

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

Base: 10,000 U.S. consumers

Source: Temkin Group Q1 2013 Consumer Benchmark Survey

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