

AA Insurance on stand-by for West Coast customers

Hopeful advanced warnings and preparations help avoid extensive damage

Auckland, 4 February 2022 - While heavy rain continues to batter the West Coast and many Westport residents prepare to evacuate, the claims team at AA Insurance is on stand-by for affected customers over the long weekend, with additional staff on-call.

“We’re preparing our staff, with reinforcements on stand-by should we need them,” says Tom Bartlett, Head of Home Claims, AA Insurance. “We’d like to assure customers that we have a very experienced team on hand to help get things sorted quickly for them during this stressful time.

“We’re keen to hear from those unable to stay in their homes who need assistance, or who require urgent repairs to their homes to keep them watertight and warm,” he says. “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.

“Last July we handled almost 200 significant flood-related home, contents and car claims from the same area but we’re hopeful the early warnings and preparation underway will help West Coast residents avoid significant damage as much as possible.”

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

“While the team are here and ready to help, 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,” continues Tom.

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

- Make sure you, your whānau and pets are safe and in a dry area
- Tune into local radio and keep updated via any government or public health websites and social media.
- Turn off your electricity if it is safe to do so, to avoid short-circuits.
- If there is water in your light fittings, turn your lights off and call an electrician when it is safe to do so.

- 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 it is 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
- Often during a storm or flood, you may not know the full extent of damage to your home, car or contents, especially if you need to leave your property. AA Insurance customers should call us on 0800 500 216 as soon as you can to report any damage to your property, especially if you need emergency repairs, or if your home becomes uninhabitable, contact us and we can help to arrange temporary accommodation for you, your family and your pets.
- Customers with non-urgent claims can head to aainsurance.co.nz/claims to make an online claim.

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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 Variety NZ and 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)

The logo for AA Insurance, featuring the letters 'AA' in a bold, black font inside a white circle, followed by the word 'Insurance' in a bold, black font. The background of the top left corner is a decorative pattern of overlapping yellow circles of various sizes.

AA Insurance

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.

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