2013 Temkin Customer Service Ratings Evaluates
235 Companies Across 19 Industries

**Airlines:** AirTran Airways, Alaska Airlines, American Airlines, Continental Airlines, Delta / Northwest Airlines, JetBlue Airlines, Southwest Airlines, United Airlines, US Airways

**Auto dealers:** BMW, Chevrolet, Chrysler, Dodge, Ford, Honda, Hyundai, Nissan, Toyota

**Banks:** A credit union, Bank of America, Capital One, Chase, Citibank, Citizens, Fifth Third, HSBC, ING Direct, PNC, Regions, SunTrust Bank, TD Bank, U.S. Bank, USAA, Wells Fargo

**Car rental agencies:** Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz

**Personal computer makers:** Acer, Apple, Compaq, Dell, eMachines, Gateway, Hewlett-Packard, Lenovo, Sony, Toshiba

**Credit card issuers:** American Express, Bank of America, Capital One, Chase, Citigroup, Discover, HSBC, U.S. Bank, USAA, Wells Fargo

**Fast food chains:** Arby’s, Burger King, Chick-fil-A, Dairy Queen, Domino’s, Dunkin’ Donuts, Hardees, Jack in the Box, KFC, Little Caesar's, McDonalds, Pizza Hut, Sonic Drive-In, Starbucks, Subway, Taco Bell, Wendy’s

**Grocery chains:** Albertsons, Aldi, Food Lion, Giant Eagle, H.E.B., Hy-Vee, Kroger, Piggly Wiggly, Publix, Safeway, Save-a-Lot, ShopRite, Stop & Shop, Trader Joe's, Whole Foods, Winn-Dixie

**Health plans:** Aetna, Anthem (BCBS), Blue Shield of California, CareFirst (BCBS), CIGNA, Coventry Health Care, Empire (BCBS), Health Net, Highmark (BCBS), Humana, Kaiser Permanente, Medicaid, Medicare, TriCare, United Healthcare

**Hotel chains:** Best Western, Comfort Inn, Courtyard By Marriott, Days Inn, Hampton Inn, Hilton, Holiday Inn, Holiday Inn Express, Hyatt, Marriott

**Insurance carriers:** 21st Century, AAA, Allstate, American Family, Farmers, GEICO, Liberty Mutual, MetLife, Nationwide, Progressive, State Farm, The Hartford, Travelers, USAA

**Internet services:** AOL, AT&T, Cablevision, Charter Communications, Comcast, Cox Communications, EarthLink, Qwest, Road Runner, Verizon

**Investment firms:** A credit union, Ameriprise Financial, Charles Schwab, E*TRADE, Edward Jones, Fidelity Investments, ING Direct, Merrill Lynch, Morgan Stanley Smith Barney, Scottrade, TD Ameritrade, Vanguard, Wells Fargo Advisors

**Major appliance makers:** Bosch, Fujitsu, GE, LG, Samsung, Toshiba, Whirlpool

**Parcel delivery services:** FedEx, U.S. Postal Service, UPS

**Retailers:** 7-Eleven, Ace Hardware, Advance Auto Parts, Amazon.com, Apple Store, AutoZone, Barnes & Noble, Bed Bath & Beyond, Best Buy, BJ's Wholesale Club, Costco, CVS, Dollar General, Dollar Tree, eBay, Family Dollar, GameStop, Gap, Home Depot, JCPenney, Kmart, Kohl's, Lowe's, Macy's, Marshalls, O'Reilly Auto Parts, Office Depot, OfficeMax, Old Navy, PetSmart, QVC, RadioShack, Rite Aid, Ross, Sam’s Club, Sears, Staples, T.J. Maxx, Target, Toys 'R' Us, Wal-Mart, Walgreens

**Software vendors:** Activision, Adobe, Apple, Blackboard, Google, Intuit, McAfee, Microsoft, Sony, Symantec

**TV service providers:** AT&T, Bright House Networks, Charter Communications, Comcast, Cox Communications, DirecTV, Dish Network / EchoStar, Optimum (iO) / Cablevision, Time Warner Cable, Verizon

**Wireless carriers:** AT&T, MetroPCS, Sprint, T-Mobile, TracFone, Verizon Wireless, Virgin Mobile

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**Base:** 10,000 U.S. consumers

**Source:** Temkin Group Q1 2013 Consumer Benchmark Survey

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