**2016 Temkin Customer Service Ratings Evaluates**
**277 Companies Across 20 Industries**

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

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

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

**Computers & Tablets:** Acer, Amazon (Kindle), Apple, Barnes & Noble (Nook), Compaq, Dell, Gateway, Hewlett-Packard, Lenovo, Sony, Toshiba

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

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

**Health Plans:** Aetna, Anthem, BCBS plan not listed, Blue Shield of California, CareFirst, CIGNA, Health Net, Humana, Kaiser Permanente, Medicaid, Medicare, TriCare, United Healthcare

**Hotels:** 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, Sheraton, Super 8, Westin, Wyndham

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

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

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

**Major Appliances:** Bosch, Electrolux, Fujitsu, GE, Haier, Hitachi, LG, Samsung, Toshiba, Whirlpool

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

**Rental Cars:** ACE Rent A Car, Advantage Rent-A-Car, Alamo Rent A Car, Avis, Budget, Dollar, Enterprise Rent-A-Car, Fox Rent A Car, Hertz, National Car Rental

**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, Michael’s, 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

**Supermarkets:** Albertsons, Aldi, Food Lion, Giant Eagle, H-E-B, Hannaford, Hy-Vee, Kroger, Piggly Wiggly, Publix, Safeway, Save-a-Lot, ShopRite, Stop & Shop, Trader Joe’s, Vons, Wawa Food Markets, Wegmans, Whole Foods, Winn-Dixie

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


**Wireless:** 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 2016 Consumer Benchmark Survey

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