

Temkin Group Measured Net Promoter Scores For 299 Companies Across 20 Industries

Airlines: Air Canada, Alaska Airlines, American Airlines, Delta Airlines, Frontier Airlines, JetBlue Airways
Southwest Airlines, Spirit Airlines, United Airlines, Virgin America

Auto dealers: Audi, BMW, Buick, Cadillac, Chevrolet, Chrysler, Dodge, Ford, Honda, Hyundai, Jeep, Kia, Mazda, Nissan, Subaru, Toyota

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

Computers & tablet makers: Acer, Amazon, Apple, Asus, Barnes & Noble, Dell, Gateway, Hewlett-Packard, Lenovo, Sony, Toshiba

Credit card issuers: American Express, Bank of America, Barclaycard, Capital One, Chase, Citigroup, Discover, 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 of New Jersey, Blue Cross Blue Shield plan not listed above, Blue Shield of California, CIGNA, Humana, Kaiser Permanente, Medicaid, Medicare, TriCare, United Healthcare

Hotels: Airbnb, 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, Wyndham

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

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

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

Rental Cars & Transport: ACE Rent A Car, Alamo Rent A Car, Avis, Budget, Dollar, Enterprise Rent-A-Car, Hertz, Lyft, 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, Old Navy, PetSmart, QVC, 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, 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, GE, Haier, LG, Mitsubishi, Panasonic, Philips, Samsung, Sharp, Sony, Toshiba, Vizio, Whirlpool

TV/ISPs: AOL, AT&T, Charter Spectrum, Comcast, Cox Communications, DirecTV, Dish Network, Optimum, Verizon

Utilities: Ameren Illinois Company, Commonwealth Edison, Consolidated Edison Company of New York, 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 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 Q3 2017 Consumer Benchmark Survey

Copyright ©2017 Temkin Group. All rights reserved.

