

## 2025 Auto Complaint Index

NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
22667	Ace Amer Ins Co	14,749,831	1	1.40
19232	Allstate Ins Co	9,946,153	3	6.24
11110	Allstate N Amer Ins Co	97,136,396	3	0.64
17230	Allstate Prop & Cas Ins Co	305,478,511	12	0.81
10730	American Access Cas Co	9,095,183	4	9.10
19690	American Economy Ins Co	58,476,766	1	0.35
19275	American Family Mut Ins Co SI	48,393,765	1	0.43
10864	American Freedom Ins Co	33,258,916	8	4.97
19992	American Select Ins Co	21,310,580	1	0.97
23396	Amerisure Mut Ins Co	5,437,820	1	3.80
11558	AssuranceAmerica Ins Co	1,675,184	1	12.35
21210	Auto Club Grp Ins Co	13,108,079	1	1.58
18988	Auto Owners Ins Co	218,686,817	5	0.47
15512	Automobile Club Interins Exch	4,124,432	1	5.01
37273	Axis Ins Co	420,848	1	DNC
10391	Berkshire Hathaway Direct Ins Co	1,223,185	1	16.91
19658	Bristol W Ins Co	23,415,181	5	4.42
10510	Carolina Cas Ins Co	7,016,631	1	2.95
15563	Clear Spring Prop & Cas Co	10,376	1	DNC
16524	Clearcover Ins Co	3,750,810	2	11.03
42587	Depositors Ins Co	11,918,193	1	1.74
26263	Erie Ins Co	3,246,928	1	6.37
26271	Erie Ins Exch	301,553,194	12	0.82
16044	Everest Denali Ins Co	3,329,275	1	6.21
10120	Everest Natl Ins Co	1,312,246	1	15.76
14254	Falcon Ins Co	2,348,385	2	17.61
21652	Farmers Ins Exch	7,092,805	1	2.92
26298	Farmers Prop & Cas Ins Co	3,636,701	1	5.69
10336	First Acceptance Ins Co Inc	7,638,119	3	8.12
13587	First Chicago Ins Co	41,911,253	34	16.78
11185	Foremost Ins Co Grand Rapids MI	3,173,075	1	6.52
14249	Founders Ins Co	14,029,800	3	4.42
14138	GEICO Advantage Ins Co	70,136,386	4	1.18
41491	Geico Cas Co	30,711,291	2	1.35
14139	GEICO Choice Ins Co	33,670,385	3	1.84
22055	Geico Ind Co	64,535,876	5	1.60
37923	GEICO Marine Ins Co	58,268,676	3	1.06
14137	GEICO Secure Ins Co	66,701,917	8	2.48
14044	Goodville Mut Cas Co	6,487,029	1	3.19
22063	Government Employees Ins Co	25,458,253	1	0.81
37478	Hartford Ins Co Of The Midwest	37,579	1	DNC

38261	Hartford Ins Co Of The Southeast	11,280,631	2	3.67
22578	Horace Mann Ins Co	4,935,730	1	4.19
22756	Horace Mann Prop & Cas Ins Co	1,763,332	1	11.73
44369	Imperial Fire & Cas Ins Co	17,093,368	2	2.42
22624	Indiana Farmers Mut Ins Co	101,678,279	2	0.41
10922	Insuremax Ins Co	5,439,842	1	3.80
22772	Integon Ind Corp	51,825,313	10	3.99
12484	Liberty Mut Personal Ins Co	56,185,790	4	1.47
11198	Loya Ins Co	2,670,624	1	7.74
42862	Mendakota Cas Co	5,458,230	1	3.79
40150	MGA Ins Co Inc	4,450,420	1	4.65
38660	MIC Gen Ins Corp	21,709,957	2	1.91
21075	MS Transverse Ins Co	9,693,402	1	2.13
23728	National Gen Ins Co	119,268	1	DNC
22608	National Specialty Ins Co	8,038,284	1	2.57
19445	National Union Fire Ins Co of Pittsb	18,777,461	1	1.10
24147	Old Republic Ins Co	17,528,442	1	1.18
44695	Progressive Paloverde Ins Co	651,807,758	35	1.11
38784	Progressive Southeastern Ins Co	601,997,748	19	0.65
10974	Root Ins Co	27,858,331	5	3.71
11215	Safeco Ins Co Of IN	78,323,085	3	0.79
12572	Selective Ins Co Of Amer	14,518,597	2	2.85
19259	Selective Ins Co Of SC	14,683,085	1	1.41
23388	Shelter Mut Ins Co	36,679,533	1	0.56
10271	Sonnenberg Mut Ins Assoc	22,174,933	2	1.87
19070	Standard Fire Ins Co	71,112,579	3	0.87
25135	State Automobile Mut Ins Co	2,210,321	1	9.36
25143	State Farm Fire & Cas Co	52,067,477	3	1.19
25178	State Farm Mut Auto Ins Co	1,196,624,761	39	0.67
28665	The Cincinnati Cas Co	27,898,525	1	0.74
10677	The Cincinnati Ins Co	46,016,198	1	0.45
13703	The Gen Automobile Ins Co Inc	1,974,452	1	10.48
44245	Toggle Ins Co	1,171,482	2	35.31
42749	Traders Ins Co	15,432,060	2	2.68
12188	Trexis Ins Corp	13,966,325	3	4.44
11004	Trexis One Ins Corp	3,600,208	1	5.74
27120	Trumbull Ins Co	13,878,777	2	2.98
15288	United Farm Family Mut Ins Co	442,052,091	5	0.23
81108	United Security Ins Co	788,086	1	DNC
25941	United Serv Automobile Assn	50,797,317	3	1.22
25968	USAA Cas Ins Co	47,666,952	5	2.17
18600	USAA Gen Ind Co	47,571,044	4	1.74
27090	Young Amer Ins Co	1,077,414	1	19.20

Subtotal Premium and Complaints	5,456,510,342	322
526 Companies with Zero complaints	<u>1,161,888,674</u>	
Total Premium and Complaints	<u>6,618,399,016</u>	322

Report does not include 526 companies with zero complaints.

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

None - No premium was reported during 2025

Premium information from Property & Casualty Annual  
Statement Page 19, Lines 19.1, 19.2, 19.3, 19.4 & 21.1,  
Column 1