



DEPARTMENT OF

**Professional &
Financial Regulation**

STATE OF MAINE

- OFFICE OF SECURITIES
- BUREAU OF INSURANCE
- CONSUMER CREDIT PROTECTION
- BUREAU OF FINANCIAL INSTITUTIONS
- OFFICE OF PROF. AND OCC. REGULATION

2015 Personal Auto Insurance Complaint Comparison

Prepared by the Maine Bureau of Insurance
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Background

Pursuant to 24-A M.R.S.A. §§ 212 and 216(2), the Maine Bureau of Insurance compiles complaint ratios for Personal Auto insurance companies for use as a comparison tool when researching companies. In addition to comparing complaint ratios, consumers are encouraged to consider:

- Policy prices
- What the policies cover
- What the policies don't cover (policy exclusions)
- Financial strength of the company

A consumer complaint is a written communication from an insurance consumer expressing a grievance that results in the need for the Bureau to conduct further investigation or to communicate in writing with a company to resolve the complaint. -

The Complaint Index is the ratio of an insurer's consumer complaint share to its market share. -

The Complaint Share is the percentage of consumer complaints received by the Bureau against an insurer for a given line of insurance compared to the total consumer complaints received by the Bureau for that line of insurance. -

The Market Share is the percentage of an insurer's direct written premium for the specified lines of insurance compared to the total direct written premium by all insurers for the specified lines of insurance. -

Information is usually reported by insurance group. A list of insurers within each insurance group is provided. Only those insurers and groups with sufficient premium volume to produce credible consumer complaint ratios are included. -

Personal Auto Complaint Comparison Table

The table below displays the complaint indices for the past two calendar years, the written premium for the most recent calendar year and the number of complaints for the most recent calendar year for the specified insurance groups. The complaint index compares the share of complaints to the share of written premium.

What Does the Complaint Index Tell You?

A complaint index shows you how an insurance group compares to the average.

- A complaint index of 1 is average
- Less than 1 is better than average
- Greater than 1 is worse than average

Are All Companies that Sell Personal Auto Insurance in Maine Listed in the Tables?

No, not all companies selling Personal Auto insurance in Maine are listed. Some companies or insurance groups do not write enough insurance in Maine to provide meaningful information. This publication only looks at companies or groups that had five or more complaints received by the Bureau **AND/OR** collected premiums for Personal Auto insurance policies in Maine that represented at least 1 percent of all premiums collected by all insurers who sold Personal Auto policies in Maine.

Where Can You Find Your Company?

Many companies are listed under their insurance group (i.e., companies under common ownership) because the company alone did not have a sufficient volume of information to produce a credible complaint index. Look for your company within its insurance group. If your company is not listed, it did not meet the criteria described above.

Personal Auto Insurance Group Name	2015 Complaint Index	2014 Complaint Index	2015 Written Premium in Maine	2015 Number of Complaints
<u>ALLSTATE INSURANCE GROUP</u> Allstate Fire & Casualty Insurance Company Allstate Indemnity Company Allstate Insurance Company Allstate Property & Casualty Ins Company Encompass Insurance Company of America Esurance Insurance Company	1.4	0.7	\$52,630,164	13
<u>AMICA MUTUAL GROUP</u> Amica Mutual Insurance Company	0.8	0.0	\$7,263,722	1
<u>AUTO CLUB ENTERPRISES INSURANCE GROUP</u> Interinsurance Exchange of the Automobile Club	2.0	1.4	\$17,908,222	6
<u>BERKSHIRE-HATHAWAY GROUP</u> GEICO Casualty Company GEICO General Insurance Company GEICO Indemnity Company Government Employees Insurance Company	1.5	1.4	\$60,980,305	16
<u>CONCORD GROUP</u> Concord General Mutual Insurance Company Green Mountain Insurance Company Inc.	0.6	0.7	\$29,416,617	3

Personal Auto Insurance Group Name	2015 Complaint Index	2014 Complaint Index	2015 Written Premium in Maine	2015 Number of Complaints
<u>FARMERS INSURANCE GROUP</u> 21 st Century Centennial Insurance Company 21 st Century Premier Insurance Company Bristol West Insurance Company Farmers Insurance Exchange Foremost Insurance Company Grand Rapids MI Foremost Property & Casualty Insurance Company Truck Insurance Exchange	1.9	3.4	\$9,037,971	3
<u>FRANKENMUTH INSURANCE GROUP</u> Patriot Insurance Company	0.9	0.9	\$13,096,896	2
<u>HARTFORD FIRE & CASUALTY GROUP</u> Hartford Accident & Indemnity Company Hartford Casualty Insurance Company Hartford Fire Insurance Company Hartford Insurance Company of the Midwest Hartford Underwriters Insurance Company Property & Casualty Insurance Co of Hartford Sentinel Insurance Company LTD Twin City Fire Insurance Company	1.6	1.2	\$10,896,550	3
<u>HORACE MANN GROUP</u> Horace Mann Insurance Company Horace Mann Property & Casualty Ins Co Teachers Insurance Company	0.0	1.2	\$10,317,640	0

Personal Auto Insurance Group Name	2015 Complaint Index	2014 Complaint Index	2015 Written Premium in Maine	2015 Number of Complaints
<u>LIBERTY MUTUAL GROUP</u> First Liberty Insurance Corp Liberty Insurance Corp Liberty Mutual Fire Insurance Company LM General Insurance Company LM Insurance Company Netherlands Insurance Company Peerless Insurance Company	0.8	1.0	\$61,936,542	9
<u>METROPOLITAN GROUP</u> Metropolitan Casualty Insurance Company Metropolitan General Insurance Company Metropolitan Property & Casualty Insurance Co	0.7	0.7	\$25,578,226	3
<u>MMG INSURANCE COMPANY</u> MMG Insurance Company	0.0	0.6	\$20,160,640	0
<u>PROGRESSIVE GROUP</u> Progressive Casualty Insurance Company Progressive Direct Insurance Company Progressive Northern Insurance Company Progressive Northwestern Insurance Company Progressive Premier Insurance Company of Illinois United Financial Casualty Company	0.8	0.9	\$87,878,230	12
<u>QUINCY MUTUAL GROUP</u> Patrons Oxford Insurance Company	0.5	0.0	\$22,990,383	2
<u>SENTRY INSURANCE GROUP</u> Dairyland Insurance Corp	1.9	0.5	\$12,310,724	4

Personal Auto Insurance Group Name	2015 Complaint Index	2014 Complaint Index	2015 Written Premium in Maine	2015 Number of Complaints
<u>STATE FARM GROUP</u> State Farm Fire & Casualty Company State Farm Mutual Auto Insurance Company	1.1	1.1	\$94,614,663	18
<u>The HANOVER INSURANCE GROUP</u> Citizens Insurance Company of America Hanover Insurance Company	0.8	0.9	\$21,266,129	3
<u>TRAVELERS GROUP</u> Standard Fire Insurance Company Travelers Commercial Insurance Company Travelers Home & Marine Insurance Company	0.2	0.6	\$23,646,748	1
<u>UNITED SERVICES AUTOMOBILE ASSOC GROUP</u> Garrison Property & Casualty Insurance Company United Services Automobile Association USAA Casualty Insurance Company USAA General Indemnity Company	0.6	0.9	\$26,975,161	3
<u>VERMONT GROUP</u> Vermont Mutual Insurance Company	0.0	1.4	\$9,362,611	0
Totals for Above Groups:			\$618,268,144	102

Note: Complaint ratios for AMTRUST NGH GROUP (formerly Tower) were not published because written premium information is unavailable. -