



## 2022 Auto Insurance Consumer Information Report

2020 Rank	2021 Rank	2022 Rank	Name of Insurer (Worst to Best Complaint Index)	Valid Complaints**	Number of Vehicles (as of 12/31/2022)	Valid Complaint Ratio* 2022	Valid Complaint Index 2022***
1	8	1	Personal Service Ins Co	7	29,507	0.2372	5.134
13	14	2	Citizens United Reciprocal Exchange (CURE)	5	25,333	0.1974	4.271
5	24	3	American Family Ins Group	2	10,561	0.1894	4.098
2	2	4	Foremost Ins Co Grand Rapids, Michigan	4	27,360	0.1462	3.164
4	24	5	Hanover Ins Co	3	32,838	0.0914	1.977
14	19	6	Allstate Group	61	674,319	0.0905	1.958
11	15	7	Liberty Mutual Group	25	278,100	0.0899	1.945
24	24	8	Mercury General Group	1	11,900	0.0840	1.819
12	3	9	Nationwide Group	2	26,226	0.0763	1.650
24	24	10	California Cas & Fire Ins Co	1	13,154	0.0760	1.645
6	11	11	USAA Group	19	264,190	0.0719	1.556
3	24	12	Hartford Group	1	15,234	0.0656	1.421
18	18	13	State Farm Group	30	597,208	0.0502	1.087
20	21	14	GEICO Group	66	1,437,162	0.0459	0.994
15	9	15	Farmers Group	5	133,505	0.0375	0.810
19	12	16	Progressive Group	29	775,901	0.0374	0.809
22	20	17	Travelers Group	5	234,964	0.0213	0.461
21	22	18	Plymouth Rock	4	395,951	0.0101	0.219
23	23	19	NJM Group	5	793,336	0.0063	0.136
7	16	20	CSAA General Ins Co	0	67,784	0.0000	0.000
24	17	20	Selective Auto Ins Co of NJ	0	36,862	0.0000	0.000
16	10	20	Amica Group	0	30,568	0.0000	0.000
24	24	20	Chubb Group	0	18,348	0.0000	0.000
24	7	20	Founders Ins Co	0	10,821	0.0000	0.000
24	5	20	Farm Family (American Nat'l. Financial) Group	0	10,137	0.0000	0.000
TOTALS				275	5,951,269		

\*Complaint Ratio = Valid Complaints to 1,000 Insured Autos

Ratios Calculated for Companies with at least 10,000 autos

\*\*Valid Complaints: The insurer, licensee, producer, or other regulated entity committed any violation of: an applicable state insurance law or regulation; a federal requirement that the state Department of Insurance has the authority to enforce; or, the term/condition of an insurance policy or certificate; or the complaint and entity's response, considered together, indicate that the entity was in error.

\*\*\*Complaint Index = How the Insurer's Complaint Ratio compares with all other insurers on the report. The average is equal to 1.00. Below 1.00 is better; above 1.00 is worse