

**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, 2006 to December 31, 2006 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	110,338	58	0.526
Allstate Insurance Co.'s	61,985	12	0.194
DTRIC Ins. Co., Ltd.	33,326	44	1.320
First Insurance Co.'s	26,143	4	0.153
GEICO Insurance Co.'s	176,497	108	0.612
Hartford Underwriters Ins. Co.	37,645	12	0.319
Island/Tradewind Insurance Co.'s	35,172	8	0.227
Liberty Mutual Insurance Co.'s	32,800	50	1.524
Progressive Insurance Co.'s	37,355	20	0.535
State Farm Insurance Co.'s	130,778	17	0.130
USAA Insurance Co.'s	76,422	8	0.105