



## **AA Insurance scores two Reader's Digest Quality Service Awards**

**Auckland, 25 November 2019** – AA Insurance has won twice for customer service at the 2019 Reader's Digest Quality Service Awards (QSA), scoring gold for its car insurance and silver for home and contents insurance.

“We’ve always been focused on doing the right thing at AA Insurance, which means being fair to our customers, treating them with respect and being there when they need us most,” says Chief Executive Chris Curtin.

The awards highlight companies that go beyond customer expectations and show the public who they can turn to for an excellent level of service.

In its sixth consecutive year, the awards recognise how exemplary customer service can be delivered and how people should be treated. A representative sample of 1,500 Kiwis of a mixed demographic, were asked to rate their opinions of a range of service providers.

“We provide outstanding customer service every day, not just for the awards, but it’s fantastic for our dedicated people to be recognised by customers in this way,” continues Chris. “It’s incredibly humbling and I’m so proud of everyone here at AA Insurance.”

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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 more than 720 staff look after 410,000 customers with nearly 800,000 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), IBM Kenexa Best Workplaces Survey (since 2008), Canstar Blue Most Satisfied Customers (2013-2018), and the Colmar Brunton Corporate Reputation Index (since 2015) that recognises New Zealand's most successful companies.

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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