

2019 Home
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	19232	Allstate Ins Co	33,435,633	1	0.54
2	17230	Allstate Prop & Cas Ins Co	33,443,613	4	2.15
3	37907	Allstate Vehicle & Prop Ins Co	98,275,892	8	1.46
4	10111	American Bankers Ins Co Of FL	6,497,826	3	8.30
5	23450	American Family Home Ins Co	1,321,342	1	13.61
6	19275	American Family Mut Ins Co SI	67,041,321	2	0.54
7	38652	American Modern Select Ins Co	4,141,039	1	4.34
8	19976	Amica Mut Ins Co	6,632,523	1	2.71
9	20176	Celina Mut Ins Co	2,216,233	1	8.11
10	22640	Consolidated Ins Co	52,500,624	5	1.71
11	10921	CSAA Fire & Cas Ins Co	5,184,993	1	3.47
12	26263	Erie Ins Co	85,664,499	2	0.42
13	25712	Esurance Ins Co	3,590,190	1	5.01
14	21253	Garrison Prop & Cas Ins Co	5,952,657	1	3.02
15	14176	Hastings Mut Ins Co	13,500,549	2	2.66
16	17221	Homesite Ins Co	32,479,766	3	1.66
17	13927	Homesite Ins Co Of The Midwest	12,197,469	3	4.42
18	22624	Indiana Farmers Mut Ins Co	53,336,427	2	0.67
19	26123	Lightning Rod Mut Ins Co	6,599,071	1	2.73
20	33600	LM Ins Corp	7,840,310	1	2.29
21	21229	Membersselect Ins Co	11,830,538	1	1.52
22	23760	Nationwide Gen Ins Co	175,996	1	DNC
23	25453	Nationwide Ins Co Of Amer	18,610,292	1	0.97
24	37257	Praetorian Ins Co	2,454,337	1	7.33
25	38784	Progressive Southeastern Ins Co	7,947,973	1	2.26
26	34690	Property & Cas Ins Co Of Hartford	5,924,219	1	3.04
27	32905	Property Owners Ins Co	89,951,092	2	0.40
28	11215	Safeco Ins Co Of IN	90,767,609	3	0.59
29	23388	Shelter Mut Ins Co	12,741,754	1	1.41
30	19070	Standard Fire Ins Co	4,488,640	1	4.01
31	42986	Standard Guar Ins Co	17,549	1	DNC
32	25143	State Farm Fire & Cas Co	500,100,208	30	1.08
33	25180	Stillwater Ins Co	1,770,618	1	10.16
34	10677	The Cincinnati Ins Co	29,675,523	1	0.61
35	28188	Travco Ins Co	40,590,552	1	0.44
36	25666	Travelers Ind Co Of Amer	212,112	1	DNC
37	38130	Travelers Personal Ins Co	19,804,241	1	0.91
38	27120	Trumbull Ins Co	7,664,765	1	2.35
39	15288	United Farm Family Mut Ins Co	168,706,832	13	1.39
40	10861	Universal Prop & Cas Ins	16,679,468	6	6.47
41	25968	USAA Cas Ins Co	19,214,502	1	0.94
42	18600	USAA Gen Ind Co	16,055,161	1	1.12

Subtotal Premium and Complaints	\$1,597,235,958	115
167 Companies with Zero Complaints	<u>\$470,912,517</u>	
Total Premium and Complaints	\$2,068,148,475	115

Report does not include 167 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, Line 4, Column 1