

2025 Homeowners Complaint Index

NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
19240	Allstate Ind Co	6,908,803	1	1.65
19232	Allstate Ins Co	24,635,070	3	1.39
11110	Allstate N Amer Ins Co	51,885,370	2	0.44
17230	Allstate Prop & Cas Ins Co	24,620,333	1	0.46
37907	Allstate Vehicle & Prop Ins Co	214,681,777	20	1.06
10111	American Bankers Ins Co Of FL	10,425,832	6	6.55
19690	American Economy Ins Co	109,677,473	4	0.41
10386	American Family Ins Co	59,980,365	4	0.76
42722	American Modern Prop & Cas Ins Co	32,843,451	1	0.35
19992	American Select Ins Co	18,862,779	1	0.60
14042	ASI Select Ins Corp	75,394,610	9	1.36
27235	Auto Club Family Ins Co	2,160,295	1	5.27
22640	Consolidated Ins Co	46,870,264	4	0.97
26263	Erie Ins Co	248,200,715	13	0.60
26271	Erie Ins Exch	30,394,078	2	0.75
25712	Esurance Ins Co	1,889,589	1	6.02
24201	Farmers Automobile Ins Assoc	7,792,886	1	1.46
21652	Farmers Ins Exch	26,720,048	1	0.43
11185	Foremost Ins Co Grand Rapids MI	39,036,161	1	0.29
21253	Garrison Prop & Cas Ins Co	14,473,292	1	0.79
14044	Goodville Mut Cas Co	8,353,702	2	2.72
14176	Hastings Ins Co	15,559,374	3	2.19
17221	Homesite Ins Co	135,760,131	8	0.67
22756	Horace Mann Prop & Cas Ins Co	2,988,628	1	3.81
44369	Imperial Fire & Cas Ins Co	24,192,650	3	1.41
22624	Indiana Farmers Mut Ins Co	94,554,535	4	0.48
16023	Lemonade Ins Co	4,915,290	1	2.31
10051	Lyndon Southern Ins Co	4,264,652	1	2.67
14443	Madison Mut Ins Company	5,223,817	1	2.18
21229	Membersselect Ins Co	14,192,266	2	1.60
25453	Nationwide Ins Co Of Amer	22,378,234	4	2.03
17558	Old Guard Ins Co	7,439,343	1	1.53
18333	Peerless Ind Ins Co	16,274,588	3	2.10
44695	Progressive Paloverde Ins Co	22,902	2	DNC
38784	Progressive Southeastern Ins Co	7,301,610	1	1.56
32905	Property Owners Ins Co	195,476,769	1	0.06
11089	Rock Ridge Ins Co	16,289,042	4	2.79
42986	Standard Guar Ins Co	15,622	1	DNC
25143	State Farm Fire & Cas Co	836,569,331	111	1.51
25180	Stillwater Ins Co	3,983,097	1	2.86
38130	Travelers Personal Ins Co	93,242,307	1	0.12

29734 Triassic Ins Co	1,438,960	1	7.91
15288 United Farm Family Mut Ins Co	267,684,403	7	0.30
25941 United Serv Automobile Assn	42,930,304	2	0.53
10861 Universal Prop & Cas Ins	23,668,334	13	6.25
25968 USAA Cas Ins Co	33,302,126	1	0.34
18600 USAA Gen Ind Co	32,884,811	3	1.04

Subtotal Premium and Complaints	2,958,360,019	260
209 Companies with Zero Complaints	<u>586,974,449</u>	
Total Premium and Complaints	2,958,360,019	260

Report does not include 209 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, Line 4, Column 1