

AA Insurance scores two golds for outstanding customer service

Auckland, 27 November 2017 – AA Insurance has taken away two golds for customer service at the 2018 Reader's Digest Quality Service Awards, scoring top ratings in both car, and home and contents insurance.

The awards highlight companies that go beyond customer expectations, and show the public who they can turn to for an excellent level of service.

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.

“We’re delighted to be rewarded by these awards for our level of service,” says Chris Curtin, Chief Executive, AA Insurance. “Our team is dedicated to helping our customers every day, whether they’re updating their address or making a claim, so the awards offer superb recognition of their dedication. We couldn’t be prouder.”

ENDS

About AA Insurance

AA Insurance is an independently operated, New Zealand-based joint venture between the New Zealand Automobile Association (NZAA) and Suncorp Group. We have demonstrated trusted expertise in home, contents and car insurance in New Zealand since 1994. We underwrite our own policies and sell direct to New Zealanders. Our more than 700 staff look after over 375,000 customers with over 710,000 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), NZ Insurance Industry Awards (since 2012), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (2011-2016), 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.

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