



## 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, 2020 to December 31, 2020 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.

Insurance Company	No. of Autos Insured	No. of Complaints Received	Ratio of Complaints per 1,000 Autos
21st Century Centennial Insurance Company	50,181	39	0.777
Allstate Insurance Companies*	93,079	5	0.054
DTRIC Insurance Companies*	21,057	0	0.000
First Insurance Companies*	43,740	3	0.069
GEICO Insurance Companies*	276,792	130	0.470
Hartford Underwriters Insurance Company	10,347	1	0.097
Island Insurance Companies*	29,022	3	0.103
Liberty Mutual Insurance Companies*	41,838	2	0.048
Progressive Insurance Companies*	53,907	7	0.130
State Farm Insurance Companies*	200,100	10	0.050
USAA Insurance Companies*	104,634	3	0.029

\*includes affiliated companies