

2020 Homeowners
Complaint Index

| | NAIC# | Company Name | Premium | Number of Complaints | Complaint Index |
|----|-------|-----------------------------------|-------------|-------------------------|--------------------|
| 1 | 19232 | Allstate Ins Co | 31,285,742 | 3 | 2.04 |
| 2 | 17230 | Allstate Prop & Cas Ins Co | 30,220,197 | 5 | 3.52 |
| 3 | 37907 | Allstate Vehicle & Prop Ins Co | 111,384,638 | 6 | 1.15 |
| 4 | 10111 | American Bankers Ins Co Of FL | 6,992,888 | 2 | 6.08 |
| 5 | 19275 | American Family Mut Ins Co SI | 61,586,736 | 1 | 0.35 |
| 6 | 42722 | American Modern Prop & Cas Ins Co | 10,432,016 | 1 | 2.04 |
| 7 | 19615 | American Reliable Ins Co | 50,791 | 1 | DNC |
| 8 | 14042 | ASI Select Ins Corp | 25,475,989 | 1 | 0.83 |
| 9 | 20176 | Celina Mut Ins Co | 2,870,534 | 2 | 14.81 |
| 10 | 31534 | Citizens Ins Co Of Amer | 700,092 | 1 | DNC |
| 11 | 22640 | Consolidated Ins Co | 53,994,794 | 4 | 1.57 |
| 12 | 13692 | Donegal Mut Ins Co | 4,004,842 | 1 | 5.31 |
| 13 | 26263 | Erie Ins Co | 93,490,650 | 2 | 0.45 |
| 14 | 26271 | Erie Ins Exch | 29,316,475 | 1 | 0.73 |
| 15 | 24201 | Farmers Automobile Ins Assoc | 12,764,108 | 2 | 3.33 |
| 16 | 21652 | Farmers Ins Exch | 30,058,078 | 1 | 0.71 |
| 17 | 14176 | Hastings Mut Ins Co | 12,319,997 | 1 | 1.73 |
| 18 | 17221 | Homesite Ins Co | 43,422,247 | 2 | 0.98 |
| 19 | 22624 | Indiana Farmers Mut Ins Co | 56,449,637 | 2 | 0.75 |
| 20 | 14443 | Madison Mut Ins Co | 2,060,095 | 1 | 10.32 |
| 21 | 23353 | Meridian Security Ins Co | 4,939,732 | 1 | 4.30 |
| 22 | 20184 | National Mut Ins Co | 8,229,850 | 1 | 2.58 |
| 23 | 37877 | Nationwide Prop & Cas Ins Co | None | 1 | DNC |
| 24 | 38784 | Progressive Southeastern Ins Co | 7,540,878 | 1 | 2.82 |
| 25 | 32905 | Property Owners Ins Co | 91,948,408 | 1 | 0.23 |
| 26 | 11215 | Safeco Ins Co Of IN | 81,846,373 | 3 | 0.78 |
| 27 | 19259 | Selective Ins Co Of SC | 9,409,460 | 1 | 2.26 |
| 28 | 23388 | Shelter Mut Ins Co | 12,308,947 | 1 | 1.73 |
| 29 | 19070 | Standard Fire Ins Co | 4,023,486 | 1 | 5.28 |
| 30 | 25127 | State Auto Prop & Cas Ins Co | 9,565,665 | 1 | 2.22 |
| 31 | 25143 | State Farm Fire & Cas Co | 515,826,458 | 23 | 0.95 |
| 32 | 28188 | Travco Ins Co | 34,532,778 | 3 | 1.85 |
| 33 | 38130 | Travelers Personal Ins Co | 37,368,593 | 1 | 0.57 |
| 34 | 27120 | Trumbull Ins Co | 7,810,410 | 3 | 8.17 |
| 35 | 40118 | Trustgard Ins Co | 4,499,357 | 1 | 4.72 |
| 36 | 15288 | United Farm Family Mut Ins Co | 172,589,331 | 5 | 0.62 |
| 37 | 25941 | United Serv Automobile Assn | 29,542,324 | 1 | 0.72 |
| 38 | 10861 | Universal Prop & Cas Ins | 18,315,126 | 7 | 8.12 |
| 39 | 25968 | USAA Cas Ins Co | 20,222,311 | 1 | 1.05 |
| 40 | 18600 | USAA Gen Ind Co | 17,373,926 | 4 | 4.89 |

| | | |
|------------------------------------|----------------------|-----|
| Subtotal Premium and Complaints | \$1,706,773,959 | 101 |
| 132 Companies with Zero Complaints | <u>\$440,243,683</u> | |
| Total Premium and Complaints | \$2,147,017,642 | 101 |

Report does not include 132 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, Line 4, Column 1