

Kaikoura Earthquake Claims Questions and Answers



What changes has the industry made to managing Kaikoura Earthquake claims?

An agreement between private insurers and the Earthquake Commission (EQC) has been reached, which will simplify how home and contents insurance claims are resolved for people affected by the Kaikoura Earthquake.

Under the agreement, private insurers (FMG included) will act as EQC's agents and receive, assess and settle home and contents claims including those which are under the EQC cap.

EQC will continue to assess and settle land damage as land is not covered by private insurance policies. However, you can now lodge these claims with FMG. We have more on this in the Q&As.

I have a Kaikoura Earthquake claim, what does this change mean for me?

This means that things just got a little easier.

For the most part you only need to work with one insurer—FMG.

- If you're yet to make a Kaikoura Earthquake claim, then you should now lodge this directly with us. You can do this by calling 0800 366 466. If it's a home and/or contents claim you will work with FMG from start to finish—we will work with EQC on your behalf.
- If you've already lodged a claim with EQC, that's great. You don't need to do anything as your claim will be transferred to FMG and we'll be in touch around next steps.
- Land claims will work a little differently. You should now lodge your land claim with FMG. EQC will still assess and settle your claim, but FMG will work alongside you and EQC while they do this.

Claim type	Who will assess and settle?
Contents	Private insurers
Building	Private insurers
Contents and building	Private insurers
Land only	EQC
Land and building	EQC and Private insurers
Land and building and contents	EQC and Private insurers

What does 'working as an agent' mean?

Insurers have agreed to work directly with clients on EQC's behalf. As part of this we will apply the standards of the Earthquake Commission Act while assessing and settling claims.

EQC has provided FMG with training on the Act and your entitlements under the Act will not change.

Why has this change been made?

This improvement has been introduced to make things easier for people with a Kaikoura Earthquake claim. This will remove the need for double handling—clients now only need to work with one insurer—FMG. Land claims being the slight exception.

I'm about to lodge a house and/or contents claim from the Kaikoura Earthquake

Great, please call us on 0800 366 466.

I've already lodged a house/contents or land claim with EQC, what should I do?

You don't need to do anything.

This will be transferred to FMG and we'll be in touch with regards to next steps. We recommend you keep your EQC claim number handy.

I've lodged a claim with EQC and have found more damage I'd like to claim on?

You should call FMG on 0800 366 466 to add another claim. Please have your EQC claim number handy.

I have a land claim and/or a land and house claim what should I do?

With regards to land claims, things will work a little differently.

If you need to lodge a land-related claim, please call FMG directly on 0800 366 466. We will pass the claim onto EQC as they will assess and settle the land claim. FMG and EQC will coordinate their efforts on the dwelling and land claims.

If you have already lodged a land claim (or any Kaikoura Earthquake claim for that matter) with EQC, then you don't need to do anything.

How much of my land is covered?

Land that is within your land holding and comprises only:

- The land under your dwelling or outbuildings (e.g. garage or sheds).
- The land within 8 metres of your dwelling or outbuildings.
- The land of the main access way (or under or supporting the main access way) up to 60 metres from your dwelling, but not any artificial surfaces like concrete or asphalt that cover the access way.

EQC cover for land damage also includes:

- Bridges and culverts that are within 8 metres of your dwelling, or on land within 60 metres of your dwelling, that is part of or supports the main access way.
- Retaining walls and their support systems that are necessary for the support or protection of your dwelling or insured land (including the main access way) if they are within 60 metres of the house.

I have a commercial claim or farm buildings or farm contents claim

The process for lodging a claim for these items has not changed. These should always be lodged with FMG and you can do this by calling us on 0800 366 466.

What if my house and/or contents damage is under cap?

FMG will assess this damage on EQC's behalf and in accordance to the Earthquake Commission Act.

We will then work with EQC to reach a settlement.

What if my house and/or contents damage is over cap?

FMG will assess this damage on EQC's behalf and in accordance to the Earthquake Commission Act.

FMG will receive payment from EQC and continue to work with you on cash settlement or reinstatement.

Will an excess still apply?

EQC excesses apply and will be deducted from your settlement payments. EQC cover the first \$100k (plus GST) per dwelling and \$20k (plus GST) for contents (or the value of the sum insured if under those limits).

Your excess will depend on whether your claim is under or over the EQC limits. Your EQC excess will be 1% of your loss with a minimum of \$200 and a maximum of \$1,150 per dwelling. If your claim is over the EQC limits, then your FMG excess will also apply.

Once your claim has been assessed we will be able to provide you with an accurate excess figure.

For details on how the excesses are calculated, please visit the EQC website www.eqc.govt.nz

I have already done some urgent work and sent the invoice to EQC, what should I do about this?

Any information that is relevant to your claim is now part of your claim file, which EQC will pass on to us. We'll be in touch with you about this.

How long do I have to lodge a Kaikoura Earthquake claim?

As we're continuing to work under the Earthquake Commission Act, you will need to lodge a claim by Tuesday 14 February 2017.

What oversight will EQC have of this new process?

While insurers will act as EQC's agents to settle its claims, EQC will have oversight and audit responsibilities to ensure clients receive what they are entitled to under the Earthquake Commission Act.

What if I don't agree with my assessment/settlement?

Both EQC and private insurers currently have their own systems in place to manage cases where clients don't agree with their insurer or EQC. Please direct any complaints to FMG who will manage them using their existing complaints process.

I have an open Canterbury Earthquake claim, what should I do?

Nothing changes in relation to Canterbury Earthquake claims and you should continue to work through the existing process on these.