

## Response ID ANON-DUXZ-428V-Y

Submitted to Northern Australia Insurance Inquiry  
Submitted on 2017-11-01 13:41:08

## About you

What is your name?

Name:

[REDACTED]

I do not want my name to be published.

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? :

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)? :

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?:

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?:

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? :

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?:

## 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? :

From the broker or online

### 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?:

Doesn't really make a difference... all the rates are ridiculously high. some in tens if thousands for one property in the Pilbara..even though our houses are cyclone rated and the incidents of damage are pretty minimal when compared to other regions like Queensland. To me it seems that insurance companies just want to take advantage of the situation we are in and the government just doesn't care...

### 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?:

Again it doesn't make a difference...whether it us through a broker or bank or online.... the rates are a rip off.

### 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?:

There is enough information available and that isn't the issue

It is the cost. The government needs to step in and get the insurance companies in line.

### 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?:

There is enough information available for everyone. The issue again is the cost. .. we live in this area and we have to pay a high price!!

### 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?:

Again it is just the cost for living in an area like the Pilbara..

## 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? :

We switch every year as ythe insurance company you are with will increase the premium whether you had a claim or not.

The next company will take our business and increase the premium the following year... this is a cycle...

## 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?:

Our homes are in good condition. .. our claims are minimal. We had one claim for a break in after 10 years ..and our premium increases every year. Never had a claim for building or property damages. We have been through a few cyclones with no damage to the property at all.

### 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? :

These are not the problem. The insurance companies just want to charge high premiums... They do not care. The government should have an investigation. It

took the insurance company 10 months to finalize our claim. The assessor submitted the claim months ago and Westpac ignored our calls and emails for over two months.

**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?:**

We are on basic coverage. We have not over-insured! Premiums increase every year whether you have a claim or not.

**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 most of your questions are irrelevant. The bottomline is that we are at the mercy of the insurance companies. They just rip us off because we live in the area.

It is only about money... the insurance companies are only concerned about their profits.