

## 2002 Complaint Index for Auto

|    | NAIC # | Company Name                       | Premium     | Number of Complaints | Complaint Index |
|----|--------|------------------------------------|-------------|----------------------|-----------------|
| 1  | 14184  | Acuity A Mut Ins Co                | 1,056,096   | 1                    | 1.93            |
| 2  | 42609  | Affirmative Ins Co                 | 16,439,330  | 43                   | 5.32            |
| 3  | 42579  | Allied Prop & Cas Ins Co           | 4,770,300   | 3                    | 1.28            |
| 4  | 41840  | Allmerica Financial Benefit Ins Co | 497,456     | 2                    | DNC             |
| 5  | 19240  | Allstate Ind Co                    | 23,464,627  | 14                   | 1.21            |
| 6  | 19232  | Allstate Ins Co                    | 133,195,975 | 84                   | 1.28            |
| 7  | 38156  | Alpha Prop & Cas Ins Co            | 2,964,746   | 2                    | 1.37            |
| 8  | 19100  | Amco Ins Co                        | 17,279,209  | 3                    | 0.35            |
| 9  | 10111  | American Bankers Ins Co Of FL      | 652,282     | 1                    | DNC             |
| 10 | 19941  | American Commerce Ins Co           | 4,521,911   | 3                    | 1.35            |
| 11 | 19690  | American Economy Ins Co            | 786,200     | 1                    | DNC             |
| 12 | 19275  | American Family Mut Ins Co         | 116,768,332 | 37                   | 0.64            |
| 13 | 19380  | American Home Assur Co             | 3,837,835   | 6                    | 3.18            |
| 14 | 32220  | American Intl Ins Co               | 4,141,342   | 7                    | 3.44            |
| 15 | 30562  | American Manufacturers Mut Ins Co  | 2,128,905   | 1                    | 0.96            |
| 16 | 28401  | American Natl Prop & Cas Co        | 9,954,615   | 2                    | 0.41            |
| 17 | 37001  | American Premier Ins Co            | 608,408     | 2                    | DNC             |
| 18 | 18910  | American Protection Ins Co         | 13,329      | 1                    | DNC             |
| 19 | 42897  | American Service Ins Co Inc        | 7,455,700   | 33                   | 9.01            |
| 20 | 37214  | American States Preferred Ins Co   | 2,214,808   | 2                    | 1.84            |
| 21 | 19283  | American Std Ins Co Of WI          | 35,253,154  | 10                   | 0.58            |
| 22 | 27928  | Amex Assur Co                      | 3,621,939   | 4                    | 2.25            |
| 23 | 19801  | Argonaut Ins Co                    | 228,218     | 2                    | DNC             |
| 24 | 21792  | Atlanta Cas Co                     | 1,677,287   | 5                    | 6.07            |
| 25 | 19062  | Automobile Ins Co Of Hartford CT   | 901,323     | 2                    | DNC             |
| 26 | 18988  | Auto-Owners Ins Co                 | 46,450,730  | 11                   | 0.48            |
| 27 | 19658  | Bristol West Ins Co                | 7,083,143   | 2                    | 0.57            |
| 28 | 20117  | California Cas Ind Exch            | 1,351,492   | 1                    | 1.51            |
| 29 | 15601  | Chicago Motor Club Ins Co          | 5,492,561   | 2                    | 0.74            |
| 30 | 10052  | Chubb National Ins Co              | 3,060,109   | 1                    | 0.66            |
| 31 | 16721  | Cincinnati Equitable Ins Co        | 5,295,853   | 5                    | 1.92            |
| 32 | 10677  | Cincinnati Ins Co                  | 37,749,729  | 3                    | 0.16            |
| 33 | 31534  | Citizens Ins Co Of Amer            | 21,953,989  | 9                    | 0.83            |
| 34 | 10395  | Citizens Ins Co Of The Midwest     | 2,173,120   | 2                    | 1.87            |
| 35 | 20443  | Continental Cas Co                 | 1,937       | 2                    | DNC             |
| 36 | 21164  | Dairyland Ins Co                   | 2,022,183   | 1                    | 1.01            |
| 37 | 42587  | Depositors Ins Co                  | 4,888,598   | 4                    | 1.66            |
| 38 | 22926  | Economy Fire & Cas Co              | (15,119)    | 1                    | DNC             |
| 39 | 38067  | Economy Preferred Ins Co           | (54,011)    | 4                    | DNC             |
| 40 | 40649  | Economy Premier Assur Co           | 13,116,824  | 5                    | 0.78            |
| 41 | 18122  | Equity Mutual Insurance Company    | None        | 1                    | DNC             |
| 42 | 26263  | Erie Ins Co                        | 8,815,673   | 1                    | 0.23            |
| 43 | 26271  | Erie Ins Exch                      | 58,438,557  | 17                   | 0.59            |
| 44 | 24201  | Farmers Automobile Ins Assoc       | 19,937,101  | 5                    | 0.51            |
| 45 | 19852  | Financial Ind Co                   | 4,252       | 1                    | DNC             |
| 46 | 24724  | First Natl Ins Co Of Amer          | 372,660     | 1                    | DNC             |
| 47 | 14249  | Founders Ins Co                    | 32,947,075  | 141                  | 8.71            |
| 48 | 11312  | Gallant Insurance Company          | None        | 17                   | DNC             |
| 49 | 41491  | Geico Cas Co                       | 5,047,412   | 4                    | 1.61            |
| 50 | 35882  | Geico General Ins Co               | 17,474,902  | 7                    | 0.82            |

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| 51  | 22055  | Geico Ind Co                       | 6,003,084  | 5                    | 1.69            |
| 52  | 34622  | Glens Falls Ins Co                 | 573,940    | 1                    | DNC             |
| 53  | 11312  | Globe American Cas Co              | 10,721,542 | 9                    | 1.71            |
| 54  | 14044  | Goodville Mut Cas Co               | 899,552    | 1                    | DNC             |
| 55  | 22063  | Government Employees Ins Co        | 8,772,125  | 1                    | 0.23            |
| 56  | 10322  | Grange Indemnity Ins Co            | 4,925,638  | 1                    | 0.41            |
| 57  | 14060  | Grange Mut Cas Co                  | 23,467,213 | 11                   | 0.95            |
| 58  | 11401  | Guaranty Natl Ins Co               | 1,241,558  | 1                    | 1.64            |
| 59  | 42803  | Guideone Elite Ins Co              | 5,329,554  | 2                    | 0.76            |
| 60  | 22292  | Hanover Ins Co                     | 92,329     | 2                    | DNC             |
| 61  | 14516  | Harleysville Lake States Ins Co    | 4,244,448  | 2                    | 0.96            |
| 62  | 22357  | Hartford Accid & Ind Co            | 3,321,950  | 8                    | 4.90            |
| 63  | 29424  | Hartford Cas Ins Co                | 623,177    | 1                    | DNC             |
| 64  | 19682  | Hartford Fire In Co                | 818,559    | 1                    | DNC             |
| 65  | 37478  | Hartford Ins Co Of The Midwest     | 24,943     | 2                    | DNC             |
| 66  | 30104  | Hartford Underwriters Ins Co       | 16,114,661 | 26                   | 3.28            |
| 67  | 14176  | Hastings Mut Ins Co                | 18,525,564 | 5                    | 0.55            |
| 68  | 22489  | Highlands Ins Co                   | 76         | 1                    | DNC             |
| 69  | 22578  | Horace Mann Ins Co                 | 2,140,843  | 2                    | 1.90            |
| 70  | 21679  | Illinois Farmers Ins Co            | 67,112,863 | 37                   | 1.12            |
| 71  | 23817  | Illinois Natl Ins Co               | 3,697,084  | 1                    | 0.55            |
| 72  | 22624  | Indiana Farmers Mut Ins Co         | 57,940,831 | 18                   | 0.63            |
| 73  | 22659  | Indiana Ins Co                     | 57,638,578 | 17                   | 0.60            |
| 74  | 22268  | Infinity Ins Co                    | 86,219     | 1                    | DNC             |
| 75  | 10922  | Insuremax Ins Co                   | 8,620,455  | 10                   | 2.36            |
| 76  | 29742  | Integon Natl Ins Co                | 181,412    | 1                    | DNC             |
| 77  | 10915  | Kemper Auto & Home Ins Co          | 345,944    | 1                    | DNC             |
| 78  | 29149  | Kentucky Natl Ins Co               | 1,106,794  | 6                    | 11.03           |
| 79  | 11738  | Leader Ins Co                      | 964,585    | 2                    | DNC             |
| 80  | 42404  | Liberty Ins Corp                   | 1,224,661  | 2                    | 3.32            |
| 81  | 23035  | Liberty Mut Fire Ins Co            | 14,759,946 | 8                    | 1.10            |
| 82  | 26123  | Lightning Rod Mut Ins Co           | 7,881,023  | 1                    | 0.26            |
| 83  | 35769  | Lyndon Property Ins Co             | 229,926    | 1                    | DNC             |
| 84  | 22152  | Mayflower Ins Co Ltd               | 7,341,278  | 3                    | 0.83            |
| 85  | 33650  | Mendota Ins Co                     | 5,838,517  | 3                    | 1.05            |
| 86  | 31968  | Merastar Ins Co                    | 783,134    | 1                    | DNC             |
| 87  | 39950  | Metropolitan General Ins Co        | 1,488,630  | 1                    | 1.37            |
| 88  | 34339  | Metropolitan Grp Prop & Cas Ins Co | 8,255,836  | 3                    | 0.74            |
| 89  | 26298  | Metropolitan Property & Cas Ins Co | 7,223,117  | 10                   | 2.82            |
| 90  | 21687  | Mid-Century Ins Co                 | 18,585,238 | 8                    | 0.88            |
| 91  | 14621  | Motorists Mut Ins Co               | 11,324,457 | 5                    | 0.90            |
| 92  | 42447  | National General Assur Co          | 4,126,619  | 3                    | 1.48            |
| 93  | 23728  | National General Ins Co            | 2,203,200  | 3                    | 2.77            |
| 94  | 27944  | National Ins Assn                  | 3,187,417  | 4                    | 2.55            |
| 95  | 20184  | National Mut Ins Co                | 4,731,700  | 1                    | 0.43            |
| 96  | 10723  | Nationwide Assur Co                | 3,318,290  | 1                    | 0.61            |
| 97  | 23787  | Nationwide Mut Ins Co              | 30,664,163 | 22                   | 1.46            |
| 98  | 23833  | New Hampshire Ind Co Inc           | 1,705,507  | 4                    | 4.77            |
| 99  | 23906  | Northwestern Natl Cas Co           | (249,438)  | 2                    | DNC             |
| 100 | 14784  | Oak Casualty Insurance Company     | None       | 1                    | DNC             |

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|-----|--------|-----------------------------------|-------------|----------------------|-----------------|
| 101 | 24074  | Ohio Cas Ins Co                   | 797,623     | 6                    | DNC             |
| 102 | 34940  | Omni Ind Co                       | 3,201,299   | 5                    | 3.18            |
| 103 | 39098  | Omni Ins Co                       | 1,107,591   | 5                    | 9.19            |
| 104 | 20621  | OneBeacon America Ins Co          | (2,061)     | 1                    | DNC             |
| 105 | 21970  | OneBeacon Ins Co                  | (1,426)     | 2                    | DNC             |
| 106 | 42650  | OneBeacon Midwest Ins Co          | 7,860,099   | 5                    | 1.29            |
| 107 | 29572  | Pafco General Ins Co              | 4,859,805   | 9                    | 3.77            |
| 108 | 24228  | Pekin Ins Co                      | 2,806,333   | 4                    | 2.90            |
| 109 | 37648  | Permanent General Assur Corp      | 2,046       | 3                    | DNC             |
| 110 | 25623  | Phoenix Ins Co                    | 1,932,509   | 2                    | 2.11            |
| 111 | 24252  | Progressive American Ins Co       | 9,909,533   | 14                   | 2.87            |
| 112 | 24260  | Progressive Cas Ins Co            | 6,908,506   | 9                    | 2.65            |
| 113 | 42994  | Progressive Classic Ins Co        | 13,255,744  | 3                    | 0.46            |
| 114 | 16322  | Progressive Halcyon Ins Co        | 62,457,745  | 8                    | 0.26            |
| 115 | 38628  | Progressive Northern Ins Co       | 39,779,795  | 19                   | 0.97            |
| 116 | 42919  | Progressive Northwestern Ins Co   | 49,019,026  | 3                    | 0.12            |
| 117 | 37834  | Progressive Preferred Ins Co      | 603,969     | 2                    | DNC             |
| 118 | 32786  | Progressive Specialty Ins Co      | 24,228,691  | 19                   | 1.60            |
| 119 | 34690  | Property & Cas Ins Co Of Hartford | 3,699,410   | 2                    | 1.10            |
| 120 | 32352  | Prudential Prop & Cas Ins Co      | 16,028,843  | 5                    | 0.63            |
| 121 | 20192  | Republic Mut Ins Co               | 978,934     | 1                    | DNC             |
| 122 | 27065  | Rockford Mut Ins Co               | 581,927     | 1                    | DNC             |
| 123 | 25405  | Safe Auto Ins Co                  | 14,354,012  | 38                   | 5.39            |
| 124 | 24740  | Safeco Ins Co Of Amer             | 1,587,723   | 10                   | 12.82           |
| 125 | 39012  | Safeco Ins Co Of IL               | 35,987,444  | 8                    | 0.45            |
| 126 | 40460  | Sagamore Ins Co                   | 4,456,174   | 13                   | 5.94            |
| 127 | 39926  | Selective Ins Co Of The Southeast | 2,670,820   | 2                    | 1.52            |
| 128 | 24988  | Sentry Ins A Mut Co               | 6,839,116   | 2                    | 0.60            |
| 129 | 23361  | Shelter General Ins Co            | 1,282,152   | 1                    | 1.59            |
| 130 | 23388  | Shelter Mut Ins Co                | 13,557,405  | 11                   | 1.65            |
| 131 | 24775  | St Paul Guardian Ins Co           | (428)       | 1                    | DNC             |
| 132 | 24791  | St Paul Mercury Ins Co            | (28)        | 1                    | DNC             |
| 133 | 15199  | Standard Mut Ins Co               | 10,888,421  | 6                    | 1.12            |
| 134 | 19530  | State Auto Natl Ins Co            | 2,179,126   | 1                    | 0.93            |
| 135 | 25135  | State Automobile Mut Ins Co       | 34,026,614  | 17                   | 1.02            |
| 136 | 25143  | State Farm Fire And Cas Co        | 37,206,022  | 2                    | 0.11            |
| 137 | 25178  | State Farm Mut Auto Ins Co        | 575,569,096 | 119                  | 0.42            |
| 138 | 13242  | Titan Ind Co                      | 6,841,128   | 9                    | 2.68            |
| 139 | 36170  | Travelers Cas Co Of CT            | 3,582,715   | 1                    | 0.57            |
| 140 | 25666  | Travelers Ind Co Of Amer          | 1,210,329   | 2                    | 3.36            |
| 141 | 36161  | Travelers Prop Cas Ins Co         | 596,970     | 1                    | DNC             |
| 142 | 40118  | Trustgard Ins Co                  | 1,644,560   | 1                    | 1.24            |
| 143 | 29459  | Twin City Fire Ins Co Co          | 4,391,367   | 3                    | 1.39            |
| 144 | 15288  | United Farm Family Mut Ins Co     | 243,042,986 | 52                   | 0.44            |
| 145 | 25941  | United Services Auto Assoc        | 20,576,535  | 3                    | 0.30            |
| 146 | 42862  | Universal Cas Co                  | 4,955,179   | 15                   | 6.16            |
| 147 | 25968  | USAA Cas Ins Co                   | 12,116,821  | 7                    | 1.18            |
| 148 | 10797  | Valor Insurance Company           | None        | 34                   | DNC             |
| 149 | 11762  | Vesta Fire Ins Corp               | 2,168,779   | 1                    | 0.94            |
| 150 | 10644  | Victoria Automobile Ins Co        | 3,337,814   | 5                    | 3.05            |

# 2002 Complaint Index for Auto

|     | NAIC # | Company Name                          | Premium    | Number of Complaints | Complaint Index |
|-----|--------|---------------------------------------|------------|----------------------|-----------------|
| 151 | 13137  | Viking Ins Co Of WI                   | 2,838,133  | 2                    | 1.43            |
| 152 | 44393  | West American Ins Co                  | 20,364,695 | 6                    | 0.60            |
| 153 | 15350  | West Bend Mut Ins Co                  | 3,404,838  | 2                    | 1.20            |
| 154 | 16867  | Western Continental Insurance Company | None       | 1                    | DNC             |
| 155 | 26131  | Western Reserve Mut Cas Co            | 7,090,908  | 5                    | 1.43            |
| 156 | 24112  | Westfield Ins Co                      | 14,625,514 | 2                    | 0.28            |
| 157 | 12599  | Windsor Ins Co                        | 721,572    | 2                    | DNC             |
| 158 | 15407  | Wolverine Mut Ins Co                  | 4,459,566  | 2                    | 0.91            |
| 159 | 13250  | Workmens Auto Ins Co                  | 2,463,091  | 6                    | 4.96            |

|                                    |               |      |
|------------------------------------|---------------|------|
| Subtotal Premium and Complaints    | 174,182,460   | 1304 |
| 157 Companies with Zero Complaints | 2,479,253,949 |      |
| Total Premium and Complaints       | 2,653,436,409 | 1304 |

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

Premium Information from Property & Casualty Annual Statement Page 24,  
Lines 19.1, 19.2 & 21.1, Column 1

Report Does Not Include 157 Companies with Zero Complaints

None - No premium was reported during 2002; and occurrence date was in 2001  
or prior year.