

Roy Morgan Customer Satisfaction Awards January 2016 Winners

With the dust settling from the Annual Roy Morgan Customer Satisfaction Awards for 2015, the January results are in. This month we congratulate new leaders in the following categories: Private Health Insurer, Risk & Life Insurer, Industry Super Fund, Chemist, Shoe Store, and International Airline. In the month's biggest upset, Emirates broke Singapore Airlines' long-standing stranglehold over the International Airline category; with other usurpers including Spend-less Shoes (Shoe Store), Discount Drug Stores (Chemist) and HIF (Private Health Insurer). Meanwhile, several 2015 champions retained their top spot, including Rockmans (Clothing Store), Myer (Department Store), Asgard (Retail Super Fund), and Southern Phone (Home Phone Provider).

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

January 2016 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
Newcastle Permanent Building Society
RACT
HIF (Health Insurance Fund)
Insuranceline
Asgard
Catholic Super

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
The Good Guys
Home Timber & Hardware
Discount Drug Stores
Subway
Dan Murphy's
Spend-less Shoes
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 of the Month

Qantas
Emirates
Virgin Australia

Utilities

Electricity Provider of the Month
Gas Provider of the Month

Red Energy
Lumo Energy

Automotive

Car Manufacturer of the Month (December 2015)

Lexus



The Customer Satisfaction Awards are based on data from Roy Morgan's Consumer Single Source survey (over 50,000 consumers annually). This large, nationwide study provides 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](#).

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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.