

## Response ID ANON-DUXZ-428G-G

Submitted to Northern Australia Insurance Inquiry  
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## About you

What is your name?

Name:  
Amanda-Lee Alexander

What is your email address?

Email:  
[REDACTED]

What is your suburb/town and postcode? (Only one is required.)

Suburb/town::  
[REDACTED]

Postcode::  
[REDACTED]

If you live in northern Australia, please tick all descriptions that apply to you.

[REDACTED]

What type of residence do you live in?

[REDACTED]

What insurance do you currently have? Please tick all descriptions that apply to you.

[REDACTED]

What is important in your decisions about insurance?

1. How important is the price ('premium') in your decision?

You could also tell us: Did you know about the price of insurance in your town before you moved there? Has price changed a lot? Have you tried to get a lower price? :

The price was \$273 per month in 2013 and is now \$420 per month with no natural disasters or claims at all. I ring every year for a lower price and get \$20 per month taken off but the inflation is around \$500 per year with no claims or natural disasters happened since 2011 which was Cyclone Yasi.

2. How much choice of insurers do you have?

You could also tell us: Where you live, how much choice is there between insurers? Do you think different insurers offer different policies (i.e. is coverage different)? :

I live in Townsville North QLD. I have worked with a builder and know that most of the insurers fall under the Suncorp banner apart from a few. I also know that not all tidal surge etc. I am happy with AAMI as they offer 'old for new' insurance but I am not happy with the rising and unaffordable cost. I also know that my sister just bought a house in Airlie beach and is paying half the price I pay in Townsville even after Cyclone Debbie struck her house and caused considerable damage to the area.

3. What are you covered for?

You could also tell us: Can you get the sort of insurance you want? Do you want flood insurance? How confident are you that you know what you are covered for and what limits you have? If you have made a claim, were you covered for what you thought you were?:

Old for new replacement on my home. I have tidal surge insurance also. I have been happy to date with claiming through AAMI.

4. How important is customer service and claims handling reputation?

You could also tell us: How much does an insurer's reputation matter? How much does customer service matter? Have you seen an insurer behaving in a way that you think is unfair or confusing?:

They try to help where they can but their hands are tied with the prices.

**5. Have you seen an insurer behaving in way that you think is unfair or confusing?****5. Have you seen an insurer behaving in way that you think is unfair or confusing? :**

It depends on the customer service consultant you get, i have had mixed reactions to my concerns.

**6. Has an insurer told you that they won't insure you or renew your insurance policy? If they have, what were the reasons they gave you?****6. Has an insurer told you that they won't insure you or renew your insurance policy? If they have, what were the reasons they gave you?:**

No

**How you get information about insurance and how easy it is to understand?****7. What information does your insurer give you and how useful is it?**

**You could also tell us: Does your renewal notice say if price has changed and the reason? Does it say how premiums are calculated? What could insurers do to make it easier to understand their products? :**

None of the above, they just put the prices up and they can't even tell you why on the phone.. They just say cyclones. I have told them we haven't had one since 2011 and they get baffled and don't know what to say.

**8. Where else do you see or look for information?**

**You could also tell us: How much effort is it to look for better or cheaper policies? What sort of advertising do you see? Have you used websites, tools or calculators? If you live in Queensland, have you heard about or used the North Queensland Home Insurance website? What did you think about it?:**

None. I haven't seen anything advertised.

**9. Have you used, or thought about using, a broker? Why or why not?**

**You could also tell us: Did it make it easier for you to get a policy that you were more confident suited your needs?:**

I have used brokers for other needs. At this stage I want the old for new policy but it is getting unaffordable.

**10. Is there information to meet the needs of all consumers?**

**You could also tell us: Who can you ask if you need help understanding insurance? Is there information for people who are unable to read or write or use a language other than English? Do insurers have an office in your area or do they visit? Is mail, phone or internet access an issue in remote areas?:**

No, they don't have an office in Townsville.

**11. What special information do owners or managers of strata units need?**

**You could also tell us: How difficult is it to get clear and useful information about strata insurance? How transparent is the information provided to strata unit owners?:**

**12. Have you seen examples of tools, technology or information in other industries that should be used to make insurance easier to understand?**

**Have you seen examples of tools, technology or information in other industries that should be used to make insurance easier to understand?:**

No

**Have you switched insurers?****13. Have you considered switching insurance in recent years? Did you go ahead and switch? Why or why not? Please tell us about your experience.**

**You could also tell us: Did you consider switching policies with the same insurer, to a different insurer, or both? How did you find and compare policies? How many quotes did you compare? Was it a lot of effort? How does the use of standard definitions, such as for 'flood', make it easier to compare? Was your focus on price or coverage or both? Did you use a broker to help you? :**

I haven't switched since i worked with a builder and realised they are mostly owned by a parent company and are much the same. I stayed with AAMI because they initially were the old ones to insure for flood from rising waters. They tell me when i ring i am getting a good deal and if i were a new customer it would be a lot more for my insurance.

**What can households and insurers do to make insurance more affordable?****14. Have you considered renovating or altering your home, or building a new home to, to reduce the risk of storm or cyclone damage? Did you go ahead?**

**You could also tell us: How did you find out about building for your local conditions? How did you decide that it was a 'worthwhile' investment? If you made any alterations, did this have any impact on your insurance premium? Has it already, or will it, save you money in the long run?:**

No, my home is around 60 plus years old and doesn't get much damage in cyclones.

**15. What are insurers doing to make it easier and could they do more?**

**You could also tell us: Would your premium be lower if you made your house or belongings safer? Can you pay fortnightly or monthly and how much extra does it cost to do so? Does your insurer offer Centrepay to eligible customers? Have you seen new or different policies to target particular consumers, such as tenants, households on a low income, or people with only a small amount to insure? :**

I have spent thousands on security and my premiums are going up. I pay monthly and it is more expensive also.

**16. What are you doing to manage the cost of insurance?**

**You could also tell us: Have rising premiums motivated you to spend more effort looking for better policy options? Have you, or would you, reduce your level of coverage to save? Who else can you get help from?:**

I have to budget money to try to cover the costs but it is becoming unaffordable. I have nobody else to get help from.

**Other issues****17. If you have a view or experience to share that you haven't already covered in another question, please tell us about it. (Optional)**

**If you have a view or experience to share that you haven't already covered in another question, please tell us about it.:**

I think Townsville is paying ridiculous rates compared to other cities.