



## STATE OF HAWAII

### MOTOR VEHICLE CUSTOMER COMPLAINT RATIOS

The complaint ratios shown are based on the number of written complaints received by the Insurance Division from January 1, 2021 to December 31, 2021 for the 22 insurance companies which actively write private passenger automobile business in Hawaii.

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 Insurance Company	47,498	0	0.000
Allstate Insurance Companies*	96,183	11	0.114
American Family Insurance Companies*	3,740	0	0.000
CHUBB Insurance Companies*	503	0	0.000
Cincinnati Insurance Company	55	0	0.000
Crestbrook Insurance Company	60	0	0.000
Crum & Forster Insurance Companies*	3,488	0	0.000
DB Insurance Company, Ltd. (U.S. Branch)	8,770	6	0.684
DTRIC Insurance Companies*	20,725	0	0.000
Essentia Insurance Company	1,206	0	0.000
First Insurance Companies*	42,208	4	0.095
GEICO Insurance Companies*	285,992	69	0.241
Hartford Underwriters Insurance Company	9,678	2	0.207
Insurance Company of the State of Pennsylvania	789	0	0.000
Interinsurance Exchange of the Automobile Club	9,832	0	0.000
Island Insurance Companies*	28,741	5	0.174
Liberty Mutual Insurance Companies*	43,485	3	0.069
Privilege Underwriters Reciprocal Exchange	893	1	1.120
Progressive Insurance Companies*	59,037	19	0.322
State Farm Insurance Companies*	215,042	17	0.079
Travelers Insurance Companies*	270	0	0.000
USAA Insurance Companies*	103,842	3	0.029

\*includes affiliated companies