

## **J.D. Power Insurance Company Ratings**

Many people know that J.D. Power rates customer satisfaction with automobile purchases, but the consumer ratings company does much more.

The company recently released its 2017 ratings that purport to measure overall customer satisfaction with auto and homeowner insurance companies. Not surprisingly, the findings indicate that customer satisfaction is driven primarily by price, claim experience, and ease of communication.

For the region that includes Ohio—the North Central Region—USAA registered the top score for both auto and homeowner companies. However, USAA is only open to U.S. military personnel and their families, and so was not included in the actual rankings.

In the auto rankings, Auto-Owners and Cincinnati were at the top, followed by many familiar names in the middle of the pack—Nationwide, GEICO, American Family, State Farm, Erie, Grange, Allstate, Progressive, and Farmers in descending order. The bottom group consisted of Automobile Club Group, Liberty Mutual, MetLife, Safeco, and Esurance (Allstate's web-based extension).

In the homeowner category, Amica Mutual was on top, followed in descending order by:

- Erie
- Auto-Owners
- State Farm
- Cincinnati
- Hartford
- Allstate
- American Family
- Nationwide
- Travelers
- AIG
- Encompass
- Liberty Mutual, Chubb
- Farmers
- MetLife
- Safeco

The bottom category:

- National General
- The Hanover
- Homesite
- UPC Insurance

The complete studies are found on the J.D Power web site.