

## Collision Industry Auto Insurer Report Card

Grades comprised from an industry survey asking  
West/Central Michigan Body Shops this question:

***“How well does this insurer's claims handling policies, attitude and payment  
practices ensure quality repairs, fair reimbursement and customer service for motorists?”***

Auto Insurer's listed in alphabetical order

<u>Auto Insurance Company</u>	<u>2024 Grades Letter Grade</u>	<u>2025 Grades Letter Grade</u>
AAA Insurance	C+	C-
Allstate Insurance	D	D
Amica Insurance	C	C-
Auto Owner's	A-	A-
Farmer's Insurance	C-	C-
Farm Bureau Insurance	B+	B+
Fremont Insurance	B	B+
Geico Insurance	D	D-
Hartford Insurance	C	C
Liberty Mutual	D	D
Memic Insurance	C+	C+
MetLife Insurance	C-	D+
Nationwide Auto Insurance	D+	D
Pioneer State	B-	B-
Progressive Insurance	C-	C
State Farm Insurance	C+	C
USAA Insurance	D+	D-