

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, McDonalds, 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, DirecTV, Dish Network, Time Warner Cable, Verizon
Utilities	Ameren, Commonwealth Edison, Consolidated Edison Company of New York, Dominion Virginia Power, DTE Energy, Duke Energy Progress, Florida Power & Light, Georgia Power, Pacific Gas and Electric Company, PSE&G, Southern California Edison, Southern California Gas Company, TXU Energy
Wireless	AT&T, MetroPCS, Sprint, T-Mobile, TracFone, US Cellular, Verizon Wireless, Virgin Mobile

Base: 10,000 U.S. consumers

Source: Temkin Group Q3 2014 Consumer Benchmark Survey

Copyright ©2014 Temkin Group. All rights reserved.

