



## **AA Insurance wins Consumer NZ People's Choice award for car insurance for third consecutive year**

**Auckland, 14 December 2021** – AA Insurance has been named Consumer NZ's People's Choice award winner for car insurance for the third year running.

"We're very proud to be named a top performer in Consumer NZ's annual insurance provider customer satisfaction survey, in what has been another tough year for everyone," says AA Insurance's Chief Executive, Chris Curtin.

People's Choice winners are established through the analysis of Consumer NZ surveys that have been sent to Consumer NZ members and supporters. Providers must be a standout performer in customer satisfaction and meet all performance criteria, including at least 65% of customers being 'very satisfied' to achieve the People's Choice status. Companies are ranked on overall satisfaction, price, customer support and value for money.

"Given the strict criteria of these awards, to be recognised by Consumer NZ members is a real testament to our people and their commitment to make a difference in our customers' lives and in what is in a very competitive market," continues Chris.

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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 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. AA Insurance was also named Consumer NZ People's Choice award winner for car, home and contents (2019 and 2020).

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](http://aainsurance.co.nz).

For more information please contact:

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