

**REPORT ON EXAMINATION**

**OF**

**AMERICAN FAMILY HOME INSURANCE COMPANY**

**JACKSONVILLE, FLORIDA**

**AS OF**

**DECEMBER 31, 2009**

**BY THE**

**OFFICE OF INSURANCE REGULATION**

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**Tallahassee, Florida**

March 23, 2011

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Dear Sirs and Madams:

Pursuant to your instructions, in compliance with Sections 624.316 and 628.041, Florida Statutes, and Rule 69O-138.005, Florida Administrative Code, and in accordance with the practices and procedures promulgated by the National Association of Insurance Commissioners (NAIC), we have conducted an examination as of December 31, 2009, of the financial condition and corporate affairs of:

**AMERICAN FAMILY HOME INSURANCE COMPANY  
1301 RIVER PLACE BLVD., SUITE 1300  
JACKSONVILLE, FLORIDA 32207**

Hereinafter referred to as, the "Company". Such report of examination is herewith respectfully submitted.

## **SCOPE OF EXAMINATION**

This examination covered the period from January 01, 2005, through December 31, 2009. The Company was last examined by representatives of the Florida Office of Insurance Regulation (Office) as of December 31, 2004. The examination commenced with planning at the Office on August 08, 2010, to August 13, 2010. The fieldwork commenced on August 16, 2010, and concluded as of March 23, 2011.

This financial examination was an association zone statutory financial examination conducted in accordance with the Financial Condition Examiners Handbook, Accounting Practices and Procedures Manual and annual statement instructions promulgated by the NAIC as adopted by Rules 69O-137.001(4) and 69O-138.001, Florida Administrative Code, with due regard to the statutory requirements of the insurance laws and rules of the State of Florida.

The Financial Condition Examiners Handbook requires that the examination be planned and performed to evaluate the financial condition and identify prospective risks of the Company by obtaining information about the Company including corporate governance, identifying and assessing inherent risks within the Company, and evaluating system controls and procedures used to mitigate those risks. An examination also includes assessing the principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation and management's compliance with Statutory Accounting Principles and annual statement instructions when applicable to domestic state regulations.

All accounts and activities of the Company were considered in accordance with the risk-focused examination process.

This report of examination is confined to significant adverse findings, a material change in the financial statements or other information of regulatory significance or requiring regulatory action. The report comments on matters that involved departures from laws, regulations or rules, or which were deemed to require special explanation or description.

## **SUMMARY OF SIGNIFICANT FINDINGS**

### **Current Exam Findings**

There were no material financial findings or exceptions noted during the examination as of December 31, 2009.

### **Prior Exam Findings**

The following is a summary of significant adverse findings contained in the Office's prior examination report as of December 31, 2004, along with the resulting action taken by the Company in connection therewith.

### **Management**

The Company's custodial agreement with (was Pittsburg National Corporation) was not in compliance with Rule 69O-143.042 (L), Florida Administrative Code. **Resolution** – The Company amended the custodial agreement with PNC to include the appropriate language to comply with Rule 69O-143.02(L), Florida Administrative Code. Effective in year 2008, the

Company changed custodial banks and filed the new State Street Bank Custodial Agreement with the Florida Office of Insurance Regulation.

### **Accounts and Records**

The Company included incorrect amounts in other expenses, commissions payable, taxes, license and fees and escheatable funds. **Resolution** - The Company properly reported the liabilities in subsequent annual statement filings.

The Company improperly offset ceded losses and loss adjustment expenses payable against reinsurance premiums payable. **Resolution** – The Company complied with SSAP 62 and the NAIC Annual Statement Instructions and correctly reported the ceded losses and LAE payable in subsequent annual statement filings.

The Company improperly offset assumed losses payable and assumed LAE payable against uncollected premiums and agent's balances in course of action. **Resolution** – The Company complied with SSAP 62 and the NAIC Annual Statement Instructions and correctly reported the assumed losses payable and assumed LAE payable in subsequent annual statement filings.

## HISTORY

### General

The Company was incorporated in Florida on January 28, 1965 and commenced business on July 1, 1965 as American Family Home Insurance Company.

The Company was party to Consent Order 94618-08-CO, filed March 27, 2008, related to the plan of merger between the Midland Company, its prior ultimate parent and the Munich-American Holding Company, a subsidiary of Munich Re Group. An affirmation was provided stating compliance with the thirteen conditions stated in the Consent Order.

The Company was authorized to transact the following insurance coverage in Florida as of December 31, 2009:

Homeowners Multi Peril	Auto Warranties
Commercial Multi Peril	Home Warranties
PPA Physical Damage	Accident and Health
Other Liability	Mobile Home Multi Peril
Commercial Auto Liability	Fire
Inland Marine	Private Passenger Auto Liability
Service Warranties	Commercial Auto Physical Damage
Credit	Allied Lines
Mobile Home Physical Damage	Surety
Earthquake	

The Articles of Incorporation and Bylaws were reviewed during the period covered by this examination. Articles of Amendment to the Articles of Incorporation were approved by the Stockholders and filed with the Secretary of the State of Florida on March 04, 2009. The general provisions of Article III to the Articles of Incorporation were deleted and replaced with new Article III provisions.

## **Dividends to Stockholders**

The Company paid no dividends in 2009. In accordance with Section 628.371, Florida Statutes, the Company declared and paid dividends to its stockholder in 2008, in the amount of \$2,540,000.

## **Capital Stock and Capital Contributions**

As of December 31, 2009, the Company's capitalization was as follows:

Number of authorized common capital shares	250,000
Number of shares issued and outstanding	250,000
Total common capital stock	\$4,200,000
Par value per share	\$16.80

Control of the Company was maintained by its parent, American Modern Home Insurance Company, an Ohio Corporation, who owned 100% of the stock issued by the Company, who in turn was 100% owned by the Midland-Guardian Company, an Ohio Corporation.

## **Acquisitions, Mergers, Disposals, Dissolutions, and Purchase or Sales Through Reinsurance**

On April 03, 2008, the Midland Company, which was the prior ultimate parent company of American Family Home Insurance Company, consummated a previously announced merger with Munich-American Holding Company, a subsidiary of Munich Re Group, and the Company is now a wholly owned subsidiary of Munich Re.

## **CORPORATE RECORDS**

The recorded minutes of the Shareholder, Board of Directors (Board), and certain internal committees were reviewed for the period under examination. The recorded minutes of the Board adequately documented its meetings and approval of Company transactions and events in accordance with Section 607.1601, Florida Statutes, including the authorization of investments as required by Section 625.304, Florida Statutes. The Board and internal committees are the same for the parent company and affiliates, and the minutes of all meetings are maintained at the parent company.

### **Conflict of Interest**

The Company adopted a policy statement requiring the annual disclosure of conflicts of interest in accordance with the NAIC Financial Condition Examiners Handbook, as adopted by Rule 69O-138.001, Florida Administrative Code. The Directors and Officers are the same for the parent company and affiliates, and the conflict of interest policy and statements are maintained by the parent company.

## MANAGEMENT AND CONTROL

### Management

The annual Shareholder meeting for the election of directors was held in accordance with Sections 607.1601 and 628.231, Florida Statutes. Directors serving as of December 31, 2009, were:

### Directors

<b>Name and Location</b>	<b>Principal Occupation</b>
Anthony Joseph Kuczinski Princeton, New Jersey	President/CEO Munich Re America
John Weber Hayden Amelia, Ohio	Vice Chairman/CEO Midland Company
Paul Frederick Gelter Amelia, Ohio	Senior Vice President Midland Company
William Todd Gray Amelia, Ohio	President Midland Company
Michael Lynn Flowers Amelia, Ohio	Vice President/Secretary Tater Farms, LLC
James Paul Tierney Amelia, Ohio	Senior Vice President American Family Home
Jurgen Erwin Kammerlohr Amelia, Ohio	CFO Midland Company
Charles Arthur Bryan Columbus, Ohio	Consulting Actuary Self Employed
James Joseph Butler Avon, Connecticut	Retired Audit Partner
George Terrence Van Gilder Morristown, New Jersey	Retired TOA Reinsurance Company

The Board, in accordance with the Company's bylaws appointed the following senior officers:

### Senior Officers

<b>Name and Location</b>	<b>Principal Occupation</b>
John Weber Hayden	Vice Chairman/CEO
William Todd Gray	President
James Paul Tierney	Senior Vice President
Jurgen Erwin Kammerlohr	Senior Vice President
Matthew Joseph McConnell	Senior Vice President/Treasurer
Michael Lynn Flowers	Vice President/Secretary
Craig Richard Smiddy	Vice President

The Company's Board appointed several internal committees in accordance with Section 607.0825, Florida Statutes. Following were the principal internal board committees and its members as of December 31, 2009.

#### Executive Committee

John Weber Hayden  
William Todd Gray  
Michael Lynn Flowers

#### Audit Committee

John Weber Hayden\*  
Paul Frederick Gelter  
William Todd Gray  
Charles Arthur Bryan  
James Joseph Butler  
George Terrence Van Gilder

\*Chairman

#### Finance Committee

William Todd Gray  
Michael Lynn Flowers  
Paul Frederick Gelter

### Affiliated Companies

The Company was a member of an insurance holding company system as defined by Rule 69O-143.045(3), Florida Administrative Code. The latest consolidated holding company registration statement was filed with the State of Florida on February 26, 2010 for the year

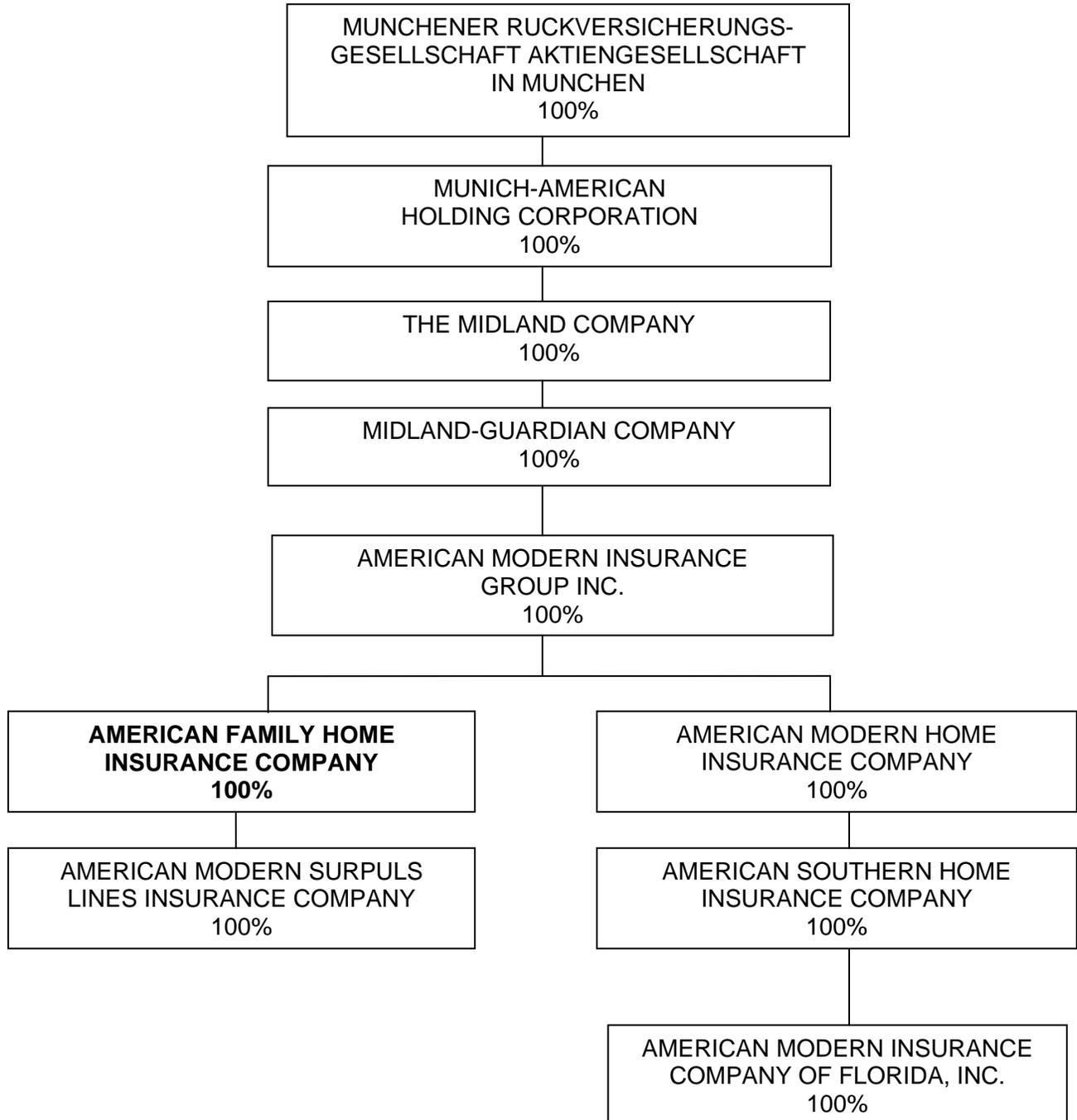
ending December 31, 2009, as required by Section 628.801, Florida Statutes, and Rule 69O-143.046, Florida Administrative Code.

**Subsequent event:** The Company filed an amended consolidated holding company registration statement on July 6, 2010. This amended statement included the required Form (C) filing information.

A simplified organizational chart as of December 31, 2009, reflecting the holding company system is shown below. Schedule Y of the Company's 2009 annual statement provided a list of all related companies of the holding company group.

**AMERICAN FAMILY HOME INSURANCE COMPANY  
Organizational Chart**

**DECEMBER 31, 2009**



**The following agreements were in effect between the Company and its affiliates:**

### **Management Company Contract**

The Company entered into a Service Agreement on December 27, 1973 with its parent; Midland-Guardian Company, to provide certain managerial, administrative and professional services. The agreement continues in force until cancelled by either party subject to the cancellation provisions of the Agreement. The management fee paid by the Company each month is based upon the actual cost for providing the stipulated services and materials under the Agreement. Fees incurred under this Agreement during 2009 amounted to \$19,379,371.

The Company was also party to a Subservice Agreement amendment effective January 01, 1999, between Midland-Guardian Company and American Modern Insurance Group, Inc. Under this Agreement, Midland-Guardian subcontracts specified bill payment services on behalf of the Company to American Modern Insurance Group.

### **Tax Allocation Agreement**

The Company was included in the consolidated federal income tax return of Munich American Holding Corporation. The consolidated tax provision or credit, calculated in accordance with generally accepted accounting principles, is allocated to the separate companies on the basis of separate return computations. If the current year results in a reported profit for the Company, the tax provision recorded is currently payable to the parent company. Likewise, if the current year results in a reported loss for the Company, the tax credit recorded is currently payable from the parent company to the Company. Estimated settlements are performed quarterly, with the final amount settled once the tax return is filed.

## **Lease Allocation Agreement**

The Company, along with other pool members, entered into a Lease Sharing Agreement with Midland Company effective November 01, 1995. The lease agreement allocation is calculated and reimbursed each month based on the square footage utilized for office and storage space. Fees incurred under this agreement during 2009 amounted to \$1,260,993.

Effective August 01, 2005, the Lease was amended to add the American Modern Insurance Company of Florida, Inc. as a lessee.

## **FIDELITY BOND AND OTHER INSURANCE**

The Company was a named insured under a Financial Institutions Bond covering the Munich-American Holding Corporation and approximately one hundred and five other pooled affiliates and entities. The aggregate liability of this bond was \$50,000,000, with a single loss limit of \$25,000,000 and \$1,000,000 deductible. The bond adequately covered the suggested minimum as recommended by the NAIC.

The Company was also a named insured along with Munich-American Holding Corporation and the other pooled affiliates and entities to a Directors and Officers (D&O) liability policy in the amount of \$15,000,000.

## **PENSION, STOCK OWNERSHIP AND INSURANCE PLANS**

The Company had no employees and was not responsible for any employee pension, stock ownership or other insurance plans.

## TERRITORY AND PLAN OF OPERATIONS

The Company was authorized to transact the business of insurance in all states and the District of Columbia, except for Maine and New Hampshire.

### Treatment of Policyholders

The Company established procedures for handling written complaints in accordance with Section 626.9541(1) (j), Florida Statutes.

The Company maintained a Claims Adjuster Handbook that included detailed procedures for handling each type of claim in accordance with Section 626.9541(1) (i) 3a, Florida Statutes.

## COMPANY GROWTH

### Profitability of Company

The following table shows the profitability trend (in dollars) of the Company for the period of examination, as reported in the filed annual statements:

	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
Premiums Earned	225,729,446	214,253,127	199,553,037	178,033,766	186,370,499
Net Underwriting Gain/(Loss)	12,380,790	(5,581,151)	10,606,266	12,420,560	12,181,147
Net Income	16,068,398	1,066,575	19,025,928	20,155,343	19,208,376
Total Assets	476,942,627	451,926,619	447,224,154	429,360,825	420,831,418
Total Liabilities	330,337,300	321,714,177	308,198,740	292,061,562	304,913,582
Policyholders Surplus	146,605,327	130,212,442	139,025,414	137,299,264	115,917,836

## LOSS EXPERIENCE

The Company's Losses and Loss Adjustment Expenses incurred to Premiums Earned ranged from 43.3 percent to 53 percent during the period from 2005 to 2009. Loss incurred increased approximately 10 percent from year 2007 to 2008, related to hurricanes Ike and Gustav, which impacted the Company's books in the third quarter of 2008.

## REINSURANCE

The reinsurance agreements reviewed complied with NAIC standards with respect to the standard insolvency clause, arbitration clause, transfer of risk, reporting and settlement information deadlines. The reinsurance contracts were reviewed by the Company's appointed actuary and were utilized in determining the ultimate loss opinion.

The Company was a participant in a quota share reinsurance agreement with several affiliated companies. This agreement was effective January 01, 1983, and was in the form of a pooling arrangement. American Modern Home Insurance Company acted as the lead company in the pooling arrangement. The American Modern Insurance Group affiliates and pooling percentages which were reinsured 100% by the lead company were as follows:

American Modern Home Insurance Company	47.5%
American Family Home Insurance Company	27%
American Western Home Insurance Company	9%
American Southern Home Insurance Company	4%
American Modern Select Insurance Company	5%
American Modern Surplus Lines Ins. Company	5%
American Modern Insurance Company of Florida	2%
First Marine Insurance Company	0.5%

After assuming 100% of the direct and assumed business from the affiliated members of the pool, the lead company cedes to the non-affiliated reinsurers its direct and assumed business in accordance with the terms of the respective reinsurance contracts. The retained business is then ceded to each affiliate according to its pooling percentage.

### **Assumed**

Under the intercompany pooling arrangement, the Company assumed \$209,197,838 from affiliates during the year 2009.

### **Ceded**

Under the intercompany pooling arrangement, the Company ceded \$192,832,365 to affiliates during the year 2009.

## **ACCOUNTS AND RECORDS**

The Company maintained its principal operational offices in Amelia, Ohio, where this examination was conducted.

An independent CPA audited the Company's statutory basis financial statements annually for the years 2005, 2006, 2007, 2008 and 2009 in accordance with Section 624.424(8), Florida Statutes. Supporting work papers were prepared by the CPA as required by Rule 69O-137.002, Florida Administrative Code.

The Office granted approval for the Company to file combined CPA audited financial statements with other affiliates and subsidiaries of the American Modern Home Group.

The Company's accounting records were maintained on a computerized system with the parent company and other affiliates, and several subsystems and software applications were utilized. Accounting services are provided to the Company under the management agreement with Midland-Guardian. The Ohio Information Technology (IT) Department disclosed several systems related deficiencies which the lead state will address with the parent company.

**The Company and non-affiliates had the following agreements:**

**Custodial Agreement**

The Company maintained a custodial agreement with the State Street Bank and Trust Company, entered into on May 23, 2008. The Company was in compliance with Rule 69O-143.042, Florida Administrative Code, which stipulates the requirements for a custodial agreement.

**Independent Auditor Agreement**

The Company contracted with an external independent CPA firm to perform the annual audit of its financial statements as required by Rule 69O-137.002 (7) (c), Florida Administrative Code.

**Information Technology Report**

Tracy Gates, CISA of Highland Clark, LLC, performed an evaluation of the IT and computer systems of the Company in coordinating with the IT examination work performed by the Ohio examination team.

## STATUTORY DEPOSITS

The following securities were deposited with the State of Florida as required by Section 624.411, Florida Statutes and with various state officials as required or permitted by law:

State	Description	Par Value	Market Value
FL	US Treasury Bond 5.375%	\$100,000	\$110,500
FL	US Treasury Bond 5.375%	425,000	469,625
FL	US Treasury Notes 2.375%	600,000	607,944
FL	US Treasury Notes 0.875%	1,700,000	1,705,321
TOTAL FLORIDA DEPOSITS		<u>\$2,825,000</u>	<u>\$2,893,390</u>
AR	US Treasury Notes 2.375%	\$75,000	\$75,993
GA	US Treasury Notes 0.875%	60,000	60,188
MA	US Treasury Notes 0.875%	660,000	662,066
NC	US Treasury Notes 4.00%	175,000	176,887
NC	US Treasury Notes 2.375%	125,000	126,655
NM	US Treasury Bond 5.375%	200,000	221,000
NM	US Treasury Notes 3.625%	125,000	125,118
OH	US Treasury Bond 5.375%	50,000	55,250
OR	US Treasury Notes 1.500%	300,000	302,649
VA	US Treasury Notes 2.375%	100,000	101,324
TOTAL OTHER DEPOSITS		<u>\$1,870,000</u>	<u>\$1,907,130</u>
TOTAL SPECIAL DEPOSITS		<u>\$4,695,000</u>	<u>\$4,800,520</u>

## FINANCIAL STATEMENTS PER EXAMINATION

The following pages contain financial statements showing the Company's financial position as of December 31, 2009, and the results of its operations for the year then ended as determined by this examination. Adjustments made as a result of the examination are noted in the section of this report captioned, "Comparative Analysis of Changes in Surplus."

**AMERICAN FAMILY HOME INSURANCE COMPANY**  
**Assets**

**DECEMBER 31, 2009**

	Per Company	Examination Adjustments	Per Examination
Bonds	\$ 227,603,946	\$ -	\$ 227,603,946
Stocks:			
Common	47,124,158	-	47,124,158
Cash and Short-Term Investments	(1,122,480)	-	(1,122,480)
Investment Income			
Due and Accrued	1,238,463	-	1,238,463
Premiums and considerations:			
Uncollected premiums	10,715,112	-	10,715,112
Deferred premiums	39,160,680	-	39,160,680
Reinsurance			
Amounts recoverable from reins	8,213,908	-	8,213,908
Funds held/deposited with reins	143,221,580	-	143,221,580
Taxes:			
Net Deferred Tax Asset	751,460	-	751,460
Receivable from Parent, Subsidiary and Affiliates	35,800	-	35,800
	<hr/>		
Total	\$ 476,942,627	\$ -	\$ 476,942,627

**AMERICAN FAMILY HOME INSURANCE COMPANY**  
**Liabilities, Surplus and Other Funds**

**DECEMBER 31, 2009**

	Per Company	Examination Adjustments	Per Examination
Losses	\$ 41,230,854	\$ -	\$ 41,230,854
Reinsurance Payable on Paid Losses and LAE	7,238,245	-	7,238,245
Loss adjustment expenses	5,391,957	-	5,391,957
Commissions payable	11,303,387	-	11,303,387
Other expenses	2,133,177	-	2,133,177
Taxes, licenses and fees	2,025,495	-	2,025,495
Current Federal and Foreign Income Taxes	1,088,407	-	1,088,407
Unearned premiums	96,598,767	-	96,598,767
Ceded reinsurance premiums payable	8,920,325	-	8,920,325
Funds Held by Company Under Reinsurance Treaties	147,924,624	-	147,924,624
Payable to Parent, Subsidiary and Affiliate	2,920,912	-	2,920,912
Aggregate Write-Ins for Liabilities	3,561,150	-	3,561,150
	<hr/>		
Total liabilities	\$ 330,337,300		\$ 330,337,300
	<hr/>		
Common Stock	\$ 4,200,000	-	\$ 4,200,000
Gross Paid In and Contributed Surplus	12,550,000	-	12,550,000
Unassigned funds (surplus)	129,855,327	-	129,855,327
	<hr/>		
Surplus as regards policyholders	\$ 146,605,327		\$ 146,605,327
	<hr/>		
Totals	\$ 476,942,627	\$ -	\$ 476,942,627
	<hr/> <hr/>		

**AMERICAN FAMILY HOME INSURANCE COMPANY**  
**Statement of Income**

**DECEMBER 31, 2009**

**UNDERWRITING INCOME**

Premiums earned		\$	225,729,446
	<b>DEDUCTIONS</b>		
Losses incurred		\$	103,940,430
Loss adjustment expenses incurred			12,508,281
Other underwriting expenses incurred			96,899,945
Total underwriting deductions		<u>\$</u>	<u>213,348,656</u>
Net underwriting gain (loss)		\$	12,380,790

**INVESTMENT INCOME**

Net investment income earned		\$	6,475,237
Net realized capital gains			1,753,670
Total investment income (loss)		<u>\$</u>	<u>8,228,907</u>

**OTHER INCOME**

Finance and service charges not included in premiums		\$	5,555,534
Aggregate write-ins for miscellaneous income			(3,008,710)
Total other income (loss)		<u>\$</u>	<u>2,546,824</u>
Net income before dividends to policyholders		\$	23,156,521
Dividends to policyholders			-
Net income after dividends to policyholders		\$	23,156,521
Federal and foreign income taxes incurred			7,088,123
Net income		<u>\$</u>	<u>16,068,398</u>

**CAPITAL AND SURPLUS ACCOUNT**

Surplus as regards policyholders December 31 prior year		\$	<u>130,212,442</u>
Net income		\$	16,068,398
Change in unrealized capital gains or (losses)			631,924
Change in deferred income tax			(315,048)
Change in non-admitted assets			7,611
Change in Surplus as regards policyholders		<u>\$</u>	<u>16,392,885</u>
Surplus as regards policyholders December 31 current year		<u>\$</u>	<u>146,605,327</u>

A comparative analysis of changes in surplus is shown below.

**AMERICAN FAMILY HOME INSURANCE COMPANY**  
**Comparative Analysis of Changes In Surplus**

**DECEMBER 31, 2009**

Surplus as regards policyholders  
December 31, 2009 per Annual Statement

\$ 146,605,327

PER COMPANY	PER EXAM	INCREASE (DECREASE) IN SURPLUS
----------------	-------------	--------------------------------------

ASSETS:

No Adjustment

LIABILITIES:

No Adjustment

Net Change in Surplus:

\$ -

Surplus as regards policyholders  
December 31, 2009 per Examination

\$ 146,605,327

## COMMENTS ON FINANCIAL STATEMENTS

### Liabilities

#### Losses and Loss Adjustment Expenses \$ 46,622,811

An outside actuarial firm appointed by the Board of Directors, rendered an opinion that the amounts carried in the balance sheet as of December 31, 2009, met the requirements of the insurance laws of Florida, were consistent with reserves computed in accordance with accepted actuarial standards and principals, and made a reasonable provision for all unpaid loss and loss adjustment expense obligations of the Company under the terms of its policies and agreements.

The Office engaged an independent actuary, Dennis R. Henry, FCAS, MAAA of Actuarial Advantage Inc., to review the statutory loss and loss adjustment expense reserves carried in the Company's balance sheet as of December 31, 2009. He was in concurrence with the external actuary's opinion.

#### Capital and Surplus \$146,605,327

The amount reported by the Company of \$146,605,327, exceeded the minimum of \$31,086,592 required by Section 624.408, Florida Statutes.

## CONCLUSION

The insurance examination practices and procedures as promulgated by the NAIC have been followed in ascertaining the financial condition of **American Family Home Insurance Company** as of December 31, 2009, consistent with the insurance laws of the State of Florida.

Per examination findings, the Company's Surplus as regards policyholders was \$146,605,327, which exceeded the minimum of \$31,086,592 required by Section 624.408, Florida Statutes.

In addition to the undersigned, John Coleman, CFE, and Tracy Gates, CPA, CISA, of Highland Clark, LLC participated in the examination. Dennis Henry, FCAS, MAAA, of Actuarial Advantage Inc., and James Pafford, Financial Examination/Analyst Supervisor of the Office also participated in the examination.

Respectfully submitted,

---

Mary James, CFE, CPM  
Chief Examiner  
Florida Office of Insurance Regulation