

Private Passenger Automobile by Complaint Ratio

Co Code	2013 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Private Passenger Automobile	Complaints Closed During 2013	Private Passenger Automobile 2013 Illinois Direct Written Premium \$	2013 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Consumer Complaint Report Ratio
					under-writing	marketing & sales	claims handling	policy-holders service	
29688	Allstate Fire and Casualty Ins Co	5	363,294,952	0.01	0	0	4	1	0.03
21008	Country Preferred Insurance Company	18	256,549,348	0.07	1	1	13	3	0.07
20990	Country Mutual Insurance Company	14	171,882,454	0.08	4	0	9	1	0.10
35882	GEICO General Insurance Company	9	102,152,685	0.09	1	0	8	0	0.18
38628	Progressive Northern Insurance Company	17	153,870,867	0.11	2	0	13	2	0.11
26271	Erie Insurance Exchange	8	63,055,731	0.13	1	1	5	1	0.14
25941	United Services Automobile Association	7	52,909,746	0.13	0	0	7	0	0.19
10212	Allmerica Financial Alliance Ins Co	5	37,651,895	0.13	0	0	5	0	0.18
25143	State Farm Fire & Casualty Company	17	125,020,158	0.14	3	0	12	2	N/A
25968	USAA Casualty Insurance Company	6	43,694,272	0.14	1	0	5	0	0.12
25178	State Farm Mutual Automobile Insurance Co	253	1,743,677,579	0.15	52	7	180	14	0.16
32700	Owners Insurance Company	8	48,144,945	0.17	0	0	7	1	0.17
40169	Metropolitan Casualty Insurance Company	9	46,110,370	0.20	0	1	7	1	N/A
27998	Travelers Home and Marine Ins Co The	14	70,836,860	0.20	7	1	5	1	0.12
36447	LM General Insurance Company	9	44,118,348	0.20	2	0	6	1	N/A
16322	Progressive Direct Insurance Company	5	23,537,814	0.21	2	0	2	1	N/A

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21202	Auto Club Insurance Association	10	46,458,645	0.22	4	0	6	0	0.23
19275	American Family Mutual Insurance Company	55	250,816,402	0.22	9	2	43	1	0.19
21679	Illinois Farmers Insurance Company	56	252,667,295	0.22	7	1	36	12	0.23
39012	Safeco Insurance Company of Illinois	20	90,095,505	0.22	3	0	16	1	0.23
21727	Progressive Universal Ins Co	24	107,678,494	0.22	5	1	17	1	0.17
34339	Metropolitan Group Prop & Cas Ins Co	6	26,550,664	0.23	2	0	3	1	N/A
27120	Trumbull Insurance Company	11	44,820,607	0.25	6	0	5	0	0.17
23035	Liberty Mutual Fire Insurance Company	14	48,337,600	0.29	3	0	7	4	0.27
21229	MemberSelect Insurance Company	12	35,387,465	0.34	6	0	5	1	0.67
14443	Madison Mutual Insurance Company	8	23,493,650	0.34	2	0	6	0	N/A
25909	Unitrin Preferred Insurance Company	6	15,092,643	0.40	2	0	2	2	N/A
34789	21st Century Centennial Insurance Company	9	21,594,536	0.42	5	0	2	2	0.39
41491	GEICO Casualty Company	74	147,235,818	0.50	8	1	57	8	0.71
25405	Safe Auto Insurance Company	8	13,083,501	0.61	1	0	5	2	1.38
19232	Allstate Insurance Company	99	159,963,525	0.62	23	6	62	8	0.50
11862	Delphi Casualty Company	5	6,855,868	0.73	0	0	4	1	2.71

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11198	Loya Insurance Company	10	9,841,223	1.02	0	0	10	0	N/A
42609	Affirmative Insurance Company	23	18,359,116	1.25	4	1	17	1	1.47
10730	American Access Casualty Company	128	89,646,329	1.43	4	1	120	3	2.00
12521	Safeway Insurance Company	20	12,739,263	1.57	2	0	17	1	1.78
25712	Esurance Insurance Company	13	7,593,903	1.71	2	0	11	0	0.46
10336	First Acceptance Ins Co Inc	33	19,055,874	1.73	0	0	33	0	1.32
22454	Mendakota Insurance Company	45	21,203,663	2.12	1	0	44	0	1.78
14012	Stonegate Insurance Company	12	5,508,156	2.18	0	0	11	1	N/A
13587	First Chicago Insurance Company	16	7,200,570	2.22	3	0	13	0	2.17
10343	Apollo Casualty Company	38	16,610,465	2.29	1	0	37	0	3.64
24228	Pekin Insurance Company	15	6,454,660	2.32	2	0	13	0	0.78
29734	Conifer Insurance Company	14	5,946,983	2.35	0	0	14	0	N/A
14249	Founders Insurance Company	117	46,151,971	2.54	6	0	111	0	2.70
37648	Permanent General Assurance Corporation	10	3,411,188	2.93	0	0	9	1	N/A
35319	United Automobile Insurance Company	8	2,625,098	3.05	1	0	7	0	1.43
28126	Interstate Bankers Casualty Company	41	12,764,170	3.21	1	0	40	0	5.05

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10658	National Heritage Insurance Company	9	2,553,700	3.52	3	0	6	0	3.97
10655	Unique Insurance Company	151	39,921,246	3.78	5	0	146	0	5.28
13752	American Alliance Casualty Company	77	15,577,745	4.94	5	0	70	2	3.32
10864	American Freedom Insurance Company	108	18,031,049	5.99	14	0	94	0	5.19
12721	Direct Auto Insurance Company	93	13,649,806	6.81	16	0	77	0	3.53
10031	American Heartland Insurance Company	84	10,710,125	7.84	6	0	78	0	6.59
24910	United Equitable Insurance Company	121	13,827,164	8.75	30	0	91	0	6.82
	<i>Total</i>	2,007	5,036,023,709						
				1.52	Mean (The "average" of complaint ratios.)				
				0.42	Median (The "middle" of complaint ratios.)				

"N/A" indicates that company was not included in the 2012 Consumer Complaint Report due to minimum compliant activity during 2012.

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