

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, 2018 to December 31, 2018 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.

Insurance Company/Group	No. of Autos Insured	No. of Complaints Received	Ratio of Complaints per 1,000 Autos
21st Century Centennial/Farmers Ins. Hawaii Inc.	55,775	46	0.825
Allstate Ins. Co.'s	88,964	6	0.067
DTRIC Ins. Co.'s	22,259	5	0.225
First Ins. Co.'s	50,194	4	0.080
GEICO Ins. Co.'s	257,040	99	0.385
Hartford Underwriters Ins. Co.	12,672	2	0.158
Island Ins. Co.'s	31,189	2	0.064
Liberty Mutual Ins. Co.'s	38,406	3	0.078
Progressive Ins. Co.'s	48,384	1	0.021
State Farm Ins. Co.'s	189,666	11	0.058
USAA Ins. Co.'s	107,371	10	0.093