

Ratings ➤ **Savings and Service** The best auto insurance companies offer more than just lower premiums. They also give great customer service, explain types of coverage in detail, and pay claims quickly.

Provider	Survey Results							
	Overall Satisfaction Score	Premiums	Claims	Coverage	Policy clarity	Help and advice	Policy review	Service

CAR INSURANCE

Erie Insurance Group	72	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
NJM Insurance Group	69	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Amica Mutual Group	69	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
NYCM Insurance Group	68	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
USAA Group	68	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
The Cincinnati Insurance Companies	67	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Country Financial Property Casualty Group	64	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Wawanesa General Insurance Company	62	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Acuity	61	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Auto Club Enterprises Insurance Group	61	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Westfield Group	60	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Farm Bureau Property & Casualty Insurance Company	57	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Shelter Insurance Companies	55	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Auto-Owners Insurance Group	55	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
CSAA Insurance Group	52	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Pemco Mutual Insurance Company	52	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Esurance Property and Casualty Insurance Company	50	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️

Provider	Survey Results							
	Overall Satisfaction Score	Premiums	Claims	Coverage	Policy clarity	Help and advice	Policy review	Service

CAR INSURANCE *Continued*

Nationwide Group	49	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
State Farm Group	49	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
West Bend Mutual Insurance Company	49	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Hanover Insurance Group Property & Casualty Companies	49	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Chubb INA Group	46	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Hartford Insurance Group	45	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
American Family Insurance Group	44	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Auto Club Group	43	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Allstate Insurance Group	43	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Travelers Group	43	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Mapfre North America Group	42	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Geico (Berkshire Hathaway Insurance Group)	42	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Progressive Insurance Group	41	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Mercury General Group	40	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Liberty Mutual Insurance Companies	39	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
State Auto Insurance Companies	39	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Farmers Insurance Group	38	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Kemper PC Companies	38	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
Plymouth Rock Companies	31	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️

HOW WE SURVEY: Ratings are based on 50,129 responses from 40,566 U.S. adult auto insurance policyholders asked about their experiences with their

current and previous auto insurance companies. The Overall Satisfaction Score reflects weighted ratings on multiple measures, including prices paid for

premiums, claims settlements, breadth of coverage, the contract's **policy clarity**, **help and advice** regarding policy choices, the thoroughness of information

provided during **policy review**, and customer **service** that isn't related to claims. The car insurance survey was fielded from February through April 2024.