

2015 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
COMMERCE WEST INSURANCE COMPANY	1	0.00006	0.15648	0.41%	\$17,950,019
HARTFORD UNDERWRITERS INSURANCE COMPANY	2	0.00009	0.24308	0.53%	\$23,110,703
PROGRESSIVE CLASSIC INSURANCE COMPANY	1	0.00011	0.30056	0.21%	\$9,345,196
STANDARD FIRE INSURANCE COMPANY THE	2	0.00013	0.37465	0.34%	\$14,994,598
PEMCO MUTUAL INSURANCE COMPANY	35	0.00014	0.38156	5.99%	\$257,650,683
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00015	0.41802	0.46%	\$20,158,385
SAFECO INSURANCE COMPANY OF ILLINOIS	20	0.00015	0.43095	3.03%	\$130,354,650
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	7	0.00016	0.44513	1.02%	\$44,170,895
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	6	0.00016	0.45521	0.86%	\$37,022,459
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	3	0.00018	0.49160	0.39%	\$17,141,068
MUTUAL OF ENUMCLAW INSURANCE COMPANY	10	0.00019	0.52672	1.24%	\$53,326,705
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	48	0.00020	0.55013	5.70%	\$245,078,780
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	5	0.00020	0.55764	0.58%	\$25,185,139
UNIGARD INSURANCE COMPANY	4	0.00020	0.56793	0.46%	\$19,783,153
ALLSTATE INSURANCE COMPANY	19	0.00021	0.59681	2.08%	\$89,421,284
COUNTRY PREFERRED INSURANCE COMPANY	8	0.00021	0.59840	0.87%	\$37,551,335
OREGON MUTUAL INSURANCE COMPANY	2	0.00022	0.62000	0.21%	\$9,060,728
UNITRIN AUTO AND HOME INSURANCE COMPANY	2	0.00023	0.64332	0.20%	\$8,732,269
MID-CENTURY INSURANCE COMPANY	12	0.00024	0.67391	1.16%	\$50,015,604
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	58	0.00024	0.68690	5.52%	\$237,172,207
HARTFORD ACCIDENT & INDEMNITY COMPANY	4	0.00027	0.75381	0.34%	\$14,904,747
FARMERS INSURANCE COMPANY OF WASHINGTON	67	0.00027	0.75400	5.81%	\$249,590,661
METROPOLITAN CASUALTY INSURANCE COMPANY	7	0.00027	0.76886	0.59%	\$25,572,818
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	174	0.00028	0.77448	14.69%	\$631,054,642
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	9	0.00028	0.77722	0.75%	\$32,525,585

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ENCOMPASS INSURANCE COMPANY OF AMERICA	1	0.00028	0.79750	0.08%	\$3,522,033
ALLSTATE INDEMNITY COMPANY	9	0.00029	0.81056	0.72%	\$31,187,709
COUNTRY MUTUAL INSURANCE COMPANY	7	0.00032	0.88678	0.51%	\$22,172,240
Patriot General Insurance Company	1	0.00032	0.89719	0.07%	\$3,130,708
GEICO CHOICE INSURANCE COMPANY	13	0.00032	0.90343	0.94%	\$40,418,071
USAA CASUALTY INSURANCE COMPANY	39	0.00033	0.93178	2.73%	\$117,564,323
21st Century Advantage Insurance Company	1	0.00033	0.93691	0.06%	\$2,997,993
PROGRESSIVE MAX INSURANCE COMPANY	7	0.00033	0.94058	0.48%	\$20,903,868
ENCOMPASS INDEMNITY COMPANY	5	0.00034	0.95488	0.34%	\$14,707,774
NATIONWIDE INSURANCE COMPANY OF AMERICA	9	0.00035	0.96974	0.60%	\$26,068,368
STATE FARM FIRE & CASUALTY COMPANY	27	0.00035	0.97832	1.80%	\$77,519,391
ECONOMY PREFERRED INSURANCE COMPANY	4	0.00035	0.99402	0.26%	\$11,302,953
LIBERTY MUTUAL FIRE INSURANCE COMPANY	33	0.00037	1.03573	2.08%	\$89,494,254
AMICA MUTUAL INSURANCE COMPANY	9	0.00038	1.05393	0.55%	\$23,985,969
GEICO ADVANTAGE INSURANCE COMPANY	21	0.00038	1.07261	1.28%	\$54,992,644
TITAN INDEMNITY COMPANY	1	0.00039	1.08924	0.06%	\$2,578,713
UNITED SERVICES AUTOMOBILE ASSOCIATION	52	0.00040	1.11356	3.05%	\$131,164,037
GOVERNMENT EMPLOYEES INSURANCE COMPANY	21	0.00040	1.13182	1.21%	\$52,115,772
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	3	0.00040	1.13299	0.17%	\$7,437,431
PROGRESSIVE CASUALTY INSURANCE COMPANY	48	0.00041	1.13851	2.75%	\$118,421,498
USAA GENERAL INDEMNITY COMPANY	26	0.00043	1.19669	1.42%	\$61,026,683
SAFECO INSURANCE COMPANY OF OREGON	7	0.00043	1.20212	0.38%	\$16,356,011
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	6	0.00044	1.22446	0.32%	\$13,763,594
Hallmark Insurance Company	2	0.00045	1.25142	0.10%	\$4,489,053
PROGRESSIVE DIRECT INSURANCE COMPANY	84	0.00045	1.26107	4.35%	\$187,097,553
GEICO GENERAL INSURANCE COMPANY	73	0.00045	1.27267	3.75%	\$161,113,705
GEICO SECURE INSURANCE COMPANY	13	0.00048	1.34864	0.63%	\$27,075,429

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TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	12	0.00049	1.38850	0.56%	\$24,275,144
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	1	0.00050	1.40129	0.04%	\$2,004,468
INTEGON GENERAL INSURANCE CORPORATION	1	0.00051	1.41960	0.04%	\$1,978,613
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	6	0.00054	1.51489	0.25%	\$11,124,922
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	9	0.00054	1.51564	0.38%	\$16,679,131
COAST NATIONAL INSURANCE COMPANY	12	0.00054	1.51937	0.51%	\$22,184,266
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	81	0.00055	1.53968	3.44%	\$147,767,892
ESURANCE INSURANCE COMPANY	18	0.00055	1.54052	0.76%	\$32,819,388
GEICO INDEMNITY COMPANY	42	0.00057	1.58805	1.72%	\$74,286,913
TRUMBULL INSURANCE COMPANY	6	0.00064	1.80810	0.21%	\$9,320,845
PHILADELPHIA INDEMNITY INSURANCE COMPANY	1	0.00065	1.81596	0.03%	\$1,546,755
IDS PROPERTY CASUALTY INSURANCE COMPANY	36	0.00065	1.83391	1.28%	\$55,138,075
SENTINEL INSURANCE COMPANY LTD	1	0.00067	1.86803	0.03%	\$1,503,634
EAGLE WEST INSURANCE COMPANY	4	0.00067	1.88426	0.13%	\$5,962,734
AMERICAN COMMERCE INSURANCE COMPANY	11	0.00068	1.90823	0.37%	\$16,191,545
21st Century Premier Insurance Company	6	0.00069	1.94706	0.20%	\$8,655,633
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	2	0.00070	1.95579	0.06%	\$2,872,331
HARTFORD CASUALTY INSURANCE COMPANY	33	0.00070	1.96370	1.09%	\$47,202,466
VICTORIA FIRE & CASUALTY COMPANY	13	0.00070	1.96863	0.43%	\$18,548,395
Middlesex Insurance Company	26	0.00071	1.98908	0.85%	\$36,715,374
HARTFORD INSURANCE COMPANY THE MIDWEST	1	0.00076	2.12189	0.03%	\$1,323,746
21st Century North America Insurance Company	4	0.00078	2.19757	0.11%	\$5,112,618
PERMANENT GENERAL ASSURANCE CORPORATION	4	0.00081	2.27191	0.11%	\$4,945,332
NATIONAL GENERAL ASSURANCE COMPANY	2	0.00084	2.37182	0.05%	\$2,368,511
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	5	0.00101	2.84354	0.11%	\$4,938,982
TWIN CITY FIRE INSURANCE COMPANY	14	0.00102	2.85735	0.32%	\$13,762,316
NATIONAL GENERAL INSURANCE COMPANY	10	0.00102	2.86011	0.22%	\$9,820,734

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INTEGON PREFERRED INSURANCE COMPANY	48	0.00103	2.88436	1.08%	\$46,743,201
GUIDEONE MUTUAL INSURANCE COMPANY	1	0.00104	2.91540	0.02%	\$963,449
VIKING INSURANCE COMPANY OF WISCONSIN	2	0.00106	2.96402	0.04%	\$1,895,290
Charter Indemnity Company	7	0.00106	2.99012	0.15%	\$6,575,617
SAFECO INSURANCE COMPANY OF AMERICA	3	0.00113	3.16547	0.06%	\$2,662,006
TRAVELERS COMMERCIAL INSURANCE COMPANY	5	0.00115	3.23031	0.10%	\$4,347,630
GEICO CASUALTY COMPANY	6	0.00127	3.56714	0.11%	\$4,724,517
TOPA INSURANCE COMPANY	8	0.00172	4.84459	0.10%	\$4,638,312
INFINITY INSURANCE COMPANY	1	0.00209	5.85962	0.01%	\$479,355
Pacific Star Insurance Company	7	0.00229	6.41900	0.07%	\$3,063,074
LIBERTY INSURANCE CORPORATION	2	0.00282	7.92925	0.01%	\$708,475
NEW SOUTH INSURANCE COMPANY	4	0.00286	8.02381	0.03%	\$1,400,252
OMNI INSURANCE COMPANY	38	0.00287	8.07500	0.30%	\$13,218,066
STILLWATER INSURANCE COMPANY	4	0.00657	18.44416	0.01%	\$609,155
ACE AMERICAN INSURANCE COMPANY	1	0.00660	18.55169	0.00%	\$151,406