## Temkin Group Measured Net Promoter Scores For 283 Companies Across 20 Industries

**Airlines**
- AirTran Airways, Alaska Airlines, American Airlines, Delta Airlines, JetBlue Airlines, Southwest Airlines, Spirit Airlines, United Airlines, US Airways, Virgin America

**Appliances**
- Bosch, Electrolux, Fujitsu, GE, Haier, Hitachi, LG, Samsung, Siemens, Toshiba, Whirlpool

**Auto Dealers**
- Audi, BMW, Buick, Cadillac, Chevrolet, Chrysler, Dodge, Ford, GM, Honda, Hyundai, Jeep, Kia, Lexus, Mazda, Mercedes-Benz, Nissan, Subaru, Toyota, Volkswagen

**Banks**
- Bank of America, Capital One, Capital One 360, Chase, Citibank, Citizens, credit unions, Fifth Third, PNC, Regions, SunTrust Bank, TD Bank, U.S. Bank, USAA, Wells Fargo

**Car Rental Agencies**
- Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Thrifty

**Computer and Tablet Makers**
- Acer, Amazon (tablet), Apple, Barnes & Noble (tablet), Compaq, Dell, eMachines, Gateway, Hewlett-Packard, Lenovo, Sony, Toshiba

**Credit Card Issuers**
- American Express, Bank of America, Barclaycard, Capital One, Chase, Citigroup, Discover, HSBC, U.S. Bank, USAA, Wells Fargo

**Fast Food Chains**
- Arby’s, Baskin-Robbins, Burger King, Chick-fil-A, Dairy Queen, Domino’s, Dunkin’ Donuts, Hardees, Jack in the Box, KFC, Little Caesar’s, McDonald’s, Pizza Hut, Quiznos, 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 CA, CIGNA, Coventry Health Care, Health Net, Highmark BCBS, Humana, Kaiser Permanente, Medicaid, Medicare, Other Blue Cross Blue Shield, TriCare, United Healthcare

**Hotel Chains**
- Best Western, Comfort Inn, Courtyard By Marriott, Crowne Plaza, Days Inn, Fairfield Inn, Hampton Inn, Hilton, Holiday Inn, Holiday Inn Express, Hyatt, La Quinta Inn, Marriott, Motel 6, Quality Inn, Residence Inn, Sheraton, Super 8, Westin

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

**Internet Service**
- AOL, AT&T, Cablevision, Charter Communications, Comcast, Cox Communications, Qwest, Time Warner Cable, Verizon

**Investment Firms**
- Ameriprise Financial, Capital One 360, Charles Schwab, credit unions, E*TRADE, Edward Jones, Fidelity Investments, Merrill Lynch, Morgan Stanley Smith Barney, Scottrade, TD Ameritrade, Vanguard, Wells Fargo Advisors

**Parcel Delivery**
- DHL, FedEx, U.S. Postal Service, UPS

**Retailers**
- 7-Eleven, Ace Hardware, Advance Auto Parts, Amazon.com, Apple Retail Store, AutoZone, Barnes & Noble, Bed Bath & Beyond, Best Buy, BJ's Wholesale Club, Costco, CVS, Dollar General, Dollar Tree, eBay, Family Dollar, Foot Locker, GameStop, Gap, Home Depot, JCPenney, Kmart, Kohl's, Lowe's, Macy's, Marshalls, Nordstrom, 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, True Value, Wal-Mart, Walgreens

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

**TV Service**
- AT&T, Bright House Networks, Cablevision Optimum, Charter Communications, Comcast, Cox Communications, DirectTV, Dish Network, Time Warner Cable, Verizon

**Utilities**

**Wireless**
- AT&T, MetroPCS, Sprint, T-Mobile, TracFone, US Cellular, Verizon Wireless, Virgin Mobile

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**Base:** 10,000 U.S. consumers  
**Source:** Temkin Group Q3 2014 Consumer Benchmark Survey  
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