

EQC

settling your claim

STEP-BY-STEP

You have lodged a claim with the Earthquake Commission. So what happens next? This brochure provides a step-by-step guide to the EQC claims settlement process and it answers some of the questions most often asked about EQC's cover.

You may have simply made an inquiry of EQC and are wondering why your call has been treated as a claim. This is to ensure that it has been recorded and is receiving proper attention. It won't affect your premium or any future claims - EQC doesn't have a no claims bonus.

The claim settlement process

- EQC sends a letter acknowledging your claim. We will appoint a representative to visit the scene of the loss and report back or, if the loss involves minor damage to your home or contents, we will send you a claim form to fill in.
- EQC contacts your insurer to confirm that you have current insurance cover. Sometimes we will need to ask you to help with this. It is done while the next steps are being taken.
- If necessary, the EQC representative will appoint a registered valuer to value the damage. EQC also establishes the repair costs.
- If damage is severe or threatens the property, an engineer will be asked to report to EQC.
- Once EQC has received all the information about your claim, our representative will explain to you the settlement for your claim.
- When the settlement is agreed, we will pay you or your mortgagee the amount, in accordance with the terms of the mortgage agreement.

Home & contents claims

How long will it take to settle my claim?

If it is straightforward, your home and contents claim should take up to one month to settle. It may take longer if further expert advice is needed or if your claim is made at the time of a large natural disaster in New Zealand.

Excess

For claims involving your home or your home and contents, we deduct an excess of \$200 on claims of \$20,000 or less. If your claim is for more than \$20,000, the excess is one percent of the total.

For claims on contents only, the excess is \$200, whatever the amount of your claim.

Repairs

You are responsible for organising any repairs covered by the Earthquake Commission. The appropriate trade association will be able to help you if you would like guidance on who could undertake the repairs on your home or section.

Land, retaining wall, bridge & culvert claims

What can EQC compensate for?

EQC can compensate claimants for the loss or damage of:

- land within 8 metres of your house or the buildings that serve your house;
- the land of the main accessway - up to 60 metres from your house or the buildings that serve your house.

Please note

The provisions of the Earthquake Commission Act 1993 will always prevail over the contents of this brochure.

EQC can also pay for some retaining structures, bridges and culverts.

See the EQC *Householders' Guide* or the Earthquake Commission Act for more detailed information.

How long will it take to settle my claim?

Claims for land, retaining wall, culvert and bridge damage can be difficult to assess. The average time to settle claims is three months. However, the actual time varies according to the complexity of the damage and even weather conditions. We endeavour to have simple claims settled within two months.

Excess

The excess for land claims is 10% of the claim settlement with a minimum of \$500 and a maximum of \$5,000.

How does EQC compensate?

EQC will pay the value of your damaged land, retaining structure, bridge or culvert at the time of the loss, or the repair cost, whichever is lower.

How much will EQC pay?

The cover provided by EQC for land, retaining walls, bridges and culverts is **NOT** replacement cover.

The maximum EQC can pay is the value of the land, retaining wall, bridge or culvert at the time of the loss.

Continued overleaf

Concerned About Your Claim?

If you have any concerns about your claim, first contact the EQC representative or your EQC claim manager.

If you have a problem that can't be resolved by this process then contact EQC's insurance manager on 0800 652 333.

If, after contacting the insurance manager, you are still concerned that you haven't received your full entitlement under the EQC Act, you can appeal to the Ombudsman.

EQC appoints a registered valuer to determine the value of your insured land.

This means that, in most instances, you will have to contribute financially to the reinstatement of your property.

Can EQC pay for new retaining walls?

No, unless your house or land is still under immediate threat from what has happened. Other conditions apply

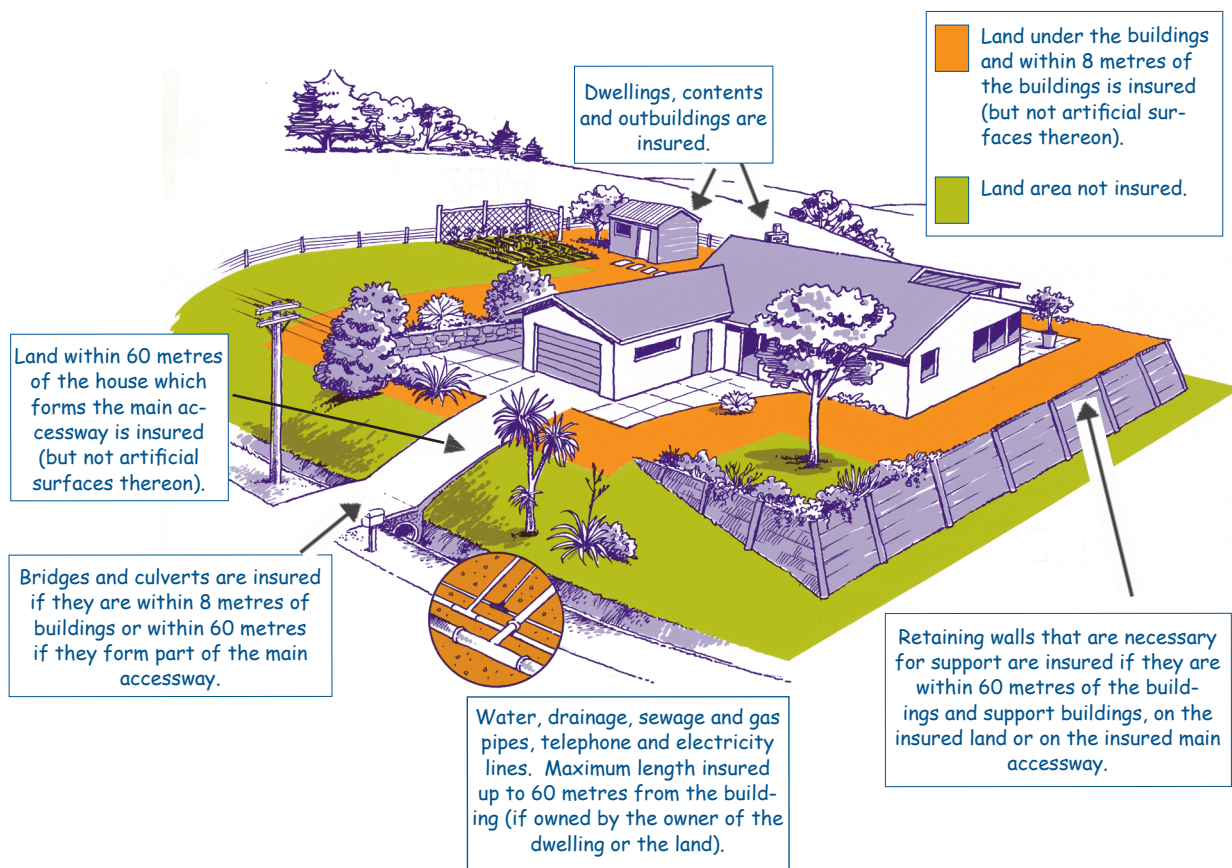
in this special type of claim.

Will EQC pay to protect my property from future disasters?

In some cases, following engineering advice, the Earthquake Commission may be able to fund works to protect an insured property which is still at risk from the natural disaster that has occurred. Otherwise, protection from future events is your responsibility.

EQCover

A guide to property insured by the Earthquake Commission Act 1993



EQCover insures only residential land, residential buildings and contents. It is obtained automatically when you take out a home or contents fire insurance policy.



a guide to
**MAKING a
CLAIM with EQC**