



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, 2024 to December 31, 2024 for the 20 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.

Insurance Company	No. of Autos Insured	No. of Complaints Received	Ratio of Complaints per 1,000 Autos
Allstate Insurance Companies*	105,512	6	0.057
American Family Connect P&C Insurance Company	4,362	1	0.229
CHUBB Insurance Companies*	798	0	0.000
Cincinnati Insurance Company	150	0	0.000
Crum & Forster Insurance Companies*	3,153	0	0.000
DB Insurance Company, Ltd. (U.S. Branch)	7,913	0	0.000
Essentia Insurance Company	1,520	0	0.000
Farmers Co's	37,111	1	0.027
First Insurance Companies*	35,144	0	0.000
GEICO Insurance Companies*	263,107	0	0.000
Hartford Underwriters Insurance Company	7,147	0	0.000
Insurance Company of the State of Pennsylvania	589	0	0.000
Interinsurance Exchange of the Automobile Club	12,019	0	0.000
Island Insurance Companies*	27,332	0	0.000
Liberty Mutual Insurance Companies*	40,108	4	0.100
Progressive Insurance Companies*	74,809	6	0.080
State Farm Insurance Companies*	241,903	15	0.062
Tokio Marine Insurance Companies*	1,313	0	0.000
Travelers Insurance Companies*	210	0	0.000
USAA Insurance Companies*	108,368	14	0.129

*includes affiliated companies