

Double gold for outstanding customer service in 2022 Reader's Digest Quality Service Awards

Auckland, 22 November 2021 – Outstanding customer service has helped AA Insurance secure two golds in the 2022 Reader's Digest Quality Service Awards (QSA).

With scores of 74 out of 100 for its home and contents insurance (three points up from 2021), and 73 for its car insurance, the general insurer topped the rankings in the insurance category for these products.

“This is the eighth consecutive year we have won gold for car insurance, and our second consecutive year in the top spot for home and contents insurance, after winning gold and silver in equal measure since 2015,” says AA Insurance Chief Executive, Chris Curtin. “It’s a reflection of our team’s absolute commitment to providing exceptional customer outcomes with every interaction.”

The awards highlight companies that go above and beyond their customers’ expectations, asking respondents to score (out of 10) their experience across different industry categories based on five key pillars of service: personalisation, simplicity, consistency, understanding and satisfaction.

“Our focus at AA Insurance is on caring for and looking after our customers, so to be recognised and appreciated by them in this way is incredible,” says Chris.

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 930+ staff look after over 480,000 customers with 970,000 policies.

We proudly partner with Eden Park and have been consistently recognised by: Reader's Digest Most Trusted Brands (11 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.

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