

Roy Morgan Customer Satisfaction Awards November 2015 Winners

Roy Morgan Research has announced the monthly Customer Satisfaction Award winners. This month we congratulate new leaders in the following categories: Bank, Risk & Life Insurer, Chemist, Liquor Store, Supermarket, Domestic Business Airline and Gas Provider. For the first time since April, P&N Bank took out top slot as Bank of the Month; while Virgin Australia reclaimed Domestic Business Airline after a couple of months in second place. As it has all year, the ALDI-Foodland two-step continues in the Supermarket category, with ALDI seizing the lead this month; and Lumo Energy ended Red Energy's four-month stint as top Gas Provider. With only the December results to come before we tally up the winners of the Annual Roy Morgan Customer Satisfaction Awards for 2015, things are getting serious!

Winners of each category are listed below. Full details of all winners and runners up are available at CustomerSatisfactionAwards.com.

November 2015 Award Winners:

Finance

Bank of the Month
Major Bank of the Month
Building Society / Credit Union of the Month
General Insurer of the Month
Private Health Insurer of the Month
Risk & Life Insurer of the Month
Retail Super Fund of the Month
Industry Super Fund of the Month

P & N Bank
Commonwealth Bank
Greater Building Society
RACT
Health Partners
Insuranceonline
Asgard
ESSSuper

Retail

Auto Store of the Month
Coffee Shop of the Month
Clothing Store of the Month
Department Store of the Month
Discount Department Store of the Month
Discount Variety Store of the Month
Furniture/Electrical Store of the Month
Hardware Store of the Month
Chemist/Pharmacy of the Month
Quick Service Restaurant of the Month
Liquor Store of the Month
Shoe Store of the Month
Sports Store of the Month
Supermarket of the Month

Supercheap Auto
Muffin Break
Rockmans
Myer
Harris Scarfe
The Reject Shop
Beta Home Living
Home Timber & Hardware
Amcal
Pizza Capers
Dan Murphy's
The Athlete's Foot
Rebel Sport
ALDI

Telecommunications

Home Phone Provider of the Month
Home Broadband Service Provider of the Month
Mobile Handset Provider of the Month
Mobile Phone Service Provider of the Month

Southern Phone
Internode
Apple iPhone
Southern Phone

Travel and Tourism

Domestic Airline of the Month
International Airline of the Month
Domestic Business Airline

Qantas
Singapore Airlines
Virgin Australia

Utilities

Electricity Provider of the Month
Gas Provider of the Month

Red Energy
Lumo Energy

Automotive

Car Manufacturer of the Month (October 2015)

Lexus



The Customer Satisfaction Awards are based on data from Roy Morgan's Consumer Single Source survey (over 50,000 consumers annually), as well as Roy Morgan's Business Single Source survey (over 12,000 business decision makers annually). These two large, nationwide studies provide a thorough and accurate way to identify and recognise Australia's top businesses in Customer Satisfaction.

Visit the Roy Morgan [Customer Satisfaction Awards website](http://customersatisfactionawards.com). This website monitors the ongoing movements in Customer Satisfaction for many businesses across different industries.

customersatisfactionawards.com

Monitor Customer Satisfaction through Roy Morgan's extensive suite of Ready-made Research Reports. Reports are updated monthly or quarterly and provide trended satisfaction for many competitors in each industry. View the [Automotive Currency Report](#); [Consumer Banking Satisfaction Report](#); [Business Banking Satisfaction Report](#); [Superannuation Satisfaction Report](#); [Non-Food Retail Satisfaction Report](#); [Supermarket Satisfaction Report](#); [Auto Store Satisfaction Report](#); [Coffee Shop Satisfaction Report](#); [Hotel & Resort Satisfaction Report](#); [Mobile Handset Satisfaction Report](#) and the [Airline Satisfaction Report](#).

For comments or further detail, please contact:

Michele Levine, CEO, Roy Morgan Research

Email: Michele.Levine@RoyMorgan.com

Telephone: +61 (03) 9224 5215

About Roy Morgan Research:

Roy Morgan Research is the largest independent Australian research company, with offices across Australia, as well as in the United States, United Kingdom, and Indonesia. A full service research organisation specialising in omnibus and syndicated data, Roy Morgan Research has over 70 years' experience in collecting objective, independent information on consumers.

In Australia, Roy Morgan Research is considered to be the authoritative source of information on print media measurement, financial behaviour, voting intention and consumer confidence. Roy Morgan Research is a specialist in recontact customised surveys which provide invaluable and effective qualitative and quantitative information regarding customers and target markets.