



AA Insurance wins Consumer NZ People’s Choice award for second consecutive year

Auckland, 16 December 2020 – AA Insurance has been named Consumer NZ’s People’s Choice award winner for car, home and contents for the second year running.

“Last year we were over the moon to be named a top performer in Consumer NZ’s annual insurance provider customer satisfaction survey, but to be recognised again for 2020 is truly an honour,” says AA Insurance’s Chief Executive, Chris Curtin.

AA Insurance once again shares the award with FMG and MAS that also scored well above industry averages.

People’s Choice winners are established through analysis of Consumer NZ surveys that have been sent to Consumer NZ members - 4,757 members were surveyed for car, 4,180 for home and 4,462 for contents insurance. A business must be a standout performer in customer satisfaction to achieve People’s Choice status.

“Given the strict criteria that companies must meet, this recognition is a real testament to our continued hard work in a very competitive market, to make a difference in our customers’ lives, and be there when they need us most,” continues Chris. “It also shows our model of transparency and fairness is resonating strongly with our customers providing a fantastic, positive experience we should all be proud of.”

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About AA Insurance

AA Insurance is an independently operated, New Zealand-based joint venture between the New Zealand Automobile Association (NZAA) and Vero Insurance New Zealand Limited (VINZL). Since 1994 we have demonstrated trusted expertise in home, contents and car insurance in New Zealand, and in 2018 introduced commercial small business insurance. We underwrite our own policies and sell direct to New Zealanders. Our 800+ staff look after over 450,000 customers with more than 900,000 policies.

We proudly partner with Eden Park and have been consistently recognised by: Reader's Digest Most Trusted Brands (10 consecutive years since 2011) and Quality Service Awards for Car, and Home and Contents Insurance (since 2015), Kantar Customer Leadership Index (since 2019), Canstar Blue Most Satisfied Customers (2011-2018), and the Colmar Brunton Corporate Reputation Index (since 2015) that recognises New Zealand's most successful companies. Last year, AA Insurance was also named Consumer NZ People's Choice award winner for car, home and contents (since 2019).

AA Insurance has an A+ (Strong) Insurer Financial Strength Rating given by Standard and Poor's (Australia) Pty Ltd. For further information visit aainsurance.co.nz.

For more information please contact:

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