

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, 2005 to December 31, 2005 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
American International Co.'s	112,411	134	1.192
Allstate Insurance Co.'s	59,058	9	0.152
DTRIC Ins. Co., Ltd.	34,128	116	3.399
First Insurance Co.'s	27,892	3	0.108
GEICO Insurance Co.'s	167,720	103	0.614
Hartford Underwriters Ins. Co.	38,615	8	0.207
Island/Tradewind Insurance Co.'s	36,224	10	0.276
Liberty Mutual Insurance Co.'s	30,502	89	2.918
Progressive Insurance Co.'s	38,025	28	0.736
State Farm Insurance Co.'s	128,208	8	0.062
USAA Insurance Co.'s	73,586	15	0.204