

## Response ID ANON-DUXZ-42B9-C

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Do not publish my name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? :

Been with Suncorp for 20 years plus.

Had a burglary claim for contents but never for property damage from many cyclones or flooding rains of 2008

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)? :

No one other than Suncorp will insure my 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?:

House and content. With flood cover.

I do not want nor need flood cover. We are very high and on sand. Won't allow us to drop flood cover.

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?:

Very important. I have noticed many people complaining that they are still having ongoing complaints from cyclone Debbie which was 9 mths ago. This is unacceptable. Timely manner is required if policy is paid for.

**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 personally, only what i have heard of or read about.

**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?:**

Yes. When shopping around a few years ago for something cheaper.

YOUI said no to this post code. RACQ were 3 times expensive.

Had no option but to stay with Suncorp.

**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? :**

Gives you all the fine print so that when you really need them there will be a looo hole for them.

**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?:**

Websites

Phone called all major insurers.

**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?:**

Yes we did in the past and they could only get Suncorp to cover us as well.

**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?:**

Yes they are in my area if i choose to call them.

We contact them every year when our renewal is sent out to see what we can exclude to save money, this is done over the phone.

**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? :**

No we have not changed as many others won't even give us a orice and others are priced well outside our affordability.

**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?:**

Treat you as an individual.

Look at my claims history, no building, no flood claims.

The fact that we don't claim should be rewarded with a cheaper policy.

We now have house and content as low a value as possible with a \$2000 excess.

If my insurance continues to climb i will be forced to cancel it and take my luck.

#### **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? :**

Treat you as an individual not a post code or council area of RED zone.

A few years ago we were next door to an evacuation centre, now red zoned.

This is a council issue and it feeds insurers.

Some insurance consultants google your address while talking to you, see the colour of your zone, then terminate the call.

#### **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?:**

Under insure my house and content value.

Have maximum claim threshold of \$2,000 excess.

No jewellery covered.

Contents as low as possible.

Should my house go up in flames I would not be covered enough to rebuild.

#### **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.:**

Had insurance with Suncorp for almost 30 years. No loyalty program. No rewards for no claims.

Both of these could reduce my yearly bill. Treat as individuals not a post code or zone area. If ive been through cyclones and the 2008 floods and never even had a puddle at my house then i don't need flood cover.