



Louisiana Department of Insurance
James J. Donelon
Commissioner

Consumer Complaint Data Report 2017

Auto - Individual Private Passenger

Company Name	Premium Written	Market Share	Number of Complaints	Complaint Index
State Farm Mut Auto Ins Co	\$1,417,799,324	31.46%	223	0.723962
Progressive Security Ins Co	\$435,995,441	9.68%	59	0.622868
Allstate Prop & Cas Ins Co	\$334,999,133	7.43%	25	0.343496
Geico Cas Co	\$310,652,097	6.89%	70	1.037169
Louisiana Farm Bureau Cas Ins Co	\$224,526,282	4.98%	25	0.512505
Progressive Paloverde Ins Co	\$166,568,349	3.70%	39	1.077700
GoAuto Ins Co	\$144,626,094	3.21%	74	2.355109
Allstate Ins Co	\$126,806,438	2.81%	41	1.488225
Liberty Personal Ins Co	\$114,475,768	2.54%	38	1.527904
Safeco Ins Co of OR	\$109,688,794	2.43%	10	0.419627
State Farm Fire & Cas Co	\$94,822,990	2.10%	23	1.116452
Imperial Fire & Cas Ins Co	\$81,387,972	1.81%	26	1.470412
United Serv Automobile Assn	\$78,468,156	1.74%	3	0.175976
Safeway Ins Co Of LA	\$72,939,716	1.62%	22	1.388304
USAA Gen Ind Co	\$72,545,955	1.61%	17	1.078603
Geico Gen Ins Co	\$67,758,455	1.50%	15	1.018952
USAA Cas Ins Co	\$66,461,299	1.47%	13	0.900327
Shelter Mut Ins Co	\$59,555,776	1.32%	8	0.618289
Lyndon Southern Ins Co	\$54,954,319	1.22%	67	5.611759
ANPAC LA Ins Co	\$35,951,156	0.80%	3	0.384091
Garrison Prop & Cas Ins Co	\$31,418,955	0.70%	4	0.585995
Government Employees Ins Co	\$30,361,991	0.67%	4	0.606395
Automobile Club Interins Exch	\$25,965,917	0.58%	5	0.886323
Liberty Mut Fire Ins Co	\$25,425,134	0.56%	12	2.172421
Geico Ind Co	\$23,322,827	0.52%	7	1.381474
Metropolitan Prop & Cas Ins Co	\$23,224,110	0.52%	2	0.396384
Louisiana Farm Bureau Mut Ins Co	\$23,001,971	0.51%	7	1.400745
Hartford Accident & Ind Co	\$22,481,031	0.50%	4	0.818973
Allmerica Fin Benefit Ins Co	\$21,467,457	0.48%	1	0.214410
Esurance Ins Co	\$20,677,997	0.46%	4	0.890384
Financial Ind Co	\$16,674,839	0.37%	4	1.104140
Republic Fire & Cas Ins Co	\$12,135,947	0.27%	3	1.137820
Foremost Ins Co Grand Rapids MI	\$11,665,252	0.26%	3	1.183731
Horace Mann Prop & Cas Ins Co	\$8,627,904	0.19%	1	0.533483
Permanent Gen Assur Corp	\$8,465,437	0.19%	8	4.349774
Safe Auto Ins Co	\$7,993,093	0.18%	12	6.910229
Allstate Fire & Cas Ins Co	\$7,789,252	0.17%	10	5.909222
Horace Mann Ins Co	\$7,606,089	0.17%	0	0.000000
American Reliable Ins Co	\$6,657,185	0.15%	0	0.000000
Southern Farm Bureau Cas Ins Co	\$6,559,613	0.15%	0	0.000000
National Gen Assur Co	\$6,211,465	0.14%	3	2.223070
Metropolitan Grp Prop & Cas Ins Co	\$6,150,124	0.14%	1	0.748414
Allstate Ind Co	\$5,997,349	0.13%	1	0.767479



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Privilege Underwriters Recp Exch	\$5,083,997	0.11%	1	0.905359
DIRECT GENERAL INS CO OF LOUISIANA	\$4,576,128	0.10%	16	16.093404
AIG Prop Cas Co	\$4,508,874	0.10%	0	0.000000
Amica Mut Ins Co	\$4,330,119	0.10%	0	0.000000
Hartford Ins Co Of The Midwest	\$4,278,486	0.09%	0	0.000000
Essentia Ins Co	\$3,723,383	0.08%	0	0.000000
Property & Cas Ins Co Of Hartford	\$3,671,381	0.08%	2	2.507417
Teachers Ins Co	\$3,503,338	0.08%	0	0.000000
LM Ins Corp	\$3,444,733	0.08%	5	6.680985
Encompass Prop & Cas Co	\$3,087,622	0.07%	1	1.490740
Unitrin Auto & Home Ins Co	\$2,625,964	0.06%	0	0.000000
21st Century Centennial Ins Co	\$2,464,122	0.05%	5	9.339721
Omni Ins Co	\$2,199,047	0.05%	2	4.186215
State Natl Ins Co Inc	\$2,118,048	0.05%	1	2.173153
Encompass Ins Co Of Amer	\$2,044,845	0.05%	0	0.000000
Economy Premier Assur Co	\$2,017,772	0.04%	0	0.000000
Ace Ins Co Of The Midwest	\$1,727,668	0.04%	0	0.000000
American Natl Gen Ins Co	\$1,489,449	0.03%	1	3.090298
Hanover Amer Ins Co	\$1,417,232	0.03%	0	0.000000
United Natl Ins Co	\$1,356,396	0.03%	0	0.000000
Encompass Ind Co	\$1,213,171	0.03%	0	0.000000
Great Northern Ins Co	\$1,167,347	0.03%	0	0.000000
Federal Ins Co	\$1,079,567	0.02%	0	0.000000
California Cas Ind Exch	\$946,612	0.02%	0	0.000000
21st Century N Amer Ins Co	\$887,917	0.02%	1	5.183865
Philadelphia Ind Ins Co	\$847,899	0.02%	0	0.000000
American Southern Home Ins Co	\$737,403	0.02%	0	0.000000
Massachusetts Bay Ins Co	\$715,195	0.02%	0	0.000000
Phoenix Ins Co	\$666,595	0.01%	0	0.000000
Sentinel Ins Co Ltd	\$602,828	0.01%	0	0.000000
Pharmacists Mut Ins Co	\$489,832	0.01%	0	0.000000
American Bankers Ins Co Of FL	\$471,382	0.01%	0	0.000000
Charter Oak Fire Ins Co	\$360,724	0.01%	0	0.000000
Markel Amer Ins Co	\$353,935	0.01%	0	0.000000
First Liberty Ins Corp	\$348,910	0.01%	0	0.000000
National Interstate Ins Co	\$347,156	0.01%	1	13.258715
Vigilant Ins Co	\$332,649	0.01%	0	0.000000
Ironshore Ind Inc	\$312,447	0.01%	0	0.000000
National Specialty Ins Co	\$300,560	0.01%	0	0.000000
Unitrin Preferred Ins Co	\$260,274	0.01%	0	0.000000
ACCC Ins Co	\$249,285	0.01%	3	55.392532
Travelers Prop Cas Co Of Amer	\$232,502	0.01%	0	0.000000
Hanover Ins Co	\$226,430	0.01%	0	0.000000



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Travco Ins Co	\$217,443	0.00%	0	0.000000
Electric Ins Co	\$217,156	0.00%	0	0.000000
Hartford Cas Ins Co	\$214,273	0.00%	1	21.481206
Hartford Underwriters Ins Co	\$204,579	0.00%	0	0.000000
Yosemite Ins Co	\$192,083	0.00%	0	0.000000
Equity Ins Co	\$160,799	0.00%	1	28.624820
Liberty Ins Corp	\$138,617	0.00%	0	0.000000
Metropolitan Cas Ins Co	\$134,850	0.00%	0	0.000000
Foremost Prop & Cas Ins Co	\$118,550	0.00%	0	0.000000
Metropolitan Gen Ins Co	\$115,685	0.00%	0	0.000000
Twin City Fire Ins Co Co	\$106,053	0.00%	0	0.000000
Travelers Ind Co Of Amer	\$103,267	0.00%	0	0.000000
Merastar Ins Co	\$102,245	0.00%	0	0.000000
Spartan Ins Co	\$89,135	0.00%	0	0.000000
Triton Ins Co	\$82,681	0.00%	0	0.000000
Pacific Ind Co	\$65,004	0.00%	0	0.000000
21st Century Premier Ins Co	\$51,554	0.00%	0	0.000000
General Security Ind Co of AZ	\$47,085	0.00%	0	0.000000
Hartford Fire Ins Co	\$46,133	0.00%	0	0.000000
Sentry Select Ins Co	\$34,881	0.00%	0	0.000000
National Gen Ins Co	\$31,672	0.00%	4	581.313774
Middlesex Ins Co	\$27,547	0.00%	0	0.000000
RLI Ins Co	\$8,003	0.00%	0	0.000000
Safeco Ins Co Of Amer	\$1,614	0.00%	0	0.000000
Repwest Ins Co	\$0	0.00%	1	0.000000
Progressive Cas Ins Co	\$0	0.00%	4	0.000000
Progressive Direct Ins Co	\$0	0.00%	2	0.000000
Praetorian Ins Co	\$0	0.00%	1	0.000000
NATIONAL AUTOMOTIVE INS CO	\$0	0.00%	1	0.000000
Nationwide Gen Ins Co	\$0	0.00%	1	0.000000
New York Marine & Gen Ins Co	\$0	0.00%	1	0.000000
Old Republic Ins Co	\$0	0.00%	1	0.000000
Mesa Underwriters Specialty Ins Co	\$0	0.00%	2	0.000000
Scottsdale Ins Co	\$0	0.00%	1	0.000000
Standard Fire Ins Co	\$0	0.00%	1	0.000000
USAgenies Cas Ins Co Inc	\$0	0.00%	7	0.000000
United Fire & Ind Co	\$0	0.00%	1	0.000000
Wesco Ins Co	\$0	0.00%	1	0.000000
Western Heritage Ins Co	\$0	0.00%	1	0.000000
Windhaven Natl Ins Co	\$0	0.00%	1	0.000000
IU Hlth RRG Inc	\$0	0.00%	1	0.000000
Geovera Specialty Ins Co	\$0	0.00%	1	0.000000
GEICO Advantage Ins Co	\$0	0.00%	0	0.000000



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Farmers Ins Exch	\$0	0.00%	1	0.000000
Alfa Mut Gen Ins Co	\$0	0.00%	0	0.000000
Access Ins Co	\$0	0.00%	2	0.000000
American Serv Ins Co Inc	\$0	0.00%	1	0.000000
Emc Prop & Cas Ins Co	\$0	0.00%	1	0.000000
Church Mut Ins Co	\$0	0.00%	1	0.000000
Catlin Specialty Ins Co	\$0	0.00%	1	0.000000
Bristol W Ins Co	\$0	0.00%	1	0.000000
American Family Home Ins Co	-\$4	0.00%	0	0.000000
LM Gen Ins Co	-\$68	0.00%	0	0.000000
American Western Home Ins Co	-\$145	0.00%	0	0.000000
Voyager Ind Ins Co	-\$303	0.00%	0	0.000000
Auto Club Family Ins Co	-\$2,474	0.00%	0	0.000000
Firemans Fund Ins Co	-\$3,903	0.00%	0	0.000000
Shelter Gen Ins Co	-\$4,913	0.00%	0	0.000000