

2003 Complaint Index Auto

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	14184	ACUITY A MUT INS CO	224,665	1	DNC
2	10324	ADDISON INS CO	110,675	1	DNC
3	42609	AFFIRMATIVE INS CO	22,024,011	66	6.75
4	20222	ALL AMER INS CO	-3,784	1	DNC
5	42579	ALLIED PROP & CAS INS CO	5,191,600	3	1.30
6	41840	ALLMERICA FINANCIAL BENEFIT INS CO	456,005	1	DNC
7	19240	ALLSTATE IND CO	20,985,590	5	0.54
8	19232	ALLSTATE INS CO	124,222,713	74	1.34
9	17230	ALLSTATE PROP & CAS INS CO	43,877,252	7	0.36
10	38156	ALPHA PROP & CAS INS CO	3,057,724	4	2.95
11	19100	AMCO INS CO	22,649,032	4	0.40
12	19941	AMERICAN COMMERCE INS CO	4,387,478	4	2.05
13	16802	AMERICAN DEP INS CO	425,778	2	DNC
14	19275	AMERICAN FAMILY MUT INS CO	127,121,081	46	0.82
15	19380	AMERICAN HOME ASSUR CO	5,471,675	5	2.06
16	32220	AMERICAN INTL INS CO	4,207,381	1	0.54
17	30562	AMERICAN MANUFACTURERS MUT INS CO	731,002	1	DNC
18	19992	AMERICAN SELECT INS CO	3,040,713	2	1.48
19	42897	AMERICAN SERVICE INS CO INC	8,323,191	27	7.31
20	19283	AMERICAN STD INS CO OF WI	40,687,597	9	0.50
21	23396	AMERISURE MUTUAL INSURANCE COMPANY	None	2	DNC
22	27928	AMEX ASSUR CO	4,132,540	4	2.18
23	11150	ARCH INSURANCE COMPANY	None	1	DNC
24	21792	ATLANTA CAS CO	976,256	3	DNC
25	15512	AUTOMOBILE CLUB INTERINS EXCH	874,746	1	DNC
26	18988	AUTO-OWNERS INS CO	51,920,406	13	0.56
27	19658	BRISTOL WEST INS CO	8,874,254	6	1.52
28	20117	CALIFORNIA CAS IND EXCH	1,885,674	2	2.39
29	10052	CHUBB NATL INS CO	2,839,345	1	0.79
30	28665	CINCINNATI CAS CO	2,989,010	1	0.75
31	16721	CINCINNATI EQUITABLE INS CO	3,864,098	3	1.75
32	10677	CINCINNATI INS CO	40,061,407	6	0.34
33	31534	CITIZENS INS CO OF AMER	21,179,660	10	1.06
34	40649	ECONOMY PREMIER ASSUR CO	10,943,397	6	1.24
35	21261	ELECTRIC INS CO	2,303,914	4	3.91
36	26263	ERIE INS CO	9,712,686	4	0.93
37	26271	ERIE INS EXCH	67,639,602	16	0.53
38	24201	FARMERS AUTOMOBILE INS ASSOC	20,409,963	6	0.66
39	20281	FEDERAL INS CO	724,804	1	DNC
40	13935	FEDERATED MUT INS CO	622,672	1	DNC
41	24724	FIRST NATL INS CO OF AMER	1,371,916	2	3.29
42	14249	FOUNDERS INS CO	29,187,404	122	9.42
43	39268	GALLANT INSURANCE COMPANY	None	1	DNC
44	20796	GE CASUALTY INS CO	194,604	1	DNC
45	41491	GEICO CAS CO	5,985,407	5	1.88
46	35882	GEICO GENERAL INS CO	22,069,436	10	1.02
47	22055	GEICO IND CO	7,752,303	4	1.16
48	10648	GENEVA INS CO	2,003,166	1	1.13
49	34622	GLENS FALLS INS CO	476,110	1	DNC
50	11312	GLOBE AMERICAN CAS CO	12,281,133	10	1.84
51	11054	GMAC DIRECT INSURANCE COMPANY	None	1	DNC
52	11044	GMAC INS CO ONLINE INC	812,007	1	DNC
53	22063	GOVERNMENT EMPLOYEES INS CO	9,928,369	6	1.36
54	10322	GRANGE INDEMNITY INS CO	3,918,675	2	1.15
55	14060	GRANGE MUT CAS CO	27,487,858	12	0.98
56	23809	GRANITE STATE INS CO	597,536	2	7.54
57	14117	GRINNELL MUT REINS CO	2,717,188	1	0.83
58	42803	GUIDEONE ELITE INS CO	4,853,012	2	0.93
59	15032	GUIDEONE MUT INS CO	1,874,005	2	2.41
60	14516	HARLEYSVILLE LAKE STATES INS CO	4,149,389	4	2.17
61	22357	HARTFORD ACCID & IND CO	2,544,204	12	10.63

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62	29424	HARTFORD CAS INS CO	545,932	1	DNC
63	37478	HARTFORD INS CO OF THE MIDWEST	780,800	3	DNC
64	30104	HARTFORD UNDERWRITERS INS CO	15,048,034	17	2.55
65	14176	HASTINGS MUT INS CO	18,304,174	6	0.74
66	22578	HORACE MANN INS CO	1,885,578	1	1.20
67	21679	ILLINOIS FARMERS INS CO	66,600,733	23	0.78
68	23817	ILLINOIS NATL INS CO	2,740,886	2	1.64
69	22624	INDIANA FARMERS MUT INS CO	59,001,756	10	0.38
70	22659	INDIANA INS CO	53,649,391	28	1.18
71	22268	INFINITY INS CO	76,331	2	DNC
72	10922	INSUREMAX INS CO	8,408,238	8	2.14
73	22772	INTEGON IND CORP	51,964	1	DNC
74	29149	KENTUCKY NATL INS CO	814,995	4	DNC
75	42404	LIBERTY INS CORP	1,355,245	1	1.66
76	23035	LIBERTY MUT FIRE INS CO	15,793,901	11	1.57
77	26123	LIGHTNING ROD MUT INS CO	8,638,186	1	0.26
78	21229	MEMBERSELECT INS CO	8,489,008	2	0.53
79	33650	MENDOTA INS CO	3,938,913	3	1.72
80	23353	MERIDIAN SECURITY INS CO	9,167,965	2	0.49
81	40169	METROPOLITAN CAS INS CO	453,742	1	DNC
82	39950	METROPOLITAN GENERAL INS CO	1,234,880	2	3.65
83	34339	METROPOLITAN GRP PROP & CAS INS CO	8,240,589	4	1.09
84	26298	METROPOLITAN PROPERTY & CAS INS CO	7,463,070	8	2.42
85	40932	MICO INS CO	1,059,215	1	2.13
86	21687	MID-CENTURY INS CO	19,389,465	5	0.58
87	14621	MOTORISTS MUT INS CO	12,915,206	5	0.87
88	16217	NATIONAL FARMERS UNION PROP & CAS	606	1	DNC
89	42447	NATIONAL GENERAL ASSUR CO	6,739,140	7	2.34
90	23728	NATIONAL GENERAL INS CO	1,207,288	1	1.87
91	27944	NATIONAL INS ASSN	1,627,165	3	4.16
92	20184	NATIONAL MUT INS CO	5,273,575	2	0.85
93	10723	NATIONWIDE ASSUR CO	3,157,941	1	0.71
94	23787	NATIONWIDE MUT INS CO	31,030,872	16	1.16
95	37877	NATIONWIDE PROP & CAS INS CO	3,567,346	4	2.53
96	23833	NEW HAMPSHIRE IND CO INC	6,660,591	5	1.69
97	24074	OHIO CAS INS CO	665,741	8	27.09
98	37540	OMAHA PROP & CAS INS CO	223,403	1	10.09
99	39098	OMNI INS CO	2,668,186	1	0.84
100	21970	ONEBEACON INS CO	-4	1	DNC
101	42650	ONEBEACON MIDWEST INS CO	193,646	4	DNC
102	29572	PAFCO GENERAL INSURANCE COMPANY	None	2	DNC
103	24228	PEKIN INS CO	2,802,703	3	2.41
104	21962	PENNSYLVANIA GENERAL INS CO	-56	1	DNC
105	24252	PROGRESSIVE AMERICAN INS CO	-18,605	3	DNC
106	24260	PROGRESSIVE CAS INS CO	-8,355	4	DNC
107	42994	PROGRESSIVE CLASSIC INS CO	13,735,218	3	0.49
108	16322	PROGRESSIVE HALCYON INS CO	91,691,524	27	0.66
109	38628	PROGRESSIVE NORTHERN INS CO	83,955,465	23	0.62
110	42919	PROGRESSIVE NORTHWESTERN INS CO	55,817,750	18	0.73
111	37834	PROGRESSIVE PREFERRED INS CO	-1,148	1	DNC
112	32786	PROGRESSIVE SPECIALTY INS CO	-53,026	5	DNC
113	34690	PROPERTY & CAS INS CO OF HARTFORD	6,122,037	9	3.31
114	36447	PRUDENTIAL GENERAL INS CO	8,533,577	5	1.32
115	32352	PRUDENTIAL PROP & CAS INS CO	14,147,769	5	0.80
116	20133	RESPONSE WORLDWIDE DIRECT AUTO INSCO	158,745	1	DNC
117	24678	ROYAL IND CO	290	1	DNC
118	25405	SAFE AUTO INS CO	20,833,168	42	4.54
119	24740	SAFECO INS CO OF AMER	5,034,183	6	2.69
120	39012	SAFECO INS CO OF IL	33,743,515	11	0.73
121	12521	SAFEGWAY INSURANCE COMPANY	None	3	DNC
122	40460	SAGAMORE INS CO	4,398,404	11	5.64
123	22543	SECURA INS A MUT CO	1,233,054	1	1.83
124	24988	SENTRY INS A MUT CO	6,352,849	2	0.71

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125	23361	SHELTER GENERAL INS CO	1,384,023	1	1.63
126	23388	SHELTER MUT INS CO	13,969,046	7	1.13
127	24775	ST. PAUL GUARADIAN INSURANCE COMPANY	None	1	DNC
128	19070	STANDARD FIRE INS CO	399,537	4	DNC
129	15199	STANDARD MUT INS CO	10,591,294	4	0.85
130	19530	STATE AUTO NATL INS CO	5,140,096	2	0.88
131	25135	STATE AUTOMOBILE MUT INS CO	28,159,483	6	0.48
132	25143	STATE FARM FIRE AND CAS CO	42,143,225	2	0.11
133	25178	STATE FARM MUT AUTO INS CO	601,860,605	126	0.47
134	22683	TEACHERS INS CO	4,268,789	3	1.58
135	13242	TITAN IND CO	6,711,782	6	2.01
136	36161	TRAVELERS PROP CAS INS CO	638,052	5	DNC
137	40118	TRUSTGARD INS CO	2,552,705	1	0.88
138	29459	TWIN CITY FIRE INS CO CO	4,007,013	2	1.13
139	23868	UFB CAS INS CO	5,343,523	1	0.42
140	15288	UNITED FARM FAMILY MUT INS CO	258,762,783	48	0.42
141	25941	UNITED SERVICES AUTO ASSOC	22,113,062	1	0.10
142	10915	UNITRIN DIRECT PROPERTY & CAS CO	706,999	1	DNC
143	42862	UNIVERSAL CAS CO	4,821,049	27	12.62
144	25968	USAA CAS INS CO	13,218,216	4	0.68
145	11762	VESTA FIRE INS CORP	3,738,665	13	7.84
146	10644	VICTORIA AUTOMOBILE INS CO	3,969,119	7	3.98
147	13137	VIKING INS CO OF WI	1,860,836	2	2.42
148	26085	WARNER INS CO	9	1	DNC
149	44393	WEST AMERICAN INS CO	19,056,398	6	0.71
150	15350	WEST BEND MUT INS CO	3,795,581	1	0.59
151	27871	WESTERN AGRIC INS CO	1,853,539	1	1.22
152	26131	WESTERN RESERVE MUT CAS CO	6,883,887	2	0.65
153	24112	WESTFIELD INS CO	15,003,735	3	0.45
154	13250	WORKMENS AUTO INS CO	1,185,216	1	1.90
155	16535	ZURICH AMERICAN INSURANCE COMPANY	None	1	DNC

Subtotal Premium and Complaints	2,651,030,556	1241
145 Companies with Zero Complaints	<u>146,158,773</u>	
Total Premium and Complaints	2,797,189,329	1241

DNC- Did Not Calculate (Premiums Under \$1 Million)

Premium Information from Property & Casualty Annual Statement Page 26,
Lines 19.1, 19.2 & 21.1, Column 1

Report Does Not Include 145 Companies with Zero Complaints.

None - No premium was reported during 2003; and occurrence date was in 2002
or prior year.