

AA Insurance wins Customer Satisfaction award fifth year in a row

Auckland, 7 June 2017 – AA Insurance has scooped the top spot in customer satisfaction for home and contents insurance for the fifth year running.

The company recorded a 5-star rating across the board for the 2017 Canstar Blue Most Satisfied Customers Award for Home & Contents Insurance. It was the only provider to excel in communication, the top driver of customer satisfaction, as well as speed of response.

The survey asked respondents to rate their insurance provider across seven variables:

1. Communication
2. Quality of service
3. Value for money
4. Ease of claim
5. Speed of response
6. Process
7. Overall satisfaction

Canstar Blue surveyed 626 New Zealand customers who currently have a home and contents insurance policy and have made a claim in the last three years.

AA Insurance Chief Executive, Chris Curtin, says the award reinforces the dedication the team at AA Insurance has for helping its customers protect their homes and its contents, and ensuring they get the best service possible.

“At AA Insurance our focus is on providing a great product and exceptional service to our customers, to help them protect what is often their most valuable assets. I’m extremely proud of our dedicated team who consistently offer the best service possible, and this award acknowledges that dedication.”

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About AA Insurance

AA Insurance has demonstrated trusted expertise in home, contents, and car insurance in New Zealand since launching in 1994. We're a joint venture between New Zealand Automobile Association and Suncorp Group, and we employ over 650 staff - who are all based in New Zealand - to look after nearly 350,000 customers and over 650,000 policies.

We proudly partner with Eden Park, support youth charity Blue Light, and have been consistently recognised by: Reader's Digest Most Trusted Brands (since 2011), NZ Insurance Industry Awards (since 2012), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (2011-2016), and the Colmar Brunton Corporate Reputation Index (since 2015) that recognises New Zealand's most successful companies.

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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