

Automobile Insurance

Company Name	2003 Written Premium	2003 Complaints	2003 Complaint Ratio	2002 Complaint Ratio	2001 Complaint Ratio
Allied Property & Casualty Insurance Company	\$14,970,435.00	10	0.67	1.39	1.50
Allstate Indemnity Company	\$11,514,552.00	14	1.22	1.34	1.14
Allstate Insurance Company	\$48,851,430.00	83	1.70	1.94	1.46
American Family Mutual Insurance Company	\$163,151,881.00	139	0.85	1.03	1.07
American Standard Insurance Company of Wisconsin	\$50,204,284.00	25	0.50	1.20	0.90
Automobile Club InterInsurance Exchange	\$15,380,695.00	11	0.72	1.10	1.59
Benchmark Insurance Company	\$17,735,919.00	66	3.72	4.42	3.02
Farm Bureau Mutual Insurance Company, Inc.	\$117,388,704.00	113	0.96	1.11	0.99
Farmers Alliance Mutual Insurance Company	\$9,097,752.00	13	1.43	0.94	n/a*
Farmers Insurance Company, Inc.	\$129,756,167.00	304	2.34	2.00	0.73
Gateway Insurance Company	\$3,014,276.00	14	4.64	4.86	3.80
Liberty Mutual Fire Insurance Company	\$7,282,507.00	29	3.98	1.68	2.15
Liberty Mutual Insurance Company	\$828,899.00	10	12.06	n/a*	n/a*
Mid-Century Insurance Company	\$21,690,707.00	30	1.38	2.08	1.21
Nationwide Agribusiness Insurance Company	\$25,747,972.00	11	0.43	0.45	0.26
Phoenix Insurance Company (The)	\$7,110,248.00	11	1.55	1.67	0.96
Progressive Casualty Insurance Company	\$7,062,873.00	16	2.27	4.12	3.67
Progressive Classic Insurance Company	\$18,615,101.00	24	1.29	2.06	1.64
Progressive Halcyon Insurance Company	\$23,495,768.00	14	0.60	1.66	1.17
Progressive Northwestern Insurance Company	\$30,852,223.00	26	0.84	1.17	1.26
Safeco Insurance Company of America	\$30,280,121.00	41	1.35	0.94	1.05
Shelter Mutual Insurance Company	\$33,096,744.00	37	1.12	1.15	1.52
State Farm Fire and Casualty Company	\$25,456,925.00	33	1.30	0.45	0.46
State Farm Mutual Automobile Insurance Company	\$279,162,681.00	98	0.35	0.43	0.46
Traders Insurance Company	\$3,145,507.00	14	4.45	3.55	n/a*
United Services Automobile Association	\$26,765,860.00	19	0.71	0.56	0.32
USAA Casualty Insurance Company	\$13,918,063.00	10	0.72	1.32	0.89
Western Agricultural Insurance Company	\$7,620,806.00	15	1.97	0.47	n/a*
Total for companies in this report	\$1,143,199,100.00	1230	1.08		
Total for all companies writing this premium in KS	\$1,615,725,595.00	1769	1.09		

* Ratio was not developed because it did not meet criteria for the report that year