

Press Releases

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Press Release: Insure.com Survey Reveals 2017's Best Auto Insurance Companies on Value for Price

By [Insure.com](http://insure.com) Posted on January 23, 2017

Jan. 23, 2017 (Foster City, CA) – Auto Club of Southern California was ranked the best auto insurance company for value on price 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.

Respondents to the survey gave ratings based on the following insurance company factors:

- Customer service
- Claims handling
- Pricing
- Plans to renew current policy
- Would recommend the insurer

The top auto insurers ranked on value for price (scores out of 100) are:

- Auto Club of Southern California: 95
- Mercury Insurance: 93
- CSAA Insurance Group: 92
- USAA: 91
- The Hartford: 91

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- American Family Insurance: 90

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

Penny Gusner, consumer analyst for Insure.com, says, “While drivers shouldn’t base their decision on an insurer solely on price, cost is certainly a chief consideration by car owners. Beyond the value of price, motorists should look at customer service and financial stability of the insurer.”

Auto Club of Southern California, which earned the No. 1 rank for pricing, also ranked second as the best overall car insurance company. Mercury Insurance, another California based insurance company, came in second for pricing and fifth overall.

Three of the top carriers for pricing require membership. While Auto Club of Southern California does require AAA membership in order to obtain insurance, CSAA Insurance Group does not. However, Gusner adds, it may be a nice way to get some additional benefits, like lock out service and roadside assistance. 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.

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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