

2023 Auto
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	22667	Ace Amer Ins Co	9,294,595	1	1.92
2	19232	Allstate Ins Co	13,871,889	1	1.29
3	17230	Allstate Prop & Cas Ins Co	354,516,049	16	0.81
4	10730	American Access Cas Co	22,798,548	7	5.49
5	10386	American Family Ins Co	106,420,644	3	0.50
6	19275	American Family Mut Ins Co SI	55,210,869	3	0.97
7	10864	American Freedom Ins Co	17,924,341	8	7.98
8	42722	American Modern Prop & Cas Ins Co	1,729,945	1	10.33
9	19992	American Select Ins Co	24,248,366	1	0.74
10	21210	Auto Club Grp Ins Co	13,619,123	1	1.31
11	18988	Auto Owners Ins Co	205,510,788	5	0.43
12	15512	Automobile Club Interins Exch	3,765,128	2	9.50
13	19658	Bristol W Ins Co	19,237,056	1	0.93
14	10464	Canal Ins Co	16,085,396	1	1.11
15	25615	Charter Oak Fire Ins Co	3,781,914	1	4.73
16	10642	Cherokee Ins Co	1,423,344	1	12.56
17	16524	Clearcover Ins Co	7,570,364	3	7.08
18	22640	Consolidated Ins Co	27,624,516	3	1.94
19	31348	Crum & Forster Ind Co	368,407	1	DNC
20	42587	Depositors Ins Co	23,486,627	3	2.28
21	42781	Direct Gen Ins Co	6,917,559	4	10.34
22	13688	Elephant Ins Co	8,515,701	1	2.10
23	15130	Encompass Ind Co	14,175,287	1	1.26
24	26271	Erie Ins Exch	251,435,906	3	0.21
25	25712	Esurance Ins Co	11,713,142	3	4.58
26	14254	Falcon Ins Co	1,505,041	1	11.88
27	34339	Farmers Grp Prop & Cas Ins Co	10,170,748	4	7.03
28	21652	Farmers Ins Exch	2,779,591	1	6.43
29	10806	Farmers New Century Ins Co	21,718,184	1	0.82
30	13935	Federated Mut Ins Co	10,848,618	1	1.65
31	10336	First Acceptance Ins Co Inc	9,050,249	3	5.93
32	13587	First Chicago Ins Co	34,913,505	53	27.14
33	11800	Foremost Prop & Cas Ins Co	144,345	1	DNC
34	14249	Founders Ins Co	20,617,504	7	6.07
35	21253	Garrison Prop & Cas Ins Co	18,928,294	1	0.94
36	14138	GEICO Advantage Ins Co	103,281,803	7	1.21
37	14139	GEICO Choice Ins Co	59,122,672	2	0.60
38	22055	Geico Ind Co	7,682,103	2	4.65
39	14137	GEICO Secure Ins Co	67,483,656	2	0.53
40	19682	Hartford Fire Ins Co	8,798,695	1	2.03
41	38261	Hartford Ins Co Of The Southeast	6,394,656	1	2.80
42	25054	Hudson Ins Co	5,898,757	1	3.03
43	44369	Imperial Fire & Cas Ins Co	9,176,571	1	1.95
44	22624	Indiana Farmers Mut Ins Co	112,445,753	3	0.48
45	22772	Integon Ind Corp	24,531,808	1	0.73
46	12484	Liberty Mut Personal Ins Co	59,422,434	2	0.60
47	21229	Memberselect Ins Co	5,347,921	1	3.34
48	42862	Mendakota Cas Co	7,302,195	5	12.24
49	17299	Mennonite Mut Ins Co	1,890,600	1	9.46
50	40150	MGA Ins Co Inc	7,393,587	1	2.42
51	23574	Midwest Family Mut Ins Co	5,559,284	1	3.22
52	13331	Motorists Commercial Mut Ins Co	11,362,237	1	1.57
53	42447	National Gen Assur Co	3,514,317	1	5.09
54	22608	National Specialty Ins Co	2,514,779	1	7.11
55	23760	Nationwide Gen Ins Co	629,020	1	28.42
56	37877	Nationwide Prop & Cas Ins Co	None	1	DNC
57	24082	Ohio Security Ins Co	5,768,333	1	3.10
58	24147	Old Republic Ins Co	13,983,578	1	1.28
59	37648	Permanent Gen Assur Corp	15,345,248	5	5.82
60	16322	Progressive Direct Ins Co	None	1	DNC
61	44695	Progressive Paloverde Ins Co	451,623,010	26	1.03
62	38784	Progressive Southeastern Ins Co	485,882,620	18	0.66

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63	10974	Root Ins Co	20,038,768	1	0.89
64	25405	Safe Auto Ins Co	17,633,823	19	19.26
65	11215	Safeco Ins Co Of IN	117,429,130	2	0.30
66	12572	Selective Ins Co Of Amer	16,706,247	1	1.07
67	23388	Shelter Mut Ins Co	32,343,868	1	0.55
68	19070	Standard Fire Ins Co	68,986,415	2	0.52
69	25127	State Auto Prop & Cas Ins Co	5,990,640	1	2.98
70	25143	State Farm Fire & Cas Co	50,284,100	2	0.71
71	25178	State Farm Mut Auto Ins Co	1,084,828,581	33	0.54
72	16578	Stillwater Prop & Cas Ins Co	1,053,395	1	16.97
73	28665	The Cincinnati Cas Co	16,644,510	1	1.07
74	10677	The Cincinnati Ins Co	53,679,381	2	0.67
75	12188	Trexis Ins Corp	17,018,410	5	5.25
76	27120	Trumbull Ins Co	15,009,205	2	2.38
77	40118	Trustgard Ins Co	43,842,949	6	2.45
78	15288	United Farm Family Mut Ins Co	389,897,073	11	0.50
79	25941	United Serv Automobile Assn	44,016,566	4	1.62
80	25968	USAA Cas Ins Co	39,292,074	6	2.73
81	18600	USAA Gen Ind Co	39,061,667	5	2.29
82	27090	Young Amer Ins Co	1,615,821	2	22.13
83	16535	Zurich Amer Ins Co	25,656,438	1	0.70

Subtotal Premium and Complaints	4,935,306,205	345
465 Companies with Zero complaints	<u>1,231,835,283</u>	
Total Premium and Complaints	4,935,306,281	345

Report does not include 465 companies with zero complaints.

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

None - No premium was reported during 2023

19.1, 19.2, 19.3, 19.4 & 21.1, Column 1