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# Best Homeowners Insurance Companies

Our exclusive surveys reveal companies with top-notch and well-priced home insurance coverage

By Tobie Stanger  
Updated by Daphne Yao  
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Often, it's only after catastrophe strikes—a storm, a fire, a robbery, or even a liability lawsuit—that you find out whether you have an insurance provider that's responsive during the claims settlement process and pays you fairly. With CR's exclusive survey on homeowners insurance companies, you can get a grasp of the carrier's reliability before spending on coverage.

In our surveys, 59,670 of our members told us about 65,000 experiences they'd had with their homeowners insurance companies—including settlements of claims within the previous five years, prices paid for insurance premiums, policy reviews, and other key aspects of shopping for and owning this important coverage.

Responses to our surveys inform our ratings of homeowners insurance companies, which include well-known carriers like Allstate, Nationwide, State Farm, and USAA, as well as smaller insurance providers like NJM Insurance Group.

Our surveys show that the best homeowners insurance companies aren't the ones that you hear about the most. "Conspicuously absent from our top tier of rated insurers are many household brands that dominate the advertising airwaves," said David Gopoian, who oversaw CR's homeowners insurance survey for over 25 years.

Among the three highest-rated companies in our homeowners insurance ratings, only one carrier excelled in every aspect of our surveys. The other two insurers weren't far behind, and like the highest-rated homeowners insurance company, they earned exemplary overall satisfaction scores.

Notably, the members of this triumvirate are all "direct writers," which means that their own employees, not independent agents, sell and service their policies, typically online. In theory, leaving out that middleman can save the insurer money—savings it can pass on to policyholders in the form of lower premiums. One of the top three is a mutual company, owned by its policyholders, and another operates in a mutual fashion; in flush years they may pay eligible homeowners policyholders a share of the surplus they've



The best homeowners insurance companies offer financial protection for weather events, break-ins, lawsuits, and other perils, plus a top-notch customer experience. Photo Illustration: Consumer Reports, Getty Images

earned in the form of dividends. Each company in the top trio also has relatively stringent criteria for new customers, which means that not everyone qualifies for coverage.

For more options, including many companies with commendable or satisfactory overall scores and more open eligibility requirements, check out our full homeowners insurance ratings.

## Best Homeowners Insurance Companies

The following three companies, USAA, NJM Insurance, and Amica Mutual, all have a track record of excellence: They were also among the highest rated in our homeowners insurance surveys in 2016 and 2019. In addition, six other insurers, mainly moderate-sized companies, received favorable overall satisfaction scores: Auto-Owners, Chubb, Cincinnati, Country, Erie, and Farm Bureau Property & Casualty.

As in past surveys, the largest and most well-known homeowners insurance companies—Allstate, Farmers, The

Hartford, Liberty Mutual, Nationwide, State Farm, and Travelers—garnered middling overall satisfaction scores. None received top marks for any of the attributes in our surveys. Only two insurers received favorable scores: State Farm for customer service and policy review, and Nationwide for claims handling.

### USAA

Headquartered in San Antonio, USAA sells homeowners insurance coverage in every state and the District of Columbia. USAA, which stands for United Services Automobile Association, serves only people with direct ties to the U.S. military—members of the armed forces and their families, honorably discharged veterans, and descendants and spouses of USAA customers. (Read more about how to qualify for USAA coverage.) Consumer Reports members gave USAA top-notch scores in every aspect of the homeowners insurance buying, claims, and ownership experience. USAA is a reciprocal interinsurance exchange, in which coverage is pooled in order to spread the risk and potentially save policyholders money. In flush times, USAA offers dividends—but currently that's only for auto insurance.

### NJM Insurance

Based in West Trenton, N.J., NJM Insurance sells homeowners insurance policies in Connecticut, Maryland, New Jersey, Ohio, and Pennsylvania. NJM aced our survey-based ratings in pricing of premiums, customer service, advice and help, and the policy review experience. In other rating categories, NJM received favorable scores. NJM operates in a mutual fashion; homeowners insurance policyholders in New Jersey may be eligible for a dividend that is credited to their premium when they renew their policy.

### Amica Mutual Insurance

This company, based in Lincoln, R.I., offers homeowners insurance coverage in every state except Alaska and Hawaii, and in the District of Columbia. In our member surveys, policyholders judged the Amica claims experience to be outstanding; they did the same for customer service, advice and help, and the policy review process. For pricing of premiums, coverage breadth, and policy clarity, Amica earned favorable marks. Amica offers dividends in one version of its homeowners insurance policy; that coverage costs more up front but may save you money in the long run. Dividends aren't available in every state.

## Worst Homeowners Insurance Companies

Only two homeowners insurance companies earned an overall score that is below middling: Tower Hill Insurance and Universal Property & Casualty. Both are based in Florida, where homeowners pay the highest premiums in the country (PDF).

Tower Hill, based in Gainesville, was judged less than favorable overall; it received mediocre marks for premium prices, advice and help, and policy clarity. In 2022, the company announced it would not renew half of its Florida

homeowners insurance policies, and would place the remaining policies in a new subsidiary—a “reciprocal exchange,” in which policyholders share the risk of insuring each other.

Universal Property & Casualty, based in Fort Lauderdale, received a failing rating. It earned dismal scores for claims, premium prices, and advice and help; for all other attributes, it received less-than-satisfactory marks. A company spokesperson declined to comment on these results.

## What to Do Before You Buy Homeowners Insurance

Before you lock in an insurance provider, find out how much coverage you need. As a rule, buy enough to cover the labor and materials to completely rebuild your home—also called the “replacement value” or “replacement cost.” Your insurance agent can help you calculate that amount.

Then it becomes a process of shopping around for quotes from multiple homeowners insurance companies to find one that offers the right coverage—at the right price—in your area. Some state insurance departments publish rate comparisons among companies. Floridians, for instance, can go to Florida's Office of Insurance Regulation website; Californians, to the California Department of Insurance website. You can also get quotes from an independent agent who sells policies from several insurance companies. (Find one through Trusted Choice, which is affiliated with numerous such companies.) Comparison shopping sites such as Insure.com, NetQuote, Policygenius, and SelectQuote are also good places to look for coverage.

For more, check our complete homeowners insurance ratings, and consult our homeowners insurance buying guide to learn more about the companies we rated.

## What to Look for When Buying Homeowners Insurance

Customer service, how claims are handled, and other factors can affect a customer's experience with their insurance provider. But our surveys indicate that certain aspects have a greater impact on our members' satisfaction than others.

Overall, 77 percent of CR members in our survey were highly satisfied with their insurers for claims handling, but a much lower 56 percent were highly satisfied with the premiums they paid.

“These attributes are the two best predictors of overall satisfaction,” Gopoian said. But, he added, “They are tugging in different directions. For most insurers, there is a trade-off between the relatively good ratings they get for claims satisfaction and the relatively lower ratings they get for the prices they charge customers.”

Chubb Group is an example of that dynamic. The insurance carrier, based in Whitehouse Station, N.J., specializes in higher-end homes—the kind of properties that can require extra coverage for collectibles, valuables, and unique features like custom cabinetry. Chubb received a stellar rating for its claims handling but a subpar rating for pricing. Overall, the company landed near the top of our ratings.

# Best Car Insurance Companies

There's a lot more to accident coverage than low premiums

By Benjamin Preston  
May 1, 2024

It's easy to consider buying car insurance an insignificant box to check on the list of things you need to do when you purchase a car. But nothing could be further from the truth. It's one of the most important aspects of car ownership. It protects you against major financial loss if you're unfortunate enough to get into a collision, covering everything from property damage to bodily injury and beyond.

A good policy should give you all the resources you need to get your life back on track if you've damaged your car or injured yourself or others in a crash. A bad policy could leave you in the lurch when you're at your most vulnerable. You don't want to be chasing down payments from a hospital bed, or when you're trying to get back on the road so that you can drive to work.

The best insurance policies take care of your financial needs and have a low premium, excellent customer service, proactive advice, and terms that are easy to understand.

Below we highlight the top performers based on Consumer Reports' national survey of 11,509 drivers in the summer of 2022, allowing us to rate 36 car insurance providers. Our complete car insurance ratings, including detailed factors such as the cost of premiums and the quality of the customer service, are available to CR members.

Be sure to consult the car insurance buying guide before you buy. Although it's good to change carriers from time to time if you're not satisfied with the one you have, experts recommend that you avoid jumping around too often because that can push up your premium. If you want to make a change, consider the top-rated providers below.

