

Doing the right thing pays off twice for AA Insurance

Auckland, 28 November 2019 – Having integrity and doing the right thing by customers and staff has paid off two-fold for AA Insurance, after winning Direct General Insurance Company of the Year and Innovation of the Year at the 2019 New Zealand Insurance Industry awards last night.

This year was the first time AA Insurance entered Innovation of the Year for AA Home Response, a joint service with NZAA that was launched last year to meet customer needs for tradespeople. The award recognises new innovations that benefit the company, its customers as well as the New Zealand insurance industry. Given the changes in new technology and business models, AA Home Response also met the need for both AA Insurance and NZAA to diversify.

The Direct General Insurance Company of the Year award recognises general insurance companies that have demonstrated strong performance and outstanding service for their customers. AA Insurance has been a finalist in this category since the awards began, holding the title from 2012-2015 and again in 2018.

“A company is as good as it’s people, and integrity has its own financial rewards,” says Chris Curtin, Chief Executive, AA Insurance.

“So, if we do the right thing - be fair to our customers and our staff, treat them as people and not just ways to generate profit - then strong business performance will be an outcome.

“These learnings are at the heart of AA Insurance, so it’s fantastic to be recognised by the industry with these awards, especially given the calibre of the competition.”

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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 Vero Insurance New Zealand Limited (VINZL). Since 1994 we have demonstrated trusted expertise in home, contents and car insurance in New Zealand, and in 2018 introduced commercial small business insurance. We underwrite our own policies and sell direct to New Zealanders. Our more than 720 staff look after 410,000 customers with nearly 800,000 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), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (2013-2018), 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 aainsurance.co.nz.

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