

Automobile  
2013 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	22667	ACE American Insurance Company	None	1	DNC
2	42609	Affirmative Insurance Company	6,845,735	2	2.90
3	11004	Alfa Specialty Insurance Corporation	1,918,865	1	5.18
4	12188	Alfa Vision Insurance Corporation	12,200,523	4	3.26
5	19240	Allstate Indemnity Company	12,413,293	3	2.40
6	19232	Allstate Insurance Company	36,751,428	2	0.54
7	17230	Allstate Property And Casualty Insurance Company	168,015,659	12	0.71
8	37907	Allstate Vehicle and Property Insurance Company	None	1	DNC
9	38156	Alpha Property And Casualty Insurance Company	791,835	1	DNC
10	10730	American Access Casualty Company	8,539,494	6	6.98
11	19941	American Commerce Insurance Company	4,471,275	1	2.22
12	19275	American Family Mutual Insurance Company	121,286,117	10	0.82
13	10864	American Freedom Insurance Company	4,641,320	7	14.98
14	19992	American Select Insurance Company	5,734,978	1	1.73
15	19283	American Standard Insurance Company of Wisconsin	11,316,612	1	0.88
16	19976	Amica Mutual Insurance Company	4,895,064	1	2.03
17	11150	Arch Insurance Company	None	1	DNC
18	11558	AssuranceAmerica Insurance Company	3,126,079	1	3.18
19	18988	Auto-Owners Insurance Company	38,344,167	3	0.78
20	19658	Bristol West Insurance Company	15,445,131	5	3.22
21	10677	Cincinnati Insurance Company	34,462,032	2	0.58
22	10395	Citizens Insurance Company Of The Midwest	2,006,126	1	4.95
23	37770	CSAA General Insurance Company	32,222,723	2	0.62
24	22926	Economy Fire And Casualty Company	None	1	DNC
25	26271	Erie Insurance Exchange	87,623,376	1	0.11
26	25712	Esurance Insurance Company	14,340,434	1	0.69
27	21652	Farmers Insurance Exchange	None	1	DNC
28	10178	FCCI Insurance Company	None	1	DNC
29	13935	Federated Mutual Insurance Company	None	1	DNC
30	10336	First Acceptance Insurance Company, Inc.	5,338,188	4	7.44
31	13587	First Chicago Insurance Company	5,615,050	1	1.77
32	14249	Founders Insurance Company	16,878,715	7	4.12
33	21253	Garrison Property & Casualty Insurance Company	6,465,126	3	4.61
34	41491	GEICO Casualty Company	65,848,144	10	1.51
35	35882	GEICO General Insurance Company	42,350,705	10	2.35
36	22055	GEICO Indemnity Company	25,730,698	5	1.93
37	18821	General Casualty Insurance Company	None	1	DNC
38	10648	Geneva Insurance Company	2,374,503	2	8.37
39	22063	Government Employees Insurance Company	11,935,901	3	2.50
40	10322	Grange Indemnity Insurance Company	7,676,711	1	1.29
41	23809	Granite State Insurance Company	None	1	DNC
42	14125	Hamilton Mutual Insurance Company	2,515,470	1	3.95
43	22292	Hanover Insurance Company	17,177,768	3	1.73
44	14176	Hastings Mutual Insurance Company	23,107,123	1	0.43
45	29068	IDS Property Casualty Insurance Company	5,347,912	1	1.86
46	21679	Illinois Farmers Insurance Company	56,258,100	2	0.35
47	22624	Indiana Farmers Mutual Insurance Company	60,140,472	5	0.83
48	22659	Indiana Insurance Company	4,405,401	3	6.76
49	10922	Insuremax Insurance Company	4,151,405	4	9.57
50	23035	Liberty Mutual Fire Insurance Company	24,512,189	4	1.62
51	22306	Massachusetts Bay Insurance Company	1,153	1	DNC

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52	10784	Maxum Casualty Insurance Company	None	1	DNC
53	21229	MemberSelect Insurance Company	11,646,659	3	2.56
54	22454	Mendakota Insurance Company	462,492	1	DNC
55	34339	Metropolitan Group Property And Casualty Insurance Company	13,538,677	2	1.47
56	26298	Metropolitan Property And Casualty Insurance Company	14,211,440	2	1.40
57	23507	Mid-American Fire And Casualty Company	None	1	DNC
58	41653	Milbank Insurance Company	14,629,905	1	0.68
59	14621	Motorists Mutual Insurance Company	8,772,530	1	1.13
60	11991	National Casualty Company	None	1	DNC
61	42447	National General Assurance Company	7,019,545	5	7.07
62	12068	National Guaranty Insurance Company	None	1	DNC
63	20087	National Indemnity Company	None	1	DNC
64	22608	National Specialty Insurance Company	None	1	DNC
65	23787	Nationwide Mutual Insurance Company	33,363,880	1	0.30
66	24139	Old Republic General Insurance Corporation	None	1	DNC
67	39098	Omni Insurance Company	2,515,917	1	3.95
68	32700	Owners Insurance Company	29,676,125	2	0.67
69	24228	Pekin Insurance Company	2,339,471	1	4.25
70	37648	Permanent General Assurance Corporation	7,457,028	1	1.33
71	44695	Progressive Paloverde Insurance	144,362,035	7	0.48
72	38784	Progressive Southeastern Insurance Company	133,511,529	10	0.74
73	25405	Safe Auto Insurance Company	24,638,355	10	4.03
74	39012	Safeco Insurance Company Of Illinois	13,715,881	4	2.90
75	40460	Sagamore Insurance Company	1,018,643	1	9.75
76	41297	Scottsdale Insurance Company	None	1	DNC
77	19259	Selective Insurance Company Of South Carolina	13,033,441	1	0.76
78	24988	Sentry Insurance A Mutual Company	3,336,683	1	2.98
79	20613	SPARTA Insurance Company	None	1	DNC
80	25127	State Auto Property And Casualty Insurance Company	None	1	DNC
81	25143	State Farm Fire and Casualty Company	52,444,220	2	0.38
82	25178	State Farm Mutual Automobile Insurance Company	667,194,440	48	0.71
83	12904	Tokio Marine & Nichido Fire Insurance Company Co, Ltd.	None	1	DNC
84	28188	Travco Insurance Company	30,432,188	2	0.65
85	25658	Travelers Indemnity Company	None	1	DNC
86	10655	Unique Insurance Company	5,922,250	3	5.03
87	35319	United Automobile Insurance Company	870,073	5	DNC
88	15288	United Farm Family Mutual Insurance Company	247,373,495	12	0.48
89	25941	United Services Automobile Association	26,687,811	2	0.74
90	25968	USAA Casualty Insurance Company	19,056,512	2	1.04
91	18600	USAA General Indemnity Company	12,163,913	2	1.63
92	10105	Victoria Select Insurance Company	7,826,665	1	1.27
93	13137	Viking Insurance Company Of Wisconsin	3,217,648	1	3.09
94	44393	West American Insurance Company	3,183,084	1	3.12
95	26131	Western Reserve Mutual Casualty Company	19,005,563	2	1.05
96	16535	Zurich American Insurance Company	None	1	DNC

Subtotal Premium and Complaints	2,589,851,098	299
146 Companies with Zero Complaints	<u>379,841,296</u>	
Total Premium and Complaints	2,969,692,394	299

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Report does not include 146 companies with zero complaints.

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

None - No premium was reported during 2013.

Premium information from Property & Casualty Annual Statement Page 19, Lines 19.1, 19.2 & 21.1, Column 1