

## **Top Ten Driver Frustrations**

### ***Lack of courtesy drives New Zealanders crazy says AA Insurance***

**Auckland – 15 June 2010** – Selfish drivers with a ‘me-first’ attitude are the most common frustration to New Zealanders on the road, according to a new AA Insurance survey. And the most frustrating driver behaviour: drivers who use hand-held mobile phones to talk or text while driving despite the law change.

“Our claims experience shows that many accidents are caused by drivers not paying full attention to the road, particularly when using mobile phones and texting” says Martin Fox, deputy general manager, AA Insurance.

Drivers not paying full attention to the road were rated second in the AA Insurance Driver Frustrations Index, which surveyed 3,270 New Zealanders aged 18-65 to create a Top Ten list of frustrating driver behaviours.

“A driver who becomes frustrated or impatient as a result of inattentive driving is more likely to have an accident. These accidents can result in larger insurance claims as frustrated drivers can often drive at a higher speed” says Martin Fox.

The majority of frustrations in the top ten were inconsiderate actions, including drivers who turn corners from the wrong lanes (3<sup>rd</sup>), drivers who increase their speed at a passing lane so you can't pass and those who slow down after the passing lane (4<sup>th</sup>) and drivers of slow cars that don't pull over to allow others to pass (5<sup>th</sup>). Those who don't use their indicators correctly and drivers who are not courteous while changing lanes or merging came out 6<sup>th</sup> and 7<sup>th</sup>.

Ranked 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> most frustrating were drivers who tailgate other cars, drivers who don't give way to cyclists or motorcyclists when they should and drivers who don't dip their headlights for oncoming traffic.

“Drivers need to be more aware on the roads. Even a small accident like rear-ending another car in a carpark could cost you your no-claims bonus or bump up your insurance excess, not to mention that of the other motorist.”

“What we ask is that drivers bring back some courtesy on our roads,” says Martin. “No one wants to have to claim for an accident caused by frustration, inattention or thoughtlessness.”

### **Top Ten Driver Frustrations (Source: AA Insurance Drivers Frustration Index 2010)**

1. Drivers who use hand-held mobile phones to talk or text while driving, despite the law change
2. Drivers who are not paying full attention to the road
3. Drivers who turn corners from the wrong lanes
4. Drivers who increase their speed at a passing lane so you can't pass and/or slow down after the passing lane
5. Drivers of slow cars who don't pull over to allow others to pass
6. Drivers who don't use their indicators correctly (e.g. don't indicate or continue to indicate after they need to)
7. Drivers who are not courteous while changing lanes or merging
8. Drivers who tailgate
9. Drivers who don't give way to cyclists or motorbike riders when they should
10. Drivers who don't dip their lights for oncoming traffic at night

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### **About AA Insurance**

AA Insurance was launched in 1994 and is a joint venture between New Zealand Automobile Association and Suncorp-Metway Limited.

AA Insurance has over 300 staff servicing 150,000 plus customers and manages over 300,000 policies. Over half of those policies cover motor insurance risks including cars, bikes, caravans and motor homes, and the remainder are house and contents insurance.

In 2008 and 2009, AA Insurance was a finalist in the unlimited/JRA Best Places to Work Survey in the medium-large workplace category, making it one of the top places to work in New Zealand.

AA Insurance Limited has an A+ (Strong) Insurer Financial Strength Rating given by Standard and Poor's (Australia) Pty Ltd on 8 January 2010. For further information visit [www.aainsurance.co.nz](http://www.aainsurance.co.nz).

**About the 2010 AA Insurance Driver Frustrations Index**

The 2010 AA Insurance Driver Frustrations Index is an independent internet survey of 3,270 drivers aged 18 to 65 from around New Zealand. Respondents were asked to rate their feelings of frustration on a number of different driving behaviours from 1 to 10. The average rating for each behaviour was then taken to create a list of the top ten most frustrating driver behaviours.

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