

Response ID ANON-DUXZ-42R1-M

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Do not publish my name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? :

Most important. Did not know, price moved little only in 1 year. Tried lower price, but I have a commercial BNB facility, so need specialist insurer.

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 many insurers. First tried RACQ but dont do commercial, so went to Broker, in Victoria

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 considered I am covered for cyclone damage, which is main purpose of Material insurance, but policy is also Public Liability, so this is a factor on choice of companies.

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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?:

I made a claim recently, everything was built to standards, but excuse for not paying is that I could not identify THE EVENT" which caused the damage. SO Burden Of Proof ends up with me, when the ceiling fell down in a bedroom located near the rainforest, it seems that gradual deterioration or an earlier event that was not understood to have contributed at the time, has prevented the claim being accepted. Their first question was "has there been any circumstances you can identify that caused the problem" I said NO immediately!! And so after expert builder input and a full review of building methods, the Company gave me a choice, ton DROP THE CLAIM so it is NOT recorded against me for future insurance risk, or go to arbitration or second opinion, and lose that 'carrot.' I could not discover what fault, so dropped claim, and then they applied the record against my details anyway!!HMMMM

5. Have you seen an insurer behaving in way that you think is unfair or confusing?

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See above

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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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? :

BASic allocation of tax and goods and house and liability, components, Policy, Premium,, Broker Fee, Underwriter levy, GST, Stamp duty

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?:

Looked for a long while initially. HAd 1 year insurance, then decided not to for next year, but then cyclone potential gets built up in media, so re insured again with same company. Price change from say \$2200 3 years ago to \$2500 last year

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?:

Broker was used as few companies insure 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?:

N/A

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? :

Will probably recheck when policy due next, if goes up by more than cpi

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? :

Pay monthly 279.18 x 11 =3069 plus 1 payment about 200 = \$3200 app

while policy yearly is \$2503

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?:

Dont want this overhead as pensioner, but similar costs for last 20 years in a similar commercial facility, so I assume this is a fixed market with little competition.

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 live in another building on site, which would be subject to a second policy, as company wont mix my residential worth commercial, even though I am manager effectively on site, and so uninsured due to cost factor.