

Automobile
2011 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint 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	AssuranceAmerica Insurance Company	1,381,239	2	4.86
21	15512	Automobile Club Inter-Insurance Exchange	2,006,059	3	5.02
22	18988	Auto-Owners Insurance Company	40,890,776	7	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	24201	Farmers Automobile Insurance Association	23,868,714	4	0.56
34	13935	Federated Mutual Insurance Company	None	1	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	3	0.64
51	14516	Harleysville Lake States Insurance Company	4,110,252	1	0.82

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52	22357	Hartford Accident And Indemnity Company	2,148,792	2	3.12
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, Inc.	1,474,981	1	2.27
56	27570	Hoosier 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 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	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	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 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	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	(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
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
102	24988	Sentry Insurance A Mutual Company	4,531,233	3	2.22

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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