

Insurer prepares for Southland flooding customers - AA Insurance

Auckland, 05 February 2020 – AA Insurance is urging Southland customers requiring emergency repairs from this week’s flood to call as soon as possible.

“Safety should be the first priority for people affected by flooding. We’re keen to hear from customers who are unable to stay in their homes and need assistance, or who require urgent repairs to their homes to keep them watertight and warm,” says Amelia Macandrew, Customer Relations Manager. “We’re also here for those customers who’ve been evacuated from their properties and don’t know yet when they will be allowed to return and assess the damage.”

Although it is too early to know the extent of damage and the number of customers affected, AA Insurance’s claims team had been told to “clear the decks” in anticipation of customers in need of urgent help.

“Our experienced team is ready to help with any flooding-related claims and can give customers the help they need to get things sorted quickly,” continues Amelia. “However, it’s important to think safety first during these types of emergencies so there’s no rush to make a claim, but the sooner you let us know, the sooner we can help you.”

If your home floods, AA Insurance advises its customers to:

- Make sure you, your family and pets are safe and in a dry area.
- Do not attempt to inspect or repair any damage until it is safe to do so
- If the floors are wet, lift your furniture off the floor to prevent staining
- Keep your damaged items if they are safe to do so, or take photos – this is useful to confirm what needs replacing
- If your vehicle has been damaged or suffered flooding it may be unsafe to drive
- AA Insurance customers should call us as soon as you can on 0800 500 216 to report any damage to your property especially if you need emergency repairs.

ENDS

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 750+ staff look after 430,000 customers with nearly 850,000 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), Canstar Blue Most Satisfied Customers (2013-2018), 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's 2019 People's Choice award winner for car, home and contents.

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.

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