

Auto  
2017 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	44245	21st Century Assur Co	\$1,126,992	1	12.98
2	22667	Ace Amer Ins Co	\$6,818,835	1	2.15
3	42579	Allied Prop & Cas Ins Co	\$9,348,636	1	1.56
4	19240	Allstate Ind Co	\$9,380,967	2	3.12
5	19232	Allstate Ins Co	\$26,803,382	4	2.18
6	17230	Allstate Prop & Cas Ins Co	\$233,727,004	16	1.00
7	10730	American Access Cas Co	\$18,370,556	6	4.78
8	19275	American Family Mut Ins Co SI	\$105,497,365	12	1.66
9	10864	American Freedom Ins Co	\$10,464,341	10	13.98
10	28401	American Natl Prop & Cas Co	\$6,334,686	1	2.31
11	19992	American Select Ins Co	\$19,593,305	2	1.49
12	19283	American Standard Ins Co of WI	\$5,478,415	1	2.67
13	37214	American States Preferred Ins Co	\$10,456,815	1	1.40
14	11150	Arch Ins Co	\$6,453,691	1	2.27
15	11558	AssuranceAmerica Ins Co	\$5,463,895	1	2.68
16	18988	Auto Owners Ins Co	\$114,691,864	5	0.64
17	19658	Bristol W Ins Co	\$15,258,233	3	2.88
18	22640	Consolidated Ins Co	\$55,840,770	10	2.62
19	35289	Continental Ins Co	\$1,001,305	1	14.61
20	37770	CSAA Gen Ins Co	\$21,594,213	1	0.68
21	42587	Depositors Ins Co	\$30,041,847	1	0.49
22	13688	Elephant Ins Co	\$4,742,452	1	3.08
23	21326	Empire Fire & Marine Ins Co	\$6,279,485	1	2.33
24	26271	Erie Ins Exchange	\$156,630	4	DNC
25	25712	Esurance Ins Co	\$17,490,230	2	1.67
26	10336	First Acceptance Ins Co Inc	\$9,721,986	4	6.02
27	13587	First Chicago Ins Co	\$22,770,536	3	1.93
28	11185	Foremost Ins Co Grand Rapids MI	\$3,035,976	1	4.82
29	14249	Founders Ins Co	\$24,516,935	18	10.74
30	13986	Frankenmuth Mut Ins Co	\$3,510,809	1	4.17
31	21253	Garrison Prop & Cas Ins Co	\$10,799	2	DNC
32	14138	GEICO Advantage Ins Co	\$29,078,992	2	1.01
33	41491	Geico Cas Co	\$98,966,033	9	1.33
34	14139	GEICO Choice Ins Co	\$27,158,942	3	1.62
35	35882	Geico Gen Ins Co	\$31,271,436	1	0.47
36	22055	Geico Ind Co	\$17,446,916	1	0.84
37	14137	GEICO Secure Ins Co	\$20,362,765	1	0.72
38	10648	Geneva Ins Co	\$1,641,309	3	26.74
39	22063	Government Employees Ins Co	\$9,882,976	1	1.48
40	10322	Grange Ind Ins Co	\$6,853,804	1	2.13
41	16144	Grinnell Select Ins Co	\$6,124,176	1	2.39
42	15032	Guideone Mut Ins Co	\$595,878	1	DNC
43	22292	Hanover Ins Co	\$17,744,284	1	0.82
44	25054	Hudson Ins Co	\$604,842	1	DNC
45	22624	Indiana Farmers Mut Ins Co	\$93,833,871	1	0.16
46	42404	Liberty Ins Corp	\$815,224	1	DNC
47	14941	Lighthouse Cas Co	\$2,775,797	2	10.54
48	36447	LM Gen Ins Co	None	1	DNC
49	33600	LM Ins Corp	\$1,666,446	2	17.56
50	11198	Loya Ins Co	\$1,020,790	2	28.66
51	26298	Metropolitan Prop & Cas Ins Co	\$10,736,831	2	2.72
52	41653	Milbank Ins Co	\$9,508,880	1	1.54
53	32506	Monroe Guar Ins Co	\$1,435,853	1	10.19

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54	28223	Nationwide Agribusiness Ins Co	\$5,052,021	1	2.90
55	23787	Nationwide Mut Ins Co	\$31,025,294	2	0.94
56	24082	Ohio Security Ins Co	\$10,299,628	1	1.42
57	39098	Omni Ins Co	\$2,107,044	3	20.83
58	37648	Permanent Gen Assur Corp	\$21,944,533	8	5.33
59	44695	Progressive Paloverde Ins Co	\$247,444,249	18	1.06
60	38784	Progressive Southeastern Ins Co	\$226,241,918	8	0.52
61	34690	Property & Cas Ins Co Of Hartford	\$4,753,235	1	3.08
62	39217	QBE Ins Corp	\$264,894	1	DNC
63	13056	RLI Ins Co	\$1,763,035	1	8.30
64	25405	Safe Auto Ins Co	\$31,047,710	6	2.83
65	11215	Safeco Ins Co Of IN	\$119,087,321	11	1.35
66	19259	Selective Ins Co Of SC	\$15,184,280	1	0.96
67	19070	Standard Fire Ins Co	\$46,312,500	7	2.21
68	15199	Standard Prop & Cas Ins Co	\$6,548,561	2	4.47
69	25143	State Farm Fire & Cas Co	\$65,484,851	9	2.01
70	25178	State Farm Mut Auto Ins Co	\$847,420,643	26	0.45
71	28188	Travco Ins Co	\$14,005,377	3	3.13
72	12188	Trexis Ins Corp	\$14,274,557	4	4.10
73	11004	Trexis One Ins Corp	\$4,207,389	1	3.48
74	27120	Trumbull Ins Co	\$19,962,617	1	0.73
75	40118	Trustgard Ins Co	\$20,860,827	1	0.70
76	10655	Unique Ins Co	\$2,087,202	2	14.02
77	15288	United Farm Family Mut Ins Co	\$291,607,837	11	0.55
78	25941	United Serv Automobile Assn	\$33,342	2	DNC
79	25968	USAA Cas Ins Co	\$25,866,514	4	2.26
80	18600	USAA Gen Ind Co	\$28,393,360	1	0.52
81	13137	Viking Ins Co Of WI	\$4,368,438	1	3.35
82	15350	West Bend Mut Ins Co	\$23,598,227	2	1.24
83	24112	Westfield Ins Co	\$13,384,635	1	1.09
84	27090	Young Amer Ins Co	\$951,887	3	DNC

Subtotal Premium and Complaints	\$3,341,092,926	300
444 Companies with Zero Complaints	\$1,047,078,451	
Total Premium and Complaints	<u>\$4,388,171,377</u>	300

Report does not include 444 companies with zero complaints.

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

None - No premium was reported during 2017

Premium information from Property & Casualty Annual Statement Page 19, Lines 19.1,