

Press Releases

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

By [Insure.com](http://insure.com) Posted on November 14, 2016

Nov. 14, 2016 (Foster City, CA) - USAA was ranked the best auto insurance company 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

| Company rank | Overall score | Value for price | Customer service | Claims processing | Plans to renew | Would recommend |
|--------------|---------------|-----------------|------------------|-------------------|----------------|-----------------|
| 1. USAA | 97.2 | 4.5 | 5 | 5 | 92% | 97% |
| 2. ACSC | 94.8 | 4.75 | 4.75 | 4.75 | 92% | 91% |
| 3. CSAA | 91.3 | 4.5 | 4.5 | 4.5 | 93% | 90% |

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

Penny Gusner, consumer analyst for Insure.com, observes, "It's interesting to see the possibility of some exclusivity in membership within the top three; one is military, and the other two are affiliated with AAA and are focused in California."

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. While Auto Club of Southern California does require AAA membership in order to obtain insurance, CSAA does not, however, Gusner adds, it may be a nice way to get some additional benefits, like lock out service and roadside assistance.

Residents of the Golden State aren't short of choices, but going with an insurer who is completely focused and familiar with one of the most densely populated areas of the country seems to be a good choice. But just because the company stationary reads, "California" doesn't mean it's the only state covered: CSAA writes coverage in 23 states plus the District of Columbia.

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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