

See what they're saying about us

Every day, Citizens strives to maintain our reputation for fairness and integrity by providing an exceptional customer experience for our customers. Nothing speaks to that better than the many positive reviews, ratings and distinctions our company has received—from industry experts, our agents and our policyholders whose homes, autos, and businesses we are proud to protect.

9 out of 10 customers
with a paid home, business or auto
claim are **likely to recommend**
Citizens*



One of the largest
employee giving campaigns for
a company
of our size



4.3 stars**
Google
★★★★★

Recognized on
Newsweek's
list of **America's**
Most Responsible
Companies since 202



4/5 stars from Nerdwallet,
ranking us **among the best** auto
insurance companies

★ Trustpilot
4.7 excellent star rating
from 1,000+ reviews on Trustpilot,
one of the world's leading
review platforms

A top employer
since 2015



An
Employer of Choice



Ranked among
Top 200 "JUST" **JUST** capital
Public Companies

Just Capital (2022, 2023)

100 on the Corporate Equality
Index for five consecutive years



www.hanover.com/why-the-hanover

* Based on company survey data.

** Overall Google score for Hanover Insurance Group

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