



AA Insurance wins 2019 Consumer People's Choice award for car, home and contents

Auckland, 19 December 2019 – AA Insurance was a top performer in Consumer NZ's annual insurance provider customer satisfaction survey and has been named its 2019 People's Choice award winner for car, home and contents.

Seventy-three percent of AA Insurance customers were very satisfied with their provider for car insurance, compared with the industry average of 65%, while 65% were very satisfied with their house insurance (vs 55% industry average), and 68% for contents insurance (vs 58% industry average).

AA Insurance shares the awards 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 members and supporters – 5,431 were surveyed for car, 4,853 for home and 5,086 for contents insurance. A business must be a standout performer in customer satisfaction to achieve People's Choice status.

AA Insurance Chief Executive Chris Curtin says the team is ecstatic to receive these awards especially given the strict criteria that companies must meet.

“We're delighted. It's 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.

“It also shows our model of transparency and fairness is working, giving customers a fantastic, positive experience we're all 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 more than 720 staff look after 410,000 customers with nearly 800,000 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), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (2013-2018), 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 aainsurance.co.nz.

For more information please contact:

Nicole Steven, Botica Butler Raudon Partners, (09) 303 3862, 021 025 31886 or nicoles@botica.co.nz
Amanda Fifield, AA Insurance, (09) 927 2085, 027 406 1787, amanda_fifield@aainsurance.co.nz