

Done in Data Entry

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR

25-AUG-84
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YR	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY MATERIAL	TOTAL POLICY LABOR	TOTAL AMOUNT	AVERAGE CLAIM
1984	148	69,961	35,469	9,143	3,648	118,222	798
1983	216	104,598	65,265	19,370	14,952	203,085	940
1982	59	15,659	18,497	21,435	17,746	73,338	1,243
1981	80	14,420	11,804	67,256	23,946	117,429	1,467
1980	145	30,676	1,924	116,409	7,784	156,795	1,081
1979	59	13,417		33,723	800	47,940	812
1978	44	11,975		19,709	330	31,815	723
1977	42	8,239		14,115		22,354	532
1976	54	10,435	740	22,021		33,197	614
1975	60	11,459	4,775	24,928		41,162	686
1974	74	12,583		47,912		60,495	817
1973	62	1,737		31,376	880	33,994	548
1972	36	935		18,654		19,589	544
1971	32	260		8,212		8,473	264
1970	30	356		14,606		14,962	498
1969	8			2,766		2,766	345
1968	7			2,139		2,139	305
1967	1			268		268	268
1966	5			2,110		2,110	422
1965	3			748		748	249
TOTAL	1,165	306,718	138,476	476,908	70,088	990,890	850

PLAINTIFF'S EXHIBIT

BIR-352

BIRD 011314

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DELETE WAR-TBL;
DEFINE TABLE WAR-TBL
"01" : "HCRIZGNTAL CRACKING" ",
"02" : "ELISTERS-" ",
"03" : "CURLING" ",
"04" : "WCORN OUT" ",
"05" : "STICKING IN BUNDLES-" ",
"06" : "CFF BLEND" ",
"07" : "WIND DAMAGE" ",
"08" : "CLAWING" ",
"09" : "STAINING" ",
"10" : "RCUGH EDGES" ",
"11" : "HCLES IN SHINGLES" ",
"12" : "UNDER WEIGHT" ",
"13" : "ALLIGATOR CRACKING" ",
"14" : "SHEDDING" ",
"15" : "WATER SPOTS" ",
"16" : "INCORRECT BASE GRAN" ",
"17" : "EMBOSSING CRACKING" ",
"18" : "BUCKLING" ",
"19" : "SHADING - STAINING" ",
"20" : "SHADING - EMBEDDING" ",
"21" : "SHADING - GRAN COLOR-" ",
"22" : "WRONG COLOR" ",
"23" : "COMPONENTS SEPARATED" ",
"24" : "CCOLOR BLEEDING" ",
"25" : "CEE WIDTH" ",
"26" : "INCORRECT BASE GRAN" ",
"27" : "IMPROPER APPLICATION" ",
"28" : "SPLICES" ",
"29" : "CCOMPONENTS MISALIGNED" ",
"30" : "DAMAGED" ",
"31" : "SHADING - SOAP / TALC" ",
"32" : "SHADING-GRAN GRADING" ",
"33" : "VERTICAL CRACKING" ",
"34" : "FUNGUS" ",
"35" : "LACK OF COATING" ",
"36" : "BRITTLE" ",
"37" : "SHADING" ",
"38" : "MISALIGNMENT" ",
"39" : "CCMB ADHESIVE ON FACE" ",
"40" : "FISHMOUTHING" ",
"41" : "CEE LENGTH" ",
"42" : "WIND SEAL DOTS OFF" ",
"43" : "STICKING IN ROLLS" ",
"44" : "WRAP ADHESIVE ON FACE" ",
"45" : "WIND SEAL DOTS RUN" ",
"46" : "MARELEHEAD" ",
"47" : "GRANULE LOSS" ",
"48" : "MIXED COLOR - OLD/NEW" ",
"49" : "ELCW OFFS" ",
"50" : "CEE SIZE" ",
"51" : "GRANULE LOSS - ROLLS" ",
"52" : "CEE SIZE CUT-GUTS" ",
"53" : "ASPHALT BLEEDING" ",
"54" : "ELCCMING" ",
"55" : "NCT SEALING" ",
"56" : "CAMEL BACK" ",
"57" : "SUNEURST" ",
"99" : "NCT BIRD MATERIAL" ",
ELSE "NCT ON TABLE"
END-TABLE

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DELETE NEW
DEFINE CGM
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01. COMPLA
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THE DATE HOMEOWNER CAUSE
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YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL 2310	TOTAL NON-SPEC LABOR 2311	TOTAL POLICY ADJ MATERIAL 2410	TOTAL POLICY LABOR 2410	TOTAL AMOUNT	AVERAGE CLAIM
OFF LENGTH	7	949	455			1,405	200
STICKING IN ROLLS	5	1,065				1,065	213
WRAP ADHESIVE ON FACE	4	260	66			327	81
GRANULE LOSS	1	192				192	192
MIXED COLOR - OLD/NEW	5			1,231	1,278	2,509	501
BLOW OFFS	7			4,886	1,705	6,591	941
OFF SIZE CUT-OUTS	2	373	100			473	236
ASPHALT BLEEDING	4	312	130			442	110
NOT SEALING	1					0	
NOT ON TABLE	5	1,567	2,343	557	45	4,513	902
NOT BIRD MATERIAL	1	1,704	675			2,379	2,379
	31					0	
TOTAL	1,165	306,718	138,476	476,908	70,088	990,890	850

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YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL 2310	TOTAL NON-SPEC LABOR 2311	TOTAL POLICY ADJ MATERIAL 2410	TOTAL POLICY LABOR 2410	TOTAL AMOUNT	AVERAGE CLAIM
NOT ON TABLE	50	3,471	3,715	5,426	250	12,863	257
HORIZONTAL CRACKING	406	4,980	6,300	300,526	50,277	361,884	891
BLISTERS	71	30,936	25,294	43,340	4,294	103,865	1,462
CURLING	148	86,645	12,960	24,570	3,890	128,067	865
WORN CUT	75	634		59,796		59,329	791
STICKING IN BUNDLES	80	74,607	8,219	989		83,815	1,047
OFF BLEND	63	27,864	28,770	987	784	58,406	927
WIND DAMAGE	23	34		6,204	3,010	9,249	402
CLAWING	10	1,561				1,561	156
STAINING	2	4,365				4,365	2,182
ROUGH EDGES	5	1,353	667			2,020	404
UNDER WEIGHT	1	245				245	245
SHEETING	23	12,729	1,564	903	840	16,037	697
EMBOSSING CRACKING	8			4,282		4,282	535
SHADING - STAINING	5			1,435	100	1,535	307
SHADING - EMBEDDING	20	11,592	10,010			21,602	1,080
SHADING - GRAN COLOR	20	10,515	9,363	601	355	19,879	993
WRONG COLOR	1					956	956
COMPONENTS SEPARATED	9	3,627	1,720			5,347	594
OFF WIDTH	3	734	512			1,246	415
INCORRECT BASE GRAN	1	61	60			121	121
IMPROPER APPLICATION	3					0	
SPLICES	4	40	70			110	27
DAMAGED	11	2,868	1,053			3,922	356
SHADING-GRA GRADING	6	3,102	5,680	1,280		10,063	1,677
VERTICAL CRACKING	21			16,832	230	17,062	812
FUNGUS	2					0	
SHADING	10	2,247	3,887	2,009	3,028	11,172	1,117
MISALIGNMENT	2	253	200			453	226
COMB ADHESIVE ON FACE	2	1,452	20			1,472	736
FISHMOUTHING	7	14,365	14,637	1,046		30,049	4,292

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YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1984							
NOT BIRD MATERIAL	4					0	
NOT ON TABLE	1	1,704	675			2,379	2,379
OFF SIZE CUT-OUTS	1	269				269	269
OFF SIZE	1	373	100			473	473
BLOW OFFS	3			3,560	480	4,040	1,346
MIXED COLOR - OLD/NEW	4			1,070	1,078	2,149	537
STICKING IN ROLLS	1	228				228	228
OFF LENGTH	6	949	455			1,405	234
FISHCUTTING	1			1,046		1,046	1,046
MISALIGNMENT	2	253	200	583	1,678	453	226
SHADING	5	1,288	2,400			5,949	1,189
SHADING-GRAN GRADING	2	718	1,268			1,986	993
DAMAGED	9	1,752	78			1,831	203
SPLICES	1	40				40	40
OFF WIDTH	2	392	152			544	272
COMPONENTS SEPARATED	6	3,218	1,265			4,483	747
SHADING - GRAN COLOR	8	3,522	2,849			6,372	796
SHADING - EMBEDDING	10	4,703	4,064			8,767	876
SHADING - STAINING	2			46		46	23
UNDER WEIGHT	1	245				245	245
ROUGH EDGES	4	842	147			989	247
STAINING	1					0	
WIND DAMAGE	3			121	131	253	84
OFF BLEND	26	12,670	17,844	342	30	30,886	1,187
STICKING IN BUNDLES	22	33,616	1,329			34,946	1,588
CURLING	2			264		264	132
HORIZONTAL CRACKING	-2			1,716		1,716	858
NOT ON TABLE	18	3,171	2,640	392	250	6,454	358
YEARLY TOTAL 1984	148	69,961	35,469	9,143	3,648	118,222	798

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1983							
NOT BIRD MATERIAL	1					0	902
NOT SEALING	5	1,567	2,343	557	45	4,513	86
OFF SIZE CUT-OUTS	2	43	130			173	
OFF SIZE	1					0	
BLOW CFFS	3						
MIXED COLOR - OLD/NEW	1			711	465	1,176	392
WRAP ADHESIVE ON FACE	4	260		160	200	360	360
STICKING IN ROLLS	4	837	66			327	81
OFF LENGTH	4					837	209
FISHMOUTHING	1	14,365	14,637			0	
COMB ADHESIVE ON FACE	6	1,452	20			29,003	4,833
SHADING	2	959	1,487	1,426	1,350	1,472	736
SHADING-GRAN GRADING	4	2,384	4,412			5,223	1,305
SPLICES	3		70			6,796	2,265
IMPROPER APPLICATION	1					70	23
OFF WIDTH	1	342	360			0	
COMPONENTS SEPARATED	3	409	455			702	702
WRONG COLOR	1			601	355	864	288
SHADING - GRAN COLOR	12	6,992	6,514			956	956
SHADING - EMBEDDING	10	6,888	5,946			13,507	1,125
SHADING - STAINING	3			1,388	100	12,834	1,283
SHEDDING	4	897	1,564	903	840	1,488	496
ROUGH EDGES	1	510	520			4,205	1,051
STAINING	1	4,365				1,030	1,030
WIND DAMAGE	11	34				4,365	4,365
OFF BLEND	31	12,678	8,900	4,162	2,508	6,705	609
STICKING IN BUNDLES	57	40,990	6,889	645	754	22,979	741
WORN OUT	2			989		48,868	857
CURLING	11	5,296	4,082	1,201		100	50
BLISTERS	7	3,320	6,865	684	1,330	11,392	1,035
				500		10,686	1,526

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
HORIZONTAL CRACKING NOT ON TABLE	8 12			5,249 187	7,005	12,254 187	1,531 15
YEARLY TOTAL	1983 216	104,598	65,265	19,370	14,952	203,085	940

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1982							
NOT BIRD MATERIAL	1					0	
ASPHALT BLEEDING	1					0	
OFF SITE CUT-OUTS	1					0	
SHADING	1					0	
VERTICAL CRACKING	2					0	
DAMAGED	1	1,089	975	2,052		2,052	1,026
IMPROPER APPLICATION	1					2,064	2,064
INCORRECT BASE GRAN	1	61	60			0	
WIND DAMAGE	4			390	371	121	121
OFF BLEND	5	1,801	1,234			761	190
STICKING IN BUNDLES	1					3,035	607
CURLING	12	7,393	7,003			0	
BLISTERS	10	3,679	3,770	2,274	2,555	14,396	1,199
HORIZONTAL CRACKING	16	1,634	4,380	16,718	14,820	12,279	1,227
NOT ON TABLE	2		1,075			37,552	2,347
						1,075	537
YEARLY TOTAL	59	15,659	18,497	21,435	17,746	73,338	1,243

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1981							
NOT BIRD MATERIAL	1					0	
VERTICAL CRACKING	2			1,802		1,802	901
SHEDDING	1	360				360	360
WIND DAMAGE	1					0	
OFF FLUEND	1	713	791			1,504	1,504
CURLING	19	5,327	1,135	10,824	2,032	19,319	1,016
BLISTERS	14	8,020	9,878	10,636		28,534	2,038
HORIZONTAL CRACKING	39			43,994	21,914	65,908	1,689
NOT ON TABLE	2					0	
YEARLY TOTAL	80	14,420	11,804	67,256	23,946	117,429	1,467

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1980							
FUNGUS	1					0	
VERTICAL CRACKING	6			6,965		6,965	1,160
SHADING-GRAN GRADING	1			1,280		1,280	1,280
IMPROPER APPLICATION	1					0	
SHEDDING	2	1,828				1,828	914
WIND DAMAGE	2					0	
CURLING	28	23,006		6,931	528	30,466	1,088
BLISTERS	15	4,291	4	12,054	1,639	17,990	1,199
HORIZONTAL CRACKING	85	1,550	1,920	86,500	5,617	95,587	1,124
NOT ON TABLE	4			2,677		2,677	669
YEARLY TOTAL 1980	145	30,676	1,924	116,409	7,784	156,795	1,081

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1979							
NOT BIRD MATERIAL	1			1,734		1,734	578
VERTICAL CRACKING	3					1,540	770
SHEDDING	2	1,540		1,530		1,530	765
WIND DAMAGE	2			5,867		13,061	816
CURLING	16	7,194		6,791		11,001	1,000
BLISTERS	11	4,210		17,801		19,074	829
HORIZONTAL CRACKING	23	473			800		
NOT ON TABLE	1					0	
YEARLY TOTAL 1979	59	13,417		33,723	-800	47,940	812

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1978							
VERTICAL CRACKING	2			541	230	771	385
EMBOSSEING CRACKING	1			260		260	260
SHEDDING	1	980				980	980
WORN OUT	2			1,638		1,638	819
CURLING	17	6,539		4,415	100	6,539	384
PLISTERS	6	4,156		12,855		8,671	1,445
HORIZONTAL CRACKING	15	300				12,955	863
YEARLY TOTAL	44	11,975		19,709	330	31,815	723

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1977							
NOT BIRD MATERIAL	2			1,211		1,211	605
VERTICAL CRACKING	2			2,664		2,664	1,332
EMBOSSING CRACKING	2					832	416
SHEDDING	2	832				432	432
CLAWING	1	432				1,248	1,248
WORN CUT	1			1,248		6,447	495
CURLING	13	6,447				528	528
BLISTERS	1	528				8,992	499
HORIZONTAL CRACKING	18			8,992			
YEARLY TOTAL 1977	42	8,239		14,115		22,354	532

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1976							
NOT FIRE MATERIAL	3			1,436		1,436	718
VERTICAL CRACKING	2			364		364	364
EMBOSSING CRACKING	1					1,654	413
SHEDDING	4	1,654				350	350
CLAWING	1	350				4,354	622
WORN CUT	7			4,354		9,171	655
CURLING	14	8,431	740	4,539		4,539	1,513
BLISTERS	3			11,328		11,328	629
HORIZONTAL CRACKING	18						
NOT ON TABLE	1					0	
YEARLY TOTAL 1976	54	10,435	740	22,021		33,197	614

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1975							
NOT BIRD MATERIAL	5					0	
GRANULE LOSS	1	192				192	192
FUNGUS	1					0	
VERTICAL CRACKING	2			1,090		1,090	545
EMBOSSED CRACKING	2			690		690	345
SHEDDING	3	4,104				4,104	1,368
WORN OUT	16			10,524		10,524	657
CURLING	9	4,433				4,433	492
BLISTERS	1	2,730	4,775	11,707		7,505	7,505
HORIZONTAL CRACKING	18			916		11,707	650
NOT ON TABLE	2					916	458
YEARLY TOTAL 1975	60	11,459	4,775	24,928		41,162	686

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1974							
NOT BIRD MATERIAL	2					0	
DAMAGED	1	27				27	27
EMBROSSING CRACKING	1			168		168	168
SHEDDING	1	170				170	170
CLAWING	3	173				173	57
WORN CUT	19			22,745		22,745	1,197
CURLING	3	11,913				11,913	3,971
BLISTERS	3			2,130		2,130	710
HORIZONTAL CRACKING	37			21,959		21,959	593
NOT ON TABLE	4	300		910		1,210	302
YEARLY TOTAL 1974	74	12,583		47,912		60,495	817

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1973							
NCT BIRD MATERIAL	7				760	1,374	1,374
BLOW OFFS	1			614		136	136
EMBOSSED CRACKING	1			136		192	192
SHEDDING	1	192				466	155
CLAWING	3	466		15,533		15,533	1,553
WORN OUT	10					412	206
CURLING	2	412		15,093	120	15,880	441
HORIZONTAL CRACKING	36	666					
NOT ON TABLE	1					0	
YEARLY TOTAL 1973	62	1,737		31,376	880	33,994	548

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1972							
NOT BIRD MATERIAL	1					0	
CLAWING	2	139				139	69
WORN OUT	10	546		2,274		2,820	282
CURLING	2	250				250	125
HORIZONTAL CRACKING	19			16,380		16,380	862
NOT ON TABLE	2					0	
YEARLY TOTAL 1972	36	935		18,654		19,589	544

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DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1971							
NOT BIRD MATERIAL	1					0	
SHEDDING	2	172				172	86
WORN OUT	5	88		110		198	39
HORIZONTAL CRACKING	24			8,102		8,102	337
YEARLY TOTAL 1971	32	260		8,212		8,473	264

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SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1970							
NOT BIRD MATERIAL	2					0	
WORN CUT	3			168		168	56
HORIZONTAL CRACKING	25	356		14,438		14,794	591
YEARLY TOTAL 1970	30	356		14,606		14,962	498

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1969							
HORIZONTAL CRACKING	8			2,766		2,766	345
YEARLY TOTAL 1969	8			2,766		2,766	345

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1968							
HORIZONTAL CRACKING	6			1,797		1,797	299
NOT ON TABLE	1			342		342	342
YEARLY TOTAL 1968	7			2,139		2,139	305

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1967							
HORIZONTAL CRACKING	1			268		268	268
YEARLY TOTAL 1967	1			268		268	268

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC. LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1966							
HORIZONTAL CRACKING	5			2,110		2,110	422
YEARLY TOTAL 1966	5			2,110		2,110	422

YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
APPLICATION YEAR 1965							
HORIZONTAL CRACKING	3			748		748	249
YEARLY TOTAL 1965	3			748		748	249

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YEAR TO DATE RECORD OF CLOSED COMPLAINTS
SORTED BY APPLICATION YEAR AND COMPLAINT TYPE

AUGUST 24 1984

DESCRIPTION	QTY	TOTAL NON-SPEC MATERIAL	TOTAL NON-SPEC LABOR	TOTAL POLICY ADJ MATERIAL	TOTAL POLICY ADJ LABOR	TOTAL AMOUNT	AVERAGE CLAIM
TOTAL REPORT	1,165	306,718	138,476	476,908	70,088	990,890	850