

Auto
2016 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	44245	21st Century Assur Co	4,979,337	1	1.83
2	34789	21st Century Centennial Ins Co	3,390,065	1	2.69
3	22667	Ace Amer Ins Co	10,077,722	1	0.90
4	14184	Acuity A Mut Ins Co	27,724,627	1	0.33
5	10324	Addison Ins Co	915,785	1	DNC
6	12188	Alfa Vision Ins Corp	12,968,885	6	4.21
7	42579	Allied Prop & Cas Ins Co	10,613,120	1	0.86
8	19240	Allstate Ind Co	9,780,644	2	1.86
9	19232	Allstate Ins Co	28,987,729	3	0.94
10	17230	Allstate Prop & Cas Ins Co	219,362,294	17	0.71
11	10730	American Access Cas Co	16,231,012	13	7.29
12	19941	American Commerce Ins Co	2,005,738	1	4.54
13	38237	American Country Ins Co	1,655,804	1	5.50
14	19275	American Family Mut Ins Co	119,642,371	14	1.07
15	10864	American Freedom Ins Co	9,420,087	9	8.70
16	23469	American Modern Home Ins Co	1,587,739	1	5.73
17	19283	American Standard Ins Co of WI	8,789,243	1	1.04
18	37214	American States Preferred Ins Co	12,325,053	4	2.96
19	27928	Amex Assur Co	None	1	DNC
20	11558	AssuranceAmerica Ins Co	3,629,846	1	2.51
21	18988	Auto Owners Ins Co	95,043,785	2	0.19
22	19658	Bristol W Ins Co	12,911,176	1	0.71
23	10464	Canal Ins Co	2,822,993	1	3.23
24	10642	Cherokee Ins Co	1,001,144	1	9.10
25	22640	Consolidated Ins Co	47,025,705	7	1.36
26	37770	CSAA Gen Ins Co	26,740,093	6	2.04
27	13692	Donegal Mut Ins Co	4,447,949	2	4.09
28	13688	Elephant Ins Co	1,852,944	1	4.91
29	26263	Erie Ins Co	4,085,605	1	2.23
30	26271	Erie Ins Exch	142,878,479	6	0.38
31	25712	Esurance Ins Co	18,990,020	4	1.92
32	24201	Farmers Automobile Ins Assoc	20,069,427	4	1.81
33	10178	FCCI Ins Co	2,944,056	1	3.09
34	10336	First Acceptance Ins Co Inc	9,259,173	6	5.90
35	13587	First Chicago Ins Co	18,506,956	13	6.40
36	14249	Founders Ins Co	22,242,099	23	9.42
37	21253	Garrison Prop & Cas Ins Co	9,244,744	4	3.94
38	14138	GEICO Advantage Ins Co	5,190,017	1	1.75
39	41491	Geico Cas Co	122,557,776	23	1.71
40	14139	GEICO Choice Ins Co	5,502,785	1	1.65
41	35882	Geico Gen Ins Co	34,621,260	7	1.84
42	22055	Geico Ind Co	18,630,773	2	0.98
43	10648	Geneva Ins Co	2,392,327	1	3.81
44	22063	Government Employees Ins Co	10,410,866	2	1.75
45	22098	Grain Dealers Mut Ins Co	620,152	2	DNC

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46	10322	Grange Ind Ins Co	8,405,975	1	1.08
47	11371	Great West Cas Co	18,014,165	1	0.51
48	16144	Grinnell Select Ins Co	4,466,583	1	2.04
49	22292	Hanover Ins Co	15,112,045	1	0.60
50	30104	Hartford Underwriters Ins Co	3,457,750	1	2.63
51	14176	Hastings Mut Ins Co	24,204,144	2	0.75
52	29068	IDS Prop Cas Ins Co	5,617,876	1	1.62
53	21679	Illinois Farmers Ins Co	51,406,981	1	0.18
54	22624	Indiana Farmers Mut Ins Co	86,188,471	5	0.53
55	10922	Insuremax Ins Co	None	1	DNC
56	23035	Liberty Mut Fire Ins Co	7,524,699	2	2.42
57	11198	Loya Ins Co	809,084	1	DNC
58	21229	Memberselect Ins Co	10,124,740	1	0.90
59	34339	Metropolitan Grp Prop & Cas Ins Co	15,954,829	2	1.14
60	26298	Metropolitan Prop & Cas Ins Co	11,188,344	1	0.81
61	14621	Motorists Mut Ins Co	13,925,139	1	0.65
62	42447	National Gen Assur Co	3,977,762	1	2.29
63	23728	National Gen Ins Co	24,446	1	DNC
64	20052	National Liab & Fire Ins Co	1,068,699	1	8.52
65	28223	Nationwide Agribusiness Ins Co	20,329,178	2	0.90
66	10723	Nationwide Assur Co	854,906	1	DNC
67	23787	Nationwide Mut Ins Co	33,889,691	1	0.27
68	24171	Netherlands Ins Co The	3,001,703	1	3.03
69	24082	Ohio Security Ins Co	6,435,200	2	2.83
70	39098	Omni Ins Co	3,003,343	3	9.10
71	32700	Owners Ins Co	89,742	1	DNC
72	37648	Permanent Gen Assur Corp	19,711,791	15	6.93
73	12873	Privilege Underwriters Recp Exch	758,108	1	DNC
74	24260	Progressive Cas Ins Co	0	1	DNC
75	44695	Progressive Paloverde Ins Co	213,182,048	32	1.37
76	38784	Progressive Southeastern Ins Co	201,190,928	11	0.50
77	32905	Property Owners Ins Co	19,128,456	1	0.48
78	25405	Safe Auto Ins Co	28,279,029	6	1.93
79	39012	Safeco Ins Co Of IL	0	1	DNC
80	11215	Safeco Ins Co Of IN	105,555,471	8	0.69
81	12572	Selective Ins Co Of Amer	4,658,400	1	1.95
82	39926	Selective Ins Co Of The Southeast	2,290,835	1	3.97
83	23388	Shelter Mut Ins Co	21,403,921	3	1.28
84	19070	Standard Fire Ins Co	36,165,493	4	1.01
85	15199	Standard Prop & Cas Ins Co	6,607,498	1	1.38
86	38318	Starr Ind & Liab Co	1,277,919	1	7.13
87	25135	State Automobile Mut Ins Co	6,773,223	1	1.34
88	25143	State Farm Fire & Cas Co	72,477,038	8	1.01
89	25178	State Farm Mut Auto Ins Co	793,745,564	42	0.48
90	28886	Transguard Ins Co Of Amer Inc	201,031	1	DNC
91	28188	Travco Ins Co	16,915,349	2	1.08
92	25682	Travelers Ind Co Of CT	4,661,549	1	1.95

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93	27120	Trumbull Ins Co	20,643,996	5	2.21
94	40118	Trustgard Ins Co	20,390,667	2	0.89
95	10655	Unique Ins Co	5,641,500	34	54.88
96	35319	United Automobile Ins Co	136,025	3	DNC
97	15288	United Farm Family Mut Ins Co	268,310,680	9	0.31
98	13021	United Fire & Cas Co	4,212,020	1	2.16
99	25941	United Serv Automobile Assn	30,806,720	2	0.59
100	25968	USAA Cas Ins Co	23,275,590	5	1.96
101	18600	USAA Gen Ind Co	24,431,930	2	0.75
102	10105	Victoria Select Ins Co	7,684,919	1	1.18
103	13137	Viking Ins Co Of WI	5,057,217	1	1.80
104	26131	Western Reserve Mut Cas Co	15,066,857	1	0.60
105	24120	Westfield Natl Ins Co	11,427,021	1	0.80
106	27090	Young Amer Ins Co	812,920	6	DNC

Subtotal Premium and Complaints	3,486,036,613	454
433 Companies with Zero Complaints	<u>647,817,570</u>	
Total Premium and Complaints	4,133,854,183	454

Report does not include 433 companies with zero complaints.
DNC - did not calculate (premiums under \$1 million)
None - No premium was reported during 2016
Premium information from Property & Casualty Annual Statement Page 19,
Lines 19.1, 19.2, 19.3, 19.4 & 21.1, Column 1