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Press Release

Acuity Named #1 in Claims Service

Acuity is the top-ranked Wisconsin-domiciled carrier in the [2024 CRASH Network Insurer Report Card](#), which puts Acuity among the top 6 insurers nationwide in the report's Honor Roll. Acuity is also ranked #1 in the 6-state Great Lakes Region, consisting of Minnesota, Wisconsin, Michigan, Illinois, Indiana, and Ohio.

CRASH Network surveyed over 1,000 collision repair shops across the country for its 2024 Insurer Report Card. Shops were asked to grade the claims service of insurance companies based on one question: How well does this insurer's claims handling policies, attitude, and payment practices ensure quality repairs and customer service for motorists?

According to CRASH Network, Acuity has personnel that are better trained, more experienced, and/or quicker to respond than other insurers. Acuity also has claims processes that are more efficient and payment practices that are more reasonable than other companies and is also more willing to pay for quality parts and original equipment manufacturer (OEM) repair procedures. Surveyed shops said 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.

"We truly care for our customers, and it shows in the claims service we deliver. Being recognized again by CRASH Network proves that customers can count on Acuity when accidents happen," said **Melissa Winter**, Acuity President.

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 scored higher than a C+ grade, and none were ranked in the top 50 insurers.

Acuity Insurance, headquartered in Sheboygan, Wisconsin, insures nearly 150,000 businesses, including nearly 350,000 commercial vehicles, and more than 550,000 homes and private passenger autos across 31 states. Rated A+ by AM Best and S&P, Acuity employs more than 1,600 people.