

2024 Homeowners
Complaint Index

NAIC	Company Name	Premium	Number of Complaints	Complaint Index
19240	Allstate Ind Co	6,289,886	3	7.46
19232	Allstate Ins Co	26,384,733	4	2.37
17230	Allstate Prop & Cas Ins Co	24,159,979	3	1.94
37907	Allstate Vehicle & Prop Ins Co	211,238,391	16	1.19
10111	American Bankers Ins Co Of FL	8,874,394	5	8.82
19690	American Economy Ins Co	83,043,024	4	0.75
29068	American Family Connect Prop & Cas I	None	1	DNC
10386	American Family Ins Co	54,686,600	3	0.86
19275	American Family Mut Ins Co SI	67,671,784	1	0.23
42722	American Modern Prop & Cas Ins Co	25,825,191	2	1.21
28401	American Natl Prop & Cas Co	5,585,367	1	2.80
19992	American Select Ins Co	21,106,506	1	0.74
14042	ASI Select Ins Corp	66,285,709	7	1.65
27235	Auto Club Family Ins Co	1,854,487	1	8.44
20117	California Cas Ind Exch	None	1	DNC
10395	Citizens Insurance Co of Midwest	None	1	DNC
22640	Consolidated Ins Co	61,286,141	6	1.53
37770	CSAA Gen Ins Co	17,258,759	1	0.91
42587	Depositors Ins Co	6,613,021	1	2.37
15130	Encompass Ind Co	4,519,726	1	3.46
26263	Erie Ins Co	221,305,724	8	0.57
26271	Erie Ins Exch	29,147,378	2	1.07
25321	Farmers Direct Prop & Cas Ins Co	12,816,356	3	3.66
11185	Foremost Ins Co Grand Rapids MI	26,117,627	4	2.40
11982	Grange Prop & Cas Ins Co	33,472,474	1	0.47
22292	Hanover Ins Co	17,792,616	1	0.88
22357	Hartford Accident & Ind Co	942,238	1	DNC
30104	Hartford Underwriters Ins Co	1,204,660	1	12.99
17221	Homesite Ins Co	116,434,878	15	2.02
13927	Homesite Ins Co Of The Midwest	6,799,880	1	2.30
22756	Horace Mann Prop & Cas Ins Co	2,449,866	1	6.39
22624	Indiana Farmers Mut Ins Co	91,610,446	1	0.17
16023	Lemonade Ins Co	5,468,601	1	2.86
21229	Memberselect Ins Co	15,421,528	2	2.03
24228	Pekin Ins Co	1,204,613	1	12.99
34690	Property & Cas Ins Co Of Hartford	4,010,064	1	3.90
32905	Property Owners Ins Co	165,785,818	4	0.38
11215	Safeco Ins Co Of IN	64,104,184	1	0.24
23388	Shelter Mut Ins Co	16,706,311	2	1.87
42986	Standard Guar Ins Co	10,526	3	DNC
25127	State Auto Prop & Cas Ins Co	None	1	DNC
25143	State Farm Fire & Cas Co	750,391,178	62	1.29
25180	Stillwater Ins Co	4,390,116	2	7.13
28188	Travco Ins Co	21,997,416	1	0.71
27998	Travelers Home & Marine Ins Co	820,774	1	DNC
38130	Travelers Personal Ins Co	83,371,388	3	0.56
40118	Trustgard Ins Co	2,938,361	1	5.33
15288	United Farm Family Mut Ins Co	246,273,528	6	0.38
40703	Unitrin Safeguard Ins Co	None	1	DNC
10861	Universal Prop & Cas Ins	20,918,616	9	6.73
18600	USAA Gen Ind Co	28,873,996	2	1.08

Subtotal Premium and Complaints	554,046,075	206
164 Companies with Zero Complaints	<u>2,685,054,856</u>	
Total Premium and Complaints	3,239,100,931	206

Report does not include 164 companies with zero complaints

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

None - No premium was reported during 2024.

Premium information from Property & Casualty Annual Statement Page 19, Line 4, Column 1