

2020 Auto
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	22667	Ace Amer Ins Co	15,498,909	2	2.73
2	20699	Ace Prop & Cas Ins Co	3,695,412	1	5.72
3	19240	Allstate Ind Co	11,975,146	1	1.77
4	19232	Allstate Ins Co	18,831,550	1	1.12
5	36455	Allstate Northbrook Ind Co	None	1	DNC
6	17230	Allstate Prop & Cas Ins Co	276,137,235	10	0.77
7	10730	American Access Cas Co	21,503,287	8	7.87
8	10111	American Bankers Ins Co Of FL	591,748	1	DNC
9	19275	American Family Mut Ins Co SI	65,631,390	3	0.97
10	10864	American Freedom Ins Co	10,384,350	1	2.04
11	19992	American Select Ins Co	23,026,123	2	1.84
12	37214	American States Preferred Ins Co	6,072,680	1	3.48
13	19976	Amica Mut Ins Co	5,421,778	1	3.90
14	11558	AssuranceAmerica Ins Co	5,450,509	2	7.76
15	21210	Auto Club Grp Ins Co	10,265,051	1	2.06
16	18988	Auto Owners Ins Co	147,717,666	3	0.43
17	15512	Automobile Club Interins Exch	2,735,090	1	7.73
18	19658	Bristol W Ins Co	18,426,784	2	2.30
19	10472	Capitol Ind Corp	154,124	1	DNC
20	10642	Cherokee Ins Co	1,526,072	1	13.86
21	22640	Consolidated Ins Co	55,122,093	2	0.77
22	20443	Continental Cas Co	1,308,228	1	16.17
23	42587	Depositors Ins Co	35,552,285	2	1.19
24	42781	Direct Gen Ins Co	4,240,664	1	4.99
25	13688	Elephant Ins Co	10,175,816	1	2.08
26	15130	Encompass Ind Co	7,397,472	1	2.86
27	26271	Erie Ins Exch	189,627,817	8	0.89
28	25712	Esurance Ins Co	18,862,651	1	1.12
29	21652	Farmers Ins Exch	1,842,371	4	45.93
30	10806	Farmers New Century Ins Co	21,453,701	1	0.99
31	13587	First Chicago Ins Co	34,788,019	13	7.91
32	14249	Founders Ins Co	14,881,314	6	8.53
33	14138	GEICO Advantage Ins Co	79,339,471	6	1.60
34	41491	Geico Cas Co	52,999,542	3	1.20
35	14139	GEICO Choice Ins Co	59,438,059	3	1.07
36	35882	Geico Gen Ins Co	20,054,520	2	2.11
37	14137	GEICO Secure Ins Co	44,805,360	3	1.42
38	10322	Grange Ind Ins Co	3,432,566	1	6.16
39	29424	Hartford Cas Ins Co	946,576	1	DNC
40	21679	Illinois Farmers Ins Co	26,092,704	1	0.81
41	22624	Indiana Farmers Mut Ins Co	101,158,320	3	0.63
42	23035	Liberty Mut Fire Ins Co	7,502,865	1	2.82
43	11198	Loya Ins Co	1,238,061	1	17.09
44	34339	Metropolitan Grp Prop & Cas Ins Co	14,428,331	2	2.93
45	26298	Metropolitan Prop & Cas Ins Co	9,534,397	3	6.66
46	27138	Midvale Ind Co	20,456	1	DNC
47	32506	Monroe Guar Ins Co	2,366,804	1	8.94
48	32620	National Interstate Ins Co	8,804,244	1	2.40
49	28223	Nationwide Agribusiness Ins Co	11,919,803	1	1.77
50	24147	Old Republic Ins Co	9,672,187	1	2.19
51	39098	Omni Ins Co	427,599	3	DNC
52	24228	Pekin Ins Co	8,758,121	2	4.83
53	37648	Permanent Gen Assur Corp	23,226,358	4	3.64
54	16322	Progressive Direct Ins Co	None	1	DNC
55	44695	Progressive Paloverde Ins Co	317,448,864	21	1.40
56	38784	Progressive Southeastern Ins Co	324,657,960	6	0.39
57	32905	Property Owners Ins Co	24,976,358	1	0.85
58	10974	Root Ins Co	18,121,649	3	3.50
59	25405	Safe Auto Ins Co	40,843,705	10	5.18
60	39012	Safeco Ins Co Of IL	None	1	DNC
61	11215	Safeco Ins Co Of IN	131,880,168	5	0.80
62	12572	Selective Ins Co Of Amer	10,965,406	1	1.93
63	19070	Standard Fire Ins Co	54,463,372	3	1.17
64	38318	Starr Ind & Liab Co	1,895,571	1	11.16
65	25135	State Automobile Mut Ins Co	5,915,885	1	3.58
66	25143	State Farm Fire & Cas Co	34,933,399	2	1.21
67	25178	State Farm Mut Auto Ins Co	789,420,056	23	0.62
68	12188	Trexis Ins Corp	14,706,748	1	1.44
69	27120	Trumbull Ins Co	18,016,105	2	2.35
70	40118	Trustgard Ins Co	35,116,724	1	0.60
71	10655	Unique Ins Co	359,302	1	DNC
72	15288	United Farm Family Mut Ins Co	306,064,793	7	0.48
73	25941	United Serv Automobile Assn	38,428,029	1	0.55
74	25887	United States Fidelity and Guaranty Company	None	1	DNC
75	25968	USAA Cas Ins Co	32,959,338	2	1.28
76	18600	USAA Gen Ind Co	33,133,012	3	1.92
77	14941	Viva Seguros Ins co	2,191,474	2	19.31
78	27090	Young Amer Ins Co	1,834,421	1	11.53
		Subtotal Premium and Complaints	\$3,764,796,018	230	
		371 Companies with Zero complaints	\$1,100,982,161		
		Total Premium and Complaints	\$4,865,778,179	230	

Report does not include 371 companies with zero complaints.

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

None - No premium was reported during 2020

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