

Press Releases

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Press Release: Insure.com Survey Reveals 2017's Best Auto Insurance Companies for Customer Service

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Jan. 24, 2017 (Foster City, CA) – USAA was ranked the best auto insurance company for customer service in a new survey released today by Insure.com.

Insure.com surveyed more than 3,700 U.S. insurance customers of 20 leading car insurance companies for its 2017 rankings of the best companies for car insurance.

The top auto insurers ranked for customer service (scores out of 100) are:

- USAA: 100
- Automobile Club of Southern California: 94
- Mercury Insurance: 94
- State Farm: 92
- Allstate: 92
- Travelers: 91
- The Hartford: 90
- American Family Insurance: 90
- Nationwide: 90

[See scores and rankings for all 20 car insurance companies in the survey.](#)

“While price is important, customer service really should also be a top consideration when deciding on an auto

insurer,” says Penny Gusner, consumer analyst for Insure.com. “You won’t remember the low price you paid if you need to speak to someone at your insurance company and are given the cold shoulder. You want a company that is easy to reach and helpful when you need them.”

USAA, which earned the No. 1 rank for customer service, also earned the top spot as the best overall car insurance company. The overall ratings were based on insurance company factors of value for price, customer service, claims processing, likelihood to renew and likelihood to recommend.

Two of the top carriers for customer service require membership. USAA requires the applicant, applicant’s spouse or applicant’s parent to be actively or formerly involved with a branch of U.S. military service. Auto Club of Southern California does require AAA membership in order to obtain insurance, however, Gusner adds, it may be a nice way to get some additional benefits, like lock out service and roadside assistance.

Insure.com’s Best Auto Insurance Company survey removes the guesswork from finding the best companies in the industry. At a glance, you can compare five of the most important factors when choosing your carrier, sort companies by your priorities, demographic or location and immediately have your own top three from which to get and compare quotes.

For more details on the survey, including company scores and rankings across categories, please see the [full feature on Insure.com](#).

Methodology

Insure.com commissioned Op4G to survey more than 3,700 insurance customers nationwide in June 2016. The survey collected customer ratings for 20 leading companies in the auto category. Only current customers of the insurers on our lists were surveyed, and the survey was not open to the general public on the Insure.com website.

Auto insurers were ranked according to a weighted 5-point measurement of the following factors: customer service, claims processing, value for price, would recommend and would renew. Weighted measurements were derived from surveyed policyholders’ rank of prioritization of these factors.

The A.M. Best ratings, discounts and coverage options noted in the survey do not affect the scores, but are provided as a supplementary resource.

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