

Roy Morgan Customer Satisfaction Awards September Winners

Roy Morgan Research has announced the monthly Customer Satisfaction Award winners. The September results show new leaders in Banks, Building Societies, Chemists, Coffee Shops, Department Stores, Shoe Stores, Internet Service Providers and Domestic Airlines. Winners of each category are listed below. Full details of all winners and runners up are available at CustomerSatisfactionAwards.com.

September 2014 Award Winners:

Finance

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

Victoria Teachers Mutual Bank
Commonwealth Bank
People's Choice Credit Union
Newcastle Permanent
Defence Service Homes
Insurance
CBHS
Insuranceline
Bendigo Bank
Westpac
NRMA
REST Super
Plum
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
Service Station of the Month
Shoe Store of the Month
Sports Store of the Month
Supermarket of the Month

Autobarn
Donut King
Suzanne Grae
Myer
Target
The Reject Shop
The Good Guys
True Value Hardware
Chemist Warehouse
Crust Pizza
Gull
Betts/Betts Kids
Rebel
Aldi

Telecommunications

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

Southern Phone
Internode
Apple
Amaysim

Travel and Tourism

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

Virgin Australia
Singapore Airlines
Qantas

Utilities

Electricity Provider of the Month
Gas Provider of the Month

ActewAGL
Kleenheat

Automotive

Car Manufacturer of the Month (August 2014)

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 20,000 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](#).

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About Roy Morgan Research:

Roy Morgan Research is the largest independent Australian research company, with offices in each state of Australia, as well as in the United States, United Kingdom, New Zealand 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.