



ClaimSearch[®] Trends

2023 Year-end Report



Table of contents:

Every ClaimSearch® Trends report leverages data from our ClaimSearch platform, the world’s largest database of property/casualty claims. This version of the report examines claim trends for policy types with the largest claim volumes—Personal Auto, Homeowners, Workers’ Compensation, and Commercial Auto—and looks deeper into notable loss-type trends.

Claim volume Page 3	Claims from natural causes Page 5	Homeowners water claims Page 11	Homeowners fire claims Page 13
Claims from human causes Page 15	Auto partial thefts Page 17	Homeowners theft claims Page 19	Summary Page 21



Claim Volume

Personal Auto and Homeowners policies

In 2023, Homeowners claim volume surged past pre-COVID volume while Personal Auto claim volume rebounded to pre-pandemic levels.

The temporary nature of the reduction in Personal Auto claim volume during the COVID-19 pandemic is clear: The fewest claims were recorded in 2020, as pandemic restrictions reduced driving (**Figure 1**). Personal Auto claim volumes have since rebounded, returning to pre-pandemic levels.

The COVID pandemic had the opposite effect on Homeowners claims: while other policy types had lower claim volumes, Homeowners claim volumes increased in 2020, as a prolonged quarantine and lockdown and a particularly active hurricane season led to more claims (**Figure 2**).

As examined later in this report, the increase in Homeowners claims is linked to increased convective storm activity.



Personal Auto Claims Volume

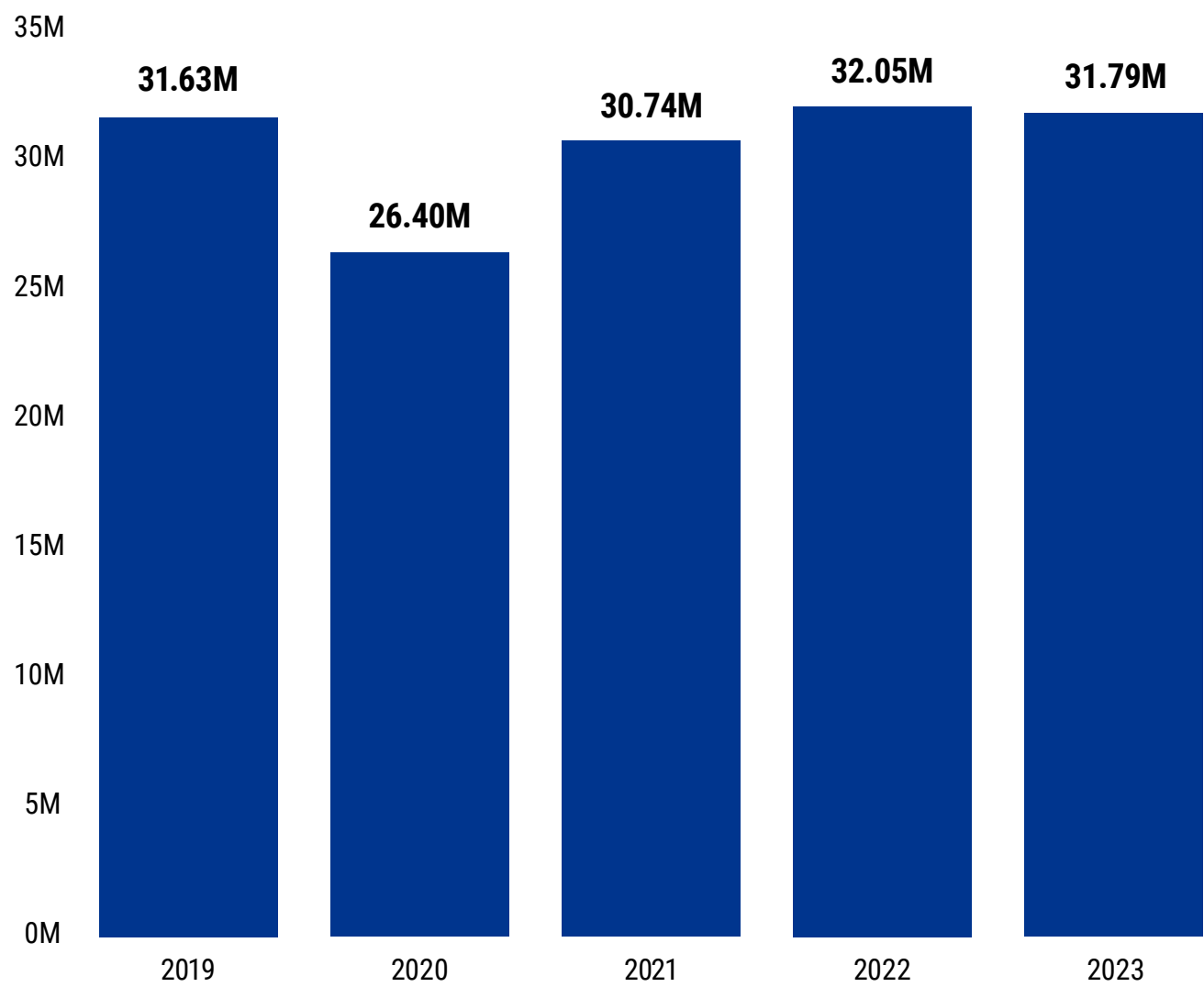


Figure 1: Personal Auto claim volume, 2019-2023 (source: Verisk data).

Homeowners Claims Volume

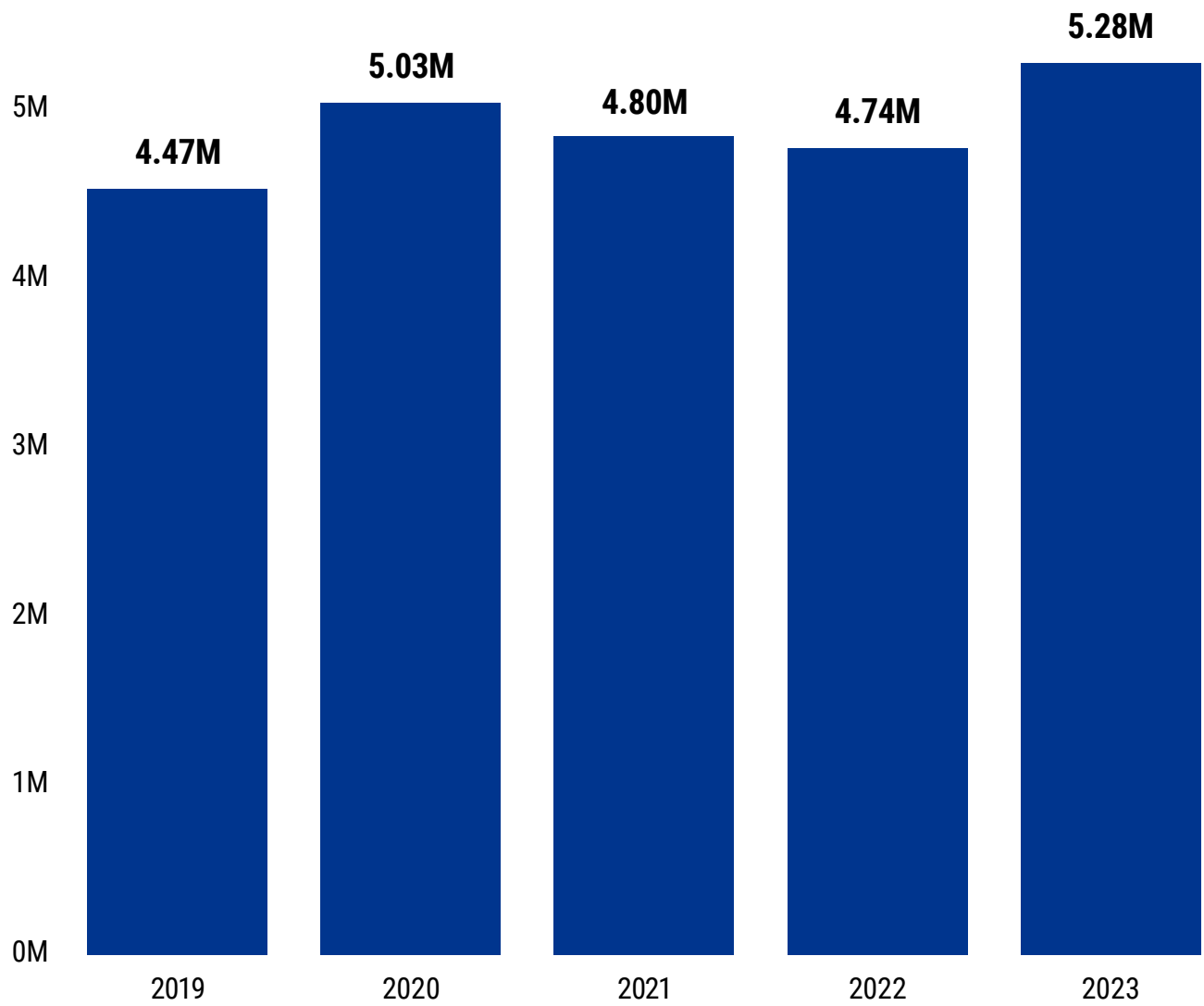


Figure 2: Homeowners claim volume, 2019-2023 (source: Verisk data).

Workers’ Compensation and Commercial Auto policies

In 2023, workers’ compensation claims were down from 2022, and also lower than pre-pandemic levels, while commercial auto claims are at a five-year high.

Workers’ Compensation claims also significantly declined in 2020 as remote work and economic slowdowns took hold. For the next three years, claim volume increased to reach pre-pandemic levels in 2022, although 2023 saw a 5% drop in claim activity relative to the previous year, as shown in **Figure 3**.

As with Personal Auto claim volume, Commercial Auto claims had a low in 2020 as commercial activity slowed down and the number of vehicles on the road decreased. Since then, Commercial Auto claim volume has steadily increased, with claim volume overtaking pre-pandemic levels (**Figure 4**).

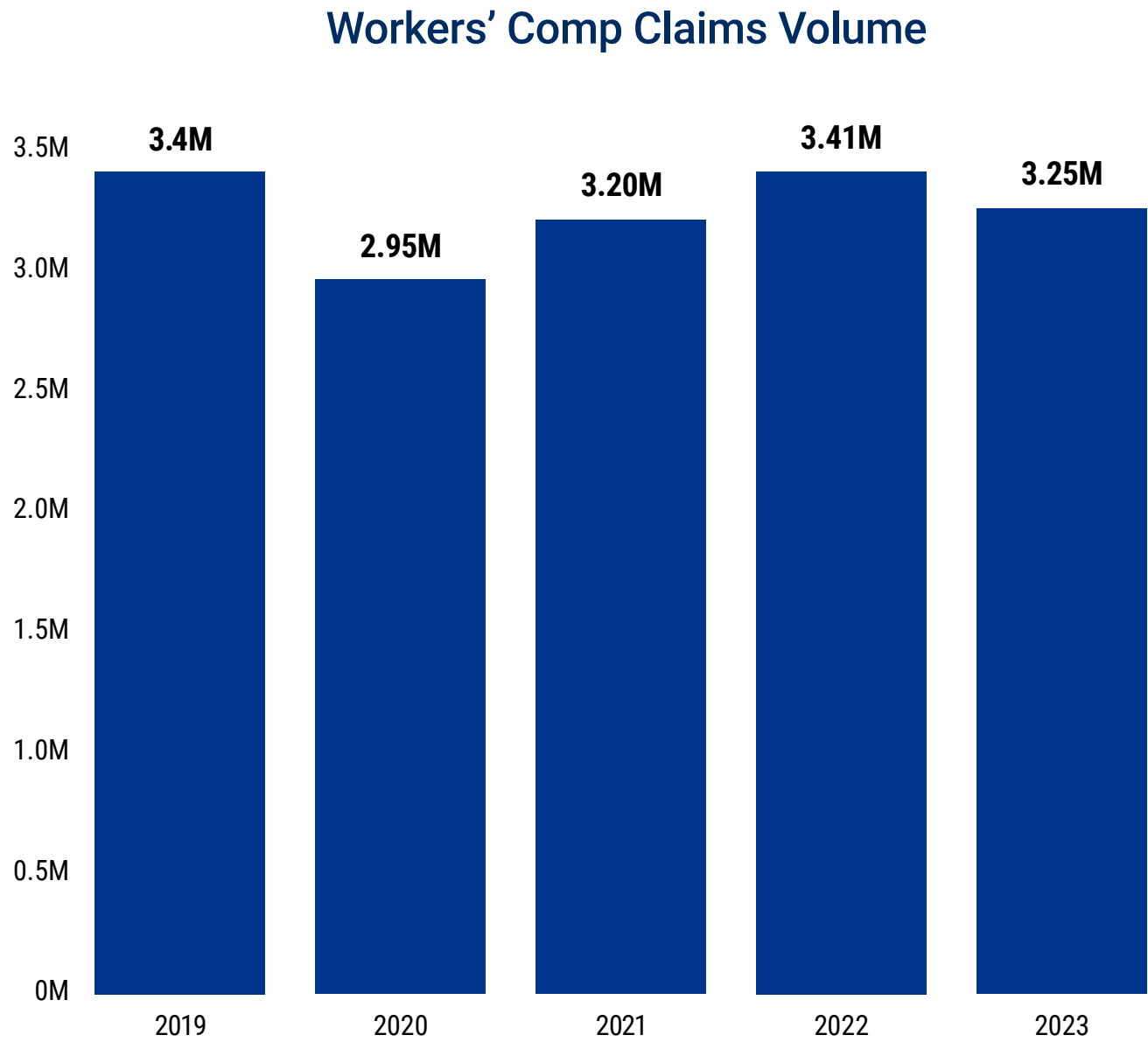


Figure 3: Annual Workers’ Compensation claim volume, 2019-2023 (source: Verisk data).

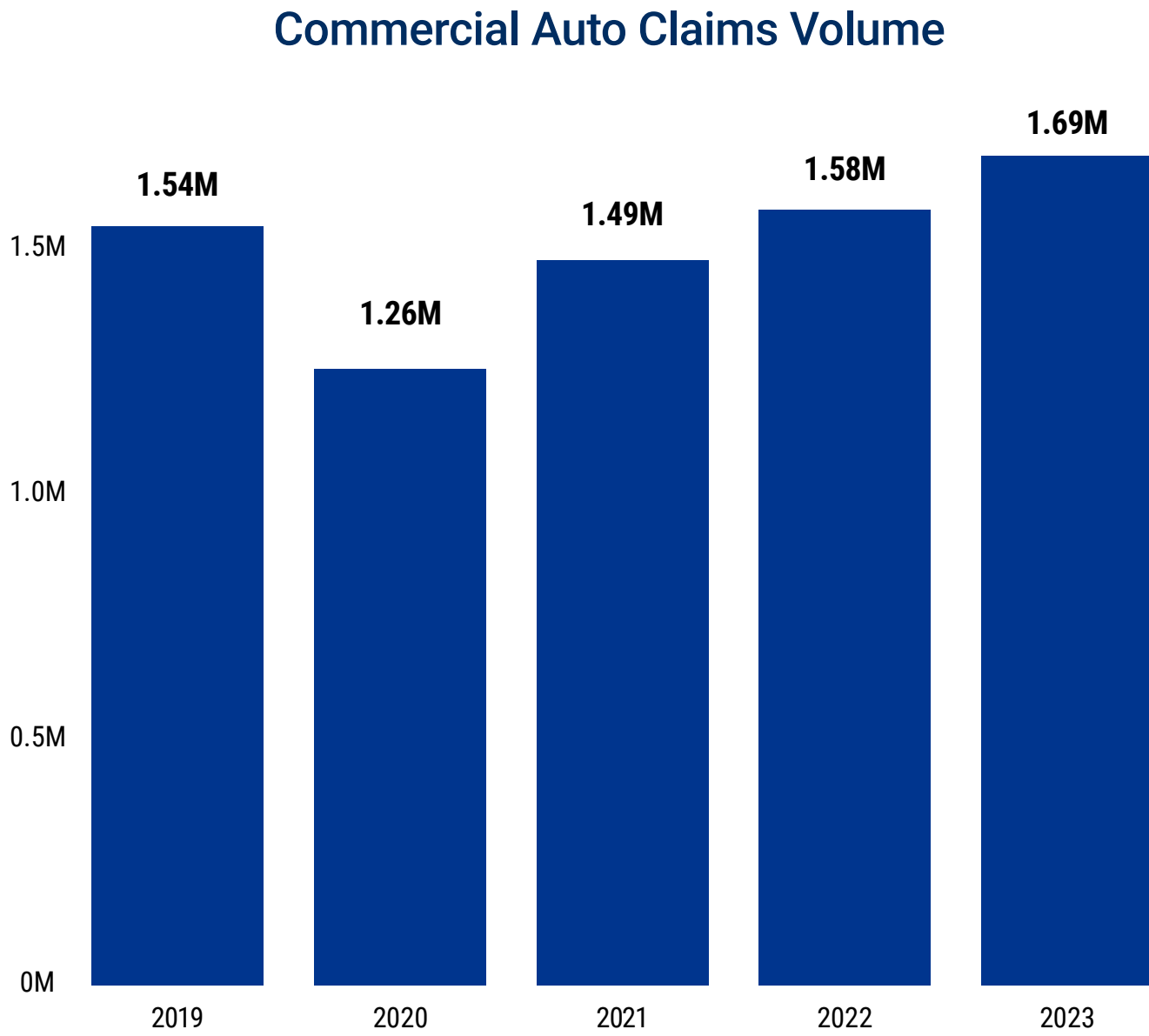


Figure 4: Commercial Auto claim volume, 2019-2023 (source: Verisk data).

Claims from natural causes

Homeowners wind claims

Homeowners claims caused by wind damage increased markedly in 2023 compared to the previous year (**Figure 5**) due to greatly increased convective activity (severe thunderstorms).

The last time wind claim volume was this high was in 2020, driven by a very active hurricane season. Hurricane Laura was the largest storm of the year, but the US experienced significant impacts from six others, starting with Hanna in late July and concluding with Eta in early November; there were so many hurricanes in 2020 that the naming system had to switch to the Greek alphabet.

By contrast, in 2023, the only major hurricane to hit the mainland was Idalia, which didn't affect major population centers. The high wind claim volume, despite such a quiet hurricane season, demonstrates how large the increase in severe thunderstorm activity was this past year.

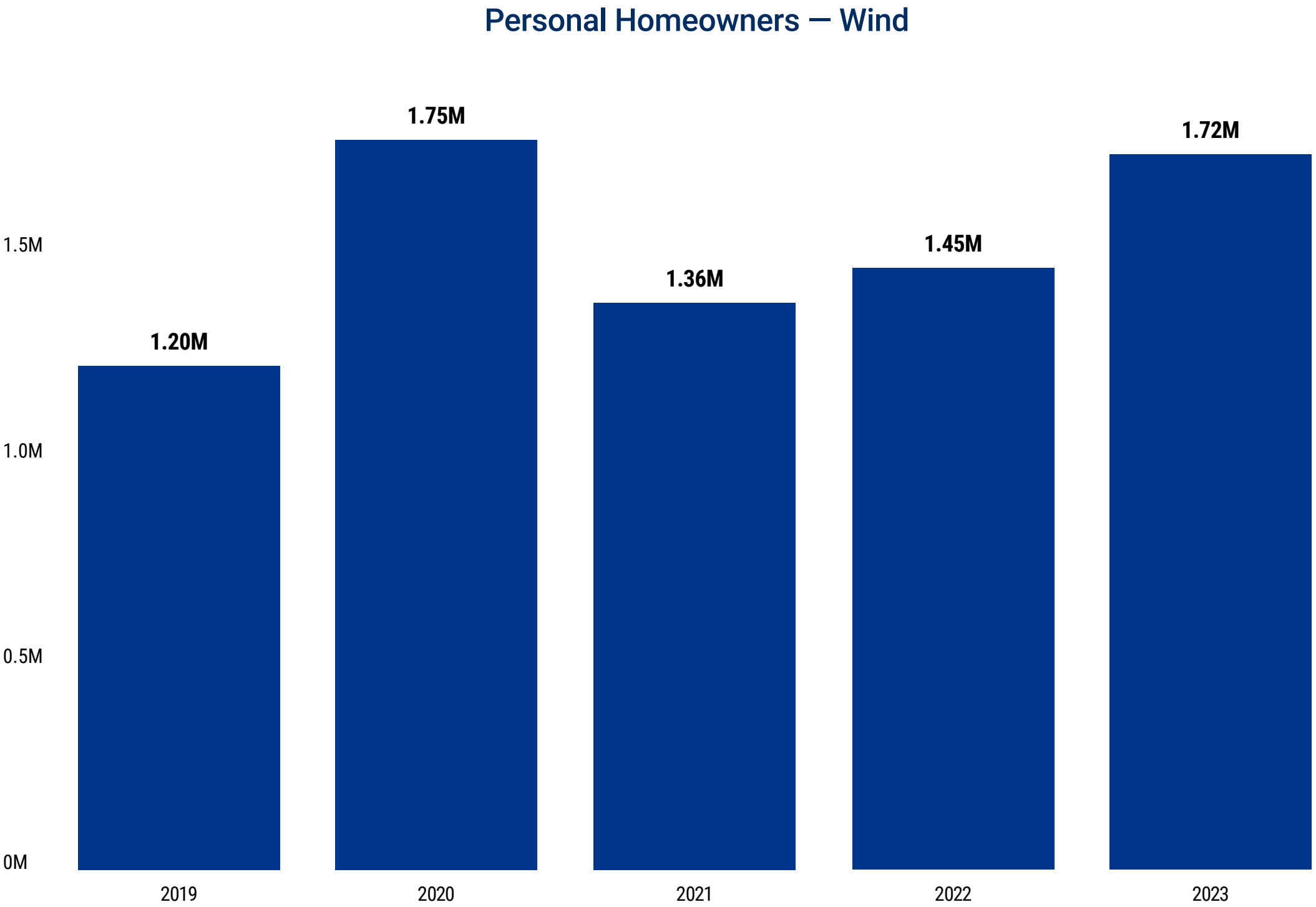


Figure 5: Annual Homeowners wind claims, 2019-2023 (source: Verisk data).

The largest spike in wind claims, as shown in **Figure 6**, is associated with a severe thunderstorm centered on Tennessee and Kentucky in early March and is consistent with Kentucky having by far the highest level of wind claims per capita (**Figure 7**). Also notable are wind events centered in Arkansas in late March/early April, in Colorado in late June, and in Minnesota in August.

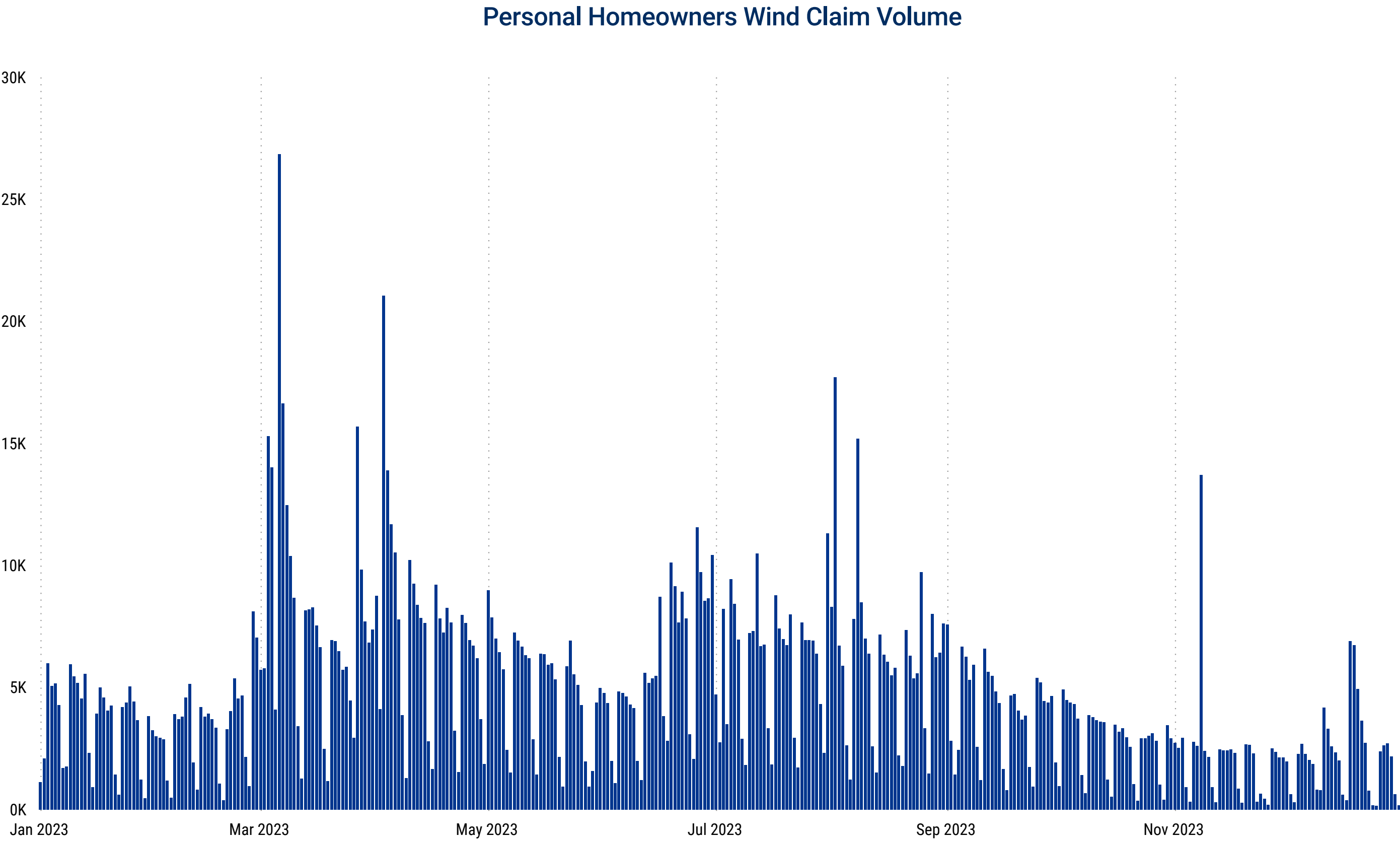


Figure 6: Homeowners wind claim volume in 2023, by day (source: Verisk data).

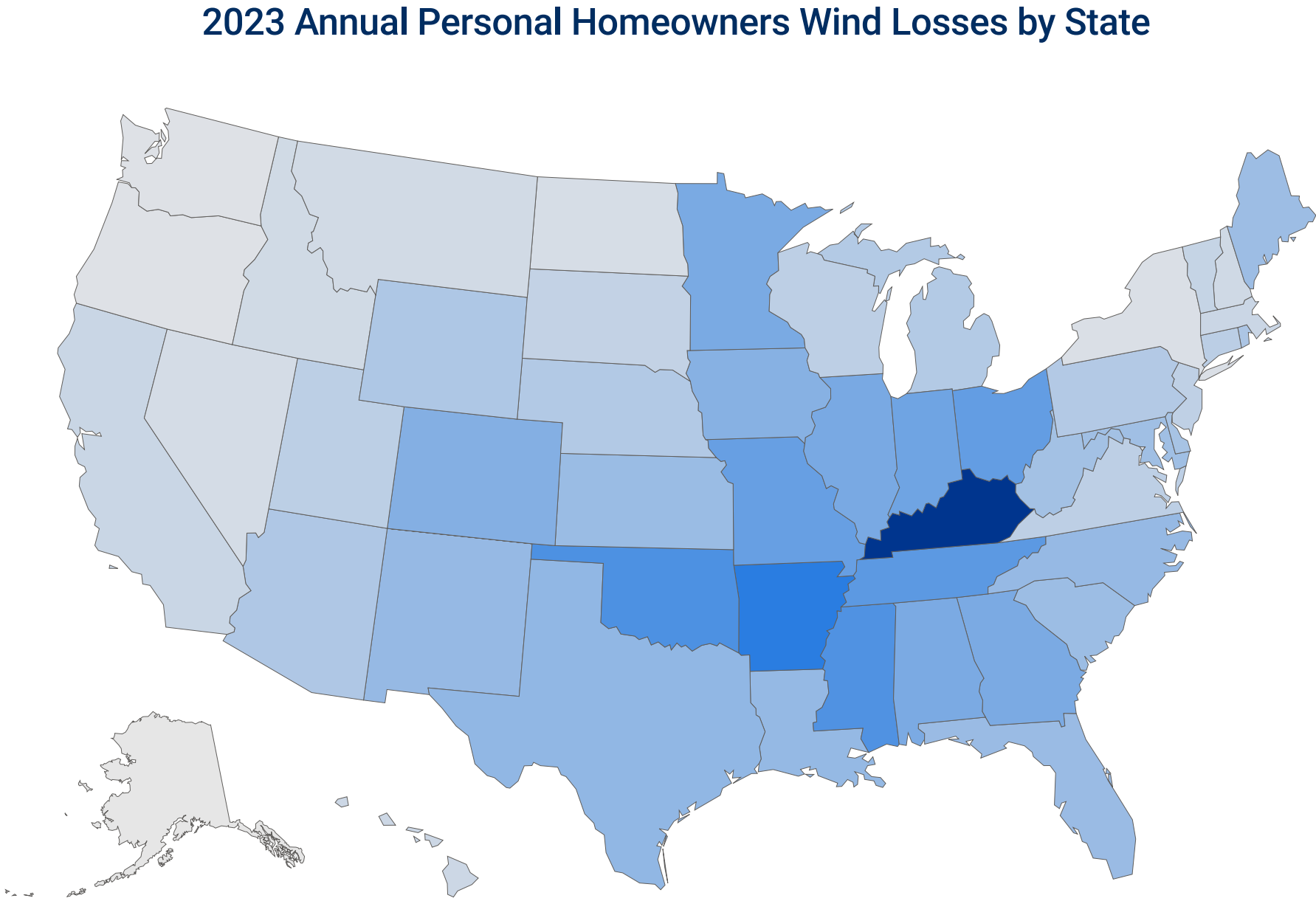


Figure 7: US map depicting the states with the highest per-capita Homeowners losses related to wind claims in 2023. In this chart, darker colors indicate higher per-capita claims volume. (source: Verisk data).

Hail claims

Another aspect of convective storm activity is hail, which typically leads to claims on Personal Auto, Homeowners, and Commercial Auto policies. Hail claims were up across all these policy types in 2023 compared to previous years (**Figure 8**). In fact, 2023 had 50% more total hail claims than any of the past four years.

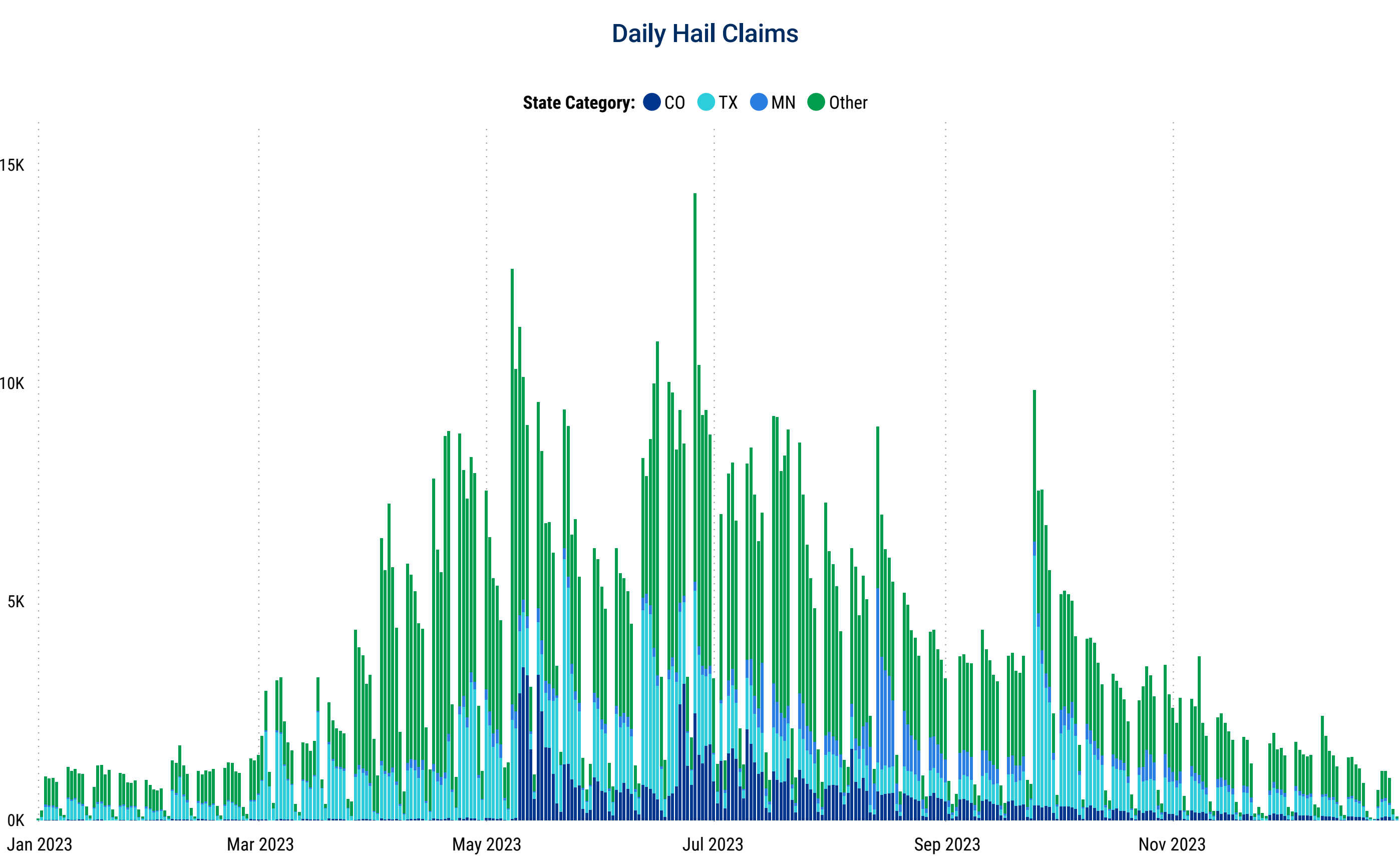
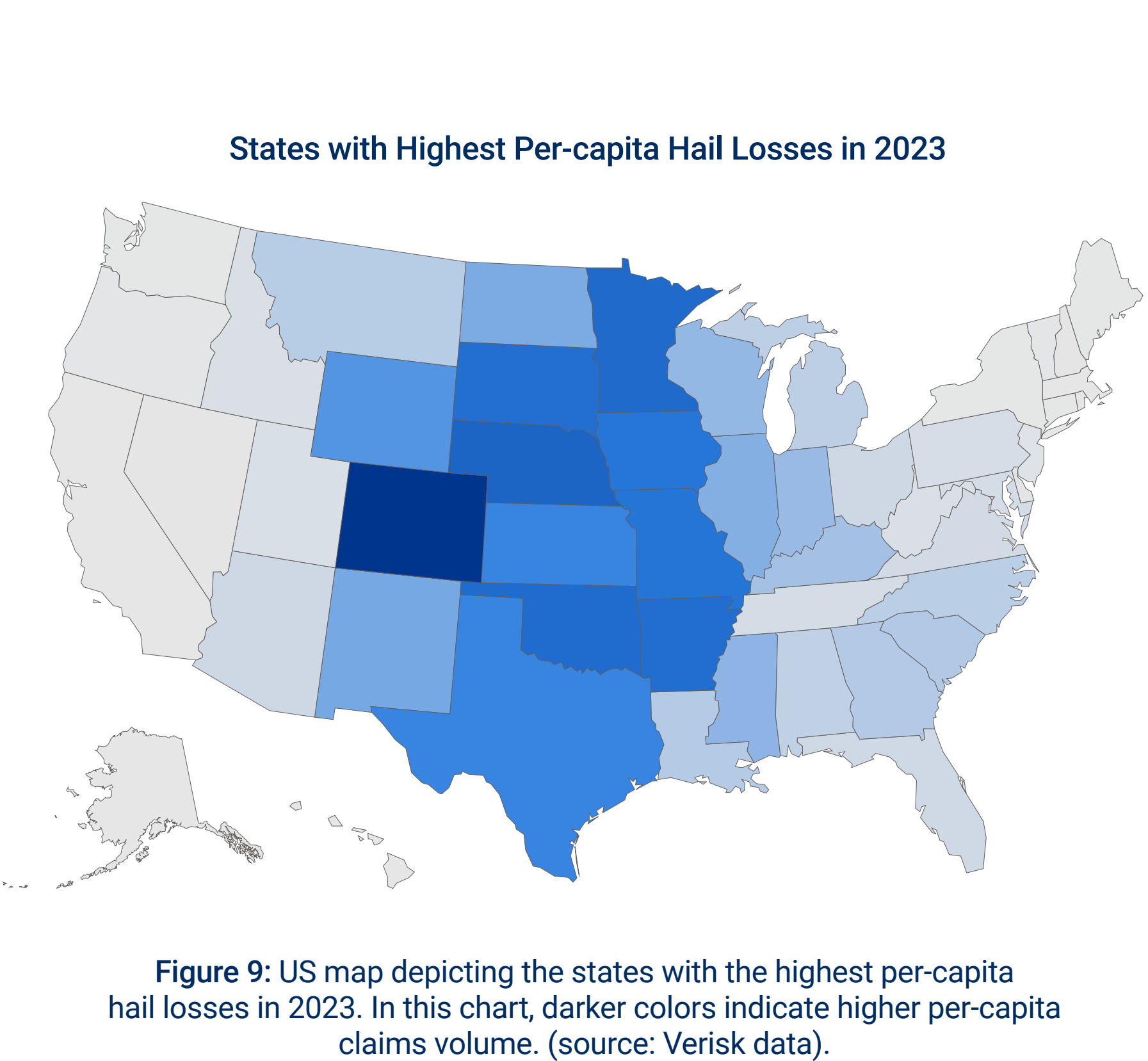


Annual Hail Claims



Figure 8: Annual hail claims for Personal Auto, Homeowners, and Commercial Auto policies, 2019-2023 (source: Verisk data).

Texas accounted for the highest total number of hail claims, but Colorado had by far the most hail claims per capita, as shown in **Figure 9**. **Figure 10** shows the daily hail volume, revealing some of the notable hail events that occurred in Colorado and surrounding states in May and June, Minnesota in mid-August, and Texas in late September.



Animal-related claims

Every year, we see more than half a million animal-related claims across Personal and Commercial Auto. As seen in **Figure 11**, the claim pattern is strongly seasonal, with small drops from Q1 to Q3 before a large jump to Q4, which has around double the claims of any other quarter. Even within Q4, the claims are concentrated around late October/early November, as shown in **Figure 12** on the next page.

Most of these animal-related claims surround collisions with deer, especially given that the late October/early November time frame aligns with their mating season and associated increased movement. Exacerbating this effect is the change to Daylight Saving Time that occurs in early November and results in more cars on the road after dark, when deer are particularly active.



Claim volume for animal-related collisions

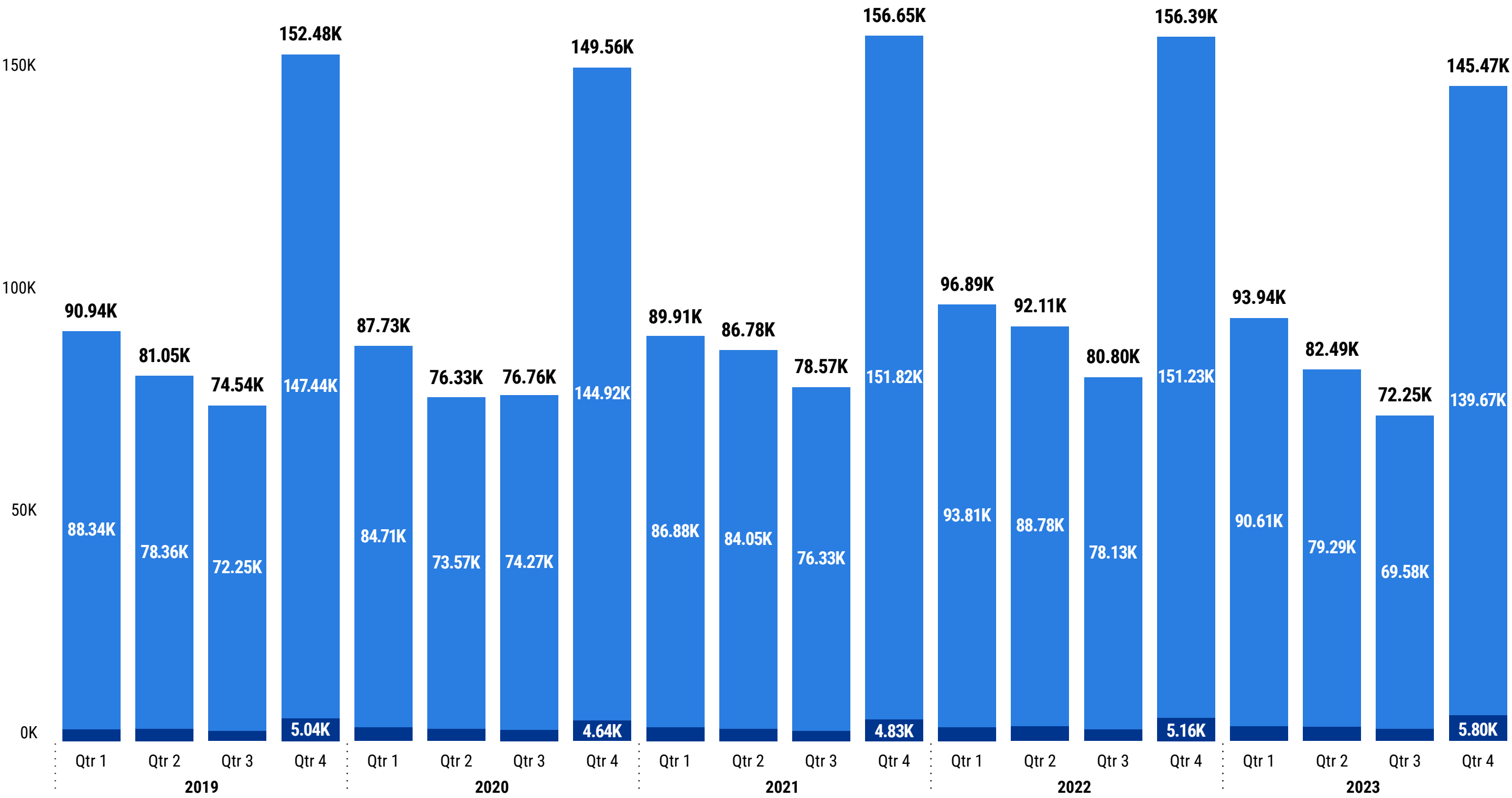


Figure 11: Claim volume for animal-related collisions for Commercial Auto and Personal Auto by quarter, 2019-2023 (source: Verisk data).

The map of **Figure 13** shows that animal-related claims per capita are low in the West and the very southernmost states. They're higher everywhere else, with notable concentrations in the Midwest (especially Iowa and South Dakota), the Northeast (especially Vermont), and the South (especially West Virginia).

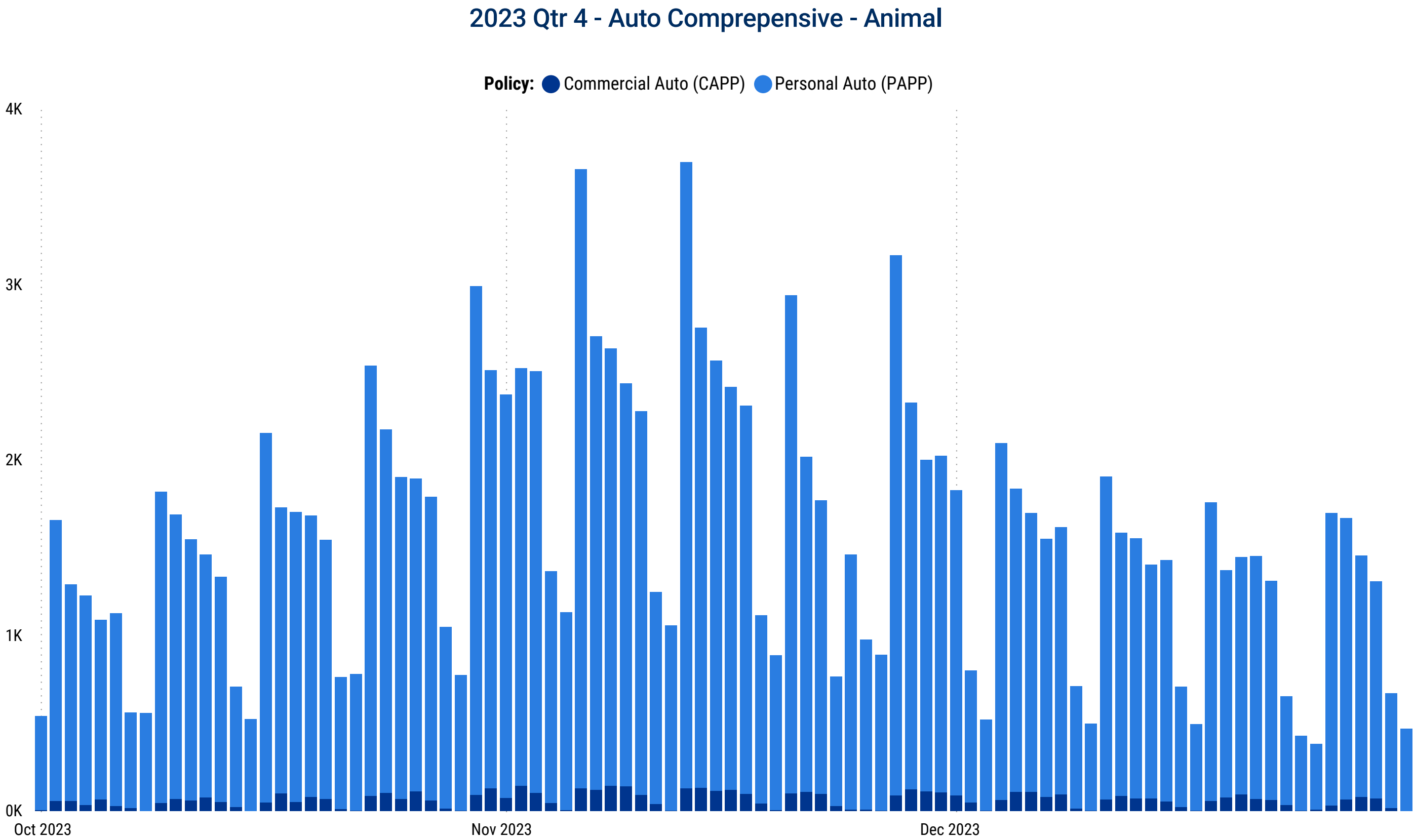


Figure 12: Daily claim volume for animal-related collisions for Commercial Auto and Personal Auto in Q4 2023 (source: Verisk data).

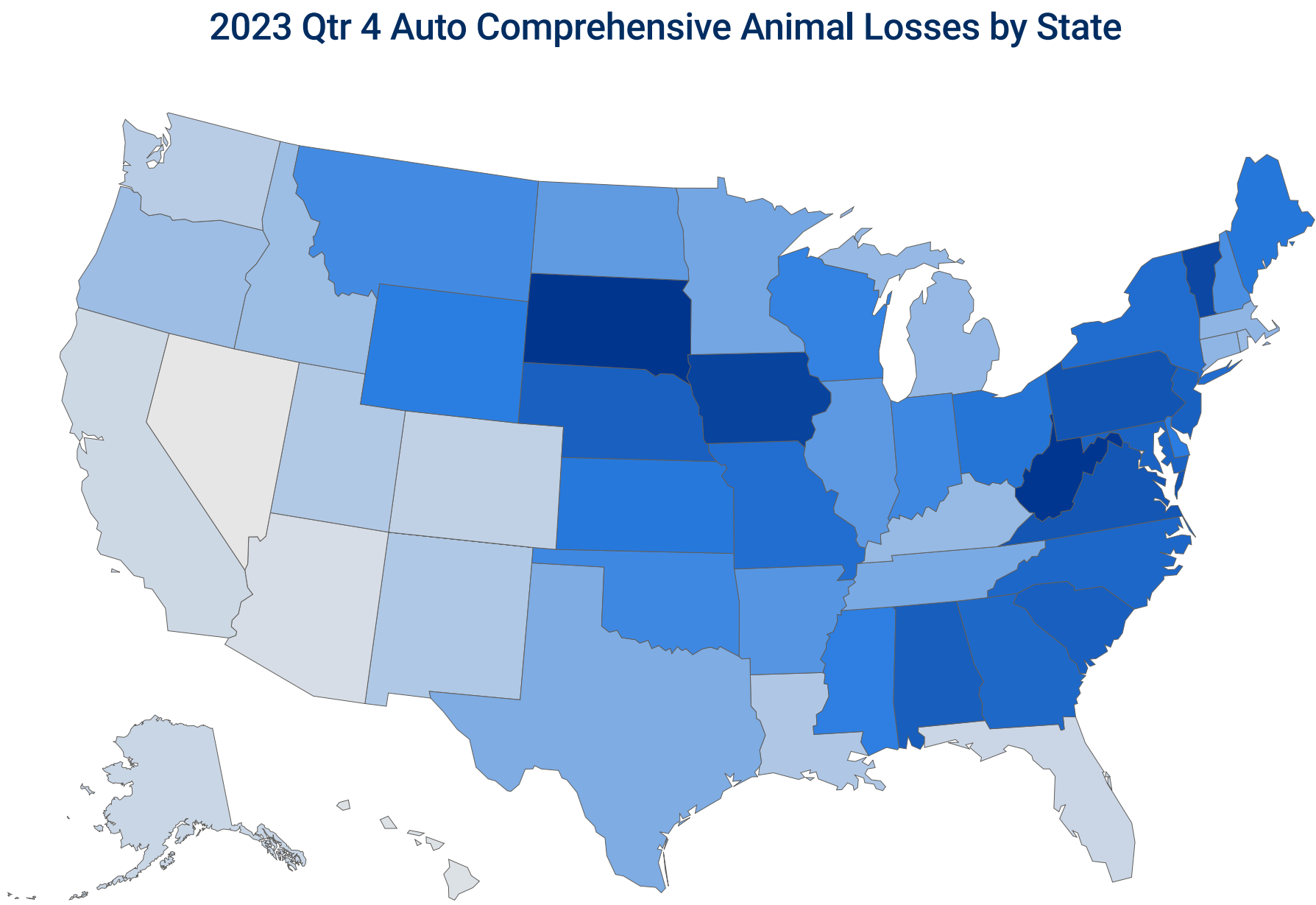


Figure 13: US map depicting the states with the highest per-capita animal-related auto losses in 2023. In this chart, darker colors indicate higher per-capita claims volume. (source: Verisk data).

Homeowners water claims

Water claims can include catastrophic claims associated with flooding, as well as non-catastrophic claims associated with pipe leaks. In **Figure 14**, catastrophic claims are shown in lighter blue, while non-catastrophic claims are shown in darker colors. Non-catastrophic claims tend to be much more prevalent and, in each of the last five years, have accounted for over 90% of all water claims.

The figure also shows that there have been over 1 million water claims in each of the past five years. A pronounced peak in catastrophic claims occurred in 2021, when there were severe winter storms, including the Texas Freeze.

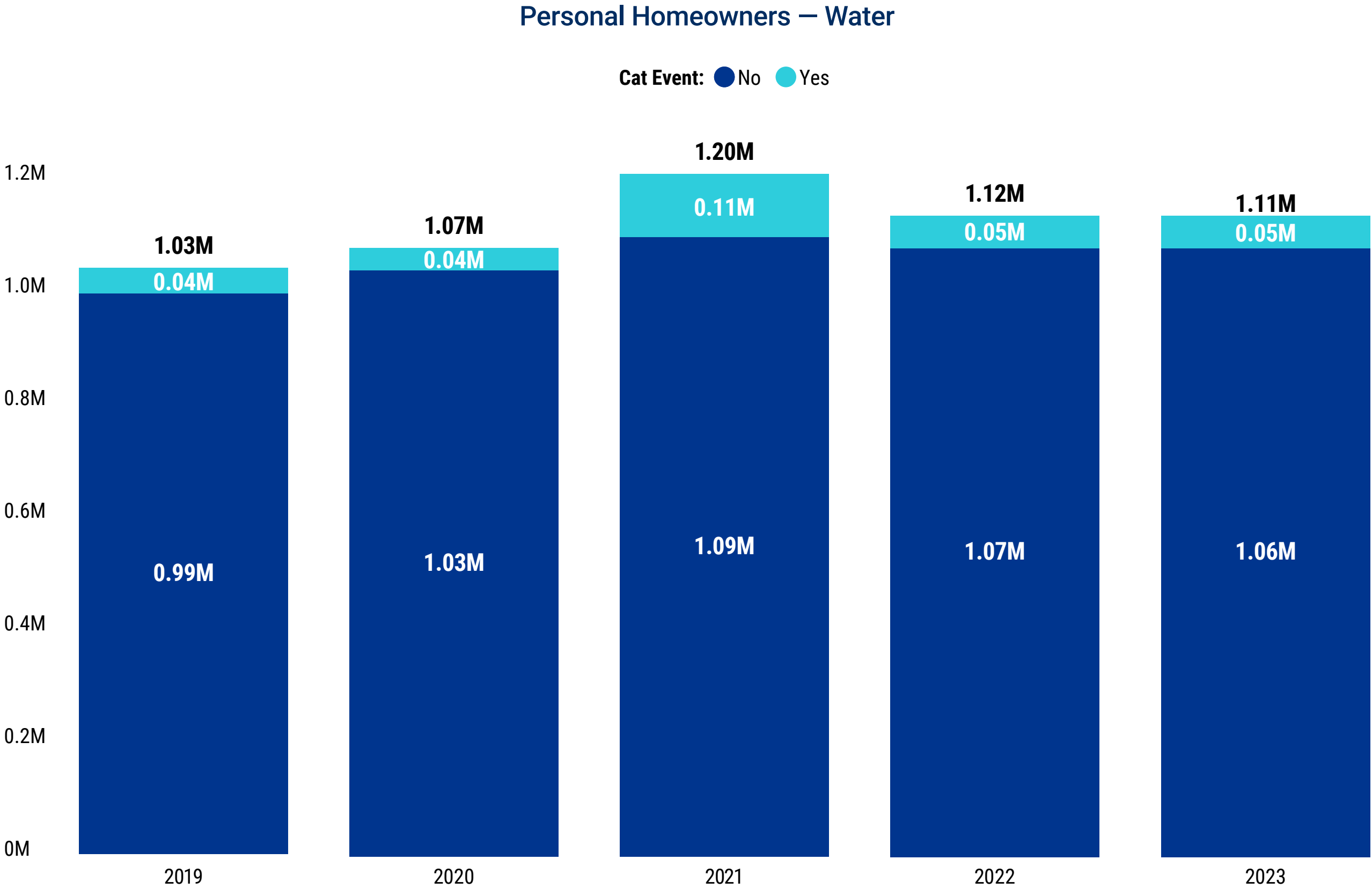


Figure 14: Annual claim volume for water-related claims on Homeowners policies, 2019-2023 (source: Verisk data).

As shown in **Figure 15**, Vermont had the highest number of water-related claims per capita last year, with 560 per 100,000 residents. Rhode Island, Florida, and Utah had more than 450 claims per 100,000 residents.

2023 Annual Personal Homeowners Water Losses by State

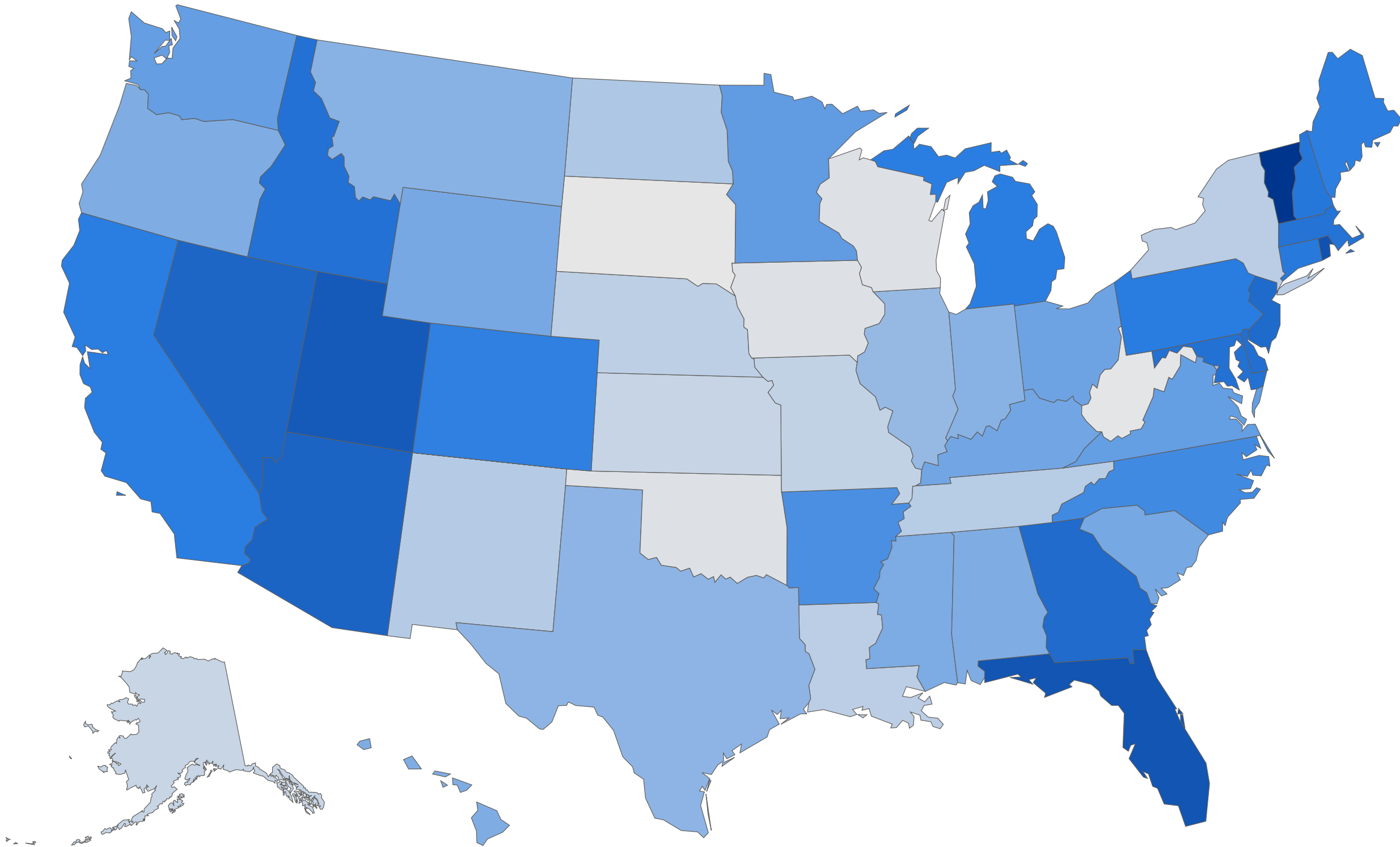


Figure 15: US map depicting the states with the highest per-capita water-related Homeowners losses in 2023. In this chart, darker colors indicate higher per-capita claims volume. (source: Verisk data).

Homeowners fire claims

As with water-related claims, fire claims can be catastrophic and non-catastrophic, and non-catastrophic claims accounted for over 90% of all fire claims (**Figure 16**).

Fire claim volume in 2023 was the lowest it's been in the last five years. Annual volume was 139,000 claims, down 8% from 2022, when 151,000 claims were reported.

Figure 16 also shows a pronounced peak in fire claims in 2020. This peak is likely associated with wildfires, as confirmed by the near tripling of catastrophic claims relative to the other years.

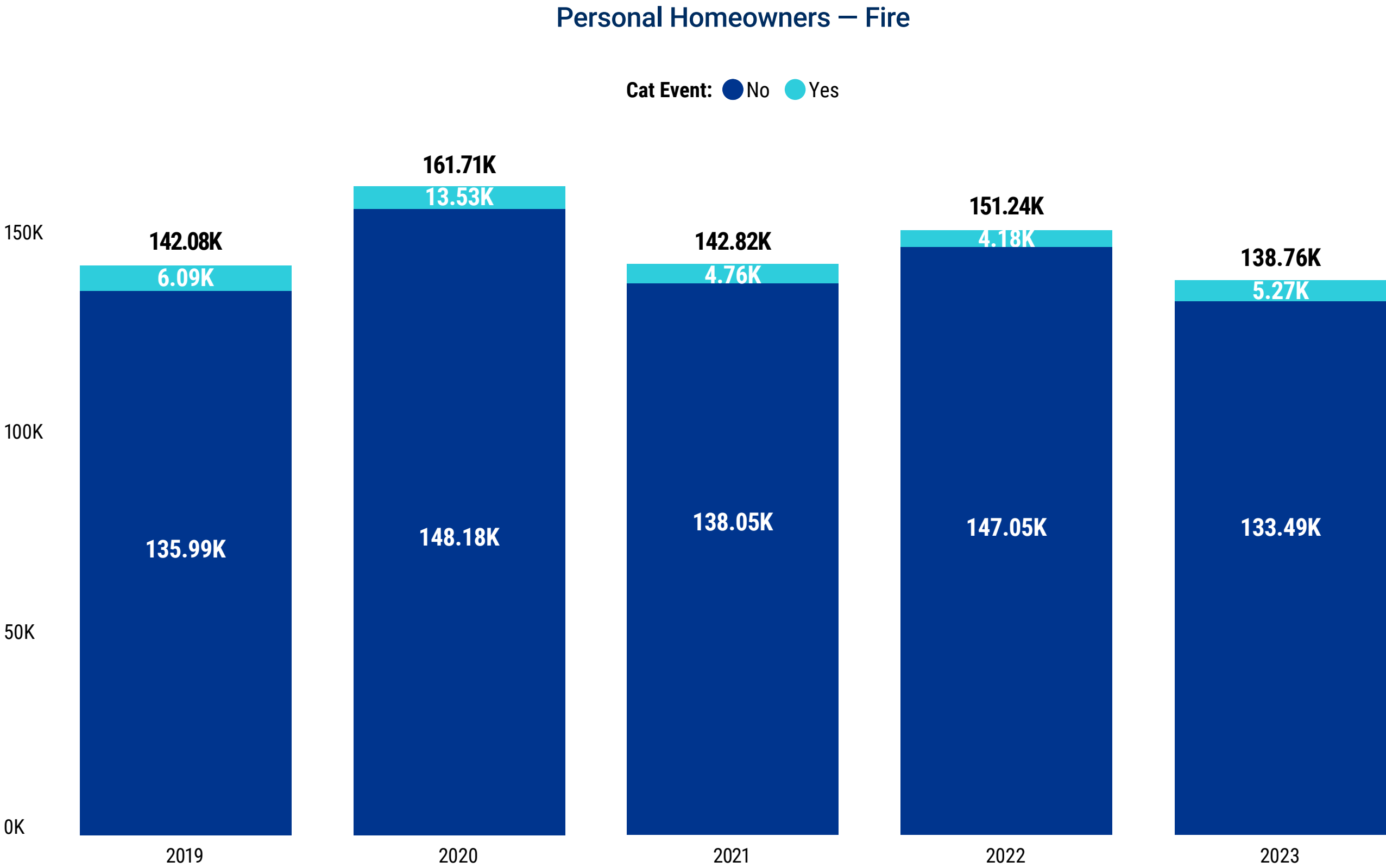
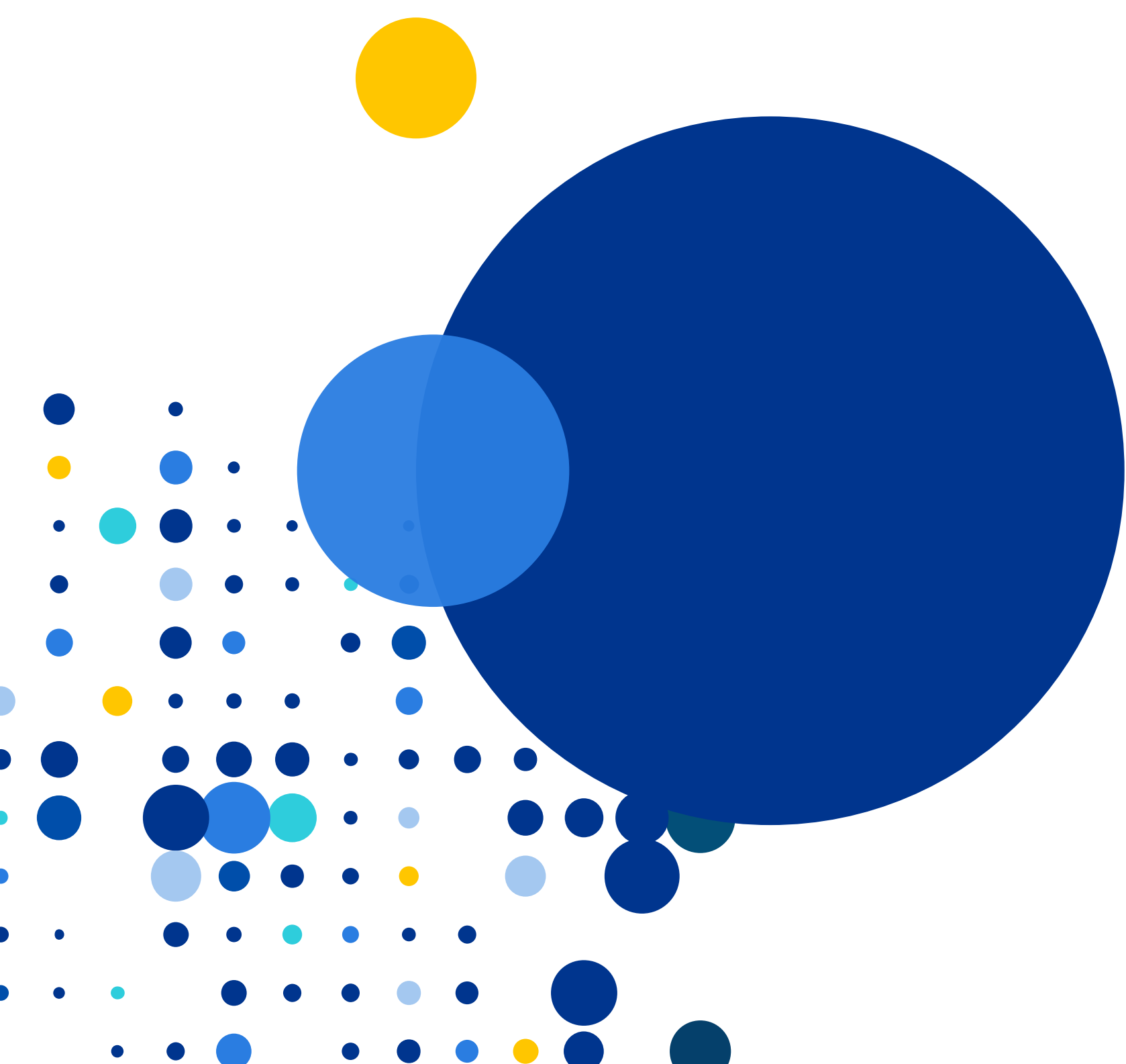


Figure 16: Annual claim volume for fire-related claims on Homeowners policies, 2019-2023 (source: Verisk data).

In 2023, Hawaii had by far the highest level of fire claim activity, driven by the unprecedented wildfires that burned parts of Maui. Hawaii had 200 claims per 100,000 residents, while all other states had less than half of that rate.

After Hawaii, the highest level of fire claims was in the contiguous southern states of Arkansas, Mississippi, Alabama, Missouri, Louisiana, and Kentucky, all of which had between 60 and 90 fire claims per 100,000 residents (**Figure 17**).



2023 Annual Personal Homeowners Fire Losses by State

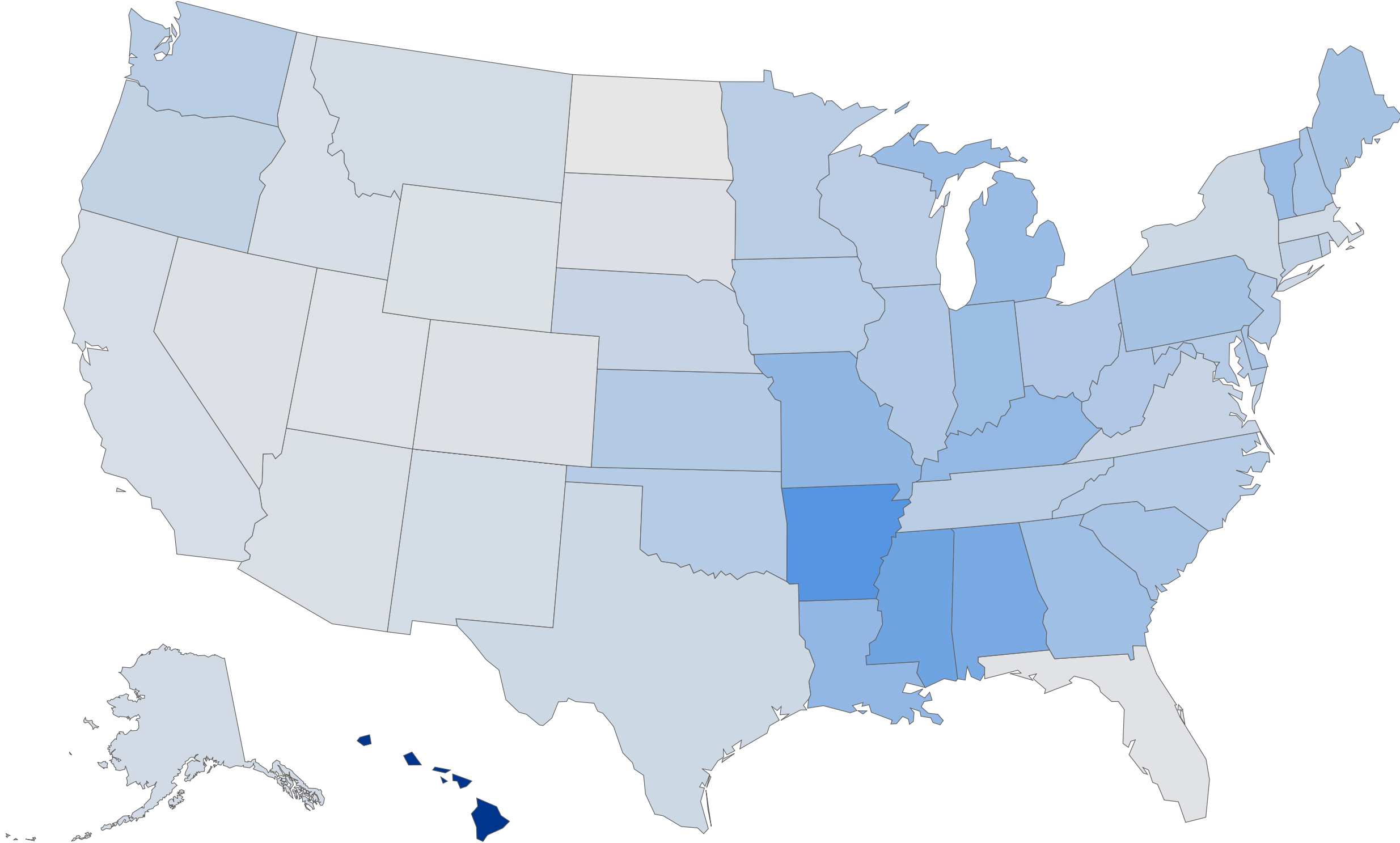


Figure 17: US map depicting the states with the highest per-capita fire-related Homeowners losses in 2023. In this chart, darker colors indicate higher per-capita claims volume. (source: Verisk data).

Claims from human causes

Vehicle thefts

Personal Auto theft has been on the rise over the last five years, as shown in **Figure 18**, with a peak in Q3 2023.



Personal Auto — Total Theft

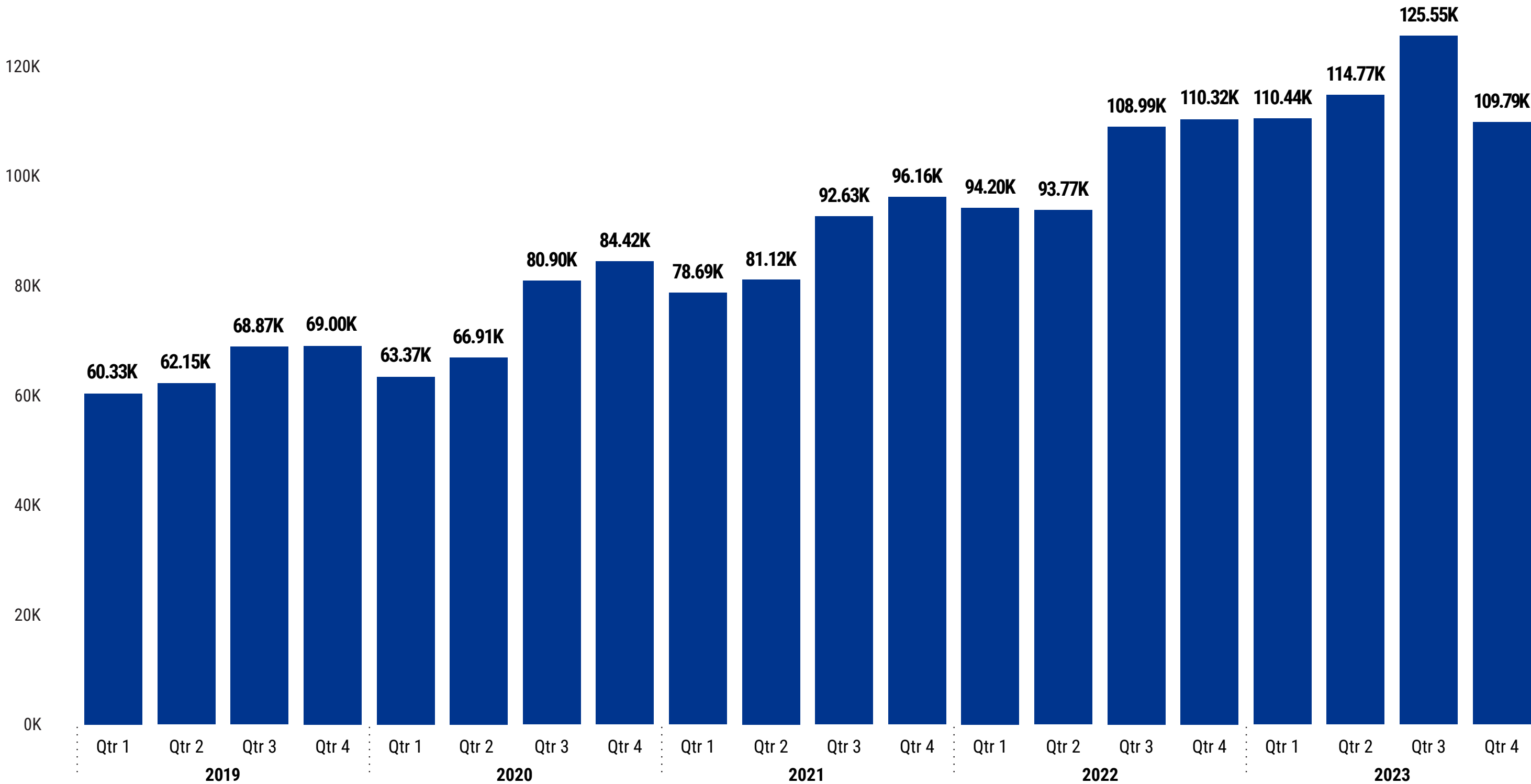


Figure 18: Quarterly volumes for total theft claims on Personal Auto policies, 2019-2023 (source: Verisk data).

Figure 19 depicts the quarterly theft-to-collision ratio, obtained by dividing the number of thefts by the number of collisions. The green line for “All” vehicles shows a steady increase over time, meaning that the increase in thefts is outpacing any increases in collisions.

In our previous report, we delved in-depth into the particularly strong uptick in Hyundai and Kia thefts over the last few years. Those thefts have increased to the point where Kia and Hyundais account for around one-third of all Personal Auto theft claims.

Figure 19 confirms this with the very steep increase in the yellow and red lines associated with Kias and Hyundais, respectively. It also shows that Dodge Chargers and Dodge Challengers thefts are following a similar trend.

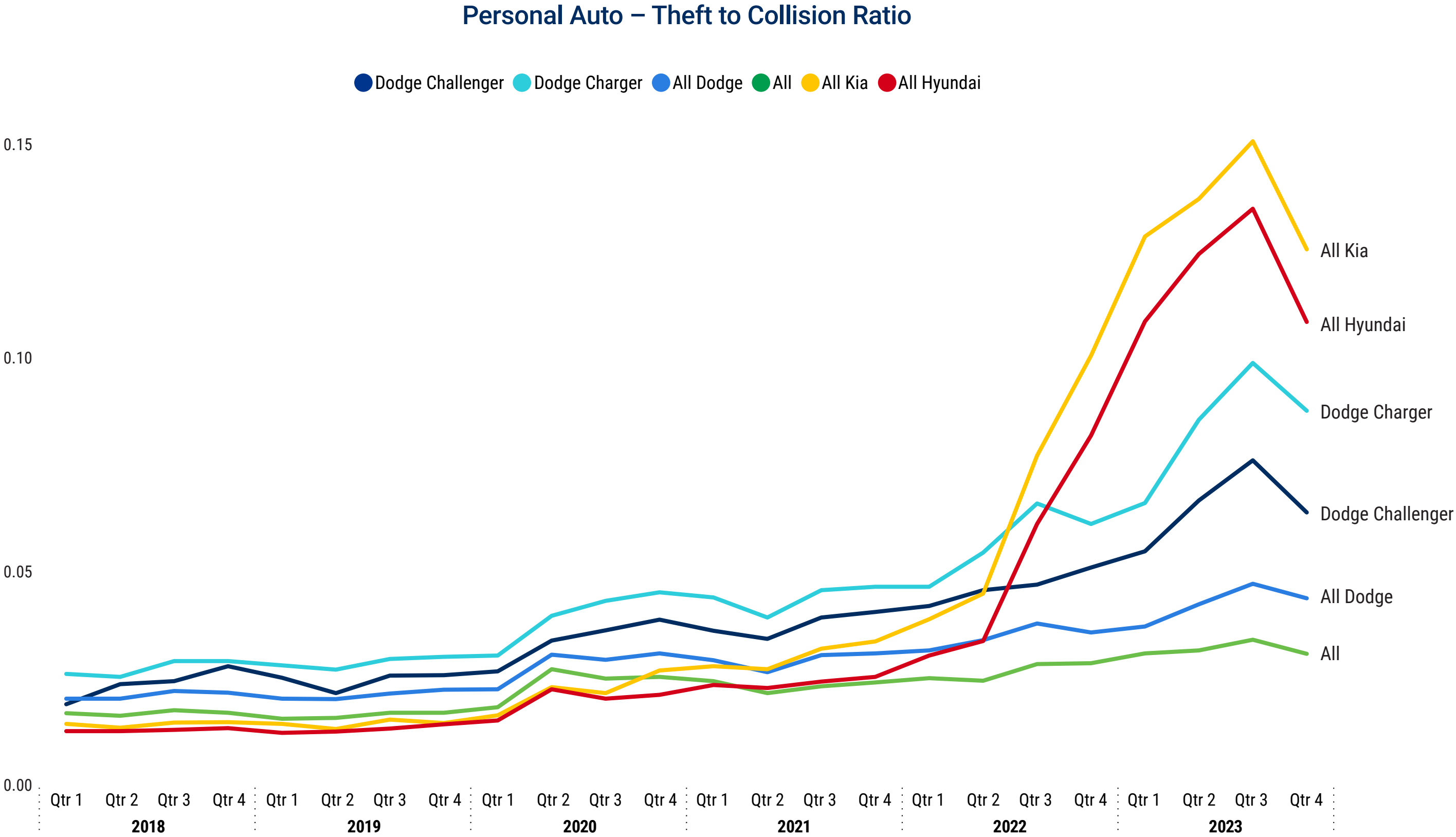
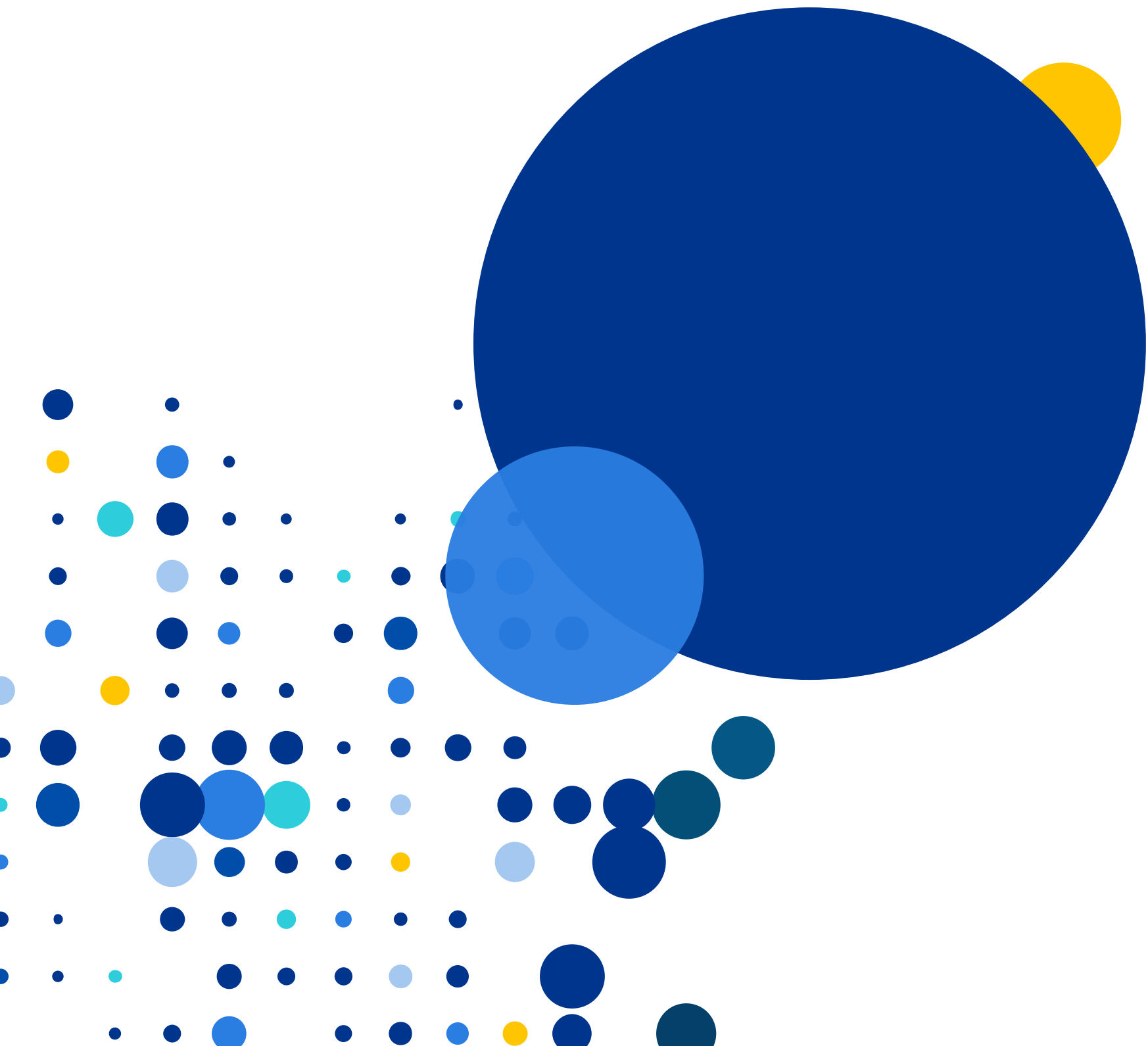


Figure 19: Theft-to-collision ratio for all cars, plus ratios for all Kia vehicles, all Hyundai vehicles, and the Dodge Challenger and Charger, by quarter, 2019-2023 (source: Verisk data).

Auto partial thefts

Partial theft claims are associated with the theft of a part of the car with the rest of the car left intact. Partial theft claims volume increased strongly from 2020 to mid-2022, then decreased sharply again, as shown in **Figure 20**.

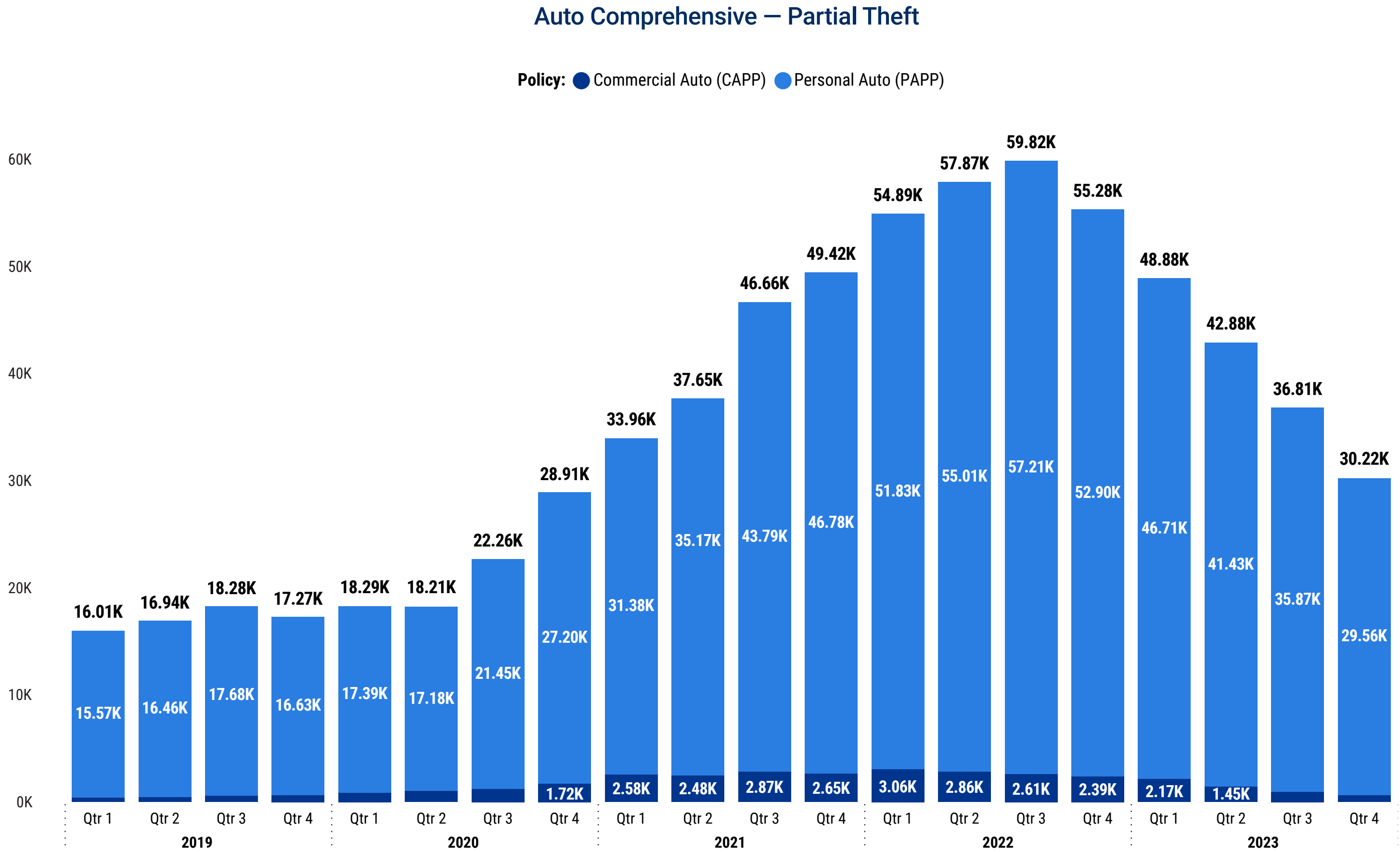


Figure 20: Quarterly claim volume for partial theft claims on Commercial Auto and Personal Auto policies, 2019-2023 (source: Verisk data).

Many partial thefts involve catalytic converters. Catalytic converters contain a combination of precious metals, including platinum, palladium, and rhodium, that drive their emissions-reducing chemistry.

During the last five years, palladium prices increased dramatically to as high as \$3,000 per ounce in 2021 and early 2022; they've since fallen markedly to around \$1,000 (**Figure 21**). It's likely that the downward trend in partial theft claims is related to lower palladium prices, as catalytic converters became a less attractive target for thieves.

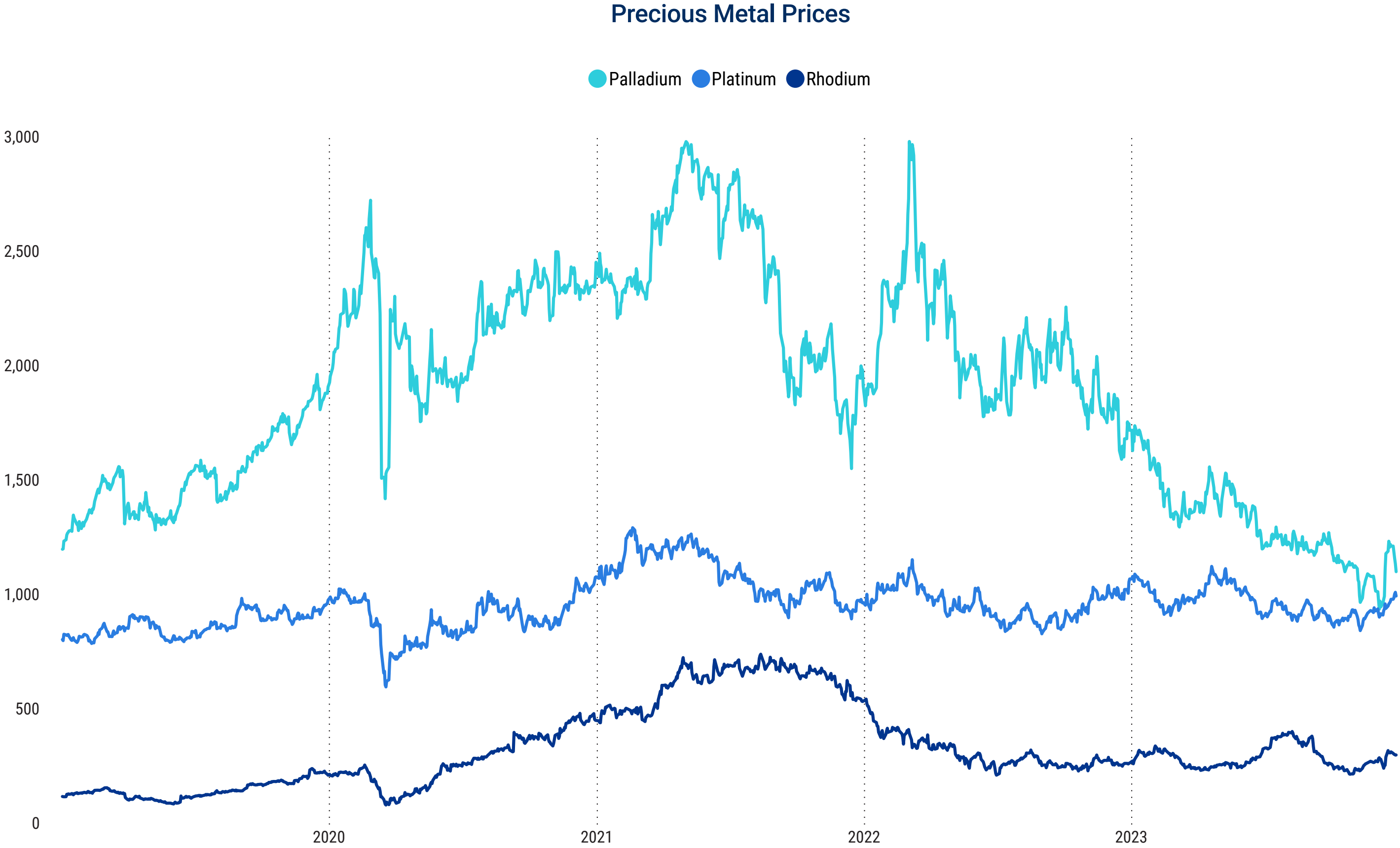
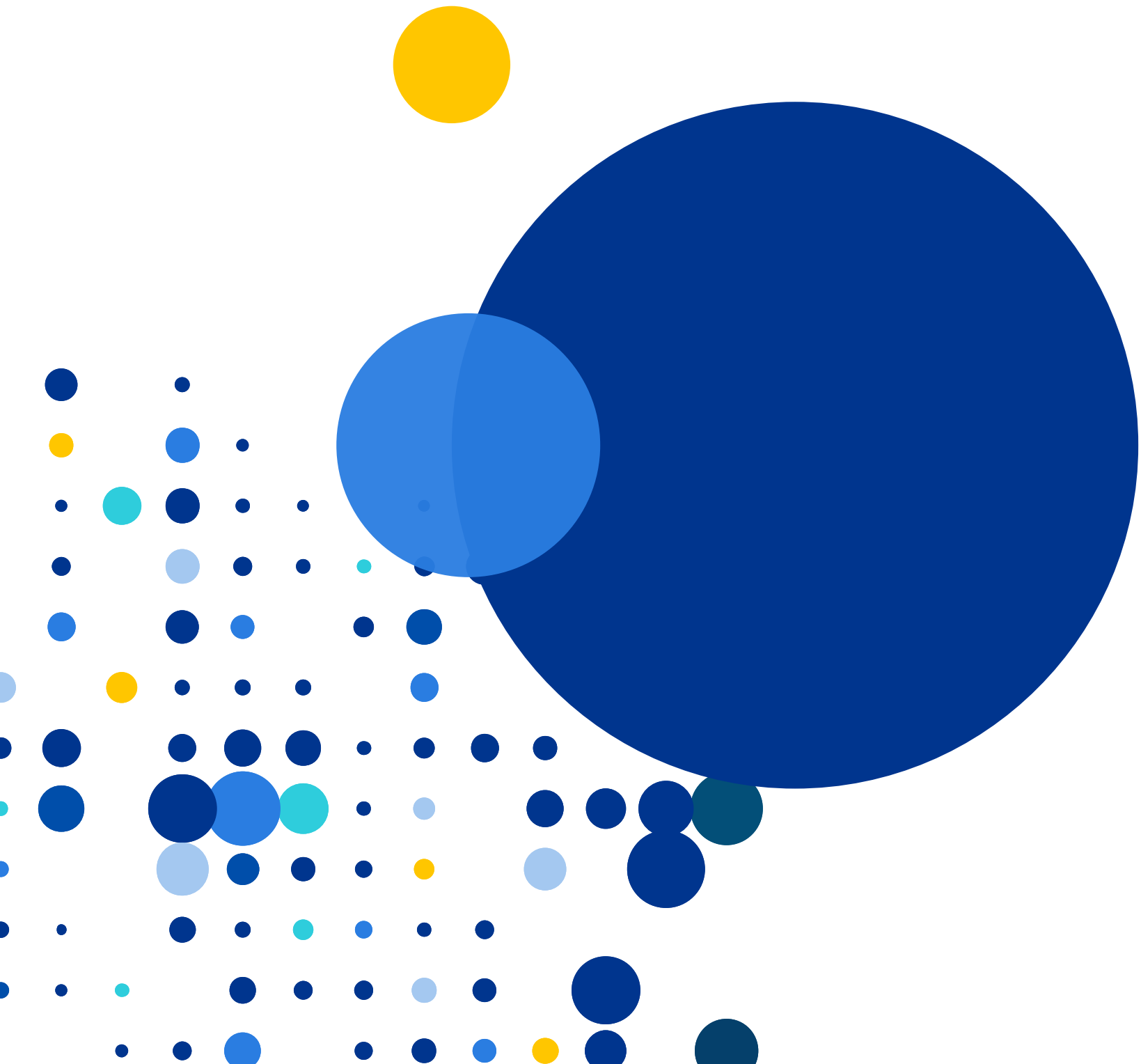


Figure 21: Historical prices of platinum, palladium, and rhodium, 2019-2023 (source: www.macrotrends.net).

Homeowners theft claims

Theft claim volume in 2023 was the lowest it’s been in five years: 193,000 claims, down 11% from 2022, when 216,000 claims were reported. The only other recent year the volume had gone below 200,000 was 2021 (**Figure 22**).

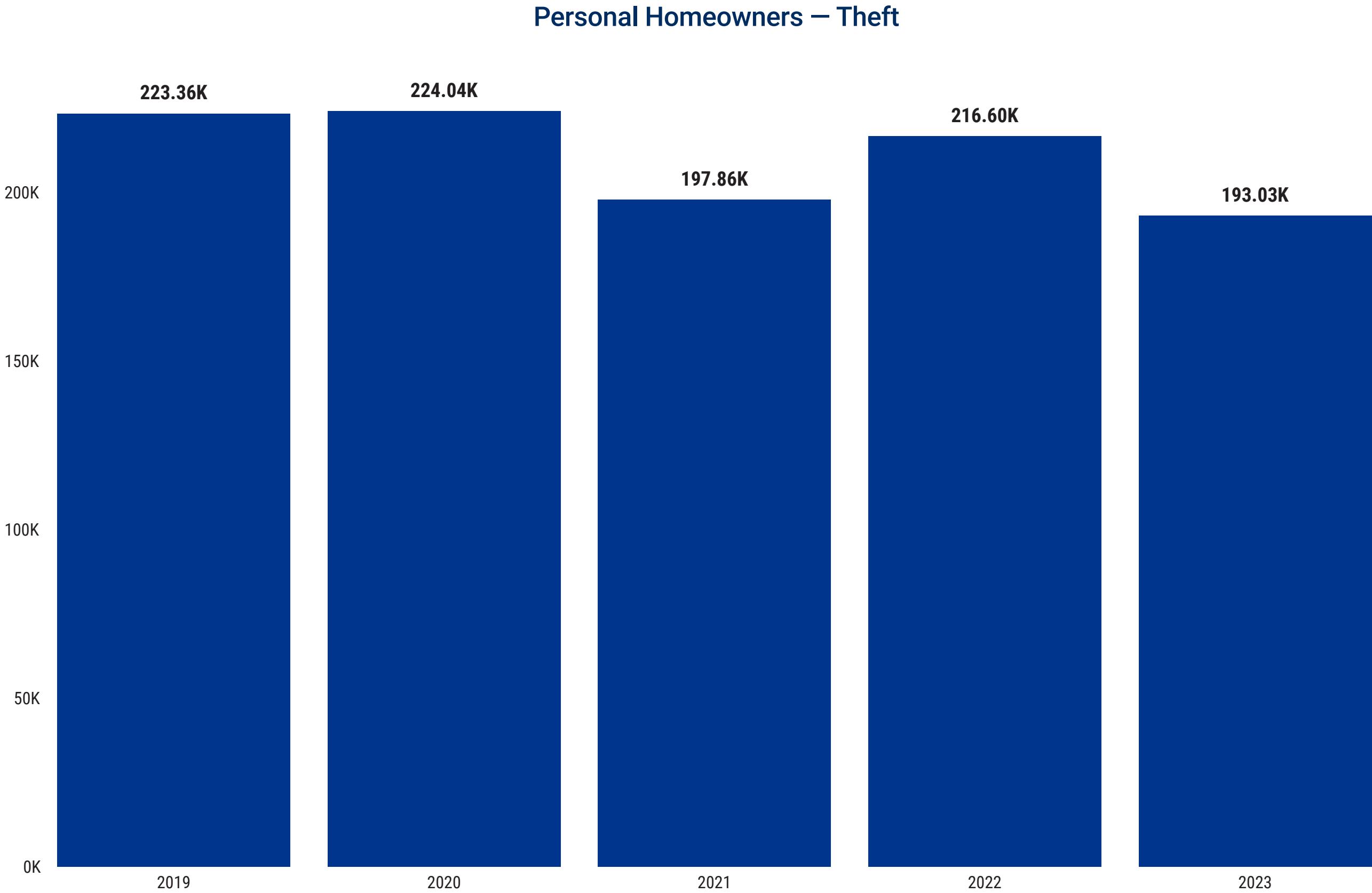


Figure 22: Annual claim volume for theft-related claims on Homeowners policies, 2019-2023 (source: Verisk data).

As shown in **Figure 23**, Washington, DC, had 197 claims per 100,000 residents, far more than any of the states. The five states with the highest theft claims per capita were all Western: Oregon had the most claims, with 125, while Nevada, Colorado, California, and Washington state all had more than 100 claims per 100,000 residents.

2023 Annual Personal Homeowners Theft Losses by State

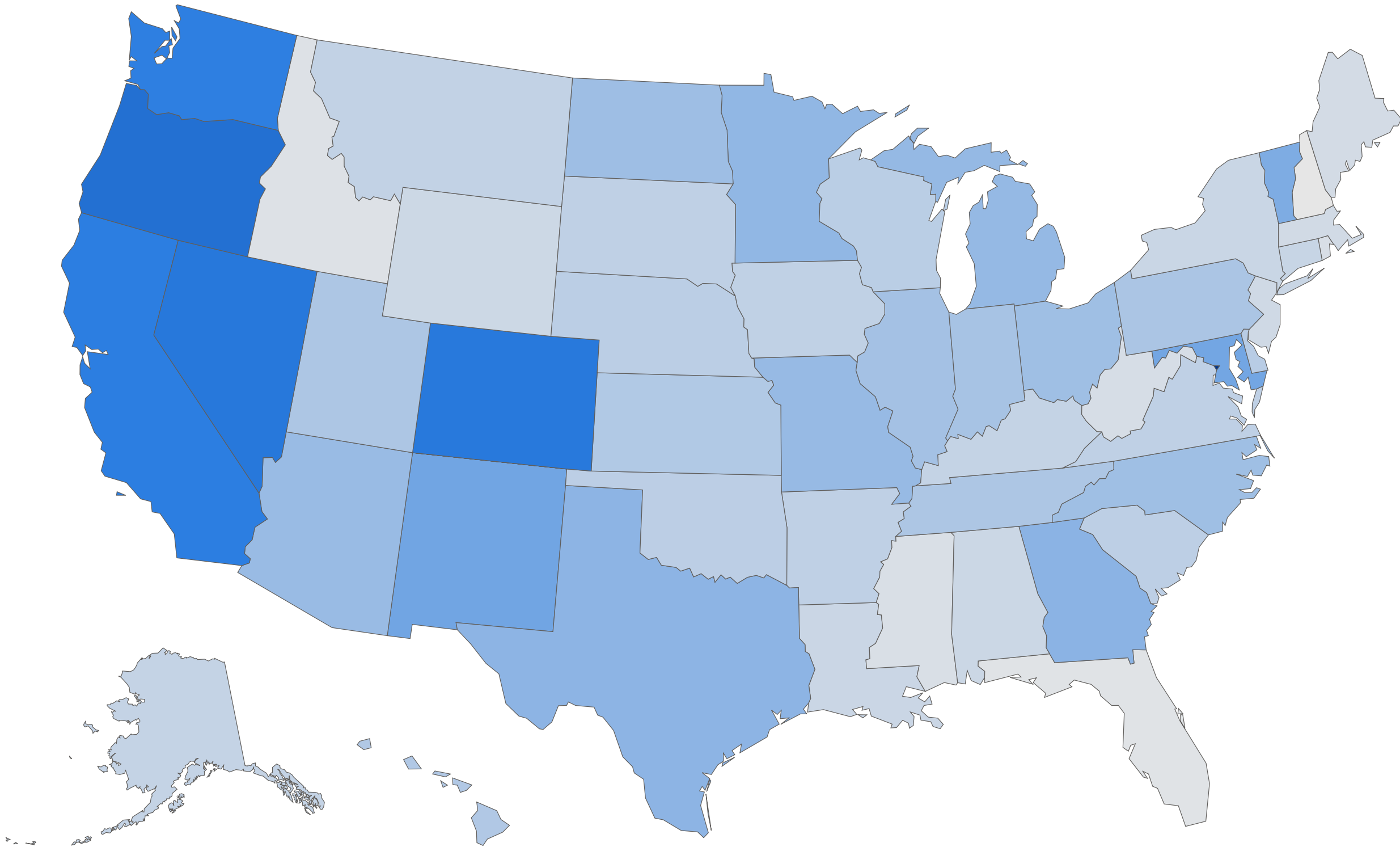


Figure 23: US map depicting the states with the highest per-capita theft-related Homeowners losses in 2023. In this chart, darker colors indicate higher per-capita claims volume. (source: Verisk data).

Summary

In the aggregate, claim volume increased in 2023, with some policy and loss types seeing near-record highs and only a few seeing decreases.

- Personal Auto and Commercial Auto claim volumes dipped during the pandemic but have since rebounded, returning to pre-2020 levels.
- Homeowners claims increased in the early years of the pandemic, then slowly fell until last year, when claim volume surged past even 2020’s high.
- Claims from wind damage increased markedly in 2023 compared to the previous year, despite a much milder hurricane season, due to increased convective activity from severe thunderstorms.
- Hail claims were up by 50% across Personal Auto, Homeowners, and Commercial Auto policies in 2023 compared to previous years, also due to severe thunderstorm activity.
- Animal-related claim volume was lower year-over-year in every quarter of 2023 compared to 2022.
- Homeowners water-related claims were slightly up from 2022 but lower than 2021’s high.
- Homeowners fire-related claim volume in 2023 was the lowest it has been in the last five years.
- Vehicle theft claims were higher year-over-year in the first three quarters of 2023 and very slightly lower than 2022 in Q4. Over the last few years, there has been a notable increase in the thefts of all Kia models, all Hyundai models, and the Dodge Challenger and Charger.
- Partial auto thefts (i.e., the theft of one or more parts of a car, usually the catalytic converter) peaked in the summer of 2022, but have since fallen, with partial thefts in Q4 2023 being less than 5% higher than in Q4 2020. It is likely that the claim volume is related to the market price for precious metals used in catalytic converters, which has seen a similar rise and fall.
- Homeowners theft claim volume in 2023 was the lowest it has been in five years: 193,000 claims, down 11% from 2022, when 216,000 claims were reported. 2021 was the only recent year the volume had gone below 200,000.



+1.800.888.4476 / info@verisk.com / verisk.com/claimsearch