

2021 Auto
Complaint Index

| | NAIC# | Company Name | Premium | Number of Complaints | Complaint Index |
|----|-------|----------------------------------|-------------|----------------------|-----------------|
| 1 | 22667 | Ace Amer Ins Co | 12,903,927 | 3 | 3.57 |
| 2 | 19240 | Allstate Ind Co | 8,596,971 | 1 | 1.79 |
| 3 | 19232 | Allstate Ins Co | 18,880,705 | 5 | 4.07 |
| 4 | 17230 | Allstate Prop & Cas Ins Co | 289,735,240 | 21 | 1.11 |
| 5 | 10730 | American Access Cas Co | 23,442,756 | 10 | 6.55 |
| 6 | 10111 | American Bankers Ins Co Of FL | 35,657 | 1 | DNC |
| 7 | 10386 | American Family Ins Co | 76,450,385 | 2 | 0.40 |
| 8 | 19275 | American Family Mut Ins Co SI | 64,651,229 | 3 | 0.71 |
| 9 | 10864 | American Freedom Ins Co | 12,397,353 | 5 | 6.19 |
| 10 | 43494 | American Hallmark Ins Co Of TX | 736,120 | 1 | DNC |
| 11 | 40088 | American Inter Fidelity Exch | 17,180,319 | 1 | 0.89 |
| 12 | 19992 | American Select Ins Co | 22,301,864 | 1 | 0.69 |
| 13 | 37214 | American States Preferred Ins Co | 5,349,451 | 1 | 2.87 |
| 14 | 11558 | AssuranceAmerica Ins Co | 5,000,788 | 1 | 3.07 |
| 15 | 21210 | Auto Club Grp Ins Co | 10,746,973 | 2 | 2.86 |
| 16 | 18988 | Auto Owners Ins Co | 154,066,301 | 3 | 0.30 |
| 17 | 19658 | Bristol W Ins Co | 20,650,404 | 5 | 3.72 |
| 18 | 22640 | Consolidated Ins Co | 43,287,569 | 9 | 3.19 |
| 19 | 35289 | Continental Ins Co | 2,872,890 | 1 | 5.34 |
| 20 | 42587 | Depositors Ins Co | 33,721,448 | 2 | 0.91 |
| 21 | 42781 | Direct Gen Ins Co | 6,681,002 | 1 | 2.30 |
| 22 | 40649 | Economy Premier Assur Co | 434,560 | 1 | DNC |
| 23 | 13688 | Elephant Ins Co | 9,449,916 | 1 | 1.62 |
| 24 | 15130 | Encompass Ind Co | 10,881,385 | 1 | 1.41 |
| 25 | 26271 | Erie Ins Exch | 191,892,007 | 3 | 0.24 |
| 26 | 25712 | Esurance Ins Co | 18,620,463 | 3 | 2.47 |
| 27 | 14254 | Falcon Ins Co | 1,279,319 | 1 | 12.00 |
| 28 | 25321 | Farmers Direct Prop & Cas Ins Co | 45,864 | 1 | DNC |
| 29 | 34339 | Farmers Grp Prop & Cas Ins Co | 12,015,655 | 4 | 5.11 |
| 30 | 21652 | Farmers Ins Exch | 7,176,158 | 1 | 2.14 |
| 31 | 10806 | Farmers New Century Ins Co | 23,046,197 | 1 | 0.67 |
| 32 | 26298 | Farmers Prop & Cas Ins Co | 7,943,570 | 1 | 1.93 |
| 33 | 13587 | First Chicago Ins Co | 35,142,088 | 14 | 6.12 |
| 34 | 14249 | Founders Ins Co | 14,473,352 | 8 | 8.49 |
| 35 | 14138 | GEICO Advantage Ins Co | 96,623,052 | 8 | 1.27 |
| 36 | 41491 | Geico Cas Co | 49,547,226 | 12 | 3.72 |
| 37 | 14139 | GEICO Choice Ins Co | 70,150,921 | 4 | 0.88 |
| 38 | 35882 | Geico Gen Ins Co | 19,009,790 | 2 | 1.62 |
| 39 | 22055 | Geico Ind Co | 13,491,607 | 1 | 1.14 |
| 40 | 14137 | GEICO Secure Ins Co | 54,278,593 | 6 | 1.70 |
| 41 | 22063 | Government Employees Ins Co | 6,441,723 | 1 | 2.38 |
| 42 | 14117 | Grinnell Mut Reins Co | 4,114,033 | 1 | 3.73 |
| 43 | 22292 | Hanover Ins Co | 15,739,986 | 2 | 1.95 |
| 44 | 31550 | Haulers Ins Co Inc | 1,943,537 | 1 | 7.90 |
| 45 | 22578 | Horace Mann Ins Co | 3,373,677 | 1 | 4.55 |
| 46 | 22756 | Horace Mann Prop & Cas Ins Co | 2,007,426 | 1 | 7.65 |
| 47 | 21679 | Illinois Farmers Ins Co | 23,180,060 | 1 | 0.66 |
| 48 | 23043 | Liberty Mut Ins Co | 1,327,865 | 1 | 11.56 |
| 49 | 12484 | Liberty Mut Personal Ins Co | 38,365,914 | 2 | 0.80 |
| 50 | 11198 | Loya Ins Co | 1,235,029 | 2 | 24.86 |
| 51 | 14443 | Madison Mut Ins Co | 3,624,110 | 2 | 8.47 |
| 52 | 42862 | Mendakota Cas Co | 1,263,917 | 1 | 12.15 |
| 53 | 10243 | National Continental Ins Co | 1,601,469 | 1 | 9.59 |
| 54 | 23787 | Nationwide Mut Ins Co | 17,771,041 | 1 | 0.86 |
| 55 | 37877 | Nationwide Prop & Cas Ins Co | 14,615 | 1 | DNC |
| 56 | 24147 | Old Republic Ins Co | 11,485,190 | 1 | 1.34 |
| 57 | 39098 | Omni Ins Co | 461,833 | 1 | DNC |
| 58 | 24198 | Peerless Ins Co | 22,251 | 1 | DNC |
| 59 | 37648 | Permanent Gen Assur Corp | 22,398,845 | 6 | 4.11 |

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| | | | | | |
|----|-------|---------------------------------|-------------|----|-------|
| 60 | 24260 | Progressive Cas Ins Co | None | 1 | DNC |
| 61 | 44695 | Progressive Paloverde Ins Co | 337,537,464 | 19 | 0.86 |
| 62 | 38784 | Progressive Southeastern Ins Co | 405,164,644 | 14 | 0.53 |
| 63 | 32905 | Property Owners Ins Co | 23,287,395 | 1 | 0.66 |
| 64 | 10974 | Root Ins Co | 21,669,248 | 1 | 0.71 |
| 65 | 25405 | Safe Auto Ins Co | 40,160,705 | 15 | 5.73 |
| 66 | 11215 | Safeco Ins Co Of IN | 138,947,482 | 12 | 1.33 |
| 67 | 22543 | Secura Ins Co | 8,888,158 | 1 | 1.73 |
| 68 | 19070 | Standard Fire Ins Co | 57,762,384 | 3 | 0.80 |
| 69 | 25127 | State Auto Prop & Cas Ins Co | 9,884,961 | 1 | 1.55 |
| 70 | 25135 | State Automobile Mut Ins Co | 5,955,224 | 1 | 2.58 |
| 71 | 25143 | State Farm Fire & Cas Co | 36,374,336 | 5 | 2.11 |
| 72 | 25178 | State Farm Mut Auto Ins Co | 817,592,832 | 40 | 0.75 |
| 73 | 12831 | State Natl Ins Co Inc | 7,409,291 | 1 | 2.07 |
| 74 | 16578 | Stillwater Prop & Cas Ins Co | 885,734 | 1 | DNC |
| 75 | 28665 | The Cincinnati Cas Co | 7,993,853 | 1 | 1.92 |
| 76 | 12188 | Trexis Ins Corp | 14,846,725 | 4 | 4.14 |
| 77 | 11004 | Trexis One Ins Corp | 3,652,283 | 1 | 4.20 |
| 78 | 27120 | Trumbull Ins Co | 18,288,442 | 5 | 4.20 |
| 79 | 40118 | Trustgard Ins Co | 38,882,584 | 1 | 0.39 |
| 80 | 10655 | Unique Ins Co | 593,314 | 1 | DNC |
| 81 | 15288 | United Farm Family Mut Ins Co | 309,763,228 | 10 | 0.50 |
| 82 | 25968 | USAA Cas Ins Co | 34,207,038 | 3 | 1.35 |
| 83 | 18600 | USAA Gen Ind Co | 33,438,895 | 4 | 1.84 |
| 84 | 13137 | Viking Ins Co Of WI | 5,319,537 | 1 | 2.89 |
| 85 | 14941 | Viva Seguros Ins co | 1,265,469 | 4 | 48.53 |
| 86 | 15350 | West Bend Mut Ins Co | 36,696,613 | 1 | 0.42 |
| 87 | 26131 | Western Reserve Mut Cas Co | 9,847,577 | 1 | 1.56 |
| 88 | 27090 | Young Amer Ins Co | 1,998,004 | 2 | 15.37 |
| 89 | 16535 | Zurich Amer Ins Co | 23,207,835 | 1 | 3.57 |

| | | |
|------------------------------------|------------------------|-----|
| Subtotal Premium and Complaints | \$4,073,084,851 | 336 |
| 448 Companies with Zero complaints | <u>\$1,085,881,446</u> | |
| Total Premium and Complaints | \$5,158,966,297 | 336 |

Report does not include 448 companies with zero complaints.

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

None - No premium was reported during 2021

Premium information from Property & Casualty Annual Statement Page 19,