



For immediate release August 12, 2020

100% Kiwi owned-insurer beats every big player to scoop awards

FMG Insurance, a New Zealand mutual, has won two Canstar Most Satisfied Customers Awards, for Car Insurance and Home and Contents Insurance, 2020

Kiwi mutual FMG Insurance has beaten all the big players in the market to scoop two Canstar awards for customer satisfaction.

Despite having 5% of market share, FMG was awarded a clean sweep of 5 star ratings, in both categories, for all Drivers of Satisfaction. The three key Drivers of Satisfaction for both categories were quality of service, value for money and communication.

This year was FMG's first appearance in the car insurance category, and its second appearance in the home and contents category. It has won in each category, and each year, it has been eligible.

Jose George, Canstar NZ General Manager, said FMG's success reflected the care and attention it paid to its customers. "Insurance is a highly competitive industry with several major players. For FMG to outrank them all in customer satisfaction is a significant coup and I congratulate them on their success."

Glenn Croasdale, General Manager Client Propositions & Online services, said "We're thrilled to receive the Canstar Home and Contents, and Car Insurance awards.

"As a mutual insurer we're here for our members and do our best every day to provide them with outstanding client service and products, so this recognition means a lot to the team at FMG."

Canstar discovered a number of intriguing insights during its research to find the winners of each category.

Respondents to the car insurance survey made clear their concerns about the road toll, with 45% saying stronger penalties should be introduced for people who cause serious road accidents. Nearly half of men were pushing for this, compared to 42% of women.

Further, 70% of New Zealanders say they believe third party car insurance should be compulsory for all drivers, while a third of respondents believed car insurance premiums should be based on usage. Nearly 90% of respondents said they had full cover, with 11% having third-party, fire and theft, and even fewer have only third-party insurance (5%).

Canstar's Home and Contents survey also revealed intriguing insights around the protection of our personal assets. New Zealanders spend just over \$2,000 annually on home and contents insurance. Wellingtonians spend slightly more than average, at \$3,215, while Nelsonians drag down the average with their \$1,269 annual expenditure.

The vast majority of insurance holders stay with the same outlet, with 83% saying they "renewed my policy with the same insurer." Almost a third say their home and contents insurance "is really only there to cover a major disaster/accident."

For further details please visit the Canstar NZ site, [here](#).

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