

Response ID ANON-DUXZ-42AK-W

Submitted to Northern Australia Insurance Inquiry
Submitted on 2017-11-04 14:04:55

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Do not publish my name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? :

Price is a key factor, as the price needs to reflect value for money

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)? :

This property is an investment property, in the past I would always do a comparison however I had found the Comm Insure had been the best in the comparison as value for money against price

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?:

Investment building insurance. We made a claim in 2006 I believe to the value of 5k. this was due to a cyclone and flooring was damaged.

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?:

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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?

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A couple of insurance companies will not insure above the 26 parallel. to memory this was HBF

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? :

As there has been a significant increase in price for this year with Comm Insure, the 2016/2017 annual rate was approx. 6k, they called me this year as the insurance had increased to \$13,700 or exactly the same policy.

I spoke to the customer service in regards to the large increase and it was said this was due to claims in the east had driven up the price

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?:

Word of mouth / social media in the town has traction.

I have tried insurance comparison site however this appears to be a marketing sites and showing only companies that appear to have a link to the "site" and does not include all insurance companies.

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?:

Just recently I had been given the information of a broker in which I am to follow up with

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?:

Phone / internet is the easiest form of gaining further information.

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 am in the process of looking at all of our current insurances.

When we received the increase of insurance for the building I have contacted another insurance - Suncorp who were 9k cheaper, in which I am in the process of changing over to them.

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?:

The property that we own has cyclone screens and as we live in a mining town that prepares for cyclones preparation is always part of the process when a cyclone is nearing

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? :

We currently pay monthly, and I have not seen any other low cost options or assistance

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?:

Yes the rising cost of premiums I have been looking and comparing else ware to lower the cost and will be looking at a mortgage broker

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)

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I have friend who had a property in Onslow when Cyclone Vance went through / flattened the town, she was insured and had a lot of issues when claiming after the event.

The event was deemed a natural disaster and people who did not have insurance were fully covered and those who had insurance were not covered.

with the large increase she was saying that it is actually better not to insure as if the event is deemed a natural disaster there is a lot less stress on all of the people concerned.