

## Response ID ANON-DUXZ-42X1-T

Submitted to Northern Australia Insurance Inquiry  
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## About you

What is your name?

Name:

[REDACTED]

I do not want my name to be published.

Do not publish my name

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? :

Prices have increase and some issues in Herberton and Mareeba is the flood mapping. the local Council does not have what the insurer is requiring, so even though the property could never flood I have to pay higher premiums

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)? :

The choice is not the issue its the premiums

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?:

Yes I can get the cover however the flood mapping is not correct

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?:

Reputation is very important as is customer service

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? :**

not really except they wont listen to what we are saying about the flood mapping or the layout of the area. For example our house is on a hill which could never flood but they say it will flood even though it never has

**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? :**

The insurer increases the price of the house even though there is no capital growth in the area, so I have to phone and get them to reduce the value of the house

**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?:**

It is a big hassel to search and change insurers. Do you truly know if you are comparing apples with apples  
I have never heard about the NQ Home insurance website but I will check it out

**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?:**

no because they charge and I can do it myself

**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 office in my area I do everything on the phone at lunchtimes or after work which is time consuming

**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?:**

n/a

**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 was with Suncorp and switched to CommInsure because the premiums were cheaper. I have checked several times since I switched and CommInsure were still cheaper premiums

**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?:**

Yes we make sure maintenance is good ie roof screws are not rusty etc. Also we have purchased a container which is bolted to steel plates in concrete so we can put items in the container if the roof or windows were damaged in a cyclone

**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? :**

no but I have increase the excess to \$5,000 and taken out all extras like fusion, broken windows etc

**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 increase the excess to \$5,000 and taken out all extras like fusion, broken windows etc this has reduced the premiums

**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.:**

Being a landlord the rising cost of insurance, rates and government reduction is what is an allowable deduction has made owning rental properties not viable and we are selling all of our properties.

An example is about 15 years ago we were paying \$200 insurance per year and renting the house for \$200 per week not the insurance is \$1,500 and we get \$250 rent