

## MOTOR VEHICLE CUSTOMER COMPLAINT RATIOS

(for Selected Insurance Companies)

These complaint ratios are based on the number of written complaints received by the Insurance Division from January 1, 2017 to December 31, 2017 for the 11 insurance companies that write more than 95% of the private passenger automobile insurance market. These numbers do not reflect any determination on the part of the Insurance Division as to whether a particular complaint may have been justified or not and include no-fault hearing requests.

<b>Insurance Company/Group</b>	<b>No. of Autos Insured</b>	<b>No. of Complaints Received</b>	<b>Ratio of Complaints per 1,000 Autos</b>
21st Century Centennial/Farmers Ins. Hawaii Inc.	64,511	47	0.729
Allstate Ins. Co.'s	87,828	12	0.137
DTRIC Ins. Co.'s	22,720	16	0.704
First Ins. Co.'s	52,950	10	0.189
GEICO Ins. Co.'s	250,914	102	0.407
Hartford Underwriters Ins. Co.	14,216	2	0.141
Island Ins. Co.'s	30,902	7	0.227
Liberty Mutual Ins. Co.'s	36,908	39	1.057
Progressive Ins. Co.'s	45,555	6	0.132
State Farm Ins. Co.'s	185,605	6	0.032
USAA Ins. Co.'s	106,396	9	0.085