

2024 Auto
Complaint Index

NAIC	Company Name	Premium	Number of Complaints	Complaint Index
19240	Allstate Ind Co	4,562,086	1	4.66
19232	Allstate Ins Co	11,255,121	3	5.67
11110	Allstate N Amer Ins Co	25,819,272	2	1.65
17230	Allstate Prop & Cas Ins Co	358,314,845	13	0.77
29068	American Family Connect Prop & Cas I	7,146,270	1	2.98
10386	American Family Ins Co	108,633,048	1	0.20
10864	American Freedom Ins Co	27,962,541	10	7.60
18988	Auto Owners Ins Co	246,558,110	10	0.86
15512	Automobile Club Interins Exch	4,319,687	1	4.92
16825	Branch Ins Exchange	1,186,620	2	35.84
19658	Bristol W Ins Co	25,905,940	4	3.28
20230	Central Mut Ins Co	12,945,233	1	1.64
16524	Clearcover Ins Co	5,283,350	1	4.02
18961	Crestbrook Ins Co	2,195,118	1	9.69
37770	CSAA Gen Ins Co	14,451,795	1	1.47
15130	Encompass Ind Co	5,567,412	1	3.82
26263	Erie Ins Co	4,184,156	2	10.16
26271	Erie Ins Exch	301,625,093	5	0.35
37915	Essentia Ins Co	3,517,153	1	6.05
25712	Esurance Ins Co	8,166,447	2	5.21
24201	Farmers Automobile Ins Assoc	14,935,170	1	1.42
21652	Farmers Ins Exch	4,658,866	1	4.56
10806	Farmers New Century Ins Co	20,534,087	2	2.07
10336	First Acceptance Ins Co Inc	8,226,406	4	10.34
13587	First Chicago Ins Co	37,122,115	59	33.79
14249	Founders Ins Co	18,691,776	8	9.10
21253	Garrison Prop & Cas Ins Co	22,228,157	1	0.96
14138	GEICO Advantage Ins Co	87,872,184	2	0.48
14139	GEICO Choice Ins Co	45,925,934	2	0.93
35882	Geico Gen Ins Co	14,523,063	1	1.46
14137	GEICO Secure Ins Co	84,021,017	3	0.76
22063	Government Employees Ins Co	28,112,277	2	1.51
22322	Greenwich Ins Co	1,925,019	1	11.05
22578	Horace Mann Ins Co	5,060,196	1	4.20
21679	Illinois Farmers Ins Co	14,757,785	1	1.44
44369	Imperial Fire & Cas Ins Co	25,885,920	2	1.64
43575	Indemnity Ins Co Of North Amer	1,013,863	1	20.97
22624	Indiana Farmers Mut Ins Co	121,234,582	1	0.18
22772	Integon Ind Corp	53,334,163	9	3.59
29742	Integon Natl Ins Co	2,114,351	1	10.06
12484	Liberty Mut Personal Ins Co	52,515,418	6	2.43
11198	Loya Ins Co	1,978,766	2	21.49

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42862	Mendakota Cas Co	9,444,308	3	6.75
40150	MGA Ins Co Inc	5,702,525	1	3.73
38660	MIC Gen Ins Corp	7,758,722	1	2.74
22608	National Specialty Ins Co	5,182,481	1	4.10
19445	National Union Fire Ins Co of Pittsb	18,873,446	1	1.13
10202	Ohio Mut Ins Co	10,001,894	1	2.13
39098	Omni Ins Co	64,242	1	DNC
37648	Permanent Gen Assur Corp	12,539,084	3	5.09
22906	Permanent Gen Assur Corp Of OH	13,684,215	1	1.55
18058	Philadelphia Ind Ins Co	7,605,313	1	2.80
44695	Progressive Paloverde Ins Co	571,357,900	33	1.23
38784	Progressive Southeastern Ins Co	559,035,255	14	0.53
31089	Repwest Ins Co	4,000	1	DNC
10974	Root Ins Co	27,240,436	6	4.68
25405	Safe Auto Ins Co	34,904	4	DNC
11215	Safeco Ins Co Of IN	105,172,406	5	1.01
23388	Shelter Mut Ins Co	37,984,850	1	0.56
10271	Sonnenberg Mut Ins Assoc	21,322,150	1	1.00
38318	Starr Ind & Liab Co	3,458,561	1	6.15
25143	State Farm Fire & Cas Co	55,152,608	2	0.77
25178	State Farm Mut Auto Ins Co	1,197,694,552	31	0.55
16578	Stillwater Prop & Cas Ins Co	674,097	1	DNC
42749	Traders Ins Co	16,256,833	3	3.92
12188	Trexis Ins Corp	16,782,132	3	3.80
40118	Trustgard Ins Co	40,100,775	3	1.59
15288	United Farm Family Mut Ins Co	449,677,668	10	0.47
81108	United Security Ins Co	716,126	2	DNC
25968	USAA Cas Ins Co	44,123,916	4	1.93
18600	USAA Gen Ind Co	43,932,936	3	1.45
13137	Viking Ins Co Of WI	11,600,211	1	1.83
15407	Wolverine Mut Ins Co	4,173,944	1	5.09
27090	Young Amer Ins Co	1,509,524	1	14.09
16535	Zurich Amer Ins Co	27,767,039	1	0.77

Subtotal Premium and Complaints	5,172,899,465	320
488 Companies with Zero complaints	<u>1,631,307,122</u>	
Total Premium and Complaints	6,804,206,587	320

Report does not include 488 companies with zero complaints.

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

None - No premium was reported during 2024

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