

March 06, 2023

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Press Release

Acuity Named a Top Company in the Nation for Claims Service

Acuity is named one of the best insurers in the country for claims service in the [2023 CRASH Network Insurer Report Card](#). In addition to being in the top 5 insurers nationwide, Acuity is ranked #1 in the 6-state Great Lakes Region, #1 in the 7-state Rocky Mountains Region, and #2 in the 7-state Plains Region.

CRASH Network surveyed over 1,000 collision repair shops across the country for its 2023 Insurer Report Card. Shops were asked to grade the claims service of insurance companies based on one question: How well does this company's claims handling policies, attitude, and payment practices ensure quality repairs and customer service for motorists?

Speaking about Acuity's claims service, a repair shop owner said in the report, "Their claims handling is very fast and efficient. They do not waste time and are the best insurer we have ever dealt with."

According to the CRASH Network, shops say the best insurance companies don't pressure them to cut corners or install lower-quality parts to save money and aren't adding more administrative steps to slow down the repair and claims process. The report card also revealed that many insurers earning the highest grades from repair shops are regional insurance companies that "do not spend billions of dollars per year on advertising." In fact, none of the 10 largest auto insurers in the country were ranked in the top 40 insurers.

"We are honored to again be recognized for the quality claims service we deliver. Acuity's Common Purpose is centered on the fact that we 'dare to care,' and our customers know we care about them and will be there for them after accidents happen," said **Melissa Winter**, Acuity President.

"Acuity is committed to providing world-class service in claims and being rated a top company in the CRASH Network survey shows we are doing just that," said **Ben Salzmann**, Acuity CEO.

"Being recognized by CRASH Network is particularly rewarding because the rating comes from collision repair professionals at body shops who know first-hand how well we handle claims compared to other insurers," said **Jamie Loiacono**, Acuity's Vice President – Claims.

Acuity Insurance, headquartered in Sheboygan, Wisconsin, insures over 130,000 businesses, including 300,000 commercial vehicles, and nearly a half million homes and private passenger autos across 31 states. Rated A+ by AM Best and S&P, Acuity employs nearly 1,600 people.