



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

P.O. Box 816 · Hartford, CT 06142-0816

An Equal Opportunity Employer

CONSUMER AFFAIRS DIVISION

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Arbitration Annual Report 2025

Settlement Auto Physical & Property Damage Claims

Consumer Affairs Division

Connecticut General Statutes Sec. 38a-9 (Formerly Sec. 38-4b): Arbitration procedure.

Line Cited: C.G.S. Sec. 38a-9(b)(3) “(3) The department shall maintain records of each dispute, including names of parties to the arbitration, the decision of the arbitrator, compliance, the appeal, if any, and the decision of the court. The department shall annually compile such statistics and send a copy to the committee of the General Assembly having cognizance of matters relating to insurance. The report shall be considered a public document.”

Arbitration Cases

Tracking ID	Date Opened	Date Closed	Complainant	Insurance Company	Arbitration Decision	Amount Awarded (\$)	Decision Date	Compliance	Appeal and Court Decision, if any
7067331	8/20/2024	5/20/2025	Platz, Harold	Progressive Casualty Insurance Company	Award in favor of company	-	4/18/2025	YES	N/A
7070388	12/2/2024	4/16/2025	Machlus, Seth	Progressive American Insurance Company	Award in favor of company	-	4/15/2025	YES	N/A
7066582	7/30/2024	1/9/2025	Bandlow, Mike	American Commerce Insurance Company	Award in favor of complainant	\$692.88	12/30/2024	YES	N/A
7067497	8/26/2024	5/13/2025	DeCapua, Angela	Motor Club Insurance Company	Award in favor of complainant	\$5,600.00	1/25/2025	YES	N/A
7067625	8/30/2024	2/27/2025	Aleksiejuk, Kazimierz	State Farm Fire & Casualty Company	Award in favor of complainant	\$1,838.58	2/26/2025	YES	N/A

Tracking ID	Date Opened	Date Closed	Complainant	Insurance Company	Arbitration Decision	Amount Awarded (\$)	Decision Date	Compliance	Appeal and Court Decision, if any
7067873	9/9/2024	1/27/2025	Thomas, Douglas F.	Progressive Direct Insurance Company	Award in favor of complainant	\$1,437.87	1/22/2025	YES	N/A
7069208	10/24/2024	2/18/2025	Belmont, Samantha	Progressive Casualty Insurance Company	Award in favor of complainant	\$813.39	2/18/2025	YES	N/A
7069422	10/31/2024	3/4/2025	Nagin, Paul	State Farm Mutual Automobile Insurance Company	Award in favor of complainant	\$277.51	3/4/2025	YES	N/A
7072743	2/21/2025	6/6/2025	Fay, Candace	Allstate Fire and Casualty Insurance Company	Award in favor of complainant	\$4,650.00	6/5/2025	YES	N/A
7073128	3/5/2025	6/17/2025	Nimons, Michael	American Commerce Insurance Company	Award in favor of complainant	\$1,377.19	6/17/2025	YES	N/A
7073791	3/28/2025	9/29/2025	Wanat, Robert D.	LM General Insurance Company	Award in favor of complainant	\$8,760.00	9/29/2025	YES	N/A
7073898	4/2/2025	8/19/2025	Green, David	Allstate Fire and Casualty Insurance Company	Award in favor of complainant	\$1,201.43	8/19/2025	YES	N/A
7074071	4/9/2025	10/7/2025	Forrest McPadden, LLC	Progressive Direct Insurance Company	Award in favor of complainant	\$8,928.00	10/7/2025	YES	N/A
7074475	4/24/2025	7/28/2025	Wolfe, Charles	New Jersey Manufacturers Insurance Company	Award in favor of complainant	\$1,428.24	7/15/2025	YES	N/A
7074841	5/8/2025	10/22/2025	Case, Jeffrey	GEICO General Insurance Company	Award in favor of complainant	\$11,138.54	10/22/2025	YES	N/A
7075807	6/11/2025	8/28/2025	ZB Negotiations	Progressive Direct Insurance Company	Award in favor of complainant	\$17,000.00	8/27/2025	YES	N/A
7076030	6/20/2025	9/26/2025	Forrest McPadden, LLC	GEICO Secure Insurance Company	Award in favor of complainant	\$9,654.21	9/26/2025	YES	N/A
7077131	8/5/2025	12/2/2025	Forrest McPadden, LLC	United Services Automobile Association	Award in favor of complainant	\$7,000.00	11/26/2025	YES	N/A
7078044	9/8/2025	11/21/2025	Lamoureux, Matthew	Progressive Direct Insurance Company	Award in favor of complainant	\$11,050.00	11/20/2025	YES	N/A
7078045	9/8/2025	12/22/2025	Forrest McPadden, LLC	GEICO General Insurance Company	Award in favor of complainant	\$8,181.94	12/19/2025	YES	N/A
7069904	11/14/2024	1/15/2025	Forrest McPadden, LLC	Trumbull Insurance Company	Settlement reached prior to hearing	\$4,634.35	1/15/2025	YES	N/A

Tracking ID	Date Opened	Date Closed	Complainant	Insurance Company	Arbitration Decision	Amount Awarded (\$)	Decision Date	Compliance	Appeal and Court Decision, if any
7071241	1/3/2025	5/9/2025	Phillips, Cornielious	Progressive Direct Insurance Company	Settlement reached prior to hearing	\$25,000.00	5/8/2025	YES	N/A
7073226	3/7/2025	7/3/2025	Forrest McPadden, LLC	Old Dominion Insurance Company	Settlement reached prior to hearing	Undisclosed	5/1/2025	YES	N/A
7075710	6/6/2025	9/9/2025	Forrest McPadden, LLC	Commerce Insurance Company (The)	Settlement reached prior to hearing	\$16,550.00	9/8/2025	YES	N/A
7075908	6/16/2025	12/16/2025	Forrest McPadden, LLC	Amica Mutual Insurance Company	Settlement reached prior to hearing	Undisclosed	12/16/2025	YES	N/A
7076324	7/3/2025	11/10/2025	Forrest McPadden, LLC	GEICO Secure Insurance Company	Settlement reached prior to hearing	\$10,000.00	10/30/2025	YES	N/A
7076563	7/15/2025	9/22/2025	Ballard, Dana	Progressive Direct Insurance Company	Settlement reached prior to hearing	\$16,400.00	9/18/2025	YES	N/A
7079021	10/14/2025	12/1/2025	Andrzejewski, Stephen	Acadia Insurance Company	Settlement reached prior to hearing	\$4,461.09	11/26/2025	YES	N/A
Total Amount Awarded (Awards in Favor of Complainant Plus Settlements)						\$178,075.22			

Please Note:

- *In addition to the above, there were four (4) cases that were initiated but closed out without the dispute proceeding due to lack of response by the consumer, as well as two (2) cases withdrawn by the consumer in Calendar Year 2025.*