



## STATE OF HAWAII

### MOTOR VEHICLE CUSTOMER COMPLAINT RATIOS

(for selected insurance companies)

The complaint ratios shown are based on the number of written complaints received by the Insurance Division from January 1, 2019 to December 31, 2019 for the 11 insurance companies which comprise 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 also include no-fault hearing requests.

<b>Insurance Company</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.	55,775	49	0.879
Allstate Insurance Companies*	88,964	13	0.146
DTRIC Insurance Companies*	22,259	6	0.270
First Insurance Companies*	50,194	9	0.179
GEICO Insurance Companies*	257,040	73	0.284
Hartford Underwriters Insurance Company	12,672	3	0.237
Island Insurance Companies*	31,189	6	0.192
Liberty Mutual Insurance Companies*	38,406	11	0.286
Progressive Insurance Companies*	48,384	6	0.124
State Farm Insurance Companies*	189,666	17	0.090
USAA Insurance Companies*	107,371	16	0.149

\*includes affiliated companies