

2022

# AMERICA'S BEST INSURANCE COMPANIES

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**T**he insurance industry in the United States employs more than 2.8 million people across nearly 6,000 companies with net premiums written totaling \$1.28 trillion in 2020 according to S&P Global Market Intelligence.

Like much of the global economy, the insurance industry in the United States was drastically altered by Covid-19. From increased digitalization to a heightened awareness of mortality, the industry was forced to adapt as firms and their workforces look to serve consumers across a wide breadth of offerings, including auto, homeowners, renters, pet, dental and term and permanent life. The last year and a half has increased the importance of these companies' technological offerings while insurers still aim to keep customers satisfied with traditional services like financial advice, customer service and benefits.

In order to determine which companies qualify as America's Best Insurance Companies Forbes partnered with Statista to survey more than 16,000 customers and get their feedback on insurance company performance across eight metrics including overall satisfaction and whether they would recommend them to family and friends. We also evaluated five different subdimensions including: financial advice; customer service; price/performance ratio; transparency; and damage/benefit ratio.

Out of some 4,200 insurance companies that offer either property and casualty coverage, life and annuity coverage or health insurance, only 90 were awarded.

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