

## Claims double as a result of flooding, says AA Insurance

**Auckland – 22 June 2015** – AA Insurance says that claims doubled over the weekend as a result of the flooding in the North Island. The company is ready and waiting to help lower North Island customers with their flood-related claims, and is urging those requiring emergency repairs to call as soon as possible.

“We’re keen to hear from customers who are unable to stay in their homes and need assistance, or who require urgent repairs to their homes to keep them watertight and warm. We also want to hear from those who have been able to assess the damage to their home, contents or car,” says Amelia Macandrew, Customer Relations Manager, AA Insurance.

“The most common types of damage so far have been flooded houses, including all their contents, and failed retaining walls. While many of our customers were evacuated over the weekend due to their homes being completely flooded, we won’t know the extent of the damage or the cost until they’re able to return to make a full assessment.”

One customer was removed from his home by Civil Defence at midnight as the river level was rising. He later heard from neighbours that the whole area was flooded and water was at the same level as their windows.

Another customer’s garage, and a portion of their house was flooded, damaging carpet and furniture, with sewerage in the water.

AA Insurance expects the number of claims to rise over the coming days as customers gain access to their property and assess the damage.

“While it’s important to think safety first during these types of emergencies, customers who’ve been able to assess the damage to their property should give us a call. There is no rush to make a claim, but the sooner you let us know, the sooner we can help you,” continued Amelia.

“Our experienced team is ready to help with any weather-related claims and can give customers the help they need to get things sorted quickly.”

**AA Insurance advises its customers to:**

- Make sure you, your family and pets are safe and in a dry area.
- Do not attempt to inspect or repair any damage until it is safe to do so
- If the floors are wet, lift your furniture off the floor to prevent staining
- Keep your damaged items if they are safe to do so, or take photos – this is useful to confirm what needs replacing
- Don't drive unless you absolutely need to. If your vehicle has been damaged or suffered flooding it may be unsafe to drive
- AA Insurance customers should call us as soon as you can on 0800 500 216 to report any damage to your property especially if you need emergency repairs.

ENDS

**About AA Insurance**

AA Insurance Limited launched in 1994 and is a joint venture between the New Zealand Automobile Association and Vero New Zealand, which is part of the Suncorp Group. We employ around 580 staff to look after more than 325,000 customers and 600,000 car, home and contents policies.

AA Insurance has 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 Satisfied Customers (since 2011).

We proudly support youth charity Blue Light, and the Holden Cup and NRL Telstra Premiership referees in New Zealand.

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](http://www.aainsurance.co.nz).

**For more information please contact:**

Arwen Vant, Botica Butler Raudon Partners, (09) 303 3862, 021 403 503 or email [arwenv@botica.co.nz](mailto:arwenv@botica.co.nz)

Amanda Fifield, AA Insurance Limited, (09) 927 2085 or email [amanda\\_fifield@aainsurance.co.nz](mailto:amanda_fifield@aainsurance.co.nz)