

2018  
Auto Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	44245	21st Century Assur Co	None	1	DNC
2	10324	Addison Ins Co	\$787,228	1	17.96
3	42579	Allied Prop & Cas Ins Co	\$7,568,949	1	1.87
4	19240	Allstate Ind Co	\$9,543,964	2	2.96
5	19232	Allstate Ins Co	\$24,458,160	4	2.31
6	17230	Allstate Prop & Cas Ins Co	\$249,194,063	26	1.47
7	10730	American Access Cas Co	\$19,987,602	8	5.66
8	19941	American Commerce Ins Co	\$158,276	1	DNC
9	10386	American Family Ins Co	\$61,737,030	4	0.92
10	19275	American Family Mut Ins Co SI	\$93,459,247	5	0.76
11	10864	American Freedom Ins Co	\$9,504,835	4	5.95
12	19992	American Select Ins Co	\$22,711,940	1	0.62
13	19283	American Standard Ins Co of WI	\$4,060,967	1	3.48
14	23396	Amerisure Mut Ins Co	\$4,750,120	1	2.98
15	11558	AssuranceAmerica Ins Co	\$4,699,995	2	6.02
16	21210	Auto Club Grp Ins Co	\$8,206,512	1	1.72
17	18988	Auto Owners Ins Co	\$131,101,130	6	0.65
18	15512	Automobile Club Interins Exch	\$3,053,394	1	4.63
19	19658	Bristol W Ins Co	\$16,288,163	4	3.47
20	20230	Central Mut Ins Co	\$14,502,414	1	0.97
21	22640	Consolidated Ins Co	\$62,911,691	17	3.82
22	35289	Continental Ins Co	\$1,793,816	1	7.88
23	37770	CSAA Gen Ins Co	\$18,628,725	2	1.52
24	42587	Depositors Ins Co	\$35,392,252	7	2.80
25	42781	Direct Gen Ins Co	\$470,822	1	DNC
26	13688	Elephant Ins Co	\$8,533,463	2	3.31
27	26263	Erie Ins Co	\$4,388,539	1	3.22
28	26271	Erie Ins Exch	\$169,218,682	6	0.50
29	25712	Esurance Ins Co	\$18,504,894	1	0.76
30	10806	Farmers New Century Ins Co	\$13,902,466	1	1.02
31	10336	First Acceptance Ins Co Inc	\$8,684,922	8	13.02
32	13587	First Chicago Ins Co	\$26,380,214	9	4.82
33	14249	Founders Ins Co	\$19,965,812	5	3.54
34	21253	Garrison Prop & Cas Ins Co	\$12,262,330	1	1.15
35	14138	GEICO Advantage Ins Co	\$50,943,343	4	1.11
36	41491	Geico Cas Co	\$83,072,354	13	2.21
37	14139	GEICO Choice Ins Co	\$42,148,769	3	1.01
38	35882	Geico Gen Ins Co	\$28,798,938	4	1.96
39	22055	Geico Ind Co	\$16,452,901	1	0.86
40	14137	GEICO Secure Ins Co	\$31,304,850	3	1.35
41	10322	Grange Ind Ins Co	\$5,418,155	2	5.22
42	22292	Hanover Ins Co	\$19,608,017	1	0.72
43	26433	Harco Natl Ins Co	\$570,220	1	DNC
44	22357	Hartford Accident & Ind Co	\$1,933,358	1	7.31
45	14176	Hastings Mut Ins Co	\$24,790,794	1	0.57
46	29068	IDS Prop Cas Ins Co	\$6,181,360	1	2.29
47	22624	Indiana Farmers Mut Ins Co	\$100,676,726	4	0.56
48	23035	Liberty Mut Fire Ins Co	\$7,919,673	1	1.79
49	14941	Lighthouse Cas Co	\$4,277,961	7	23.13
50	36447	LM Gen Ins Co	None	1	DNC
51	11198	Loya Ins Co	\$1,087,835	1	13.00
52	34339	Metropolitan Grp Prop & Cas Ins Co	\$16,504,442	2	1.71
53	26298	Metropolitan Prop & Cas Ins Co	\$11,007,770	2	2.57
54	16764	Miami Mut Ins Co	\$1,948,001	1	7.26
55	42447	National Gen Assur Co	\$5,061,022	2	5.59
56	28223	Nationwide Agribusiness Ins Co	\$14,937,864	2	1.89
57	23787	Nationwide Mut Ins Co	\$26,989,096	2	1.05
58	24147	Old Republic Ins Co	\$4,173,052	1	3.39
59	39098	Omni Ins Co	\$1,828,612	3	23.19

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60	37648	Permanent Gen Assur Corp	\$22,932,608	4	2.47
61	18058	Philadelphia Ind Ins Co	\$6,720,903	1	2.10
62	24260	Progressive Cas Ins Co	None	1	DNC
63	44695	Progressive Paloverde Ins Co	\$277,311,157	17	0.87
64	38784	Progressive Southeastern Ins Co	\$257,974,020	8	0.44
65	12416	Protective Ins Co	\$2,218,563	2	12.74
66	25405	Safe Auto Ins Co	\$37,210,659	7	2.66
67	24740	Safeco Ins Co Of Amer	\$1,192	1	DNC
68	11215	Safeco Ins Co Of IN	\$127,453,075	5	0.55
69	12572	Selective Ins Co Of Amer	\$7,103,386	1	1.99
70	19259	Selective Ins Co Of SC	\$16,912,861	3	2.51
71	23388	Shelter Mut Ins Co	\$25,016,185	1	0.57
72	10271	Sonnenberg Mut Ins Assoc	\$10,115,871	1	1.40
73	19070	Standard Fire Ins Co	\$51,072,693	2	0.55
74	25135	State Automobile Mut Ins Co	\$5,977,438	2	4.73
75	25143	State Farm Fire & Cas Co	\$53,976,616	4	1.05
76	25178	State Farm Mut Auto Ins Co	\$826,078,185	24	0.41
77	12188	Trexis Ins Corp	\$15,840,986	6	5.35
78	11004	Trexis One Ins Corp	\$4,753,792	1	2.97
79	21709	Truckers Insurance Exchange	\$613,523	1	DNC
80	27120	Trumbull Ins Co	\$19,497,985	1	0.73
81	40118	Trustgard Ins Co	\$22,405,094	2	1.26
82	10655	Unique Ins Co	\$930,873	3	DNC
83	15288	United Farm Family Mut Ins Co	\$301,129,139	11	0.52
84	25941	United Serv Automobile Assn	\$36,308,685	5	1.95
85	25968	USAA Cas Ins Co	\$28,706,315	3	1.48
86	18600	USAA Gen Ind Co	\$31,323,676	2	0.90
87	25011	Wesco Ins Co	\$4,675,550	1	3.02

Subtotal Premium and Complaints	\$3,788,708,760	321
441 Companies with Zero Complaints	\$834,004,377	
Total Premium and Complaints	<u>\$4,622,713,137</u>	321

Report does not include 441 companies with zero complaints.

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

None - No premium was reported during 2018

Premium information from Property & Casualty Annual Statement Page 19, Lines 19.1, 19.2, 19.3, 19.4 & 21.1, Column 1