

## 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, 2007 to December 31, 2007 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.

<b>Insurance Company/Group</b>	<b>No. of Autos Insured</b>	<b>No. of Complaints Received</b>	<b>Ratio of Complaints per 1,000 Autos</b>
American International Co.'s	115,148	54	0.469
Allstate Insurance Co.'s	63,229	16	0.253
DTRIC Ins. Co., Ltd.	33,212	10	0.301
First Insurance Co.'s	25,441	8	0.314
GEICO Insurance Co.'s	183,478	106	0.578
Hartford Underwriters Ins. Co.	35,986	13	0.361
Island/Tradewind Insurance Co.'s	33,905	2	0.059
Liberty Mutual Insurance Co.'s	34,467	23	0.667
Progressive Insurance Co.'s	36,691	15	0.409
State Farm Insurance Co.'s	134,957	13	0.096
USAA Insurance Co.'s	83,223	5	0.060