2017 Temkin Forgiveness Ratings Evaluates 329 Companies Across 20 Industries

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

Auto dealers: Audi, BMW, Buick, Cadillac, CarMax, Chevrolet, Chrysler, Dodge, Ford, GMC, Honda, Hyundai, Jeep, Kia, Lexus, Mazda, Mercedes-Benz, Nissan, Subaru, Toyota, Volkswagen

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

Computer & tablet makers: Acer, Amazon, Apple, Asus, Barnes & Noble, Compaq, Dell, 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, Chipotle Mexican Grill, Dairy Queen, Domino's, Dunkin' Donuts, Hardees, IHOP, Jack in the Box, KFC, Little Caesar's, McDonalds, Panda Express, Panera Bread, Papa John's, Pizza Hut, Popeye's Louisiana Kitchen, Sonic Drive-In, Starbucks, Subway, Taco Bell, Wendy's

Health plans: Aetna, Anthem, BCBS of Florida, BCBS of Michigan, BCBS plan not listed, Blue Shield of California, CIGNA, Health Net, Humana, Kaiser Permanente, Medicaid, Medicare, TriCare, United Healthcare

Hotels & rooms: Airbnb, Best Western, Comfort Inn, Courtyard By Marriott, Crowne Plaza, Days Inn, Fairfield Inn, Hampton Inn, Hilton, Holiday Inn, Holiday Inn Express, HomeAway, Hyatt, La Quinta Inn, Marriott, Motel 6, Quality Inn, Radisson, Residence Inn, Sheraton, Super 8, Westin, Wyndham

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

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

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

Rental cars & transport: ACE Rent A Car, Advantage Rent-A-Car, Alamo Rent A Car, Avis, Budget, Dollar, Enterprise Rent-A-Car, Fox Rent A Car, Hertz, Lyft, National Car Rental, Rent-a-Wreck, Thrifty, Uber

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, Dick's Sporting Goods, Dollar General, Dollar Tree, eBay, Etsy, 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 makers: Activision, Adobe, Apple, Blackboard, Google, Intuit, McAfee, Microsoft, Sony, Symantec

Streaming media: Amazon Prime Instant Video, Amazon Prime Music, Apple Music, ESPN, GooglePlay, HBO, Hulu, iHeartRadio, iTunes, Netflix, Pandora, Showtime, SiriusXM, SoundCloud, Spotify, Starz

Supermarket chains: Albertsons, Aldi, AmazonFresh, 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 & appliances: Bosch, Electrolux, Fujitsu, GE, Haier, Hitachi, LG, Mitsubishi, Panasonic, Philips, Samsung, Sharp, Siemens, Sony, Toshiba, Vizio, Whirlpool

TV/Internet service providers: AOL, AT&T, Bright House Networks, Cablevision, Charter Communications, Comcast, Cox Communications, DirecTV, Dish Network, Time Warner Cable, Verizon

Utilities: Alabama Power Company, Ameren Illinois Company, Ameren Missouri Company, Appalachian Power Company, Atmos Energy Services, CenterPoint Energy, Columbia Natural Gas, Commonwealth Edison, Consolidated Edison Company of New York, Consumers Energy Company, Dominion Virginia Power, DTE Energy Electric Company, Duke Energy Progress, Florida Power & Light, Georgia Power, Pacific Gas and Electric Company, PPL Electric Utilities, PSE&G, Southern California Edison, Southern California Gas Company, TXU Energy

Wireless carriers: AT&T, Cricket Wireless, MetroPCS, Sprint, T-Mobile, TracFone, US Cellular, Verizon Wireless, Virgin Mobile

Base: 10,000 U.S. consumers
Source: Temkin Group Q1 2017 Consumer Benchmark Survey

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