

2021 Home  
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	19240	Allstate Ind Co	4,604,079	4	12.84
2	19232	Allstate Ins Co	30,348,705	3	1.46
3	17230	Allstate Prop & Cas Ins Co	28,078,331	6	3.16
4	37907	Allstate Vehicle & Prop Ins Co	127,623,919	14	1.62
5	10111	American Bankers Ins Co Of FL	7,946,754	3	5.58
6	19690	American Economy Ins Co	38,494,061	2	0.77
7	10386	American Family Ins Co	37,270,027	3	1.19
8	19275	American Family Mut Ins Co SI	59,645,886	2	0.50
9	42722	American Modern Prop & Cas Ins Co	12,006,441	4	4.92
10	22640	Consolidated Ins Co	56,932,858	5	1.30
11	10921	CSAA Fire & Cas Ins Co	None	1	DNC
12	15130	Encompass Ind Co	6,287,406	1	2.35
13	26263	Erie Ins Co	105,189,254	1	0.14
14	26271	Erie Ins Exch	27,069,788	2	1.09
15	34339	Farmers Grp Prop & Cas Ins Co	5,533,268	1	2.67
16	21652	Farmers Ins Exch	30,976,466	1	0.48
17	11185	Foremost Ins Co Grand Rapids MI	12,912,240	2	2.29
18	21253	Garrison Prop & Cas Ins Co	7,228,209	1	2.04
19	11982	Grange Prop & Cas Ins Co	25,310,574	1	0.58
20	14176	Hastings Mut Ins Co	12,486,119	2	2.37
21	17221	Homesite Ins Co	56,542,988	4	1.05
22	13927	Homesite Ins Co Of The Midwest	8,669,310	1	1.70
23	29742	Integon Natl Ins Co	6,740,912	2	4.39
24	26123	Lightning Rod Mut Ins Co	5,279,109	1	2.80
25	33600	LM Ins Corp	5,905,449	1	2.50
26	28932	Markel Amer Ins Co	439,214	1	DNC
27	34690	Property & Cas Ins Co Of Hartford	4,801,366	1	3.08
28	32905	Property Owners Ins Co	94,771,819	3	0.47
29	11089	Rock Ridge Ins Co	2,126,681	1	6.95
30	11215	Safeco Ins Co Of IN	74,428,163	5	0.99
31	23388	Shelter Mut Ins Co	12,456,893	2	2.37
32	25127	State Auto Prop & Cas Ins Co	11,417,685	1	1.29
33	25143	State Farm Fire & Cas Co	561,919,674	56	1.47
34	10677	The Cincinnati Ins Co	25,305,628	1	0.58
35	28188	Travco Ins Co	29,224,535	1	0.51
36	38130	Travelers Personal Ins Co	50,142,849	2	0.59
37	27120	Trumbull Ins Co	7,965,407	3	5.57
38	15288	United Farm Family Mut Ins Co	185,270,818	6	0.48
39	10861	Universal Prop & Cas Ins	18,942,052	4	3.12
40	25968	USAA Cas Ins Co	21,523,864	1	0.69

Subtotal Premium and Complaints	\$486,038,389	156
179 Companies with Zero Complaints	<u>\$1,819,818,801</u>	
Total Premium and Complaints	\$2,305,857,190	156

Report does not include 179 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, Line 4, Column 1