

Response ID ANON-DUXZ-42R7-T

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Do not publish my name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? :

Price is very important. The price has increased a lot in the last 10 years. I have tried to get lower prices & what I have now is the best I can get for the coverage I need.

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)? :

There are plenty of choice but I prefer to deal at a local branch rather than online. Policies are similar.

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 am covered for everything.

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?:

Customer service is very important. After Cyclone Marcia I had dealings with [REDACTED] & at times the staff were rude . They also gave me incorrect information several times.

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

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After Cyclone Marcia [REDACTED] was very unfair. My beach house was damaged.

they refused to let their own builders repair it because they wanted me to take a lesser payout than the repair cost. After 18 months of argument, my house had deteriorated badly. They then refused to pay me enough to repair or rebuild. The Engineer they sent out told lies & even though I could prove they were lies they ignored my submission. Even the Financial Ombudsman ignored my proof & sided with the insurer. So thanks to both I have lost my house with no hope of rebuilding it.

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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After Cyclone Marcia [REDACTED] refused to re-insure my Rockhampton house even though I had only had a small claim. Their reason was that my house was not up to their standard because it needed painting.

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? :

The renewal notice shows the price change but they do not explain how this is calculated .

They could simplify the language in their policies.

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?:

It takes a bit of effort to look for better policies. I see a bit of advertising on T.V. I will look for information on the internet but I like to deal at a local branch. So I will always choose a company that has a branch locally. I have not heard about North Q'ld 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?:

I have used a broker previously but prefer to do it myself.

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?:

I can ask the staff of the company I am dealing with at the time but sometimes they don't even know the answers & ca't explain things properly.

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?:

Not applicable

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 switched insurers after cyclone Marcia. I will never deal with [REDACTED] or any of its related companies ever again. Their treatment of me was diabolical & because of them I lost a valuable asset, all because they wanted to get away with paying out less money.

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?:

I have done some improvements to my Rockhampton home but it has not changed the cost of the premium as yet.

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? :

I have never seen a policy for a household on low income as this would interest me as up until now my husband & i have lived on a combined income of \$1000 per fortnight. Most companies offer monthly payments but many charge extra for this. I prefer to pay the full 12 months at once.

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?:

This year I did not increase my coverage so this saved me quite a lot of money. I don't know who else to get help from. I needed help with the [REDACTED] debacle but no-one not even the local member of parliament could advise me. There needs to be some other avenue to go through if you are not satisfied with the insurance companies handling of a claim & also not satisfied with the FOS. At the moment the only other avenue is court & that is not a satisfactory option. The insurance companies have too much power & don't have to answer to any-one so they can ruin peoples lives & nothing is done about it.

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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