## Automobile 2011 Complaint Index

				Number of	Complaint
	NAIC#	Company Name	Premium	Complaints	Index
1	44245	21st Century Assurance Company	5,627,639	4	2.38
2	34789	21st Century Centennial Insurance Company	9,825,194	8	2.73
3	32220	21st Century North America Insurance Company	972,659	1	DNC
4	14184	ACUITY, a Mutual Insurance Company	4,719,722	2	1.42
5	42609	Affirmative Insurance Company	5,499,205	17	10.37
6	11004	Alfa Specialty Insurance Corporation	1,286,714	2	5.21
7	12188	Alfa Vision Insurance Corporation	10,517,077	12	3.83
8	42579	Allied Property And Casualty Insurance Company	13,379,618	1	0.25
9	29688	Allstate Fire and Casualty Insurance Company	None	1	DNC
10	19240	Allstate Indemnity Company	13,527,379	4	0.99
11	19232	Allstate Insurance Company	48,605,073	18	1.24
12	17230	Allstate Property And Casualty Insurance Company	142,178,960	32	0.75
13	10730	American Access Casualty Company	10,561,756	17	5.40
14	19941	American Commerce Insurance Company	4,349,083	4	3.08
15	19275	American Family Mutual Insurance Company	122,283,685	22	0.60
16	10864	American Freedom Insurance Company	3,026,244	11	12.19
17	39942	American National General Insurance Company	735,057	1	DNC
18	42897	American Service Insurance Company	2,179,917	3	4.62
19	19283	American Standard Insurance Company of Wisconsin	12,688,042	6	1.59
20	11558	Assurance America Insurance Company	1,381,239	2	4.86
21	15512	Automobile Club Inter-Insurance Exchange	2,006,059	3	5.02
				7	
22	18988	Auto-Owners Insurance Company	40,890,776		0.57
23	19658	Bristol West Insurance Company	25,110,060	15	2.00
24	20176	Celina Mutual Insurance Company	5,030,369	1	0.67
25	20230	Central Mutual Insurance Company	8,694,525	1	0.39
26	28665	Cincinnati Casualty Company	None	1	DNC
27	10677	Cincinnati Insurance Company	31,465,422	3	0.32
28	62626	Cuna Mutual Insurance Society	None	1	DNC
29	42587	Depositors Insurance Company	1,603,967	1	2.09
30	21261	Electric Insurance Company	1,081,254	1	3.10
31	26271	Erie Insurance Exchange	72,003,878	18	0.84
32	25712	Esurance Insurance Company	9,966,542	1	0.34
33		Farmers Automobile Insurance Association	23,868,714		0.56
34	13935	Federated Mutual Insurance Company	None		DNC
35	10336	First Acceptance Insurance Company, Inc.	4,409,893	3	2.28
36	13587	First Chicago Insurance Company	4,855,747	8	5.53
37	14249	Founders Insurance Company	15,837,466	26	5.51
38	41491	GEICO Casualty Company	5,514,949	2	1.22
39	35882	GEICO General Insurance Company	52,518,674	26	1.66
40	22055	GEICO Indemnity Company	40,516,286	21	1.74
41	10648	Geneva Insurance Company	2,032,213	1	1.65
42	22063	Government Employees Insurance Company	14,297,622	2	0.47
43	10322	Grange Indemnity Insurance Company	9,610,560	2	0.70
44	14060	Grange Mutual Casualty Company	3,787,177	4	3.54
45	11982	Grange Property & Casualty Insurance Company	None	1	DNC
46	11371	Great West Casualty Company	None	1	DNC
47	16144	Grinnell Select Insurance Company	1,673,840	1	2.00
48	15032	GuideOne Mutual Insurance Company	3,935,094	2	1.70
49	19530	Hallmark National Insurance Company	447,600	2	DNC
50	22292	Hanover Insurance Company	15,743,550		0.64
51	14516	Harleysville Lake States Insurance Company	4,110,252	1	0.82
				•	

## Automobile 2011 Complaint Index

NAIC #   Company Name   Premium   Complaints   Index   122   22357   Hartford Accident And Indemnity Company   2.148,792   2   3.12   3.13   3.478   Hartford Insurance Company   0.778   0.288   1   1.20   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.20   1.474   1   1.474					Number of	Complaint
53         37478         Hartford Insurance Company Of The Midwest         2,788,764         1         1.20           54         14176         Hastings Mutual Insurance Company         23,285,454         4         0.58           55         31550         Haulers Insurance Company         1,474,981         1         2.27           56         27570         Hoosic Insurance Company         8,699,223         1         0.39           57         22756         Horze Man Poperty & Casualty Insurance Company         3,139,362         1         1.07           58         29068         IDS Property Casualty Insurance Company         49,995,646         16         1.07           60         22624         Indiana Farners Mutual Insurance Company         48,214,144         21         1,46           61         12659         Indiana Farners Mutual Insurance Company         48,214,144         21         1,46           62         22288         Infinity Insurance Company         48,214,144         21         1,46           63         38806         Insura Property And Casualty Insurance Company         5,310,371         6         3.79           65         10914         Kemper Independence Insurance Company         1,693,162         1         1,98		NAIC#	1 1	Premium	Complaints	Index
54   14176   Hastings Mutual Insurance Company   23,285,454   4   0.58   55   1550   Haultrs Insurance Company, Inc.   1,474,981   1   2,27   56   27570   Hooser Insurance Company   8,699,223   1   0.39   57   22756   Horace Mann Property & Casualty Insurance Company   3,139,362   1   1,07   58   29068   105 Property Cystaulty Insurance Company   5,384,217   2   1.25   59   21679   Illinois Farmers Insurance Company   49,995,646   16   1,07   60   22624   Indiana Insurance Company   49,995,646   16   1,07   60   22624   Indiana Insurance Company   48,214,144   21   1,46   61   22659   Indiana Insurance Company   48,214,144   21   1,46   62   22268   Indiana Insurance Company   48,214,144   21   1,46   62   22268   Indiana Insurance Company   48,214,144   21   1,46   63   38806   Insura Property And Casualty Insurance Company   5,310,871   6   3,79   65   10914   Kemper Independence Insurance Company   5,310,871   6   3,79   65   10914   Kemper Independence Insurance Company   1,693,162   1   1,98   66   23035   Liberty Mutual Fire Insurance Company   1,2723,737   4   1,05   66   23035   MeriborSelect Insurance Company   12,723,737   4   1,05   68   23535   MeriborSelect Insurance Company   12,723,737   4   1,05   68   23535   MeriborSelect Insurance Company   12,723,737   4   1,05   68   23535   MeriborDitan Group Property And Casualty Insurance Co   12,075,486   1   0,28   1,2	52	22357	Hartford Accident And Indemnity Company	2,148,792	2	3.12
55         31550         Hauders Insurance Company         1.474,981         1         2.27           56         22750         Horace Insurance Company         8,699,223         1         0.39           57         22756         Horace Mann Property & Casualty Insurance Company         3,139,362         1         1.07           58         29068         IIDS Property Casualty Insurance Company         5,384,217         2         1.25           59         21679         Ildiana Farmers Mutual Insurance Company         49,995,646         16         1.07           60         22624         Indiana Farmers Mutual Insurance Company         48,214,144         21         1.46           61         22659         Indiana Insurance Company         249,485         1         DNC           63         38806         Insure Property And Casualty Insurance Company         964,294         2         DNC           64         10922         Insurenxa Insurance Company         5,310,871         6         3.79           65         10318         Kemper Independence Insurance Company         1,693,162         1         1.98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           67 <td>53</td> <td>37478</td> <td>Hartford Insurance Company Of The Midwest</td> <td>2,788,764</td> <td>1</td> <td>1.20</td>	53	37478	Hartford Insurance Company Of The Midwest	2,788,764	1	1.20
56         27570         Hoose Insurance Company         8,699,223         1         0.39           57         22756         Horace Mann Property & Casualty Insurance Company         3,139,362         1         1.07           58         29068         IDS Property Casualty Insurance Company         5,384,217         2         1.25           59         21679         Illinois Farmers Insurance Company         49,995,646         16         1.07           60         22624         Indiana Insurance Company         48,214,144         21         1.46           61         22258         Infinity Insurance Company         48,214,144         21         1.46           62         22286         Infinity Insurance Company         249,485         1         DNC           63         38806         Insura Property And Casualty Insurance Company         5,310,871         6         3.79           64         10922         Insurance Company         1,693,162         1         1.98           65         10914         Kemper Independence Insurance Company         1,693,162         1         1.98           66         23235         Liberty Mutual Fire Insurance Company         1,273,373         4         1,05           67         21229	54	14176		23,285,454	4	0.58
S7   22756   Horace Mann Property & Casualty Insurance Company   3,139,362   1   1.07   58   29068   IDS Property Casualty Insurance Company   5,384,217   2   1.25   21679   Illinois Farmers Insurance Company   49,995,646   16   1.07   60   22624   Indiana Farmers Mutual Insurance Company   48,214,144   21   1.46   62   22268   Indiana Insurance Company   48,214,144   21   1.46   62   22268   Infinity Insurance Company   48,214,144   21   1.46   62   22268   Infinity Insurance Company   48,214,144   21   1.46   63   36,8806   Insura Property And Casualty Insurance Company   964,294   2   DNC   64   10922   Insuremax Insurance Company   5,310,871   6   3.79   65   10914   Kemper Independence Insurance Company   5,310,871   6   3.79   65   20335   Liberty Mutual Fire Insurance Company   1,693,162   1   1.98   66   23035   Liberty Mutual Fire Insurance Company   12,723,737   4   1.05   68   23353   Meridian Security Insurance Company   12,723,737   4   1.05   68   23353   Meridian Security Insurance Company   8,234,817   1   0.41   69   34339   Metropolitan Group Property And Casualty Insurance Company   14,610,463   8   1.84   12,1687   Mid-Century Insurance Company   14,610,463   8   1.84   12,1687   Mid-Century Insurance Company   18,694,968   3   0.54   1.28	55	31550	Haulers Insurance Company, Inc.	1,474,981	1	2.27
585         29068         IDS Property Casualty Insurance Company         5,384,217         2         1.25           59         21679         Illinois Farmers Insurance Company         49,995,646         16         1.07           60         22624         Indiana Farmers Mutual Insurance Company         53,979,843         9         0.56           61         22268         Infinity Insurance Company         48,214,144         21         1.46           62         22268         Infinity Insurance Company         249,485         1         DNC           63         38806         Insura Property And Casualty Insurance Company         96,4294         2         DNC           64         10922         Insuremax Insurance Company         1,693,162         1         1.98           65         10914         Kemper Independence Insurance Company         1,693,162         1         1.98           66         23035         Liberty Mutual Fire Insurance Company         12,723,737         4         1.05           67         21229         Membersbelet Insurance Company         8,234,817         1         0.41           68         23353         Metropolitan Group Property And Casualty Insurance Company         12,075,486         1         0.28	56	27570	Hoosier Insurance Company	8,699,223	1	0.39
59   21679   Illinois Farmers Insurance Company   49,995,646   16   1.07	57	22756	Horace Mann Property & Casualty Insurance Company	3,139,362	1	1.07
60         22624         Indiana Farmers Mutual Insurance Company         53,979,843         9         0.56           61         22659         Indiana Insurance Company         48,214,144         21         1.46           62         22268         Infinity Insurance Company         249,485         1         DNC           63         38806         Insurer Property And Casualty Insurance Company         5,310,871         6         3.79           64         10922         Insuremax Insurance Company         5,310,871         6         3.79           65         10914         Kemper Independence Insurance Company         1,693,162         1         1.98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           67         21229         MemberSelect Insurance Company         12,723,737         4         1.05           68         23353         Meridan Security Insurance Company         12,723,737         4         1.05           70         20298         Metropolitan Group Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Milbank Insurance Company         18,694,968         3         0.54           71 </td <td>58</td> <td>29068</td> <td>IDS Property Casualty Insurance Company</td> <td>5,384,217</td> <td>2</td> <td>1.25</td>	58	29068	IDS Property Casualty Insurance Company	5,384,217	2	1.25
61         225268         Infinity Insurance Company         48,214,144         21         1.46           62         22268         Infinity Insurance Company         244,485         1         DNC           63         38806         Insura Property And Casualty Insurance Company         964,294         2         DNC           64         10922         Insuremax Insurance Company         5,310,871         6         3.79           65         10914         Kemper Independence Insurance Company         1,693,162         1         1.98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           67         21229         MemberSelect Insurance Company         12,723,737         4         1.05           68         23353         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Group Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.62           71         21687         Mid-Century Insurance Company         10,833,028         1         0.54	59	21679	Illinois Farmers Insurance Company	49,995,646	16	1.07
62         22268         Infinity Insurance Company         249,485         1         DNC           63         38806         Insura Property And Casualty Insurance Company         964,294         2         DNC           64         10922         Insuramax Insurance Company         5,310,871         6         3.79           65         10914         Remper Independence Insurance Company         1,693,162         1         1.98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           68         23333         Meridian Security Insurance Company         12,723,737         4         1.05           69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         18,694,968         3         0.54           72         41653         Milbank Insurance Company         10,833,028         1         0.31           73         14621         Motorists Mutual Insurance Company         5,858,320         3         1,72	60	22624	Indiana Farmers Mutual Insurance Company	53,979,843	9	0.56
62   22268   Infinity Insurance Company   249,485   1   DNC   63   38806   Insuran Property And Casualty Insurance Company   964,294   2   DNC   64   10922   Insuremax Insurance Company   5,510,871   6   3,79   65   10914   Kemper Independence Insurance Company   1,693,162   1   1,98   66   23035   Liberty Mutual Fire Insurance Company   34,339,505   6   0,59   67   21229   MemberSelect Insurance Company   12,723,737   4   1,05   68   23353   Meridian Security Insurance Company   12,723,737   4   1,05   68   23353   Metropolitan Group Property And Casualty Insurance Co   12,075,486   1   0,28   63   4339   Metropolitan Property And Casualty Insurance Company   14,610,463   8   1,84   17   21687   Mid-Century Insurance Company   3,008,771   1   0,86   3,4339   Milbank Insurance Company   18,694,968   3   0,54   73   14621   Motorists Mutual Insurance Company   10,833,028   1   0,31   144   144   National General Assurance Company   5,858,320   3   1,72   1,73   1,73   1,73   1,74   4,2447   National General Assurance Company   5,858,320   3   1,72   1,75   32728   National General Insurance Company   196,921   2   DNC   1,74   1,75	61	22659	Indiana Insurance Company	48,214,144	21	1.46
63         38806         Insura Property And Casualty Insurance Company         964,294         2         DNC           64         10922         Insuran Insurance Company         5,310,871         6         3.79           65         10914         Kemper Independence Insurance Company         1,693,162         1         1,98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           67         21229         MemberSelect Insurance Company         12,723,737         4         1.05           68         23353         Meridian Security Insurance Company         8,234,817         1         0,41           69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         18,694,968         3         0.54           72         241653         Milbank Insurance Company         18,8694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         18,894,968         1         0.31 <tr< td=""><td>62</td><td>22268</td><td>Infinity Insurance Company</td><td>249,485</td><td>1</td><td></td></tr<>	62	22268	Infinity Insurance Company	249,485	1	
64         10922         Insuremax Insurance Company         5,310,871         6         3,79           65         10914         Kemper Independence Insurance Company         1,693,162         1         1,98           66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0,59           67         21229         MemberSelect Insurance Company         12,723,737         4         1,05           68         23353         Meridian Security Insurance Company         8,234,817         1         0,41           69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0,28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Mid-Daki Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         1,885,830         3         1,72           75         23728         National General Insurance Company         5,858,320         3         1,72	63	38806	1 1		2	
65         10914         Kemper Independence Insurance Company         1,693,162         1         1,98           66         20305         Liberty Mutual Fire Insurance Company         34,339,505         6         0,59           67         21229         MemberSelect Insurance Company         12,723,737         4         1,05           68         23353         Mertopolitan Group Property And Casualty Insurance Co         12,075,486         1         0,28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1,84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41633         Milbank Insurance Company         18,694,968         3         0,54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0,31           74         42447         National General Assurance Company         5,858,320         3         1,72           75         23728         National Guaranty Insurance Company         48,086         1         DNC           76         12068         National Guaranty Insurance Company         196,921         2         DNC						
66         23035         Liberty Mutual Fire Insurance Company         34,339,505         6         0.59           67         21229         MemberSelect Insurance Company         12,723,737         4         1.05           68         23353         Meridian Security Insurance Company         8,234,817         1         0.41           69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Group Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         13,098,771         1         0.86           72         21687         Mid-Century Insurance Company         10,833,028         1         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Insurance Company         48,086         1         DNC           75         23728         National General Insurance Company         48,086         1         DNC           77         19445         National Union Fire Insurance Company         196,921         DNC           79	-		7 7			
67         21229         MemberSelect Insurance Company         12,723,737         4         1.05           68         23333         Meridian Security Insurance Company         8,234,817         1         0.41           69         34339         Metropolitan Group Property And Casualty Insurance Company         14,610,463         8         1.84           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Milbank Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         48,086         1         DNC           75         23728         National Guaranty Insurance Company         48,086         1         DNC           76         12068         National Union Fire Insurance Company         96,921         2         DNC           78         26093         Nationwide Mutual Insurance Company         32,007,443         6         0.63           <						
68         23353         Meridian Security Insurance Company         8,234,817         1         0.41           69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Milbank Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Insurance Company         5,858,320         3         1,72           75         23728         National Guaranty Insurance Company         48,086         1         DNC           76         12088         National Guaranty Insurance Company         48,086         1         DNC           78         26093         Nationwide Mutual Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Property And Casualty Insurance Company         32,007,443         6         0.63						
69         34339         Metropolitan Group Property And Casualty Insurance Co         12,075,486         1         0.28           70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Milbank Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         48,086         1         DNC           75         23728         National Guaranty Insurance Company         196,921         2         DNC           76         12068         National Union Fire Insurance Company Of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31	-					
70         26298         Metropolitan Property And Casualty Insurance Company         14,610,463         8         1.84           71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Milbank Insurance Company         10,833,028         1         0.31           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         5,858,320         3         1.72           75         23728         National Guaranty Insurance Company         48,086         1         DNC           76         12068         National Guaranty Insurance Company         196,921         2         DNC           77         19445         National Union Fire Insurance Company         9         192,12         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2,07           79         23787         Nationwide Property And Casualty Insurance Company         3,200,7443         6         0,63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1						
71         21687         Mid-Century Insurance Company         3,908,771         1         0.86           72         41653         Milbank Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         5,858,320         3         1.72           75         23728         National General Insurance Company         48,086         1         DNC           76         12068         National General Insurance Company         196,921         2         DNC           78         26093         National Union Fire Insurance Company         196,921         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Property And Casualty Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC						
72         41653         Milbank Insurance Company         18,694,968         3         0.54           73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         5,858,320         3         1.72           75         23728         National General Insurance Company         48,086         1         DNC           76         12068         National Guaranty Insurance Company         196,921         2         DNC           77         19445         Nationwide Union Fire Insurance Company of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         28,910         1         DNC           82         34940         Omi Indemnity Company         33,067,11         3         3,04           83			1 1 1			
73         14621         Motorists Mutual Insurance Company         10,833,028         1         0.31           74         42447         National General Assurance Company         5,858,320         3         1.72           75         23728         National General Insurance Company         48,086         1         DNC           76         12068         National Guaranty Insurance Company         196,921         2         DNC           77         19445         National Union Fire Insurance Company of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         28,910         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         2						
74         42447         National General Assurance Company         5,858,320         3         1.72           75         23728         National General Insurance Company         48,086         1         DNC           76         12068         National General Insurance Company         196,921         2         DNC           77         19445         National Union Fire Insurance Company of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         322700 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
75         23728         National General Insurance Company         48,086         1         DNC           76         12068         National Guaranty Insurance Company         196,921         2         DNC           77         19445         National Union Fire Insurance Company of America         3,239,234         2         2.07           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         28,910         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         33,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Company         27,271,682         3         0.37           87         24228			ž V			
76         12068         National Guaranty Insurance Company         196,921         2         DNC           77         19445         National Union Fire Insurance Company of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Peki			1 ,			
77         19445         National Union Fire Insurance Company Of Pittsburgh         8         2         DNC           78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         32217         QBE Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260			1 /			
78         26093         Nationwide Affinity Insurance Company of America         3,239,234         2         2.07           79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Company         7,7271,682         3         0.37           86         32700         Owners Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Pro			, , ,	·		
79         23787         Nationwide Mutual Insurance Company         32,007,443         6         0.63           80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Company         (344)         1         DNC           90         16322         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Northern Insurance Company </td <td>-</td> <td></td> <td>, , , , , , , , , , , , , , , , , , ,</td> <td></td> <td></td> <td></td>	-		, , , , , , , , , , , , , , , , , , ,			
80         37877         Nationwide Property And Casualty Insurance Company         2,564,594         1         1.31           81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Company         (344)         1         DNC           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northwestern Insurance Company<			, i v			
81         24074         Ohio Casualty Insurance Company         59,858         1         DNC           82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance			1 ,			
82         34940         Omni Indemnity Company         28,910         1         DNC           83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (3,44)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         34695         Progressive Southeastern Insu			1 , , , , , , , , , , , , , , , , , , ,			
83         39098         Omni Insurance Company         3,306,711         3         3.04           84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         34695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive So						
84         20621         OneBeacon America Insurance Company         None         1         DNC           85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690						
85         39217         QBE Insurance Corporation         None         1         DNC           86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96						
86         32700         Owners Insurance Company         27,271,682         3         0.37           87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97 <td></td> <td></td> <td>1 7</td> <td></td> <td></td> <td></td>			1 7			
87         24228         Pekin Insurance Company         2,787,699         1         1.20           88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           9			•			
88         37648         Permanent General Assurance Corporation         8,586,433         16         6.25           89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Indiana         693,288         1         DNC			* Y			
89         24260         Progressive Casualty Insurance Company         (344)         1         DNC           90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Illinois         12,585,861         3         0.80           99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC			- V			
90         16322         Progressive Direct Insurance Company         (2,579)         1         DNC           91         38628         Progressive Northern Insurance Company         7,302,285         3         1.38           92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Indiana         12,585,861         3         0.80           99         11215         Safeco Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91						
91       38628       Progressive Northern Insurance Company       7,302,285       3       1.38         92       42919       Progressive Northwestern Insurance Company       5,396,829       1       0.62         93       44695       Progressive Paloverde Insurance       111,120,405       19       0.57         94       38784       Progressive Southeastern Insurance Company       108,666,284       18       0.56         95       34690       Property And Casualty Insurance Company Of Hartford       9,385,993       8       2.86         96       43044       Response Insurance Company       1,582,282       4       8.48         97       25405       Safe Auto Insurance Company       26,875,748       38       4.74         98       39012       Safeco Insurance Company Of Illinois       12,585,861       3       0.80         99       11215       Safeco Insurance Company Of Indiana       693,288       1       DNC         100       40460       Sagamore Insurance Company       2,109,203       5       7.95         101       19259       Selective Insurance Company Of South Carolina       11,046,208       3       0.91						
92         42919         Progressive Northwestern Insurance Company         5,396,829         1         0.62           93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Illinois         12,585,861         3         0.80           99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC           100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91			i i			
93         44695         Progressive Paloverde Insurance         111,120,405         19         0.57           94         38784         Progressive Southeastern Insurance Company         108,666,284         18         0.56           95         34690         Property And Casualty Insurance Company Of Hartford         9,385,993         8         2.86           96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Illinois         12,585,861         3         0.80           99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC           100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91			1 1			
94       38784       Progressive Southeastern Insurance Company       108,666,284       18       0.56         95       34690       Property And Casualty Insurance Company Of Hartford       9,385,993       8       2.86         96       43044       Response Insurance Company       1,582,282       4       8.48         97       25405       Safe Auto Insurance Company       26,875,748       38       4.74         98       39012       Safeco Insurance Company Of Illinois       12,585,861       3       0.80         99       11215       Safeco Insurance Company Of Indiana       693,288       1       DNC         100       40460       Sagamore Insurance Company       2,109,203       5       7.95         101       19259       Selective Insurance Company Of South Carolina       11,046,208       3       0.91						
95       34690       Property And Casualty Insurance Company Of Hartford       9,385,993       8       2.86         96       43044       Response Insurance Company       1,582,282       4       8.48         97       25405       Safe Auto Insurance Company       26,875,748       38       4.74         98       39012       Safeco Insurance Company Of Illinois       12,585,861       3       0.80         99       11215       Safeco Insurance Company Of Indiana       693,288       1       DNC         100       40460       Sagamore Insurance Company       2,109,203       5       7.95         101       19259       Selective Insurance Company Of South Carolina       11,046,208       3       0.91						
96         43044         Response Insurance Company         1,582,282         4         8.48           97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Illinois         12,585,861         3         0.80           99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC           100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91		38784	1 *			0.56
97         25405         Safe Auto Insurance Company         26,875,748         38         4.74           98         39012         Safeco Insurance Company Of Illinois         12,585,861         3         0.80           99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC           100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91			Property And Casualty Insurance Company Of Hartford	9,385,993	8	2.86
98       39012       Safeco Insurance Company Of Illinois       12,585,861       3       0.80         99       11215       Safeco Insurance Company Of Indiana       693,288       1       DNC         100       40460       Sagamore Insurance Company       2,109,203       5       7.95         101       19259       Selective Insurance Company Of South Carolina       11,046,208       3       0.91			<u> </u>	1,582,282		8.48
99         11215         Safeco Insurance Company Of Indiana         693,288         1         DNC           100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91	97	25405	Safe Auto Insurance Company	26,875,748		4.74
100         40460         Sagamore Insurance Company         2,109,203         5         7.95           101         19259         Selective Insurance Company Of South Carolina         11,046,208         3         0.91	98	39012	Safeco Insurance Company Of Illinois	12,585,861	3	0.80
10119259Selective Insurance Company Of South Carolina11,046,20830.91	99	11215	Safeco Insurance Company Of Indiana		1	DNC
i i	100	40460	Sagamore Insurance Company	2,109,203	5	7.95
102         24988         Sentry Insurance A Mutual Company         4,531,233         3         2.22	101	19259	Selective Insurance Company Of South Carolina	11,046,208	3	0.91
	102	24988	Sentry Insurance A Mutual Company	4,531,233	3	2.22

## Automobile 2011 Complaint Index

				Number of	Complaint
	NAIC#	Company Name	Premium	Complaints	Index
103	23388	Shelter Mutual Insurance Company	17,309,213	5	0.97
104	15199	Standard Mutual Insurance Company	8,560,713	2	0.78
105	25143	State Farm Fire and Casualty Company	42,504,146	3	0.24
106	25178	State Farm Mutual Automobile Insurance Company	643,739,587	127	0.66
107	13242	Titan Indemnity Company	2,133,646	1	1.57
108	28188	Travco Insurance Company	28,658,519	6	0.70
109	27998	Travelers Home And Marine Insurance Company	1,628,542	1	2.06
110	27120	Trumbull Insurance Company	11,005,701	1	0.30
111	40118	Trustgard Insurance Company	15,566,553	1	0.22
112	10655	Unique Insurance Company	2,966,754	16	18.09
113	35319	United Automobile Insurance Company	1,818,428	3	5.53
114	24910	United Equitable Insurance Company	None	1	DNC
115	15288	United Farm Family Mutual Insurance Company	231,159,006	43	0.62
116	25941	United Services Automobile Association	24,937,617	4	0.54
117	10915	Unitrin Direct Property & Casualty Company	801,497	2	DNC
118	42862	Universal Casualty Company	None	2	DNC
119	25968	USAA Casualty Insurance Company	17,181,569	7	1.37
120	18600	USAA General Indemnity Company	6,372,401	4	2.11
121	42889	Victoria Fire And Casualty Company	(42,509)	1	DNC
122	10105	Victoria Select Insurance Company	10,252,288	6	1.96
123	13137	Viking Insurance Company Of Wisconsin	2,749,082	2	2.44
124	44393	West American Insurance Company	6,242,155	3	1.61
125	15350	West Bend Mutual Insurance Company	8,156,749	1	0.41
126	26131	Western Reserve Mutual Casualty Company	16,400,868	2	0.41
127	37770	Western United Insurance Company	32,262,891	8	0.83
128	24112	Westfield Insurance Company	7,877,270	3	1.28
129	24120	Westfield National Insurance Company	13,674,122	1	0.25

Subtotal Premium and Complaints	2,678,271,168	833
99 Companies with Zero Complaints	<u>115,388,654</u>	
Total Premium and Complaints	2,793,659,822	833

Report does not include 99 companies with zero complaints.

DNC - did not calculate (premiums under \$1 million)

None - No premium was reported during 2011.

Premium information from Property & Casualty Annual Statement Page 19, Ln 19.1, 19.2 & 21.1, Col 1

Automobile 2011 Complaint Index Automobile 2011 Complaint Index Automobile 2011 Complaint Index