

Car Insurance

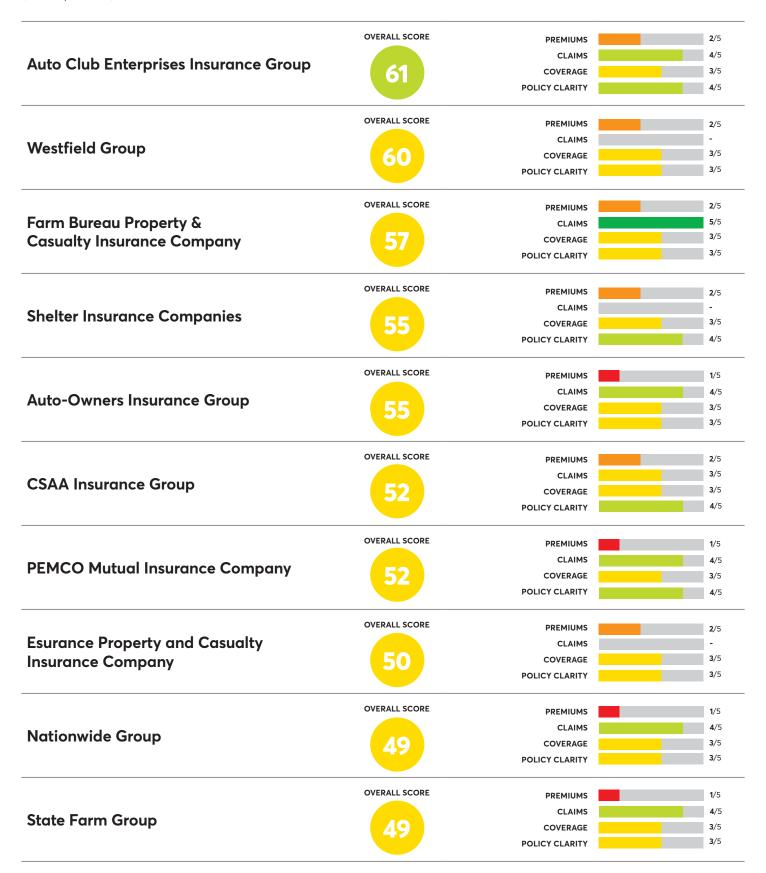
For the latest ratings and information, visit CR.org

36 Companies (as of April 2025) **OVERALL SCORE PREMIUMS 5**/5 CLAIMS **Erie Insurance Group 4**/5 COVERAGE **4**/5 POLICY CLARITY OVERALL SCORE **PRFMIUMS** 4/5 CLAIMS **NJM Insurance Group 4**/5 COVERAGE 4/5 POLICY CLARITY OVERALL SCORE **PREMIUMS 2**/5 **5**/5 CLAIMS **Amica Mutual Group 4**/5 COVERAGE **5**/5 POLICY CLARITY OVERALL SCORE **PREMIUMS 5**/5 CLAIMS **NYCM Insurance Group 3**/5 COVERAGE **3**/5 POLICY CLARITY OVERALL SCORE **PREMIUMS 2**/5 CLAIMS 4/5 **USAA Group** COVERAGE 4/5 **4**/5 POLICY CLARITY OVERALL SCORE **PREMIUMS 2**/5 **5**/5 **CLAIMS** The Cincinnati Insurance Companies COVERAGE 4/5 4/5 POLICY CLARITY OVERALL SCORE **2**/5 **PREMIUMS COUNTRY Financial Property 5**/5 CLAIMS **4**/5 **Casualty Group** COVERAGE **4**/5 POLICY CLARITY **OVERALL SCORE 3**/5 **PREMIUMS** CLAIMS **Wawanesa General Insurance Company 5**2 COVERAGE 4/5 POLICY CLARITY OVERALL SCORE **2**/5 **PREMIUMS 5**/5 **CLAIMS Acuity 4**/5 COVERAGE **3**/5 POLICY CLARITY

36 Companies

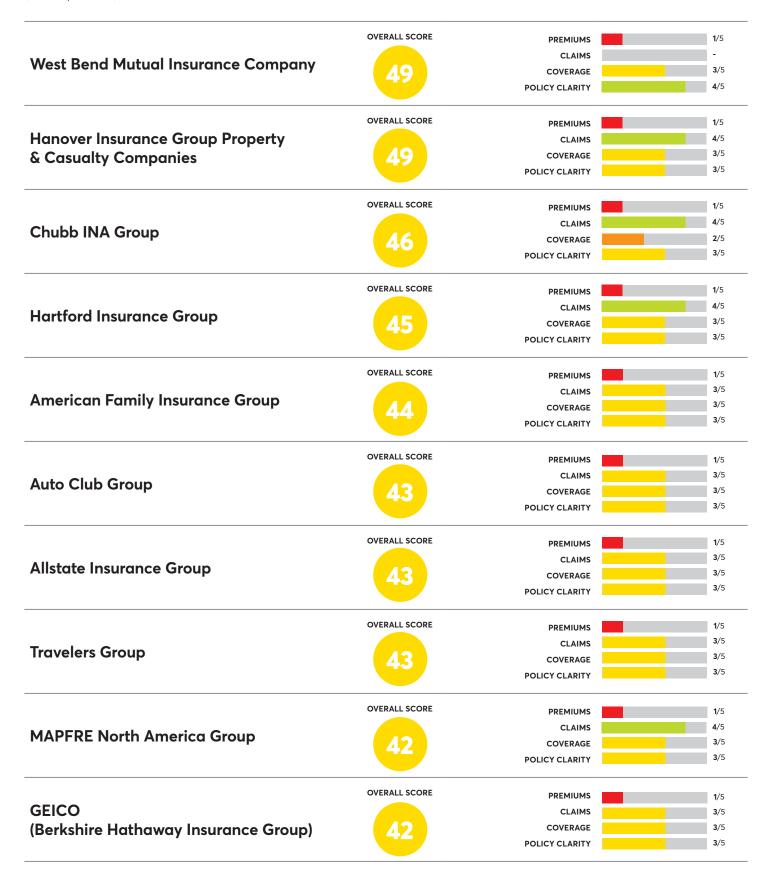
(as of April 2025)





36 Companies

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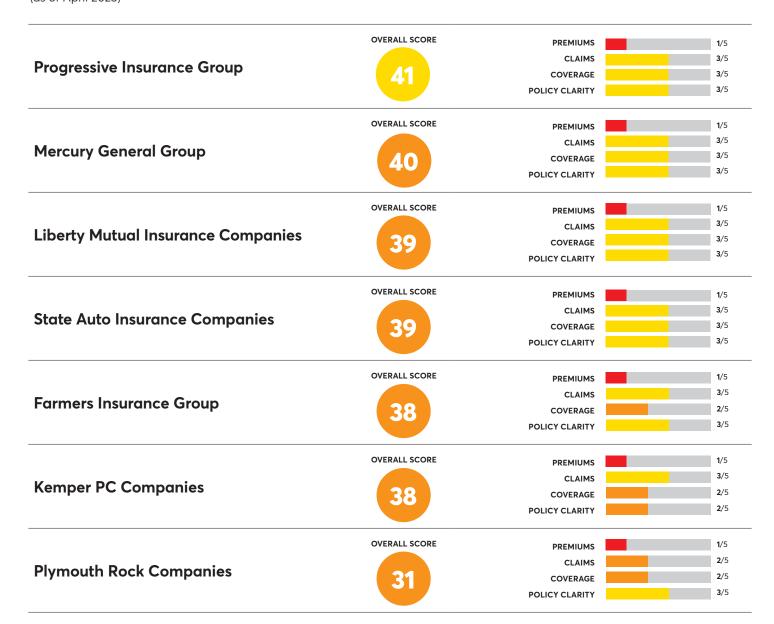
36 Companies (as of April 2025)

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Ratings are based on a national sample of 40,566 U.S. adult auto insurance policyholders who told us about 50,129 experiences with their car insurance companies. This sample includes 28,958 CR members, weighted on both demographic and non-demographic characteristics to be representative of all U.S. auto insurance policyholders ages 18+. Ratings include all current insurers as well as prior insurers maintained at any time between 2019 and 2024. Overall Satisfaction Score is derived from the respondents' ratings of seven specific attribute satisfaction ratings and our CR Consumer Experience Score (not included in the ratings table). Attribute ratings reflect mean scores for each company on scales that range from Completely Dissatisfied to Completely Satisfied. "Claims" is a rating of claims settlements, "Premiums" is a rating of prices paid for premiums, "Service" is a rating of non-claims related customer service, "Help & Advice" is a rating of the proactive help and advice insurers provide their customers regarding their policy choices, "Policy Review" is a rating of the thoroughness insurers provide their customers regarding their policy options, "Coverage is a rating of satisfaction with breadth of coverage, and "Policy Clarity" is a rating of the clarity of a policy's contract.