

2005 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00009	0.21429	0.33%	\$11,307,370
AMICA MUTUAL INSURANCE COMPANY	3	0.00015	0.35714	0.60%	\$20,440,194
STATE FARM FIRE & CASUALTY COMPANY	8	0.00017	0.40476	1.36%	\$46,020,010
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	1	0.00019	0.45238	0.15%	\$5,135,747
NORTH PACIFIC INSURANCE COMPANY	4	0.00019	0.45238	0.62%	\$21,045,819
UNITRIN AUTO AND HOME INSURANCE COMPANY	3	0.00019	0.45238	0.47%	\$15,776,713
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	94	0.00020	0.47619	13.65%	\$462,529,473
UNIGARD INSURANCE COMPANY	5	0.00021	0.50000	0.72%	\$24,318,909
GEICO GENERAL INSURANCE COMPANY	21	0.00022	0.52381	2.86%	\$96,834,499
MUTUAL OF ENUMCLAW INSURANCE COMPANY	13	0.00022	0.52381	1.78%	\$60,167,235
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	2	0.00022	0.52381	0.27%	\$9,076,672
FIDELITY NATIONAL INSURANCE COMPANY	1	0.00023	0.54762	0.13%	\$4,286,384
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	1	0.00023	0.54762	0.13%	\$4,363,364
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	24	0.00024	0.57143	2.99%	\$101,372,264
COUNTRY MUTUAL INSURANCE COMPANY	7	0.00025	0.59524	0.82%	\$27,735,392
COUNTRY PREFERRED INSURANCE COMPANY	3	0.00025	0.59524	0.36%	\$12,192,931
UNITED SERVICES AUTOMOBILE ASSOCIATION	27	0.00026	0.61905	3.10%	\$105,091,214
USAA CASUALTY INSURANCE COMPANY	22	0.00027	0.64286	2.39%	\$80,795,734
ALLSTATE INDEMNITY COMPANY	17	0.00028	0.66667	1.79%	\$60,713,149
AUSTIN MUTUAL INSURANCE COMPANY	1	0.00029	0.69048	0.10%	\$3,390,374
GOVERNMENT EMPLOYEES INSURANCE COMPANY	15	0.00031	0.73810	1.44%	\$48,911,288
TRINITY UNIVERSAL INSURANCE COMPANY	1	0.00032	0.76190	0.09%	\$3,097,752
PROGRESSIVE CLASSIC INSURANCE COMPANY	18	0.00033	0.78571	1.61%	\$54,466,121
21ST CENTURY INSURANCE COMPANY	1	0.00035	0.83333	0.08%	\$2,833,822
ENCOMPASS INSURANCE COMPANY OF AMERICA	12	0.00035	0.83333	1.00%	\$33,813,764
MID-CENTURY INSURANCE COMPANY	26	0.00035	0.83333	2.22%	\$75,160,541
PEMCO INSURANCE COMPANY	27	0.00035	0.83333	2.27%	\$77,064,233
SAFECO INSURANCE COMPANY OF ILLINOIS	88	0.00035	0.83333	7.45%	\$252,365,696
UNIGARD INDEMNITY COMPANY	1	0.00036	0.85714	0.08%	\$2,814,097
PROGRESSIVE MAX INSURANCE COMPANY	38	0.00038	0.90476	2.97%	\$100,520,636
COUNTRY CASUALTY INSURANCE COMPANY	1	0.00039	0.92857	0.08%	\$2,578,972
LIBERTY MUTUAL FIRE INSURANCE COMPANY	17	0.00040	0.95238	1.25%	\$42,420,017
PEMCO MUTUAL INSURANCE COMPANY	65	0.00041	0.97619	4.64%	\$157,118,873
USAA GENERAL INDEMNITY COMPANY	3	0.00041	0.97619	0.21%	\$7,275,126
NATIONWIDE MUTUAL INSURANCE COMPANY	18	0.00042	1.00000	1.27%	\$43,034,973

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ALLSTATE INSURANCE COMPANY	90	0.00043	1.02381	6.22%	\$210,628,666
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2	0.00043	1.02381	0.14%	\$4,613,675
PROGRESSIVE AMERICAN INSURANCE COMPANY	2	0.00043	1.02381	0.14%	\$4,704,518
NEW SOUTH INSURANCE COMPANY	2	0.00046	1.09524	0.13%	\$4,379,369
FARMERS INSURANCE COMPANY OF WASHINGTON	173	0.00047	1.11905	10.93%	\$370,113,053
ESURANCE INSURANCE COMPANY	5	0.00048	1.14286	0.31%	\$10,483,632
GEICO INDEMNITY COMPANY	27	0.00048	1.14286	1.67%	\$56,637,224
METROPOLITAN CASUALTY INSURANCE COMPANY	19	0.00048	1.14286	1.17%	\$39,464,276
OREGON MUTUAL INSURANCE COMPANY	2	0.00048	1.14286	0.12%	\$4,154,010
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	48	0.00053	1.26190	2.66%	\$90,045,977
ECONOMY PREMIER ASSURANCE COMPANY	2	0.00054	1.28571	0.11%	\$3,678,564
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	8	0.00054	1.28571	0.43%	\$14,692,707
VIKING INSURANCE COMPANY OF WISCONSIN	20	0.00054	1.28571	1.10%	\$37,184,055
INTEGON INDEMNITY CORPORATION	10	0.00057	1.35714	0.52%	\$17,696,995
SENTINEL INSURANCE COMPANY LTD	6	0.00057	1.35714	0.31%	\$10,438,628
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS	1	0.00057	1.35714	0.05%	\$1,751,087
AIG CENTENNIAL INSURANCE COMPANY	1	0.00060	1.42857	0.05%	\$1,675,865
VIGILANT INSURANCE COMPANY	4	0.00060	1.42857	0.20%	\$6,621,907
LIBERTY NORTHWEST INSURANCE CORPORATION	1	0.00061	1.45238	0.05%	\$1,652,033
AMERICAN COMMERCE INSURANCE COMPANY	11	0.00064	1.52381	0.50%	\$17,079,642
GENERAL INSURANCE COMPANY OF AMERICA	12	0.00065	1.54762	0.55%	\$18,514,129
DAIRYLAND INSURANCE COMPANY	18	0.00067	1.59524	0.80%	\$26,971,736
SAFECO INSURANCE COMPANY OF AMERICA	25	0.00070	1.66667	1.05%	\$35,555,134
TRUMBULL INSURANCE COMPANY	2	0.00073	1.73810	0.08%	\$2,757,662
HARTFORD UNDERWRITERS INSURANCE COMPANY	39	0.00074	1.76190	1.56%	\$52,930,029
AIG NATIONAL INSURANCE COMPANY INC	21	0.00075	1.78571	0.83%	\$28,119,958
NATIONAL GENERAL INSURANCE COMPANY	12	0.00078	1.85714	0.45%	\$15,326,458
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	33	0.00083	1.97619	1.17%	\$39,624,957
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	4	0.00085	2.02381	0.14%	\$4,711,820
FINANCIAL INDEMNITY COMPANY	27	0.00090	2.14286	0.89%	\$30,070,769
AMERICAN HOME ASSURANCE COMPANY	7	0.00092	2.19048	0.22%	\$7,579,427
LIBERTY INSURANCE CORPORATION	5	0.00095	2.26190	0.16%	\$5,278,226
AMCO INSURANCE COMPANY	5	0.00099	2.35714	0.15%	\$5,040,156
AMEX ASSURANCE COMPANY	29	0.00103	2.45238	0.83%	\$28,167,515
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00104	2.47619	0.11%	\$3,841,402

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PROGRESSIVE NORTHERN INSURANCE COMPANY	4	0.00105	2.50000	0.11%	\$3,822,169
GEICO CASUALTY COMPANY	14	0.00116	2.76190	0.36%	\$12,060,513
TEACHERS INSURANCE COMPANY	3	0.00124	2.95238	0.07%	\$2,409,658
NATIONAL MERIT INSURANCE COMPANY	18	0.00125	2.97619	0.43%	\$14,398,445
AIU INSURANCE COMPANY	15	0.00129	3.07143	0.34%	\$11,595,018
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00131	3.11905	0.02%	\$762,270
AIG PREMIER INSURANCE COMPANY	5	0.00142	3.38095	0.10%	\$3,510,027
HORACE MANN INSURANCE COMPANY	4	0.00142	3.38095	0.08%	\$2,812,512
PROGRESSIVE PREFERRED INSURANCE COMPANY	3	0.00148	3.52381	0.06%	\$2,029,420
PHOENIX INSURANCE COMPANY THE	3	0.00149	3.54762	0.06%	\$2,009,980
HARTFORD ACCIDENT & INDEMNITY COMPANY	3	0.00150	3.57143	0.06%	\$1,994,403
ILLINOIS NATIONAL INSURANCE COMPANY	15	0.00153	3.64286	0.29%	\$9,773,058
NATIONWIDE ASSURANCE COMPANY	5	0.00155	3.69048	0.10%	\$3,221,356
AIG PREFERRED INSURANCE COMPANY	7	0.00158	3.76190	0.13%	\$4,427,130
NEW HAMPSHIRE INDEMNITY COMPANY INC	2	0.00158	3.76190	0.04%	\$1,262,970
OMNI INSURANCE COMPANY	12	0.00158	3.76190	0.22%	\$7,571,228
DEERBROOK INSURANCE COMPANY	1	0.00161	3.83333	0.02%	\$620,667
TRAVCO INSURANCE COMPANY	3	0.00199	4.73810	0.04%	\$1,505,752
TRAVELERS INDEMNITY COMPANY THE	2	0.00213	5.07143	0.03%	\$939,167
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	6	0.00239	5.69048	0.07%	\$2,510,494
GUARANTY NATIONAL INSURANCE COMPANY	3	0.00305	7.26190	0.03%	\$982,539
LINCOLN GENERAL INSURANCE COMPANY	3	0.00414	9.85714	0.02%	\$725,321
CASCADE NATIONAL INSURANCE COMPANY	3	0.00431	10.26190	0.02%	\$695,569
WARNER INSURANCE COMPANY	2	0.00681	16.21429	0.01%	\$293,875
OMNI INDEMNITY COMPANY	4	0.01140	27.14286	0.01%	\$350,878
HARTFORD FIRE INSURANCE COMPANY	1	0.01649	39.26190	0.00%	\$60,660
QBE INSURANCE CORPORATION	16	0.01693	40.30952	0.03%	\$945,135
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	1	0.01940	46.19048	0.00%	\$51,539
SENTRY INSURANCE A MUTUAL COMPANY	2	0.02519	59.97619	0.00%	\$79,394
HARTFORD CASUALTY INSURANCE	1	0.13023	295.96657	0.00%	\$7,679
HARTFORD CASUALTY INSURANCE COMPANY	1	0.13023	310.07143	0.00%	\$7,679