| FORM 4 |
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Check this box if no longer subject to Section 16. Form 4 or Form 5 obligations may continue. *See* Instruction 1(b).

#### UNITED STATES SECURITIES AND EXCHANGE COMMISSION Washington, D.C. 20549

| OMB APPROVAL             |         |  |  |  |  |  |  |  |  |
|--------------------------|---------|--|--|--|--|--|--|--|--|
| OMB Number: 3235-0287    |         |  |  |  |  |  |  |  |  |
| Expires: January 31, 20  |         |  |  |  |  |  |  |  |  |
| Estimated average burden |         |  |  |  |  |  |  |  |  |
| hours per respor         | nse 0.5 |  |  |  |  |  |  |  |  |

#### STATEMENT OF CHANGES IN BENEFICIAL OWNERSHIP OF SECURITIES

Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934, Section 17(a) of the Public Utility Holding Company Act of 1935 or Section 30(h) of the Investment Company Act of 1940

(Print or Type Responses)

| 1. Name and Address of Reporting Person <sup>*</sup> –<br>Patricia M. Sheveland |         |  |   |   | r Name <b>a</b><br>nc. [RT |   | Ficker or ' | Гradi                         | ng Syr | nbol                  | 5. Relationship of Reporting Person(s) to Issuer<br>(Check all applicable)<br>Director 10% Owner         |   |         |  |  |  |
|---|---------|--|---|---|----------------------------|---|-------------|-------------------------------|--------|-----------------------|--|---|---------|--|--|--|
| (Last) (First) (Middle)<br>8500 Normandale Lake Blvd, Suite 1400                |         |  |   | Date of 2/11/20                                       |                            | Tra   | nsaction (  | Mon                           | th/Day | /Year)                | Director 10% Owner<br>XOfficer (give title below) Other (specify below)<br>VP - Case & Claims Management |   |         |  |  |  |
| (Street)<br>Bloomington, MN 55437   |         |  |   | 4. If Amendment, Date Original Filed (Month/Day/Year) |                            |   |             |                               |        |                       |  | 6. Individual or Joint/Group Filing (Check Applicable Line)<br>_X_ Form filed by One Reporting Person<br>Form filed by More than One Reporting Person |         |  |  |  |
| (City)  | (State) | (Zip                                       | ) | Table I - Non-Derivative Securities Acqu              |                            |   |             |                               |        | ative Securities Acqu | uired, Disposed of, or Beneficially Owned  |   |         |  |  |  |
| 1.Title of Security<br>(Instr. 3)   |         | 2. Transaction<br>Date<br>(Month/Day/Year) |   |   |                            | 4. Securities5. Amount of SecuriAcquired (A) orBeneficially OwnedDisposed of (D)Following Reported(Instr. 3, 4 and 5)Transaction(s) |             |                               |        |                       | 6. Ownership Form: Direct<br>(D) or Indirect (I)<br>(Instr. 4)   | 7. Nature of Indirect<br>Beneficial Ownership<br>(Instr. 4)   |         |  |  |  |
|   |         |  |   |   | Code                       | V   | Amount      | (A)<br>or<br>Amount (D) Price |        | (Instr. 3 and 4)      |  |   |         |  |  |  |
| Common Stock <sup>(1)</sup>   |         |  |   |   |                            |   |             |                               |        | 2,737                 |  | Ι   | By KSOP |  |  |  |
| Common Stock <sup>(1)</sup>   |         |  |   |   |                            |   |             |                               |        | 1,157                 |  | D   |         |  |  |  |

Reminder: Report on a separate line for each class of securities beneficially owned directly or indirectly.

Persons who respond to the collection of information contained in this SEC 1474 (9-02) form are not required to respond unless the form displays a currently valid OMB control number.

 Table II - Derivative Securities Acquired, Disposed of, or Beneficially Owned
 (e.g., puts, calls, warrants, options, convertible securities)

| 1. Title of<br>Derivative<br>Security<br>(Instr. 3)     | 2.<br>Conversion<br>or Exercise<br>Price of<br>Derivative<br>Security | 3. Transaction<br>Date<br>(Month/Day/Year) | 3A. Deemed<br>Execution Date, if<br>any<br>(Month/Day/Year) | 4.<br>Transac<br>Code<br>(Instr. 8 |   | 5. Number<br>n of<br>Derivative<br>Securities<br>Acquired<br>(A) or<br>Disposed of<br>(D)<br>(Instr. 3, 4,<br>and 5) |     | 6. Date Exerc<br>Expiration Da<br>(Month/Day/Y | te                 | 7. Title and Amount<br>of Underlying<br>Securities<br>(Instr. 3 and 4) |  | 9. Number of<br>Derivative<br>Securities<br>Beneficially<br>Owned<br>Following<br>Reported<br>Transaction(s)<br>(Instr. 4) | Form of<br>Derivative<br>Security:<br>Direct (D)<br>or Indirect | Beneficial |
|---|---|--|---|------------------------------------|---|--|-----|--|--------------------|--|--|--|---|------------|
|   |   |  |   | Code                               | v | (A)  | (D) | Date<br>Exercisable                            | Expiration<br>Date | Title  | Amount<br>or<br>Number<br>of<br>Shares |  |   |            |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$17.34   |  |   |                                    |   |  |     | 04/18/1995                                     | 04/18/2005         | Common<br>Stock  | 75                                     | 75   | D   |            |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$21.5  |  |   |                                    |   |  |     | 02/14/1998                                     | 02/14/2007         | Common<br>Stock  | 2,500                                  | 2,575  | D   |            |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$14  |  |   |                                    |   |  |     | 01/28/1999                                     | 01/28/2008         | Common<br>Stock  | 5,000                                  | 7,575  | D   |            |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$15.625  |  |   |                                    |   |  |     | 07/15/2000                                     | 07/15/2008         | Common<br>Stock  | 839                                    | 8,414  | D   |            |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$14.75   |  |   |                                    |   |  |     | 02/02/2000                                     | 02/02/2009         | Common<br>Stock  | 2,500                                  | 10,914   | D   |            |
| Stock<br>Options<br>(Right to<br>Buy)(1)(2)             | \$10.75   |  |   |                                    |   |  |     | 02/02/2001                                     | 02/02/2010         | Common<br>Stock  | 1,500                                  | 12,414   | D   |            |

| whership buon   |        |            |   |        |            |            |                 |        |        |        |   |  |
|---|--------|------------|---|--------|------------|------------|-----------------|--------|--------|--------|---|--|
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(2)</sup> | \$9.5  |            |   |        | 07/27/2001 | 07/27/2010 | Common<br>Stock | 1,000  |        | 13,414 | D |  |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(3)</sup> | \$4.5  |            |   |        | 04/25/2002 | 04/25/2011 | Common<br>Stock | 1,500  |        | 14,914 | D |  |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(4)</sup> | \$2.6  |            |   |        | 04/24/2003 | 04/24/2012 | Common<br>Stock | 7,500  |        | 22,414 | D |  |
| Stock<br>Options<br>(Right to<br>Buy) <sup>(1)(5)</sup> | \$2.19 |            |   |        | 03/12/2003 | 03/12/2013 | Common<br>Stock | 14,900 |        | 37,314 | D |  |
| Stock<br>Options<br>(Right to<br>Buy)(6)                | \$6.18 | 02/11/2004 | А | 15,000 | 02/11/2004 | 02/11/2014 | Common<br>Stock | 15,000 | \$6.18 | 52,314 | D |  |

## **Reporting Owners**

| Departing Owner Name / Address  | Relationships |           |                               |       |  |  |  |  |  |  |
|---|---------------|-----------|-------------------------------|-------|--|--|--|--|--|--|
| Reporting Owner Name / Address  | Director      | 10% Owner | Officer                       | Other |  |  |  |  |  |  |
| Patricia M. Sheveland<br>8500 Normandale Lake Blvd<br>Suite 1400<br>Bloomington, MN 55437 |               |           | VP - Case & Claims Management |       |  |  |  |  |  |  |

# Signatures

/s/ Patricia M. Sheveland

02/13/2004

\*\*Signature of Reporting Person

Date

### **Explanation of Responses:**

- \* If the form is filed by more than one reporting person, *see* Instruction 4(b)(v).
- \*\* Intentional misstatements or omissions of facts constitute Federal Criminal Violations. See 18 U.S.C. 1001 and 15 U.S.C. 78ff(a).
- (1) Previously reported shares
- (2) Fully vested
- (3) Vest 500 shares on each of April 25, 2002, 2003 and 2004
- (4) The option shares vest as follows: 2,500 shares on April 24, 2003, 2,500 on April 24, 2004 and 2,500 on April 24, 2005
- (5) The option shares vest as follows: 7,450 shares upon issuance and 7,450 shares on March 12, 2004
- (6) The option shares vest as follows: 7,500 shares upon issuance and 7,500 shares on February 11, 2005

Note: File three copies of this Form, one of which must be manually signed. If space is insufficient, see Instruction 6 for procedure.

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