

2001 Complaint Index for Auto

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	14184	Acuity A Mut Ins Co	\$1,473,745	1	1.36
2	36587	AIG Natl Ins Co Inc	\$605,019	2	DNC
3	42579	Allied Prop & Cas Ins Co	\$4,047,648	5	2.48
4	19240	Allstate Ind Co	\$26,088,513	8	0.61
5	19232	Allstate Ins Co	\$145,198,843	88	1.22
6	17230	Allstate Prop & Cas Ins Co	\$19,568,510	20	2.05
7	38156	Alpha Prop & Cas Ins Co	\$2,264,865	2	1.77
8	10073	American Ambassador Cas Co	\$915,699	2	DNC
9	20427	American Cas Co Of Reading PA	\$2,321	1	DNC
10	19941	American Commerce Ins Co	\$3,587,421	2	1.12
11	16802	American Dep Ins Co	\$945,686	3	DNC
12	23450	American Family Home Ins Co	\$2,979,457	1	0.67
13	19275	American Family Mut Ins Co	\$108,127,404	44	0.82
14	19380	American Home Assur Co	\$2,791,435	4	2.87
15	40258	American International South Insurance Company	None	1	DNC
16	32220	American Intl Ins Co	\$4,318,464	8	3.71
17	30562	American Manufacturers Mut Ins Co	\$3,192,747	2	1.26
18	28401	American Natl Prop & Cas Co	\$8,592,543	2	0.47
19	37001	American Premier Ins Co	\$941,036	1	DNC
20	42897	American Service Ins Co Inc	\$5,005,344	14	5.61
21	19704	American States Ins Co	\$253,731	2	DNC
22	19283	American Std Ins Co Of WI	\$30,131,849	8	0.53
23	23396	Amerisure Mutual Insurance Company	None	1	DNC
24	27928	Amex Assur Co	\$3,361,413	2	1.19
25	19976	Amica Mut Ins Co	\$3,226,737	2	1.24
26	19305	Assurance Co Of Amer	\$10,871	1	DNC
27	21792	Atlanta Cas Co	\$3,106,115	7	4.52
28	31925	Atlanta Specialty Ins Co	\$230,927	1	DNC
29	15512	Automobile Club Interins Exch	\$283,507	1	DNC
30	18988	Auto-Owners Ins Co	\$39,758,064	10	0.50
31	19658	Bristol West Ins Co	\$5,905,030	2	0.68
32	15601	Chicago Motor Club Ins Co	\$4,079,117	2	0.98
33	12777	Chubb Ind Ins Co	\$58	1	DNC
34	16721	Cincinnati Equitable Ins Co	\$4,097,089	1	0.49
35	10677	Cincinnati Ins Co	\$44,933,189	7	0.31
36	31534	Citizens Ins Co Of Amer	\$22,794,831	4	0.35
37	20443	Continental Cas Co	\$2,546	2	DNC
38	20990	Country Mutual Insurance Company	None	2	DNC
39	21164	Dairyland Ins Co	\$3,480,073	2	1.15
40	37907	Deerbrook Ins Co	\$16,295	2	DNC
41	42587	Depositors Ins Co	\$4,833,041	1	0.41
42	22926	Economy Fire & Cas Co	\$1,932,676	1	1.04
43	38067	Economy Preferred Ins Co	\$6,056,846	6	1.99
44	40649	Economy Premier Assur Co	\$7,732,240	2	0.52
45	21261	Electric Ins Co	\$2,117,061	1	0.95
46	21245	Equity Mut Ins Co	\$2,993,573	1	0.67
47	26263	Erie Ins Co	\$6,650,512	1	0.30
48	26271	Erie Ins Exch	\$46,585,632	19	0.82
49	24201	Farmers Automobile Ins Assoc	\$17,338,981	5	0.58
50	13935	Federated Mut Ins Co	\$688,022	1	DNC
51	21873	Firemans Fund Ins Co	\$206,671	1	DNC
52	33588	First Liberty Ins Corp	\$268,565	1	DNC
53	14249	Founders Ins Co	\$30,267,836	105	6.96
54	39268	Gallant Insurance Company	\$0	23	DNC
55	41491	Geico Cas Co	\$5,226,385	7	2.69
56	35882	Geico General Ins Co	\$14,765,395	10	1.36
57	18821	General Casualty Company of Illinois	None	1	DNC
58	10648	Geneva Ins Co	\$424,648	2	DNC
59	11312	Globe American Cas Co	\$8,395,731	6	1.43
60	11044	GMAC Ins Co Online Inc	\$14,252	2	DNC
61	14044	Goodville Mut Cas Co	\$916,687	1	DNC
62	22063	Government Employees Ins Co	\$8,204,677	4	0.98
63	14060	Grange Mut Cas Co	\$17,341,014	17	1.97
64	16691	Great American Ins Co	\$651	1	DNC
65	11401	Guaranty Natl Ins Co	\$2,065,925	5	4.85
66	42331	Guideone America Ins Co	\$1,485,652	1	1.35
67	15032	Guideone Mut Ins Co	\$2,414,489	2	1.66

2001 Complaint Index for Auto

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
68	14559	Guideone Specialty Mut Ins Co	\$1,588,956	2	2.52
69	14516	Harleysville Lake States Ins Co	\$5,515,024	3	1.09
70	22357	Hartford Accid & Ind Co	\$3,937,665	5	2.55
71	29424	Hartford Cas Ins Co	\$712,577	5	DNC
72	19682	Hartford Fire In Co	\$913,398	2	DNC
73	37478	Hartford Ins Co Of The Midwest	\$27,599	4	DNC
74	30104	Hartford Underwriters Ins Co	\$17,512,427	28	3.21
75	14176	Hastings Mut Ins Co	\$17,757,979	11	1.24
76	27570	Hoosier Ins Co	\$6,566,802	4	1.22
77	22578	Horace Mann Ins Co	\$2,448,215	3	2.46
78	26891	IGF Ins Co	\$2,401,974	2	1.67
79	21679	Illinois Farmers Ins Co	\$70,755,172	32	0.91
80	23817	Illinois Natl Ins Co	\$6,645,456	7	2.11
81	22624	Indiana Farmers Mut Ins Co	\$64,797,130	15	0.46
82	22659	Indiana Ins Co	\$48,539,471	20	0.83
83	20260	Infinity Select Ins Co	\$225,118	1	DNC
84	38806	Insura Prop & Cas Ins Co	\$1,516,175	1	1.32
85	10922	Insuremax Ins Co	\$7,607,557	5	1.32
86	29149	Kentucky Natl Ins Co	\$1,565,489	4	5.12
87	11738	Leader Ins Co	\$997,686	1	DNC
88	42404	Liberty Ins Corp	\$1,137,063	3	5.29
89	23035	Liberty Mut Fire Ins Co	\$13,898,424	7	1.01
90	22977	Lumbermens Mutual Casualty Company	None	1	DNC
91	22152	Mayflower Ins Co Ltd	\$8,391,423	1	0.24
92	33650	Mendota Ins Co	\$4,327,429	3	1.39
93	23353	Meridian Security Ins Co	\$7,459,696	7	1.88
94	39950	Metropolitan General Ins Co	\$1,785,416	1	1.12
95	26298	Metropolitan Property & Cas Ins Co	\$6,916,515	12	3.48
96	40932	Mico Ins Co	\$911,449	1	DNC
97	21687	Mid-Century Ins Co	\$18,840,199	3	0.32
98	23531	Millers Ins Co	\$712	1	DNC
99	14621	Motorists Mut Ins Co	\$9,367,324	3	0.64
100	42447	National General Assur Co	\$3,508,289	3	1.71
101	23728	National General Ins Co	\$2,533,118	1	0.79
102	27944	National Ins Assn	\$7,634,908	10	2.63
103	32620	National Interstate Ins Co	\$98,060	1	DNC
104	23760	Nationwide General Ins Co	\$491,336	1	DNC
105	25453	Nationwide Ins Co Of Amer	\$450,702	3	DNC
106	23787	Nationwide Mut Ins Co	\$29,975,323	5	0.33
107	37877	Nationwide Prop & Cas Ins Co	\$3,578,473	4	2.24
108	23833	New Hampshire Ind Co Inc	\$3,565,139	7	3.94
109	12130	New South Ins Co	\$575,767	1	DNC
110	19372	Northern Ins Co Of NY	\$616,105	3	DNC
111	24015	Northland Ins Co	\$65,204	1	DNC
112	23906	Northwestern Natl Cas Co	\$4,189,818	2	0.96
113	24074	Ohio Cas Ins Co	\$1,173,176	9	15.38
114	34940	Omni Ind Co	\$3,901,587	5	2.57
115	39098	Omni Ins Co	\$1,341,772	11	16.44
116	20621	OneBeacon America Ins Co	-\$3,337	9	DNC
117	21970	OneBeacon Ins Co	-\$7,576	7	DNC
118	42650	OneBeacon Midwest Ins Co	\$21,194,171	5	0.47
119	29572	Pafoo General Ins Co	\$3,400,326	8	4.72
120	24228	Pekin Ins Co	\$2,413,802	6	4.98
121	37648	Permanent General Assur Corp	\$160,951	10	DNC
122	24252	Progressive American Ins Co	\$33,675,527	19	1.13
123	24260	Progressive Cas Ins Co	\$18,625,849	8	0.86
124	16322	Progressive Halcyon Ins Co	\$17,935,890	2	0.22
125	24279	Progressive Max Insurance Company	None	1	DNC
126	38628	Progressive Northern Ins Co	\$8,479,539	21	4.97
127	42919	Progressive Northwestern Ins Co	-\$73,074	10	DNC
128	37834	Progressive Preferred Ins Co	\$7,193,285	8	2.23
129	32786	Progressive Specialty Ins Co	\$79,375,205	20	0.51
130	32352	Prudential Prop & Cas Ins Co	\$16,500,278	11	1.34
131	24457	Reliance Insurance Company	None	3	DNC
132	20192	Republic Mut Ins Co	\$1,479,195	1	1.36
133	25405	Safe Auto Ins Co	\$9,407,282	30	6.39
134	24740	Safeco Ins Co Of Amer	\$1,117,450	8	14.35

2001 Complaint Index for Auto

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
135	39012	Safeco Ins Co Of IL	\$35,924,090	8	0.45
136	40460	Sagamore Insurance Company	\$6,579,958	6	1.83
137	22543	Secura Ins A Mut Co	\$2,543,412	2	1.58
138	19879	Security Natl Ins Co	\$1,261,419	2	3.18
139	24988	Sentry Ins A Mut Co	\$7,378,168	6	1.63
140	15156	Shelby Ins Co	\$345,891	1	DNC
141	23388	Shelter Mut Ins Co	\$11,491,591	1	0.17
142	24767	St Paul Fire & Marine Ins Co	-\$7	3	DNC
143	24775	St Paul Guardian Ins Co	\$1,001,973	1	2.00
144	15199	Standard Mut Ins Co	\$11,733,671	3	0.51
145	25135	State Automobile Mut Ins Co	\$40,804,698	16	0.79
146	25143	State Farm Fire And Cas Co	\$28,440,645	2	0.14
147	25178	State Farm Mut Auto Ins Co	\$548,394,846	110	0.40
148	22683	Teachers Ins Co	\$4,614,997	1	0.43
149	25496	TIG Ind Co	\$68,625	1	DNC
150	13242	Titan Ind Co	\$6,101,564	8	2.63
151	36170	Travelers Cas Co Of CT	\$1,035,686	1	1.94
152	25658	Travelers Ind Co	\$1,147	1	DNC
153	25666	Travelers Ind Co Of Amer	\$1,579,472	1	1.27
154	36161	Travelers Prop Cas Ins Co	\$274,124	3	DNC
155	29459	Twin City Fire Ins Co Co	\$4,521,513	1	0.44
156	15288	United Farm Family Mut Ins Co	\$230,975,733	39	0.34
157	25941	United Services Auto Assoc	\$17,944,738	1	0.11
158	42862	Universal Cas Co	\$1,358,393	3	4.43
159	41181	Universal Underwriters Ins Co	\$467,009	3	DNC
160	25887	US Fidelity & Guaranty Co	-\$258	1	DNC
161	25968	USAA Cas Ins Co	\$10,837,189	8	1.48
162	35220	Valor Insurance Company	\$0	30	DNC
163	10644	Victoria Automobile Ins Co	\$3,107,353	2	1.29
164	42889	Victoria Fire & Cas Co	\$995,885	1	DNC
165	13137	Viking Ins Co Of WI	\$3,477,848	4	2.31
166	44393	West American Ins Co	\$24,888,743	7	0.56
167	15350	West Bend Mut Ins Co	\$3,053,527	2	1.31
168	27871	Western Agric Ins Co	\$1,311,074	1	1.53
169	26131	Western Reserve Mut Cas Co	\$6,194,936	4	1.29
170	24112	Westfield Ins Co	\$14,408,628	6	0.83
171	12599	Windsor Ins Co	\$970,692	4	DNC
172	15407	Wolverine Mut Ins Co	\$3,598,543	2	1.11
173	13250	Workmens Auto Ins Co	\$4,289,676	7	3.27
174	20133	Worldwide Direct Auto Ins Co	\$208,216	1	DNC

Subtotal Premium and Complaints	\$2,357,071,772	1254
156 Companies with Zero Complaints	\$157,108,753	
Total Premium and Complaints	\$2,514,180,525	1254

DNC- Did Not Calculate (Premiums Under \$1 Million)

Premium Information from Property & Casualty Annual Statement Page 24, Lines 19.1, 19.2 & 21.1, Column 1

Report Does Not Include 156 Companies with Zero Complaints

None- No Premium was reported during 2001; or complaint may have been against another company in group, but was not identified as such.