

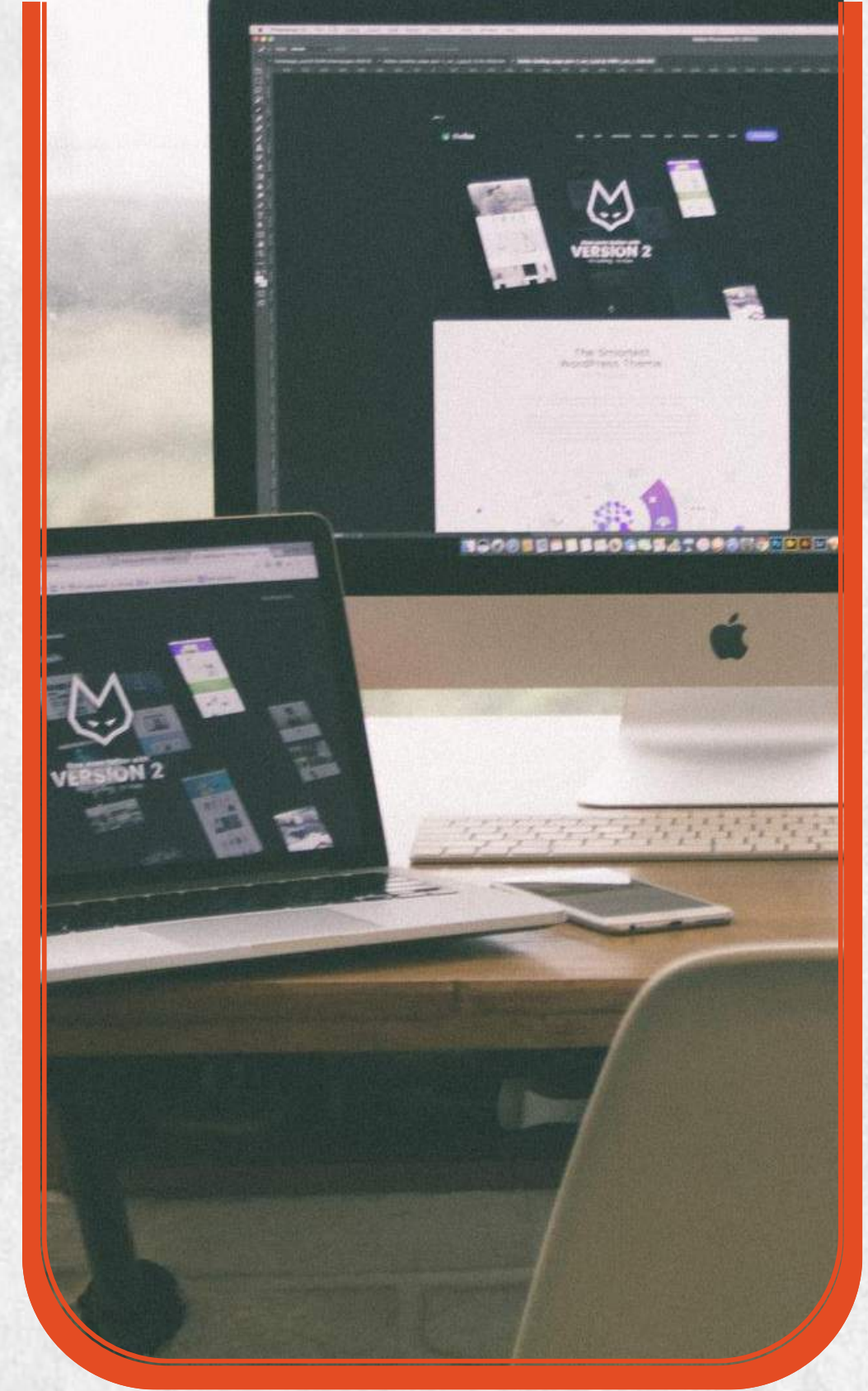
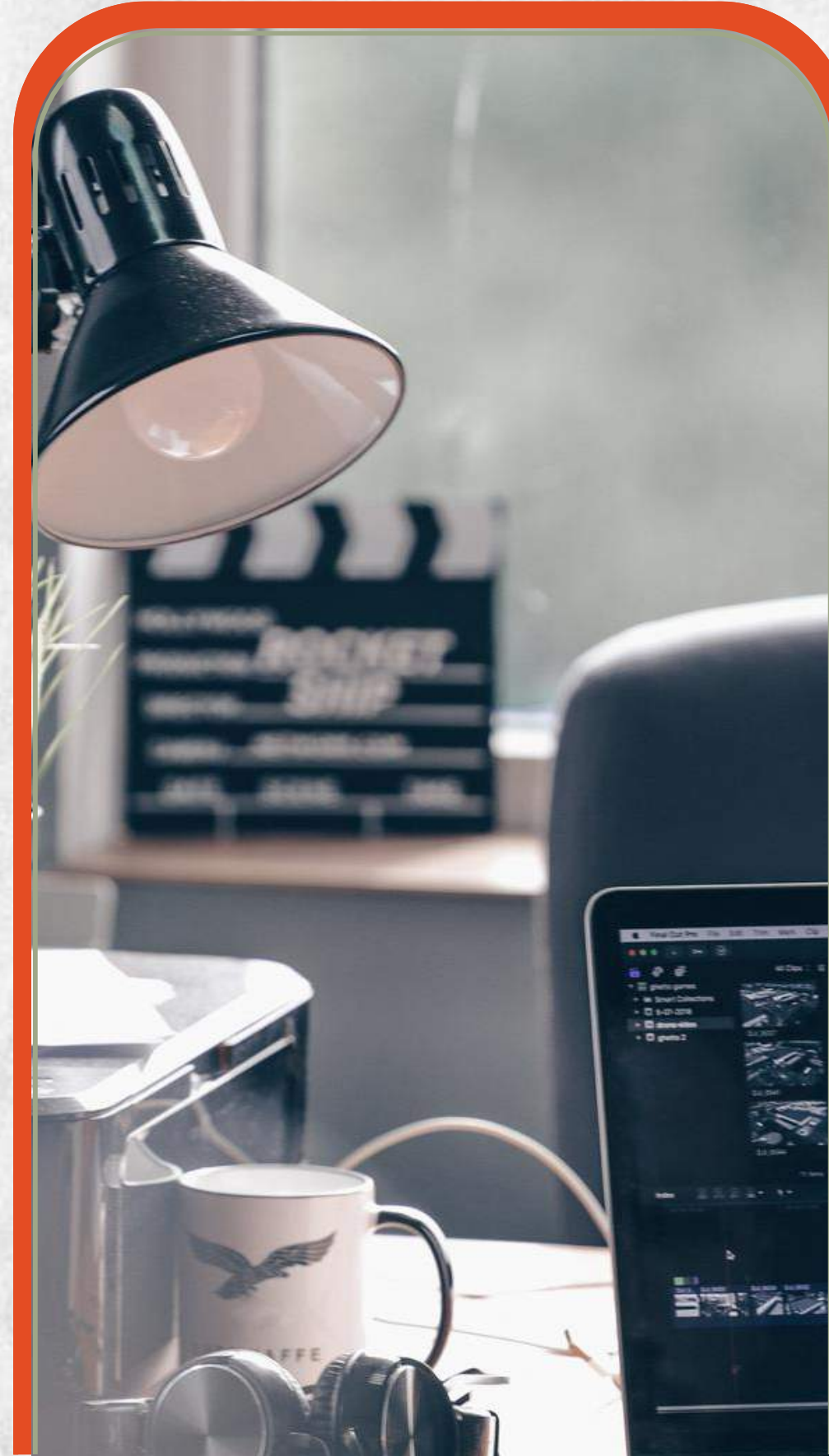
AUTOMOBILE INSURANCE COMPLAINTS RANKINGS

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PROJECT DESCRIPTION

The project analyzes ranks automotive insurers based on complaint data, offering insights for improvement and fostering transparency in the industry.



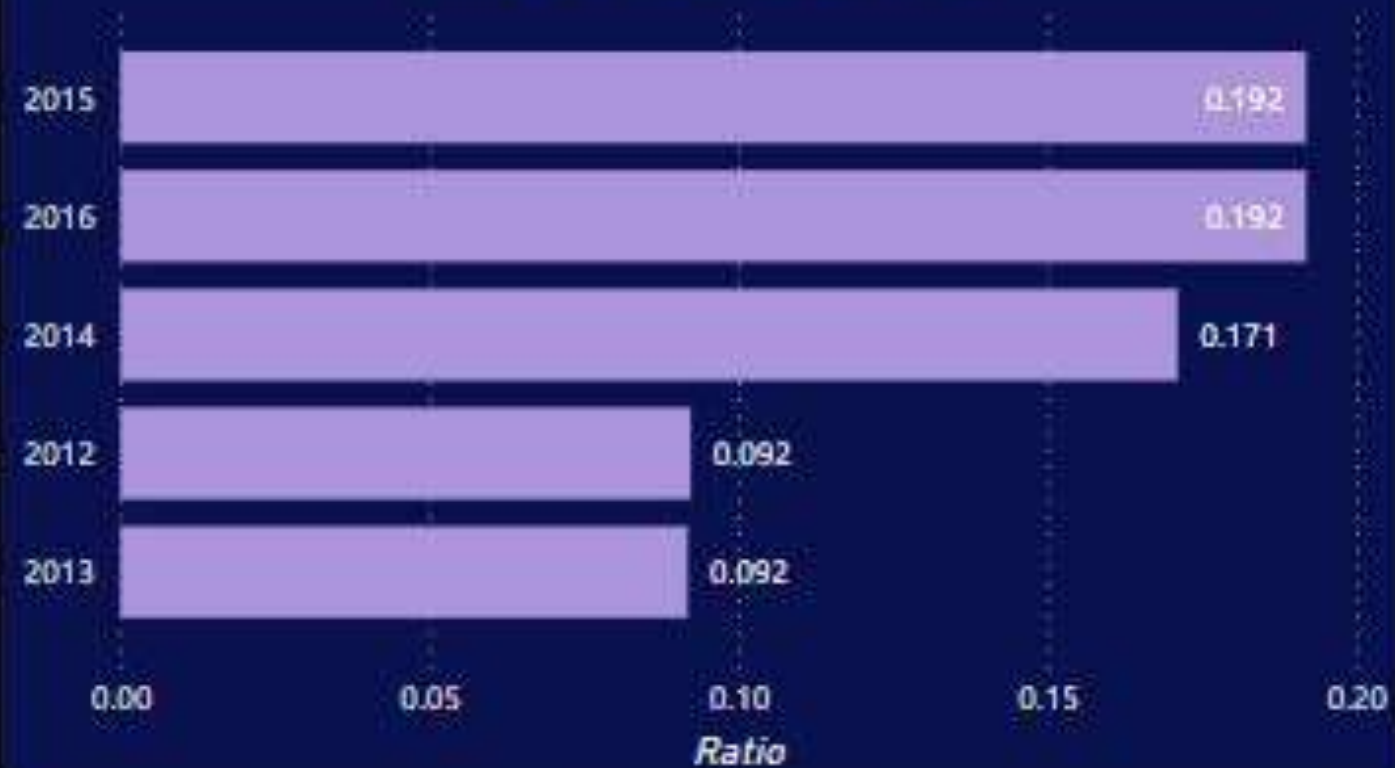


Complaint Diagnostic Report

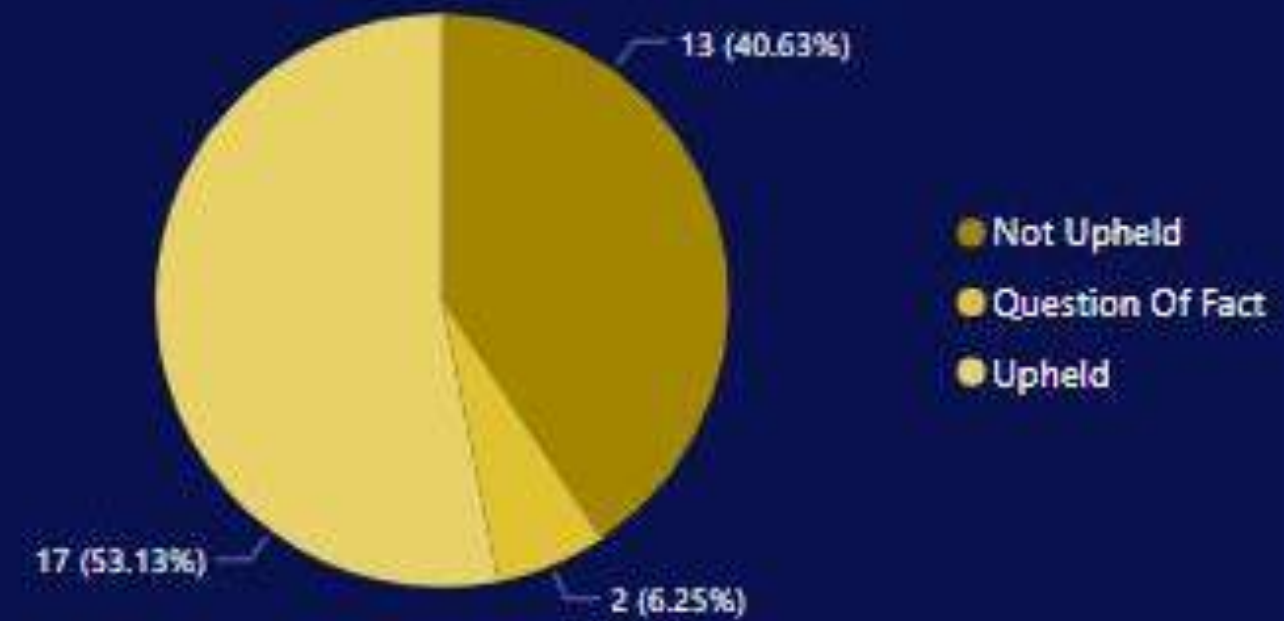
This diagnostic report shows complaint data of automobile insurance companies provided by the DFS. The report focuses on understanding the nature of complaints, their resolution, and the factors influencing complaint ratios.

AUTOMOBILE INSURANCE | COMPLAINT DIAGNOSTIC REPORT | OVERVIEW

TOTAL RATIO BY FILING YEAR



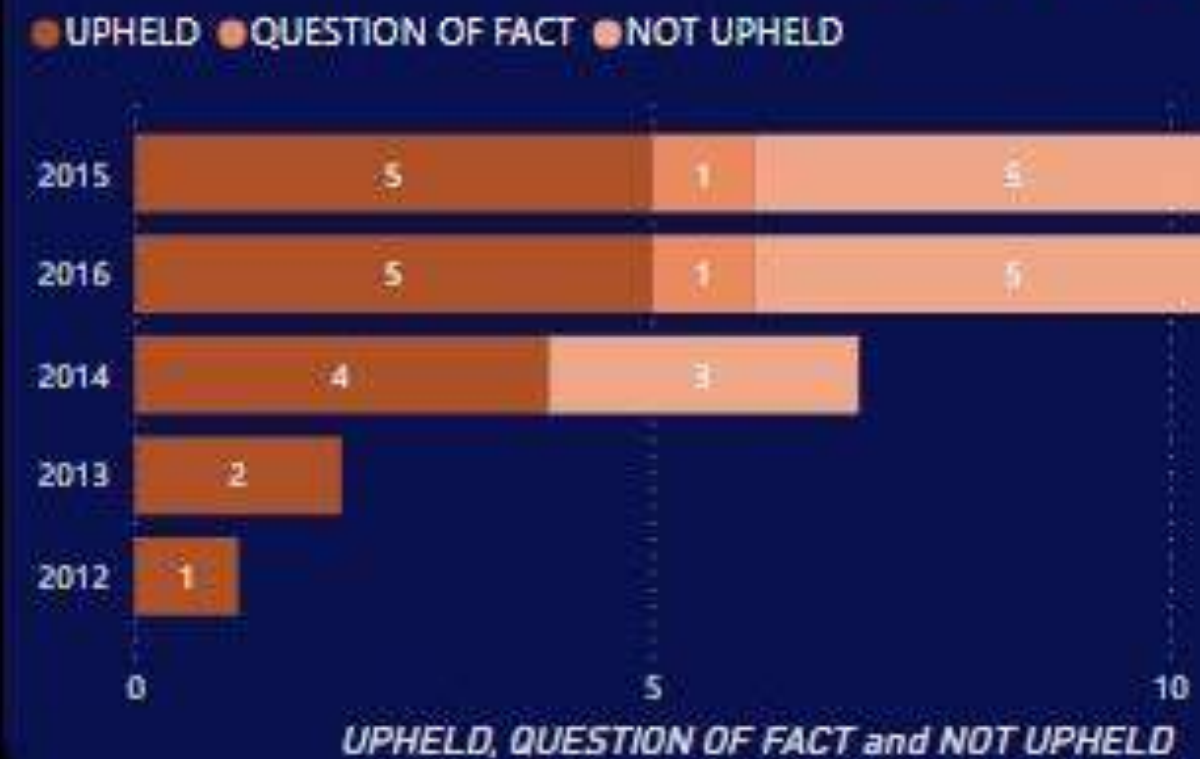
COMPLAINT DISTRIBUTION



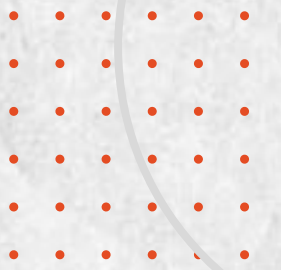
TOTAL PREMIUM WRITTEN (in millions) BY FILING YEAR



UPHELD, QUESTION OF FACT and NOT UPHELD by Filing Year



Diagnostic Analysis



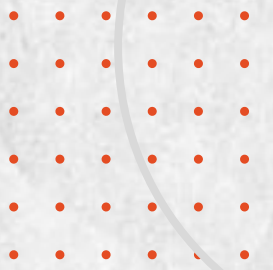
Complaint Ratio Analysis:

- New Hampshire Insurance Company, Clarendon National Insurance Company, and Victoria Fire & Casualty Company are some organizations with the highest complaint ratios, indicating potential problems in claim handling or customer service.
- Organizations with high complaint ratios have lower ranks, and vice versa.

Upheld Complaint Analysis:

- Out of 4216 upheld complaints, Long Island Insurance Company had the most complaints and a lower rank too.
- Allstate Insurance Company also had a higher number of upheld complaints from 2009 to 2014. This reflects that many companies are responsible for customer grievances.

Diagnostic Analysis



Question of Fact Complaints:

- ◆ A total of 11474 question of fact complaints were registered, and Allstate Insurance Company had around 698 complaints.
- ◆ A large number of these complaints show the need for better communication and clarity in policy terms by the organizations involved.

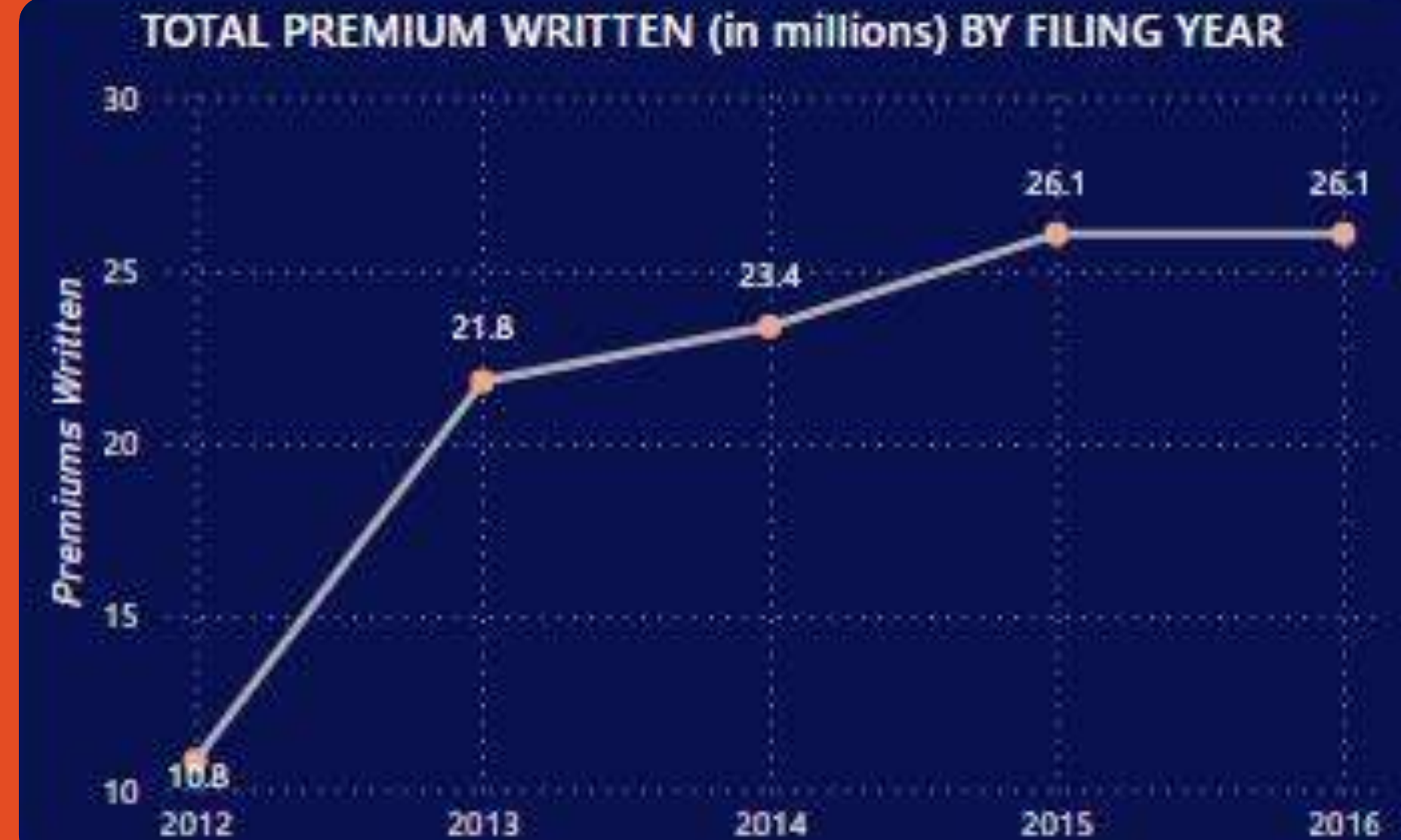
Not Upheld Complaints:

- ◆ Most companies that have higher not upheld complaints also have higher question of fact complaints.
- ◆ A total of 20229 not upheld complaints were registered, and seven companies had more than 300 such complaints.

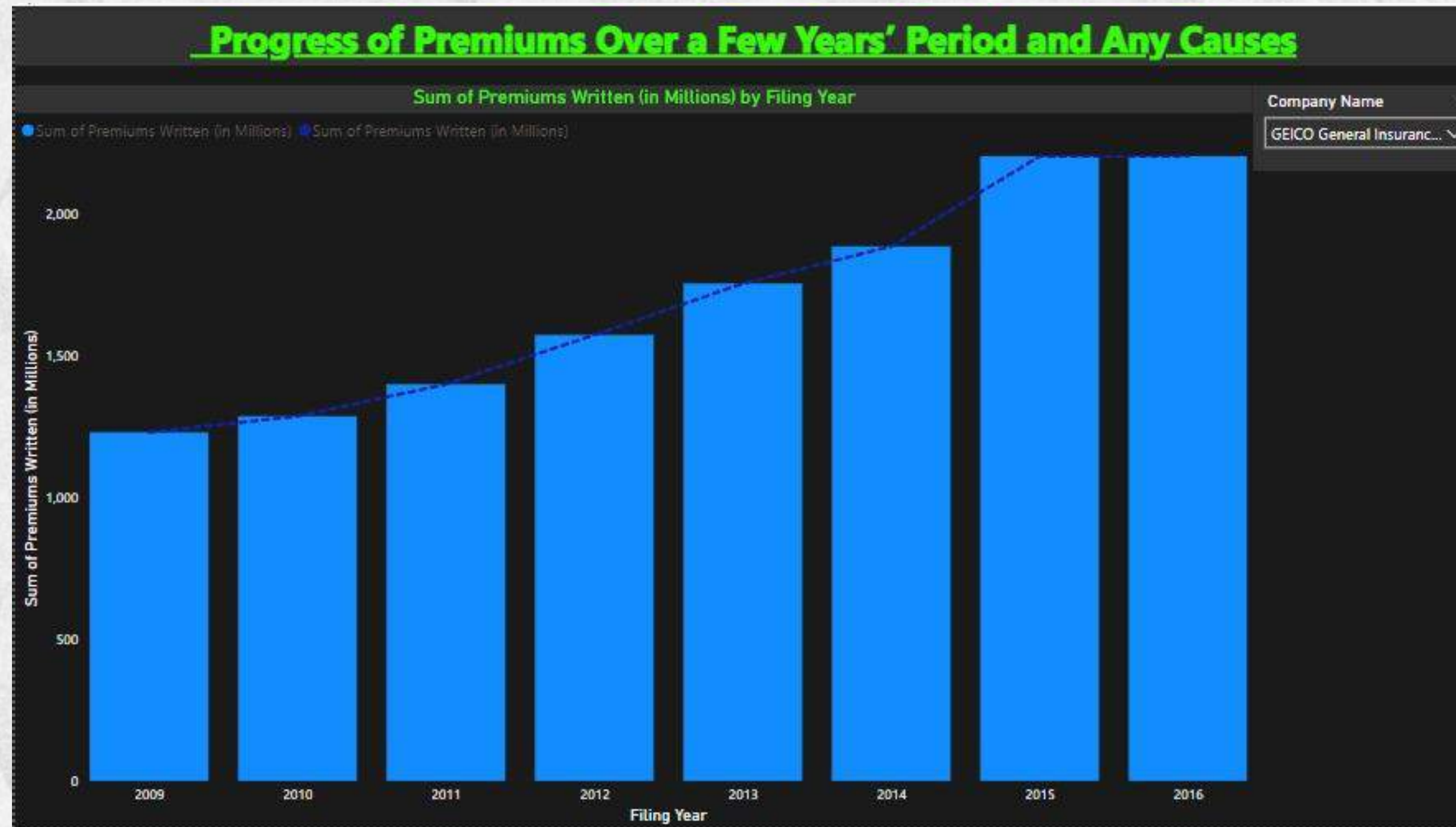
AUTOMOBILE INSURANCE COMPLAINT DIAGNOSTIC REPORT DETAIL								
COMPANY NAME	FILING YEAR	NOT UPHELD COMPLAINT	QUESTION OF FACT COMPLAINT	UPHELD COMPLAINT	RATIO	PREMIUMS WRITTEN	RANK	TOTAL COMPLAINT
Allstate Insurance Company	2009	525	318	180	0.14	1,269.44	119	1023
Allstate Insurance Company	2010	482	698	170	0.14	1,194.35	130	1350
Country-Wide Insurance Company	2010	400	245	32	0.36	87.84	152	677
Country-Wide Insurance Company	2011	365	84	45	0.40	111.79	151	494
Country-Wide Insurance Company	2012	361	96	67	0.53	126.56	158	524
GEICO General Insurance Company	2014	333	255	43	0.02	1,882.59	80	631
Allstate Insurance Company	2011	312	251	97	0.09	1,127.18	121	660
Allstate Insurance Company	2012	297	203	116	0.11	1,047.68	137	616
GEICO General Insurance Company	2015	270	209	24	0.01	2,199.89	96	503
GEICO General Insurance Company	2016	270	209	24	0.01	2,199.89	96	503
GEICO General Insurance Company	2013	269	204	18	0.01	1,751.86	88	491
Government Employees Insurance Company	2009	268	210	7	0.02	457.17	69	485
GEICO General Insurance Company	2012	258	184	12	0.01	1,570.82	84	454
State Farm Mutual Automobile Insurance Company	2009	252	298	60	0.06	962.95	94	610
Allstate Insurance Company	2014	251	136	76	0.09	865.76	116	463
Government Employees Insurance Company	2010	249	189	16	0.03	476.17	77	454
GEICO General Insurance Company	2010	238	180	20	0.02	1,284.56	66	438
Country-Wide Insurance Company	2009	227	107	24	0.31	77.15	145	358
GEICO General Insurance Company	2011	226	189	15	0.01	1,397.05	72	430
GEICO General Insurance Company	2009	222	211	15	0.01	1,227.73	68	448
State Farm Mutual Automobile Insurance Company	2011	219	131	27	0.02	1,087.72	79	377
Country-Wide Insurance Company	2013	218	61	99	0.83	119.98	160	378
State Farm Mutual Automobile Insurance Company	2010	212	177	37	0.04	1,024.95	80	426
Total		20229	11474	4216	2,566.02	87,427.28	116043	35919

Progress of Premiums Over the Years

The progress of premiums from 2009 to 2016 provides valuable insights into the automobile insurance industry's dynamics. It helps to find patterns and make informed decisions.



Here is the representation of a company's progress over the years . GEICO General Insurance Company has grown exponentially and around 2,199.89 million dollars premiums written in 2016.



Causes

- An increase in road accidents and unsafe behavior by drivers has led to an increase in the purchase of premiums.
- Rising costs of auto repair and medical care contribute to the hike in premiums.
- Inflation is another cause of the rise in policy purchases.
- Emerging auto technology also resulted in the progress of the automobile insurance industry.

Comparison Report

We have prepared a dashboard that shows a comparison report of five different companies. You can also change the company names to uncover any patterns.



Recommendations

- ◆ Insurers should maintain transparency in coverage, rights, and complaint processes.
- ◆ There is a need to ensure that insurance companies comply with consumer protection regulations.
- ◆ A quick resolution of disputes is also necessary.



The background of the slide is a photograph of a workspace. It features a silver laptop with a black keyboard, an orange spiral-bound notebook, and a white cup of coffee on a saucer. The scene is set on a light-colored wooden desk. Overlaid on the image are several abstract geometric shapes: a large orange shape in the top left corner with a white dotted pattern, a large dark blue shape on the left side containing the text, and a light green shape in the bottom right corner.

THANKYOU

The project helps to understand the insurance market environment and make informed decisions that protect consumer interests within the state.