

## **Looking after customers and staff pays off twice for AA Insurance in industry awards**

**Auckland, 18 November 2021** – Doing the right thing by customers and staff has paid off two-fold for AA Insurance, after winning General Insurance Company of the Year and Insurance Learning Program of the Year at the 2021 New Zealand Insurance Industry awards.

Now in its ninth year, the awards were held virtually last night by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) to celebrate the achievements of individuals and companies across the industry.

The new category of General Insurance Company of the Year award recognises general insurance companies that have demonstrated strong performance and outstanding service for their customers. AA Insurance has been a finalist in the Direct General Insurance category since the awards began, holding the title from 2012-2015 and again from 2018-2019 (the awards weren't run in 2020).

The Insurance Learning Program of the Year award recognises the efforts of organisations that have demonstrated a genuine commitment to improving the professionalism of their people through the development and implementation of a learning program. This is the second year AA Insurance has entered this category, holding the title in 2018.

“Given the pressures the entire country has endured, we’re delighted to be recognised by the industry with these awards, especially given the calibre of the competition,” says Chris Curtin, Chief Executive for AA Insurance.

“It’s an absolute honour and speaks volumes of the effort our people have put in to look after our customers, as well as each other, regardless of what’s going on in the world. I can proudly say that these awards can be attributed to them.”

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

### For more information please contact:

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