

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