

## 2009 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1	0.00015	0.30748	0.17%	\$6,524,140
Essentia Insurance Company	1	0.00018	0.36521	0.14%	\$5,492,748
IDS PROPERTY CASUALTY INSURANCE COMPANY	9	0.00019	0.38600	1.27%	\$46,773,133
UNIGARD INSURANCE COMPANY	5	0.00021	0.41164	0.66%	\$24,366,474
PEMCO MUTUAL INSURANCE COMPANY	33	0.00022	0.44578	4.04%	\$148,503,333
PEMCO INSURANCE COMPANY	16	0.00022	0.44927	1.94%	\$71,441,185
COUNTRY PREFERRED INSURANCE COMPANY	5	0.00023	0.46065	0.59%	\$21,774,156
Patriot General Insurance Company	2	0.00023	0.46095	0.23%	\$8,703,851
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	9	0.00025	0.50075	0.98%	\$36,054,372
MUTUAL OF ENUMCLAW INSURANCE COMPANY	24	0.00026	0.52297	2.50%	\$92,060,777
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	8	0.00028	0.55979	0.78%	\$28,668,138
Charter Indemnity Company	2	0.00029	0.57644	0.18%	\$6,960,020
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	149	0.00029	0.57797	14.09%	\$517,155,554
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	19	0.00029	0.58056	1.78%	\$65,651,249
OREGON MUTUAL INSURANCE COMPANY	2	0.00030	0.60794	0.17%	\$6,599,470
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00031	0.62922	0.34%	\$12,752,468
SAFECO INSURANCE COMPANY OF ILLINOIS	73	0.00033	0.65369	6.10%	\$224,021,813
USAA GENERAL INDEMNITY COMPANY	7	0.00033	0.65434	0.58%	\$21,460,071
INTEGON PREFERRED INSURANCE COMPANY	6	0.00034	0.68948	0.47%	\$17,456,865
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	36	0.00035	0.69468	2.83%	\$103,957,607
HARTFORD CASUALTY INSURANCE COMPANY	7	0.00035	0.69549	0.55%	\$20,190,359
GOVERNMENT EMPLOYEES INSURANCE COMPANY	19	0.00035	0.70407	1.47%	\$54,134,782
UNITED SERVICES AUTOMOBILE ASSOCIATION	42	0.00036	0.72221	3.17%	\$116,659,791
UNITRIN AUTO AND HOME INSURANCE COMPANY	9	0.00036	0.73171	0.67%	\$24,674,218
AMERICAN COMMERCE INSURANCE COMPANY	13	0.00037	0.74032	0.96%	\$35,225,923
COUNTRY MUTUAL INSURANCE COMPANY	9	0.00038	0.75958	0.64%	\$23,768,881

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LIBERTY MUTUAL FIRE INSURANCE COMPANY	22	0.00038	0.76542	1.57%	\$57,657,874
ECONOMY PREMIER ASSURANCE COMPANY	1	0.00039	0.77603	0.07%	\$2,585,011
USAA CASUALTY INSURANCE COMPANY	35	0.00039	0.78050	2.45%	\$89,957,007
GEICO CASUALTY COMPANY	3	0.00040	0.80211	0.20%	\$7,502,842
ASSOCIATED INDEMNITY CORPORATION	1	0.00041	0.81662	0.06%	\$2,456,507
HARTFORD ACCIDENT & INDEMNITY COMPANY	1	0.00042	0.84255	0.06%	\$2,380,898
WESTERN NATIONAL ASSURANCE COMPANY	1	0.00042	0.84414	0.06%	\$2,376,434
PROGRESSIVE CLASSIC INSURANCE COMPANY	11	0.00043	0.85543	0.70%	\$25,795,768
PROGRESSIVE CASUALTY INSURANCE COMPANY	7	0.00043	0.87047	0.43%	\$16,131,767
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	31	0.00045	0.89958	1.88%	\$69,128,627
GEICO GENERAL INSURANCE COMPANY	61	0.00046	0.91843	3.63%	\$133,235,519
ALLSTATE INSURANCE COMPANY	71	0.00046	0.92192	4.21%	\$154,491,787
NATIONAL GENERAL ASSURANCE COMPANY	1	0.00047	0.93474	0.05%	\$2,146,092
PROGRESSIVE DIRECT INSURANCE COMPANY	33	0.00047	0.93899	1.92%	\$70,500,385
STATE FARM FIRE & CASUALTY COMPANY	25	0.00049	0.98344	1.38%	\$50,995,398
PROGRESSIVE MAX INSURANCE COMPANY	27	0.00050	0.99479	1.48%	\$54,446,653
ALLSTATE INDEMNITY COMPANY	19	0.00050	1.00666	1.03%	\$37,862,295
METROPOLITAN CASUALTY INSURANCE COMPANY	21	0.00051	1.02281	1.12%	\$41,187,166
AMICA MUTUAL INSURANCE COMPANY	12	0.00051	1.02835	0.63%	\$23,408,846
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	45	0.00053	1.05749	2.32%	\$85,364,198
FARMERS INSURANCE COMPANY OF WASHINGTON	191	0.00054	1.08664	9.61%	\$352,601,671
GEICO INDEMNITY COMPANY	36	0.00054	1.08702	1.81%	\$66,435,967
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	11	0.00057	1.14673	0.52%	\$19,242,875
LIBERTY NORTHWEST INSURANCE CORPORATION	15	0.00058	1.15513	0.70%	\$26,049,523
GENERAL INSURANCE COMPANY OF AMERICA	1	0.00059	1.18401	0.04%	\$1,694,276

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COAST NATIONAL INSURANCE COMPANY	9	0.00060	1.19894	0.41%	\$15,058,601
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	14	0.00060	1.20165	0.63%	\$23,371,520
ENCOMPASS INSURANCE COMPANY OF AMERICA	10	0.00062	1.24263	0.43%	\$16,143,469
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	3	0.00062	1.24466	0.13%	\$4,835,144
HARTFORD UNDERWRITERS INSURANCE COMPANY	25	0.00063	1.27017	1.07%	\$39,483,641
NEW SOUTH INSURANCE COMPANY	3	0.00067	1.33962	0.12%	\$4,492,407
PHILADELPHIA INDEMNITY INSURANCE COMPANY	1	0.00067	1.34113	0.04%	\$1,495,782
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00067	1.34742	0.04%	\$1,488,791
AIG PREMIER INSURANCE COMPANY	2	0.00073	1.45478	0.07%	\$2,757,861
MID-CENTURY INSURANCE COMPANY	51	0.00075	1.50408	1.85%	\$68,020,175
LIBERTY INSURANCE CORPORATION	2	0.00076	1.51695	0.07%	\$2,644,820
Pacific Star Insurance Company	2	0.00079	1.59075	0.06%	\$2,522,124
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	10	0.00083	1.66971	0.32%	\$12,014,265
ESURANCE INSURANCE COMPANY	25	0.00084	1.68649	0.81%	\$29,736,868
AUSTIN MUTUAL INSURANCE COMPANY	5	0.00085	1.69813	0.16%	\$5,906,605
SENTINEL INSURANCE COMPANY LTD	14	0.00086	1.73013	0.44%	\$16,232,551
NATIONAL GENERAL INSURANCE COMPANY	14	0.00089	1.78729	0.42%	\$15,713,454
NATIONWIDE INSURANCE COMPANY OF AMERICA	33	0.00090	1.80458	0.99%	\$36,683,961
AMERICAN INTERNATIONAL INSURANCE COMPANY	5	0.00091	1.82521	0.14%	\$5,495,336
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	10	0.00091	1.83508	0.29%	\$10,931,614
SAFECO INSURANCE COMPANY OF AMERICA	14	0.00095	1.89901	0.40%	\$14,789,033
ENCOMPASS INDEMNITY COMPANY	8	0.00098	1.97270	0.22%	\$8,135,164
AMERICAN HOME ASSURANCE COMPANY	2	0.00100	2.01511	0.05%	\$1,990,994
Chartis Property Casualty Company	1	0.00102	2.04830	0.02%	\$979,364
AIG NATIONAL INSURANCE COMPANY INC	3	0.00103	2.06472	0.07%	\$2,914,730
NEW HAMPSHIRE INDEMNITY COMPANY INC	9	0.00107	2.15337	0.22%	\$8,384,195
TEACHERS INSURANCE COMPANY	3	0.00110	2.21523	0.07%	\$2,716,692

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INTEGON INDEMNITY CORPORATION	2	0.00110	2.21626	0.04%	\$1,810,286
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	34	0.00115	2.30784	0.80%	\$29,553,727
TWIN CITY FIRE INSURANCE COMPANY	30	0.00118	2.37576	0.69%	\$25,331,261
NATIONAL INTERSTATE INSURANCE COMPANY	1	0.00122	2.45629	0.02%	\$816,691
TRAVELERS COMMERCIAL INSURANCE COMPANY	2	0.00125	2.50530	0.04%	\$1,601,435
AIG CENTENNIAL INSURANCE COMPANY	2	0.00127	2.54293	0.04%	\$1,577,734
ALPHA PROPERTY AND CASUALTY INSURANCE COMPANY	16	0.00132	2.65063	0.33%	\$12,109,035
DAIRYLAND INSURANCE COMPANY	28	0.00135	2.71159	0.56%	\$20,714,415
AIU INSURANCE COMPANY	5	0.00136	2.73722	0.09%	\$3,664,370
VIKING INSURANCE COMPANY OF WISCONSIN	8	0.00139	2.78905	0.15%	\$5,754,035
RESPONSE WORLDWIDE INSURANCE COMPANY	2	0.00140	2.80186	0.03%	\$1,431,931
RESPONSE INSURANCE COMPANY	1	0.00143	2.87085	0.01%	\$698,759
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	1	0.00145	2.91143	0.01%	\$689,021
NEWPORT INSURANCE CO	2	0.00156	3.13259	0.03%	\$1,280,749
ELECTRIC INSURANCE COMPANY	1	0.00157	3.14928	0.01%	\$636,982
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	5	0.00164	3.28378	0.08%	\$3,054,457
NATIONAL MERIT INSURANCE COMPANY	14	0.00166	3.32160	0.23%	\$8,455,094
FINANCIAL INDEMNITY COMPANY	17	0.00167	3.35992	0.27%	\$10,149,809
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	6	0.00170	3.40063	0.09%	\$3,539,399
DEERBROOK INSURANCE COMPANY	1	0.00172	3.44150	0.01%	\$582,895
21ST CENTURY INSURANCE COMPANY	2	0.00172	3.45028	0.03%	\$1,162,825
AIG PREFERRED INSURANCE COMPANY	4	0.00207	4.15892	0.05%	\$1,929,381
QBE INSURANCE CORPORATION	2	0.00225	4.51030	0.02%	\$889,534
VICTORIA FIRE & CASUALTY COMPANY	20	0.00226	4.54094	0.24%	\$8,835,316
NATIONWIDE MUTUAL INSURANCE COMPANY	11	0.00259	5.20328	0.11%	\$4,240,857
OMNI INSURANCE COMPANY	21	0.00281	5.64447	0.20%	\$7,463,364
METROPOLITAN GENERAL INSURANCE COMPANY	1	0.00285	5.70841	0.00%	\$351,417
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	3	0.00314	6.29931	0.02%	\$955,359

Sorted by  
Complaint Index

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Posted: 4/19/2010

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
WORKMEN'S AUTO INSURANCE COMPANY	20	0.00322	6.45293	0.16%	\$6,217,438
NORTHBROOK INDEMNITY COMPANY	1	0.00352	7.05846	0.00%	\$284,203
Chartis Casualty Company	12	0.00372	7.46759	0.08%	\$3,223,583
MERITPLAN INSURANCE COMPANY	16	0.00553	11.08582	0.07%	\$2,895,279
Hallmark Insurance Company	15	0.00663	13.29785	0.06%	\$2,262,810
PHARMACISTS MUTUAL INSURANCE COMPANY	1	0.01015	20.36479	0.00%	\$98,505
UNIVERSAL CASUALTY COMPANY	44	0.01491	29.91480	0.08%	\$2,950,562
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	2	0.01733	34.75457	0.00%	\$115,440
HARTFORD FIRE INSURANCE COMPANY	1	0.02792	56.00161	0.00%	\$35,821
HARTFORD INSURANCE COMPANY THE MIDWEST	2	0.04119	82.62083	0.00%	\$48,560
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	2	0.11442	229.53644	0.00%	\$17,479