

Homeowner  
2016 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	19240	Allstate Ind Co	3,135,849	1	5.15
2	19232	Allstate Ins Co	39,591,393	3	1.22
3	17230	Allstate Prop & Cas Ins Co	45,547,280	5	1.77
4	37907	Allstate Vehicle & Prop Ins Co	49,856,801	8	2.59
5	19100	Amco Ins Co	-8,748	1	DNC
6	19275	American Family Mut Ins Co	84,519,004	9	1.72
7	28401	American Natl Prop & Cas Co	3,655,934	1	4.42
8	42978	American Security Ins Co	227,871	1	DNC
9	10395	Citizens Ins Co Of The Midwest	11,915,176	2	2.71
10	29734	Conifer Ins Co	2,697,353	1	5.99
11	22640	Consolidated Ins Co	36,610,526	3	1.32
12	10921	CSAA Fire & Cas Ins Co	17,308,442	5	4.67
13	26263	Erie Ins Co	57,635,841	4	1.12
14	26271	Erie Ins Exch	47,829,824	4	1.35
15	14176	Hastings Mut Ins Co	14,902,465	1	1.08
16	13927	Homesite Ins Co Of The Midwest	16,020,294	3	3.03
17	29068	IDS Prop Cas Ins Co	7,122,894	4	9.07
18	21679	Illinois Farmers Ins Co	12,681,456	1	1.27
19	22624	Indiana Farmers Mut Ins Co	48,721,331	2	0.66
20	26123	Lightning Rod Mut Ins Co	9,917,072	2	3.26
21	33600	LM Ins Corp	11,695,953	1	1.38
22	34339	Metropolitan Grp Prop & Cas Ins Co	5,907,391	1	2.74
23	26093	Nationwide Affinity Co of Amer	19,378,362	1	0.83
24	23760	Nationwide Gen Ins Co	2,983,865	1	5.42
25	32700	Owners Ins Co	343,720	1	DNC
26	32905	Property Owners Ins Co	69,423,093	3	0.70
27	11215	Safeco Ins Co Of IN	80,179,080	3	0.60
28	19259	Selective Ins Co Of SC	10,859,545	1	1.49
29	23388	Shelter Mut Ins Co	13,640,080	1	1.18
30	42986	Standard Guar Ins Co	13,287	2	DNC
31	15199	Standard Prop & Cas Ins Co	5,376,584	1	3.01
32	25135	State Automobile Mut Ins Co	3,792,084	1	4.26
33	25143	State Farm Fire & Cas Co	505,746,115	24	0.77
34	28188	Travco Ins Co	40,455,080	3	1.20
35	27998	Travelers Home & Marine Ins Co	1,697,642	1	9.52
36	27120	Trumbull Ins Co	7,265,688	1	2.22
37	40118	Trustgard Ins Co	9,802,315	1	1.65
38	15288	United Farm Family Mut Ins Co	140,583,062	5	0.57
39	10861	Universal Prop & Cas Ins	5,432,316	2	5.95
40	15407	Wolverine Mut Ins Co	3,261,979	1	4.95

Subtotal Premium and Complaints	1,447,725,299	116
161 Companies with Zero Complaints	426,834,890	
Total Premium and Complaints	1,874,560,189	116

Report does not include 161 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  
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