

2018
Homeowners
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	19240	Allstate Ind Co	\$3,863,904	2	11.54
2	19232	Allstate Ins Co	\$34,740,767	2	1.28
3	17230	Allstate Prop & Cas Ins Co	\$35,920,941	1	0.62
4	37907	Allstate Vehicle & Prop Ins Co	\$80,002,996	8	2.23
5	10111	American Bankers Ins Co Of FL	\$6,362,268	4	14.02
6	23450	American Family Home Ins Co	\$1,673,650	1	13.32
7	10386	American Family Ins Co	\$19,157,522	1	1.16
8	19275	American Family Mut Ins Co SI	\$71,679,226	3	0.93
9	19704	American States Ins Co	None	1	DNC
10	18988	Auto Owners Ins Co	\$554,023	1	DNC
11	15512	Automobile Club Inter-Insurance Exchang	\$3,053,394	1	7.30
12	18767	Church Mutual Insurance Company	\$613,213	1	DNC
13	29734	Conifer Ins Co	\$1,692,761	2	26.34
14	22640	Consolidated Ins Co	\$51,665,012	4	1.73
15	26263	Erie Ins Co	\$76,178,353	2	0.59
16	26271	Erie Ins Exch	\$35,177,130	1	0.63
17	25712	Esurance Ins Co	\$3,318,415	1	6.72
18	21652	Farmers Insurance Exchange	\$414,774	2	DNC
19	11185	Foremost Ins Co Grand Rapids MI	\$10,619,167	1	2.10
20	17221	Homesite Ins Co	\$24,460,944	1	0.91
21	13927	Homesite Ins Co Of The Midwest	\$12,738,570	2	3.50
22	22756	Horace Mann Prop & Cas Ins Co	\$296,621	1	DNC
23	22624	Indiana Farmers Mut Ins Co	\$51,145,458	1	0.44
24	33600	LM Ins Corp	\$9,249,181	1	2.41
25	26298	Metropolitan Prop & Cas Ins Co	\$11,054,026	1	2.02
26	26093	Nationwide Affinity Co of Amer	\$12,624,829	1	1.77
27	23760	Nationwide Gen Ins Co	\$2,340,496	1	9.53
28	23779	Nationwide Mut Fire Ins Co	\$12,436,709	1	1.79
29	13714	Pharmacists Mut Ins Co	\$195,095	1	DNC
30	18058	Philadelphia Indemnity Ins Co	\$6,720,903	1	3.32
31	44695	Progressive Paloverde Ins Co	\$277,311,157	1	0.08
32	38784	Progressive Southeastern Ins Co	\$7,820,442	2	5.70
33	34690	Property & Cas Ins Co Of Hartford	\$6,530,710	1	3.41
34	32905	Property Owners Ins Co	\$83,067,146	4	1.07
35	11215	Safeco Ins Co Of IN	\$89,364,246	1	0.25
36	19259	Selective Ins Co Of SC	\$9,901,077	1	2.25
37	23388	Shelter Mut Ins Co	\$12,640,337	1	1.76
38	42986	Standard Guar Ins Co	\$12,470	3	DNC
39	25143	State Farm Fire & Cas Co	\$502,702,497	18	0.80
40	28188	Travco Ins Co	\$46,920,906	2	0.95
41	27998	Travelers Home & Marine Ins Co	\$1,981,673	1	11.25
42	15288	United Farm Family Mut Ins Co	\$154,959,656	3	0.43
43	10861	Universal Prop & Cas Ins	\$13,328,393	8	13.38
44	26131	Western Reserve Mut Cas Co	\$7,144,259	1	3.12
45	24112	Westfield Ins Co	\$2,316,770	1	9.62
46	15407	Wolverine Mut Ins Co	\$2,987,941	1	7.46

Subtotal Premium and Complaints	\$1,798,940,028	100
162 Companies with Zero Complaints	\$430,639,088	
Total Premium and Complaints	<u>\$2,229,579,116</u>	100

Report does not include 162 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, Line 4, Column 1