

AA Insurance wins Customer Satisfaction award fourth year in a row

Auckland, 1 July 2016 – AA Insurance has claimed the Canstar Blue customer satisfaction award for home and contents insurance for the fourth year running.

The company recorded a 5-star rating across the board, and 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 2,500 New Zealand consumers across a range of categories to measure and track customer satisfaction. The outcomes reported are the results from customers who currently have a home and contents insurance policy and have made a claim in the last three years, in this case 641 New Zealanders.

“They provide a Home and Contents package where if both your home and your contents are covered, customers will pay less for each policy,” says Canstar New Zealand General Manager Jose George.

“These kind of package deals make AA Insurance an attractive insurer, especially for the 63% of Kiwis who like to put all of their insurance under the same provider.”

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 the get the best service possible.

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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 to look after more than 345,000 customers and 650,000 policies.

We proudly support youth charity Blue Light, and the NRL Telstra Premiership and Holden Cup referees in New Zealand, and have been consistently recognised by: Reader's Digest Most Trusted Brands (since 2011), NZ Direct Insurer Award (since 2012), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (since 2011), 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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