

## Response ID ANON-DUXZ-42MP-E

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Do not publish my name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::

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 very important but flood and storm coverage is just as important. As insurance companies reputations precede them on finding loopholes to not payout on storm and calling it flood etc. I have a broker to source the best price on insurances. Prices have doubled on house and contents over a period of years. Especially after cyclone Larry.

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)? :

Choice is wide and comparing policies is the same as comparing health fund. Impossible to compare like for like as every policy is different. I lay a lot of faith in a broker to do the comparisons for me. Unfortunately I don't believe they shop around enough either. It's a very difficult task and extremely overwhelming to shop for insurance of any kind.

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?:

I always ask for flood insurance. Too many stories heard about insurance companies not paying out on storm insurance and claiming it was flood. Excess' have doubled in recent years from \$250 to \$500 per claim. Making it more difficult to submit claims for those that can't afford it. My parents decided not to insure their home as both were pensioners and couldn't afford the premiums anymore. My husband and I fortunately have insurance on all property and would not be without it.

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 of insurer is very important. We shy away from companies that don't payout on claims. Customer service is high on my list. I want easy to claim without having to jump through a heap of hoops. During stressful times such as claiming insurance usually is, you need to be heard and shown respect and compassion. Majority of our insurance claims have run smoothly without too much trouble but it isn't always the case.

**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? :**

I worked for an insurance assessor after cyclone Larry and was appalled by the managers decision making. If he didn't like the client he would advise the insurer not to payout and would report the property had insufficient drainage etc which majority of the time wouldn't have been the case. This assessor came from Brisbane into Townsville which he had no understanding of the suburbs drainage etc. I believe his decision making was unprofessional. He didn't even hold a builders license so was totally unqualified in my opinion.

**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? :**

Policy never says if price has increased nor does it explain why.

I've had life insurance double in price without any explanation. I've had to drop my life and income protection due to the exorbitant price of policy. Every year it increased exponentially. It started at \$2000pa and rose to \$8000pa when I dropped the policy as I could no longer afford it.

**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?:**

I use a broker and hope they do the right thing by us because it is way too difficult and time consuming to research myself. Apples and oranges can't be compared.

**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?:**

We use a broker as it makes our decision easier though I have thought there would be cheaper insurances out there. I just don't understand a lot of the jargon and it is extremely difficult to compare policies.

**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?:**

**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?:**

**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? :**

Yes I have switched. My broker advised on policy and both coverage and price were considered.

**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?:**

Having worked with an insurance assessor who failed claims for not having drainage in their yards. I added unnecessary drainage to my yard so this excuse couldn't be used against me. My policy never changed in pricing for this additional expense.

**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? :**

Common sense prevails and we do all we can to keep our properties secure. I don't believe we get any reduction on premiums for additional security even though we inform our insurer.

**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 we have reduced cover to save money.

### **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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