

## **AA Insurance scores two golds for quality service**

**Auckland, 2 May 2016** – AA Insurance has taken away two golds at this year’s Reader's Digest Quality Service Awards, scoring top ratings in both car, and home and contents insurance.

The awards recognise and reward those New Zealand companies with a reputation for outstanding quality service that have consistently delivered above and beyond the expectations of customers.

A representative sample of 1,500 Kiwis were asked to nominate companies based on: the individual customer experience, a demonstrated insight into customer needs, quick and easy dealings, consistency of high-quality service, and meeting or exceeding customer expectations.

Customer comments validating AA Insurance’s top rankings included having competitive fees, excellent and efficient service, and being helpful and pleasant to talk to.

“The awards give us independent recognition for the way we’re doing things at AA Insurance,” says Chris Curtin, Chief Executive, AA Insurance. “I couldn’t be prouder of our people who dedicate themselves to helping our customers 364 days of the year.”

ENDS

### **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**

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:**

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