



**Texas Department
of Insurance**

**Quarterly Legislative Report
on Market Conditions**

*1st Quarter
2004*

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The Texas Department of Insurance (TDI) publishes this report pursuant to *Texas Insurance Code* Article 5.13-2 Section 5 which requires that the TDI issue to the Governor, Lieutenant Governor, and Speaker of the House of Representatives a *Quarterly Legislative Report on Market Conditions* reflecting changes in losses, premiums, market share, and complaints for certain lines of insurance.

This report includes information on the following lines of insurance: General Liability, Commercial Fire & Allied Lines, Product Liability, Commercial Multiple Peril, Private Passenger Auto, Homeowners Multiple Peril, Workers' Compensation, Boiler & Machinery, Commercial Crime, Commercial Glass, Medical Professional Liability, and Miscellaneous Professional Liability.

Data were reported for each calendar year quarter. *The Quarterly Legislative Report on Market Conditions* exhibits market share based on the sum of the most recent four quarters as well as the percent change from the four quarters ending one year prior. In addition, the report provides a comparison of the current quarter with the same quarter one year prior.

Terms

Number of Policies Written: Each insurance company reported the number of Texas new and renewal policies issued during the quarter. The policies were adjusted to an annual basis. For example, a six month policy was reported as 0.5 policies.

Premiums on Policies Written: This report captures the Texas portion of direct premiums written in the designated quarter without adjustments for cancellations or endorsements and, therefore, it may not match the written premiums figures in the statutory Annual Statement.

Direct Written Premium: Written premium is the Texas portion of the statutory Annual Statement report of written premiums.

Direct Losses Paid: Direct losses paid represent payments made during the quarter regardless of when the policy was written or when the accident occurred. Loss adjustment expenses (LAE) are not included.

Earned to Incurred Loss Ratio: This loss ratio is developed by dividing direct incurred losses by earned premiums. Both figures come from the statutory Annual Statement. Loss adjustment expenses (LAE) are not included.

Number of Groups: Companies that are owned/controlled by one entity are considered a group. Unaffiliated companies are those that are not associated with any other insurance company. The number of groups referred to in this report is the number of groups plus the number of unaffiliated companies.

Market Share: This figure represents an insurer's share, expressed as a percentage, of the industry total for premiums written for the sum of the most recent four quarters.

Products and Completed Operations Insurance or **Product Liability** provides coverage for a manufacturer or contractor for claims after a manufactured product has been sold and/or a claim results from an operation which the manufacturer has completed. Products Liability also includes coverage for a contractor's or manufacturer's liability for injuries or property damage suffered by third parties as the result of the contractor or manufacturer completing an operation.

General Liability provides coverage for an insured when negligent acts and/or omissions result in bodily injury and/or property damage on the premises of a business or when someone is injured in the general operation of a business.

Commercial Fire & Allied Lines has two coverages - Standard Fire Policy and Extended Coverage Endorsements for businesses. A Standard Fire Policy insures commercial properties against fire and lightning. The Extended Coverage Endorsement covers numerous direct and indirect risks such as windstorm, hail, explosions, smoke damage, vandalism, and water damage.

Commercial Multiple Peril policies generally provide coverage for businesses in four areas: property; liability; crime; and boiler and machinery.

Private Passenger Auto coverages include liability, PIP, uninsured motorist and physical damage. This report separates experience into rate-regulated and non-rate-regulated (County Mutual) companies.

Homeowners Multiple Peril provides coverage against the insured's property being destroyed or damaged by various perils and coverage for liability exposure of the insured. This report separates experience into rate-regulated and non-rate-regulated (Lloyds and Reciprocal) companies.

Workers' Compensation offers coverage providing four types of benefits (medical care, death, disability, rehabilitation) for employee job-related injuries or diseases as a matter of right (without regard to fault.)

Lines of Insurance

Boiler & Machinery provides protection against the sudden and accidental breakdown or explosion of boilers, machinery, and electrical equipment. Coverage is provided on damage to the equipment, expediting expenses, damage to the property of others and can be extended to cover losses resulting from the interruption of business.

Commercial Crime provides coverage against loss of property caused by burglary, theft, and/or employee dishonesty. This may include losses inside or outside the premises, losses from counterfeit paper currency, and depositors forgery.

Commercial Glass provides coverage on commercial plate glass, lettering, frames and ornamentation.

Medical Professional Liability provides insurance against losses due to claims for damages alleging malpractice by physicians, surgeons, hospitals or other health care providers in the exercise of their professions.

Miscellaneous Professional Liability provides insurance on professional practitioners that will defend suits instituted against them for malpractice or errors and omissions and/or pay any damages, subject to policy limits. In compliance with applicable statutes, the following have been excluded from miscellaneous professional liability: architects, beauticians/barbers, lawyers, medical laboratory personnel, psychologists, real estate agents, surveyors, and x-ray lab personnel.

Summary of Four Quarters

CUMULATIVE TOTALS FOR FOUR QUARTERS ENDING MARCH 2004

	Number Of Groups/Companies	Number Of Policies Written	Premiums On Policies Written	Direct Written Premiums	Direct Losses Paid
PRODUCT LIABILITY	60 / 163	46,771	\$230,549,250	\$155,759,880	\$193,237,426
GENERAL LIABILITY - OTHER	118 / 300	844,246⁺	\$1,837,466,282	\$1,843,235,691	\$1,146,349,999
COMMERCIAL FIRE & ALLIED	72 / 171	184,325	\$597,859,988	\$659,748,958	\$306,025,315
COMMERCIAL MULTIPLE PERIL	74 / 200	312,443	\$1,269,593,488	\$1,393,015,881	\$708,847,648
PRIVATE PASSENGER AUTO					
VOLUNTARY (VOL) LIABILITY	63 / 199	10,675,356	\$6,747,187,149	\$6,424,998,557	\$4,006,246,006
ASSIGNED RISK LIABILITY	17 / 17	90,419	\$54,175,454	\$37,799,261	\$24,763,064
PHYSICAL DAMAGE	63 / 187	8,265,202	\$5,196,531,769	\$4,945,757,664	\$3,191,702,569
TOTAL PPA	64 / 203	19,030,977⁺⁺	\$11,997,894,372	\$11,408,555,482	\$7,222,711,639
HOMEOWNERS MULTIPLE PERIL	59 / 97	4,314,438	\$4,941,641,498	\$4,469,427,906	\$2,681,464,683
WORKERS' COMPENSATION					
VOL PREMIUMS < \$5,000		98,349	\$152,828,951	**	**
VOL PREMIUMS \$5,000 - \$100,000		55,942	\$1,149,002,603	**	**
VOL PREMIUMS > \$100,000		5,401	\$1,575,592,327	**	**
TOTAL VOLUNTARY	87 / 235	159,692	\$2,874,423,881	\$2,616,981,771	\$1,095,247,558
RESIDUAL MARKET ***	1 / 1	407	\$28,181,309	\$23,350,740	\$16,656,304
TOTAL WC	87 / 235	160,099	\$2,902,605,190	\$2,640,332,511	\$1,111,903,862
BOILER & MACHINERY	33 / 78	27,618	\$67,173,143	\$73,322,825	\$29,795,383
COMMERCIAL CRIME	33 / 74	8,566	\$8,097,599	\$7,555,956	\$1,080,326
COMMERCIAL GLASS	12 / 19	994	\$367,395	\$220,391	\$55,024
PROFESSIONAL LIABILITY	30 / 38	47,064	\$485,731,863	\$512,258,431	\$247,401,329
MISC. PROFESSIONAL LIABILITY	30 / 64	22,981	\$301,884,481	\$321,718,705	\$149,653,559

⁺ The General Electric Group wrote 49,797 small premium pre-paid legal policies that were excluded from the above table.

⁺⁺ Policies that included both Voluntary Liability and Physical Damage coverage reported a policy in each category.

^{**} Companies were not required to report the Direct Losses Paid by policy size.

^{***} Policies reported in this category were written under the START program by the Texas Mutual Insurance Company.

NUMBER OF GROUPS / COMPANIES WRITING POLICIES PER QUARTER

Line of Business	First Quarter		Second Quarter		Third Quarter		Fourth Quarter	
	2003	2004	2003	2004	2003	2004	2003	2004
Product Liability	58 / 143	55 / 143	57 / 135	- / -	56 / 138	- / -	49 / 123	- / -
General Liability	121 / 284	112 / 275	119 / 278	- / -	115 / 272	- / -	115 / 272	- / -
Commercial Fire & Allied	72 / 159	65 / 149	69 / 147	- / -	67 / 149	- / -	64 / 134	- / -
Commercial Multiple Peril	80 / 189	72 / 187	76 / 198	- / -	72 / 189	- / -	72 / 182	- / -
Private Passenger Auto	69 / 177	61 / 166	66 / 180	- / -	64 / 178	- / -	60 / 168	- / -
Homeowners Multiple Peril	60 / 81	59 / 75	67 / 81	- / -	56 / 78	- / -	57 / 72	- / -
Workers' Compensation	83 / 216	81 / 202	82 / 215	- / -	85 / 209	- / -	81 / 204	- / -
Boiler & Machinery	28 / 65	32 / 59	29 / 64	- / -	31 / 64	- / -	26 / 61	- / -
Commercial Crime	35 / 57	29 / 62	29 / 53	- / -	30 / 59	- / -	30 / 55	- / -
Commercial Glass	18 / 19	11 / 16	15 / 20	- / -	14 / 22	- / -	14 / 20	- / -
Medical Professional Liability	36 / 37	29 / 35	29 / 38	- / -	31 / 36	- / -	29 / 35	- / -
Misc. Professional Liability	31 / 69	31 / 67	31 / 60	- / -	29 / 68	- / -	31 / 65	- / -

Product Liability

There were 60 groups, 163 companies, that had direct written premium for Product Liability in the first quarter of 2004, as compared to 63 groups, 177 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRODUCT LIABILITY

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Zurich Insurance Group	21.35%	\$10,628,431	65.66%	\$33,251,042	52.05%
2	American Financial Grp	13.80%	\$5,956,878	35.61%	\$21,491,261	21.53%
3	St. Paul Group	12.58%	\$6,004,777	15.84%	\$19,596,726	15.57%
4	Liberty Mutual Group	6.11%	\$4,081,670	25.68%	\$9,510,062	5.23%
5	Chubb & Son Inc	5.04%	\$2,361,846	(14.69%)	\$7,853,835	12.03%
6	Hartford Fire & Casualty Group	3.75%	\$563,141	(62.04%)	\$5,838,245	4.65%
7	CNA Insurance Group	3.15%	\$2,027,747	236.71%	\$4,905,684	118.22%
8	Allianz Insurance Group	2.93%	\$3,019,829	117.14%	\$4,570,312	68.33%
9	Federated Mutual	2.75%	\$1,100,514	1.14%	\$4,281,709	7.61%
10	Dallas General Group	2.74%	\$1,444,477	84.84%	\$4,267,714	92.53%
11	National American Insurance Company	2.16%	\$1,056,184	6.45%	\$3,358,609	(8.99%)
12	Sentry Insurance Group	1.95%	\$997,072	(12.06%)	\$3,044,993	(11.36%)
13	Electric Insurance Group	1.76%	\$0	*	\$2,740,366	*
14	United Fire & Casualty Group	1.70%	\$729,191	(3.22%)	\$2,640,328	(10.38%)
15	Royal & Sun Alliance USA	1.56%	\$65,169	(85.12%)	\$2,433,523	(12.34%)
16	ACE Ltd	1.55%	\$942,939	424.31%	\$2,421,148	69.19%
17	American International Group	1.55%	\$941,644	(20.05%)	\$2,406,720	45.05%
18	Fairfax Financial	1.37%	\$819,031	184.51%	\$2,134,924	(7.49%)
19	Old Republic Group	1.31%	\$453,599	64.35%	\$2,033,940	0.28%
20	Central Mutual Insurance Company Ohio	1.06%	\$367,058	(4.20%)	\$1,652,690	23.02%
21	Travelers Property Casualty Corp Group	1.04%	\$645,528	(0.60%)	\$1,615,217	(47.82%)
22	X L America	1.01%	\$756,736	36.02%	\$1,573,504	(47.07%)
23	UNITRIN Group	0.91%	\$340,536	(0.61%)	\$1,422,968	(17.93%)
24	RLI Insurance Group	0.88%	\$405,885	(2.75%)	\$1,374,697	13.60%
25	EMC Insurance Company	0.88%	\$328,413	(6.97%)	\$1,369,989	17.99%

Top 25 Groups Total	94.88%	\$46,038,295	30.44%	\$147,790,206	22.06%
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Total Market	100.00%	\$48,921,629	58.96%	\$155,759,880	15.89%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$19,542,821	\$19,151,191	\$16,999,724
2nd qtr 1999	\$21,001,448	\$18,282,562	\$25,948,053
3rd qtr 1999	\$17,001,577	\$16,077,300	\$17,020,093
4th qtr 1999	\$16,676,696	\$14,939,147	\$42,175,911
1st qtr 2000	\$21,631,763	\$20,070,742	\$29,175,725
2nd qtr 2000	\$24,863,722	\$22,270,834	\$36,375,856
3rd qtr 2000	\$23,008,942	\$19,604,388	\$17,808,941
4th qtr 2000	\$22,090,031	\$19,147,733	\$22,275,731
1st qtr 2001	\$29,320,488	\$22,845,690	\$22,799,038
2nd qtr 2001	\$25,674,740	\$26,892,822	\$18,451,817
3rd qtr 2001	\$29,104,072	\$24,349,666	\$23,598,451
4th qtr 2001	\$49,553,240	\$63,700,948	\$50,787,344
1st qtr 2002	\$25,812,727	\$10,368,960	\$24,090,363
2nd qtr 2002	\$25,107,579	\$30,554,591	\$14,348,364
3rd qtr 2002	\$32,987,561	\$33,566,694	\$42,898,905
4th qtr 2002	\$54,386,459	\$39,509,606	\$72,291,341
1st qtr 2003	\$50,349,221	\$30,776,954	\$23,752,695
2nd qtr 2003	\$51,648,244	\$33,145,879	\$37,961,745
3rd qtr 2003	\$55,011,830	\$32,286,147	\$84,564,221
4th qtr 2003	\$64,276,692	\$41,406,225	\$57,933,430
1st qtr 2004	\$59,612,484	\$48,921,629	\$12,778,030

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

Year	Loss Ratio
1992	122.7%
1993	164.5%
1994	152.1%
1995	113.4%
1996	178.0%
1997	60.4%
1998	90.4%
1999	68.3%
2000	104.4%
2001	201.3%
2002	275.2%
2003	219.9%

General Liability

There were 118 groups, 300 companies, that had direct written premium for General Liability in the first quarter of 2004, as compared to 122 groups, 318 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR GENERAL LIABILITY

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	American International Group	18.96%	\$63,646,510	(27.71%)	\$353,226,979	31.21%
2	ACE Ltd.	13.25%	\$119,893,196	62.66%	\$246,963,976	92.68%
3	Zurich Insurance Group	9.91%	\$38,949,240	(10.09%)	\$184,608,765	21.85%
4	American Financial Group	5.79%	\$27,404,628	1.35%	\$107,894,234	26.93%
5	X L America	4.74%	\$22,408,060	22.63%	\$88,296,631	97.44%
6	Travelers Property Casualty Corp Group	4.61%	\$19,999,087	(18.10%)	\$85,856,001	10.24%
7	St. Paul Group	3.98%	\$20,223,769	(10.28%)	\$74,114,258	12.73%
8	CNA Insurance Group	3.73%	\$16,575,748	11.52%	\$69,440,695	20.86%
9	Liberty Mutual Group	3.27%	\$14,930,427	58.06%	\$60,840,040	61.50%
10	Chubb & Son Inc.	2.54%	\$11,371,508	(26.62%)	\$47,381,349	5.49%
11	Allianz Insurance Group	1.94%	\$9,285,392	(9.66%)	\$36,112,247	24.88%
12	Hartford Fire & Casualty Group	1.70%	\$6,178,536	15.82%	\$31,750,088	(31.54%)
13	Texas Lawyers Insurance Exchange	1.52%	\$9,777,755	14.73%	\$28,285,337	27.16%
14	Royal & Sun Alliance USA	1.48%	\$43,116	(99.18%)	\$27,667,994	(38.84%)
15	State Farm IL	1.36%	\$6,462,657	0.81%	\$25,279,323	0.03%
16	Ohio Casualty Group	1.00%	\$4,794,861	42.61%	\$18,508,030	53.20%
17	Old Republic Group	0.91%	\$4,587,537	6.09%	\$16,799,940	5.99%
18	UNITRIN Group	0.90%	\$3,188,384	(34.32%)	\$16,594,916	(19.14%)
19	Fairfax Financial	0.86%	\$4,485,019	9.43%	\$15,911,485	(11.01%)
20	Dallas General Group	0.84%	\$4,998,770	73.01%	\$15,538,405	79.74%
21	Federated Mutual	0.80%	\$3,871,100	17.48%	\$14,778,756	13.77%
22	United Fire & Casualty Group	0.79%	\$3,664,491	(0.94%)	\$14,550,011	(5.34%)
23	National American Insurance Company	0.73%	\$4,190,353	7.24%	\$13,445,514	(9.82%)
24	EMC Insurance Company	0.67%	\$3,681,316	(8.65%)	\$12,425,646	(3.11%)
25	Safeco Insurance Group	0.65%	\$3,283,682	21.29%	\$12,065,138	14.06%

Top 25 Groups Total	87.80%	\$427,895,142	4.33%	\$1,618,335,758	27.23%
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Total Market	100.00%	\$492,876,175	4.07%	\$1,843,235,691	19.52%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$198,897,883	\$208,534,860	\$186,662,320
2nd qtr 1999	\$189,418,170	\$241,953,257	\$165,005,082
3rd qtr 1999	\$198,994,737	\$326,261,926	\$204,622,227
4th qtr 1999	\$302,336,709	\$235,083,506	\$195,064,133
1st qtr 2000	\$197,334,268	\$265,422,016	\$149,145,225
2nd qtr 2000	\$216,413,256	\$232,382,943	\$207,287,930
3rd qtr 2000	\$236,439,379	\$253,095,910	\$139,279,827
4th qtr 2000	\$256,405,425	\$404,183,305	\$277,383,640
1st qtr 2001	\$255,026,997	\$282,422,588	\$279,102,702
2nd qtr 2001	\$317,939,865	\$369,436,181	\$170,491,402
3rd qtr 2001	\$228,382,661	\$253,762,012	\$193,419,082
4th qtr 2001	\$235,390,831	\$355,833,593	\$60,424,649
1st qtr 2002	\$449,177,034	\$456,004,544	\$222,686,156
2nd qtr 2002	\$392,164,368	\$346,542,637	\$244,990,012
3rd qtr 2002	\$293,763,572	\$350,646,211	\$223,245,817
4th qtr 2002	\$296,230,398	\$371,335,756	\$293,588,970
1st qtr 2003	\$473,722,924	\$473,622,327	\$339,023,171
2nd qtr 2003	\$460,000,875	\$439,915,942	\$203,032,030
3rd qtr 2003	\$471,126,731	\$473,377,566	\$264,403,382
4th qtr 2003	\$412,727,499	\$437,066,008	\$393,534,154
1st qtr 2004	\$493,611,177	\$492,876,175	\$285,380,433

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	102.9%
1993	102.8%
1994	64.8%
1995	96.7%
1996	99.0%
1997	51.8%
1998	58.6%
1999	63.8%
2000	74.1%
2001	74.4%
2002	114.5%
2003	77.0%

Commercial Fire & Allied

There were 72 groups, 171 companies, that had direct written premium for Commercial Fire & Allied in the first quarter of 2004, as compared to 75 groups, 185 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR COMMERCIAL FIRE & ALLIED

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	FM Global Group	16.67%	\$23,325,765	2.31%	\$110,002,289	(3.45%)
2	Travelers Property Casualty Corp. Group	12.11%	\$21,848,587	8.14%	\$79,871,354	8.68%
3	Allianz Insurance Group	6.44%	\$12,097,850	(31.54%)	\$42,475,403	(32.18%)
4	Zurich Insurance Group	6.26%	\$8,210,635	(19.26%)	\$41,287,246	1.89%
5	St. Paul Group	5.88%	\$10,750,991	(38.92%)	\$38,781,463	(6.59%)
6	Texas Windstorm Insurance Association	4.60%	\$6,128,526	21.87%	\$30,326,277	20.01%
7	Royal & Sun Alliance USA	3.84%	(\$248,842)	(111.56%)	\$25,307,324	(5.91%)
8	Swiss Re Group	3.37%	\$8,171,478	*	\$22,251,062	*
9	American International Group	3.28%	\$3,439,707	(33.31%)	\$21,613,926	3.88%
10	Liberty Mutual Group	2.96%	\$6,883,414	*	\$19,546,082	239.01%
11	XL America	2.93%	(\$1,450,221)	(241.56%)	\$19,329,835	7.21%
12	United Fire & Casualty Group	2.86%	\$4,532,837	7.70%	\$18,867,844	29.30%
13	AXA Insurance Group	2.78%	\$4,103,609	31.88%	\$18,314,311	10.22%
14	CNA Insurance Group	2.60%	\$3,071,454	(28.80%)	\$17,156,096	(1.53%)
15	UNITRIN Group	2.31%	\$3,260,402	(28.27%)	\$15,219,397	(31.34%)
16	Fairfax Financial	2.07%	\$2,911,957	(23.84%)	\$13,626,340	5.26%
17	Hartford Fire & Casualty Group	1.95%	\$2,581,613	(39.39%)	\$12,892,415	(24.36%)
18	GE Global Group	1.77%	\$1,424,145	(0.68%)	\$11,684,938	(1.22%)
19	Federated Mutual	1.70%	\$3,116,395	2.18%	\$11,223,230	15.35%
20	American Financial Group	1.28%	\$358,142	449.42%	\$8,444,128	*
21	Safeco Insurance Group	1.24%	\$1,752,998	(10.88%)	\$8,206,228	13.40%
22	Sentry Insurance Group	1.17%	\$2,375,766	1.84%	\$7,741,378	17.53%
23	EMC Insurance Company	1.00%	\$1,812,018	3.76%	\$6,583,331	10.33%
24	Texas Farm Bureau Mutual	0.92%	\$1,593,712	25.92%	\$6,084,457	18.75%
25	ARX Holding Corp. Group	0.92%	\$1,456,658	49.82%	\$6,063,049	149.37%

Top 25 Groups Total	92.90%	\$133,509,596	(4.14%)	\$612,899,403	5.83%
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Total Market	100.00%	\$144,769,080	(3.81%)	\$659,748,958	2.02%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$71,320,972	\$68,350,829	\$33,802,576
2nd qtr 1999	\$77,274,152	\$78,487,919	\$39,140,917
3rd qtr 1999	\$70,060,718	\$74,379,518	\$54,354,899
4th qtr 1999	\$73,126,681	\$77,149,382	\$82,832,214
1st qtr 2000	\$60,367,305	\$65,714,031	\$30,457,236
2nd qtr 2000	\$72,570,831	\$81,310,228	\$73,567,014
3rd qtr 2000	\$80,712,117	\$85,253,815	\$59,757,514
4th qtr 2000	\$98,236,961	\$109,394,459	\$113,958,620
1st qtr 2001	\$92,863,589	\$92,099,454	\$41,677,493
2nd qtr 2001	\$98,078,697	\$101,065,593	\$58,283,160
3rd qtr 2001	\$92,741,263	\$98,276,060	\$244,258,829
4th qtr 2001	\$110,652,458	\$136,274,047	\$106,360,613
1st qtr 2002	\$121,765,027	\$144,529,151	\$87,595,818
2nd qtr 2002	\$142,072,436	\$147,304,541	\$101,597,550
3rd qtr 2002	\$142,288,616	\$173,299,909	\$50,900,077
4th qtr 2002	\$149,281,329	\$175,544,341	\$63,757,351
1st qtr 2003	\$150,575,522	\$150,510,180	\$52,417,619
2nd qtr 2003	\$149,459,207	\$154,045,193	\$73,322,891
3rd qtr 2003	\$156,429,967	\$166,651,464	\$85,200,157
4th qtr 2003	\$157,575,182	\$194,283,221	\$60,940,889
1st qtr 2004	\$134,395,632	\$144,769,080	\$86,561,378

EARNED TO INCURRED LOSS RATIO BY YEAR

**Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium
(includes personal Fire & Allied lines)**

<u>Year</u>	<u>Loss Ratio</u>
1992	84.3%
1993	58.4%
1994	69.6%
1995	97.1%
1996	49.9%
1997	38.3%
1998	57.4%
1999	53.1%
2000	81.9%
2001	107.7%
2002	55.8%
2003	48.9%

Commercial Multiple Peril

There were 74 groups, 200 companies, that had direct written premium for Commercial Multiple Peril in the first quarter of 2004, as compared to 76 groups, 217 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR COMMERCIAL MULTIPLE PERIL

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Zurich Insurance Group	12.49%	\$43,267,336	8.96%	\$173,973,276	(2.72%)
2	Travelers Property Casualty Corp. Group	10.87%	\$38,888,488	10.22%	\$151,361,440	8.71%
3	Hartford Fire & Casualty Group	7.60%	\$26,472,925	5.13%	\$105,846,122	56.97%
4	CNA Insurance Group	7.36%	\$22,929,436	(21.45%)	\$102,491,088	(6.21%)
5	Chubb & Son Inc.	6.00%	\$23,096,925	(3.65%)	\$83,518,716	8.01%
6	Liberty Mutual Group	4.54%	\$15,655,174	55.91%	\$63,173,978	68.38%
7	State Farm IL	4.49%	\$16,712,067	5.61%	\$62,519,370	(2.02%)
8	Safeco Insurance Group	4.28%	\$14,950,019	26.40%	\$59,623,364	28.92%
9	Church Mutual Insurance Company	2.74%	\$12,529,181	16.15%	\$38,148,977	21.98%
10	Maguire Corp. Group	2.49%	\$8,223,336	34.15%	\$34,752,322	40.43%
11	WR Berkley Corp.	2.42%	\$10,056,401	23.61%	\$33,644,143	21.32%
12	Allianz Insurance Group	2.39%	\$7,338,339	21.51%	\$33,329,250	16.86%
13	Credit Suisse Group	2.28%	\$6,649,377	(2.88%)	\$31,733,521	0.29%
14	St. Paul Group	2.28%	\$7,453,795	11.29%	\$31,722,574	23.84%
15	Allstate Insurance Group	2.24%	\$7,735,485	12.43%	\$31,180,138	12.29%
16	Guideone Insurance Group	2.19%	\$9,032,566	12.61%	\$30,552,398	7.93%
17	Ohio Casualty Group	1.90%	\$7,058,301	15.45%	\$26,500,467	25.18%
18	Old Republic Group	1.89%	\$7,197,479	17.85%	\$26,300,588	8.50%
19	ACE Ltd.	1.80%	\$3,476,226	75.99%	\$25,043,332	41.08%
20	Central Mutual Insurance Company Ohio	1.78%	\$6,694,647	21.92%	\$24,806,601	21.36%
21	American International Group	1.66%	\$5,021,999	31.25%	\$23,102,300	(1.59%)
22	Royal & Sun Alliance USA	1.65%	\$1,154,469	(14.57%)	\$22,969,428	48.42%
23	Amerisure Company	1.52%	\$5,998,150	(4.84%)	\$21,172,815	15.35%
24	Nationwide Corp.	1.36%	\$4,844,863	89.85%	\$18,892,090	74.65%
25	GE Global Group	1.08%	\$1,430,793	(50.22%)	\$15,050,645	(0.60%)

Top 25 Groups Total	91.27%	\$313,867,777	9.30%	\$1,271,408,943	14.32%
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Total Market	100.00%	\$347,295,103	7.19%	\$1,393,015,881	9.08%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$215,552,459	\$229,247,463	\$118,479,566
2nd qtr 1999	\$216,168,054	\$227,464,958	\$169,300,495
3rd qtr 1999	\$218,128,260	\$226,721,250	\$147,914,389
4th qtr 1999	\$223,556,331	\$241,176,043	\$147,201,261
1st qtr 2000	\$221,592,156	\$238,501,246	\$141,927,253
2nd qtr 2000	\$234,589,678	\$239,375,265	\$214,498,664
3rd qtr 2000	\$231,760,927	\$266,860,771	\$201,776,374
4th qtr 2000	\$258,005,253	\$269,671,752	\$203,011,991
1st qtr 2001	\$257,145,796	\$276,716,048	\$174,818,070
2nd qtr 2001	\$257,191,069	\$282,196,084	\$194,230,163
3rd qtr 2001	\$272,821,007	\$288,700,461	\$247,376,264
4th qtr 2001	\$279,841,512	\$321,838,153	\$219,799,574
1st qtr 2002	\$294,721,061	\$330,504,083	\$175,072,730
2nd qtr 2002	\$298,739,904	\$277,160,208	\$182,769,240
3rd qtr 2002	\$302,860,146	\$332,693,541	\$215,367,089
4th qtr 2002	\$325,691,823	\$343,217,776	\$159,953,409
1st qtr 2003	\$312,373,288	\$323,997,599	\$197,453,601
2nd qtr 2003	\$310,339,353	\$335,111,601	\$197,135,720
3rd qtr 2003	\$317,313,938	\$334,740,459	\$202,029,594
4th qtr 2003	\$322,146,304	\$375,868,718	\$173,532,706
1st qtr 2004	\$319,793,893	\$347,295,103	\$136,149,628

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	88.4%
1993	77.8%
1994	61.8%
1995	97.5%
1996	59.0%
1997	54.1%
1998	51.2%
1999	67.1%
2000	89.8%
2001	85.6%
2002	59.8%
2003	58.0%

Private Passenger Auto (All Companies, All Coverages)

There were 64 groups, 203 companies, that had direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 65 groups, 195 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	23.26%	\$683,502,463	(1.83%)	\$2,653,938,820	3.85%
2	Allstate Insurance Group	14.90%	\$441,881,980	1.02%	\$1,700,254,244	(0.00%)
3	Zurich Insurance Group	12.19%	\$372,941,512	6.43%	\$1,390,568,807	4.36%
4	Progressive Group	8.94%	\$278,446,564	7.32%	\$1,020,321,053	20.92%
5	United Services Automobile Assn. Group	6.00%	\$176,096,400	(4.94%)	\$684,141,485	(0.42%)
6	Nationwide Corp.	4.33%	\$130,903,441	9.94%	\$493,839,748	15.98%
7	Berkshire Hathaway	3.55%	\$108,527,820	10.86%	\$405,356,463	14.42%
8	Southern Farm Bureau Casualty	3.46%	\$101,804,676	8.74%	\$394,224,420	15.55%
9	Old American County Mutual Fire Ins. Co.	3.45%	\$125,475,721	31.69%	\$393,297,484	19.10%
10	Home State Insurance Group	2.80%	\$89,125,016	18.10%	\$320,009,063	21.85%
11	Texas State National Group	1.93%	\$61,276,395	(1.22%)	\$220,467,095	14.48%
12	Safeco Insurance Group	1.78%	\$52,326,890	(5.43%)	\$203,027,857	9.20%
13	UNITRIN Group	1.49%	\$45,994,055	5.04%	\$170,228,543	14.61%
14	Titus Group	1.25%	\$38,996,018	72.91%	\$142,221,650	96.53%
15	Liberty Mutual Group	1.22%	\$33,240,014	1.76%	\$139,722,429	(1.09%)
16	Travelers Property Casualty Corp. Group	1.21%	\$34,720,845	(14.57%)	\$137,866,454	(15.78%)
17	Credit Suisse Group	0.95%	\$31,306,264	14.11%	\$107,898,367	6.00%
18	Mercury General Group	0.78%	\$24,453,407	5.52%	\$88,858,509	26.99%
19	Hartford Fire & Casualty Group	0.74%	\$20,021,601	(14.88%)	\$84,330,896	2.76%
20	Interins Exchange of the Automobile Club	0.58%	\$16,501,883	28.53%	\$66,553,090	46.18%
21	Sentry Insurance Group	0.54%	\$15,374,805	(7.33%)	\$61,236,775	(6.56%)
22	American National Financial Group	0.52%	\$14,417,221	(4.34%)	\$59,641,633	0.88%
23	Metropolitan Group	0.46%	\$13,356,182	(2.58%)	\$52,568,981	(2.37%)
24	Germania Insurance Group	0.46%	\$12,943,000	(9.79%)	\$52,236,978	(7.80%)
25	Amica Mutual Group	0.46%	\$12,237,645	9.03%	\$52,120,646	10.26%

Top 25 Groups Total	97.25%	\$2,935,871,818	3.92%	\$11,094,931,490	7.52%
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Total Market	100.00%	\$3,005,873,859	2.80%	\$11,408,555,482	6.41%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$2,320,518,475	\$2,136,424,353	\$1,327,541,349
2nd qtr 1999	\$2,188,958,364	\$2,028,787,943	\$1,436,070,422
3rd qtr 1999	\$2,310,778,314	\$2,108,258,416	\$1,406,017,588
4th qtr 1999	\$2,182,308,863	\$1,984,324,294	\$1,440,876,134
1st qtr 2000	\$2,287,114,585	\$2,161,022,529	\$1,516,565,809
2nd qtr 2000	\$2,214,040,576	\$2,067,800,565	\$1,727,433,045
3rd qtr 2000	\$2,346,352,009	\$2,217,093,042	\$1,446,692,136
4th qtr 2000	\$2,133,476,469	\$1,926,579,984	\$1,649,277,676
1st qtr 2001	\$2,479,776,275	\$2,364,978,653	\$1,608,864,432
2nd qtr 2001	\$2,381,884,799	\$2,218,599,142	\$1,764,471,091
3rd qtr 2001	\$2,601,335,227	\$2,418,790,333	\$1,904,688,875
4th qtr 2001	\$2,448,928,343	\$2,320,483,155	\$1,687,667,681
1st qtr 2002	\$2,868,833,850	\$2,672,814,060	\$1,679,834,023
2nd qtr 2002	\$2,825,505,496	\$2,591,123,687	\$1,896,294,072
3rd qtr 2002	\$3,001,045,878	\$2,749,095,031	\$1,679,170,055
4th qtr 2002	\$2,773,416,367	\$2,457,170,529	\$1,688,163,691
1st qtr 2003	\$3,100,617,381	\$2,924,121,925	\$1,602,582,885
2nd qtr 2003	\$2,916,379,355	\$2,741,087,516	\$2,098,762,515
3rd qtr 2003	\$3,087,789,849	\$2,926,507,123	\$1,682,022,598
4th qtr 2003	\$2,850,599,167	\$2,735,086,984	\$1,638,953,802
1st qtr 2004	\$3,143,126,001	\$3,005,873,859	\$1,802,972,724

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	72.8%
1993	70.0%
1994	70.9%
1995	72.3%
1996	62.9%
1997	58.7%
1998	60.8%
1999	66.6%
2000	74.9%
2001	78.2%
2002	66.8%
2003	67.6%

Private Passenger Auto (All Rate-Regulated Companies)

There were 57 groups, 179 rate-regulated companies, that had direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 59 groups, 172 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	38.25%	\$640,991,523	(2.60%)	\$2,495,663,870	2.81%
2	Allstate Insurance Group	16.07%	\$271,057,372	(4.13%)	\$1,048,279,558	(5.03%)
3	Zurich Insurance Group	11.69%	\$202,072,768	0.09%	\$762,946,656	(3.98%)
4	Berkshire Hathaway	6.21%	\$108,527,820	10.86%	\$405,356,463	14.42%
5	Southern Farm Bureau Casualty	4.92%	\$82,751,851	8.12%	\$321,016,128	11.12%
6	United Services Automobile Assn. Group	4.83%	\$83,786,741	0.96%	\$315,134,834	(7.53%)
7	Nationwide Corp.	3.33%	\$55,728,701	6.82%	\$217,042,382	1.49%
8	Safeco Insurance Group	3.11%	\$52,326,890	(5.43%)	\$203,027,857	9.20%
9	Travelers Property Casualty Corp. Group	2.11%	\$34,720,845	(14.57%)	\$137,866,454	(15.78%)
10	Hartford Fire & Casualty Group	1.29%	\$20,021,601	(14.88%)	\$84,330,896	2.76%
11	UNITRIN Group	0.96%	\$15,991,377	2.66%	\$62,874,193	16.14%
12	Metropolitan Group	0.81%	\$13,356,182	(2.58%)	\$52,568,981	(2.37%)
13	Germania Insurance Group	0.80%	\$12,943,000	(9.79%)	\$52,236,978	(7.80%)
14	Amica Mutual Group	0.80%	\$12,237,645	9.03%	\$52,120,646	10.26%
15	CNA Insurance Group	0.60%	\$8,908,614	(15.08%)	\$39,003,317	(17.64%)
16	Chubb & Son Inc.	0.55%	\$8,985,555	6.40%	\$36,089,612	3.65%
17	Agricultural Workers Insurance Group	0.51%	\$8,276,815	3.75%	\$33,455,228	4.92%
18	Interins Exchange of the Automobile Club	0.51%	\$5,566,674	(16.12%)	\$33,266,897	(7.44%)
19	Prudential Of America	0.44%	\$4,802,560	(52.18%)	\$28,828,372	(37.55%)
20	Central Mutual Insurance Casualty Ohio	0.29%	\$5,020,416	8.42%	\$19,187,019	13.28%
21	Hochheim Prairie Group	0.26%	\$4,394,400	(15.03%)	\$17,269,078	(20.55%)
22	American International Group	0.26%	\$3,674,297	(34.04%)	\$17,076,450	318.71%
23	Beacon Insurance Group	0.22%	\$2,992,642	(6.69%)	\$14,033,893	(26.44%)
24	Horace Mann Group	0.17%	\$2,658,877	(26.36%)	\$10,895,012	(35.33%)
25	Lumbermens Mutual Casualty Group	0.14%	\$578,985	(90.34%)	\$9,239,238	(54.83%)

Top 25 Groups Total	99.14%	\$1,662,374,151	(2.12%)	\$6,468,810,012	0.28%
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Total Market	100.00%	\$1,673,121,586	(3.07%)	\$6,524,840,279	(1.98%)
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$1,611,517,598	\$1,531,201,343	\$986,662,418
2nd qtr 1999	\$1,549,030,969	\$1,465,668,093	\$1,058,267,920
3rd qtr 1999	\$1,654,500,947	\$1,566,084,096	\$1,028,004,498
4th qtr 1999	\$1,582,229,889	\$1,479,746,240	\$1,067,991,532
1st qtr 2000	\$1,647,551,794	\$1,573,620,775	\$1,145,517,607
2nd qtr 2000	\$1,593,613,164	\$1,524,585,720	\$1,298,712,750
3rd qtr 2000	\$1,724,969,778	\$1,654,841,965	\$1,058,585,157
4th qtr 2000	\$1,556,526,868	\$1,442,640,173	\$1,260,189,254
1st qtr 2001	\$1,805,529,259	\$1,741,071,546	\$1,258,573,228
2nd qtr 2001	\$1,691,937,548	\$1,613,010,293	\$1,357,454,971
3rd qtr 2001	\$1,820,036,784	\$1,753,988,077	\$1,531,197,749
4th qtr 2001	\$1,668,668,495	\$1,636,210,953	\$1,141,954,488
1st qtr 2002	\$1,736,769,104	\$1,779,217,672	\$1,240,702,443
2nd qtr 2002	\$1,672,411,050	\$1,699,616,391	\$1,406,069,637
3rd qtr 2002	\$1,759,192,706	\$1,748,794,772	\$1,162,255,945
4th qtr 2002	\$1,578,375,146	\$1,482,342,764	\$1,138,619,756
1st qtr 2003	\$1,730,588,905	\$1,726,123,500	\$1,057,673,052
2nd qtr 2003	\$1,613,323,431	\$1,591,367,708	\$1,432,429,988
3rd qtr 2003	\$1,723,417,481	\$1,704,691,634	\$1,070,374,424
4th qtr 2003	\$1,579,380,030	\$1,555,659,351	\$1,013,929,386
1st qtr 2004	\$1,690,244,858	\$1,673,121,586	\$955,079,929

Private Passenger Auto (All Non-Rate-Regulated Companies)

There were 23 groups, 24 non-rate-regulated (County Mutual) companies, that had direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 22 groups, 23 companies, in the first quarter of 2003.

The table below represents the top groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Progressive Group	20.89%	\$278,446,564	7.32%	\$1,020,321,053	20.92%
2	Allstate Insurance Group	13.35%	\$170,824,608	10.45%	\$651,974,686	9.31%
3	Zurich Insurance Group	12.85%	\$170,868,744	15.05%	\$627,622,151	16.68%
4	Old American County Mutual Fire Ins. Co.	8.05%	\$125,475,721	31.69%	\$393,297,484	19.10%
5	United Services Automobile Assn. Group	7.56%	\$92,309,659	(9.73%)	\$369,006,651	6.58%
6	Home State Insurance Group	6.55%	\$89,125,016	18.10%	\$320,009,063	21.85%
7	Nationwide Corp.	5.67%	\$75,174,740	12.38%	\$276,797,366	30.60%
8	Texas State National Group	4.51%	\$61,276,395	(1.22%)	\$220,467,095	14.48%
9	State Farm IL	3.24%	\$42,510,940	11.42%	\$158,274,950	23.51%
10	Titus Group	2.91%	\$38,996,018	72.91%	\$142,221,650	96.53%
11	Liberty Mutual Group	2.33%	\$28,866,911	38.48%	\$113,781,429	304.53%
12	Credit Suisse Group	2.21%	\$31,306,264	14.11%	\$107,899,355	6.00%
13	UNITRIN Group	2.20%	\$30,002,678	6.35%	\$107,354,350	13.73%
14	Mercury General Group	1.80%	\$24,173,976	5.44%	\$87,838,193	34.29%
15	Southern Farm Bureau Casualty	1.50%	\$19,052,825	11.52%	\$73,208,292	40.03%
16	Sentry Insurance Group	1.23%	\$15,098,697	(7.11%)	\$60,130,782	(5.78%)
17	American National Financial Group	1.22%	\$14,417,451	0.04%	\$59,691,330	32.02%
18	Interins Exchange of the Automobile Club	0.68%	\$10,935,209	76.29%	\$33,286,193	247.19%
19	Safeway Insurance Group	0.53%	\$6,190,644	(38.01%)	\$25,839,103	(39.30%)
20	Royal & Sun Alliance USA	0.29%	\$2,937,261	328.16%	\$14,008,342	117.57%
21	American Financial Group	0.29%	\$3,500,745	(46.95%)	\$13,924,351	(41.81%)
22	Allianz Insurance Group	0.14%	\$1,258,977	(39.92%)	\$6,756,266	(23.19%)
23	ACE Ltd.	0.00%	\$2,230	*	\$5,068	*
Top Groups Total		100.00%	\$1,332,752,273	11.25%	\$4,883,715,203	20.15%
Total Market		100.00%	\$1,332,752,273	11.25%	\$4,883,715,203	20.15%

* Premiums from prior reporting period were \$0, less than \$0, or negligible.

Note: A list of groups and corresponding County Mutual Companies can be found on page 57 of this report.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$709,000,877	\$605,223,010	\$340,878,931
2nd qtr 1999	\$639,927,395	\$563,119,850	\$377,802,502
3rd qtr 1999	\$656,277,367	\$542,174,320	\$378,013,090
4th qtr 1999	\$600,078,974	\$504,578,054	\$372,884,602
1st qtr 2000	\$639,562,791	\$587,401,754	\$371,048,202
2nd qtr 2000	\$620,427,412	\$543,214,845	\$428,720,295
3rd qtr 2000	\$621,382,231	\$562,251,077	\$388,106,979
4th qtr 2000	\$576,949,601	\$483,939,811	\$389,088,422
1st qtr 2001	\$674,247,016	\$623,907,107	\$350,291,204
2nd qtr 2001	\$689,947,251	\$605,588,849	\$407,016,120
3rd qtr 2001	\$781,298,443	\$664,802,256	\$373,491,126
4th qtr 2001	\$780,259,848	\$684,272,202	\$545,713,193
1st qtr 2002	\$1,132,064,746	\$893,596,388	\$439,131,580
2nd qtr 2002	\$1,153,094,446	\$891,507,296	\$490,224,435
3rd qtr 2002	\$1,241,853,172	\$1,000,300,259	\$516,914,110
4th qtr 2002	\$1,195,041,221	\$974,827,765	\$549,543,935
1st qtr 2003	\$1,370,028,476	\$1,197,998,425	\$544,909,833
2nd qtr 2003	\$1,303,055,924	\$1,149,719,808	\$666,332,527
3rd qtr 2003	\$1,364,372,368	\$1,221,815,489	\$611,648,174
4th qtr 2003	\$1,271,219,137	\$1,179,427,633	\$625,024,416
1st qtr 2004	\$1,452,881,143	\$1,332,752,273	\$847,892,795

Private Passenger Auto (All Voluntary Liability)

There were 79 groups, 199 companies, that had voluntary liability (no assigned risk nor physical damage) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 79 groups, 191 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	22.91%	\$377,420,973	(2.82%)	\$1,472,098,650	2.59%
2	Allstate Insurance Group	14.64%	\$243,685,600	(0.51%)	\$940,510,070	0.12%
3	Zurich Insurance Group	12.08%	\$206,599,955	5.21%	\$776,300,184	4.22%
4	Progressive Group	8.47%	\$149,164,518	7.55%	\$544,292,498	21.39%
5	United Services Automobile Assn. Group	6.06%	\$100,266,408	(4.96%)	\$389,409,193	0.36%
6	Nationwide Corp	4.53%	\$77,286,550	9.31%	\$290,906,995	9.45%
7	Old American County Mutual Fire Ins. Co.	3.99%	\$79,987,090	39.66%	\$256,182,949	28.85%
8	Berkshire Hathaway	3.61%	\$61,865,146	10.24%	\$231,774,487	14.37%
9	Southern Farm Bureau Casualty	3.29%	\$54,367,504	8.04%	\$211,378,198	16.11%
10	Home State Insurance Group	2.86%	\$51,846,350	10.54%	\$183,656,076	13.01%
11	Texas State National Group	2.70%	\$48,713,758	12.02%	\$173,616,808	26.83%
12	Safeco Insurance Group	1.77%	\$28,945,687	(6.79%)	\$113,718,181	9.22%
13	UNITRIN Group	1.47%	\$25,752,249	8.98%	\$94,444,633	17.89%
14	Travelers Property Casualty Corp. Group	1.22%	\$19,633,295	(15.69%)	\$78,229,046	(16.01%)
15	Liberty Mutual Group	1.19%	\$18,419,917	2.73%	\$76,425,156	(1.02%)
16	Credit Suisse Group	0.99%	\$18,854,612	19.52%	\$63,797,314	10.07%
17	Titus Group	0.81%	\$15,018,851	109.45%	\$52,280,544	162.77%
18	Mercury General Group	0.78%	\$13,845,138	3.97%	\$50,159,486	28.17%
19	Hartford Fire & Casualty Group	0.76%	\$11,490,098	(17.28%)	\$48,554,615	(0.41%)
20	Sentry Insurance Group	0.62%	\$9,984,218	(8.26%)	\$39,532,166	(7.37%)
21	American National Financial Group	0.57%	\$9,242,468	1.91%	\$36,551,493	6.69%
22	Interins Exchange of the Automobile Club	0.56%	\$8,859,990	26.31%	\$35,951,919	42.89%
23	Amica Mutual Group	0.48%	\$7,241,698	7.73%	\$31,091,176	9.21%
24	Germania Insurance Group	0.45%	\$7,116,288	(11.19%)	\$28,763,580	(8.87%)
25	Metropolitan Group	0.44%	\$7,278,806	(2.28%)	\$28,560,817	(3.61%)

Top 25 Groups Total	97.25%	\$1,652,887,167	3.70%	\$6,248,186,234	7.42%
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Total Market	100.00%	\$1,693,305,537	2.67%	\$6,424,998,557	6.47%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$1,441,718,954	\$1,318,619,390	\$785,832,104
2nd qtr 1999	\$1,305,348,332	\$1,200,611,616	\$810,887,691
3rd qtr 1999	\$1,338,375,394	\$1,215,078,834	\$831,240,896
4th qtr 1999	\$1,272,444,029	\$1,150,496,913	\$863,590,455
1st qtr 2000	\$1,326,706,485	\$1,252,524,313	\$873,001,219
2nd qtr 2000	\$1,269,992,298	\$1,185,965,899	\$844,730,507
3rd qtr 2000	\$1,342,229,296	\$1,272,459,508	\$836,868,067
4th qtr 2000	\$1,211,356,514	\$1,093,856,843	\$958,476,760
1st qtr 2001	\$1,422,421,450	\$1,354,714,123	\$914,127,105
2nd qtr 2001	\$1,352,189,807	\$1,258,371,277	\$906,258,206
3rd qtr 2001	\$1,459,719,337	\$1,361,690,166	\$840,171,110
4th qtr 2001	\$1,379,295,208	\$1,305,335,597	\$970,029,517
1st qtr 2002	\$1,606,318,038	\$1,513,140,256	\$981,906,602
2nd qtr 2002	\$1,590,558,659	\$1,474,062,620	\$1,070,390,058
3rd qtr 2002	\$1,680,894,368	\$1,546,620,167	\$962,685,922
4th qtr 2002	\$1,554,205,465	\$1,364,681,127	\$949,408,579
1st qtr 2003	\$1,748,560,932	\$1,649,198,567	\$930,288,533
2nd qtr 2003	\$1,635,686,421	\$1,545,253,717	\$940,676,080
3rd qtr 2003	\$1,736,176,675	\$1,646,201,715	\$947,133,974
4th qtr 2003	\$1,597,308,702	\$1,540,237,588	\$949,002,521
1st qtr 2004	\$1,778,015,351	\$1,693,305,537	\$1,169,433,431

Private Passenger Auto (Voluntary Liability Rate-Regulated Companies)

There were 56 groups, 175 rate-regulated companies, that had voluntary liability (no assigned risk nor physical damage) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 57 groups, 168 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	37.83%	\$352,931,899	(3.64%)	\$1,380,969,677	1.50%
2	Allstate Insurance Group	16.33%	\$154,118,060	(5.34%)	\$596,354,021	(3.32%)
3	Zurich Insurance Group	11.84%	\$112,765,387	(0.69%)	\$432,333,394	(2.91%)
4	Berkshire Hathaway	6.35%	\$61,865,146	10.24%	\$231,774,487	14.37%
5	United Services Automobile Assn. Group	4.80%	\$47,150,722	2.04%	\$175,319,786	(7.10%)
6	Southern Farm Bureau Casualty	4.71%	\$44,109,906	7.26%	\$171,955,019	11.52%
7	Nationwide Corp.	3.45%	\$32,252,274	6.31%	\$125,983,128	0.88%
8	Safeco Insurance Group	3.11%	\$28,945,687	(6.79%)	\$113,718,181	9.22%
9	Travelers Property Casualty Corp Group	2.14%	\$19,633,295	(15.69%)	\$78,229,046	(16.01%)
10	Hartford Fire & Casualty Group	1.33%	\$11,490,098	(17.28%)	\$48,554,615	(0.41%)
11	UNITRIN Group	0.97%	\$9,160,419	5.97%	\$35,514,505	18.35%
12	Amica Mutual Group	0.85%	\$7,241,698	7.73%	\$31,091,176	9.21%
13	Germania Insurance Group	0.79%	\$7,116,288	(11.19%)	\$28,763,580	(8.87%)
14	Metropolitan Group	0.78%	\$7,278,806	(2.28%)	\$28,560,817	(3.61%)
15	CNA Insurance Group	0.60%	\$4,969,641	(14.16%)	\$21,974,989	(18.07%)
16	Chubb & Son Inc.	0.56%	\$5,050,765	3.55%	\$20,568,782	1.24%
17	Interins Exchange of the Automobile Club	0.48%	\$2,892,116	(19.08%)	\$17,634,253	(11.00%)
18	Agricultural Workers Insurance Group	0.47%	\$4,267,957	2.81%	\$17,245,980	3.22%
19	Liberty Mutual Group	0.40%	\$2,448,295	(63.14%)	\$14,688,108	(76.30%)
20	Central Mutual Insurance Company Ohio	0.30%	\$2,867,713	7.20%	\$10,965,787	11.35%
21	Hochheim Prairie Group	0.25%	\$2,288,917	(16.83%)	\$9,072,169	(22.67%)
22	American International Group	0.23%	\$1,830,092	(35.74%)	\$8,551,266	159.86%
23	Beacon Insurance Group	0.21%	\$1,617,024	(4.95%)	\$7,711,630	(24.63%)
24	Horace Mann Group	0.16%	\$1,420,406	(27.51%)	\$5,828,022	(36.43%)
25	Lumbermens Mutual Casualty Group	0.15%	\$332,606	(90.49%)	\$5,372,962	(55.12%)
Top 25 Groups Total		99.12%	\$926,045,217	(3.13%)	\$3,618,735,380	(0.67%)
Total Market		100.00%	\$932,534,913	(3.87%)	\$3,650,910,802	(1.82%)

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$998,173,986	\$945,299,913	\$575,806,421
2nd qtr 1999	\$920,566,067	\$865,996,287	\$584,648,447
3rd qtr 1999	\$962,402,171	\$906,013,012	\$600,847,201
4th qtr 1999	\$915,065,420	\$850,700,349	\$630,063,457
1st qtr 2000	\$947,873,011	\$903,829,265	\$650,981,096
2nd qtr 2000	\$911,719,387	\$869,434,038	\$612,643,847
3rd qtr 2000	\$983,300,253	\$939,424,175	\$603,620,069
4th qtr 2000	\$876,288,874	\$821,037,512	\$729,822,469
1st qtr 2001	\$1,031,833,276	\$993,605,295	\$723,376,670
2nd qtr 2001	\$960,927,886	\$915,522,168	\$686,459,498
3rd qtr 2001	\$1,028,165,690	\$991,220,645	\$704,801,926
4th qtr 2001	\$936,644,923	\$915,192,460	\$609,687,658
1st qtr 2002	\$962,721,320	\$1,004,128,970	\$731,791,951
2nd qtr 2002	\$933,756,261	\$968,489,605	\$807,186,698
3rd qtr 2002	\$977,634,358	\$978,875,129	\$673,499,993
4th qtr 2002	\$879,326,359	\$801,019,094	\$645,421,128
1st qtr 2003	\$970,322,476	\$970,041,120	\$627,421,955
2nd qtr 2003	\$901,304,589	\$893,470,705	\$619,769,452
3rd qtr 2003	\$961,394,096	\$955,532,315	\$611,007,523
4th qtr 2003	\$877,949,126	\$869,372,869	\$596,078,009
1st qtr 2004	\$939,552,115	\$932,534,913	\$577,518,995

Private Passenger Auto (Voluntary Liability Non-Rate-Regulated Companies)

There were 23 groups, 24 non-rate-regulated (County Mutual) companies, that had voluntary liability (no assigned risk nor physical damage) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 22 groups, 23 companies, in the first quarter of 2003.

The table below represents the top groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Progressive Group	19.62%	\$149,164,518	7.55%	\$544,292,498	21.39%
2	Allstate Insurance Group	12.41%	\$89,567,540	9.05%	\$344,156,049	6.71%
3	Zurich Insurance Group	12.40%	\$93,834,568	13.30%	\$343,966,790	14.82%
4	Old American County Mutual Fire Ins. Co.	9.23%	\$79,987,090	39.66%	\$256,182,949	28.85%
5	United Services Automobile Assn. Group	7.72%	\$53,115,686	(10.42%)	\$214,089,407	7.43%
6	Home State Insurance Group	6.62%	\$51,846,350	10.54%	\$183,656,076	13.01%
7	Texas State National Group	6.26%	\$48,713,758	12.02%	\$173,616,808	26.83%
8	Nationwide Corp	5.95%	\$45,034,276	11.57%	\$164,923,867	17.06%
9	State Farm IL	3.29%	\$24,489,074	10.80%	\$91,128,973	22.40%
10	Credit Suisse Group	2.30%	\$18,854,612	19.52%	\$63,798,252	10.08%
11	Liberty Mutual Group	2.23%	\$15,971,622	41.50%	\$61,737,048	305.02%
12	UNITRIN Group	2.12%	\$16,591,830	10.72%	\$58,930,128	17.61%
13	Titus Group	1.88%	\$15,018,851	109.45%	\$52,280,544	162.77%
14	Mercury General Group	1.79%	\$13,681,480	3.75%	\$49,573,687	35.24%
15	Southern Farm Bureau Casualty	1.42%	\$10,257,598	11.53%	\$39,423,179	41.53%
16	Sentry Insurance Group	1.40%	\$9,820,256	(8.07%)	\$38,877,449	(6.63%)
17	American National Financial Group	1.32%	\$9,242,595	6.28%	\$36,584,695	39.74%
18	Interins Exchange of the Automobile Club	0.66%	\$5,967,874	73.45%	\$18,317,666	242.58%
19	Safeway Insurance Group	0.62%	\$4,052,418	(35.94%)	\$17,297,026	(38.40%)
20	Royal & Sun Alliance USA	0.35%	\$2,823,090	349.68%	\$9,799,785	66.42%
21	American Financial Group	0.27%	\$1,898,852	(46.40%)	\$7,591,270	(41.26%)
22	Allianz Insurance Group	0.14%	\$834,456	(28.59%)	\$3,857,405	(23.41%)
23	ACE Ltd.	0.00%	\$2,230	*	\$6,204	*
Top Groups Total		100.00%	\$760,770,624	12.02%	\$2,774,087,755	19.77%
Total Market		100.00%	\$760,770,624	12.02%	\$2,774,087,755	19.77%

* Premiums from prior reporting period were \$0, less than \$0, or negligible.

Note: A list of groups and corresponding County Mutual Companies can be found on page 57 of this report.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$443,544,968	\$373,319,477	\$210,025,683
2nd qtr 1999	\$384,782,265	\$334,615,329	\$226,239,244
3rd qtr 1999	\$375,973,223	\$309,065,822	\$230,393,695
4th qtr 1999	\$357,378,609	\$299,796,564	\$233,526,998
1st qtr 2000	\$378,833,474	\$348,695,048	\$222,020,123
2nd qtr 2000	\$358,272,911	\$316,531,861	\$232,086,660
3rd qtr 2000	\$358,929,043	\$333,035,333	\$233,247,998
4th qtr 2000	\$335,067,640	\$272,819,331	\$228,654,291
1st qtr 2001	\$390,588,174	\$361,108,828	\$190,750,435
2nd qtr 2001	\$391,261,921	\$342,849,109	\$219,798,708
3rd qtr 2001	\$431,553,647	\$370,469,521	\$135,369,184
4th qtr 2001	\$442,650,285	\$390,143,137	\$360,341,859
1st qtr 2002	\$643,596,718	\$509,011,286	\$250,114,651
2nd qtr 2002	\$656,802,398	\$505,573,015	\$263,203,360
3rd qtr 2002	\$703,260,010	\$567,745,038	\$289,185,929
4th qtr 2002	\$674,879,106	\$563,662,033	\$303,987,451
1st qtr 2003	\$778,238,456	\$679,157,447	\$302,866,578
2nd qtr 2003	\$734,381,832	\$651,783,012	\$320,906,628
3rd qtr 2003	\$774,782,579	\$690,669,400	\$336,126,451
4th qtr 2003	\$719,359,576	\$670,864,719	\$352,924,512
1st qtr 2004	\$838,463,236	\$760,770,624	\$591,914,436

Private Passenger Auto (All Assigned Risk)

There were 17 groups, 17 companies, that had assigned risk (no voluntary liability nor physical damage) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 19 groups, 21 companies, in the first quarter of 2003.

The table below represents the top groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	36.43%	\$4,027,358	0.40%	\$13,770,055	13.06%
2	Allstate Insurance Group	14.68%	\$814,333	(6.12%)	\$5,547,835	26.69%
3	GE Global Group	10.73%	\$554,714	(60.00%)	\$4,054,499	(23.22%)
4	Zurich Insurance Group	10.35%	\$1,169,626	2.75%	\$3,912,148	(12.79%)
5	American International Group	7.10%	\$610,760	(27.37%)	\$2,683,059	37.87%
6	Southern Farm Bureau Casualty	6.80%	\$715,653	5.13%	\$2,570,376	19.76%
7	Berkshire Hathaway	4.33%	\$495,304	33.49%	\$1,637,264	32.89%
8	Nationwide Corp.	2.94%	\$199,509	(45.80%)	\$1,110,267	(0.55%)
9	Safeco Insurance Group	2.48%	\$387,758	187.64%	\$935,781	93.44%
10	Travelers Property Casualty Corp. Group	2.47%	\$243,290	24.71%	\$932,345	13.84%
11	Liberty Mutual Group	0.98%	\$142,495	68.27%	\$370,845	26.73%
12	UNITRIN Group	0.47%	\$39,022	(18.20%)	\$176,631	(61.64%)
13	Mercury General Group	0.15%	\$7,948	(75.39%)	\$55,755	(10.07%)
14	Service Life Group	0.07%	\$3,652	(51.32%)	\$26,056	20.39%
15	American Express Group	0.04%	(\$63)	(100.93%)	\$14,808	5.87%
16	Southland Lloyds Insurance Company	0.00%	\$0	(100.00%)	\$1,717	(24.69%)
17	Lumbermens Mutual Casualty Group	0.00%	\$261	(57.07%)	\$717	(87.46%)
18	American Financial Group	0.00%	(\$333)	(144.34%)	\$252	(97.78%)
19	White Mountains Group	0.00%	\$0	*	(\$1,149)	*

Top Groups Total	100.00%	\$9,411,287	(7.51%)	\$37,800,410	8.19%
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Total Market	100.00%	\$9,411,287	(7.51%)	\$37,799,261	8.19%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$6,709,493	\$5,404,154	\$8,247,472
2nd qtr 1999	\$8,384,997	\$6,041,007	\$6,569,934
3rd qtr 1999	\$7,007,292	\$4,650,001	\$6,895,534
4th qtr 1999	\$5,842,435	\$3,738,536	\$5,706,459
1st qtr 2000	\$6,643,310	\$4,965,888	\$5,598,735
2nd qtr 2000	\$6,875,267	\$5,010,033	\$5,602,266
3rd qtr 2000	\$6,680,445	\$4,602,957	\$4,833,817
4th qtr 2000	\$6,304,544	\$4,120,840	\$4,171,526
1st qtr 2001	\$7,500,341	\$5,449,953	\$5,114,494
2nd qtr 2001	\$7,707,585	\$6,720,769	\$5,138,512
3rd qtr 2001	\$7,973,791	\$5,309,138	\$4,480,938
4th qtr 2001	\$8,829,104	\$5,584,345	\$4,363,346
1st qtr 2002	\$9,794,574	\$7,502,321	\$4,586,255
2nd qtr 2002	\$10,741,534	\$8,026,375	\$4,805,222
3rd qtr 2002	\$11,502,967	\$8,446,502	\$4,706,617
4th qtr 2002	\$11,768,796	\$8,289,878	\$5,585,323
1st qtr 2003	\$13,353,726	\$10,175,717	\$6,003,752
2nd qtr 2003	\$13,825,070	\$9,966,442	\$6,648,031
3rd qtr 2003	\$13,653,011	\$9,654,128	\$6,201,386
4th qtr 2003	\$12,535,481	\$8,767,404	\$6,042,045
1st qtr 2004	\$14,161,892	\$9,411,287	\$5,871,602

Private Passenger Auto (All Physical Damage)

There were 63 groups, 187 companies, that had physical damage (no voluntary liability nor assigned risk) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 77 groups, 187 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	23.62%	\$302,054,132	(0.60%)	\$1,168,070,115	5.38%
2	Allstate Insurance Group	15.25%	\$197,382,047	3.02%	\$754,196,339	(0.31%)
3	Zurich Insurance Group	12.34%	\$165,171,931	8.03%	\$610,356,475	4.68%
4	Progressive Group	9.62%	\$129,282,046	7.06%	\$476,028,555	20.37%
5	United Services Automobile Assn. Group	5.96%	\$75,829,992	(4.91%)	\$294,732,292	(1.43%)
6	Nationwide Corp.	4.08%	\$53,417,382	11.30%	\$201,822,486	27.02%
7	Southern Farm Bureau Casualty	3.65%	\$46,721,519	9.62%	\$180,275,846	14.85%
8	Berkshire Hathaway	3.48%	\$46,167,370	11.50%	\$171,944,712	14.35%
9	Old American County Mutual Fire Ins. Co.	2.77%	\$45,488,631	19.67%	\$137,114,535	4.34%
10	Home State Insurance Group	2.76%	\$37,278,666	30.53%	\$136,352,987	36.21%
11	Titus Group	1.82%	\$23,977,167	55.88%	\$89,941,106	71.41%
12	Safeco Insurance Group	1.79%	\$22,993,445	(4.75%)	\$88,373,895	8.67%
13	UNTRIN GRP	1.53%	\$20,202,784	0.45%	\$75,607,279	11.25%
14	Liberty Mutual Group	1.27%	\$14,677,602	0.19%	\$62,926,428	(1.32%)
15	Travelers Property Casualty Corp. Group	1.19%	\$14,844,260	(13.51%)	\$58,705,063	(15.82%)
16	Texas State National Group	0.95%	\$12,562,637	(32.26%)	\$46,850,287	(15.88%)
17	Credit Suisse Group	0.89%	\$12,451,652	6.79%	\$44,101,053	0.61%
18	Mercury General Group	0.78%	\$10,600,321	7.87%	\$38,643,268	25.56%
19	Hartford Fire & Casualty Group	0.72%	\$8,531,503	(11.42%)	\$35,776,281	7.39%
20	Interins Exchange of the Automobile Club	0.62%	\$7,641,893	31.20%	\$30,601,171	50.25%
21	Metropolitan Group	0.49%	\$6,077,376	(2.94%)	\$24,008,164	(0.86%)
22	Germania Insurance Group	0.47%	\$5,826,712	(8.02%)	\$23,473,398	(6.46%)
23	American National Financial Group	0.47%	\$5,174,753	(13.79%)	\$23,090,140	(7.13%)
24	Sentry Insurance Group	0.44%	\$5,390,587	(5.55%)	\$21,704,609	(5.03%)
25	Amica Mutual Group	0.43%	\$4,995,947	10.98%	\$21,029,470	11.85%

Top 25 Groups Total	97.37%	\$1,274,742,355	4.21%	\$4,815,725,954	7.61%
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Total Market	100.00%	\$1,303,157,035	3.04%	\$4,945,757,664	6.31%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$872,090,028	\$812,400,809	\$533,461,773
2nd qtr 1999	\$875,225,035	\$822,135,320	\$618,612,797
3rd qtr 1999	\$965,395,628	\$888,529,581	\$567,881,158
4th qtr 1999	\$904,022,399	\$830,088,845	\$571,579,220
1st qtr 2000	\$953,764,790	\$903,532,328	\$637,965,855
2nd qtr 2000	\$937,173,011	\$876,824,633	\$877,100,272
3rd qtr 2000	\$997,442,268	\$940,030,577	\$604,990,252
4th qtr 2000	\$915,815,411	\$828,602,301	\$686,629,390
1st qtr 2001	\$1,049,854,484	\$1,004,814,577	\$689,622,833
2nd qtr 2001	\$1,021,987,407	\$953,507,096	\$853,074,373
3rd qtr 2001	\$1,133,642,099	\$1,051,791,029	\$1,060,036,827
4th qtr 2001	\$1,060,804,031	\$1,009,563,213	\$713,274,818
1st qtr 2002	\$1,252,721,238	\$1,152,171,483	\$693,341,166
2nd qtr 2002	\$1,224,205,303	\$1,109,034,692	\$821,098,792
3rd qtr 2002	\$1,308,648,543	\$1,194,028,362	\$711,777,516
4th qtr 2002	\$1,207,442,106	\$1,084,199,524	\$733,169,789
1st qtr 2003	\$1,338,702,723	\$1,264,747,641	\$666,290,600
2nd qtr 2003	\$1,266,867,864	\$1,185,867,357	\$1,151,438,404
3rd qtr 2003	\$1,337,960,163	\$1,270,651,280	\$728,687,238
4th qtr 2003	\$1,240,754,984	\$1,186,081,992	\$683,909,236
1st qtr 2004	\$1,350,948,758	\$1,303,157,035	\$627,667,691

Private Passenger Auto (Physical Damage Rate-Regulated Companies)

There were 56 groups, 164 rate-regulated companies, that had physical damage (no voluntary liability nor assigned risk) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 55 groups, 164 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	38.82%	\$284,032,266	(1.32%)	\$1,100,924,138	4.38%
2	Allstate Insurance Group	15.74%	\$116,124,979	(2.47%)	\$446,377,702	(7.51%)
3	Zurich Insurance Group	11.52%	\$88,137,755	1.07%	\$326,701,114	(5.24%)
4	Berkshire Hathaway	6.06%	\$46,167,370	11.50%	\$171,944,712	14.35%
5	Southern Farm Bureau Casualty	5.17%	\$37,926,292	9.20%	\$146,490,733	10.53%
6	United Services Automobile Assn. Group	4.93%	\$36,636,019	(0.40%)	\$139,815,048	(8.07%)
7	Nationwide Corp.	3.17%	\$23,276,918	8.44%	\$89,948,987	2.40%
8	Safeco Insurance Group	3.12%	\$22,993,445	(4.75%)	\$88,373,895	8.67%
9	Travelers Property Casualty Corp. Group	2.07%	\$14,844,260	(13.51%)	\$58,705,063	(15.82%)
10	Hartford Fire & Casualty Group	1.26%	\$8,531,503	(11.42%)	\$35,776,281	7.39%
11	UNITRIN Group	0.96%	\$6,791,936	(1.35%)	\$27,183,057	14.84%
12	Metropolitan Group	0.85%	\$6,077,376	(2.94%)	\$24,008,164	(0.86%)
13	Germania Insurance Group	0.83%	\$5,826,712	(8.02%)	\$23,473,398	(6.46%)
14	Amica Mutual Group	0.74%	\$4,995,947	10.98%	\$21,029,470	11.85%
15	CNA Insurance Group	0.60%	\$3,938,973	(16.21%)	\$17,028,328	(17.08%)
16	Agricultural Workers Insurance Group	0.57%	\$4,008,858	4.76%	\$16,209,248	6.80%
17	Interins Exchange of the Automobile Club	0.55%	\$2,674,558	(12.66%)	\$15,632,644	(3.06%)
18	Chubb & Son Inc.	0.55%	\$3,934,790	10.29%	\$15,520,830	7.02%
19	Liberty Mutual Group	0.38%	\$1,782,313	(65.00%)	\$10,882,047	(78.61%)
20	Central Mutual Insurance Company of Ohio	0.29%	\$2,152,703	10.08%	\$8,221,232	15.96%
21	Hochheim Prairie Group	0.29%	\$2,105,483	(12.98%)	\$8,196,909	(18.07%)
22	Beacon Insurance Group	0.22%	\$1,375,618	(8.64%)	\$6,322,263	(28.54%)
23	American International Group	0.21%	\$1,233,445	(34.45%)	\$5,842,125	28.89%
24	Horace Mann Group	0.18%	\$1,238,471	(24.99%)	\$5,066,990	(34.03%)
25	Lumbermens Mutual Casualty Group	0.14%	\$246,118	(90.13%)	\$3,865,559	(54.42%)
Top 25 Groups Total		99.20%	\$727,054,108	(1.16%)	\$2,813,539,937	(1.11%)
Total Market		100.00%	\$731,175,386	(1.97%)	\$2,836,130,216	(2.32%)

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$606,634,119	\$580,497,276	\$402,608,525
2nd qtr 1999	\$620,079,905	\$593,630,799	\$467,049,539
3rd qtr 1999	\$685,091,484	\$655,421,083	\$420,261,763
4th qtr 1999	\$661,322,034	\$625,307,355	\$432,221,616
1st qtr 2000	\$693,035,473	\$664,825,622	\$488,937,776
2nd qtr 2000	\$675,018,510	\$650,141,649	\$680,466,637
3rd qtr 2000	\$734,989,080	\$710,814,833	\$450,131,271
4th qtr 2000	\$673,933,450	\$617,481,821	\$526,195,259
1st qtr 2001	\$766,195,642	\$742,016,298	\$530,082,064
2nd qtr 2001	\$723,302,077	\$690,767,356	\$665,856,961
3rd qtr 2001	\$783,897,303	\$757,458,294	\$821,914,885
4th qtr 2001	\$723,194,468	\$715,434,148	\$527,903,484
1st qtr 2002	\$764,253,210	\$767,586,381	\$504,324,237
2nd qtr 2002	\$727,913,255	\$723,100,411	\$594,077,717
3rd qtr 2002	\$770,055,381	\$761,473,141	\$484,049,335
4th qtr 2002	\$687,279,991	\$673,033,792	\$487,613,305
1st qtr 2003	\$746,912,703	\$745,906,663	\$424,247,345
2nd qtr 2003	\$698,193,772	\$687,930,561	\$806,012,505
3rd qtr 2003	\$748,370,374	\$739,505,191	\$453,165,515
4th qtr 2003	\$688,895,423	\$677,519,078	\$411,809,332
1st qtr 2004	\$736,530,851	\$731,175,386	\$371,689,332

Private Passenger Auto (Physical Damage Non-Rate-Regulated Companies)

There were 22 groups, 23 non-rate-regulated (County Mutual) companies, that had physical damage (no voluntary liability nor assigned risk) direct written premium for Private Passenger Auto in the first quarter of 2004, as compared to 22 groups, 23 companies, in the first quarter of 2003.

The table below represents the top groups based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR PRIVATE PASSENGER AUTO

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Progressive Group	22.56%	\$129,282,046	7.06%	\$476,028,555	20.37%
2	Allstate Insurance Group	14.59%	\$81,257,068	12.03%	\$307,818,637	12.38%
3	Zurich Insurance Group	13.45%	\$77,034,176	17.26%	\$283,655,361	19.03%
4	United Services Automobile Assn. Group	7.34%	\$39,193,973	(8.77%)	\$154,917,244	5.43%
5	Old American County Mutual Fire Ins. Co.	6.50%	\$45,488,631	19.67%	\$137,114,535	4.34%
6	Home State Insurance Group	6.46%	\$37,278,666	30.53%	\$136,352,987	36.21%
7	Nationwide Corp.	5.30%	\$30,140,464	13.62%	\$111,873,499	57.47%
8	Titus Group	4.26%	\$23,977,167	55.88%	\$89,941,106	71.41%
9	State Farm IL	3.18%	\$18,021,866	12.27%	\$67,145,977	25.05%
10	Liberty Mutual Group	2.47%	\$12,895,289	34.93%	\$52,044,381	303.94%
11	UNITRIN Group	2.30%	\$13,410,848	1.39%	\$48,424,222	9.33%
12	Texas State National Group	2.22%	\$12,562,637	(32.26%)	\$46,850,287	(15.88%)
13	Credit Suisse Group	2.09%	\$12,451,652	6.79%	\$44,101,103	0.61%
14	Mercury General Group	1.81%	\$10,492,496	7.72%	\$38,264,506	33.08%
15	Southern Farm Bureau Casualty	1.60%	\$8,795,227	11.50%	\$33,785,113	38.33%
16	American National Financial Group	1.10%	\$5,174,856	(9.45%)	\$23,106,635	21.40%
17	Sentry Insurance Group	1.01%	\$5,278,441	(5.28%)	\$21,253,333	(4.19%)
18	Interins Exchange of the Automobile Club	0.71%	\$4,967,335	79.83%	\$14,968,527	252.99%
19	Safeway Insurance Group	0.40%	\$2,138,226	(41.58%)	\$8,542,077	(41.05%)
20	American Financial Group	0.30%	\$1,601,893	(47.57%)	\$6,333,081	(42.47%)
21	Royal & Sun Alliance USA	0.20%	\$114,171	96.10%	\$4,208,557	665.37%
22	Allianz Insurance Group	0.14%	\$424,521	(54.20%)	\$2,898,861	(22.89%)
Top Groups Total		100.00%	\$571,981,649	10.24%	\$2,109,627,448	20.65%
Total Market		100.00%	\$571,981,649	10.24%	\$2,109,627,448	20.65%

* Premiums from prior reporting period were \$0, less than \$0, or negligible.

Note: A list of groups and corresponding County Mutual Companies can be found on page 57 of this report.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$265,455,909	\$231,903,533	\$130,853,248
2nd qtr 1999	\$255,145,130	\$228,504,521	\$151,563,258
3rd qtr 1999	\$280,304,144	\$233,108,498	\$147,619,395
4th qtr 1999	\$242,700,365	\$204,781,490	\$139,357,604
1st qtr 2000	\$260,729,317	\$238,706,706	\$149,028,079
2nd qtr 2000	\$262,154,501	\$226,682,984	\$196,633,635
3rd qtr 2000	\$262,453,188	\$229,215,744	\$154,858,981
4th qtr 2000	\$241,881,961	\$211,120,480	\$160,434,131
1st qtr 2001	\$283,658,842	\$262,798,279	\$159,540,769
2nd qtr 2001	\$298,685,330	\$262,739,740	\$187,217,412
3rd qtr 2001	\$349,744,796	\$294,332,735	\$238,121,942
4th qtr 2001	\$337,609,563	\$294,129,065	\$185,371,334
1st qtr 2002	\$488,468,028	\$384,585,102	\$189,016,929
2nd qtr 2002	\$496,292,048	\$385,934,281	\$227,021,075
3rd qtr 2002	\$538,593,162	\$432,555,221	\$227,728,181
4th qtr 2002	\$520,162,115	\$411,165,732	\$245,556,484
1st qtr 2003	\$591,790,020	\$518,840,978	\$242,043,255
2nd qtr 2003	\$568,674,092	\$497,936,796	\$345,425,899
3rd qtr 2003	\$589,589,789	\$531,146,089	\$275,521,723
4th qtr 2003	\$551,859,561	\$508,562,914	\$272,099,904
1st qtr 2004	\$614,417,907	\$571,981,649	\$255,978,359

Homeowners Multiple Peril (All Companies)**

There were 59 groups, 97 companies, that had premiums on policies written for Homeowners Multiple Peril (includes renters' insurance) in the first quarter of 2004, as compared to 63 groups, 107 companies, in the first quarter of 2003.

The table below represents the top 25 groups for premiums on policies written based on a sum of the most recent four quarters. Also included is a comparison of premiums on policies written in the first quarter of 2004 to premiums on policies written in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR HOMEOWNERS MULTIPLE PERIL

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	State Farm IL	28.17%	\$271,662,175	(1.94%)	\$1,259,038,553	1.10%
2	Allstate Insurance Group	16.21%	\$142,388,191	(5.98%)	\$724,459,434	0.82%
3	Zurich Insurance Group	11.20%	\$105,837,626	18.75%	\$500,704,611	8.82%
4	United Services Automobile Assn. Group	7.74%	\$119,710,914	97.37%	\$345,874,942	24.88%
5	Travelers Property Casualty Corp Group	5.06%	\$55,539,212	6.06%	\$226,065,996	9.43%
6	Vesta Insurance Group	4.69%	\$58,152,772	(7.77%)	\$209,627,652	2.37%
7	Nationwide Corp.	3.51%	\$33,278,429	(8.95%)	\$156,880,827	2.55%
8	Chubb & Son Inc.	2.69%	\$25,354,476	(12.10%)	\$120,349,968	4.48%
9	Texas FAIR Plan Association	2.18%	\$23,180,185	212.90%	\$97,266,023	*
10	Texas Farm Bureau Mutual	2.11%	\$24,835,876	25.45%	\$94,333,166	16.79%
11	Liberty Mutual Group	1.35%	\$13,327,415	16.52%	\$60,283,591	18.45%
12	NLASCO	1.35%	\$14,061,533	5.32%	\$60,244,962	91.07%
13	Safeco Insurance Group	1.27%	\$11,576,548	(24.45%)	\$56,960,209	(10.57%)
14	Hartford Fire & Casualty Group	1.19%	\$9,997,646	(7.48%)	\$53,324,279	6.27%
15	Credit Suisse Group	1.17%	\$10,005,398	(17.68%)	\$52,129,806	10.05%
16	Amica Mutual Group	1.12%	\$9,776,826	(14.56%)	\$50,174,576	17.85%
17	American National Financial Group	0.90%	\$8,030,150	(19.88%)	\$40,333,655	(12.49%)
18	Allianz Insurance Group	0.70%	\$5,604,981	(32.59%)	\$31,309,129	(14.20%)
19	UNITRIN Group	0.66%	\$7,814,420	25.13%	\$29,658,495	2.36%
20	Titus Group	0.66%	\$4,351,468	(37.68%)	\$29,461,477	(7.79%)
21	CNA Insurance Group	0.62%	\$5,234,978	(25.04%)	\$27,711,945	(15.54%)
22	ARX Holding Corp Group	0.56%	\$4,711,911	(11.74%)	\$25,222,255	79.03%
23	Interins Exchange of the Automobile Club	0.52%	\$5,430,581	32.50%	\$23,321,934	79.76%
24	Service Life Group	0.45%	\$6,288,530	79.51%	\$20,122,540	(44.89%)
25	Metropolitan Group	0.43%	\$3,097,598	(37.17%)	\$19,111,722	(20.61%)

Top 25 Groups Total	96.52%	\$979,249,839	6.76%	\$4,313,971,747	7.34%
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Total Market	100.00%	\$1,012,332,905	5.91%	\$4,469,427,906	6.62%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

**Note:Effective June 1, 2003, county mutual insurance companies became subject to rate regulation for residential fire and allied lines insurance policies. §912.002, Texas Insurance Code.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$680,553,967	\$625,536,282	\$279,072,534
2nd qtr 1999	\$816,031,690	\$762,669,194	\$392,679,247
3rd qtr 1999	\$831,338,777	\$761,920,774	\$402,191,584
4th qtr 1999	\$704,815,768	\$646,548,027	\$301,052,515
1st qtr 2000	\$684,609,138	\$640,313,516	\$402,393,296
2nd qtr 2000	\$849,579,161	\$799,170,784	\$918,697,064
3rd qtr 2000	\$865,804,664	\$797,928,612	\$505,688,391
4th qtr 2000	\$681,582,526	\$672,546,755	\$438,819,100
1st qtr 2001	\$739,357,732	\$691,787,463	\$503,586,791
2nd qtr 2001	\$929,634,302	\$863,989,491	\$834,551,881
3rd qtr 2001	\$972,458,027	\$882,812,387	\$823,438,558
4th qtr 2001	\$841,023,405	\$810,336,096	\$801,350,605
1st qtr 2002	\$1,014,695,847	\$937,862,631	\$877,653,109
2nd qtr 2002	\$1,332,392,207	\$1,199,465,123	\$1,230,023,431
3rd qtr 2002	\$1,315,122,445	\$1,170,560,367	\$1,032,308,999
4th qtr 2002	\$1,069,629,533	\$866,207,429	\$780,590,201
1st qtr 2003	\$1,076,518,514	\$955,798,410	\$592,842,440
2nd qtr 2003	\$1,394,667,461	\$1,234,667,479	\$1,265,565,377
3rd qtr 2003	\$1,363,295,561	\$1,229,850,588	\$656,718,201
4th qtr 2003	\$1,127,403,509	\$992,576,934	\$417,580,410
1st qtr 2004	\$1,056,274,967	\$1,012,332,905	\$341,600,695

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	107.6%
1993	66.1%
1994	73.3%
1995	92.6%
1996	59.4%
1997	45.3%
1998	45.4%
1999	50.7%
2000	82.4%
2001	115.4%
2002	108.7%
2003	58.7%

Workers' Compensation (All Companies)

There were 87 groups, 235 companies, that had direct written premium for Workers' Compensation in the first quarter of 2004, as compared to 85 groups, 240 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR WORKERS' COMPENSATION

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Texas Mutual Insurance Company	26.28%	\$198,833,829	10.93%	\$693,950,945	9.32%
2	American International Group	12.81%	\$94,117,991	30.65%	\$338,142,625	35.85%
3	Liberty Mutual Group	8.12%	\$74,331,192	(0.23%)	\$214,420,918	(6.81%)
4	Zurich Insurance Group	7.96%	\$63,892,756	7.46%	\$210,150,571	(3.50%)
5	Hartford Fire & Casualty Group	6.57%	\$67,232,085	49.52%	\$173,505,436	38.08%
6	CNA Insurance Group	5.20%	\$29,648,265	(9.09%)	\$137,169,981	(0.03%)
7	Travelers Property Casualty Corp. Group	3.55%	\$25,616,343	(14.96%)	\$93,619,456	10.81%
8	ACE Ltd.	3.44%	\$27,890,306	(7.03%)	\$90,959,425	0.63%
9	St. Paul Group	2.47%	\$18,915,551	11.17%	\$65,310,299	(2.16%)
10	Old Republic Group	2.12%	\$12,956,374	5.29%	\$56,001,785	12.19%
11	Service Life Group	2.03%	\$25,194,662	(10.17%)	\$53,645,086	(20.11%)
12	Chubb & Son Inc.	1.79%	\$16,197,864	28.65%	\$47,345,812	31.86%
13	Amerisure Company	1.58%	\$10,435,190	(8.25%)	\$41,837,301	4.39%
14	Royal & Sun Alliance USA	1.31%	\$193,816	(94.40%)	\$34,457,729	(46.84%)
15	Zenith National Insurance Group	1.06%	\$7,062,414	25.32%	\$28,051,936	5.68%
16	Sentry Insurance Group	0.95%	\$5,579,806	3.28%	\$25,074,358	24.35%
17	Amcomp Group	0.81%	\$6,470,518	16.57%	\$21,306,149	23.55%
18	Amerisafe Group	0.68%	\$4,567,036	8.71%	\$17,960,495	24.64%
19	Utica National Insurance Group	0.56%	\$4,077,237	12.46%	\$14,872,166	16.60%
20	Argonaut Group	0.53%	\$2,928,778	4.70%	\$13,904,640	(8.43%)
21	EMC Insurance Company	0.50%	\$3,139,225	(26.24%)	\$13,282,237	(7.85%)
22	Safeco Insurance Group	0.50%	\$3,285,803	(10.93%)	\$13,271,178	(4.69%)
23	Fairfax Financial	0.50%	\$1,552,405	(32.22%)	\$13,256,030	(29.99%)
24	UNITRIN Group	0.46%	\$1,949,879	(50.61%)	\$12,236,106	(36.35%)
25	Federated Mutual	0.44%	\$2,226,195	(58.32%)	\$11,674,857	(40.12%)

Top 25 Groups Total	92.24%	\$708,295,520	8.22%	\$2,435,407,521	6.52%
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Total Market	100.00%	\$756,685,713	6.91%	\$2,640,332,511	2.31%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$570,639,450	\$466,526,412	\$295,462,569
2nd qtr 1999	\$454,594,676	\$396,150,142	\$311,868,753
3rd qtr 1999	\$428,130,648	\$463,038,243	\$345,982,634
4th qtr 1999	\$427,037,725	\$411,558,142	\$331,789,221
1st qtr 2000	\$516,894,756	\$528,020,151	\$345,311,192
2nd qtr 2000	\$505,361,686	\$478,347,000	\$343,362,455
3rd qtr 2000	\$510,640,302	\$521,503,663	\$357,931,520
4th qtr 2000	\$536,927,546	\$498,835,430	\$401,934,512
1st qtr 2001	\$667,386,665	\$627,473,225	\$424,623,557
2nd qtr 2001	\$635,546,771	\$564,194,893	\$345,330,892
3rd qtr 2001	\$597,455,635	\$619,493,592	\$355,384,435
4th qtr 2001	\$617,545,100	\$634,497,498	\$308,549,397
1st qtr 2002	\$768,044,281	\$708,007,441	\$366,225,328
2nd qtr 2002	\$637,425,256	\$607,898,696	\$385,529,414
3rd qtr 2002	\$761,779,998	\$613,468,787	\$333,914,604
4th qtr 2002	\$680,249,951	\$651,709,895	\$432,491,023
1st qtr 2003	\$796,149,213	\$707,747,906	\$316,874,393
2nd qtr 2003	\$706,219,464	\$613,925,986	\$336,901,199
3rd qtr 2003	\$704,043,168	\$609,081,068	\$294,735,473
4th qtr 2003	\$707,896,917	\$660,639,744	\$243,790,651
1st qtr 2004	\$784,445,641	\$756,685,713	\$236,476,539

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	71.5%
1993	63.3%
1994	38.7%
1995	61.3%
1996	68.5%
1997	72.9%
1998	70.7%
1999	79.5%
2000	78.3%
2001	89.2%
2002	74.2%
2003	68.0%

Workers' Compensation (Voluntary Market)

There were 87 groups, 235 companies, that had voluntary direct written premium for Workers' Compensation in the first quarter of 2004, as compared to 85 groups, 239 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR WORKERS' COMPENSATION

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Texas Mutual Insurance Company	25.62%	\$190,332,415	9.15%	\$670,601,251	9.90%
2	American International Group	12.92%	\$94,117,991	30.65%	\$338,142,625	35.89%
3	Liberty Mutual Group	8.19%	\$74,331,192	(0.21%)	\$214,420,918	(6.80%)
4	Zurich Insurance Group	8.03%	\$63,892,756	7.46%	\$210,150,571	(3.52%)
5	Hartford Fire & Casualty Group	6.63%	\$67,232,085	49.52%	\$173,505,436	38.08%
6	CNA Insurance Group	5.24%	\$29,648,265	(9.09%)	\$137,169,981	(0.03%)
7	Travelers Property Casualty Corp. Group	3.58%	\$25,616,343	(14.96%)	\$93,619,456	10.82%
8	ACE Ltd.	3.48%	\$27,890,306	(7.03%)	\$90,959,425	0.63%
9	St. Paul Group	2.50%	\$18,915,551	11.17%	\$65,310,299	(2.16%)
10	Old Republic Group	2.14%	\$12,956,374	5.29%	\$56,001,785	12.19%
11	Service Life Group	2.05%	\$25,194,662	(10.17%)	\$53,645,086	(19.90%)
12	Chubb & Son Inc.	1.81%	\$16,197,864	28.65%	\$47,345,812	31.86%
13	Amerisure Company	1.60%	\$10,435,190	(8.25%)	\$41,837,301	4.39%
14	Royal & Sun Alliance USA	1.32%	\$193,816	(94.40%)	\$34,457,729	(46.84%)
15	Zenith National Insurance Group	1.07%	\$7,062,414	25.32%	\$28,051,936	5.68%
16	Sentry Insurance Group	0.96%	\$5,579,806	3.28%	\$25,074,358	24.35%
17	Amcomp Group	0.81%	\$6,470,518	16.57%	\$21,306,149	23.55%
18	Amerisure Company	0.69%	\$4,567,036	8.71%	\$17,960,495	24.64%
19	Utica National Insurance Group	0.57%	\$4,077,237	12.46%	\$14,872,166	16.60%
20	Argonaut Group	0.53%	\$2,928,778	4.70%	\$13,904,640	(8.43%)
21	EMC Insurance Company	0.51%	\$3,139,225	(26.24%)	\$13,282,237	(7.85%)
22	Safeco Insurance Group	0.51%	\$3,285,803	(10.93%)	\$13,271,178	(4.69%)
23	Fairfax Financial	0.51%	\$1,552,405	(32.22%)	\$13,256,030	(29.99%)
24	UNITRIN Group	0.47%	\$1,949,879	(50.61%)	\$12,236,106	(36.35%)
25	Federated Mutual	0.45%	\$2,226,195	(58.32%)	\$11,674,857	(40.12%)

Top 25 Groups Total	92.17%	\$699,794,106	7.73%	\$2,412,057,827	6.66%
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Total Market	100.00%	\$748,184,299	6.45%	\$2,616,981,771	2.39%
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QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$569,077,654	\$464,802,139	\$287,558,101
2nd qtr 1999	\$452,971,565	\$394,379,475	\$301,623,599
3rd qtr 1999	\$425,960,803	\$460,972,985	\$337,164,883
4th qtr 1999	\$423,333,897	\$409,633,529	\$321,851,381
1st qtr 2000	\$513,391,542	\$525,877,539	\$337,383,478
2nd qtr 2000	\$501,354,578	\$475,604,283	\$334,849,482
3rd qtr 2000	\$505,803,790	\$516,560,373	\$348,866,375
4th qtr 2000	\$532,210,760	\$493,985,273	\$392,480,934
1st qtr 2001	\$657,190,587	\$618,832,510	\$415,126,742
2nd qtr 2001	\$625,096,723	\$553,257,708	\$335,333,000
3rd qtr 2001	\$589,604,135	\$613,986,964	\$345,242,399
4th qtr 2001	\$607,546,853	\$625,167,853	\$302,389,408
1st qtr 2002	\$756,668,020	\$698,242,878	\$356,803,688
2nd qtr 2002	\$630,083,340	\$600,654,771	\$375,966,560
3rd qtr 2002	\$755,284,146	\$607,423,784	\$324,696,510
4th qtr 2002	\$672,513,987	\$644,898,391	\$423,374,512
1st qtr 2003	\$789,303,161	\$702,878,917	\$312,423,735
2nd qtr 2003	\$698,820,581	\$607,330,529	\$332,424,290
3rd qtr 2003	\$697,425,752	\$605,434,822	\$290,359,509
4th qtr 2003	\$703,053,211	\$656,032,121	\$237,963,992
1st qtr 2004	\$775,124,337	\$748,184,299	\$234,499,767

Workers' Compensation (Residual Market)

Workers' Compensation assigned risk policies could no longer be written after 12/31/93. As business runs off, all experience reported here will be that of the START program (Residual Market) reported by the Texas Mutual Insurance Company (formerly the Texas Workers Compensation Fund).

For the four quarters ending with the first quarter of 2004, the START program reported \$23,349,694 in direct premiums written. This accounted for 100% of all Residual Market experience reported and was a decrease of (5.05%) over the same period one year prior. Of this amount \$8,501,414 was written in the first quarter of 2004 which was a 75.02% increase from the first quarter of 2003.

The balance of all Workers' Compensation (page 40) minus the Voluntary Market (page 42) minus Residual Market experience reported above is due to runoff business, including retro adjustments and policy audits, reported on policies written prior to and including 12/31/93.

The table below includes data for all groups, including the Texas Mutual Insurance Company. The table on the following page contains data solely for the Texas Mutual Insurance Company. This table is included to better illustrate the experience of the START program.

QUARTERLY EXPERIENCE **All Groups**

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$1,561,796	\$1,724,273	\$7,904,468
2nd qtr 1999	\$1,623,111	\$1,770,667	\$10,245,154
3rd qtr 1999	\$2,169,845	\$2,065,258	\$8,817,751
4th qtr 1999	\$3,703,828	\$1,924,613	\$9,937,840
1st qtr 2000	\$3,503,214	\$2,142,612	\$7,927,714
2nd qtr 2000	\$4,007,108	\$2,742,717	\$8,512,973
3rd qtr 2000	\$4,836,512	\$4,943,290	\$9,065,145
4th qtr 2000	\$4,716,786	\$4,850,157	\$9,453,578
1st qtr 2001	\$10,196,078	\$8,640,715	\$9,496,815
2nd qtr 2001	\$10,450,048	\$10,937,185	\$9,997,892
3rd qtr 2001	\$7,851,500	\$5,506,628	\$10,142,036
4th qtr 2001	\$9,998,247	\$9,329,645	\$6,159,989
1st qtr 2002	\$11,376,261	\$9,764,563	\$9,421,640
2nd qtr 2002	\$7,341,916	\$7,243,925	\$9,562,854
3rd qtr 2002	\$6,495,852	\$6,045,003	\$9,218,094
4th qtr 2002	\$7,735,964	\$6,811,504	\$9,116,511
1st qtr 2003	\$6,846,052	\$4,868,989	\$4,450,658
2nd qtr 2003	\$7,398,883	\$6,595,457	\$4,476,909
3rd qtr 2003	\$6,617,416	\$3,646,246	\$4,375,964
4th qtr 2003	\$4,843,706	\$4,607,623	\$5,826,659
1st qtr 2004	\$9,321,304	\$8,501,414	\$1,976,772

QUARTERLY EXPERIENCE
Texas Mutual Insurance Company

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$1,561,796	\$1,972,223	\$1,332,155
2nd qtr 1999	\$1,623,111	\$1,876,459	\$1,130,990
3rd qtr 1999	\$2,169,845	\$2,068,199	\$1,028,397
4th qtr 1999	\$3,703,828	\$1,914,890	\$1,046,307
1st qtr 2000	\$3,503,214	\$2,142,612	\$848,612
2nd qtr 2000	\$4,007,108	\$2,747,725	\$982,492
3rd qtr 2000	\$4,836,512	\$4,967,684	\$1,169,864
4th qtr 2000	\$4,716,786	\$4,806,301	\$1,217,504
1st qtr 2001	\$10,196,078	\$8,640,715	\$1,479,063
2nd qtr 2001	\$10,450,048	\$10,937,185	\$2,001,118
3rd qtr 2001	\$7,851,500	\$5,506,628	\$1,844,449
4th qtr 2001	\$9,998,247	\$9,235,306	\$2,346,245
1st qtr 2002	\$11,376,261	\$9,737,212	\$2,079,484
2nd qtr 2002	\$7,341,916	\$7,147,894	\$1,622,476
3rd qtr 2002	\$6,495,852	\$5,992,338	\$2,084,985
4th qtr 2002	\$7,735,964	\$6,597,702	\$2,093,003
1st qtr 2003	\$6,846,052	\$4,852,376	\$1,988,494
2nd qtr 2003	\$7,398,883	\$6,594,934	\$1,904,942
3rd qtr 2003	\$6,617,416	\$3,646,246	\$2,186,906
4th qtr 2003	\$4,843,706	\$4,607,100	\$1,625,440
1st qtr 2004	\$9,321,304	\$8,501,414	\$1,856,570

Workers' Compensation (Deductible Plans)

There were 90 groups, 253 companies which wrote voluntary policies for Workers' Compensation in the first quarter of 2004, as compared to 85 groups, 239 companies in the first quarter of 2003.

The data contained in the following table represents direct policies written as new or renewal policies in the first quarter of 2004. The policies are adjusted to an annual basis (a six month policy is reported as 0.5). The premiums on direct policies written are total premiums (estimated if initial premium collected was a deposit or first installment premium).

It should be noted that the Total Premiums on Direct Policies Written After Deductible Credit as shown in the table on the following page will not equal the Total Direct Premiums Written on page 42. As referenced on page 2 of this report, Premiums on Policies Written captures the Direct Premiums Written in the designated quarter without adjustments for cancellations or endorsements and, therefore, may not match the written premium figures in the statutory Annual Statement. In contrast, Direct Premiums Written are reported using the same methods/rules used in completing the statutory Annual Statement.

The Premiums on Direct Policies Written are presented before any credits are given for the purchase of deductible plans, and, in the following column, after the credit has been given for the applicable deductible plan. This is presented in order to illustrate the effect deductible plans have on insureds' premiums. The final section of the table contains data which illustrate the volume of Workers' Compensation insurance written on policies which do not include a deductible plan.

WORKERS' COMPENSATION DEDUCTIBLE PLANS

	Policies Written 1st Qtr 2004	Premium on Direct Policies Written Prior to Deductible Credit	Premium on Direct Policies Written After Deductible Credit	Percent of Reduction in Premiums
Per Accident Deductible Plan				
Premium of \$5,000 - \$9,999	43	\$257,747	\$228,916	11.19%
Premium of \$10,000 - \$24,999	36	\$534,324	\$490,971	8.11%
Premium of \$25,000 - \$49,999	28	\$986,779	\$826,951	16.20%
Premium of \$50,000 - \$74,999	15	\$947,446	\$814,324	14.05%
Premium of \$75,000 - \$100,000	7	\$612,929	\$486,861	20.57%
Total Per Accident Plan	129	\$3,339,225	\$2,848,023	14.71%
Aggregate Deductible Plan				
Premium of \$5,000 - \$9,999	18	\$130,709	\$112,151	14.20%
Premium of \$10,000 - \$24,999	35	\$575,259	\$497,206	13.57%
Premium of \$25,000 - \$49,999	16	\$553,506	\$478,488	13.55%
Premium of \$50,000 - \$74,999	11	\$724,618	\$683,498	5.67%
Premium of \$75,000 - \$100,000	12	\$1,526,784	\$1,143,473	25.11%
Total Aggregate Plan	92	\$3,510,876	\$2,914,816	16.98%
Per Accident/Aggregate Combination Deductible Plan				
Premium of \$5,000 - \$9,999	11	\$57,119	\$48,973	14.26%
Premium of \$10,000 - \$24,999	10	\$152,408	\$119,794	21.40%
Premium of \$25,000 - \$49,999	7	\$245,559	\$124,196	49.42%
Premium of \$50,000 - \$74,999	4	\$232,948	\$171,107	26.55%
Premium of \$75,000 - \$100,000	8	\$1,916,028	\$517,447	72.99%
Total Combination Plan	40	\$2,604,062	\$981,517	62.31%
Negotiated Deductible Plan				
Premium Up To \$100,000	638	\$11,714,669	\$5,057,077	56.83%
Premium of \$100,001 - \$150,000	77	\$8,982,509	\$3,615,084	59.75%
Premium of \$150,001 - \$250,000	85	\$18,958,345	\$8,152,783	57.00%
Premium of \$250,001 - \$350,000	42	\$12,696,762	\$4,962,402	60.92%
Premium of \$350,001 - \$500,000	58	\$24,223,778	\$8,944,643	63.07%
Premium of \$500,001 - \$750,000	44	\$26,864,202	\$8,013,132	70.17%
Premium of \$750,001 - \$1,000,000	33	\$28,903,822	\$10,933,159	62.17%
Premium of \$1,000,001 - \$2,500,000	81	\$132,353,418	\$37,652,417	71.55%
Premium of \$2,500,001 - \$5,000,000	27	\$87,600,634	\$21,321,747	75.66%
Premium of \$5,000,001 and above	23	\$203,837,133	\$35,732,777	82.47%
Total Negotiated Plan	1,108	\$556,135,272	\$144,385,221	74.04%
No Deductible Plan				
Premium Less Than \$5,000	22,529	\$39,283,281	\$39,283,281	0.00%
Premium of \$5,000 - \$9,999	5,652	\$41,734,675	\$41,734,675	0.00%
Premium of \$10,000 - \$24,999	4,858	\$78,502,204	\$78,502,204	0.00%
Premium of \$25,000 - \$49,999	2,293	\$81,383,674	\$81,383,674	0.00%
Premium of \$50,000 - \$74,999	903	\$54,692,706	\$54,692,706	0.00%
Premium of \$75,000 - \$100,000	649	\$42,343,124	\$42,343,124	0.00%
Premium Greater Than \$100,000	1,081	\$286,055,096	\$286,055,096	0.00%
Total No Deductible Plan	37,965	\$623,994,760	\$623,994,760	0.00%
TOTAL	39,334	\$1,189,584,195	\$775,124,337	34.84%

Boiler & Machinery

There were 33 groups, 78 companies, that had direct written premium for Boiler & Machinery in the first quarter of 2004, as compared to 35 groups, 91 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR BOILER & MACHINERY

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	FM Global Group	28.87%	\$5,043,534	(33.69%)	\$21,165,152	(29.95%)
2	Travelers Property Casualty Corp Group	16.57%	\$3,053,986	(2.33%)	\$12,149,447	(4.33%)
3	American International Group	16.22%	\$2,853,749	18.41%	\$11,895,375	(3.66%)
4	Chubb & Son Inc.	9.37%	\$1,604,230	3.84%	\$6,869,322	(5.59%)
5	Zurich Insurance Group	7.73%	\$1,303,468	12.90%	\$5,666,631	6.87%
6	CNA Insurance Group	7.34%	\$656,324	(56.42%)	\$5,379,777	(12.82%)
7	Liberty Mutual Group	2.72%	\$260,419	*	\$1,997,259	984.86%
8	St. Paul Group	2.34%	\$476,629	13.09%	\$1,713,919	14.99%
9	Allianz Insurance Group	2.25%	\$412,459	7.20%	\$1,651,075	(16.86%)
10	GE Global Group	2.10%	\$21,731	(82.67%)	\$1,537,671	(19.50%)
11	Federated Mutual	1.36%	\$271,420	(3.09%)	\$1,000,318	6.57%
12	EMC Insurance Company	0.56%	\$118,160	29.93%	\$413,635	149.27%
13	Allstate Insurance Group	0.49%	\$98,371	30.37%	\$357,135	11.22%
14	Triangle Insurance Company Inc.	0.32%	(\$3,029)	*	\$231,508	5.45%
15	Millea Holdings Inc.	0.26%	\$60,736	7.23%	\$192,387	(27.03%)
16	United Fire & Casualty Group	0.24%	\$48,134	29.85%	\$174,428	13.07%
17	Hartford Fire & Casualty Group	0.24%	\$87,570	376.34%	\$172,502	79.93%
18	Nationwide Corp.	0.23%	\$51,685	176.38%	\$169,613	229.28%
19	Bancinsure Inc.	0.18%	\$46,898	29.84%	\$129,138	27.85%
20	American Financial Group	0.14%	\$20,469	41.49%	\$103,941	747.16%
21	Fairfax Financial	0.12%	(\$847)	(101.59%)	\$85,826	(51.75%)
22	Lumbermens Underwriting Alliance	0.10%	\$21,086	5.38%	\$72,876	6.59%
23	Nipponkoa Insurance Company Ltd	0.09%	\$15,000	*	\$65,500	*
24	National American Insurance Company	0.09%	\$19,895	(8.56%)	\$64,105	(20.13%)
25	Royal & Sun Alliance USA	0.07%	\$3,341	*	\$54,684	(70.42%)

Top 25 Groups Total	99.99%	\$16,545,418	(12.97%)	\$73,313,224	(11.02%)
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Total Market	100.00%	\$16,325,983	(14.79%)	\$73,322,825	(11.76%)
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$10,225,174	\$6,885,262	\$4,521,389
2nd qtr 1999	\$5,499,763	\$8,003,887	\$6,693,625
3rd qtr 1999	\$5,998,330	\$8,429,018	\$13,747,315
4th qtr 1999	\$5,739,554	\$11,594,584	\$26,973,664
1st qtr 2000	\$6,824,984	\$7,104,170	\$7,608,679
2nd qtr 2000	\$7,621,282	\$9,008,884	\$3,444,292
3rd qtr 2000	\$9,496,878	\$11,092,448	\$8,553,001
4th qtr 2000	\$11,021,834	\$14,813,929	\$15,462,968
1st qtr 2001	\$9,322,472	\$10,668,808	\$6,262,083
2nd qtr 2001	\$11,069,306	\$13,060,159	\$2,488,479
3rd qtr 2001	\$11,513,713	\$12,945,869	\$4,346,902
4th qtr 2001	\$13,681,067	\$16,172,430	\$1,178,246
1st qtr 2002	\$14,135,435	\$18,237,147	\$3,762,748
2nd qtr 2002	\$23,340,551	\$21,437,169	\$3,650,728
3rd qtr 2002	\$18,658,119	\$24,062,071	\$10,173,007
4th qtr 2002	\$33,136,501	\$18,433,282	\$7,566,513
1st qtr 2003	\$17,637,255	\$19,160,434	\$2,609,649
2nd qtr 2003	\$18,174,135	\$19,667,485	\$2,628,907
3rd qtr 2003	\$16,781,415	\$18,589,775	\$21,170,824
4th qtr 2003	\$16,973,598	\$18,739,582	\$4,007,116
1st qtr 2004	\$15,243,995	\$16,325,983	\$1,988,536

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	13.0%
1993	79.5%
1994	39.9%
1995	43.4%
1996	71.1%
1997	74.2%
1998	39.2%
1999	186.8%
2000	53.4%
2001	66.9%
2002	12.3%
2003	65.8%

Commercial Crime

There were 33 groups, 74 companies, that had direct written premium for Commercial Crime in the first quarter of 2004, as compared to 38 groups, 76 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR COMMERCIAL CRIME

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Zurich Insurance Group	19.02%	\$349,500	0.83%	\$1,436,876	(6.69%)
2	Chubb & Son Inc.	17.45%	\$231,255	0.73%	\$1,318,800	(15.11%)
3	American International Group	16.02%	\$242,674	142.51%	\$1,210,258	126.88%
4	Travelers Property Casualty Corp. Group	15.70%	\$316,828	170.52%	\$1,186,610	23.13%
5	Hartford Fire & Casualty Group	8.95%	\$133,449	(10.94%)	\$675,985	65.09%
6	CNA Insurance Group	6.36%	\$160,198	2.37%	\$480,806	21.28%
7	St. Paul Group	4.40%	\$95,523	(7.68%)	\$332,464	(19.19%)
8	Federated Mutual	1.84%	\$36,337	*	\$139,079	8.38%
9	Bancinsure Inc.	1.80%	\$26,350	(14.64%)	\$135,772	356.24%
10	Sentry Insurance Group	1.35%	\$32,373	(27.99%)	\$101,797	(13.91%)
11	United Fire & Casualty Group	1.30%	\$34,327	7.37%	\$98,605	(5.23%)
12	Harco National Insurance Company	1.18%	\$28,647	86.13%	\$89,062	268.45%
13	Liberty Mutual Group	0.59%	\$21,417	78.50%	\$44,501	(39.18%)
14	American Financial Group	0.52%	\$9,736	272.07%	\$39,225	158.33%
15	Allstate Insurance Group	0.50%	\$11,527	*	\$38,036	*
16	UNITRIN Group	0.47%	\$936	(90.46%)	\$35,615	(48.75%)
17	Atlantic America	0.45%	\$333	(93.53%)	\$33,857	53.82%
18	RLI Insurance Group	0.34%	\$3,482	(60.93%)	\$25,898	(48.25%)
19	Nationwide Corp.	0.28%	(\$122)	63.69%	\$21,355	244.94%
20	Benchmark Insurance Company	0.20%	\$0	(100.00%)	\$14,870	66.11%
21	Hannover Group	0.16%	\$1,939	59.72%	\$11,883	12.76%
22	EMC Insurance Company	0.15%	\$2,905	(29.54%)	\$11,632	(37.43%)
23	National American Insurance Company	0.14%	\$3,495	(8.27%)	\$10,667	(17.81%)
24	WR Berkley Corp.	0.14%	\$897	8.73%	\$10,449	85.53%
25	Safeco Insurance Corp.	0.11%	\$4,470	202.23%	\$8,542	37.62%

Top 25 Groups Total	99.43%	\$1,748,476	28.06%	\$7,512,644	16.82%
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Total Market	100.00%	\$1,749,368	18.33%	\$7,555,956	10.78%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$2,305,794	\$2,607,287	\$247,406
2nd qtr 1999	\$1,407,701	\$2,919,957	\$1,153,393
3rd qtr 1999	\$1,913,296	\$2,375,385	\$826,469
4th qtr 1999	\$1,453,101	\$3,093,898	\$847,735
1st qtr 2000	\$2,298,539	\$2,395,113	\$144,981
2nd qtr 2000	\$2,764,361	\$2,835,158	\$503,188
3rd qtr 2000	\$2,447,445	\$2,665,016	\$443,652
4th qtr 2000	\$2,932,337	\$3,189,332	(\$55,027)
1st qtr 2001	\$2,645,328	\$1,940,058	\$216,427
2nd qtr 2001	\$2,958,524	\$2,118,598	\$214,678
3rd qtr 2001	\$1,948,083	\$1,883,478	\$392,359
4th qtr 2001	\$2,550,031	\$2,490,497	\$3,137,605
1st qtr 2002	\$2,403,953	\$2,309,009	(\$134,651)
2nd qtr 2002	\$1,546,219	\$2,030,210	\$280,434
3rd qtr 2002	\$1,341,198	\$1,529,291	\$214,282
4th qtr 2002	\$1,616,520	\$1,782,790	\$419,686
1st qtr 2003	\$1,428,028	\$1,478,357	\$220,185
2nd qtr 2003	\$1,811,097	\$1,968,234	\$77,561
3rd qtr 2003	\$1,455,764	\$1,970,424	\$201,681
4th qtr 2003	\$1,485,574	\$1,867,930	\$424,135
1st qtr 2004	\$3,345,164	\$1,749,368	\$376,949

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	24.6%
1993	18.5%
1994	22.5%
1995	16.1%
1996	19.4%
1997	13.2%
1998	13.3%
1999	19.6%
2000	21.2%
2001	34.7%
2002	16.3%
2003	27.1%

Commercial Glass

There were 12 groups, 19 companies, that had direct written premium for Commercial Glass in the first quarter of 2004, as compared to 17 groups, 28 companies, in the first quarter of 2003.

The table below represents the top groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR COMMERCIAL GLASS

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Zurich Insurance Group	29.46%	\$18,724	(25.01%)	\$64,925	(17.04%)
2	UNITRIN Group	25.78%	\$9,533	(34.10%)	\$56,819	(41.24%)
3	United Fire & Casualty Group	15.98%	\$8,037	1.72%	\$35,228	1.87%
4	Ohio Casualty Group	6.88%	\$2,426	(57.27%)	\$15,162	(40.83%)
5	EMC Insurance Company	5.07%	\$0	(100.00%)	\$11,163	(40.08%)
6	Federated Mutual	4.17%	\$5,062	107.71%	\$9,182	27.97%
7	Usplate Glass Insurance Company	3.97%	\$3,027	*	\$8,743	*
8	Liberty Mutual Group	3.77%	\$4,539	224.21%	\$8,312	493.71%
9	Travelers Property Casualty Corp Group	2.20%	(\$121)	(123.40%)	\$4,846	(40.31%)
10	ACE Ltd.	0.83%	\$101	(40.59%)	\$1,819	(17.73%)
11	State Farm IL	0.67%	\$124	(56.03%)	\$1,472	6.36%
12	Safeco Insurance Group	0.34%	\$757	(39.54%)	\$757	(84.54%)
13	Hartford Fire & Casualty Group	0.34%	\$0	*	\$750	(24.09%)
14	Utica National Insurance Group	0.30%	\$0	100.00%	\$664	290.59%
15	St. Paul Group	0.14%	\$452	(81.57%)	\$301	(94.94%)
16	Allmerica Financial Corp.	0.12%	\$0	*	\$273	410.23%

Top Groups Total	**100.01%	\$52,661	(19.78%)	\$220,416	(23.36%)
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Total Market	100.00%	\$52,661	(19.92%)	\$220,391	(28.33%)
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

**Policy cancellations (negative premium written) resulted in a percentage greater than 100% for the Top Groups

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$130,797	\$99,480	\$24,088
2nd qtr 1999	\$126,187	\$96,525	\$97,073
3rd qtr 1999	\$132,087	\$92,232	\$13,833
4th qtr 1999	\$120,348	\$86,001	\$30,482
1st qtr 2000	\$127,941	\$87,786	\$29,669
2nd qtr 2000	\$128,064	\$103,528	\$225,475
3rd qtr 2000	\$154,216	\$116,377	\$22,938
4th qtr 2000	\$106,321	\$77,656	\$10,619
1st qtr 2001	\$101,722	\$75,433	\$13,403
2nd qtr 2001	\$152,748	\$114,752	\$14,740
3rd qtr 2001	\$97,993	\$70,296	\$9,134
4th qtr 2001	\$94,672	\$76,658	\$14,463
1st qtr 2002	\$125,940	\$85,995	\$10,470
2nd qtr 2002	\$132,904	\$84,391	(\$191,664)
3rd qtr 2002	\$106,180	\$69,425	\$9,409
4th qtr 2002	\$118,781	\$87,929	\$17,945
1st qtr 2003	\$94,109	\$65,760	\$8,488
2nd qtr 2003	\$81,840	\$62,094	\$13,141
3rd qtr 2003	\$76,628	\$50,084	\$14,061
4th qtr 2003	\$112,205	\$55,552	\$7,445
1st qtr 2004	\$96,722	\$52,661	\$20,377

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

<u>Year</u>	<u>Loss Ratio</u>
1992	8.0%
1993	25.2%
1994	17.4%
1995	32.9%
1996	23.7%
1997	31.2%*
1998	56.3%
1999	60.9%
2000	98.9%
2001	155.0%
2002	63.6%
2003	59.5%

* Beginning 1997, Commercial Glass is reported under Allied Lines on the Annual Statement; therefore, the Loss Ratios for this and subsequent years represents all coverages reported under Allied Lines.

Medical Professional Liability

There were 30 groups, 38 companies, that had direct written premium for Medical Professional Liability (includes regulated and non-rate-regulated companies) in the first quarter of 2004, as compared to 33 groups, 43 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR MEDICAL PROFESSIONAL LIABILITY

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	GE Global Group	26.87%	\$28,532,842	(16.11%)	\$137,621,684	19.50%
2	Health Care Indemnity Inc.	19.53%	\$109,724,083	(21.68%)	\$100,023,242	(26.52%)
3	Texas Medical Liability Underwriting Assoc.	15.48%	\$19,224,155	42.72%	\$79,299,145	44.41%
4	American Physicians Ins. Exchange	11.54%	\$19,702,347	31.42%	\$59,089,609	38.30%
5	Everest Rein Holding Inc	5.02%	\$7,999,029	(51.71%)	\$25,737,758	(17.66%)
6	CNA Insurance Group	3.64%	\$1,035,620	42.22%	\$18,628,978	551.95%
7	Doctors Company Group	2.95%	\$3,247,195	7.35%	\$15,125,733	(27.24%)
8	Bancinsure Inc.	2.15%	\$2,285,061	(36.59%)	\$10,996,688	1.55%
9	Allianz Insurance Group	2.01%	\$1,776,135	(15.86%)	\$10,289,354	(55.98%)
10	Texas Hospital Insurance Exchange	1.63%	\$1,271,840	(30.00%)	\$8,336,744	12.17%
11	FPIC Insurance Group Inc.	1.57%	\$1,736,145	(12.81%)	\$8,068,059	(33.58%)
12	ProAssurance Corp. Group	1.41%	\$715,966	96.97%	\$7,200,992	14.74%
13	Preferred Professional Insurance Company	1.26%	\$3,512,459	(17.84%)	\$6,464,815	19.22%
14	American International Group	1.19%	\$1,423,343	71.50%	\$6,073,798	64.67%
15	NCMIC Group	0.80%	\$1,228,775	9.24%	\$4,123,225	14.58%
16	Podiatry Insurance Co. of America RRG	0.67%	\$789,696	(19.80%)	\$3,457,297	15.67%
17	National Group	0.56%	\$438,613	127.82%	\$2,852,754	55.31%
18	Travelers Property Casualty Corp. Group	0.33%	\$434,125	*	\$1,665,246	*
19	Zurich Insurance Group	0.31%	\$297,163	(62.19%)	\$1,610,858	(83.87%)
20	Texas Medical Insurance Company	0.29%	\$674,435	21.52%	\$1,474,949	(45.56%)
21	ACE Ltd.	0.21%	(\$996,277)	(320.78%)	\$1,052,809	(71.05%)
22	American Re Group	0.15%	\$16,404	(82.48%)	\$765,809	38.79%
23	St. Paul Group	0.13%	(\$1,842)	(100.38%)	\$643,718	(93.66%)
24	Fairfax Financial	0.09%	\$73,512	(85.39%)	\$468,459	(93.35%)
25	Markel Corp. Group	0.06%	\$93,704	889.59%	\$324,955	140.21%

Top 25 Groups Total	99.83%	\$205,234,528	(15.56%)	\$511,396,678	(0.82%)
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Total Market	100.00%	\$205,341,248	(15.97%)	\$512,258,431	(4.26%)
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$143,714,378	\$153,831,660	\$45,490,283
2nd qtr 1999	\$35,833,747	\$35,442,419	\$102,810,102
3rd qtr 1999	\$74,001,990	\$69,189,438	\$50,252,064
4th qtr 1999	\$41,930,065	\$40,483,584	\$79,374,396
1st qtr 2000	\$137,093,402	\$139,488,404	\$96,644,607
2nd qtr 2000	\$42,351,811	\$44,844,296	\$107,273,832
3rd qtr 2000	\$65,378,912	\$68,942,814	\$69,209,753
4th qtr 2000	\$52,031,103	\$48,828,768	\$113,524,381
1st qtr 2001	\$152,152,204	\$167,131,473	\$83,573,570
2nd qtr 2001	\$54,416,843	\$65,578,948	\$75,456,511
3rd qtr 2001	\$94,994,593	\$88,354,507	\$79,548,188
4th qtr 2001	\$55,994,442	\$56,808,234	\$81,626,254
1st qtr 2002	\$187,765,477	\$194,494,874	\$61,414,577
2nd qtr 2002	\$66,087,372	\$78,286,136	\$79,470,717
3rd qtr 2002	\$117,743,019	\$132,910,095	\$65,631,228
4th qtr 2002	\$85,911,427	\$79,470,653	\$95,769,104
1st qtr 2003	\$227,003,710	\$244,370,356	\$45,576,971
2nd qtr 2003	\$93,947,674	\$88,666,548	\$55,106,913
3rd qtr 2003	\$126,579,512	\$135,323,248	\$57,388,785
4th qtr 2003	\$71,752,834	\$82,927,387	\$93,075,549
1st qtr 2004	\$193,451,843	\$205,341,248	\$41,830,082

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

Year	Loss Ratio
1992	105.9%
1993	102.5%
1994	92.0%
1995	87.7%
1996	80.1%
1997	69.2%
1998	90.5%
1999	98.1%
2000	98.3%
2001	91.2%
2002	79.1%
2003	80.3%

Miscellaneous Professional Liability

There were 30 groups, 64 companies, that had direct written premium for Miscellaneous Professional Liability in the first quarter of 2004, as compared to 30 groups, 63 companies, in the first quarter of 2003.

The table below represents the top 25 groups for direct written premium based on a sum of the most recent four quarters. Also included is a comparison of direct written premium in the first quarter of 2004 to direct written premium in the first quarter of 2003 for the same groups.

DIRECT PREMIUMS WRITTEN MARKET SHARE FOR MISC. PROFESSIONAL LIABILITY

4 Qtrs Rank	Group Name	Market Share (4 Qtrs)	Written 1st Quarter 2004	% Change 1st Quarter 2003 to 2004	4 Quarters Ending 1st Qtr 2004	% Change 4 Qtrs Ending 2003 to 2004
1	Chubb & Son Inc.	31.55%	\$21,014,441	31.76%	\$101,504,280	21.25%
2	Hartford Fire & Casualty Group	15.73%	\$9,822,329	35.94%	\$50,592,096	586.96%
3	St. Paul Group	14.03%	\$12,215,921	20.51%	\$45,123,977	49.34%
4	HCC Insurance Holdings Group	13.63%	\$10,300,153	22.45%	\$43,848,784	155.01%
5	GE Global Group	5.37%	\$5,999,095	38.52%	\$17,268,492	225.39%
6	ACE Ltd.	4.84%	\$6,939,071	35.15%	\$15,577,043	51.94%
7	RLI Insurance Group	4.69%	\$3,394,392	(49.88%)	\$15,079,738	8.56%
8	Berkshire Hathaway	2.24%	\$1,644,589	34.41%	\$7,198,067	26.45%
9	Allianz Insurance Group	2.05%	\$1,446,228	74.81%	\$6,598,925	25.21%
10	Nationwide Corp.	1.32%	\$1,016,238	(4.63%)	\$4,242,630	21.24%
11	Old Republic Group	1.08%	\$556,660	29.49%	\$3,469,108	307.20%
12	AON Corp.	0.99%	\$517,370	*	\$3,182,118	*
13	Markel Corp Group	0.55%	\$408,675	27.84%	\$1,781,625	11.59%
14	Utica National Insurance Group	0.36%	\$352,494	134.56%	\$1,162,400	65.39%
15	Arch Insurance Group	0.34%	\$1,109,691	*	\$1,109,691	*
16	AETNA	0.31%	\$1,002,043	*	\$1,002,043	*
17	Safeco Insurance Group	0.29%	\$0	(100.00%)	\$929,716	(52.41%)
18	Liberty Mutual Group	0.19%	\$529,845	*	\$604,782	377.93%
19	American Re Group	0.15%	\$18,378	(7.68%)	\$470,464	(35.10%)
20	Zurich Insurance Group	0.09%	\$74,408	6.21%	\$288,445	5.33%
21	Union Labor Group	0.07%	\$50,236	(83.22%)	\$216,453	(67.28%)
22	United National Group	0.05%	\$156,570	*	\$156,570	(16.78%)
23	Texas Medical Insurance Company	0.03%	\$0	*	\$88,015	(34.02%)
24	Florists Mutual	0.02%	\$25,170	44.63%	\$54,500	7.17%
25	Allstate Insurance Group	0.01%	\$10,392	25.49%	\$40,224	1.43%

Top 25 Groups Total	99.96%	\$78,604,389	24.78%	\$321,590,186	69.48%
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Total Market	100.00%	\$78,663,654	22.34%	\$321,718,705	59.68%
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* Premiums from prior reporting period were \$0, less than \$0, or negligible.

QUARTERLY EXPERIENCE

Reporting Period	Premiums on Policies Written	Direct Written Premium	Direct Losses Paid
1st qtr 1999	\$27,749,694	\$27,841,362	\$6,070,417
2nd qtr 1999	\$34,283,279	\$32,201,481	\$5,840,753
3rd qtr 1999	\$39,816,439	\$35,085,917	\$10,638,238
4th qtr 1999	\$33,294,548	\$31,278,739	\$13,470,874
1st qtr 2000	\$28,787,985	\$32,539,979	\$15,208,574
2nd qtr 2000	\$34,839,821	\$35,060,607	\$9,638,111
3rd qtr 2000	\$40,383,080	\$29,206,486	\$25,472,831
4th qtr 2000	\$35,972,379	\$34,102,932	\$30,697,566
1st qtr 2001	\$33,317,718	\$35,426,450	\$18,503,137
2nd qtr 2001	\$27,379,296	\$59,910,926	\$13,146,912
3rd qtr 2001	\$32,672,023	\$35,346,828	\$14,591,556
4th qtr 2001	\$46,744,141	\$47,766,265	\$25,510,077
1st qtr 2002	\$44,193,075	\$38,539,396	\$21,611,170
2nd qtr 2002	\$45,639,859	\$50,579,721	\$31,951,912
3rd qtr 2002	\$44,287,561	\$46,129,965	\$32,132,723
4th qtr 2002	\$39,794,746	\$40,468,853	\$24,789,968
1st qtr 2003	\$65,301,029	\$64,300,341	\$23,052,586
2nd qtr 2003	\$72,527,779	\$84,367,349	\$41,720,752
3rd qtr 2003	\$78,673,242	\$80,572,101	\$73,006,385
4th qtr 2003	\$72,099,487	\$78,115,601	\$15,837,639
1st qtr 2004	\$78,583,973	\$78,663,654	\$19,088,783

EARNED TO INCURRED LOSS RATIO BY YEAR

Based on Annual Statement data from NAIC: incurred losses (LAE excluded) / earned premium

Year	Loss Ratio *
1992	102.9%
1993	102.8%
1994	64.8%
1995	96.7%
1996	99.0%
1997	51.8%
1998	58.6%
1999	63.8%
2000	74.1%
2001	74.4%
2002	114.5%
2003	77.0%

* *Miscellaneous Professional Liability is reported under General Liability on the Annual Statement; therefore, the Loss Ratios represent all coverages reported under General Liability.*

Complaint Data

The following chart presents a comparison of written complaints received and closed by TDI in the first quarter of 2004 and the first quarter of 2003. Also included are the number of direct policies written and the percent of complaints per policy for each line of business.

Line of Business	1ST QUARTER 2004			1ST QUARTER 2003		
	Number of Complaints	Number of Policies Written	Percent of Complaints per Policy	Number of Complaints	Number of Policies Written	Percent of Complaints per Policy
Product Liability	0	11,034	0.00000%	1	12,888	0.00776%
General Liability - Other ⁺	49	216,226	0.02266%	68	208,147	0.03267%
Fire & Allied Lines	8	45,244	0.01768%	11	39,358	0.02795%
Commercial Multiple Peril	11	80,651	0.01364%	24	80,651	0.02976%
Private Passenger Auto ⁺⁺	2,167	4,822,795	0.04493%	2,575	5,298,106	0.04860%
Homeowners	756	988,775	0.07646%	1,410	942,441	0.14961%
Workers' Compensation ⁺⁺⁺	27	39,422	0.06849%	27	47,622	0.05670%
Boiler & Machinery	**	**	**	**	**	**
Commercial Crime	**	**	**	**	**	**
Commercial Glass	**	**	**	**	**	**
Medical Professional Liability	11	10,171	0.10815%	11	11,415	0.09636%
Misc. Professional Liability	14	6,552	0.21368%	15	6,826	0.21975%

⁺ The General Electric Group wrote 11,874 small premium pre-paid legal policies in the 1st quarter of 2004 and 13,495 policies in the 1st quarter of 2003 that were excluded from the above table.

⁺⁺ Policies that included both Voluntary Liability and Physical Damage coverage reported a policy count in each category.

⁺⁺⁺ Complaints generally relate to rates, class codes, and experience modifiers. Complaints regarding adjusting and benefits are processed by the Texas Workers' Compensation Commission and are not reflected in this report.

** Complaints are not tracked for this line of business.

The number of complaints attributable to any one insurer was not significant, except for Private Passenger Auto and Homeowners. The complaint data for the top 25 groups (ranking based on number of policies written in the first quarter of 2004) for these two lines of insurance are presented on the next two pages.

**PRIVATE PASSENGER AUTO
FIRST QUARTER DATA
LISTED BY PERCENT OF COMPLAINTS PER POLICY**

2004 Policies Written Rank	Group Name	1ST QUARTER 2004			1ST QUARTER 2003		
		Number of Complaints	Number of Policies Written	Percent of Complaints per Policy	Number of Complaints	Number of Policies Written	Percent of Complaints per Policy
15	UNITRIN Group	83	50,891	0.16309%	68	47,751	0.14241%
6	Old American County Mutual Fire Ins. Co.	268	209,631	0.12784%	243	169,993	0.14295%
10	Texas State National Group	118	101,352	0.11643%	168	622,485	0.02699%
11	Home State Insurance Group	110	99,291	0.11079%	100	99,551	0.10045%
21	Mercury General Group	27	25,743	0.10488%	36	25,986	0.13854%
24	American National Financial Group	16	17,151	0.09329%	21	18,153	0.11568%
12	Safeco Insurance Group	41	58,335	0.07028%	28	67,739	0.04134%
4	Allstate Insurance Group	251	357,310	0.07025%	341	403,119	0.08459%
18	Liberty Mutual Group	27	39,804	0.06783%	44	39,974	0.11007%
8	Nationwide Corp.	99	152,918	0.06474%	143	138,489	0.10326%
22	Interins Exch Of The Automobile Club	14	24,235	0.05777%	18	18,205	0.09887%
16	Travelers Property Casualty Corp. Group	26	46,698	0.05568%	43	56,279	0.07641%
9	Berkshire Hathaway	67	134,211	0.04992%	79	132,550	0.05960%
17	Hartford Fire & Casualty Group	18	46,263	0.03891%	33	32,713	0.10088%
3	Progressive Group	170	438,998	0.03872%	161	392,639	0.04100%
19	Sentry Insurance Group	13	34,631	0.03754%	11	36,394	0.03022%
20	Safeway Insurance Group	11	30,491	0.03608%	30	25,230	0.11891%
5	United Services Automobile Assn. Group	66	212,369	0.03108%	81	212,000	0.03821%
14	Titus Group	14	52,062	0.02689%	8	28,174	0.02839%
2	Zurich Insurance Group	243	910,353	0.02669%	318	889,520	0.03575%
7	Southern Farm Bureau Casualty	37	159,716	0.02317%	33	149,340	0.02210%
23	Germania Insurance Group	4	19,211	0.02082%	7	19,996	0.03501%
1	State Farm IL	145	1,408,340	0.01030%	202	1,458,049	0.01385%
13	Credit Suisse Group	0	52,837	0.00000%	0	40,802	0.00000%
25	Agricultural Workers Insurance Group	3	15,633	0.00000%	3	10,433	0.00000%
	(All other licensed insurers)	296	124,321	0.23809%	356	162,542	0.21902%
	(No company identified)*	0			0		
TOTALS		2,167	4,822,795	0.04493%	2,575	5,298,106	0.04860%

* Generally includes complaints where either: (a) no company was identified by complainant, (b) company was non-admitted (surplus lines), or (c) complaint was against an agent.

Complaint Data

HOMEOWNERS FIRST QUARTER DATA LISTED BY PERCENT OF COMPLAINTS PER POLICY

2004 Policies Written Rank	Group Name	1ST QUARTER 2004			1ST QUARTER 2003		
		Number of Complaints	Number of Policies Written	Percent of Complaints per Policy	Number of Complaints	Number of Policies Written	Percent of Complaints per Policy
14	Hartford Fire & Casualty Group	14	8,411	0.16645%	32	7,852	0.40754%
22	Colonial Savings Group	7	5,193	0.13480%	9	6,952	0.12946%
15	American National Financial Group	10	7,776	0.12860%	9	8,447	0.10655%
3	Zurich Insurance Group	134	110,954	0.12077%	306	109,404	0.27970%
20	Interins Exchange Of The Automobile Club	6	6,170	0.09724%	1	5,331	0.01876%
19	ARX Holding Corp. Group	6	6,191	0.09691%	5	10,205	0.04900%
13	Safeco Insurance Group	10	10,828	0.09235%	26	11,683	0.00000%
12	Liberty Mutual Group	11	12,776	0.08610%	15	10,826	0.13856%
21	Chubb & Son Inc.	4	5,237	0.07638%	8	5,569	0.14365%
16	Amica Mutual Group	5	6,775	0.07380%	11	7,109	0.15473%
8	Nationwide Corp.	20	35,094	0.05699%	34	31,677	0.00000%
7	Texas Fair Plan Association	20	35,931	0.05566%	1	8,340	0.01199%
2	Allstate Insurance Group	99	185,922	0.05325%	202	171,484	0.11780%
10	NLASCO	12	22,766	0.05271%	11	18,324	0.06003%
17	Service Life Group	3	6,583	0.04557%	19	5,948	0.31944%
1	State Farm IL	99	243,699	0.04062%	185	258,306	0.07162%
5	Vesta Insurance Group	23	59,630	0.03857%	80	64,292	0.12443%
9	Texas Farm Bureau Mutual	8	27,948	0.02862%	5	22,786	0.02194%
4	United Services Automobile Assn. Group	16	69,228	0.02311%	27	57,240	0.04717%
18	Columbia Lloyds Insurance Company	1	6,435	0.01554%	2	4,749	0.04211%
6	Travelers Property Casualty Corp. Group	5	53,387	0.00937%	1	48,860	0.00205%
11	Credit Suisse Group	0	13,455	0.00000%	0	11,955	0.00000%
23	UNITRIN Group	5	4,822	0.00000%	7	3,699	0.00000%
24	Assurant Inc. Group	2	4,815	0.00000%	6	4,896	0.00000%
25	CNA Insurance Group	4	4,455	0.00000%	13	5,521	0.00000%
	(All other licensed insurers)	232	120,022	0.05499%	395	40,986	0.12218%
	(No company identified)*	0			0		
TOTALS		756	988,775	0.07646%	1,410	942,441	0.14961%

* Generally includes complaints where either: (a) no company was identified by complainant, (b) company was non-admitted (surplus lines), or (c) complaint was against an agent.

County Mutual Companies

NAMES OF GROUPS AND CORRESPONDING COUNTY MUTUAL COMPANIES

GROUPS

COUNTY MUTUAL COMPANIES

Allianz Insurance Group	Fireman's Fund County Mutual Insurance Company
Allstate Insurance Group	Allstate County Mutual Insurance Company
American National Financial Group	American National County Mutual Insurance Company
Capitol County Group	Capitol County Mutual Fire Insurance Company
Credit Suisse Group	Southern County Mutual Insurance Company
Fairfax Financial	Industrial County Mutual Insurance Company
Liberty Mutual Group	Liberty County Mutual Insurance Company
Great American E&S Insurance Company	Great Texas County Mutual Insurance Company
Home State County Mutual Insurance Company	Home State County Mutual Insurance Company
Mercury General Group	Mercury County Mutual Insurance Company
Nationwide Corporation	Colonial County Mutual Insurance Company
Old American County Mutual Fire Insurance Company	Old American County Mutual Fire Insurance Company
Progressive Group	Progressive County Mutual Insurance Company
Royal & Sun Alliance USA	Viking County Mutual Insurance Company
Safeway Insurance Group	Oak Brook County Mutual Insurance Company
Sentry Insurance Group	Dairyland County Mutual Insurance Company of Texas
Southern Farm Bureau Casualty	Farm Bureau County Mutual Insurance Company
State Farm IL	State Farm County Mutual Insurance Company
Texas State National Group	State & County Mutual Fire Insurance Company
Titus Group	Consumers County Mutual Insurance Company
USAA Group	USAA County Mutual Insurance Company
UNITRIN Group	Charter County Mutual Insurance Company
Zurich Insurance Group	Foremost County Mutual Insurance Company
Zurich Insurance Group	Farmers Texas County Mutual Insurance Company

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