

Domestic Insurance Claims FAQ

Is there a time limitation for making a claim?

Yes, all claims must be reported to the EQC within 3 months of the incident.

How do I report my claim?

Individual policy holders must contact EQC directly via the internet at www.eqc.govt.nz or by phoning 0800 326 243, 0800 508 765 or 0800 652 333.

What is covered by EQC and what is covered by the Insurer?

Motor Vehicles, Trailers and Boats, Pleasurecraft

EQC does not cover motor vehicles, trailers, boats or pleasurecraft. Most insurance policies fully insure these as part of the standard cover.

Domestic Contents

EQC covers up to \$20,000 + GST. This excludes the following:

- Jewellery, precious stones
- Money, securities, documents and stamps
- Works of art (e.g. paintings, statues, sculptures etc.)
- Animals, including pets
- Alternative accommodation.

These items are covered by most domestic insurance policies, including an amount over the \$20,000 EQC limit. If your policy insures these items then the claim needs to be settled by the Insurer.

Domestic Homes

The EQC cover for each dwelling is \$100,000 + GST. More than one dwelling may be insured by a single policy EQC cover *excludes* the following, which policies do cover if insured by it.

- Drives or paths
- Retaining walls, bridges or culverts more than **8 metres** from the home, or if they are on the main driveway, more than **60 metres** from the home
- Tennis courts, whether inside or outside and whatever the surface
- Jetties, wharves or landings (check individual wording as not always covered by us)
- Fences, poles or walls (unless part of the building)
- Drains, channels, tunnels or cuttings (unless part of the building)
- Reservoirs, swimming pools, baths, spa pools, tanks or water towers (unless part of the building)
- Burglary, theft or vandalism following an earthquake or natural disaster
- Any bush, forest, tree, plant or lawn.

Commercial Buildings and Contents including Farm (Covered by the Insurer)

For mixed usage sites (residential and business/other) clients should check their policy for EQ cover and the number of EQC caps which apply.



What is the EQC Excess?

For domestic homes and personal possessions (home contents) the EQC excess is 1% of the claim, with a minimum of \$200 (incl GST). If the claim is only for personal possessions (home contents) then an excess of \$200 (incl GST) applies.

Am I covered for the amount of any EQC excess under my policy?

No, the EQC excess is an exclusion under policies. So if your contents loss is less than \$200, you have to absorb that cost. The 1% excess can reach a maximum of \$1,125 (i.e.) 1% of the EQC cap of \$100,000 + GST per dwelling. Most policies will operate to provide cover after the EQC cap is reached OR to property where the EQC doesn't provide the same cover that private insurers offer.

What about glass breakage extensions?

A common issue encountered is that broken windows in domestic homes due to earthquake is not covered by policies and will have an excess with the EQC of at least \$200.

My land was affected, what cover do I have?

Most policies do NOT cover land, earth or fill. The EQC covers certain domestic land (see below) and their staff will manage any claim. The EQC's excess on land is:

- If the claim is for \$5,000 or less the excess is \$500
- For claims over \$5,000, the excess is 10% with a maximum of \$5,000.

Please note: These figures include GST.

The EQC cover for land is:

- The land under the home
- The land within 8 metres of the home
- The land of the main access way (or under or supporting the main access way) up to 60 metres from the home, but not the driveway (i.e.) any artificial surfaces like concrete or asphalt that cover the access way.

What cover applies for Contract Works insurance policies?

Commercial construction or alterations

These are not covered by the EQC. Natural Disaster Damage including cover for Earthquake is included in many policies but the cover will be provided by the Insurer and subject to their individual policy terms and conditions. An additional premium is likely to have been paid to include this cover.

Domestic construction or alterations

New dwellings under construction do NOT have any EQC cover. This is because the Earthquake Commission Act specifically excludes them from cover. Please note that some policies will provide Natural Disaster Damage including Earthquake cover but the insurer will provide this and it will be subject to their policy terms and conditions

Existing dwellings undergoing alteration will have EQC cover under the existing Home policy (if current) and the actual alterations may or may not be covered by a separate policy with an insurer.

For an explanation of how your domestic insurance responds to the earthquake, contact your Aon Broker.

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