

Press Releases

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Press Release: USAA named 2017's Best Auto Insurance Companies for GenXers

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Jan. 10, 2017 (Foster City, CA) – USAA was ranked the best auto insurance company for GenXers in a new survey released today by Insure.com.

Respondents to the survey between the ages of 35-50 gave ratings for 20 leading auto insurance companies in the United States for its 2017 rankings of the best companies for auto insurance.

These ratings were based on insurance company factors of value for price, customer service, claims processing, likelihood to renew and likelihood to recommend.

- First place: USAA
 - o Overall score: 96.6
 - o Value for price: 4.5
 - o Customer service: 5
 - o Claims processing: 5
 - o Would recommend: 95%
 - o Likelihood to renew: 100%
- Second place: Auto Club of Southern California

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- o Overall score: 95.6
 - o Value for price: 4.75
 - o Customer service: 4.5
 - o Claims processing: 5
 - o Would recommend: 90%
 - o Likelihood to renew: 94%
 - Third place: The General
 - o Overall score: 94.2
 - o Value for price: 5
 - o Customer service: 4.75
 - o Claims processing: 4.5
 - o Would recommend: 88%
 - o Likelihood to renew: 84%

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

GenXers top picks show quite a range. USAA and ACSC both have requirements to obtain insurance: a military affiliation for USAA and AAA membership for ACSC. The General, in third place, is known to insure drivers who may not have a perfect record.

Penny Gusner, consumer analyst for Insure.com, observes, "Drivers of this age are often are in their prime years to work and have a family, and they have factors which can be expensive for auto insurance, such as multiple cars to insure and teens beginning to drive. GenXers are looking for a good value in bundling and specific discounts in order to offset the costs."

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, value for price, claims processing, would renew and would recommend. 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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