2024 Auto Insurance Consumer Information Report

2022 Rank	2023 Rank	2024 Rank	Name of Insurer (Worst to Best Complaint Index)	Valid Complaints**	Number of Vehicles (as of 12/31/2024)	Valid Complaint Ratio* 2024	Valid Complaint Index*** 2024
2	2	**1**	Citizens United Reciprocal Exchange (CURE)	13	57,192	0.2273	4.351
9	12	**2**	Nationwide Group	3	19,353	0.1550	2.967
1	1	**3**	Personal Service Ins Co	6	40,894	0.1467	2.809
11	4	**4**	USAA Group	31	267,616	0.1158	2.217
7	5	**5**	Liberty Mutual Group	21	191,521	0.1096	2.099
5	9	**6**	Hanover Ins Co	3	32,917	0.0911	1.745
15	7	**7**	Farmers Group	9	106,152	0.0848	1.623
4	18	**8**	Foremost Ins Co Grand Rapids, Michigan	6	70,956	0.0846	1.619
13	11	**9**	State Farm Group	52	628,742	0.0827	1.583
6	6	**10**	Allstate Group	44	550,104	0.0800	1.531
20	21	**11**	CSAA General Ins Co	6	102,612	0.0585	1.119
20	10	**12**	Chubb Group	1	17,425	0.0574	1.099
17	16	**13**	Travelers Group	13	227,932	0.0570	1.092
12	8	**14**	Hartford Group	1	20,234	0.0494	0.946
16	14	**15**	Progressive Group	41	947,274	0.0433	0.829
14	13	**16**	GEICO Group	53	1,357,530	0.0390	0.747
N/A	19	**17**	National Specialty Ins Co	2	52,788	0.0379	0.725
18	20	**18**	Plymouth Rock	11	394,867	0.0279	0.533
20	17	**19**	Selective Auto Ins Co of NJ	1	43,189	0.0232	0.443
19	22	**20**	NJM Group	2	912,378	0.0022	0.042
20	15	**21**	Amica Group	0	28,981	0.0000	0.000
3	23	**21**	American Family Ins Group	0	14,507	0.0000	0.000
20	23	**21**	Founders Ins Co	0	10,778	0.0000	0.000
20	23	**21**	American National Group (United Farm Family)	0	10,441	0.0000	0.000
			TOTALS	**319**	**6,106,383**		

*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