

Automobile
2008 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	12963	21st Century Insurance Company	3,748,409	5	3.99
2	14184	Acuity, A Mutual Insurance Company	1,427,547	1	2.10
3	42609	Affirmative Insurance Company	6,959,039	13	5.59
4	19402	AIG Casualty Company	1,256,178	4	9.53
5	34789	AIG Centennial Insurance Company	4,051,757	2	1.48
6	36587	AIG National Insurance Company	10,920,218	9	2.47
7	12188	Alfa Vision Insurance Corporation	4,111,155	3	2.19
8	42579	Allied Property And Casualty Insurance Company	15,773,283	7	1.33
9	19240	Allstate Indemnity Company	9,746,691	4	1.23
10	19232	Allstate Insurance Company	76,317,199	25	0.98
11	17230	Allstate Property And Casualty Insurance Company	101,213,312	29	0.86
12	19100	AMCO Insurance Company	11,057,585	2	0.54
13	10730	American Access Casualty Company	6,939,451	14	6.04
14	19941	American Commerce Insurance Company	1,276,130	1	2.35
15	23450	American Family Home Insurance Company	1,110,590	1	2.70
16	19275	American Family Mutual Insurance Company	146,721,752	48	0.98
17	24066	American Fire And Casualty Company	813,946	1	DNC
18	10864	American Freedom Insurance Company	662,582	7	DNC
19	19380	American Home Assurance Company	3,067,132	2	1.95
20	28401	American National Property And Casualty Company	9,708,091	2	0.62
21	42897	American Service Insurance Company	6,357,718	15	7.06
22	19283	American Standard Insurance Company of Wisconsin	20,347,328	8	1.18
23	15512	Automobile Club Inter-Insurance Exchange	1,455,866	1	2.06
24	18988	Auto-Owners Insurance Company	41,999,959	7	0.50
25	19658	Bristol West Insurance Company	24,358,192	11	1.35
26	20117	California Casualty Indemnity Exchange	1,922,848	2	3.11
27	20230	Central Mutual Insurance Company	9,162,786	3	0.98
28	10677	Cincinnati Insurance Company	26,778,226	2	0.22
29	10395	Citizen's Insurance Company Of The Midwest	4,155,429	3	2.16
30	40649	Economy Premier Assurance Company	3,073,993	2	1.95
31	21261	Electric Insurance Company	1,455,584	1	2.06
32	21407	EMCASCO Insurance Company	8,243	1	DNC
33	15130	Encompass Indemnity Company	1,454,322	1	2.06
34	10071	Encompass Insurance Company of America	951,589	1	DNC
35	26263	Erie Insurance Company	3,786,733	3	2.37
36	26271	Erie Insurance Exchange	62,799,174	9	0.43
37	25712	Esurance Insurance Company	8,143,488	2	0.74
38	24201	Farmers Automobile Insurance Association	22,952,214	1	0.13
39	21652	Farmers Insurance Exchange	None	1	DNC
40	19852	Financial Indemnity Company	1,286,006	1	2.33
41	10336	First Acceptance Insurance Company, Inc.	5,774,144	10	5.19
42	13587	First Chicago Insurance Company	1,792,656	1	1.67
43	33588	First Liberty Insurance Corporation	647,446	1	DNC
44	14249	Founders Insurance Company	18,134,770	43	7.10
45	41491	GEICO Casualty Company	3,391,670	4	3.53
46	35882	GEICO General Insurance Company	47,906,144	15	0.94
47	22055	GEICO Indemnity Company	27,496,533	16	1.74
48	10648	Geneva Insurance Company	2,509,589	1	1.19
49	22063	Government Employees Insurance Company	13,667,286	12	2.63
50	10322	Grange Indemnity Insurance Company	13,408,285	7	1.56
51	14060	Grange Mutual Casualty Company	10,313,518	4	1.16
52	23809	Granite State Insurance Company	425,680	2	DNC

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53	26344	Great American Assurance Company	16,350	1	DNC
54	42803	Guideone Elite Insurance Company	1,807,127	2	3.31
55	15032	Guideone Mutual Insurance Company	464,800	4	DNC
56	22292	Hanover Insurance Company	18,166,242	3	0.49
57	14516	Harleysville Lake States Insurance Company	3,301,088	2	1.81
58	22357	Hartford Accident And Indemnity Company	944,025	1	DNC
59	37478	Hartford Insurance Company Of The Midwest	4,610,317	3	1.95
60	14176	Hastings Mutual Insurance Company	16,037,328	6	1.12
61	31550	Haulers Insurance Company, Inc.	847,496	1	DNC
62	27570	Hoosier Insurance Company	13,907,590	3	0.65
63	21679	Illinois Farmers Insurance Company	56,757,505	14	0.74
64	22624	Indiana Farmers Mutual Insurance Company	62,630,256	14	0.67
65	22659	Indiana Insurance Company	51,235,267	8	0.47
66	11738	Infinity Auto Insurance Company	423,257	1	DNC
67	10061	Infinity Indemnity Insurance Company	136,249	2	DNC
68	38806	Insura Property And Casualty Insurance Company	2,888,888	8	8.29
69	19429	Insurance Company Of The State Of Pennsylvania	4,746,990	6	3.78
70	10922	Insuremax Insurance Company	5,561,095	6	3.23
71	42404	Liberty Insurance Corporation	583,645	2	DNC
72	23035	Liberty Mutual Fire Insurance Company	31,615,922	9	0.85
73	26123	Lightning Rod Mutual Insurance Company	6,414,382	1	0.47
74	19356	Maryland Casualty Company	None	1	DNC
75	21229	MemberSelect Insurance Company	14,596,203	6	1.23
76	33650	Mendota Insurance Company	1,757,475	1	1.70
77	23353	Meridian Security Insurance Company	14,767,307	3	0.61
78	24821	Meritplan Insurance Company	217,477	1	DNC
79	34339	Metropolitan Group Property And Casualty Insurance Company	9,315,980	9	2.89
80	26298	Metropolitan Property And Casualty Insurance Company	10,831,680	5	1.38
81	40932	MICO Insurance Company	549,943	1	DNC
82	21687	Mid-Century Insurance Company	10,173,538	6	1.77
83	14621	Motorists Mutual Insurance Company	13,706,162	3	0.66
84	42447	National General Assurance Company	6,785,717	2	0.88
85	20184	National Mutual Insurance Company	6,191,847	2	0.97
86	19445	National Union Fire Insurance Company Of Pittsburgh	2,880,785	1	1.04
87	26093	Nationwide Affinity Insurance Company of America	2,698,595	1	1.11
88	23779	Nationwide Mutual Fire Insurance Company	1,104,434	1	2.71
89	23787	Nationwide Mutual Insurance Company	30,588,687	8	0.78
90	24171	Netherlands Insurance Company	277,414	1	DNC
91	24074	Ohio Casualty Insurance Company	141,320	1	DNC
92	39098	Omni Insurance Company	4,745,034	13	8.20
93	32700	Owners Insurance Company	7,434,379	2	0.81
94	20346	Pacific Indemnity Company	637,908	1	DNC
95	24228	Pekin Insurance Company	2,268,698	1	1.32
96	37648	Permanent General Assurance Corporation	4,989,021	5	3.00
97	24260	Progressive Casualty Insurance Company	6,765,588	2	0.89
98	42994	Progressive Classic Insurance Company	3,395,682	1	0.88
99	16322	Progressive Direct Insurance Company	3,892,162	2	1.54
100	38628	Progressive Northern Insurance Company	19,541,568	3	0.46
101	42919	Progressive Northwestern Insurance Company	9,896,665	3	0.91
102	44695	Progressive Paloverde Insurance	91,043,896	24	0.79
103	38784	Progressive Southeastern Insurance Company	89,841,045	24	0.80
104	34690	Property And Casualty Insurance Company Of Hartford	13,571,313	14	3.09
105	32905	Property-Owners Insurance Company	None	1	DNC
106	25405	Safe Auto Insurance Company	25,838,736	52	6.03

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107	24740	Safeco Insurance Company Of America	8,212	1	DNC
108	39012	Safeco Insurance Company Of Illinois	17,612,749	6	1.02
109	11215	Safeco Insurance Company Of Indiana	425,105	2	DNC
110	40460	Sagamore Insurance Company	1,822,364	1	1.64
111	39926	Selective Insurance Company of the Southeast	1,351,814	2	4.43
112	23388	Shelter Mutual Insurance Company	14,554,406	10	2.06
113	19530	State Auto National Insurance Company	1,817,922	1	1.65
114	25135	State Automobile Mutual Insurance Company	14,513,158	2	0.41
115	25143	State Farm Fire and Casualty Company	41,223,777	1	0.07
116	25178	State Farm Mutual Automobile Insurance Company	597,706,276	92	0.46
117	22683	Teachers Insurance Company	2,496,834	1	1.20
118	13242	Titan Indemnity Company	3,953,144	7	5.30
119	28188	Travco Insurance Company	23,144,968	6	0.78
120	27998	Travelers Home And Marine Insurance Company	1,531,498	2	3.91
121	25682	Travelers Indemnity Company Of Connecticut	None	1	DNC
122	29459	Twin City Fire Insurance Company	886,741	1	DNC
123	10655	Unique Insurance Company	633,390	3	DNC
124	15288	United Farm Family Mutual Insurance Company	238,399,232	40	0.50
125	25941	United Services Automobile Association	21,338,463	4	0.56
126	10915	Unitrin Direct Property & Casualty Company	3,027,412	3	2.97
127	42862	Universal Casualty Company	6,604,712	45	20.40
128	25968	USAA Casualty Insurance Company	12,493,509	5	1.20
129	18600	USAA General Indemnity Company	2,108,797	2	2.84
130	10105	Victoria Select Insurance Company	6,439,675	7	3.25
131	13137	Viking Insurance Company Of Wisconsin	2,232,623	1	1.34
132	44393	West American Insurance Company	10,162,213	2	0.59
133	15350	West Bend Mutual Insurance Company	6,610,887	2	0.91
134	26131	Western Reserve Mutual Casualty Company	9,900,889	1	0.30
135	37770	Western United Insurance Company	23,843,974	4	0.50
136	24120	Westfield National Insurance Company	11,974,404	3	0.75
137	15407	Wolverine Mutual Insurance Company	5,788,152	1	0.52

Subtotal Premium and Complaints	2,518,050,252	905
114 Companies with Zero Complaints	<u>191,811,842</u>	
Total Premium and Complaints	2,709,862,094	905

Report does not include 114 companies with zero complaints.

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

None - No premium was reported during 2008.

Premium information from Property & Casualty Annual Statement Page 19, Lines 19.1, 19.2 & 21.1, Column 1