

2007 Complaint Index Automobile

NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	12963 21st Century Insurance Company	5,611,283	5	2.38
2	42609 Affirmative Insurance Company	10,218,281	45	11.76
3	19402 AIG Casualty Company	1,859,066	1	1.44
4	36587 AIG National Insurance Company	8,238,476	6	1.94
5	12188 Alfa Vision Insurance Corporation	4,701,971	7	3.98
6	42579 Allied Property And Casualty Insurance Company	13,919,782	4	0.77
7	19240 Allstate Indemnity Company	11,153,800	2	0.48
8	19232 Allstate Insurance Company	90,670,320	27	0.80
9	17230 Allstate Property And Casualty Insurance Company	89,280,537	30	0.90
10	38156 Alpha Property And Casualty Insurance Company	1,207,517	1	2.21
11	19100 AMCO Insurance Company	13,134,904	3	0.61
12	10730 American Access Casualty Company	3,454,006	2	1.55
13	19941 American Commerce Insurance Company	1,915,426	1	1.39
14	23450 American Family Home Insurance Company	2,922,331	1	0.91
15	19275 American Family Mutual Insurance Company	148,130,912	60	1.08
16	10864 American Freedom Insurance Company	538,010	4	DNC
17	19992 American Select Insurance Company	2,166,909	1	1.23
18	42897 American Service Insurance Company	5,968,722	13	5.82
19	19283 American Standard Insurance Company of Wisconsin	31,188,979	7	0.60
20	18988 Auto-Owners Insurance Company	43,592,581	15	0.92
21	19658 Bristol West Insurance Company	14,882,737	6	1.08
22	16713 Buckeye State Mutual Insurance Company	4,975,303	1	0.54
23	20176 Celina Mutual Insurance Company	261,556	1	DNC
24	20230 Central Mutual Insurance Company	8,063,885	1	0.33
25	10677 Cincinnati Insurance Company	27,153,462	4	0.39
26	31534 Citizens Insurance Company Of America	10,581,993	1	0.25
27	10395 Citizen's Insurance Company Of The Midwest	5,008,973	1	0.53
28	21164 Dairyland Insurance Company	1,202,051	2	4.44
29	42587 Depositors Insurance Company	4,815,053	2	1.11
30	21261 Electric Insurance Company	1,572,790	1	1.70
31	26263 Erie Insurance Company	4,275,726	7	4.37
32	26271 Erie Insurance Exchange	60,885,731	13	0.57
33	25712 Esurance Insurance Company	6,829,465	10	3.91
34	24201 Farmers Automobile Insurance Association	22,467,603	3	0.36
35	19852 Financial Indemnity Company	928,906	2	DNC
36	21873 Firemans Fund Insurance Company	681,351	1	DNC
37	10336 First Acceptance Insurance Company, Inc.	7,765,506	33	11.35
38	13587 First Chicago Insurance Company	739,466	1	DNC
39	24724 First National Insurance Company of America	193,706	1	DNC
40	14249 Founders Insurance Company	20,677,213	55	7.10
41	41491 GEICO Casualty Company	4,535,925	10	5.89
42	35882 GEICO General Insurance Company	43,038,452	20	1.24
43	22055 GEICO Indemnity Company	21,220,395	15	1.89
44	10648 Geneva Insurance Company	2,043,243	2	2.61
45	11312 Globe American Casualty Company	1,820,757	2	2.93
46	22063 Government Employees Insurance Company	12,442,105	5	1.07
47	10322 Grange Indemnity Insurance Company	14,407,863	5	0.93
48	14060 Grange Mutual Casualty Company	15,411,566	8	1.39
49	23809 Granite State Insurance Company	794,851	1	DNC
50	42331 Guideone America Insurance Company	2,366,058	1	1.13
51	22292 Hanover Insurance Company	16,220,754	5	0.82
52	29424 Hartford Casualty Insurance Company	120,290	2	DNC

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53	37478	Hartford Insurance Company Of The Midwest	5,597,573	5	2.39
54	30104	Hartford Underwriters Insurance Company	9,771,570	2	0.55
55	14176	Hastings Mutual Insurance Company	14,177,501	1	0.19
56	31550	Haulers Insurance Company, Inc.	513,758	1	DNC
57	27570	Hoosier Insurance Company	17,213,244	5	0.78
58	22578	Horace Mann Insurance Company	824,672	1	DNC
59	22756	Horace Mann Property & Casualty Insurance Company	1,738,393	2	3.07
60	29068	IDS Property Casualty Insurance Company	4,844,025	1	0.55
61	21679	Illinois Farmers Insurance Company	64,879,687	24	0.99
62	22624	Indiana Farmers Mutual Insurance Comanny	59,993,179	13	0.58
63	22659	Indiana Insurance Company	44,698,908	8	0.48
64	10061	Infinity Indemnity Insurance Company	500,298	1	DNC
65	38806	Insura Property And Casualty Insurance Company	2,907,233	5	4.59
66	19429	Insurance Company Of The State Of Pennsylvania	6,215,407	6	2.58
67	10922	Insuremax Insurance Company	6,374,599	9	3.77
68	23035	Liberty Mutual Fire Insurance Company	31,273,446	6	0.51
69	21229	MemberSelect Insurance Company	16,744,153	10	1.59
70	33650	Mendota Insurance Company	3,389,545	1	0.79
71	31968	Merastar Insurance Company	593,665	2	DNC
72	23353	Meridian Security Insurance Company	21,138,272	2	0.25
73	34339	Metropolitan Group Property And Casualty Insurance Company	8,108,545	1	0.33
74	26298	Metropolitan Property And Casualty Insurance Company	9,346,738	2	0.57
75	21687	Mid-Century Insurance Company	15,816,690	8	1.35
76	23434	Middlesex Insurance Company	919,354	1	DNC
77	14621	Motorists Mutual Insurance Company	13,516,778	3	0.59
78	42447	National General Assurance Company	7,109,073	4	1.50
79	20184	National Mutual Insurance Company	6,074,317	1	0.44
80	19445	National Union Fire Insurance Company Of Pittsburgh	(817,137)	2	DNC
81	23779	Nationwide Mutual Fire Insurance Company	1,751,346	2	3.05
82	23787	Nationwide Mutual Insurance Company	30,195,530	8	0.71
83	37877	Nationwide Property And Casualty Insurance Company	3,189,811	2	1.67
84	24171	Netherlands Insurance Company	263,960	2	DNC
85	39098	Omni Insurance Company	3,764,899	5	3.55
86	37648	Permanent General Assurance Corporation	4,098,593	8	5.21
87	12289	Personal Service Insurance Company	93,629	1	DNC
88	24260	Progressive Casualty Insurance Company	10,905,555	15	3.67
89	42994	Progressive Classic Insurance Company	4,212,999	2	1.27
90	16322	Progressive Direct Insurance Company	2,914,450	8	7.33
91	38628	Progressive Northern Insurance Company	25,222,365	9	0.95
92	42919	Progressive Northwestern Insurance Company	12,500,671	2	0.43
93	44695	Progressive Paloverde Insurance	89,879,563	13	0.39
94	38784	Progressive Southeastern Insurance Company	84,825,309	3	0.09
95	34690	Property And Casualty Insurance Company Of Hartford	15,378,993	6	1.04
96	25405	Safe Auto Insurance Company	23,583,024	42	4.76
97	24740	Safeco Insurance Company Of America	1,205,491	4	8.86
98	39012	Safeco Insurance Company Of Illinois	24,623,545	11	1.19
99	40460	Sagamore Insurance Company	2,179,862	5	6.13
100	22543	Secura Iinsuranc, A Mutual Company	323,311	1	DNC
101	39926	Selective Insurance Company Of The Southeast	2,056,796	1	1.30
102	24988	Sentry Insurance A Mutual Company	3,689,347	2	1.45
103	23388	Shelter Mutual Insurance Company	13,979,156	6	1.15
104	25135	State Automobile Mutual Insurance Company	16,434,589	4	0.65
105	25143	State Farm Fire and Casualty Company	40,499,391	4	0.26
106	25178	State Farm Mutual Automobile Insurance Company	583,496,535	91	0.42

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107	13242	Titan Indemnity Company	6,365,530	12	5.03
108	28188	Travco Insurance Company	19,670,947	4	0.54
109	36137	Travelers Commercial Insurance Company	917	1	DNC
110	27998	Travelers Home And Marine Insurance Company	1,826,816	1	1.46
111	40118	Trustgard Insurance Company	2,705,005	2	1.97
112	10655	Unique Insurance Company	765,888	1	3.49
113	35319	United Automobile Insurance Company	200,027	1	13.35
114	15288	United Farm Family Mutual Insurance Company	252,856,305	65	0.69
115	25941	United Services Automobile Association	21,957,857	4	0.49
116	25909	Unitrin Preferred Insurance Company	33,759	1	DNC
117	42862	Universal Casualty Company	7,031,076	57	21.65
118	25968	USAA Casualty Insurance Company	13,221,463	7	1.41
119	18600	USAA General Indemnity Company	1,014,226	1	2.63
120	10644	Victoria Automobile Insurance Company	693,498	2	DNC
121	10105	Victoria Select Insurance Company	4,734,682	1	0.56
122	13137	Viking Insurance Company Of Wisconsin	2,872,470	2	1.86
123	44393	West American Insurance Company	11,369,609	5	1.17
124	15350	West Bend Mutual Insurance Company	5,781,681	1	0.46
125	26131	Western Reserve Mutual Casualty Company	8,791,552	3	0.91
126	37770	Western United Insurance Company	12,432,826	1	0.21
127	24112	Westfield Insurance Company	10,283,098	3	0.78
128	24120	Westfield National Insurance Company	12,286,951	1	0.22
129	15407	Wolverine Mutual Insurance Company	6,128,037	3	1.31

Subtotal Premium and Complaints	#####	1,020
117 Companies with Zero Complaints	<u>117,731,401</u>	
Total Premium and Complaints	#####	1,020

Report does not include 117 companies with zero complaints.

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

None - No premium was reported during 2007.

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