



**BUSINESS PROFILE**

Insurance Broker

# Frontline Insurance Unlimited

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MAIN **REVIEWS** COMPLAINTS

## Reviews

**Customer Review Ratings**




Average of 9 Customer Reviews

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### Review Details

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 **David W**

Date: 11/07/2025



This company is a scam. DO NOT USE THEM. They find anyway to get out of cliams. They should be shut down for good by the and Insurance Industry. The owners should be in jail.

 **Michel H**

Date: 10/30/2025



Filed a claim for a leaky roof they denied saying the shingles were installed wrong where the two house sections meet. You sent out and inspector and reviewed inspection reports before accepting the policy of that was

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were leaking. To add insult to injury they have sent renewal paperwork. What is the purpose of paying you if you dont uphold your end of the bargain.

 **David H**

**Date:** 09/26/2025



DO NOT USE THIS COMPANY. They will s                      you so bad on your claims. They are disgusting people. They should be thoroughly examined by the                      asap for fraud.

 **Hal C**

**Date:** 08/23/2025



Frontline is the worst insurance company I have ever worked with in my 52 years on this earth. Not only do they increase premiums every year with no claims but will drop customers on false narratives. We were told that we had no fire department in our area, yet a fire station is located 1/8 th of a mile from our home. Also, they said we have no fire hydrant near our home. We have 2 within 700 ft. When provided proof, they still tripled our rate and gave us till renewal time to find another carrier. We did immediately. Never ever purchase insurance or do any business with frontline insurance in                      . They are the most dishonest company I have ever dealt with.

 **sarah b**

**Date:** 06/10/2025



Awful Experience. After paying premiums 8 years, I had a claim for wind damage. They delayed, and delayed, then sent engineer (they hire to determine if they will pay) and then denied claim, the engineer lied on the report, but my only recourse was hire own engineer and then mediate. Seems money goes one way with them, they will be more than happy to take it and increase premium every year, but minute you try to actually make a claim they delay, deny and then jack up your premium to 2x the prior year.

 **NIKKI G**

**Date:** 05/23/2025



Frontline insisted getting valves replaced but plumber assured and are not me they were ok but Frontline declined and said they would not insure us



Very poor customer service and they keep asking for more money earlier than than its due. No personal contact or paperwork snail mail or email.I doubt we would ever be paid if we had a claim.

 **Ron H**

**Date:** 05/09/2025



I can see why this company is NOT BBB certified...they are a scam. I'm kind of glad they're prematurely canceling my homeowners policy, BUT the reason is laughable. I own a MOBILE detailing business and I have a work trailer I park at my house, behind a fence on a concrete pad IAW HOA rules. Frontline told me I had to park this insured trailer elsewhere, NOT on my property. This is an unrealistic ask and has nothing to do with insuring my house since all my business vehicles, equipment and trailers are separately insured. If they're going to be THIS picky, I'm glad I'm not being insured by them because GOD FORBID a hurricane hit this area, then I'm sure they'd do everything they could to find excuses for not paying for damages, etc. STAY AWAY!

 **DENNIS B.**

**Date:** 03/31/2025



Consumers beware of this company's business tactics! Within 30 minutes of me signing the agreement to purchase homeowners insurance Frontline Insurance had debited my checking account for the amount agreed upon. But the next day, for several reasons, I had a change of heart and cancelled the policy before (1) day before going into service. This is where Frontline took on a dis-favorable position. After the broker cancelled the policy I reached out (2) times and the broker said it takes Frontline some time to send the check out. After (4) weeks I went on the Frontline website and sent them a message via their online form requesting the refund. I received a reply stating they would attend to my message in the order of receipt. After (6) weeks I again reached out to the broker since I was unable to obtain a phone number for Frontline. On March 17th 2025 I requested the broker call Frontline and expedite the refund which they did but they but Frontline said the check would be sent out on March 25, 2025. I asked why and was told they are backed up. They weren't so backed up that it took (2) months to take my money so it seems they have a practice of keeping refunds as long as possible for interest bearing or money flow reasons. Anyway, they had \$2,231 for (2) months and there was no interest paid to me plus, as a retired tax paying citizen, I didn't have that cash flow for myself. I would be remiss to think Frontline is more willing to expedite legitimate insurance claims than they are to send customers' their refunds in a timely manner.P.S. I tried to leave a (0) star rating but the system wouldn't permit that...



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