

Hearing Aids

Ratings

(as of May 2018)



Ratings and Test Results

Reader score	Provider	Evaluation	Discussion	Options	Selection	Answering questions	Courtesy	Training	Follow-up service
Retailers by Brand									
85	Connect Hearing	Excellent	Very Good	Excellent	Very Good	Very Good	Excellent	Very Good	Excellent
84	Costco	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
81	Sam's Club	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
80	HearUSA	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
79	HearingPlanet	Very Good	Very Good	Very Good	Very Good	Very Good	Excellent	Very Good	Very Good
77	Audibel	Very Good	Very Good	Very Good	Very Good	Very Good	Excellent	Very Good	Excellent
77	Miracle-Ear	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
76	Belton	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
76	Zounds Store	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
76	Starkey Store	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
Retailers by Type									
84	Wholesale Club	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
82	Veterans Administration	Excellent	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Very Good
82	ENT/Otolaryngologist	Excellent	Excellent	Very Good	Good	Excellent	Excellent	Excellent	Excellent
82	Hospital or Clinic	Excellent	Very Good	Very Good	Good	Excellent	Excellent	Very Good	Excellent
80	Freestanding Office or Store	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
80	Primary Care or other Doctor	Excellent	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
77	Name Brand Hearing Aid Store	Very Good	Very Good	Very Good	Good	Very Good	Excellent	Very Good	Excellent
75	Online Hearing Aid Provider	Good	Good	Good	Good	Good	Very Good	Good	Good

Retailers by brand

Scores are based on purchases of 6,278 individual hearing aids or matched hearing aid pairs by 6,053 Consumer Reports' subscribers. Results might not reflect the U.S. population. Reader score reflects overall satisfaction with the retailer from which the hearing aid (or aid pair) was purchased. A score of 100 would mean all respondents are completely satisfied; 80, that respondents are very satisfied on average. Differences of fewer than 4 points are not meaningful.

Retailers by type

Scores are based on purchases of 23,827 individual hearing aids or matched hearing aid pairs by 22,845 Consumer Reports' subscribers. Results might not reflect the U.S. population. Reader score reflects overall satisfaction with the retailer from which the hearing aid (or aid pair) was purchased. A score of 100 would mean all respondents are completely satisfied; 80, that respondents are very satisfied on average. Differences of fewer than 3 points are not meaningful. Each rating category under Survey Results reflects average scores on a scale from "very poor" to "excellent." Evaluation refers to the thoroughness with which the retailer evaluated hearing loss. Discussion pertains to how well interactions with retailer staff focused on the consumer's specific needs. Options indicates the quality of discussion focused on hearing aid options. Selection refers to the number and variety of hearing aids offered. Answering Questions pertains to the effectiveness of retailer staff in answering the consumer's questions. Courtesy pertains to the general courtesy of staff. Training indicates the time spent by the retailer showing the consumer how to use and maintain the hearing aids purchased. Follow-up pertains to the retailer's willingness to adjust and help the consumer with the hearing aids in follow-up visits after the purchase was made.

Footnotes:

Evaluation – Evaluation refers to the thoroughness with which the retailer evaluated hearing loss

Discussion -Discussion pertains to how well interactions with retailer staff focused on the consumer's specific needs.

Options – Options indicates the quality of discussion focused on hearing aid options.

Selection – Selection refers to the number and variety of hearing aids offered.

Answering questions – Answering questions pertains to the effectiveness of retailer staff in answering the consumer's questions.

Courtesy – Courtesy pertains to the general courtesy of staff.

Training – Training indicates the time spent by the retailer showing the consumer how to use and maintain the hearing aids purchased.

Follow-up service – Follow-up pertains to the retailer's willingness to adjust and help the consumer with the hearing aids in follow-up visits after the purchase was made.