

AA Insurance wins Customer Satisfaction award sixth year in a row

Auckland, 13 June 2018 – AA Insurance has taken the top spot in customer satisfaction for home and contents insurance for the sixth year running.

The company recorded a 5-star rating in six of the seven categories* for the 2018 Canstar Blue Most Satisfied Customers Award for Home & Contents Insurance. It was one of only two providers to excel in communication, a top driver of customer satisfaction.

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

Richard Park, Head of Marketing and Distribution for AA Insurance, says the award recognises the dedication and commitment the team at AA Insurance has for providing the best customer service possible from Sales and Service to Claims.

“Our customers have come to trust that AA Insurance will behave in a genuine manner, always put them first, and be there when they need us. We’re really proud to receive this award, and of our people who are there for our customers every day.”

*AAI received a 4-star rating for Value for Money

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About AA Insurance

AA Insurance is an independently operated, New Zealand-based joint venture between the New Zealand Automobile Association (NZAA) and Suncorp Group. We have demonstrated trusted expertise in home, contents and car insurance in New Zealand since 1994. We underwrite our own policies and sell direct to New Zealanders. Our more than 700 staff look after over 375,000 customers with over 710,000 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.

For more information please contact:

Nicole Steven, Botica Butler Raudon Partners, (09) 303 3867, 021 025 31886 or nicoles@botica.co.nz

Amanda Fifield, AA Insurance Limited, (09) 927 2085, 027 406 1787 or Amanda_Fifield@aainsurance.co.nz