

2014 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
PROGRESSIVE CLASSIC INSURANCE COMPANY	1	0.00009	0.24513	0.26%	\$10,848,215
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00010	0.26615	0.73%	\$29,974,450
PEMCO MUTUAL INSURANCE COMPANY	27	0.00011	0.28597	6.13%	\$251,075,508
Essentia Insurance Company	1	0.00013	0.34636	0.18%	\$7,677,611
COUNTRY PREFERRED INSURANCE COMPANY	5	0.00014	0.38211	0.85%	\$34,796,180
METROPOLITAN CASUALTY INSURANCE COMPANY	4	0.00014	0.38214	0.68%	\$27,835,252
21st Century Premier Insurance Company	1	0.00015	0.40447	0.16%	\$6,574,647
GEICO CHOICE INSURANCE COMPANY	2	0.00016	0.41792	0.31%	\$12,725,858
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	2	0.00016	0.43618	0.29%	\$12,193,323
TRAVELERS COMMERCIAL INSURANCE COMPANY	1	0.00018	0.46882	0.13%	\$5,672,190
COUNTRY MUTUAL INSURANCE COMPANY	4	0.00018	0.49194	0.52%	\$21,622,235
EAGLE WEST INSURANCE COMPANY	1	0.00019	0.50136	0.12%	\$5,304,008
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00020	0.53743	0.36%	\$14,844,118
AMICA MUTUAL INSURANCE COMPANY	5	0.00021	0.56459	0.57%	\$23,550,046
GEICO SECURE INSURANCE COMPANY	2	0.00023	0.60715	0.21%	\$8,759,735
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	143	0.00025	0.65221	14.24%	\$583,049,788
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	12	0.00025	0.65874	1.18%	\$48,442,287
MUTUAL OF ENUMCLAW INSURANCE COMPANY	15	0.00025	0.66289	1.47%	\$60,172,907
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	8	0.00025	0.67029	0.77%	\$31,738,288
ALLSTATE INSURANCE COMPANY	24	0.00025	0.67288	2.31%	\$94,847,349
GEICO ADVANTAGE INSURANCE COMPANY	4	0.00026	0.68355	0.38%	\$15,561,233
MID-CENTURY INSURANCE COMPANY	3	0.00027	0.72815	0.26%	\$10,956,101
NATIONWIDE INSURANCE COMPANY OF AMERICA	8	0.00028	0.73507	0.70%	\$28,941,318
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	56	0.00028	0.73896	4.92%	\$201,521,638
21st Century Advantage Insurance Company	1	0.00028	0.75441	0.08%	\$3,524,881
SAFECO INSURANCE COMPANY OF ILLINOIS	39	0.00028	0.75549	3.35%	\$137,275,162

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ECONOMY PREFERRED INSURANCE COMPANY	3	0.00029	0.77021	0.25%	\$10,357,833
PROGRESSIVE CASUALTY INSURANCE COMPANY	38	0.00030	0.78872	3.13%	\$128,119,721
FARMERS INSURANCE COMPANY OF WASHINGTON	85	0.00030	0.79607	6.93%	\$283,935,408
PROGRESSIVE DIRECT INSURANCE COMPANY	51	0.00030	0.80236	4.13%	\$169,025,827
HARTFORD UNDERWRITERS INSURANCE COMPANY	8	0.00031	0.83234	0.62%	\$25,559,097
USAA GENERAL INDEMNITY COMPANY	17	0.00031	0.83371	1.32%	\$54,223,379
STATE FARM FIRE & CASUALTY COMPANY	20	0.00032	0.84594	1.53%	\$62,870,406
GOVERNMENT EMPLOYEES INSURANCE COMPANY	18	0.00033	0.87221	1.34%	\$54,878,805
UNITED SERVICES AUTOMOBILE ASSOCIATION	43	0.00034	0.89314	3.12%	\$128,027,286
SAFECO INSURANCE COMPANY OF OREGON	6	0.00034	0.89641	0.43%	\$17,799,076
NATIONAL SURETY CORPORATION	1	0.00035	0.94274	0.06%	\$2,820,748
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	8	0.00037	0.99164	0.52%	\$21,453,192
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	8	0.00040	1.05065	0.49%	\$20,248,203
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	85	0.00040	1.06806	5.17%	\$211,629,864
PROGRESSIVE MAX INSURANCE COMPANY	10	0.00042	1.11299	0.58%	\$23,892,554
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	12	0.00042	1.11301	0.70%	\$28,670,508
ENCOMPASS INDEMNITY COMPANY	6	0.00042	1.11508	0.34%	\$14,308,672
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1	0.00042	1.11922	0.05%	\$2,375,955
OREGON MUTUAL INSURANCE COMPANY	4	0.00042	1.12452	0.23%	\$9,459,053
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	3	0.00043	1.13675	0.17%	\$7,017,950
IDS PROPERTY CASUALTY INSURANCE COMPANY	25	0.00046	1.22080	1.33%	\$54,456,417
UNIGARD INSURANCE COMPANY	9	0.00047	1.23732	0.47%	\$19,342,543
Hallmark Insurance Company	2	0.00047	1.24241	0.10%	\$4,280,750
ALLSTATE INDEMNITY COMPANY	15	0.00048	1.27584	0.76%	\$31,264,381
ENCOMPASS INSURANCE COMPANY OF AMERICA	2	0.00048	1.28422	0.10%	\$4,141,377
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	3	0.00049	1.29231	0.15%	\$6,173,190

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21st Century North America Insurance Company	3	0.00049	1.29578	0.15%	\$6,156,649
TEACHERS INSURANCE COMPANY	1	0.00049	1.30257	0.04%	\$2,041,510
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	1	0.00050	1.32038	0.04%	\$2,013,979
ESURANCE INSURANCE COMPANY	16	0.00051	1.34318	0.77%	\$31,676,774
USAA CASUALTY INSURANCE COMPANY	57	0.00051	1.35599	2.73%	\$111,781,842
HARTFORD CASUALTY INSURANCE COMPANY	22	0.00052	1.37115	1.04%	\$42,666,877
GEICO GENERAL INSURANCE COMPANY	88	0.00052	1.37658	4.15%	\$169,994,729
TWIN CITY FIRE INSURANCE COMPANY	8	0.00053	1.40148	0.37%	\$15,179,495
LIBERTY MUTUAL FIRE INSURANCE COMPANY	44	0.00053	1.40225	2.03%	\$83,441,165
HARTFORD ACCIDENT & INDEMNITY COMPANY	9	0.00054	1.42374	0.41%	\$16,809,922
TRUMBULL INSURANCE COMPANY	5	0.00054	1.44476	0.22%	\$9,202,979
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	5	0.00055	1.45366	0.22%	\$9,146,653
GEICO INDEMNITY COMPANY	50	0.00057	1.50859	2.15%	\$88,135,666
Charter Indemnity Company	5	0.00057	1.52175	0.21%	\$8,737,348
ECONOMY PREMIER ASSURANCE COMPANY	1	0.00059	1.57419	0.04%	\$1,689,265
AMERICAN COMMERCE INSURANCE COMPANY	12	0.00061	1.61963	0.48%	\$19,702,373
TOPA INSURANCE COMPANY	2	0.00062	1.64344	0.07%	\$3,236,153
INTEGON PREFERRED INSURANCE COMPANY	26	0.00063	1.67915	1.00%	\$41,175,532
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	95	0.00063	1.68338	3.66%	\$150,070,175
GEICO CASUALTY COMPANY	4	0.00065	1.71537	0.15%	\$6,200,941
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	14	0.00075	1.98901	0.45%	\$18,717,408
HARTFORD INSURANCE COMPANY THE MIDWEST	1	0.00079	2.09946	0.03%	\$1,266,622
COAST NATIONAL INSURANCE COMPANY	19	0.00079	2.10219	0.58%	\$24,034,502
UNITRIN AUTO AND HOME INSURANCE COMPANY	10	0.00080	2.13839	0.30%	\$12,435,592
Patriot General Insurance Company	4	0.00083	2.20316	0.11%	\$4,828,001
VICTORIA FIRE & CASUALTY COMPANY	11	0.00084	2.23976	0.31%	\$13,060,083
NATIONAL GENERAL INSURANCE COMPANY	9	0.00087	2.32331	0.25%	\$10,301,223

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Middlesex Insurance Company	34	0.00089	2.35688	0.93%	\$38,361,572
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	7	0.00095	2.52998	0.17%	\$7,357,577
DAIRYLAND INSURANCE COMPANY	5	0.00104	2.76363	0.11%	\$4,811,099
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	5	0.00120	3.18158	0.10%	\$4,179,081
NATIONAL GENERAL ASSURANCE COMPANY	4	0.00125	3.32043	0.07%	\$3,203,466
LIBERTY INSURANCE CORPORATION	1	0.00127	3.38988	0.01%	\$784,459
21st Century Centennial Insurance Company	2	0.00155	4.12467	0.03%	\$1,289,421
SAFECO INSURANCE COMPANY OF AMERICA	5	0.00158	4.21331	0.07%	\$3,155,735
SENTINEL INSURANCE COMPANY LTD	3	0.00159	4.21487	0.04%	\$1,892,741
PERMANENT GENERAL ASSURANCE CORPORATION	4	0.00161	4.28017	0.06%	\$2,485,156
NEW SOUTH INSURANCE COMPANY	5	0.00175	4.64169	0.06%	\$2,864,498
VIKING INSURANCE COMPANY OF WISCONSIN	4	0.00189	5.01641	0.05%	\$2,120,415
21st Century Preferred Insurance Company	1	0.00218	5.80217	0.01%	\$458,315
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	7	0.00236	6.27295	0.07%	\$2,967,431
OMNI INSURANCE COMPANY	49	0.00248	6.59409	0.48%	\$19,760,396
TITAN INDEMNITY COMPANY	6	0.00250	6.66022	0.05%	\$2,395,615
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00252	6.69281	0.00%	\$397,325
Pacific Star Insurance Company	11	0.00286	7.61425	0.09%	\$3,841,665
STILLWATER INSURANCE COMPANY	3	0.00433	11.51337	0.01%	\$692,904
FARMERS INSURANCE EXCHANGE	2	8.13008	21619.67225	0.00%	\$246