

2005 Complaint Index Automobile

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	12963	21St Century Ins Co	4,489,713	7	4.15
2	42609	Affirmative Ins Co	21,057,810	60	7.59
3	12188	Alfa Vision Ins Corp	4,096,268	3	1.95
4	42579	Allied Prop & Cas Ins Co	6,194,170	4	1.72
5	19240	Allstate Ind Co	16,408,932	6	0.97
6	19232	Allstate Ins Co	110,889,037	45	1.08
7	17230	Allstate Prop & Cas Ins Co	69,100,732	14	0.54
8	38156	Alpha Prop & Cas Ins Co	3,064,698	2	1.74
9	19100	Amco Ins Co	22,582,179	11	1.30
10	10730	American Access Cas Co	623,186	2	DNC
11	19275	American Family Mut Ins Co	141,026,262	55	1.04
12	19380	American Home Assur Co	4,941,115	3	1.62
13	32220	American Intl Ins Co	3,288,218	1	0.81
14	39942	American Natl General Ins Co	766,361	1	DNC
15	28401	American Natl Prop & Cas Co	9,961,481	3	0.80
16	42897	American Service Ins Co Inc	7,504,092	17	6.03
17	19283	American Std Ins Co Of Wi	40,506,647	13	0.85
18	27928	Amex Assur Co	5,151,519	6	3.10
19	18988	Auto-Owners Ins Co	50,178,224	6	0.32
20	19402	Birmingham Fire Ins Co Of Pa	2,189,988	2	2.43
21	19658	Bristol West Ins Co	8,340,325	2	0.64
22	16713	Buckeye State Mut Ins Co	5,321,774	1	0.50
23	20117	California Cas Ind Exch	2,040,514	1	1.31
24	20230	Central Mut Ins Co	8,359,106	1	0.32
25	10052	Chubb Natl Ins Co	2,811,909	2	1.89
26	16721	Cincinnati Equitable Ins Co	1,378,272	2	3.86
27	10677	Cincinnati Ins Co	36,063,439	1	0.07
28	31534	Citizens Ins Co Of Amer	17,289,297	7	1.08
29	10395	Citizens Ins Co Of The Midwest	5,803,361	1	0.46
30	42587	Depositors Ins Co	5,527,418	2	0.96
31	40649	Economy Premier Assur Co	6,420,442	1	0.41
32	21261	Electric Ins Co	2,051,363	1	1.30
33	15130	Encompass Ind Co	5,841,930	2	0.91
34	10071	Encompass Ins Co Of America	3,496,532	1	0.76
35	26263	Erie Ins Co	7,026,013	7	2.65
36	26271	Erie Ins Exch	67,064,542	14	0.56
37	24201	Farmers Automobile Ins Assoc	21,985,180	2	0.24
38	21873	Firemans Fund Ins Co	738,358	1	DNC
39	10336	First Acceptance Ins Co Inc	5,251,783	4	2.03
40	13587	First Chicago Ins Co	610,571	2	DNC
41	24724	First Natl Ins Co Of Amer	1,584,052	1	1.68
42	11185	Foremost Ins Co	4,002,872	2	1.33
43	14249	Founders Ins Co	21,733,305	63	7.72
44	41491	Geico Cas Co	5,833,683	5	2.28
45	35882	Geico General Ins Co	31,240,386	11	0.94
46	22055	Geico Ind Co	15,262,662	6	1.05
47	10648	Geneva Ins Co	2,246,671	4	4.74
48	11312	Globe American Cas Co	12,483,397	5	1.07
49	14044	Goodville Mut Cas Co	810,385	1	DNC
50	22063	Government Employees Ins Co	11,194,283	4	0.95
51	10322	Grange Indemnity Ins Co	6,702,998	1	0.40
52	14060	Grange Mut Cas Co	22,914,507	10	1.16
53	23809	Granite State Ins Co	7,152,115	7	2.61
54	42331	Guideone America Ins Co	2,327,445	1	1.14
55	14125	Hamilton Mut Ins Co	681,267	1	DNC

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56	22292	Hanover Ins Co	2,580,094	1	1.03
57	14516	Harleysville Lake States Ins Co	3,638,312	1	0.73
58	22357	Hartford Accid & Ind Co	1,840,202	3	4.34
59	29424	Hartford Cas Ins Co	345,492	2	DNC
60	19682	Hartford Fire In Co	485,630	1	DNC
61	37478	Hartford Ins Co Of The Midwest	5,886,424	2	0.90
62	30104	Hartford Underwriters Ins Co	12,362,344	12	2.58
63	14176	Hastings Mut Ins Co	15,498,626	2	0.34
64	27570	Hoosier Ins Co	15,200,263	1	0.18
65	22756	Horace Mann Prop & Cas Ins Co	796,687	1	DNC
66	21679	Illinois Farmers Ins Co	69,154,048	27	1.04
67	23817	Illinois Natl Ins Co	763,131	3	DNC
68	22624	Indiana Farmers Mut Ins Co	58,072,850	11	0.50
69	22659	Indiana Ins Co	43,586,677	10	0.61
70	38806	Insura Prop & Cas Ins Co	1,654,363	4	6.44
71	19429	Insurance Co Of The State Of Pa	5,517,884	5	2.41
72	10922	Insuremax Ins Co	8,152,039	8	2.61
73	23035	Liberty Mut Fire Ins Co	31,536,860	17	1.44
74	26123	Lightning Rod Mut Ins Co	8,881,615	1	0.30
75	33855	Lincoln General Ins Co	795,131	2	DNC
76	21229	Memberselect Ins Co	18,225,724	13	1.90
77	33650	Mendota Ins Co	2,998,820	2	1.78
78	34339	Metropolitan Grp Prop & Cas Ins Co	6,449,292	3	1.24
79	26298	Metropolitan Property & Cas Ins Co	7,897,573	7	2.36
80	21687	Mid-Century Ins Co	19,783,499	11	1.48
81	14621	Motorists Mut Ins Co	13,144,493	1	0.20
82	42447	National General Assur Co	8,470,674	2	0.63
83	20184	National Mut Ins Co	6,361,879	1	0.42
84	19445	National Union Fire Ins Co Of Pitts	3,233,992	1	0.82
85	10723	Nationwide Assur Co	1,691,441	2	3.15
86	23779	Nationwide Mut Fire Ins Co	2,239,402	1	1.19
87	23787	Nationwide Mut Ins Co	30,941,588	11	0.95
88	37877	Nationwide Prop & Cas Ins Co	3,046,195	2	1.75
89	23833	New Hampshire Ind Co Inc	3,628,640	5	3.67
90	36455	Northbrook Ind Co	56,100	1	DNC
91	24074	Ohio Cas Ins Co	335,910	2	DNC
92	39098	Omni Ins Co	5,870,874	7	3.18
93	25623	Phoenix Ins Co	1,019,431	1	2.61
94	24252	Progressive American Ins Co	(4)	1	DNC
95	24260	Progressive Cas Ins Co	62,904,939	13	0.55
96	42994	Progressive Classic Ins Co	7,489,832	5	1.78
97	16322	Progressive Halcyon Ins Co	100,029,728	25	0.67
98	38628	Progressive Northern Ins Co	50,973,689	19	0.99
99	42919	Progressive Northwestern Ins Co	28,170,891	13	1.23
100	34690	Property & Cas Ins Co Of Hartford	11,184,436	16	3.81
101	25405	Safe Auto Ins Co	26,793,838	34	3.38
102	24740	Safeco Ins Co Of Amer	6,452,609	5	2.06
103	39012	Safeco Ins Co Of Il	32,993,895	14	1.13
104	11215	Safeco Ins Co Of In	132,118	1	DNC
105	40460	Sagamore Ins Co	4,130,021	3	1.93
106	39926	Selective Ins Co Of The Southeast	2,545,273	1	1.05
107	24988	Sentry Ins A Mut Co	4,912,410	4	2.17
108	23388	Shelter Mut Ins Co	13,025,545	5	1.02
109	15199	Standard Mut Ins Co	7,846,827	1	0.34
110	19530	State Auto Natl Ins Co	2,903,713	1	0.92
111	25135	State Automobile Mut Ins Co	22,131,054	3	0.36
112	25143	State Farm Fire And Cas Co	39,686,052	1	0.07

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113	25178	State Farm Mut Auto Ins Co	568,021,559	106	0.50
114	22683	Teachers Ins Co	3,632,897	1	0.73
115	13242	Titan Ind Co	7,388,607	11	3.96
116	36170	Travelers Cas Co Of Ct	7,893,473	3	1.01
117	40118	Trustgard Ins Co	3,278,626	1	0.81
118	15288	United Farm Family Mut Ins Co	273,693,802	65	0.63
119	25941	United Services Auto Assoc	21,524,709	6	0.74
120	42862	Universal Cas Co	5,975,957	34	15.15
121	25968	Usaa Cas Ins Co	13,661,965	9	1.75
122	10644	Victoria Automobile Ins Co	2,670,211	5	4.99
123	13137	Viking Ins Co Of Wi	3,855,506	2	1.38
124	44393	West American Ins Co	14,654,455	9	1.64
125	15350	West Bend Mut Ins Co	4,957,889	2	1.07
126	27871	Western Agric Ins Co	832,352	1	DNC
127	26131	Western Reserve Mut Cas Co	6,235,962	2	0.85
128	24112	Westfield Ins Co	12,796,277	4	0.83
129	15407	Wolverine Mut Ins Co	6,056,553	1	0.44
130	13250	Workmens Auto Ins Co	563,105	2	DNC

Subtotal Premium and Complaints	2,687,757,759	1,054
135 Companies with Zero Complaints	<u>119,020,783</u>	
Total Premium and Complaints	2,806,778,542	1,054

Report does not include 135 companies with zero complaints.

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

None - No premium was reported during 2005.

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

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