

Press Releases

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Press Release: Insure.com reveals Best Car Insurance Companies for 2018

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Aug. 15 2018 (Foster City, CA) - USAA was ranked the best auto insurance company in a new survey released today by Insure.com, with American Family and Allstate tying for second place.

Insure.com surveyed more than 3,100 current insurance customers of 20 leading car insurance companies for its 2018 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
- Merit of website/apps
- Plans to renew current policy
- Would recommend the insurer

Company rank	Overall score	Value for price	Customer service	Claims processing	Website/ apps	Would recommend/ will renew
1. USAA	89.98	88.04	90.47	94.51	84.56	92% / 94%
2. American Family	88.34	84.47	89.51	92.63	86.34	93% / 94%
2. Allstate	88.34	84.8	89.35	94	84.4	89% / 93%

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

USAA not only ranks No. 1 overall, but also on the individual metrics of customer service satisfaction, claims processing and value. Its limited membership, however, means it's not available to everyone.

American Family placed second overall, but in the top spot for most serviceable website and apps. For price it landed in the middle of the pack, in ninth place. But policyholders had positive experiences with customer service, which is likely why American Family was among companies with the most customers who said they were likely to renew their policies. Allstate was well liked by its surveyed policyholders, ranking in the top four for overall score, claims, customer service and for how easy and useful its website and apps were.

"Despite a national trend of rising costs for coverage, when asked to describe their experiences with their carriers, policyholders generally valued being treated 'like a person,' and having coverage explained to them, over low prices," said Penny Gusner, consumer analyst for Insure.com. Car insurance rates usually increase about 3 to 4 percent each year, according to historical federal Consumer Price Index (CPI) data, but in 2017 car insurance rates increased 7.7 percent from the year before. The auto insurance CPI for May of 2018 is up 8.3 percent compared to May 2017, and June year-over-year is up 7.6 percent.

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 six 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. You can also see comments from surveyed policyholders on what they like, or dislike, about their provider.

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 3,100 insurance customers nationwide in December 2017. 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 6-point measurement of the following factors: customer service, claims processing, value for price, website/apps, would recommend and would renew. Weighted measurements were derived from 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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