



## 2010 National Auto Insurance Study

Company	Ratings Factors				
	Overall Satisfaction	Contacting the Insurer	Policy Offerings	Billing and Payment	Pricing
Sort:					
21st Century					
Alfa Insurance					
Allstate					
American Family					
Ameriprise					
Amica Mutual					
Award Recipient					
Automobile Club Group (ACG)					
Automobile Club of Southern California (ACSC)					
Auto-Owners Insurance					
California State Automobile Association (CSAA)					
Commerce					
COUNTRY					
Encompass					
Erie Insurance					
Esurance					
Farmers					
GEICO					
GMAC					
Grange					
Kemper					
Liberty Mutual					
Mercury					
MetLife					
Nationwide					
Progressive					
Safeco					
Shelter					
State Auto					
State Farm					
The Hanover					
The Hartford					
Travelers					
New Jersey Manufacturers Insurance Co. *					
USAA *					

\*New Jersey Manufacturers Insurance Co. is an insurance provider open only to New Jersey Business & Industry Association members, State of New Jersey employees, NJM's previously insured drivers, and/or previous/current auto/homeowner policyholders and therefore is not included in the rankings.

\*USAA is an insurance provider open only to U.S. military personnel and their families and therefore is not included in the rankings.

Additional carriers profiled, but not rank/award eligible due to small sample size or localized availability are: American National Property & Casualty (ANPAC), Arbella, CHUBB, Direct General, Farm Bureau Mutual Group, Horace Mann, Infinity P & C, Kentucky Farm Bureau, North Carolina Farm Bureau, Tennessee Farm Bureau, Safety Insurance, and Westfield.

### Scoring Legend

Among the best  
 Better than most  
 About average  
 The rest

Please note that J.D. Power Consumer Center Ratings may not include all information used to determine J.D. Power and Associates awards.