

Auto  
2015 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	44245	21st Century Assur Co	8,074,873	1	1.20
2	22667	Ace Amer Ins Co	9,528	2	DNC
3	42609	Affirmative Ins Co	3,291,905	7	20.65
4	12188	Alfa Vision Ins Corp	11,933,532	3	2.44
5	41840	Allmerica Financial Benefit Ins Co	None	1	DNC
6	29688	Allstate Fire and Casualty Ins Co	None	2	DNC
7	19240	Allstate Ind Co	11,388,811	3	2.56
8	19232	Allstate Ins Co	29,430,103	3	0.99
9	36455	Allstate Northbrook Ind Co	None	1	DNC
10	17230	Allstate Prop & Cas Ins Co	199,761,641	13	0.63
11	37907	Allstate Vehicle & Prop Ins Co	None	1	DNC
12	10730	American Access Cas Co	14,002,599	11	7.63
13	19941	American Commerce Ins Co	2,617,741	1	3.71
14	19275	American Family Mut Ins Co	122,018,976	5	0.40
15	10864	American Freedom Ins Co	6,750,264	3	4.32
16	19992	American Select Ins Co	12,499,136	1	0.78
17	19976	Amica Mut Ins Co	5,180,899	1	1.87
18	11558	AssuranceAmerica Ins Co	4,148,197	1	2.34
19	18988	Auto Owners Ins Co	38,690,383	1	0.25
20	19658	Bristol W Ins Co	11,867,937	1	0.82
21	20176	Celina Mut Ins Co	7,287,338	1	1.33
22	22640	Consolidated Ins Co	33,128,267	1	0.29
23	20443	Continental Cas Co	None	1	DNC
24	37770	CSAA Gen Ins Co	31,146,434	2	0.62
25	26263	Erie Ins Co	3,785,929	2	5.13
26	26271	Erie Ins Exch	112,632,573	6	0.52
27	25712	Esurance Ins Co	18,855,321	1	0.52
28	10336	First Acceptance Ins Co Inc	8,405,469	11	12.71
29	13587	First Chicago Ins Co	10,932,121	6	5.33
30	14249	Founders Ins Co	18,707,565	18	9.35
31	21253	Garrison Prop & Cas Ins Co	7,873,481	2	2.47
32	41491	Geico Cas Co	116,760,949	21	1.75
33	35882	Geico Gen Ins Co	36,887,208	3	0.79
34	22055	Geico Ind Co	19,978,211	1	0.49
35	37923	GEICO Marine Insurance Co	None	1	DNC
36	13703	General Automobile Insurance Co Inc	None	3	DNC
37	14044	Goodville Mut Cas Co	1,201,436	1	8.08
38	22292	Hanover Ins Co	15,203,815	1	0.64
39	29424	Hartford Cas Ins Co	372,034	1	DNC
40	14176	Hastings Mut Ins Co	19,844,509	1	0.49
41	25054	Hudson Insurance Company	None	1	DNC
42	21679	Illinois Farmers Ins Co	51,177,034	2	0.38
43	22624	Indiana Farmers Mut Ins Co	68,020,839	4	0.57
44	19429	Insurance Co Of The State Of PA	None	1	DNC
45	10922	Insuremax Ins Co	4,680,941	1	2.08
46	23035	Liberty Mut Fire Ins Co	(175,369)	1	DNC
47	14941	Lighthouse Casualty Company	None	2	DNC
48	36447	LM Gen Ins Co	313,509	2	DNC
49	11198	Loya Ins Co	462,938	2	DNC
50	22306	Massachusetts Bay Ins Co	None	1	DNC
51	21229	Memberselect Ins Co	11,342,012	3	2.57
52	23353	Meridian Security Ins Co	4,116,752	1	2.36
53	34339	Metropolitan Grp Prop & Cas Ins Co	14,937,414	1	0.65
54	14621	Motorists Mut Ins Co	6,957,904	1	1.40
55	42447	National Gen Assur Co	4,448,245	2	4.37
56	19445	National Union Fire Ins Co Of Pitts	None	2	DNC
57	28223	Nationwide Agribusiness Ins Co	17,660,135	2	1.10
58	24082	Ohio Security Ins Co	None	1	DNC
59	34940	Omni Indemnity Company	None	1	DNC
60	37648	Permanent Gen Assur Corp	13,897,387	5	3.49
61	18058	Philadelphia Ind Ins Co	855,882	1	DNC
62	37257	Praetorian Insurance Company	None	1	DNC
63	16322	Progressive Direct Ins Co	None	1	DNC
64	44695	Progressive Paloverde Ins Co	183,467,992	15	0.79
65	37834	Progressive Preferred Ins Co	None	1	DNC
66	38784	Progressive Southeastern Ins Co	149,318,146	11	0.72
67	32905	Property-Owners Ins Co	None	1	DNC
68	12416	Protective Insurance Company	None	1	DNC
69	31089	Repwest Insurance Co	None	1	DNC
70	34509	Rider Ins Co	795,815	1	DNC
71	25405	Safe Auto Ins Co	26,892,619	12	4.33

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72	11215	Safeco Ins Co Of IN	95,334,243	6	0.61
73	11000	Sentinel Ins Co Ltd	1,701,892	1	5.71
74	23388	Shelter Mut Ins Co	20,002,639	4	1.94
75	19070	Standard Fire Ins Co	24,002,719	3	1.21
76	25143	State Farm Fire & Cas Co	65,928,157	6	0.88
77	25178	State Farm Mut Auto Ins Co	740,081,665	44	0.58
78	28188	Travco Ins Co	20,786,959	2	0.93
79	27998	Travelers Home & Marine Ins Co	1,153,968	3	25.25
80	27120	Trumbull Ins Co	19,353,353	2	1.00
81	40118	Trustgard Ins Co	21,594,283	2	0.90
82	10655	Unique Ins Co	5,884,807	9	14.86
83	35319	United Automobile Ins Co	462,930	2	DNC
84	15288	United Farm Family Mut Ins Co	248,638,038	13	0.51
85	25941	United Serv Automobile Assn	28,066,735	3	1.04
86	41181	Universal Underwriters Ins Co	None	2	DNC
87	18600	USAA Gen Ind Co	19,687,253	2	0.99
88	10105	Victoria Select Ins Co	7,944,639	1	1.22
89	15350	West Bend Mut Ins Co	13,211,282	1	0.74
90	26131	Western Reserve Mut Cas Co	15,150,354	1	0.64
91	24120	Westfield Natl Ins Co	11,590,760	1	0.84
92	15407	Wolverine Mut Ins Co	3,108,298	1	3.12
93	27090	Young Amer Ins Co	438,317	1	DNC

Subtotal Premium and Complaints	2,867,962,671	338
148 Companies with Zero Complaints	<u>415,105,487</u>	
Total Premium and Complaints	3,283,068,158	338

Report does not include 148 companies with zero complaints.

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

None - No premium was reported during 2015.

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