

Automobile
2010 Complaint Index

NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	34789 21st Century Centennial Insurance Company	11,811,965	7	1.95
2	12963 21st Century Insurance Company	1,085,143	1	3.04
3	36587 21st Century National Insurance Company	(89,785)	1	DNC
4	42609 Affirmative Insurance Company	8,086,812	16	6.52
5	11004 Alfa Specialty Insurance Corporation	732,219	2	DNC
6	12188 Alfa Vision Insurance Corporation	6,861,270	4	1.92
7	42579 Allied Property And Casualty Insurance Company	12,670,394	7	1.82
8	19240 Allstate Indemnity Company	12,590,618	4	1.05
9	19232 Allstate Insurance Company	56,625,458	15	0.87
10	17230 Allstate Property And Casualty Insurance Company	126,419,689	41	1.07
11	38156 Alpha Property And Casualty Insurance Company	184,060	1	DNC
12	19100 AMCO Insurance Company	7,469,514	1	0.44
13	10730 American Access Casualty Company	8,914,216	26	9.61
14	19941 American Commerce Insurance Company	3,648,171	1	0.90
15	19275 American Family Mutual Insurance Company	131,977,371	33	0.82
16	10864 American Freedom Insurance Company	3,476,509	12	11.38
17	28401 American National Property And Casualty Company	8,492,301	4	1.55
18	42897 American Service Insurance Company	4,030,144	8	6.54
19	19283 American Standard Insurance Company of Wisconsin	13,907,097	3	0.71
20	19976 Amica Mutual Insurance Company	4,108,397	1	0.80
21	11558 AssuranceAmerica Insurance Company	1,318,511	4	10.00
22	15512 Automobile Club Inter-Insurance Exchange	1,744,129	1	1.89
23	18988 Auto-Owners Insurance Company	40,866,630	3	0.24
24	19658 Bristol West Insurance Company	30,239,059	18	1.96
25	20230 Central Mutual Insurance Company	9,521,715	1	0.35
26	10677 Cincinnati Insurance Company	29,047,015	1	0.11
27	10395 Citizen's Insurance Company Of The Midwest	3,123,118	1	1.06
28	21261 Electric Insurance Company	1,151,805	1	2.86
29	15130 Encompass Indemnity Company	220,024	1	DNC
30	26271 Erie Insurance Exchange	68,568,645	20	0.96
31	37915 Essentia Insurance Company	779,805	2	DNC
32	25712 Esurance Insurance Company	9,953,382	1	0.33
33	24201 Farmers Automobile Insurance Association	26,305,348	5	0.63
34	10336 First Acceptance Insurance Company, Inc.	4,703,184	4	2.80
35	13587 First Chicago Insurance Company	5,642,063	9	5.26
36	14249 Founders Insurance Company	15,738,498	40	8.38
37	21253 Garrison Property & Casualty Insurance Company	3,155,375	1	1.04
38	35882 GEICO General Insurance Company	52,851,641	13	0.81
39	22055 GEICO Indemnity Company	35,841,747	11	1.01
40	10648 Geneva Insurance Company	2,901,047	1	1.14
41	14044 Goodville Mutual Casualty Company	518,618	1	DNC
42	22063 Government Employees Insurance Company	14,929,863	5	1.10
43	10322 Grange Indemnity Insurance Company	10,855,113	4	1.21
44	14060 Grange Mutual Casualty Company	4,949,473	2	1.33
45	14117 Grinnell Mutual Reinsurance Company	2,338,244	1	1.41
46	42331 Guideone America Insurance Company	971,544	3	DNC
47	34037 Hallmark Insurance Company	725,892	2	DNC
48	22292 Hanover Insurance Company	15,178,916	9	1.95
49	19682 Hartford Fire Insurance Company	569	1	DNC
50	37478 Hartford Insurance Company Of The Midwest	3,680,643	1	0.90
51	30104 Hartford Underwriters Insurance Company	6,906,351	3	1.43

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52	14176 Hastings Mutual Insurance Company	23,131,159	8	1.14
53	31550 Haulers Insurance Company, Inc.	1,311,001	1	2.51
54	22578 Horace Mann Insurance Company	422,529	1	DNC
55	22756 Horace Mann Property & Casualty Insurance Company	3,003,322	1	1.10
56	29068 IDS Property Casualty Insurance Company	5,268,440	2	1.25
57	21679 Illinois Farmers Insurance Company	44,474,278	16	1.19
58	22624 Indiana Farmers Mutual Insurance Company	55,408,428	10	0.59
59	22659 Indiana Insurance Company	50,183,700	13	0.85
60	38806 Insura Property And Casualty Insurance Company	2,190,210	7	10.53
61	10922 Insuremax Insurance Company	6,308,284	3	1.57
62	23035 Liberty Mutual Fire Insurance Company	34,627,046	7	0.67
63	26123 Lightning Rod Mutual Insurance Company	5,601,554	1	0.59
64	21229 MemberSelect Insurance Company	14,331,706	5	1.15
65	23353 Meridian Security Insurance Company	9,709,462	4	1.36
66	34339 Metropolitan Group Property And Casualty Ins Co	11,321,619	3	0.87
67	26298 Metropolitan Property And Casualty Insurance Company	14,141,760	7	1.63
68	21687 Mid-Century Insurance Company	5,078,547	1	0.65
69	41653 Milbank Insurance Company	18,596,276	2	0.35
70	14621 Motorists Mutual Insurance Company	12,541,395	4	1.05
71	26093 Nationwide Affinity Insurance Company of America	2,428,361	2	2.71
72	23779 Nationwide Mutual Fire Insurance Company	478,720	1	DNC
73	23787 Nationwide Mutual Insurance Company	31,053,482	13	1.38
74	37877 Nationwide Property And Casualty Insurance Company	3,017,933	2	2.18
75	23841 New Hampshire Insurance Company	8,117	1	DNC
76	39098 Omni Insurance Company	4,140,961	3	2.39
77	32700 Owners Insurance Company	21,159,960	2	0.31
78	24228 Pekin Insurance Company	2,956,082	1	1.11
79	37648 Permanent General Assurance Corporation	8,053,022	7	2.86
80	18058 Philadelphia Indemnity Insurance Company	721,566	1	DNC
81	24260 Progressive Casualty Insurance Company	(52,745)	3	DNC
82	42919 Progressive Northwestern Insurance Company	6,523,871	3	1.52
83	44695 Progressive Paloverde Insurance	105,903,438	28	0.87
84	38784 Progressive Southeastern Insurance Company	105,841,986	20	0.62
85	34690 Property And Casualty Insurance Company Of Hartford	10,998,374	2	0.60
86	43044 Response Insurance Company	1,504,010	1	2.19
87	25405 Safe Auto Insurance Company	31,144,286	41	4.34
88	24740 Safeco Insurance Company Of America	6,003	1	DNC
89	39012 Safeco Insurance Company Of Illinois	16,019,144	6	1.23
90	40460 Sagamore Insurance Company	2,227,093	1	1.48
91	19259 Selective Insurance Company Of South Carolina	8,961,895	2	0.74
92	39926 Selective Insurance Company of the Southeast	698,191	1	DNC
93	24988 Sentry Insurance A Mutual Company	4,685,221	3	2.11
94	23388 Shelter Mutual Insurance Company	16,634,186	5	0.99
95	15199 Standard Mutual Insurance Company	9,222,388	1	0.36
96	25135 State Automobile Mutual Insurance Company	11,724,412	2	0.56
97	25143 State Farm Fire and Casualty Company	41,356,003	1	0.08
98	25178 State Farm Mutual Automobile Insurance Company	639,990,317	93	0.48
99	13242 Titan Indemnity Company	1,995,580	4	6.61
100	28188 Travco Insurance Company	28,221,600	8	0.93
101	27998 Travelers Home And Marine Insurance Company	1,629,674	1	2.02
102	27120 Trumbull Insurance Company	9,605,271	7	2.40

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103	40118 Trustgard Insurance Company	16,097,151	3	0.61
104	23868 UFB Casualty Insurance Company	2,279,547	1	1.45
105	10655 Unique Insurance Company	1,703,924	10	19.34
106	35319 United Automobile Insurance Company	1,956,519	3	5.05
107	15288 United Farm Family Mutual Insurance Company	232,543,638	58	0.82
108	25941 United Services Automobile Association	24,557,103	6	0.81
109	10915 Unitrin Direct Property & Casualty Company	1,266,310	1	2.60
110	25968 USAA Casualty Insurance Company	16,585,520	7	1.39
111	10105 Victoria Select Insurance Company	8,759,837	11	4.14
112	13137 Viking Insurance Company Of Wisconsin	2,461,998	4	5.35
113	15350 West Bend Mutual Insurance Company	7,885,755	4	1.67
114	37770 Western United Insurance Company	30,381,458	13	1.41
115	24112 Westfield Insurance Company	8,349,509	1	0.39
116	24120 Westfield National Insurance Company	12,733,119	1	0.26
117	15407 Wolverine Mutual Insurance Company	4,171,023	1	0.79

Subtotal Premium and Complaints	2,645,971,059	845
112 Companies with Zero Complaints	<u>138,804,005</u>	
Total Premium and Complaints	2,784,775,064	845

Report does not include 112 companies with zero complaints.

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

None - No premium was reported during 2010.

Premium information from Property & Casualty Annual Statement Page 19, Ln 19.1, 19.2 & 21.1, Col 1