

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, 2009 to December 31, 2009 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
AIG Hawaii Ins. Co., Inc. (now known as Farmers Ins. Hawaii, Inc.)	104,625	57	0.545
Allstate Insurance Co.'s	65,594	17	0.259
DTRIC Ins. Co., Ltd.	31,789	8	0.252
First Insurance Co.'s	24,507	5	0.204
GEICO Insurance Co.'s	191,202	54	0.282
Hartford Underwriters Ins. Co.	31,724	7	0.221
Island/Tradewind Insurance Co.'s	30,840	9	0.292
Liberty Mutual Insurance Co.'s	36,220	22	0.607
Progressive Insurance Co.'s	37,731	11	0.292
State Farm Insurance Co.'s	144,927	20	0.138
USAA Insurance Co.'s	87,699	8	0.091