

How do you rate your insurer?

Percentage of customers who gave insurers a given rating

	Awful to Poor	Ok	Good to Excellent
Communicating with you			
AA/Vero/SIS	49	26	24
AMI/SR	55	29	16
IAG/banks/Lantern	78	14	8
IAG-NZI	66	25	10
IAG-State	67	22	10
Lumley	32	31	38
Tower	47	30	23
Other	50	18	33
Insurer responding to you			
AA/Vero/SIS	41	36	23
AMI/SR	49	33	18
IAG/banks/Lantern	69	22	9
IAG-NZI	57	35	8
IAG-State	56	30	13
Lumley	24	33	43
Tower	43	32	25
Other	33	28	40
Level of information provided			
AA/Vero/SIS	59	22	19
AMI/SR	50	32	18
IAG/banks/Lantern	81	14	6
IAG-NZI	71	18	11
IAG-State	70	23	7
Lumley	36	29	36
Tower	48	36	17
Other	53	13	35
Rate of progress			
AA/Vero/SIS	78	14	9
AMI/SR	67	21	12
IAG/banks/Lantern	90	6	4
IAG-NZI	86	11	3
IAG-State	85	12	3
Lumley	45	17	38
Tower	65	18	17
Other	56	15	29