.119%	1	0.030%	\$2,246,814
0.0000	21300	Kingsway Amigo Ins Co	0.119%	1	0.000%	\$0
0.2376	19437	Lexington Ins Co	0.119%	1	0.499%	\$37,749,760
0.2914	23035	Liberty Mut Fire Ins Co	0.474%	4	1.627%	\$123,102,196
0.0000	23043	Liberty Mut Ins Co	0.119%	1	0.000%	\$0
0.0000	13141	Magnolia Ins Co	2.607%	22	0.000%	\$0
0.0000	31968	Merastar Ins Co	0.000%	0	0.007%	\$496,076
640525.4196	24821	Meritplan Ins Co	0.119%	1	0.001%	\$14
2.7125	40169	Metropolitan Cas Ins Co	0.474%	4	0.175%	\$13,223,895
0.0000	65978	Metropolitan Life Ins Co	0.119%	1	0.000%	\$0
0.0000	26298	Metropolitan Prop & Cas Ins Co	0.000%	0	0.010%	\$753,866
1.1836	12957	Modern USA Ins Co	0.474%	4	0.401%	\$30,304,970
0.0000	16187	Mosaic Ins Co	0.119%	1	0.000%	\$0
0.0000	20052	National Liab & Fire Ins Co	0.830%	7	0.000%	\$0
0.0000	25453	Nationwide Ins Co Of Amer	0.119%	1	0.000%	\$0
1.5193	10948	Nationwide Ins Co Of FL	1.778%	15	1.170%	\$88,535,681
0.0000	37877	Nationwide Prop & Cas Ins Co	0.119%	1	0.000%	\$0
2.0233	23841	New Hampshire Ins Co	0.119%	1	0.059%	\$4,432,022
0.0000	12568	Northern Capital Ins Co	2.844%	24	0.000%	\$0
0.0000	13023	Northern Capital Select Ins Co	0.119%	1	0.000%	\$0
0.0000	40231	Old Dominion Ins Co	0.000%	0	0.019%	\$1,394,887
1.0648	12954	Olympus Ins Co	1.185%	10	1.113%	\$84,218,665
0.4543	38644	Omega Ins Co	0.237%	2	0.522%	\$39,477,981
0.0000	32700	Owners Ins Co	0.000%	0	0.000%	(\$2,692)
0.0000	20346	Pacific Ind Co	0.000%	0	0.029%	\$2,154,947
0.0000	32859	Penn Amer Ins Co	0.119%	1	0.000%	\$0
5.4431	13125	Peoples Trust Ins Co	2.726%	23	0.501%	\$37,892,017
1.5082	13687	Prepared Ins Co	0.474%	4	0.315%	\$23,783,586
0.0000	12588	Prime Ins Co	0.000%	0	0.001%	\$4,671
0.0000	12873	Privilege Underwriters Recp Exch	0.000%	0	0.402%	\$30,399,512
0.0000	34690	Property & Cas Ins Co Of Hartford	0.000%	0	0.000%	(\$116)
0.0000	11853	Ranchers & Farmers Ins Co	0.000%	0	0.001%	\$2,074
0.0000	28053	Rockhill Ins Co	0.000%	0	0.015%	\$1,130,072
2.1232	12563	Safe Harbor Ins Co	0.474%	4	0.224%	\$16,894,376
0.3211	17248	Safeway Prop Ins Co	0.119%	1	0.369%	\$27,927,455
1.2477	13619	Sawgrass Mutual Ins Co	0.237%	2	0.190%	\$14,374,430
4.6997	41297	Scottsdale Ins Co	0.356%	3	0.076%	\$5,724,176
0.7050	10117	Security First Ins Co	1.185%	10	1.681%	\$127,204,125
0.0000	11000	Sentinel Ins Co Ltd	0.000%	0	0.001%	\$137
0.0000	24988	Sentry Ins A Mut Co	0.000%	0	0.001%	\$45,864
0.0000	36560	Service Ins Co	0.000%	0	0.008%	\$589,597
1.0712	10136	Southern Fidelity Ins Co Inc	1.067%	9	0.996%	\$75,345,181
1.8236	12247	Southern Oak Ins Co	1.422%	12	0.780%	\$59,009,370
0.0000	10190	Southern Owners Ins Co	0.000%	0	0.138%	\$10,400,701
0.7951	11844	St Johns Ins Co Inc	2.607%	22	3.279%	\$248,124,870
0.0000	13621	Star & Shield Ins Exch	0.000%	0	0.032%	\$2,353,991
0.2835	10739	State Farm FL Ins Co	3.673%	31	12.957%	\$980,590,404

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0.0000	25143	State Farm Fire & Cas Co	0.119%	1	0.000%	(\$1,125)
0.9915	10860	Sunshine State Ins Co	1.067%	9	1.076%	\$81,401,750
0.5989	22683	Teachers Ins Co	0.119%	1	0.198%	\$14,973,776
0.0000	12904	Tokio Marine & Nichido Fire Ins Co	0.000%	0	0.000%	(\$38)
0.4008	29050	Tower Hill Preferred Ins Co	0.593%	5	1.479%	\$111,877,610
0.5275	11027	Tower Hill Prime Ins Co	0.830%	7	1.573%	\$119,008,976
0.5110	12011	Tower Hill Select Ins Co	0.593%	5	1.160%	\$87,753,336
0.9097	12538	Tower Hill Signature Ins Co	1.778%	15	1.954%	\$147,859,244
0.0000	25666	Travelers Ind Co Of Amer	0.000%	0	0.023%	\$1,705,018
0.0000	29459	Twin City Fire Ins Co Co	0.000%	0	0.001%	\$4,350
0.3507	25968	USAA Cas Ins Co	0.593%	5	1.690%	\$127,838,148
0.0000	18600	USAA Gen Ind Co	0.000%	0	0.025%	\$1,888,049
5.4042	13021	United Fire & Cas Co	0.119%	1	0.022%	\$1,659,338
0.0000	13064	United Natl Ins Co	0.119%	1	0.000%	\$0
1.0613	10969	United Prop & Cas Ins Co	1.896%	16	1.787%	\$135,192,152
0.0811	25941	United Serv Automobile Assn	0.237%	2	2.922%	\$221,075,163
0.0000	31704	Universal Ins Co	0.119%	1	0.000%	\$0
0.6834	11986	Universal Ins Co of NA	0.948%	8	1.387%	\$104,973,010
1.7093	10861	Universal Prop & Cas Ins	13.626%	115	7.972%	\$603,334,906
0.0000	20397	Vigilant Ins Co	0.000%	0	0.011%	\$818,523
0.0000	40428	Voyager Ind Ins Co	0.000%	0	0.072%	\$5,395,129