

## Response ID ANON-DUXZ-42MV-M

Submitted to Northern Australia Insurance Inquiry  
Submitted on 2017-11-20 10:11:05

## 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Do not publish my name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? :

since TIO sold, insurance coverage for cyclones is difficult to obtain.

insurance premium for contents has increased by over \$100 per year.

comprehensive car insurance has increased by \$50 per year, but coverage has decreased - eg car windscreen not covered. excess has increased.

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)? :

not much choice for insurers if you want cyclone insurance cover. when getting quotes from interstate insurance companies, have been told that NT does not have cyclones.

I have to hold insurance through my personal bank - otherwise am charged \$6.50 per month per account.

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?:

cyclone coverage. flood damage for contents.

I am not at all confident that I am covered for what I want - previous experience with smashed windscreen (car broken into) - was not covered by insurance when I specifically asked for that coverage.

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?:**

insurers are not based here, have no idea on Darwin. can't pronounce suburbs, tell me that my suburb does not exist.

current insurer CGU has pathetic (no) customer service - was told that changes new premiums were the cost and that the increases were due to weather and world events - so I am assuming that I am paying for the QLD cyclone damage and international weather events?

**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? :**

yes! when TIO sold - the insurance was taken over by Alliance - TIO continued to advertise cyclone insurance, when reading the website and Alliance quote, no cyclone coverage was provided.

**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? :**

completely useless information provided.

no information on premium calculation - when you ring and ask them they have no idea where Darwin is half of the time.

**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?:**

on line calculators - DO NOT Live in QLD - so I know nothing about NQLD home insurance!

**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?:**

have tried using brokers, but they are not interested in contents and comprehensive car insurance - residential insurance needs - only do commercial.

**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

**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?:**

no such thing as transparent information for strata 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? :**

yes, due to coverage and costs. was very difficult.

brokers not interested in helping non-commercial insurance.

changed insurers because Alliance did not provide cyclone cover in NT.

a major hassle to change insurance.

### 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?:

no

**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? :

doing nothing to make anything easier - just increasing premiums and spending money on advertising.

**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?:

have been looking to change insurers due to cost.

am changing banks so that I can change insurers without being penalised by bank.

### 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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