

Press Releases

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Press Release: Insure.com reveals 2017's Best Auto Insurance Companies for seniors

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Jan. 12, 2017 (Foster City, CA) – Travelers was ranked the best auto insurance company for seniors in a new survey released today by Insure.com.

Respondents to the survey ages 70 and up 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: Travelers
- o Overall score: 96.2
- o Value for price: 4.5
- o Customer service: 5
- o Claims processing: 4.75
- o Would recommend: 88%

o Likelihood to renew: 96%

- Second place: CSAA

o Overall score: 94.2

o Value for price: 4.75

o Customer service: 4.75

o Claims processing: 4.5

o Would recommend: 90%

o Likelihood to renew: 88%

- Third place: USAA

o Overall score: 94.1

o Value for price: 4.5

o Customer service: 5

o Claims processing: 4.5

o Would recommend: 88%

o Likelihood to renew: 89%

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

“Many Americans find themselves in need of driving a car well past retirement age,” says Penny Gusner, consumer analyst for Insure.com. “However, accidents increase after the age of 65 and fatal accidents increase after 75. If members of this group must continue to drive, they need a plan to do so safely. Regular driving ability evaluation -- even conducted by a loved one -- and a good insurance policy should be part of that plan.”

The three top insurers received high marks in all categories, but customer service stood out among the highest-rated scores with Travelers and USAA both earning a perfect five stars and CSAA with an impressive 4.75 stars.

“Seniors may not feel as comfortable using mobile devices and automated phone menus to navigate their policies, so a positive customer service experience is of tremendous value,” says Gusner.

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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