

2006 Complaint Index Automobile

NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	12963 21st Century Insurance Company	5,962,982	1	0.47
2	14184 Acuity, A Mutual Insurance Company	90,885	1	DNC
3	42609 Affirmative Insurance Company	15,546,593	64	11.60
4	19402 AIG Casualty Company	2,144,133	1	1.31
5	36587 AIG National Insurance Company	7,917,960	6	2.14
6	12188 Alfa Vision Insurance Corporation	5,027,954	4	2.24
7	42579 Allied Property And Casualty Insurance Company	10,024,321	3	0.84
8	19240 Allstate Indemnity Company	13,622,679	6	1.24
9	19232 Allstate Insurance Company	101,466,709	29	0.81
10	17230 Allstate Property And Casualty Insurance Company	79,071,373	25	0.89
11	38156 Alpha Property And Casualty Insurance Company	2,006,868	3	4.21
12	19100 AMCO Insurance Company	17,085,037	3	0.49
13	19275 American Family Mutual Insurance Company	139,278,217	70	1.42
14	19380 American Home Assurance Company	4,152,790	6	4.07
15	32220 American International Insurance Company	2,806,995	1	1.00
16	28401 American National Property And Casualty Company	9,803,852	6	1.72
17	42897 American Service Insurance Company	5,693,408	17	8.42
18	19283 American Standard Insurance Company of Wisconsin	37,033,470	15	1.14
19	18988 Auto-Owners Insurance Company	45,851,639	15	0.92
20	19658 Bristol West Insurance Company	8,998,773	3	0.94
21	16713 Buckeye State Mutual Insurance Company	4,952,002	1	0.57
22	20117 California Casualty Indemnity Exchange	1,960,864	2	2.87
23	20230 Central Mutual Insurance Company	8,165,183	1	0.35
24	10677 Cincinnati Insurance Company	29,694,924	3	0.28
25	31534 Citizens Insurance Company Of America	13,693,169	8	1.65
26	10395 Citizen's Insurance Company Of The Midwest	5,656,655	2	1.00
27	21164 Dairyland Insurance Company	2,047,545	2	2.75
28	42587 Depositors Insurance Company	6,047,990	1	0.47
29	40649 Economy Premier Assurance Company	5,012,632	2	1.12
30	21261 Electric Insurance Company	1,736,229	1	1.62
31	15130 Encompass Indemnity Company	4,255,083	1	0.66
32	10071 Encompass Insurance Company of America	2,598,523	2	2.17
33	26263 Erie Insurance Company	5,330,979	3	1.59
34	26271 Erie Insurance Exchange	61,603,628	16	0.73
35	25712 Esurance Insurance Company	3,741,877	4	3.01
36	24201 Farmers Automobile Insurance Association	22,275,263	1	0.13
37	19852 Financial Indemnity Company	1,265,509	3	6.68
38	21873 Firemans Fund Insurance Company	785,967	1	DNC
39	10336 First Acceptance Insurance Company, Inc.	8,003,157	8	2.82
40	11185 Foremost Insurance Company	3,562,748	1	0.79
41	14249 Founders Insurance Company	20,748,424	28	3.80
42	41491 GEICO Casualty Company	4,892,422	3	1.73
43	35882 GEICO General Insurance Company	36,936,124	10	0.76
44	22055 GEICO Indemnity Company	16,993,354	11	1.82
45	10648 Geneva Insurance Company	1,947,274	3	4.34
46	11312 Globe American Casualty Company	10,141,091	7	1.95
47	22063 Government Employees Insurance Company	11,599,983	2	0.49
48	22098 Grain Dealers Mutual Insurance Company	1,455,828	1	1.94
49	14060 Grange Mutual Casualty Company	19,795,495	10	1.42

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50	23809	Granite State Insurance Company	2,004,151	4	5.62
51	15814	Growers Automobile Insurance Association	252,107	1	DNC
52	42331	Guideone America Insurance Company	2,399,466	3	3.52
53	15032	Guideone Mutual Insurance Company	749,810	4	DNC
54	14125	Hamilton Mutual Insurance Company	560,417	1	DNC
55	22292	Hanover Insurance Company	11,000,089	4	1.02
56	14516	Harleysville Lake States Insurance Company	3,412,293	1	0.83
57	22357	Hartford Accident And Indemnity Company	1,533,894	2	3.67
58	37478	Hartford Insurance Company Of The Midwest	6,569,248	2	0.86
59	30104	Hartford Underwriters Insurance Company	11,015,899	7	1.79
60	14176	Hastings Mutual Insurance Company	13,774,971	2	0.41
61	27570	Hoosier Insurance Company	16,360,790	1	0.17
62	22578	Horace Mann Insurance Company	1,075,561	2	5.24
63	21679	Illinois Farmers Insurance Company	66,364,171	31	1.32
64	22624	Indiana Farmers Mutual Insurance Company	57,608,314	9	0.44
65	22659	Indiana Insurance Company	40,213,770	7	0.49
66	11738	Infinity Auto Insurance Company	1,945,227	2	2.90
67	38806	Insura Property And Casualty Insurance Company	2,480,097	2	2.27
68	19429	Insurance Company Of The State Of Pennsylvania	6,345,491	3	1.33
69	10922	Insuremax Insurance Company	6,606,517	6	2.56
70	23035	Liberty Mutual Fire Insurance Company	31,388,171	12	1.08
71	33855	Lincoln General Insurance Company	(6)	1	DNC
72	21229	MemberSelect Insurance Company	19,920,876	11	1.56
73	33650	Mendota Insurance Company	3,493,824	2	1.61
74	23353	Meridian Security Insurance Company	20,008,452	1	0.14
75	26298	Metropolitan Property And Casualty Insurance Company	8,306,139	4	1.36
76	21687	Mid-Century Insurance Company	18,115,021	7	1.09
77	23434	Middlesex Insurance Company	493,026	1	5.72
78	14621	Motorists Mutual Insurance Company	13,653,693	2	0.41
79	42447	National General Assurance Company	7,467,476	2	0.75
80	27944	National Insurance Association	252,036	1	11.18
81	32620	National Interstate Insurance Company	413,745	1	6.81
82	20184	National Mutual Insurance Company	6,444,671	1	0.44
83	19445	National Union Fire Insurance Company Of Pittsburgh	7,759,434	1	0.36
84	23779	Nationwide Mutual Fire Insurance Company	2,999,745	2	1.88
85	23787	Nationwide Mutual Insurance Company	29,854,696	9	0.85
86	37877	Nationwide Property And Casualty Insurance Company	3,100,245	2	1.82
87	23833	New Hampshire Indemnity Company, Inc.	1,591,724	2	3.54
88	24074	Ohio Casualty Insurance Company	262,158	1	10.75
89	39098	Omni Insurance Company	3,386,164	5	4.16
90	24228	Pekin Insurance Company	2,699,448	3	3.13
91	37648	Permanent General Assurance Corporation	2,401,280	1	1.17
92	24252	Progressive American Insurance Company	(2,208)	2	DNC
93	24260	Progressive Casualty Insurance Company	79,200,301	23	0.82
94	42994	Progressive Classic Insurance Company	5,633,933	4	2.00
95	16322	Progressive Direct Insurance Company	89,053,634	29	0.92
96	38628	Progressive Northern Insurance Company	36,650,770	7	0.54
97	42919	Progressive Northwestern Insurance Company	20,293,563	4	0.56
98	37834	Progressive Preferred Insurance Company	(350)	1	DNC
99	32786	Progressive Specialty Insurance Company	(8,032)	1	DNC
100	34690	Property And Casualty Insurance Company Of Hartford	13,612,456	12	2.48

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101	25405	Safe Auto Insurance Company	25,501,461	46	5.08
102	24740	Safeco Insurance Company Of America	5,392,808	1	0.52
103	39012	Safeco Insurance Company Of Illinois	29,205,373	2	0.19
104	11215	Safeco Insurance Company Of Indiana	178,960	2	DNC
105	40460	Sagamore Insurance Company	3,291,627	2	1.71
106	24988	Sentry Insurance A Mutual Company	4,267,277	3	1.98
107	23361	Shelter General Insurance Company	1,274,764	1	2.21
108	23388	Shelter Mutual Insurance Company	13,326,039	4	0.85
109	15199	Standard Mutual Insurance Company	8,059,764	1	0.35
110	19530	State Auto National Insurance Company	2,063,213	1	1.37
111	25135	State Automobile Mutual Insurance Company	18,536,082	6	0.91
112	25143	State Farm Fire And Casualty Company	41,397,105	3	0.20
113	25178	State Farm Mutual Automobile Insurance Company	570,624,621	97	0.48
114	13242	Titan Indemnity Company	7,898,768	11	3.92
115	36170	Travelers Casualty Company Of Connecticut	4,350,399	2	1.30
116	27998	Travelers Home And Marine Insurance Company	848,956	1	DNC
117	36161	Travelers Property Casualty Insurance Company	281,302	1	DNC
118	40118	Trustgard Insurance Company	3,702,882	1	0.76
119	29459	Twin City Fire Insurance Company	2,036,186	3	4.15
120	10655	Unique Insurance Company	481,017	3	DNC
121	35319	United Automobile Insurance Company	19,746	1	DNC
122	15288	United Farm Family Mutual Insurance Company	256,206,654	52	0.57
123	25941	United Services Automobile Association	22,278,679	3	0.38
124	42862	Universal Casualty Company	8,605,706	33	10.81
125	25968	USAA Casualty Insurance Company	14,083,640	3	0.60
126	10644	Victoria Automobile Insurance Company	1,390,123	1	2.03
127	10105	Victoria Select Insurance Company	2,604,166	1	1.08
128	13137	Viking Insurance Company Of Wisconsin	4,789,861	4	2.35
129	44393	West American Insurance Company	12,492,519	7	1.58
130	26131	Western Reserve Mutual Casualty Company	7,388,738	3	1.14
131	37770	Western United Insurance Company	3,740,830	3	2.26
132	24112	Westfield Insurance Company	11,465,800	3	0.74
133	24120	Westfield National Insurance Company	12,399,814	1	0.23
134	15407	Wolverine Mutual Insurance Company	6,300,292	2	0.89

Subtotal Premium and Complaints	2,617,690,100	974
119 Companies with Zero Complaints	<u>127,348,388</u>	
Total Premium and Complaints	2,745,038,488	974

Report does not include 119 companies with zero complaints.

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

None - No premium was reported during 2006.

Premium information from Property & Casualty Annual Statement Page 20, Lines 19.1m 19.2 & 21.1, Column 1