

Jade cabbages and foldable skateboards

Quirky contents claims from AA Insurance

Auckland, 14 March 2016 – A damaged jade cabbage sculpture, a stolen horse massager and foldable electric skateboard. They're just some of the interesting, quirky, and downright unusual claims the team at AA Insurance has covered over the past few years.

Simon Hobbs, Head of Claims for AA Insurance says that they see a wide range of contents claims for damaged, lost or stolen property every single day.

"Some customers don't make a claim because they don't realise that their more unusual items are covered under their contents insurance, or they're a little shy in telling us what's happened. But they really should get in touch with us. In the last 12 months to 30 September 2015 we paid out \$23 million for contents claims.

"While claims for the really unusual items happen rarely, we're often asked by customers if we cover certain items like heirloom or inherited pieces such as artwork, jewellery and furniture, as well as things related to a certain hobby such as collections of McDonald's, Barbie doll and Star Wars toys. We've also been asked about autographs such as those signed on a bank notes, and other memorabilia."

Simon says that he's keen to help Kiwis understand how to make their insurance work for them, and ensure they contact their insurer if they're uncertain about any of their items, because contents insurance covers more than just TVs, mobile phones and jewellery.

"That's why we've put a list of claims together, based on our own data, to let people know that more often than not they're not the only ones with an unusual claim, and that we're here to help."

Quirky Contents Claims from AA Insurance

- Jade cabbage sculpture – \$1,500 worth of damage was caused when the leaf of a Burmese jade cabbage sculpture was accidentally broken while being cleaned. The metre high sculpture is valued up to \$80,000 and is one of seven jade sculptures purchased in the USA, and specified on our customer's contents policy. The claim was covered so the leaf could be repaired.

- Foldable electric skateboard – One customer accidentally knocked his foldable electric skateboard off the table, causing enough damage to prevent him from using it as his transport. He'd purchased it overseas for almost \$1,600. As it wasn't available in New Zealand, it could not be replaced, nor repaired, so he was given a cash payment.
- Horse massager – Six horses benefited from the performance enhancing powers of a horse massage rug before it was stolen from their owners' vehicle. The massager, which looks like a horse cover, was left in the customer's car at a rural property, while he was out. When he returned, the \$12,250 massager had been stolen along with other items including a saddle. As it was used for a hobby, rather than business purposes, it was covered in full.
- Yike Bike – Irreparable flood damage was caused to one customer's contents during a flood, including his Yike Bike (electric folding bike). Up to 60cm of black water, containing sewerage submerged his contents during a storm. The bike was replaced for \$5,000.

"Whether you're renting, in your first home or your forever home, if you're not sure that your more unusual possessions are covered then talk to your insurer. It's recommended you specify items like art and jewellery, and for unusual items and collections it's important to have some kind of valuation or evidence of these items, to make any claims process easier.

"It's also a good idea to consider where you store these items, and to take the necessary precautions to keep them safe especially if they're unique," continues Simon.

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About AA Insurance

AA Insurance Limited is an expert in New Zealand home, contents, and car insurance. Launched in 1994, we're a joint venture between New Zealand Automobile Association and Vero New Zealand, which is part of the Suncorp Group. We employ over 600 staff to look after more than 340,000 customers and 635,000 policies.

We proudly support youth charity Blue Light, and the NRL Telstra Premiership and Holden Cup referees in New Zealand, and have been consistently recognised by: Reader's Digest Most Trusted Brands (since 2011), NZ Direct Insurer Award (since 2012), Kenexa Best Workplaces Survey (since 2008), and Canstar Blue Most

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Satisfied Customers (since 2011). We've also been recognised among New Zealand's 50 most successful companies in the Rep Z: Corporate Reputation Survey.

AA Insurance has an A+ (Strong) Insurer Financial Strength Rating given by Standard and Poor's (Australia) Pty Ltd. For further information visit www.aainsurance.co.nz.

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