

2019 Auto
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	22667	Ace Amer Ins Co	12,432,103	1	1.11
2	14184	Acuity A Mut Ins Co	37,105,963	1	0.37
3	19240	Allstate Ind Co	10,731,694	3	3.85
4	19232	Allstate Ins Co	21,913,585	1	0.63
5	17230	Allstate Prop & Cas Ins Co	268,660,183	17	0.87
6	10730	American Access Cas Co	20,637,537	12	8.00
7	10386	American Family Ins Co	73,507,454	4	0.75
8	19275	American Family Mut Ins Co SI	82,713,231	2	0.33
9	10864	American Freedom Ins Co	9,532,900	7	10.10
10	43494	American Hallmark Ins Co Of TX	9,358,655	2	2.94
11	28401	American Natl Prop & Cas Co	6,510,596	2	4.23
12	19992	American Select Ins Co	23,710,839	1	0.58
13	19283	American Standard Ins Co of WI	3,086,148	1	4.46
14	11558	AssuranceAmerica Ins Co	6,314,076	3	6.54
15	18988	Auto Owners Ins Co	144,952,656	6	0.57
16	19658	Bristol W Ins Co	16,429,536	2	1.67
17	25615	Charter Oak Fire Ins Co	3,503,962	1	3.93
18	22640	Consolidated Ins Co	64,349,899	5	1.07
19	37770	CSAA Gen Ins Co	15,624,033	1	0.88
20	42587	Depositors Ins Co	37,789,121	2	0.73
21	13688	Elephant Ins Co	10,076,992	8	10.92
22	15130	Encompass Ind Co	5,459,249	2	5.04
23	26271	Erie Ins Exch	184,064,622	10	0.75
24	25712	Esurance Ins Co	19,642,754	2	1.40
25	10120	Everest Natl Ins Co	1,135,763	1	12.11
26	14254	Falcon Ins Co	1,395,595	4	39.43
27	10336	First Acceptance Ins Co Inc	7,378,249	6	11.19
28	13587	First Chicago Ins Co	30,420,965	11	4.97
29	11185	Foremost Ins Co Grand Rapids MI	3,023,424	1	4.55
30	14249	Founders Ins Co	17,503,913	10	7.86
31	21253	Garrison Prop & Cas Ins Co	13,244,742	5	5.19
32	14138	GEICO Advantage Ins Co	67,731,969	4	0.81
33	41491	Geico Cas Co	67,701,482	4	0.81
34	14139	GEICO Choice Ins Co	53,714,123	1	0.26
35	35882	Geico Gen Ins Co	24,832,959	5	2.77
36	22055	Geico Ind Co	15,218,802	2	1.81
37	14137	GEICO Secure Ins Co	40,390,869	6	2.04
38	22063	Government Employees Ins Co	8,472,706	1	1.62
39	11371	Great West Cas Co	21,300,570	1	0.65
40	29424	Hartford Cas Ins Co	742,054	1	DNC
41	14176	Hastings Mut Ins Co	23,373,144	1	0.59
42	25054	Hudson Ins Co	1,233,457	1	11.15
43	22624	Indiana Farmers Mut Ins Co	101,856,439	1	0.14
44	22659	Indiana Ins Co	1,411,955	1	9.74
45	36447	LM Gen Ins Co	None	1	DNC
46	33600	LM Ins Corp	2,582,595	1	5.33
47	11198	Loya Ins Co	1,262,860	1	10.89
48	21229	Memberselect Ins Co	7,758,172	1	1.77
49	34339	Metropolitan Grp Prop & Cas Ins Co	16,563,247	1	0.83
50	26298	Metropolitan Prop & Cas Ins Co	11,085,364	2	2.48
51	41653	Milbank Ins Co	5,465,598	1	2.52
52	14621	Motorists Mut Ins Co	10,514,154	1	1.31
53	11991	National Cas Co	6,103,206	1	2.25

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54	42447	National Gen Assur Co	4,325,563	2	6.36
55	23760	Nationwide Gen Ins Co	69,441	1	DNC
56	23787	Nationwide Mut Ins Co	25,362,915	2	1.08
57	24082	Ohio Security Ins Co	12,716,077	2	2.16
58	24147	Old Republic Ins Co	6,629,017	1	2.08
59	39098	Omni Ins Co	980,290	3	DNC
60	24228	Pekin Ins Co	8,416,360	1	1.63
61	37648	Permanent Gen Assur Corp	21,461,481	9	5.77
62	44695	Progressive Paloverde Ins Co	300,473,935	20	0.92
63	38784	Progressive Southeastern Ins Co	294,566,997	14	0.65
64	12416	Protective Ins Co	2,461,993	1	5.59
65	34509	Rider Ins Co	696,496	1	DNC
66	10974	Root Ins Co	12,968,381	4	4.24
67	25405	Safe Auto Ins Co	38,059,411	9	3.25
68	11215	Safeco Ins Co Of IN	130,906,371	7	0.74
69	12572	Selective Ins Co Of Amer	8,506,111	1	1.62
70	19259	Selective Ins Co Of SC	16,778,507	1	0.82
71	15261	Society Ins a Mut Co	1,916,866	1	7.18
72	10271	Sonnenberg Mut Ins Assoc	10,781,608	1	1.28
73	19070	Standard Fire Ins Co	52,864,757	4	1.04
74	25127	State Auto Prop & Cas Ins Co	10,199,622	1	1.35
75	25143	State Farm Fire & Cas Co	44,126,467	4	1.25
76	25178	State Farm Mut Auto Ins Co	796,358,749	45	0.78
77	28188	Travco Ins Co	10,012,022	2	2.75
78	25658	Travelers Ind Co	8,823,271	1	1.56
79	12188	Trexis Ins Corp	14,989,579	4	3.67
80	27120	Trumbull Ins Co	19,196,238	4	2.87
81	40118	Trustgard Ins Co	28,221,297	1	0.49
82	10655	Unique Ins Co	504,217	1	DNC
83	15288	United Farm Family Mut Ins Co	307,412,391	14	0.63
84	25968	USAA Cas Ins Co	30,570,917	2	0.90
85	18600	USAA Gen Ind Co	31,729,005	2	0.87
86	14941	Viva Seguros Ins co	3,085,027	7	31.21
87	27090	Young Amer Ins Co	1,532,521	2	17.95
88	16535	Zurich Amer Ins Co	21,595,827	2	1.27

Subtotal Premium and Complaints	#####	350
440 Companies with Zero Complaints	<u>\$883,836,572</u>	
Total Premium and Complaints	#####	350

Report does not include 440 companies with zero complaints.

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

None - No premium was reported during 2019

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